



Centralised Register FAQs

Mobile Food Vendor Centralised Register (the Register) Frequently asked questions

Version 2: March 2022



Introduction

The launch of the Register as a searchable tool, also has the functionality for users to both interrogate and upload food business-related information.

If you have a question that isn't answered here, please contact us.

A food business has multiple vehicles, all of them have different risk ratings and food preparation activities, how do I list them on the Register?

The Register is a searchable tool primarily, so every opportunity is needed to ensure that each food business and its associated vehicle can be identified.

Local governments (LG) submitting their register can either have a separate line for each vehicle, distinguished by vehicle registration allowing each vehicle to have its own approved food type(s) OR on a single line entry. As long as there is a space between each vehicle registration it will be searchable.



Who is responsible for updating the last assessment date and findings?

The enforcement agency that conducts an assessment of a food business captured by the centralised register, who is also a 'participating local government', is responsible for updating the register. The assessing enforcement agency may also wish to forward the same information to the registering local government as per current guidance.



Does a food van need to provide notification under the Food Act each time it operates at an event?

No, a food van is a food premises (as defined by Section 8 of the *Food Act 2008*) and notification should only be provided once in respect of any premises in accordance with section 107 of the *Food Act 2008* and Standard 3.2.2, clause 4 of the Australia New Zealand Food Standards Code.



The Register will allow LG enforcement agencies to view registration/notification information of food businesses when required. Prior to trading in an enforcement agency's jurisdiction, the food business is required to **advise** the enforcement agency of the location of all food premises – refer to [WA Food Regulation: Temporary and Mobile Food Businesses](#).

What type of files can be uploaded, and what is the size limit?

Only PDFs can be uploaded to the Register. The maximum file size that can be uploaded is 10MB. Although photographs in assessment reports are useful, multiple photos may make the file too big to upload.



Can I upload an assessment report into the approved floor plan section?

Yes, but the assessment report will not form part of the food business' compliance history.



Will the centralised register only contain details of the last known assessment?

If available, the last three assessments will be able to be viewed, based on the most recent assessment date. As more up-to-date assessments are uploaded, older reports will be deleted from the Register.

Some EHOs cover multiple LGs, do they need a User Account for each LG?

Yes, as each LG is sharing their respective information and to ensure it is 'participating'.

What is a 'Medium Strength Password'?

At least eight characters, contains a mix of alpha and numeric characters and must be at least of a 'medium strength' – when setting your password the website will confirm if medium strength has been achieved.



The MOU requires LGs to ensure their registers are up to date on the Register – Do I have to send the LG list at least every 3 months?

LGs can verify if their current list of registered food businesses is correct. Use the Search function, select your LG, and check the Register's list by printing it as a PDF. Any updates can be sent to InfoFoodVendor@health.wa.gov.au.



More information

Contact the System Performance team -

Email: InfoFoodVendor@health.wa.gov.au

Phone: (08) 9222 2000

Website: health.wa.gov.au

What is Two-Factor Authentication (2FA)?

2FA is a security process where users verify their profile through the use of the Google Authenticator app. A separate guidance note has been developed to assist users with setting up their 2FA.

When uploading to the Register I attached the wrong file and/or against the wrong business. What do I do?

Email InfoFoodVendor@health.wa.gov.au as soon as you notice the mistake so that it can be corrected – the accuracy of information sharing is crucial to the Register's credibility.

I can't find a food business on the Register, is it therefore not registered?

Check that their registering LG is a 'participating LG' if not, it won't be on there. It may be registered under the *Food Act 2008*, just not listed on the Register. Contact the registering LG to double check before confirming a suspected unregistered food business.



When an Operational Assessment is uploaded, so I need to inform the Registering LG?

No, when files or information is uploaded against a food business within the Register, an automated email is sent to the Registering LG, informing them that activity has been undertaken against the food business.



There are gaps in the Register against a food business, what does that mean?

There are five search fields to accommodate differences in how LGs collect and store registration-related information – gaps represent 'no data' for submitting LGs.

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