



Case Study

# Victorian Department of Health

Food Sampling



## Introduction

The Department of Health (DoH) Victoria is the leading regulator of food safety in Victoria.

The department shares responsibility for developing and administering food regulation with the Federal Government, Victorian Local Councils, PrimeSafe and Dairy Food Safety Victoria, collaborating to promote consistent regulatory requirements in a widely dispersed and varied food industry.

One of its most recent initiatives is the redevelopment of a food safety app, providing all Councils across Victoria with an app that easily allows food safety auditors to check that food businesses have an adequate food safety program, are complying with that program, and capture samples of products sold or manufactured at that business.

## Challenges

While DoH has sponsored a Food Sampling App for Victorian Councils for many years, it was showing the effects of age and being developed on now outdated technology.

In particular, the prior app was developed as a native iOS (Apple) app, meaning it could only be used effectively on iPads and was subject to the many rules and regulations that go with Apple's AppStore (including the need to re-provision the App every year). It was also developed in an era before no-code/low-code tools, meaning even small changes had to be undertaken by developers.

All of which combined to ensure the prior app had less than universal adoption, and the downstream testing labs who were receiving the data, had to deal with a variety of formats.

## ✓ Solution

Built on OneBlink's Low-code Platform LcS, DoH Victoria now takes full advantage of the benefits of what low-code offers in terms of rapid/agile development, with the app easily updated in line with regulatory changes and new sampling fields. In many cases, these changes can be made by business managers within DoH without the intervention of a developer.

The new App further benefits from being deployed as a PWA (Progressive Web App), meaning there is no reliance on the various App Stores, Councils staff can use any device they choose (including their laptop/PCs) and changes made to the inspection forms or workflows are instantly 'live' for all Council staff.

Beyond these changes, there were improvements to both the user experience (ensuring wider adoption across Victorian Councils) and enhancements to the actual data collection fields. This included 'drop down' lists for Council names (to reduce typing, inconsistent naming, and potential typos), the ability to complete multiple samples in a single submission, and enabling councils to manage their own user pool with secure, user-specific logins.

The new App also has the ability to pre-fill key form fields based on previous submissions with placeholders, hints, and info elements to add more context to areas of the form. Plus new testing options were added to provide further context to the type of tests being ordered, instead of appending them as comments.

## 😊 Results

To date, all 78 Victorian Councils have now been onboarded and are active with their adoption and use of the new Food Sampling App. The early feedback is positive with more inspections being completed via the new app and the testing labs receiving better source data from which to complete their analysis.

OneBlink also enabled its Data Manager service as a 'value-add' option for Councils that wish to separately manage their own repository of the data they collect/submit - keep a history of who/when they inspect premises and keep count of their overall inspections in line with their gazetted obligations.

## Features at a glance



### Offline Mode

Launch and run PWA with no reception.



### Complex Forms

Multi-page, and dynamic forms.



### Pre-filled Fields

Based on previous submissions.



### PDF Receipts

Custom receipt generation.