



**PROFESSIONALISM
RECOGNISED
THROUGHOUT THE INDUSTRY**



Restaurant & Catering NSW (R&C NSW) is the recognised Industrial Association that serves and represents members of the restaurant and catering industry throughout NSW. Members of the Association consist of restaurateurs, caterers and suppliers to the industry.

Founded in 1922, our mission is to lead the restaurant and catering industry and to help members improve their business.

We believe we achieve this goal through an industry which enjoys support through service excellence and staff commitment.

R&C NSW developed the Gold Licence Caterers' Accreditation Program to assist the public in being able to differentiate caterers as the public has little or no expertise to assist selecting a caterer. The Gold Licence logo is a symbol the public can trust as its standards are rigorously upheld by the Gold Licence Accreditation Board.





GOLD LICENCE CATERERS' ACCREDITATION SCHEME

Gold Licence Catering builds and protects your business with professional accreditation. Applications for approval as a Gold Licence Caterer are submitted to the Caterers' Accreditation Board of Restaurant & Catering NSW. Current supporting documentation must be attached with your application/renewal, updated commercial kitchen inspection or audit reports, insurance certificates and the training experience of the nominated person. Please note that the Accreditation process may take up to 4 weeks. Refer to the Checklist on the Application Form for supporting documentation that must be supplied. The application will be reviewed by the Caterers' Accreditation Board only when ALL supporting documentation is supplied.

BENEFITS

The GOLD LICENCE Accreditation scheme developed by Restaurant & Catering NSW enables catering operators to be recognised by Government departments (GOLD LICENCE is mandatory for most Government tender applications) and, most importantly, by the public. The GOLD LICENCE number and logo may be used on all promotional material signaling to prospective clients that you are willing to meet criteria relating to food preparation, and backed by appropriate industry experience. The GOLD LICENCE indicates to clients that the caterer has met certain minimum standards.

Being a GOLD LICENCE caterer is proof of professionalism, offering benefits to members including:

1. Access to supporting marketing materials
2. Tender information service
3. Separate listing on the GOLD LICENCE website http://www.rcnsw.asn.au/gold/gold_Licence.htm
4. Access to R&C NSW Awards for Excellence Program
5. Active national marketing through the Association

DEFINITIONS

1. The GOLD LICENCE is awarded to the business entity. That business could be a company, partnership or sole trader. It is not transferable to an individual employed by the business or to a new owner.
2. A Caterer shall be defined as a person or organisation which provides food for consumption at functions, occasions and events, operates from a commercial kitchen and possesses the required training and experience.
3. A Commercial Kitchen shall mean a separate professional commercial kitchen:
 - a used for the purpose of preparation, cooking, heating and storing food for consumption at functions, occasions and events plus food transportation vehicles.
 - b which complies with the provisions of the Food Act and Food Safety Standards and is subject to an annual health inspection by local council.

An annual health inspection of the commercial kitchen along with required food handling procedures and a food safety plan must meet the standards of the Gold Licence Board to be deemed compliant. A Gold Licence Caterer is deemed to meet standards determined by the Board that does not compromise the production of safe food handling.

PROCESS

The Accreditation Board consists of Environmental Health Officers and industry professionals who are committed to improving the profile and image of the catering industry. The Accreditation Board determines the overall policy relating to the scheme. Any application from a caterer for a Gold Licence is submitted to the Accreditation Board for approval. The Board consists of two representatives from each of the following: Food Regulation Partnership, the Australian Institute of Environmental Health (covering Local Government Food Inspectors) and two R&C NSW representatives.

Board members are excluded from considering a specific application if a commercial connection is apparent. In addition the R&C NSW Board members are never allowed to form a majority of the committee.

If an application for Gold Licence is not approved by the Accreditation Board, the applicant can appeal to the Board setting out reasons why the application should be successful.

APPLICATION REQUIREMENTS

The GOLD LICENCE is in effect for one year and documentation must be resubmitted each year on renewal. The GOLD LICENCE Accreditation process aims to highlight several aspects of a Catering Business which are considered to be minimum requirements for the delivery of a professional service to consumers. These aspects include:

IA. COMMERCIAL KITCHEN

- a. A current, satisfactory health report issued by your local Council, stating that your commercial kitchen has been inspected by your Health Inspector within 3 months of your submission/renewal, detailing what assessment has been made of your catering operations OR
- b. A satisfactory report issued by an independent food safety consultant (please contact R&C NSW) for referrals OR
- c. A satisfactory audit report of a HACCP based food safety plan. This assessment must include the adequacy of refrigeration in relation to the number and size of functions catered for and must make reference to facilities for the transporting of food to off site business locations. This statement must be in the name of the Gold Licence applicant
- d. If the applicant makes use of the commercial facilities of a restaurant or another establishment then a copy of that establishment's satisfactory Health Inspection Report must be supplied in accordance with items a, b and c
- e. If the applicant makes use of more than one kitchen, the addresses of all kitchens must be included, with a separate health inspection report on each.

Please note that whilst a health inspection may be deemed satisfactory by your local council, if there are breaches or defects that the Board believes may be detrimental to the safe supply of food, the Board will request that these are rectified before approval is granted. Invoices of work completed are not sufficient, a re-inspection will be required.

IB. OFFSITE GOLD LICENCE CATERER

- a. Council Inspection or Quarterly Audit Report by a qualified Food Safety Auditor must be provided
- b. Use of refrigerated vehicle and plan to transport food
- c. Is not transferable from site to site
- d. Each venue requires a separate satisfactory Health Inspection Report or a Quarterly Audit Report.

2. UP-TO-DATE AND RELEVANT INSURANCES

Certificates of Currency in the business name of the applicant for:

- a. Workers Compensation and
- b. Public & Product Liability

The level of public & product liability insurance required for accreditation is a minimum of \$10 million each. (Businesses of all sizes should check with their own insurance advisers to ensure that their level of liability cover is adequate). The Board has the right to question the level of cover based on the size of the business.

3. EXPERIENCE AND/OR TRAINING

A resume of the applicant or senior employee, listing at least five years hospitality industry experience in the preparation of food or the management of a catering business which has been gained within the last ten (10) years. OR

A copy of an Australian Qualification at trade level in cooking achieved during the last five years and in the name of the applicant, or a senior employee. OR

If the trade qualification has been gained overseas, then the applicant should provide evidence that this qualification has been recognised by an Australian training or immigration authority.

Each nominated person is required to provide their Safe Food Handling and RSA Certificates and the food safety plan for the business.

4. APPLICATION PROCESS & ADMINISTRATION

A non-refundable fee is payable on submission of an application. Please refer to the application form for details.

Eligible non members can become members of the R&C NSW by completing a R&C NSW membership section on the application form.

An additional fee is payable for applications covering more than one kitchen /or registered trading name

- NB:
- a These fees are non-refundable
 - b The Gold Licence is not transferable without submission of proof of relevant experience and training.

THE AGREEMENT

You warrant that the information given in the Gold Licence Caterers' Application form is true and accurate and you agree to the following conditions:

1. That in no circumstance is Restaurant & Catering New South Wales (R&C NSW) liable in contract, tort (including, without limitation, negligence or breach of statutory duty) or otherwise, and whatever the cause, to compensate a Gold Licencee, an applicant for Gold Licence or any third party for:-
 - a. any increased costs or expenses;
 - b. any loss of profit, revenue, business, contracts or anticipated savings;
 - c. any special, indirect or consequential loss or damage of any nature whatsoever; and
 - d. In any other case for an amount which is greater than \$10,000;
2. You will inform the R&C NSW Gold Licence Accreditation Board of any change in the nominated person or the address of the commercial kitchen included in this application within 7 days and shall furnish information relating to this change so as to continue to fulfill the requirements of the Gold Licence.
3. You agree that all decal and associated Gold Licence promotional material remains the property of R&C NSW.
4. You agree:
 - a. to renew the relevant insurances at the same level of liability coverage (or higher) during the period covered by the grant of a Gold Licence;
 - b. not to misrepresent to consumers or other interested parties what the Gold Licence indicates, including (but not exclusively) statements that may cover food or service quality;
 - c. not to represent to consumers or other interested parties that the Gold Licence applies to more than insurance levels, training qualifications/experience and kitchen standards or addresses;
 - d. not to represent to consumers that the Gold Licence provides any form of warranty or guarantee of the quality of food or service;
 - e. to follow the guidelines in relation to advertising and representing that you are a Gold Licence caterer; and
 - f. not to provide any false or misleading information to the Accreditation Board.
5. You will not use the term GOLD LICENCE Caterer or advertise the GOLD LICENCE number unless authorised by R&C NSW, and you understand that such authorisation is automatically rescinded once a Gold Licence lapses, is cancelled or suspended, unless otherwise authorised by the Accreditation Board. If your Gold Licence lapses, is cancelled or suspended you agree to remove all reference to the Gold Licence scheme from marketing material including letterhead, websites, vans, signs etc.
6. You shall be bound by this agreement from the date of the letter confirming the acceptance by the Accreditation Board until terminated in one of the following ways:
 - By the applicant giving 14 days notice in writing, OR
 - If a Gold Licence renewal lapses within 90 days of expiry.
7. This agreement shall be for the duration of 12 months from the date of the letter confirming acceptance by the Accreditation Board and is then subject to annual renewal. Renewals must be received 90 days prior to expiry.
8. Franchisees are individually liable to become a Gold Licence Caterer provided they complete the application form as well as supply the necessary documentation. This Gold Licence is not transferable to other Franchisees of the same group or from a Franchisor to a Franchisee. Each Franchisee is required to make a separate application.

You agree to accept the Accreditation Board's decisions and the other rules and information provided. You agree that the rules and/or requirements of the scheme are subject to change on 3 months notice in writing of such change.

A Gold Licence can be revoked if you do not abide by this agreement.



RESTAURANT & CATERING NSW
A.B.N. 26 214 164 082

Level 1, 80 Cooper Street
Surry Hills NSW 2010
Telephone: 02 9211 3500
Toll Free: 1300 650 646
Fax: 02 9211 3800
Email: rcnsw@rcnsw.asn.au
Website: www.rcnsw.asn.au

Restaurant and Caterers Guide:
www.restaurantandcatering.com