



### **Purpose**

The Environmental Health Program is committed to working closely with the community, business operators, state and federal governments to ensure that tangible outcomes are being delivered in environmental health, now and into the future. As part of this delivery the program is committed to providing our customers and the community with the highest quality of service and standards possible.

The Environmental Health Program undertakes business licensing services in areas including but not limited to food safety, environmentally relevant activities, higher risk personal appearance services, local law activities such as entertainment venues and footpath dining. Other areas of involvement include Environmental Health education and promoting legislative review and advocacy, industry and community partnerships.

### **Why are service standards important?**

It provides for a level of consistency by informing the customer the level of service expected. Service standards also provide for transparency and accountability and alleviates ambiguity from the process and provide clients with a set of commitments that can be referred to when evaluating an organisation's performance.

### **Council values**

At Logan City Council, we value:

#### **Our People**

We respect, care about, support and develop our people. We provide a safe workplace where people can explore opportunities, enjoy themselves and achieve high levels of personal job satisfaction.

#### **Excellence**

We create an environment where people are clear about expectations and accountable for achieving excellent outcomes. We foster enquiry, innovation and creativity with a focus on continuous improvement.

#### **Leadership**

We encourage leadership aligned to our values at all levels of our organisation. We work together to best use our skills and knowledge to pursue challenges and to deliver excellent services to our customers and our community.

#### **Integrity**

We are honest and open by saying what we believe, doing what we say and giving permission for others to do the same. We take responsibility, individually and as a team, for all that we do.

Aligned to Council's values the Environmental Health Program will commit to the following service standards.



**SERVICE STANDARD 1 (S1)**

**Customer Service**

- 1.1 During business hours when you contact the Environmental Health Program there will always be a staff member to answer your call in a courteous manner.
- 1.2 We will provide an initial response to your customer request within 24 business hours of lodgement.
- 1.3 We will keep you informed on the progress and the eventual outcome of your customer request and provide reasons for any decisions.
- 1.4 We will work continuously to ensure that our written correspondence and publications are timely and easy to understand.
- 1.5 We will deal with your customer request in a professional and polite manner at all times.
- 1.6 We will ensure that we regularly review and update the information we provide to you on our website and in corporate publications.
- 1.7 We will periodically undertake customer satisfaction surveys to seek your feedback and comments as a mechanism to continually improve on the services we provide.
- 1.8 We provide an emergency response service to deal with urgent matters occurring outside normal business hours.
- 1.9 We respect your privacy and maintain confidentiality at all times in accordance with relevant legislation.
- 1.10 We always endeavour to provide greater consistency in decision making and ensure we are an open, fair and transparent regulator that works with businesses and residents to achieve outcomes.
- 1.11 We will provide services in a manner that is respectful, equitable, and responsive to the range of diversity in Logan, including race, ethnicity, religion and disability.

**SERVICE STANDARD 2 (S2)**

**Applications**

- 2.1 All applications submitted to the Environmental Health Program will be dealt with in a professional and timely manner in accordance with relevant legislative time frames.
- 2.2 We will provide email, telephone and front counter assistance to new food businesses and existing food businesses including design and fit-out enquires.



**SERVICE STANDARD 3 (S3)**

**Investigations**

- 3.1 We ensure that all food businesses within the City are inspected at the published inspection frequency every financial year under the Eat Safe Logan program to ensure high standards of food safety are implemented and maintained.
- 3.2 We provide a timely, independent and cost-efficient 2nd party food safety program auditing service.
- 3.3 We will urgently respond to pollution incidents to minimise the amount of harm to our environment.
- 3.4 We undertake routine inspections, at least annually, of licensed higher risk personal appearance service businesses under our inspection program.
- 3.5 We will endeavour to take a long term holistic approach to resolving complex cases of hoarding and/or squalor to provide sustainable solutions.
- 3.6 We investigate customer requests relating to issues with the potential to detrimentally impact on the health and safety of the public. Issues investigated include mosquito breeding, unclean swimming pools and vermin infestations.
- 3.7 We will investigate single cases of foodborne illness to limit the potential risk to public health and develop strategies to prevent a recurrence in the future.
- 3.8 We will at least annually inspect prescribed environmentally relevant activities (ERAs) as per the inspection framework.

**SERVICE STANDARD 4 (S4)**

**Education and Partnerships**

- 4.1 We will proactively work with those food businesses that require assistance to improve their skills, knowledge and understanding around food safety and legislative requirements.
- 4.2 We will implement proactive education of business operators and the general public in relation to key environmental matters.
- 4.3 We will always seek to work collaboratively with state governments and other agencies to deliver the best possible public health & environmental health outcomes for the City.
- 4.4 We provide free monthly food safety education sessions for temporary food stall operators.

**Feedback**

We are constantly looking for ways to enhance the services and programs we provide to you. If you have been pleased with our service, let us know, as it gives us the opportunity to recognise the great service provided by our staff. If you can suggest how we can do things better, please tell us. We welcome your feedback to improve our service to you. You can contact us on ph: 3412 3412 or by email: [environmentalhealth@logan.qld.gov.au](mailto:environmentalhealth@logan.qld.gov.au)