

# Frequently Asked Questions

## Why have I received this notice?

As a holder of accreditation with Safe Food Production Queensland (Safe Food), you are permitted to undertake certain food production activities within your business. **Your 2021 accreditation/s expire on Thursday 31 December 2021.**

## What does this mean for my business as of 1 January 2022?

**You must renew your accreditation by 31 December 2021 if you wish to continue your accredited activities into 2022.** If you do not renew your accreditation and continue undertaking that activity, you will be in breach of the *Food Production (Safety) Act 2000*.

## What do I need to do?

1. Check the details on this notice.
2. If your details are out of date, log in to our new Client Portal to update them. More details below.
3. If you have sold the business, or are no longer operating, log in to the Client Portal and update your accreditation renewal details or email Safe Food at [info@safefood.qld.gov.au](mailto:info@safefood.qld.gov.au)
4. **Pay the fees BY Friday 31 December 2021.** *Most banking institutions advise it can take 48 hours for your payment to reach us.*

## I no longer require a paper copy, email only – what do I do?

Log in to your Client Portal account and check your method of contact. As of next year, paper renewal notices will only be mailed to clients who have nominated a postal method of contact.

## When can I expect to receive my 2022 Accreditation Certificate?

**Safe Food will send you a confirmation email as soon as your renewal has been approved. That email will enable you to access a digital version of your 2022 accreditation certificate.**

### **Safe Food will still dispatch stickers and certificates by mail.**

If you pay your fees in full by Friday 10 December 2021, your printed certificate, sticker and card will be dispatched before Christmas.

For accreditations paid after 10 December 2021, your certificate pack will be dispatched in mid-January. Please be advised that Australia Post is experiencing some delays due to COVID-19 and your certificate may take longer to arrive than usual.

## What happens if my accreditation expires?

**You must not undertake the accredited activity without a 2022 accreditation.**

1. **If your accreditation expires, you will need to apply for a new accreditation.** This will involve an additional application fee of \$171.60 per accreditation, completion of an application form/s and submission of certain food safety documents. Other fees may also apply.
2. Continuing to undertake your accredited activity without a 2022 accreditation is illegal and can incur significant penalties.

## Financial hardship

Accreditation holders experiencing unforeseen circumstances or short-term financial hardship and wishing to discuss possible payment options, should **contact Safe Food before 1 December 2021.** Starting this conversation early gives our agency time to consider your circumstances and what options we can offer.

# Our new Client Portal is live!

Safe Food has updated our Client Portal and you can now access the details of your accreditations, retrieve copies of your certificates and audit reports, and update your contact details.

## What can I do there, what is the benefit for me?

**Accreditation Renewals (31 December each year)** - If you have multiple accreditations and only need to renew some of them, you can do this in the Client Portal and raise a tailored renewal notice for your accounts people. This process will also notify Safe Food of the accreditations that you no longer need, and allow them to be finalised without further action on your part.

**Accreditation Certificates** – Once Safe Food has received and processed your payment, you will be able to download a digital copy of your accreditation certificate. It will remain available on the portal as long as your accreditation remains active.

**Update your contact details, and access your documentation** - Your documentation is available for you to view and download including audit and assessment reports, COVID-19 checklists and production data you have submitted to Safe Food.

## Who has access?

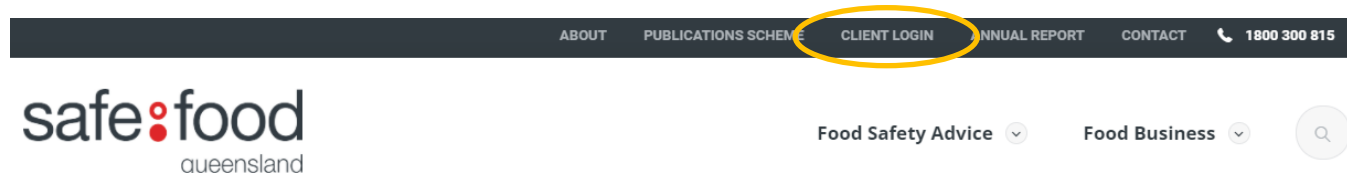
Every holder of accreditation with an email address registered with Safe Food has access to the new Client Portal. If you have not logged on before, verification takes a couple of steps, then you are set to go.

Your current email address with Safe Food is noted on your renewal notice. If you have not previously supplied an email address, or it has changed, email us at [info@safefood.qld.gov.au](mailto:info@safefood.qld.gov.au) and we will help you set up your access.

## How do I access my account via the client portal?

Here is the direct link – <https://newhub.safefood.qld.gov.au>

Even easier, go to our website – <https://www.safefood.qld.gov.au/>, then click on the Client Login link at the top of the page.



## Need help?

There are videos and instructions on the Portal's landing page, and remember our staff are always ready to help if needed.

## Other questions? Please contact us

Email: [info@safefood.qld.gov.au](mailto:info@safefood.qld.gov.au)

Phone: 07 3253 9800

Post: PO Box 221, Greenslopes Qld 4120