

Public Health

Our commitment to the Maroondah community

Maroondah Public Health Team guarantees to deliver professional high quality responsive public health services that recognises the value of the environment and the needs of the community. We will act in partnership with Council and the community and strive for continual improvement.

We undertake to comply with Maroondah City Council's Best Value principles and with the specific service standards of our Charter.

Our Service Charter is on display at all Service Centres and our Depot and copies are available upon request.

Contacting our Public Health team

In Person

8.30 am - 5.00 pm (Mon-Fri)
Public Health Unit
Croydon Office, Civic Square, Croydon

Staff will also attend on site by appointment

By Telephone

8.30 am - 5.00 pm (Mon - Fri) 9294 5603

By Fax 9294 5631

By Email maroondah@maroondah.vic.gov.au

Postal Address

Public Health
Maroondah City Council,
PO Box 156, Ringwood 3134

General Council Enquiries

8.30 am - 7.00 pm (Mon)
8.30 am - 5.00 pm (Tues - Fri) 1300 88 22 33

After Hours Emergency – 1300 88 22 33

After hours service will respond to situations that require immediate action such as food poisoning and other major health issues.

Information available

The Maroondah City Council Web Site

www.maroondah.vic.gov.au has information on Public Health services within Maroondah and also provides an overview of all Council's services.

The following is available to the community free of charge:

- Legislative information on food and health matters, rodent control, pediculosis and immunisation
- Immunisation pamphlets, brochures, timetables and venue details. Most vaccines are administered free of charge to Maroondah residents and students
- Information on infectious diseases.
- Health Guidelines and information for operating an Acupuncturist, Ear Piercing, Beauty Parlour, Electrolysis, Hairdressing, Tattooing and Body Piercing studio
- 'Information kits for Food Premises' and Temporary Food Premises'.
- Brochures, pamphlets and notes on safe food handling practices both in the food industry and at home
- Guidelines and advice on preparing a Food Safety Program
- Brochures and advice regarding pollution, wood smoke and asbestos.
- Information and advice on the installation of a septic tank system
- Temporary food premises permits for charitable and Community groups
- Information and advice on all pests
- Information and advice on the safe disposal of sharps
- Sharps bins (for residential use only)
- Disposal of sharps bins
- Collection of sharps from Council land and other public areas

Our services and service standards

Statutory Compliance

- The Public Health Unit will adhere to relevant Acts and Government guidelines.

Food & Health Act - Premises

- Assess plans for new Food and Health Act premises within 5 working days
- Issue animal numbers permits within 5 business days of notification of compliance with permit conditions by the applicant
- Utilises a pound facility which complies with the guidelines for Shelters and Pounds prepared by the Department of Agriculture

- Issue animal Infringement Notices to offenders within 5 business days of any animal infringement
- Provide assessment of Food Safety Program in accordance with Maroondah City Council's Food Safety Policy
- Register all new Food and Health Act premises within 5 working days of approval
- Distribute Renewal of Registration Applications no later than 30 November each year

Food & Health Act - Registration Renewal

- Assess all Food Act premises in accordance with Council's Food Safety Policy and the Food Act
- Approve registration renewals within 14 days of receipt of completed application and prescribed fee, provided there are no outstanding orders against the premises
- Issue receipts and certificates to proprietor within 5 working days of approval

Food Act and Health Act - Premises Inspection

- Inspect premises at least once annually in regard to compliance with the Food Act
- Inspect premises at least once annually in regard to compliance with the Health Act

Food Act and Health Act - Complaints

- Investigate all complaints within 2 business days of receipt
- Notify complainant of the outcome of investigation and action taken

Food Recalls

- Respond to recalls in accordance with Department of Human Services (DHS) guidelines and advise DHS as soon as possible of any identified recalls

Food Poisoning and Infectious Disease Outbreaks

- Respond to all food poisoning and infectious disease notifications in accordance with DHS guidelines, within 1 business day
- Advise the complainant of results of inspection and test results

Immunisation

- Provide Immunisation for infants, pre-schoolers, secondary school students and adults at regularly scheduled immunisation sessions.
- Maintain a quality-focused service that meets the needs of the Community.
- Report statistical information to Australian Childhood Immunisation Register within 1 weeks of session

Pediculosis 'Head Lice'

- Provide an inspection service at cost, to relevant schools when requested
- Provide free inspections for people who present at the Public Health Unit Office at the Croydon Civic Office

Swimming Pools and Spas

- Conduct water analysis of Council facilities quarterly
- Conduct water analysis of commercial facilities and private schools annually

Septic Tanks

- Conduct site assessment inspections within 3 days of receipt of application and prescribed fee
- Issue permit to applicant within 3 days of approval

Health Promotion and Education

- Develop and present programs for the benefit of the community
- Assist in the development and ongoing implementation of the Municipal Health Plan
- Liaise with DHS and other relevant organisations in the delivery of specific programs
- Conduct relevant information sessions for businesses within the municipality

After Hours Emergency Service and Emergency Management

- Respond to emergency after hours calls as part of Council's After Hours Emergency Service
- Participate in the Response and Recovery phase of the Municipal Public Health Emergency Management Plan

What we need from our service users

To ensure a prompt and efficient response to your request, we will need complete and accurate information and cooperation which will enable a work team to action the request:

- Provide name and contact details to clarify issues if required
- Provide clear details of the requests and locations (Melways map references may be used)

Complaints or feedback

We welcome feedback on our services and the opportunity to improve services that may not have met your expectations.

The Team Leader Public Health or service Area Manager may be contacted to discuss any issues relating to the Public Health Service Charter, or the services provided.

Contact Public Health Service Management on 9294 5603.

In most instances, issues are resolved at this first point of contact with the service team concerned. However, further redress or arbitration is available using Council's Customer Action Program. Brochures are available at all Council Service Centres.

If a mistake has occurred or a service standard not met, the resident/ratepayer or service user is entitled to an explanation and assistance to rectify the matter.

Commitment to monitoring

Public Health services will be surveyed as part of Maroondah City Council's independent annual Customer Service Survey and the results will be published in Council's Annual Report and considered as part of our service planning process.

Commitment to equity

Maroondah City Council is committed to fair and equitable distribution of and access to municipal resources. We value the diversity and the rich social fabric of the community