



Dairy Food Safety Victoria Licence Portal

FREQUENTLY ASKED QUESTIONS



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WHAT IS THE DFSV LICENCE PORTAL?

1. What is the Dairy Food Safety Victoria (DFSV) Licence Portal?

The DFSV Licence Portal is a digital way to manage some of your interactions with DFSV. You can use the portal to:

- View and update your profile information
- View and update profile information for licence contacts
- Submit new notifications, and see the status of existing notifications
- View and download your current licence certificates
- See your upcoming audits and Corrective Action Reports (CARs)
- View your Dairy RegTech summary
- See your invoices
- See your renewals
- Submit an updated Food Safety Program to DFSV
- Submit a request to cancel a licence

2. How does the creation of the portal affect me?

The portal has been created to make it easier for you to access, manage and update your DFSV licences, audit reports and CARs.

3. Do I have to use the portal?

No. The portal has been created by DFSV as another way for us to stay in touch with licensees. Using it is completely voluntary.

USING THE PORTAL

4. How do I set up an account?

DFSV will send you an email that includes a link, and instructions, to set up your account. Open the link and follow the prompts to access your account. Your account will be pre-populated based on your current licence with DFSV.

5. How can I access the portal?

Once you've confirmed your account details, you can visit <https://dfsv.powerappsportals.com/> to access the portal and log in.

6. Who from my organisation will have access to the portal? Can I add additional staff members?

Staff members that are currently registered as contacts for DFSV licences – the licence main contact, food safety contact and accounts contact – will receive invitations to sign up to the portal.

7. Will my existing licence(s) be accessible through the portal?

Yes. You can view existing licences and download copies of your current licences. For instructions on how to access your licence/s, check out our how-to guide.

8. Where can I find information about audits and corrective action reports (CARs)?

For instructions on how to see your audits and CARs, check out our how-to guide.



FREQUENTLY ASKED QUESTIONS

9. How will I know if DFSV have received my CAR evidence submission by the due date?

Your CAR evidence submission will be sent to a Food Safety Manager (FSM) at DFSV. Once they receive and review the evidence submission, you will be notified via email. You will also be advised of any subsequent actions that need to be taken.

Please note, only food safety contacts can submit an evidence submission.

10. If I upload evidence into the audit prior to my audit, will this information be reviewed before my audit?

Information added via the portal will not be reviewed prior to an audit, but the FSM conducting your audit will have access to the pre-submitted audit evidence electronically. This will ease the information sharing process whilst onsite.

11. Is there an app?

No, but you can access the portal through your preferred internet browser on your smart phone.

12. Does the portal change how licenses are managed by DFSV?

No. The portal is a complementary way for you to see and manage your licence(s), audits and CARs. The portal has been designed so that you can access your information when it suits you. The audit and licensing processes remain the same.

13. Can I make an enquiry with DFSV through the portal?

You can submit a notification to DFSV through the portal, and view your previous notifications. To instructions on how to do this, check out our how-to guide.

14. Can I cancel, or change, a notification I submit through the portal?

Once submitted, a notification cannot be changed. However, you will be able to view the status of a notification in the portal. You can also correspond with the officer investigating the notification, using email.

15. Can I log a complaint with DFSV through the portal?

When you access the portal webpage, there is an option to log a complaint with DFSV. Select '**Submit a Complaint**' and follow the prompts to email DFSV.

16. If I submit a Food Safety Program (FSP) amendment using the portal, can I then delete it?

Once submitted, an FSP amendment cannot be changed. You can contact DFSV directly if you need to remove any submitted documents.

HELP AND SECURITY

17. Does it cost anything to sign up to or use the portal?

No. The portal is free to use.

18. What will DFSV do to ensure my information in the portal is kept secure?

DFSV is committed to protecting the personal information of its licensees. DFSV complies with the *Privacy and Data Protection Act 2014* (Vic). For information on how DFSV collects, manages and protects the data it holds, see the privacy policy on our website.

19. What if I need help?

Please contact info@dairysafe.vic.gov.au