



Hospitality review information request – Food Act 2014 and Easter trading

To: Territorial Authority Chief Executives

From: Hannah McGlue, Manager Regulatory Reviews, Ministry for Regulation

Request number: Food business registration and Easter trading # 1

Date requested: 16 January 2026

Due Date: 9 February 2026

The Ministry for Regulation requests the below information as part of its evidence gathering for the current Hospitality Review. This request is in addition to the request we sent to you on 16 December 2025 in relation to alcohol licencing, and we thank you for your ongoing cooperation with this Review.

We are happy to discuss any part of this request, including the best way to format the information you provide to us. If you are not the relevant agency, please direct us to the agency that likely holds the information we need.

Where relevant, for any of the information requested below, please split by year for the last 5 years. We appreciate that some of the information may not be held or readily available.

Information requested

Local Easter Sunday shop trading policies and compliance

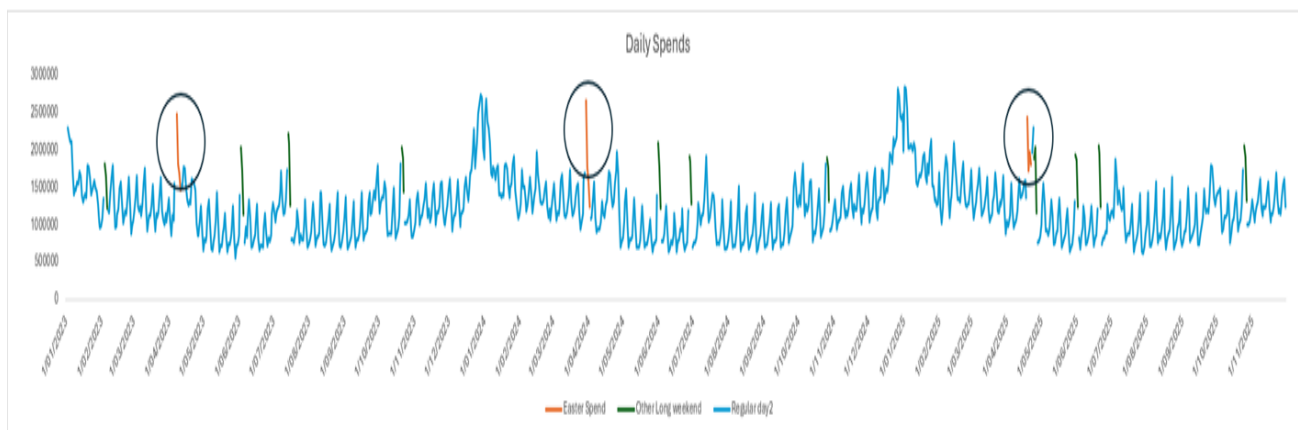
- | | |
|----|---|
| a) | Does your council have a local Easter Sunday shop trading policy?

Yes.

Link to policy on Council website HERE . |
|----|---|

Information requested	
b)	If yes, can you tell us more about the impact your local Easter Sunday shop trading policy has had on business activity? Information as provided by Rotorua NZ - On average, Easter weekends generate \$7.5m in spend (Saturday to Tuesday), compared to \$5.1m for other three-day long weekends. On a per-day basis, Easter weekends averages around \$1.89m/per day, compared with \$1.7m/per day for other long weekends (e.g. Waitangi Day, King's Birthday). As a result, Easter spending is 10.2% higher than the average long weekends. - Long weekend spending is largely driven by Saturday. For example, Easter weekend Saturday spending is 42% higher than Sunday, compared with other long weekend Saturday spends are only 28% higher than Sundays. Sunday only analysis – Easter Sunday spending is 10.8% higher than Sundays of other long weekends
c)	If no, what was the rationale to not implement a policy? N/A
d)	Please describe your council's experience with administering and monitoring compliance related to the local Easter Sunday shop trading policy (e.g. five yearly reviews of the policy, shop compliance, or other relevant processes). We review the policy five yearly.
e)	If businesses have experience confusion about the local Easter Sunday shop trading policy, what are some of the themes of the questions/complaints that have been received broken down by business type. If they are permitted to trade is the most common question.

Here's the visualisation of the data. As you can see below, Easter weekends generate one of the highest spends apart from Christmas/ Boxing Day.



Information requested

Applications for food registration

f) By year, how many applications for **new registrations** under the Food Act 2014 were received for the following?

	<i>Year</i>				
<i>Application type</i>	<i>2021</i>	<i>2022</i>	<i>2023</i>	<i>2024</i>	<i>2025</i>
Template Food Control Plans	1	33	69	78	56
National Programme Level 1	2	1	5	3	4
National Programme Level 2	2	1	4	1	2
National Programme Level 3	11	10	11	5	2

Information requested

g) By year, how many of the new registration applications did you **request further information for**, for the following?

Council currently completes these manually, therefore are unable to provide this information.

	<i>Year</i>				
<i>Application type</i>	<i>2021</i>	<i>2022</i>	<i>2023</i>	<i>2024</i>	<i>2025</i>
Template Food Control Plans					
National Programme Level 1					
National Programme Level 2					
National Programme Level 3					

h) For those applications you request further information for (as per question b), what is the most common information request?

To supply:

1. **Sale and Purchase agreement**
2. **NZBN number**

Information requested

i) By year, how many applications **have you refused to process** (under section 54 and section 84 of the Food Act 2014) for the following?

Council currently completes these manually, therefore are unable to provide this information.

	Year				
Application type	2021	2022	2023	2024	2025
Template Food Control Plans					
National Programme Level 1					
National Programme Level 2					
National Programme Level 3					

j) By year, how many applications **were refused to be registered**, under section 57 and section 87 of the Food Act 2014, for the following?

	Year				
Application type	2021	2022	2023	2024	2025
Template Food Control Plans	0	0	0	1	0
National Programme Level 1					
National Programme Level 2					
National Programme Level 3					

Information requested	
k)	What is the average processing time (in working days) from receipt of application for registration to when a decision on the registration application is made, for the following? • Template Food Control Plans - 10 days • National Programme Level 1 – 10 days • National Programme Level 2 – 10 days • National Programme Level 3 – 10 days
l)	How much do you charge for registration applications for the following? • Template Food Control Plans \$434.00 / annually • National Programme Level 1 \$434.00 / Bi-annually • National Programme Level 2 \$434.00 / Bi-annually • National Programme Level 3 \$434.00 / Bi-annually
m)	Do these charges fully cover your costs? Yes.
Food Act Verifications	
n)	Is your council a recognised agency with the ability to conduct verifications for businesses registered under National Programmes? No, because as a Registration Authority this is no QMS.
o)	If no, can you briefly explain why you have not pursued this? This is not cost effective compared to availability of third-party verifiers.
p)	Do you outsource verifications? If yes, what proportion of your total verifications are outsourced? We only conduct FCP verifications and do not outsource.

Information requested

q)

By year, how many verifications were undertaken by council verifiers for the following?

	<i>Year</i>				
<i>Application type</i>	<i>2021</i>	<i>2022</i>	<i>2023</i>	<i>2024</i>	<i>2025</i>
Template Food Control Plans	263	125	251	255	369
National Programme Level 1 (if applicable)					
National Programme Level 2 (if applicable)					
National Programme Level 3 (if applicable)					

Information requested

r) By year, how many corrective actions were recommended during a verification?

	<i>Year</i>				
Application type	<i>2021</i>	<i>2022</i>	<i>2023</i>	<i>2024</i>	<i>2025</i>
Template Food Control Plans	84	57	128	158	175
National Programme Level 1 (if applicable)					
National Programme Level 2 (if applicable)					
National Programme Level 3 (if applicable)					

s) What is the average time it takes to conduct a verification (how many hours is the visit) for businesses operating under the following?

- Template Food Control Plans – 2 Hours
- National Programme Level 1 (If applicable) N/A
- National Programme Level 2 (If applicable) N/A
- National Programme Level 3 (If applicable) N/A

t) How much do you charge for verifications for the following?

- Template Food Control Plans
\$480.00 per verification and if verification exceeds 2 hours then it is charged \$236.00 per hour in 15-minute increments.
- National Programme Level 1 (If applicable) N/A
- National Programme Level 2 (If applicable) N/A
- National Programme Level 3 (If applicable) N/A

u) Do these charges fully cover your costs?

Yes.

Information requested

v) By year, how many verifications were assigned an 'unacceptable outcome'? **Rhonda**

	Year				
Application type	<i>2021</i>	<i>2022</i>	<i>2023</i>	<i>2024</i>	<i>2025</i>
Template Food Control Plans	5	10	3	7	55
National Programme Level 1 (if applicable)					
National Programme Level 2 (if applicable)					
National Programme Level 3 (if applicable)					

Food Act Enforcement

w) On average, how many complaints do you receive about the food safety system per year?

Year	Number
2021	32
2022	12
2023	13
2024	20
2025	35

What proportion of these complaints come from:

- the public
- other businesses

We are unable to confirm the correct number, however most complaints are received from the public.

Information requested

x) What proportion of these food safety-related complaints has led to enforcement action (i.e. given a warning, infringement notice, notice of direction, etc)?

Year	Number	
2021	0	
2022	0	
2023	0	
2024	3	2 - Improvement Notices 1 - Closure/Restrict the Use
2025	7	1 improvement notice 2 Notice of Directions 3 closure / restrict the use 1 infringement notice

y) Compared to other regulatory areas (e.g. building, environment, public nuisance, alcohol, etc) do you receive more or less complaints about the food safety regulatory system?

We receive Less complaints.

In general, what are the top three regulatory areas you receive complaints about?

- Noise
- RMA complaints
- Abandoned Vehicles

z) How many, if any, infringement notices, have your food safety officers issued under the Food Act 2014, by year over the last five years?

Year	Number
2021	0
2022	0
2023	0
2024	0
2025	1 (\$450.00)

Information requested

aa) How many, if any, improvement notices have your food safety officers issued under the Food Act 2014, by year over the last five years?

Year	Number
2021	0
2022	0
2023	0
2024	2
2025	1

bb) Have any of your food safety officers used the power to restrict the use of, or close a food business?

If so, how many times has this occurred, by year, in the last five years?

Year	Number
2021	0
2022	0
2023	0
2024	1
2025	3

cc) For the enforcement actions were taken, what were the common themes regarding why these actions were taken?

- Lack of good operating practices relating to cleaning and maintenance. (Not following the template food control plan.)
- Incomplete template food control plan.
- Insufficient records and documentations.
- Inexperienced Food Control Plan Manager.
- Insufficient training provided to staff around the Food Control Plan.