

TOOL FOR THE DEVELOPMENT OF A

Food Safety Program

For Commercial Food Service Establishments

“A step by step guide to help you develop a food safety program”



Queensland
Government
Queensland Health



Disclaimer

The Purpose of this resource is to assist this sector of Queensland's Food Industry to develop and implement their own food safety program.

This Food Safety Program Tool contains general information and is not intended to substitute for the professional judgement of the individual food business owners. Individual food business owners should exercise their own skill, care, and judgement with respect to use of the Tool and should obtain appropriate expert advice relevant to their particular circumstances.

While care has been taken in producing this Food Safety Program Tool, the Commonwealth and all States, Territories and industry peak bodies involved give no warranty that the information contained in this Food Safety Program Tool is correct or complete for individual business operations. The Commonwealth and all State, Territories and industry peak bodies involved shall not be liable for any incidental or consequential damages resulting from loss whatsoever whether due to negligence or otherwise arising from the use of or reliance on this Food Safety Program Tool.

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Further Information

For further information on food safety or food safety programs please contact your Local Council, Queensland Health or Restaurant Catering Queensland. Food Standards Australia New Zealand also provides a wide range of food safety information (see www.foodstandards.gov.au).

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NB: Please refer to the attached Support Programs for assistance when developing your Food Safety Program.

Introduction

Queensland's commercial food services industry has established a reputation for food that is not only of high quality, but also safe to eat.

To maintain consumer confidence and industry Queensland's reputation for first-class dining, Queensland Health and industry bodies, including Restaurant Catering Queensland and Queensland Hotels Association, are working together to promote a preventative approach to food safety. This aligns with international best practice on the production and service of safe food by restaurants, cafes and other catering operations that have opted to implement similar food safety program systems. This particular resource has been reviewed by Queensland Health and Restaurant Catering Queensland for use by food service businesses in Queensland.

Food safety programs are recognised as a preventative approach to food safety. They are based upon the internationally accepted principle that food safety is best achieved through the identification and control of hazards in the production, manufacturing and handling of food.

This Food Safety Program Tool is a practical step-by-step guide to help you develop a food safety program for your business. It can be used to create your own workable, site-specific food safety program to address the food safety hazards associated with your business and to prevent foodborne illness. It can also provide you with the flexibility to manage your own processes to suit your individual situation, a means to minimise the costs of implementing a food safety program and a source of information to address the needs of your business. Development of your food safety program is not an onerous task and can be incorporated into the day to day running of your business.

This Tool contains a number of sections. If you work through the steps in the 'How to use this tool' section, you will be able to develop a Food Safety Program that is specific to your business.

Under current Queensland legislation food businesses are not required to implement a food safety program. A review is currently being conducted of the Food Act 1981 and this legislation will be amended in the near future to include provisions relating to the implementation of mandatory food safety programs for business such as:

- persons undertaking off site catering activities
- persons undertaking on-site catering activities on fifty occasions or more in one year
- a food business prescribed by regulation that handles potentially hazardous food or is otherwise a risk to public health and safety

Businesses not required to implement a food safety program, such as cafes and restaurants but that voluntarily intend to develop a program, may do so to demonstrate compliance with food safety principles.

The Food Safety Program developed by using this Tool will also help you comply with the national Food Safety Standards which are the legislative requirements for all food businesses in Queensland. These include Standard 3.2.2 Food Safety Practices and General Requirements and Standard 3.2.3 Food Premises and Equipment.

ANZFA

see FSANZ

Approved Supplier

A person or company who provides food ingredients, prepared foods or ready to eat foods to your business, where you are satisfied that this business can clearly demonstrate good food management practices and procedures.

Auditor

An approved expert from outside the food business who systematically examines the food safety program for accuracy and compliance.

Bacteria

Bacteria are living organisms that are invisible to the naked eye. Some types of bacteria are harmful if they, or the toxins they produce, are present in food. Some bacteria have to be present in large numbers in food to cause illness, but other types can cause illness if they are present in very small numbers.

Biological Hazard

A risk to food safety caused by the contamination of food by microbial organisms.

Calibration

To ensure the accuracy of readings from a measuring instrument are consistent with a known standard (for example, a thermometer). See Support Program 4 – Equipment Maintenance and Calibration.

Clean

Clean to touch and free from visible matter and objectionable odour, ie. free from grease, dirt, foreign matter, etc

Cleaning Schedule

A 'to-do-list' of the cleaning activities that is required throughout the premises and equipment, for example, how often cleaning is to be done, how this cleaning is carried out (eg. chemicals and equipment required), who is responsible for cleaning and recording the completion of these cleaning activities.

If your business transports food your cleaning schedule must also include a cleaning schedule for these transport containers or vehicles.

Contaminant

Any biological or chemical agent, foreign matter, or other substance that may compromise food safety or suitability.

Contamination

The introduction or occurrence of a contaminant in food.

Control

A check, limit, restraint or measure taken to ensure the hazard to the food is minimised.

Terms Used

Corrective action

The steps to be taken where a breach of a control measure occurs (ie. if the hazard is not controlled).

Cross Contamination

Contamination from one food, surface or utensil to another, e.g. juices of raw chicken onto a knife which is then used to chop lettuce for salad, without first being cleaned/sanitised between uses.

Commercial Food Service Establishment or Business

A restaurant, café or catering operation whose primary focus is the serving of food to paying customers and includes operations that are stand alone or situated within hotels, clubs and motels.

Delivery

The receipt of goods from a supplier at which time the proprietor of the food service business then takes responsibility for the food.

Detergent

Agent/chemical used to assist the removal of food particles, grease and dirt. Detergents do not kill bacteria. Detergents work best in clean, hot water.

Dry Goods

Food ingredients which can be stored at room temperatures (not chilled or frozen) without being a risk to food safety, eg. flour, sugar, rice, jars and bottles of sauce, canned fruit and raw vegetables.

Dry Storage

Any goods stored at room temperature should only be dry goods.

Equipment

A machine, instrument, apparatus, utensil or appliance (other than a single-use item) used in connection with food handling. Includes any equipment used to clean food premises or equipment.

Food Allergies

When preparing food for public consumption it is important that information about the product is available as some people can be severely allergic to certain types of foods.

Common allergies include foods which include the following:

Gluten (found in wheat, rye, barley and oat products), crustacea (shellfish) and crustacea products, egg and egg products, fish and fish products, soy beans and soy beans products, peanuts and peanut products, milk and milk products, other nuts and nuts products, sesame seeds and sesame seed products, sulphites more than 10mg/kg.

If you wish to find out more about allergies see this web site www.foodallergy.org

If you wish to find out more about Labelling, check the Food Standards Code or as per information section.

Food Recall

An action taken to remove from sale, distribution and consumption, foods that pose a safety hazard to consumers including its retrieval and disposal.

Food-borne disease

A disease that is likely to be transmitted through consumption of contaminated food.

Food-borne illness

The sickness caused though eating food, which was contaminated with a food-borne pathogen.

Food Safety Program

A documented system that describes what you and your business are doing to make sure that all the food you sell is safe.

Food Safety Program Tool

A step by step guide to help you build a Food Safety Program for your business.

Freeze

Preserve food by making it solid or until (frozen) solid by refrigerating below freezing point or using specific freezing equipment.

Frozen products

Foods made solid by refrigeration below freezing. Food must not be partially thawed and are to be frozen solid.

Frozen storage

Controlled storage conditions that will maintain frozen products until it is required for use.

FSANZ

“Food Standards Australia New Zealand” is the authority that develops and coordinates Food Safety legislation (formerly known as ANZFA – Australia New Zealand Food Authority).

Handling

The making, manufacturing, producing, collecting, extracting, processing, storing, transporting, delivering, preparing, treating, preserving, packing, cooking, thawing, serving or displaying of food.

Hazard

A biological, chemical or physical agent in, or a condition of, food that has the potential to cause an adverse health effect in humans.

Hold

Keep or reserve; keep in a specified condition.

Hot-Hold

Keep food at, or above, 60 degrees Celsius using appropriate equipment such as hot lamps and bain marie.

Microbial Organisms

Any living organism that can survive as a single cell. This includes bacteria, viruses, yeasts and moulds.

Monitoring Procedures

A method to be followed by staff to check and record a food handling procedure.

Off-site Caterer

A caterer who serves potentially hazardous food at a location other than the premises mentioned in the license.

Ordering

A direction or instruction to buy, sell or supply food.

Terms Used

Pathogenic

Capable of causing disease.

Pest Control

The elimination of pests from a food premises and the prevention of pests entering the premises.

Pests

Birds, rodents, insects and spiders.

Potable Water

Water that is acceptable for human consumption.

Potential Hazard

Something that could make food unsafe but has not yet done so.

Potentially Hazardous Food

Food that has to be kept at certain temperatures to minimise the growth of any pathogenic micro-organisms that may be present in the food, or to prevent the formation of toxins in the food.

This food must be handled hygienically to limit the risk of food poisoning.

These foods include meat, seafood, poultry, eggs, dairy products, smallgoods, ready to eat processed fruit and vegetables, pasta, cooked rice or any food product which contains these foods, for example, sandwiches, quiches and prepared salads.

Procedure

Established method for staff to follow which ensures food and food processes remain safe.

Process

In relation to food: any activity that involves preparation of food for sale.

Processed fruit and vegetables

Fruit and vegetables that have been altered from their original state.

Raw materials

Food before it is changed or processed.

Ready-to-eat food

Food that is ordinarily consumed in the same state as which it is sold. This does not include nuts in the shell and whole, raw fruits or vegetables that are intended for hulling, peeling or washing by the consumer.

Refrigerated storage

The storage of potentially hazardous food at a temperature between 0°C and 5°C.

Reheat

The heating of food that has already been cooked and cooled, heated to a temperature that will kill microbial organisms that may be growing in that food.

Food should be only be reheated once.

Sanitise

To apply heat or chemicals or a combination of heat and chemicals so that the number of micro-organisms on a surface is reduced. Sanitising does not kill spores.

Self-Service

A process where customers serve themselves.

Single use item

An instrument, apparatus, utensil or other item to be intended to be used only once, in connection with food handling.

Stock Rotation

A systematic way of storing food on shelves so that new stock is used after existing stock. **First in first out.**

Storage

Controlled conditions for retaining food products in safe condition.

Support Programs

Focus on the hygiene of your business and provide supplementary information to the Food Handling Activities.

Temperature Control

Temperature control means maintaining food at a temperature that will not adversely affect the microbiological safety of the food. Temperature control for potentially hazardous food should be at 5°C or below for chilled foods and 60°C or above for hot foods.

Thawing

The act of passing food from a frozen state to a liquid or unfrozen state.

Training

The act or process of teaching or learning a skill.

Transport

Take or carry goods from one place to another.

How to Use This Tool

To develop your Food Safety Program, please follow the seven easy steps below. These documents will assist you in the development of your food safety program. Please read the following steps before proceeding.

Please make a photocopy of these instructions and add it to your Food Safety Program.

- Step 1.** Fill in the 'Business Details' form (p12).
- Step 2.** Review the 'Food Handling Activities Flow Chart' (p 13). This will assist you in the identification of activities that apply to your business and in the development of a flow chart applicable to your business.
- Step 3.** Complete the 'Food Handling Activities Form' (p 14) by answering the questions related to your Food Handling Activities. Identifying these activities will assist you with which components of the food safety plan are relevant to your business.
- Step 4.** The Food Handling Activities outline the potential food safety hazards that exist in your business activities or processes. Each Food Handling Activity section gives examples of hazards and risks, and what needs to be done to reduce the risks or eliminate the hazards, to provide safe food. At this step please make a photocopy of all forms/records/activities for completion from this master tool.
- Read your selected Food Handling Activities, ie. those activities specific to your business. If your business uses alternative procedures or has additional hazards and ways to control these hazards, please describe the alternative procedures or the additional hazards and ways in the spaces provided at the end of each Activity.
- Step 5.** Select the appropriate 'Records' that have been referred to in the Food Handling Activities and the Support Programs. Complete the Records as required and add to your food safety program.
- Step 6.** Your Flow Chart, Business Details, selected Food Handling Activities, Support Programs and selected Records now make up your Food Safety Program. All other information should be placed in the *Additional Information* section, for future reference.

For information relating to the hygiene and handling aspects of your food premises, please refer to the relevant section of the support program that accompanies this document.

Requirements of Implementing a Food Safety Program

1. The Food Safety Program should be readily available to all staff at your food premises.
2. Completed records are to be stored in a Completed Records folder sorted by record type and date.
3. A copy of your Food Safety Program should be kept on site at your business and be made available for viewing by an Environmental Health Officer or Auditor (this will be a mandatory requirement in the near future).
4. Your Food Safety Program will need to be reviewed by the Manager as discussed in *Support Program 11- Food Safety Program Review*.
5. If your business adds new food handling activities or removes food handling activities, you will need to update your Food Safety Program. Check for updated versions of this tool from your tool provider (eg. Local Government or Queensland Health) before you create your updated Food Safety Program.
6. Follow and comply with the food safety program.

Tips for Using Your Food Safety Plan

1. Records and blank copies of the records (to replace completed sheets) should be located on clipboards near the equipment you are monitoring or in a designated area/s.
2. Advise your staff of their responsibilities and the records that are to be kept. They should also receive food safety training that is appropriate for their level of responsibility/ food handling (see *Support Program 10 - Training, Skills and Knowledge*).

Voluntary Food Safety Programs and Auditing

Under Standard 3.2.1 Food Safety Programs of the Food Standards Australia New Zealand Food Standards Code, a food business is required to ensure that their food safety program is audited by a food safety auditor at the auditing frequency applicable to the food business. Your local government will advise you when you have to have your Food Safety Program audited. This audit can be undertaken by following the seven easy steps below:

1. Prepare your Food Safety Plan using this tool as a guide.
2. Submit your food safety plan to a local government environmental health officer (auditor).
3. The auditor may grant provisional approval to operate for up to 6 months. In this time they will conduct an audit of your business to ensure compliance with your Food Safety Plan.
4. On completion of the initial audit, a further follow-up and compliance audit may be conducted.
5. If you have successfully completed these requirements, your Food Safety Plan will be accredited.
6. Keep a copy of your food safety plan on site at your food business and review it annually.
7. Continue with on going compliance audits of your food safety plan at the frequency determined by the local government at the time of accreditation. You may engage an approved auditor in Queensland.

Business Details

Step 1. Fill in the Business Details describing your business, its location and contact details. Make a photocopy of this form, complete and add it to your food safety program.

Name of the business:	
Address of the business:	
Phone Number of the business:	
Owner/s of the business:	
Name of Manager:	
Business ABN No.	
After Hours Contact Number:	
e-mail address:	
Nature of Business: (Eg. café, restaurant, hotel, motel, caterer, club, if other – please describe)	
Number of staff:	Full Time: Part Time: Casual:
Local Council details:	
Address: Website: e-mail address:	
Department/Section for food safety:	
Phone Number:	
Contact Person:	
Date of Program Development:	
Date of Program Review:	

Food Handling Activities Form

Step 3. Complete the Food Handling Activities Form by answering the following questions. Identifying these activities will assist you with which components of the Food Safety Program are relevant to your business. Make a photocopy of this form before completion and add to your Food Safety Program

Food Handling Activity Questions	No	Yes	Use / Retain
Purchase and receiving			
Do you buy food yourself from other businesses?			Activity 1
Are you supplied with food from other businesses?			Activity 1
Do you transport goods from these businesses to your food premises?			Activity 12
Storage of food			
Do you store dry foods?			Activity 2
Do you store cold foods?			Activity 3
Do you store frozen foods?			Activity 4
Thawing			
Do you thaw food prior to preparation or cooking?			Activity 5
Preparation			
Do you prepare food before serving or sale?			Activity 6
Do you prepare food prior to cooking?			Activity 6
Cooking			
Do you cook foods at your business premises?			Activity 7
Cooling			
Do you cool foods after cooking?			Activity 8
Reheating and hot holding food			
Do you reheat pre-cooked foods?			Activity 9
Do you have food in hot holding equipment?			Activity 9
Serving food			
Do you serve customers food?			Activity 10
Self-service			
Do customers serve themselves dry goods and other foods from display equipment?			Activity 10
Packing			
Do you pack or re-package foods prior to sale?			Activity 11
Transport			
Do you transport food from your business to your customers?			Activity 12
Off site activities			
Does your business participate in local festivals or fetes that are conducted away from the food premises and use temporary stalls?			Activity 13
Does your business provide a catering service to your customers at the customer's premises?			Activity 13

Step 4. The following Food Handling Activities 1-13 outline the food safety hazards and risks that exist in handling food. These sections also outline what needs to be done to reduce those food safety hazards and risks to ensure the provision of safe food. Completion of the activities specific to your business will help you to identify the hazards, controls and corrective actions associated with each of these activities.

Tips for completing Activities

1. The actions specified in these activities are mostly to be undertaken by foodhandling staff. However, some of the actions in the 'Hazard Controls/Monitoring' and 'Corrective Actions' sections are to be undertaken by managers/supervisors, who should be aware of and (depending on the management structure) may be required to authorise some of the 'Corrective Actions'.
2. When reading this tool:
Hazards - refer to food safety problems that may occur in your business.
Hazard controls/monitoring - provide advice on how to prevent these food safety problems from occurring.
Corrective actions - are procedures to follow if something goes wrong.
3. Definitions for terms used throughout this Tool are contained in the 'Terms Used' section (p 5).

For example, a particularly important definition is 'potentially hazardous food' (p 8):

'Potentially Hazardous Food' includes meat, seafood, poultry, eggs, dairy products and smallgoods, ready-to-eat processed fruit and vegetables, cooked rice and pasta, or any foods that contain these foods, for example: sandwiches, quiches and prepared salads.

4. Section 5 contains records for the activities. Make a photocopy of each activity worksheet and the records pertaining to each activity before commencing each activity.
5. Do one activity at each time. Take your time to complete the activities properly to ensure that all information is correct.

A food business must take all practicable measures to ensure it only receives food that is safe and suitable for human consumption.

Hazards

- Potentially Hazardous Foods that are delivered, purchased or transported at temperatures between 5°C and 60°C can allow the growth of pathogenic (disease causing) bacteria or the formation of toxins.
- Damaged packaging can allow pests and other contaminants into food.
- Bacteria can multiply in old stock and products that have past their 'best before' and 'use by date'.
- Pests can carry disease and insects can eat or lay their eggs in food.
- Foods that are stored near chemicals during transport can become contaminated and affect the safety of the food.

Hazard controls / monitoring

- Only buy from approved suppliers on *Record 1 - Approved Food Suppliers List*.
- Suppliers should read and sign *Record 2 - Approved Food Supplier Agreement Form*.
- An employee of the business needs to be present when the goods are delivered to carry out the following checks:
 - Check that the temperature of potentially hazardous foods received from **all** suppliers is 5°C or below for cold food and 60°C or above for hot food. Once it is established that a supplier is delivering potentially hazardous foods within agreed temperature ranges, deliveries can be checked randomly, for example: a representative sample of 1 in 5.
 - Check that frozen food is received frozen hard (not partially thawed).
 - Check that packaging isn't damaged and that food has no immediate signs of contamination.
 - Check that all products are within their 'best before' or 'use by' date.
 - Check that all products are properly labelled with the name and address of the manufacturer and a batch code or a date code. A label will help you identify the food in case it is recalled.
- Complete *Record 3 - Incoming Goods*.
- Ensure all deliveries are placed in designated storage areas immediately.
- Ensure that when purchasing and transporting food directly (from a supplier to your business) that all the above checks are conducted and that you have referred to *Activity 12 – Transporting Food*.

Corrective actions

- Reject potentially hazardous foods which are delivered having internal temperatures between 5°C and 60°C (unless the supplier can demonstrate that the time period at which the food has been between 5°C and 60°C will not compromise the safety of the food). Refer to *Support Program 5 – Temperature Control (4 hour/2 hour guide)*.
- Reject products in damaged packaging.
- Reject goods that are incorrectly labelled. Goods that don't have the name and address of the supplier and a use by/best before date or batch code (un-packaged food is exempt).
- Reject deliveries if the inside of the delivery vehicle is unclean or is carrying chemicals or other matter that may contaminate food.
- Reject suppliers that do not provide food in the agreed manner. Refer to *Record 2 - Approved Food Supplier Agreement Form*.
- Record details of any problem/s and the corrective actions taken on *Record 3 - Incoming Goods*.

Make a photocopy of this form and the records listed below, complete and add it to your Food Safety Program.

Nominate the staff member/s or specific person responsible for completing the checks and records for this activity:

Please indicate below if your business has additional food safety problems that may occur at this 'food handling activity' and the procedure/s to control these problems. If your business uses alternative procedures to control food safety problems (other than those mentioned), please indicate below.

Additional food safety problems that may occur when purchasing and receiving goods:

How these food safety problems are prevented from occurring:

Additional procedures that are followed if something goes wrong:

Alternative procedures I use when purchasing and receiving goods:

Please keep the following Records for this activity:

- Record No. 1 - Approved Food Suppliers List
- Record No. 2 – Approved Food Supplier Agreement Form
- Record No. 3 – Incoming Goods
- Record No. 7 – The 4 Hour/2 Hour Guide
- Record No. 13 – Off Site Events

Please refer to the following Support Programs:

- Support Program No. 5 – Temperature Control
- Support Program No. 6 – Pest Control
- Support Program No. 7 – Waste Disposal

Food must be stored in an appropriate environment and protected from contamination to maintain the safety and suitability of the food. Examples of dry products include cereals, flour, rice and canned products.

Hazards

- Insects and animal pests can contaminate food.
- Pests can breed in unclean and overcrowded storage areas make it harder to identify a pest problem.
- Bacteria can multiply in old stock and products that have past their 'best before' and 'use by' date.
- Damaged packaging can allow pests and other contaminants into food.
- Foods that are stored near chemicals can become contaminated.
- Storing food on the floor can make it more difficult to keep clean and contamination may easily occur.
- Uncovered or unprotected food can become contaminated by pests, bacteria and other foreign matter such as glass, hair, etc.

Hazard controls / monitoring

- Make it difficult for pests to get into storage areas by sealing all holes, cracks and crevices where pests may breed or enter.
- Store opened packaged products in clean, covered food grade containers or adequately reseal the package.
- Look for signs of pest infestation where dry products are stored, for example: droppings, eggs, webs, feathers and odours.
- Check that your dry storage area is cleaned regularly (for example once a week) and is not overcrowded.
- Check that you use the oldest stock first and that it is still within 'best before' or 'use by' dates.
- Check that packaging is not damaged.
- Check that chemicals such as cleaning products are stored away from food.
- Check that all food is stored off the floor.
- Store food in accordance with manufacturer's specifications.
- Check your storage area regularly (for example once a month), and throw away food past its 'use by' date.

Corrective actions

- Discard food that has signs of pest infestation (for example droppings, eggs, webs or odours).
- Discard contaminated food or food that has been identified as unsafe or unsuitable.
- Discard food with damaged packaging.
- If there are signs of pest infestation contact your pest control specialist and arrange a treatment.
- Thoroughly clean the dry storage area if unclean.

Make a photocopy of this form and the records listed below, complete and add it to your Food Safety Program.

Nominate the staff member/s or specific person responsible for completing the checks and records for this activity:

Please indicate below if your business has additional food safety problems that may occur at this 'food handling activity' and the procedure/s to control these problems. If your business uses alternative procedures to control food safety problems (other than those mentioned), please indicate below.

Additional food safety problems that may occur when storing dry goods:

How these food safety problems are prevented from occurring:

Additional procedures that are followed if something goes wrong:

Alternative procedures I use when storing dry goods:

Please keep the following Records for this activity:

- Record No. 8 – Cleaning and Sanitising
- Record No. 10 – Pest Control
- Record No. 13 – Off Site Events

Please refer to the following Support Programs:

- Support Program No. 1 – Food Premises and Equipment
- Support Program No. 2 – Cleaning and Sanitising
- Support Program No. 4 – Equipment Maintenance and Calibration of Thermometers
- Support Program No. 6 – Pest Control
- Support Program No. 7 – Waste Disposal

Potentially hazardous foods must be stored at a temperature that minimises the opportunity for pathogenic bacteria to grow. Food left at temperatures of between 5°C and 60°C can allow a single bacterium to multiply to more than 2 million after seven hours.

Hazard

- Potentially Hazardous Food needs to be stored at 5°C or colder to stop bacteria from multiplying.
- Food left between 5°C and 60°C allow bacteria to multiply quickly, particularly in Potentially Hazardous Foods. Other foods become Potentially Hazardous Foods after they are cooked.
- Bacteria in juices from raw food can drip onto ready-to-eat food and contaminate it. This is one example of **cross contamination**.
- Other contaminants can fall into uncovered or unprotected food.

Hazard controls / monitoring

- Store all Potentially Hazardous Foods in cold storage areas under temperature control.
- Check and record the temperature of food inside the refrigerator using a thermometer — it should always be 5°C or colder. Refer to *Record 6 – Temperature Control Log*.
- All foods need to be stored in clean (and covered) food grade containers or be wrapped in a protective covering, such as plastic.
- Make sure that the cold storage area is not overcrowded with food, as air will not be able to circulate and keep food cold.
- Make sure that raw food is separated from ready-to-eat food.
- Check that water and condensation from raw foods will not drip onto ready-to-eat food.
- Make sure food does not stay in refrigeration for periods of time that may render the food unsuitable. Identifying and date marking the food will allow you to use the oldest stock first. This is called *Stock Rotation*.
- Do not use food that is past its 'use by' date and check food that is past its 'best before' date to ensure it is not damaged or deteriorated.
- Check that the inside of cold storage equipment is clean and free from mould.
- Clean refrigerators and coolrooms in accordance with your cleaning schedule in *Support Program 2 – Cleaning and Sanitising*.

Corrective actions

- If cold storage equipment is operating above 5°C, adjust the temperature controls and re-check the temperature again within one hour.
- If cold storage equipment is found to be unable to keep food at 5°C or below, have the equipment serviced/repaired.
- Throw away Potentially Hazardous Food that has been above 5°C for more than four (4) hours.
- Throw away ready-to-eat food that has been 'cross contaminated' by raw food.
- Throw away food that is past its 'use by' date or food that is damaged, deteriorated or perished.
- Throw away contaminated food or food that has been identified as unsafe or unsuitable.
- Have a refrigeration mechanic check and service refrigerators and cold rooms in accordance with manufacturer's instructions or when required.

Make a photocopy of this form and the records listed below, complete and add it to your Food Safety Program.

Nominate the staff member/s or specific person responsible for completing the checks and records for this activity:

Please indicate below if your business has additional food safety problems that may occur at this 'food handling activity' and the procedure/s to control these problems. If your business uses alternative procedures to control food safety problems (other than those mentioned), please indicate below.

Additional food safety problems that may occur when storing cold food:

How these food safety problems are prevented from occurring:

Additional procedures that are followed if something goes wrong:

Alternative procedures I use when storing cold food:

Please keep the following Records for this activity:

- Record No. 6 - Temperature Control Log
- Record No. 7 – The 4 Hour/2 Hour Guide
- Record No. 13 – Off Site Events

Please refer to the following Support Programs:

- Support Program No. 1 – Food Premises and Equipment
- Support Program No. 2 – Cleaning and Sanitising
- Support Program No. 4 – Equipment Maintenance and Calibration of Thermometers
- Support Program No. 5 – Temperature Control
- Support Program No. 7 – Waste Disposal

Freezing is an excellent way of keeping Potentially Hazardous Foods for long periods. There is a danger that if frozen food is thawed to above 5°C, and then refrozen, bacteria can multiply when the food is thawed a second time. If frozen food begins to thaw, it should be used straight away, and never refrozen.

Hazards

- Frozen food that is stored for long periods of time can deteriorate which can compromise the suitability of the food.
- If the temperature rises, frozen food may start to thaw and allow bacteria to multiply.
- Foreign matter, chemicals or pests can contaminate food if not properly covered or protected.

Hazard controls / monitoring

- Frozen food needs to be stored frozen hard (not partially thawed), to stop bacteria from multiplying.
- Make sure food is stored and covered in clean, uncontaminated containers or otherwise protected. It should be clearly labelled and dated to allow for *stock rotation*.
- Don't overcrowd frozen storage areas.
- Make sure that packaging isn't damaged.
- Never store food on the floor of a freezer room.
- Keep freezers clean.
- Check the food in your freezer regularly (eg. weekly) to see if food is contaminated, damaged, deteriorated or perished.

Corrective actions

- Have the freezer serviced if it can't keep food frozen hard.
- If the freezer stops working and food partly thaws, place the food in the refrigerator until it is completely thawed, then use as a refrigerated food.
- If food is completely thawed, but is colder than 5°C, place food in the refrigerator and use as a refrigerated food, or use straight away.
- If you're not sure how long the freezer hasn't been working properly, or you are unsure about the safety of any food, throw the food away.
- Throw away contaminated, damaged, deteriorated or perished food.

Make a photocopy of this form and the records listed below, complete and add it to your Food Safety Program.

Nominate the staff member/s or specific person responsible for completing the checks and records for this activity:

Please indicate below if your business has additional food safety problems that may occur at this 'food handling activity' and the procedure/s to control these problems. If your business uses alternative procedures to control food safety problems (other than those mentioned), please indicate below.

Additional food safety problems that may occur when storing frozen food:

How these food safety problems are prevented from occurring:

Additional procedures that are followed if something goes wrong:

Alternative procedures I use when storing frozen food:

Please keep the following Records for this activity:

- Record No. 6 - Temperature Control Log
- Record No. 7 – The 4 Hour/2 Hour Guide
- Record No. 13 – Off Site Events

Please refer to the following Support Programs:

- Support Program No. 1 – Food Premises and Equipment
- Support Program No. 2 – Cleaning and Sanitising
- Support Program No. 4 – Equipment Maintenance and Calibration of Thermometers
- Support Program No. 5 – Temperature Control
- Support Program No. 7 – Waste Disposal

The safest place to thaw frozen food is in the refrigerator or coolroom. You should plan ahead as this will take longer than thawing food at room temperature.

Hazards

- Thawing potentially hazardous food out of refrigeration can allow bacteria to multiply (ie. using a microwave, running water or at room temperature).
- Bacteria in juices from raw or thawing potentially hazardous food can drip onto ready-to-eat food, and contaminate it. This is one example of ***cross contamination***.
- The centre of partially thawed potentially hazardous food may be frozen and may not cook properly, allowing bacteria to survive.
- Food may become contaminated during thawing from foreign matter, pests or poor personal hygiene and handling.

Hazard controls / monitoring

- Plan ahead, and allow sufficient time to thaw potentially hazardous food in the refrigerator or coolroom. Some food can take as long as one or two days to completely thaw.
- Alternatively, thaw potentially hazardous food in the microwave. However, there may be uneven heating of the food using this method.
- Remember to thaw raw frozen food on a shelf **below** ready-to-eat food. This will ensure that ***cross contamination*** (the juices from thawing food falling onto ready-to-eat food) does not occur.
- Keep all food protected, covered, wrapped or in a food grade container while thawing.
- Do not re-freeze thawed food.
- Check that ready-to-eat foods are protected from cross contamination by thawing foods.
- Small portions of raw frozen meat and fish may be able to be safely cooked without complete thawing, however, large portions of food should be completely thawed before cooking.

Corrective actions

- Do not use potentially hazardous food until it is completely thawed.
- Throw away thawed potentially hazardous food that has been left to stand at above 5°C for more than four (4) hours.
- Throw away food that has been contaminated during thawing.
- Throw away any food that has been frozen more than once.

Make a photocopy of this form and the records listed below, complete and add it to your Food Safety Program.

Nominate the staff member/s or specific person responsible for completing the checks and records for this activity:

Please indicate below if your business has additional food safety problems that may occur at this 'food handling activity' and the procedure/s to control these problems. If your business uses alternative procedures to control food safety problems (other than those mentioned), please indicate below.

Additional food safety problems that may occur when thawing frozen food:

How these food safety problems are prevented from occurring:

Additional procedures that are followed if something goes wrong:

Alternative procedures I use when thawing frozen food:

Please keep the following Records for this activity:

Record No. 6 - Temperature Control Log
Record No. 7 – The 4 Hour/2 Hour Guide
Record No. 13 – Off Site Events

Please refer to the following Support Programs:

Support Program No. 1 – Food Premises and Equipment
Support Program No. 2 – Cleaning and Sanitising
Support Program No. 5 – Temperature Control
Support Program No. 7 – Waste Disposal

Raw food contains bacteria right from the start, so it's important to follow the steps listed below to help prevent food-borne illness. Preparation means preparing food for cooking, packaging, reheating, serving or sale.

There are three possible ways that food can become unsafe to eat:

- 1. Biological - in the right conditions, bacteria will multiply.**
- 2. Physical - caused by things that should not be on food, like dirt, hair, glass or stones.**
- 3. Chemical - caused by chemicals, such as cleaning agents, detergents and fly sprays.**

By preventing each of these hazards, you can break the food-borne illness chain, prevent food-borne illness and prepare safe food.

Hazards

- People who do not understand safe food preparation practices can accidentally contaminate food.
- Bacteria can be transferred to food from unwashed hands and clothing.
- If potentially hazardous food is left too long out of refrigeration, bacteria can multiply and cause a food-borne illness.
- Bacteria can be transferred to food from equipment and utensils.
- Bacteria on raw potentially hazardous food, including food used for garnishing can contaminate ready-to-eat food.
- Foreign objects may fall into uncovered food.
- Cleaning chemicals that are not stored or labelled properly may be misused resulting in contamination of food.
- Persons who have a food-borne illness or have the symptoms of a food-borne illness or a condition may contaminate food.
- Unwashed fruit and vegetables may contain contaminants such as dirt or chemicals.
- Unclean wiping cloths can spread bacteria.

Hazard controls / monitoring

- Management to ensure that people who prepare food have appropriate skills and knowledge for each food preparation task.
- Check that food preparation surfaces, equipment and utensils are cleaned and sanitised before you use them. Refer to *Support Program 2-Cleaning and Sanitising*.
- Always wear or change into clean clothes before preparing food.
- Wash your hands properly before touching food. Refer to *Support Program 3 - Personal Hygiene and Health of Food Handlers*.
- Keep the time that potentially hazardous food is out of the refrigerator as short as possible, and return food to the refrigerator during any delay. Refer to *Support Program 5 – Temperature Control*.
- Make sure that ready-to-eat food is kept apart from raw ingredients during preparation.

- If possible, use separate utensils and cutting boards when preparing raw food and ready-to-eat food (these may be colour coded for easy recognition). Alternatively, prepare ready-to-eat food and raw food separately, and wash, sanitise and thoroughly dry cutting boards and utensils between use.
- Wash fruit and vegetables intended for immediate consumption.
- Wiping cloths should be replaced frequently (eg. daily) and cleaned, rinsed and dried between uses.
- Throw away single use items after using.
- Make sure that cleaning chemicals are stored in a designated area and are kept in properly sealed and labelled containers.

Corrective actions

- Throw away any food contaminated by dirty equipment.
- Throw away food where there is any chance that contamination or **cross contamination** has occurred.
- Re-train food handlers that have been found to be mishandling food.
- Remind people preparing food of good hygiene practices and retrain where necessary.
- Throw away food that has been between 5°C and 60°C for more than four (4) hours.

Make a photocopy of this form and the records listed below, complete and add it to your Food Safety Program.

Nominate the staff member/s or specific person responsible for completing the checks and records for this activity:

Please indicate below if your business has additional food safety problems that may occur at this 'food handling activity' and the procedure/s to control these problems. If your business uses alternative procedures to control food safety problems (other than those mentioned), please indicate below.

Additional food safety problems that may occur during preparation:

How these food safety problems are prevented from occurring:

Additional procedures that are followed if something goes wrong:

Alternative procedures I use during preparation:

Please keep the following Records for this activity:

Record No. 6 - Temperature Control Log
Record No. 7 – The 4 Hour/2 Hour Guide
Record No. 13 – Off Site Events

Please refer to the following Support Programs:

Support Program No. 2 – Cleaning and Sanitising
Support Program No. 3 – Personal Hygiene and Health of Food Handlers
Support Program No. 5 – Temperature Control
Support Program No. 7 – Waste Disposal
Support Program No. 10 – Training, Skills and Knowledge

Hazards

- Potentially Hazardous Foods, which are not fully cooked, will not be safe to eat, as bacteria will not be killed.
- Food may be contaminated after the cooking process, for example: unclean equipment or utensils may add bacteria to the food.

Hazard controls / monitoring

- Soups, sauces, gravies and casseroles that use raw ingredients should be brought to a boil, which will prevent bacteria surviving the cooking process.
- Use a thermometer to check that potentially hazardous food is thoroughly cooked. To achieve the microbiological safety of potentially hazardous foods through cooking, it is necessary to achieve an internal temperature of at least 74°C.
- Check that potentially hazardous foods like rotating spits, rolled roasts and whole chickens reach the above internal temperatures during cooking and are served at 74°C or above.
- Always use clean equipment and utensils during cooking.
- Using a probe thermometer, record a sample of these internal temperatures on a daily basis. *Record 6 – Temperature Control Log.*
- Check that all staff members know how to use a temperature measuring device and how and where to record temperatures. *Support Program 5 – Temperature Control.*

Corrective actions

- If the temperature in the centre of the potentially hazardous food does not reach at least 74°C, return the food to the cooker until the internal temperature is achieved.
- Check recipes and cooking times if the centre of the potentially hazardous food does not reach the required temperature and adjust as necessary.

Make a photocopy of this form and the records listed below, complete and add it to your Food Safety Program.

Nominate the staff member/s or specific person responsible for completing the checks and records for this activity:

Please indicate below if your business has additional food safety problems that may occur at this 'food handling activity' and the procedure/s to control these problems. If your business uses alternative procedures to control food safety problems (other than those mentioned), please indicate below.

Additional food safety problems that may occur when cooking food:

How these food safety problems are prevented from occurring:

Additional procedures that are followed if something goes wrong:

Alternative procedures I use when cooking food:

Please keep the following Records for this activity:

Record No. 6 - Temperature Control Log
Record No. 7 – The 4 Hour/2 Hour Guide
Record No. 13 – Off Site Events

Please refer to the following Support Programs:

Support Program No. 2 – Cleaning and Sanitising
Support Program No. 3 – Personal Hygiene and Health of Food Handlers
Support Program No. 4 – Equipment Maintenance and Calibration of Thermometers
Support Program No. 5 – Temperature Control

According to the Food Safety Standards a food business must, when cooling cooked potentially hazardous food, cool the food:

- a) within two hours – from 60°C to 21°C; and
- b) within a further four hours – from 21°C to 5°C,

Businesses must comply with this requirement unless they can demonstrate that the cooling process used will not adversely affect the microbiological safety of the food.

Hazards

- Potentially hazardous food that is not cooled quickly enough can allow bacteria to multiply and cause a food-borne illness.
- Foreign objects may fall into uncovered food.
- Unclean food containers used for cooling potentially hazardous food can contaminate the food with food poisoning bacteria.

Hazard controls / monitoring

- Using a probe thermometer, check that the temperature at the centre of potentially hazardous food reduces from 60°C to 21°C within two (2) hours and from 21°C to 5°C within a further four (4) hours.
- Check that the potentially hazardous food is being cooled in an appropriate clean, uncontaminated storage container.
- Protect storage containers from contamination and label with the type of food and the date before placing it into the coolroom, refrigerator or freezer.
- Potentially hazardous food can be left at room temperature until it drops to 60°C (this temperature should be checked with your probe thermometer); the food can then be put in the refrigerator to continue cooling.
- Do not put hot food straight from the oven or stove into a refrigerator, coolroom or freezer, because it can cause the refrigeration temperature to rise. A guide to when to put cooked food in the refrigerator is to let it stand for 20-30 minutes prior to placing under refrigeration.
- Check that the temperature inside the refrigerator does not rise higher than 5°C while cooling food.
- Divide potentially hazardous food into smaller batches and use shallow containers (for example less than 10cm deep) to help it cool quicker.
- Make sure there is adequate air circulation around containers by not overloading refrigerators, coolrooms or freezers.
- Never mix left-overs with a new batch of cooled food.
- Separate raw and cooked foods.

Corrective actions

- Throw away food if the above cooling times and temperatures have not been reached.
- If refrigerator temperatures rise above 5°C, during the cooling of food, review and modify cooling practices to ensure that temperatures remain below 5°C.
- Discard any Potentially Hazardous Food that may have been contaminated during cooling.

Make a photocopy of this form and the records listed below, complete and add it to your Food Safety Program.

Nominate the staff member/s or specific person responsible for completing the checks and records for this activity:

Please indicate below if your business has additional food safety problems that may occur at this 'food handling activity' and the procedure/s to control these problems. If your business uses alternative procedures to control food safety problems (other than those mentioned), please indicate below.

Additional food safety problems that may occur when cooling food:

How these food safety problems are prevented from occurring:

Additional procedures that are followed if something goes wrong:

Alternative procedures I use when cooling food:

Please keep the following Records for this activity:

Record No. 6 - Temperature Control Log
Record No. 13 – Off Site Events

Please refer to the following Support Programs:

Support Program No. 2 – Cleaning and Sanitising
Support Program No. 4 – Equipment Maintenance and Calibration of Thermometers
Support Program No. 5 – Temperature Control
Support Program No. 7 – Waste Disposal

Bacteria can grow in food that is reheated too slowly. Holding food at temperatures where bacteria can multiply can also cause a food-borne illness.

Note: Reheating food rapidly to a temperature of 60°C will prevent bacteria that have survived the cooking process from growing. However, reheating to 70°C for at least 2 minutes should kill any food poisoning bacteria.

Hazards

- Bacteria that may have survived the cooking process or bacteria that may have been introduced since the cooking process can multiply if potentially hazardous food is reheated too slowly.
- Bacteria can multiply in potentially hazardous food that is not reheated or held at 60°C or above.
- Bacteria from unclean equipment or utensils may contaminate reheated or hot held food.
- Foreign objects can contaminate uncovered or unprotected food.
- Cross contamination can occur by adding raw or new batches of potentially hazardous food to food already in hot holding units.

Hazard controls / monitoring

- Using a thermometer, check that temperature at the centre of potentially hazardous food being reheated reaches 60°C in two hours or less.
- Maintain reheated potentially hazardous food at 60°C or above.
- Stir or turn potentially hazardous food during reheating or when hot holding so that the heat is evenly dispersed throughout the food.
- Always use clean equipment and utensils to handle reheated food.
- Always use a clean utensil for tasting and never reuse.
- Potentially hazardous foods need to be reheated to at least 60°C within two hours.
- Hot holding equipment such as bain marie should never be used to reheat food. Food should be heated to above 60°C before being placed in the bain marie.
- Potentially hazardous food that has been cooked and cooled should only be reheated once.
- Ensure the hot holding equipment is clean and pre-heat before use.
- Use a temperature setting on hot holding equipment that keeps the food at or above 60°C.
- Do not overload hot holding equipment.
- When re-stocking potentially hazardous food in hot holding equipment, never add new batches of food to old batches of food, remove the old batch and replace with new batch.
- Hot holding equipment must protect the food from contamination from foreign objects.
- Using a clean thermometer, check that the temperature of food being hot held is being maintained at 60°C or above.
- Food should not be piled above the level of the trays or be held in plates above the trays.
- Ensure hot holding equipment is regularly maintained.
- Check your cleaning record to ensure that hot holding equipment is kept clean (*Record 8 – Cleaning and Sanitising*).

Corrective actions

- Throw away potentially hazardous food if the temperature at the centre has not reached 60°C in two hours or less.
- Use immediately any potentially hazardous food that has been held between 5°C and 60°C for more than 2 hours, but discard food that has been held between 5°C and 60°C for more than four (4) hours.
- Discard reheated food if left over.
- If hot holding equipment cannot maintain food temperature above 60°C, check whether this is because too much food is being held in the unit.
- Call service agent if equipment fails to work correctly.
- Discard contaminated food.

Activity 9

Reheating and Hot Holding Food

Make a photocopy of this form and the records listed below, complete and add it to your Food Safety Program.

Nominate the staff member/s or specific person responsible for completing the checks and records for this activity:

Please indicate below if your business has additional food safety problems that may occur at this 'food handling activity' and the procedure/s to control these problems. If your business uses alternative procedures to control food safety problems (other than those mentioned), please indicate below.

Additional food safety problems that may occur when reheating and hot holding food:

How these food safety problems are prevented from occurring:

Additional procedures that are followed if something goes wrong:

Alternative procedures I use when reheating and hot holding food:

Please keep the following Records for this activity:

Record No. 6 - Temperature Control Log
Record No. 7 – The 4 Hour/2 Hour Guide
Record No. 8 – Cleaning and Sanitising

Please refer to the following Support Programs:

Support Program No. 2 – Cleaning and Sanitising
Support Program No. 4 – Equipment Maintenance and Calibration of Thermometers
Support Program No. 5 – Temperature Control
Support Program No. 7 – Waste Disposal

Serving food safely relies on the service personnel to practise good personal hygiene and handling food safely, which includes avoiding cross contamination. In regard to self-service areas, staff will need to monitor the way customers use the self-service equipment to check that food is not being contaminated.

Hazards

- Delays in serving food can allow food poisoning bacteria to multiply.
- Food poisoning bacteria can multiply if potentially hazardous food is kept between 5°C and 60°C.
- Unclean serving utensils and other equipment may contaminate food.
- Poor food handling by staff and/or customers may contaminate food.
- Food may become contaminated by foreign objects that have fallen into uncovered or unprotected food.
- Use of display decorations and garnishes can contaminate food.
- Food poisoning bacteria can be transferred from an old batch of food to a new batch if they are mixed together.
- Some people can be severely allergic to certain types of food.

Hazard controls / monitoring

- Serve food as quickly as possible after preparation and take into account the requirements of the 4-hour/2-hour guide indicated in Support Program 5.
- Don't prepare food too far in advance of serving.
- Management to ensure that people who serve food or supervise self-service food displays have appropriate skills and knowledge for the tasks that they do.
- Management to ensure that if staff serving food are using gloves that they understand how to use gloves safely (Refer to *Support Program 3 – Personal Hygiene and Health of Food Handlers*).
- Provide separate clean utensils for each food on display, or provide other methods of dispensing food that minimises food becoming contaminated.
- Throw away single use items after using them, including straws, paper towels, cups and plates.
- Management to ensure that protective barriers (for example, sneeze-guards) are installed to protect food in display cabinets.
- Refresh food displays with completely fresh batches of food. Never mix old food with fresh batches.
- Use a clean and sanitised thermometer to check the temperature of potentially hazardous food on display. (You do not need to check the temperature of every dish, just a representative sample.)
- Hot food should be held at 60°C or above. Make sure that all potentially hazardous foods are thrown out if kept between 5°C and 60°C for four hours or more.
- Keep cold food at 5°C or below if holding food cold.
- If you are displaying frozen food, it must be frozen hard (not partially thawed) or as the manufacturer specifies.
- Never reuse any self-serve food left over from the previous day on the following day.
- Management to ensure that menus highlight allergenic ingredients in dishes if not apparent from the name of the dish, and advise staff so they may be able to assist customers with queries.

Corrective actions

- Potentially hazardous food that has been kept between 5°C and 60°C for less than two hours (cumulative time) must be refrigerated or used immediately.
- Potentially hazardous food that has been kept between 5°C and 60°C for longer than two hours (cumulative time) but less than four hours must be used immediately.
- Potentially hazardous food that has been kept between 5°C and 60°C for longer than four hours (cumulative time) must be thrown out.
- Throw away any food you suspect may be contaminated.
- Replace soiled serving utensils with clean ones if there has been any possibility of misuse.

Activity 10 Serving, Self-Service and Displaying Food

Make a photocopy of this form and the records listed below, complete and add it to your Food Safety Program.

Nominate the staff member/s or specific person responsible for completing the checks and records for this activity:

Please indicate below if your business has additional food safety problems that may occur at this 'food handling activity' and the procedure/s to control these problems. If your business uses alternative procedures to control food safety problems (other than those mentioned), please indicate below.

Additional food safety problems that may occur when serving, self serving and displaying food:

How these food safety problems are prevented from occurring:

Additional procedures that are followed if something goes wrong:

Alternative procedures I use when serving, self serving and displaying food:

Please keep the following Records for this activity:

Record No. 6 - Temperature Control Log
Record No. 7 – The 4 Hour/2 Hour Guide
Record No. 8 – Cleaning and Sanitising
Record No 13 – Off Site Events

Please refer to the following Support Programs:

Support Program No. 2 – Cleaning and Sanitising
Support Program No. 3 – Personal Hygiene and Health of Food Handlers
Support Program No. 4 – Equipment Maintenance and Calibration of Thermometers
Support Program No. 5 – Temperature Control
Support Program No. 7 – Waste Disposal
Support Program No. 10 – Training, Skills and Knowledge

If your business operations include packaging food, you have a responsibility to ensure that the process, including the packaging material and labelling does not compromise food safety.

Hazards

- Incorrect, contaminated or damaged packaging materials may not offer adequate protection for food.
- Ensure that food packaging machinery is maintained in satisfactory working condition, including the use of appropriate lubricants and make sure these products do not contaminate food.
- Food handlers need to observe high levels of personal hygiene and ensure they do not directly or indirectly contaminate food during packaging.
- Unclean packaging material may contaminate food.
- Some food types can react with or be contaminated by some types of packaging material, for example, some packaging material may not be appropriate for acidic foods.

Hazard controls / monitoring

- Check packaging for damage and use only clean uncontaminated packaging materials.
- Store packaging material in a designated area, away from cleaning chemicals, and other matter that might cause contamination.
- Check that materials being used for packaging are appropriate to the food being packed, for example: some packaging materials may not be appropriate for acidic foods, refrigeration, freezing or microwaving.
- Make sure that the packaging material being used will not contaminate the food being packed, including physical and chemical contamination.
- Make sure that the area used for packing is clean and sanitary before starting and during work.
- Unless specifically exempt, packaged food must be labelled in accordance with the Australia New Zealand Food Standards Code.
- It is important that labels contain information about the ingredients included in the product you are packing and labelling. Ingredient labelling is particularly important for persons suffering from food allergies. Common allergens include: gluten (found in wheat, rye, barley and oats and from foods containing these products), crustacea (shellfish) and crustacea products, egg and egg products, fish and fish products, soy beans and soy bean products, peanuts and other nut products, milk and milk products, sesame seeds and sesame seed products, sulphites more than 10mg/kg.
- Refer to the Australia New Zealand Food Standards Code and other informative material on food labelling produced by Food Standards Australia New Zealand. Contact details are included in *Appendix 2 - Food Safety Contacts and Resources*.

Corrective actions

- Contact supplier or manufacturer of packaging material if packaging material is damaged or contaminated.
- Revise cleaning and sanitising procedures if they are inadequate.
- Throw out food that has been contaminated by packaging or during packaging process.
- Recall incorrectly labelled products or possibly contaminated products that have been distributed

Make a photocopy of this form and the records listed below, complete and add it to your Food Safety Program.

Nominate the staff member/s or specific person responsible for completing the checks and records for this activity:

Please indicate below if your business has additional food safety problems that may occur at this 'food handling activity' and the procedure/s to control these problems. If your business uses alternative procedures to control food safety problems (other than those mentioned), please indicate below.

Additional food safety problems that may occur when packing and labelling food:

How these food safety problems are prevented from occurring:

Additional procedures that are followed if something goes wrong:

Alternative procedures I use when packing and labelling food:

Please keep the following Records for this activity:

Record No. 4 – Food Recall
Record No. 5 – Customer Complaints
Record No. 8 – Cleaning and Sanitising
Record No. 9 – Equipment Maintenance and Calibration of Thermometers
Record No. 10 – Pest Control

Please refer to the following Support Programs:

Support Program No. 2 – Cleaning and Sanitising
Support Program No. 5 – Temperature Control
Support Program No. 6 – Pest Control
Support Program No. 7 – Waste Disposal
Support Program No. 8 – Food Recall
Support Program No. 9 – Customer Complaints

This activity covers transporting food from a supplier to your business and from your premises to your customers or to other outlets. It is essential that vehicles and equipment used to transport food are designed and constructed to protect the food being transported. The local government or other relevant authority should be contacted to determine if your food transport vehicle needs to be licensed and registered or if there are specific requirements in other legislation.

Hazards

- Dust, dirt, chemicals, pests or other foreign objects may contaminate unprotected food.
- Food poisoning bacteria can multiply if potentially hazardous food is transported between 5°C and 60°C.
- Food poisoning bacteria can be transferred from raw food to ready-to-eat food if transported incorrectly. This is called *cross contamination*.

Hazard controls / monitoring

- All food for transport must be covered or packed to protect the food from becoming contaminated.
- All ready-to-eat food must be kept separate from raw food.
- Ensure that the food transport vehicle can maintain the correct temperatures for the type of food it carries.
 - Check that cold food is transported at 5°C or colder.
 - Check that frozen food is transported frozen hard (not partially thawed).
 - Check that hot food is transported at 60°C or above.
- If food is transported between 5°C and 60°C, the 4-hour/2-hour guide as indicated in Support Program 5 applies.
- If the food transport vehicle does not have a heating or cooling system, use insulated boxes to maintain food at safe temperatures.
- Make sure that the food is transported away from any chemicals that might contaminate the food.
- Make sure that the delivery vehicle and transport boxes are clean and food is packaged correctly.

Corrective actions

- Throw away food that has become contaminated (eg. foreign objects, chemicals).
- Throw away ready-to-eat food that has been contaminated by raw food.
- Potentially hazardous food that has been kept between 5°C and 60°C for less than two hours (cumulative time) must be refrigerated or used in the next two hours.
- Potentially hazardous food that has been kept between 5°C and 60°C for longer than two hours but less than four hours (cumulative time) must be used immediately.
- Potentially hazardous food that has been kept between 5°C and 60°C for longer than four hours (cumulative time) must be thrown out.
- Review the food transport and other relevant procedures if Potentially Hazardous Food is being held between 5°C and 60°C for four (4) hours or longer, including any such time prior to and after transport and before using the food.

Make a photocopy of this form and the records listed below, complete and add it to your Food Safety Program.

Nominate the staff member/s or specific person responsible for completing the checks and records for this activity:

Please indicate below if your business has additional food safety problems that may occur at this 'food handling activity' and the procedure/s to control these problems. If your business uses alternative procedures to control food safety problems (other than those mentioned), please indicate below.

Additional food safety problems that may occur when transporting food:

How these food safety problems are prevented from occurring:

Additional procedures that are followed if something goes wrong:

Alternative procedures I use when transporting food:

Please keep the following Records for this activity:

Record No. 6 - Temperature Control Log
Record No. 7 - The 4 Hour/2 Hour Guide
Record No. 8 - Cleaning and Sanitising
Record No 13 - Off Site Events

Please refer to the following Support Programs:

Support Program No. 1 - Food Premises and Equipment
Support Program No. 2 - Cleaning and Sanitising
Support Program No. 5 - Temperature Control
Support Program No. 7 - Waste Disposal

If your business is participating in local events, festivals or any food event away from your food premises, you need to be vigilant to ensure that the food you provide is safe.

The food safety problems that may occur at an event will depend on the Food Handling Activities that you will have at this event.

Hazards

- Poor storage facilities may cause food to spoil or become contaminated.
- If equipment is unclean it could contaminate the food at the event and cause a food-borne illness.
- Untrained staff may unknowingly contaminate food.
- Waste food may contaminate the food being prepared or served.
- Lack of temperature control in off site events may result in the growth of bacteria and lead to food-borne illness.

Hazard controls / monitoring

- For each event you should determine the Food Handling Activities that will happen at the event.
- The food handling procedures used at the event should follow the instructions described in the relevant Food Handling Activities.
- Before the event, check what facilities will be available at the venue or site for food storage, preparation, cooking, etc. Refer to *Record 13 – Off Site Events*.
- If facilities are not available at the site, you will need to make arrangements for appropriate equipment to be available. For example, will you need to have cold storage, cooking equipment, hot holding or cold holding food displays, etc.
- Before the event, check that all equipment is clean.
- Review what food will be prepared/served at the event and decide what transport arrangements need to be made to get the food to the venue, particularly for frozen, chilled and hot foods.
- Check that all food suppliers are included in *Record 1 - Approved Food Suppliers List*. In case of a food recall, you need to include any additional food suppliers from whom you purchased food for the event, on *Record 1 - Approved Food Suppliers List*.
- Management should check what staff will be working for your business at this event. Have they all been trained to follow the Food Safety Program and do they have the appropriate skills and knowledge to prepare safe food?
- You may need to make arrangements to collect waste food and water at the end of the event and also make provisions for the removal of waste during the event.
- Check what hand washing facilities, cleaning facilities and cleaning materials are available at the event venue.
- A food business must provide hand washing facilities within the areas where food handlers work and where the hands of food handlers are likely to become a source of contamination. A food business must use potable water for all activities that use water on food premises, unless it can be demonstrated that using non-potable water will not adversely affect the safety of food handled by the food business (for example, non-potable water used to fight fires).
- Ensure your transport arrangements are adequate to prevent contamination of the food. Refer to *Activity 12 – Transporting Food*.
- You may need to make provision for the equipment to be cleaned at the venue or removed from the venue and cleaned before the next day of the event. Alternatively only use disposable items.
- Nominate an experienced staff member to supervise and keep the off site event records.
- Temporary premises have specific exemptions from some of the requirements of the Food Safety Standards. Please refer to Standard 3.2.3 of the Food Safety Standards for exemptions that may apply to your off site event.

Corrective actions

- If equipment does not work appropriately at the event, have it fixed or replaced immediately, particularly if it is used to store or display hot or cold food. Only use equipment if it operates satisfactorily and check the temperatures regularly (ie. at least daily).
- Potentially hazardous food that has been kept between 5°C and 60°C for less than two hours (cumulative time) must be refrigerated or used immediately.
- Potentially hazardous food that has been kept between 5°C and 60°C for longer than two hours but less than four hours (cumulative time) must be used immediately.
- Potentially hazardous food that has been kept between 5°C and 60°C for longer than four hours (cumulative time) must be thrown out.
- Throw away ready-to-eat food that has become contaminated (ie. by raw food).

Note: The time that Potentially Hazardous Food has been kept between 5°C and 60°C should include the time kept between such temperatures in the transport vehicle and prior to transportation.

Make a photocopy of this form and the records listed below, complete and add it to your Food Safety Program.

Nominate the staff member/s or specific person responsible for completing the checks and records for this activity:

Please refer to the support programs that are applicable to the event that you are having.

During your event your Food Safety Program and records should be available for a compliance check by your environmental health officer, public health officer or auditor.

Complete the Off Site Event Checklist for each day of the event. Refer to *Record 13 - Off Site Events*.

Complete Part 1 of the Off Site Events Checklist just before the event.

During the Event, complete Part 2 of the Off Site Events Checklist.

Please keep the following Records for this activity:

Record No. 13 - Off Site Events

Record No. 7 – The 4 Hour/2 Hour Guide

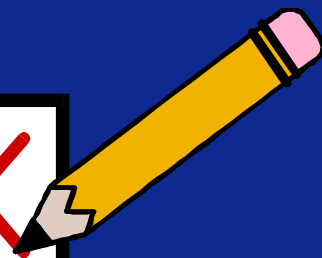
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TOOL FOR THE DEVELOPMENT OF A

Food Safety Program

For Commercial Food
Service Establishments

Records



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Step 5. Select the Records that have been referred to in the *Food Handling Activities* and the *Support Programs*. It is a good idea to photocopy a stock of these records so they are available when needed. Some records are used daily, weekly or monthly whereas other records may only be used once a year. Your business needs to assign responsibility to people to carry out the actions in the food handling activities, and complete the records. The records in current use should be kept in a folder that is easily accessible. Those records that are not in current use (ie. completed records) should be kept in such a way as to be available for review by an Environmental Health Officer or Food Safety Auditor. Please read the following specific instructions regarding each record:

Record 1

Approved Food Suppliers List

Use this record to set up a list of your suppliers. The details to be recorded are supplier number, contact details of supplier, products supplied, and date approved as supplier.

Record 2

Approved Food Supplier Agreement Form

This agreement lists the food safety requirements you expect the supplier to meet when they supply and deliver food to your business. Remember to complete new agreements and amend *Record 1*, if you change suppliers.

Record 3

Incoming Goods

This record is completed when checking all delivered or supplied food. Food delivered or supplied should be checked in accordance with the specifications outlined in the *Record 2*. Any corrective actions should also be recorded on this form. If you receive bulk orders that have an itemised receipt, you may wish to attach this to the record sheet and complete only summary details of the order on the record.

Record 4

Food Recall

Complete this record if a supplier sells a food product to your business that is subject to a food recall. If your business produces a food that you suspect needs to be recalled, your business may need to follow the *Food Industry Recall Protocol*. Contact your local Council Environmental Health Officer or Queensland Health Environmental Health Officer or Food Standards Australia New Zealand on (02) 6271-2222 or visit www.foodstandards.gov.au/recall safety.

Record 5

Customer Complaints

Complete this record if a customer lodges a complaint about a food product or activity that your business has conducted.

Record 6

Temperature Control Log

Place a copy of this sheet in the areas you monitor food temperature. Monitor the temperature of food and record these temperatures during the day or per shift.

Records

Record 7

The 4 Hour/2 Hour Guide

Complete this record when potentially hazardous food is taken out of temperature control for a period of time. The time period is cumulative in that each time period out of temperature control must be added together to obtain a total time. This should then be checked against the information provided at the end of the record to determine the correct action.

Record 8

Cleaning and Sanitising

Use this record to list the areas, equipment and food contact surfaces that require cleaning and sanitising daily, weekly, monthly and quarterly/annually.

Record 9

Equipment Maintenance and Calibration of Thermometers

This record is for listing repair and maintenance requirements of food service equipment, such as kitchen utensils, appliances and thermometers. With regard to thermometers, it is important that your thermometer(s) measure food and air temperatures accurately. This record will help demonstrate that you have checked the accuracy of your thermometers. To calibrate thermometers, follow the instructions of the manufacturer/supplier and/or follow *Support Program 4*.

Record 10

Pest Control

This record is completed when checking for any evidence of pest infestation like mice or insects. This record will help demonstrate that all practicable measures have been taken to exclude pests within your business.

Record 11

Staff Illness/Accidents

This record is used to record any illness/accident reported by food handling staff. Food handlers are required to notify their supervisor if they are ill and particularly if they suffer with symptoms of a food-borne illness. The manager should record these details.

Record 12

Staff Instruction / Training

This record allows for the recording of all staff instruction or training in food hygiene and safety.

Record 13

Off Site Events

The Event Supervisor is to use this checklist and keep it as a record. The questions should be answered either 'Yes' or 'No'. Also, describe what needs to be done/fixed in the corrective action column and what action was taken to overcome the problem. Record at least two product temperatures where applicable.

Record 14

Food Safety Program Review

This is used by the Manager to check that staff are following the standard procedures in the food safety program and that the appropriate records are being completed. Each activity and related record should be checked regularly, eg. weekly, monthly, annually. Any follow up action should be noted. Your food safety program also requires an annual review and this record is used to show when you reviewed the food safety program and what changes you have made.



Name of Business _____

Record 2 – Approved Food Supplier Agreement Form

Supplier:.....

Address:.....

Phone:..... Fax:

Goods Supplied:

Frequency of delivery: daily / weekly / fortnightly / monthly / irregularly

General requirements for the products:

All food products are to be supplied in good, fresh condition, free from any odour, discolouration or signs of spoilage or contamination and under temperature control (ie below 5°C or above 60°C).

Package and labelling requirements:

All food products are to be delivered in food grade containers that are free from chemical or physical contaminants. Labelling shall comply with the requirements of the Food Standards Code.

Transport requirements:

All food products are to be transported in clean food transport vehicles. The foods are not to be transported in direct contact with meat, animals, plants, pests or chemicals or exposed to sunlight. All potentially hazardous foods (dairy foods, meat, fish, & smallgoods) must be transported under refrigeration at or below 5°C for cold food and at or above 60°C for hot food. Frozen food is to be delivered frozen hard (not partially thawed). If food is transported between 5°C and 60°C, it must be demonstrated that the temperature of the food, having regard to the time taken to transport the food, will not adversely affect the microbiological safety of the food.

Conditions for supply:

It is required that all foods supplied comply with the Food Standards Code at all times. Failure to do so will result in refusal of the goods.

Suppliers' acceptance:

Name: _____

Date: _____

Signature: _____

Business acceptance:

Name: _____

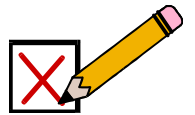
Date: _____

Signature: _____



Name of Business _____

Record 4 – Food Recall							
Supplier/ Manufacturer details	Reason for recall	Product name	Batch No.	Use by date	No. of units in stock	Corrective action	Checked by
<i>Dans Bickies, 12 Industry Way, Churchill 4123</i>	<i>Foreign matter detected</i>	<i>Ginger nut 250 g packets</i>	<i>2493/09</i>	<i>16/9/03</i>	<i>12 x 12 cartons</i>	<i>Returned</i>	<i>FH</i>



Name of Business _____

Record 5 – Customer Complaints						
Date	Time	Complainant's Name and Contact Details	Details of Complaint #	Investigation details #	Corrective Action #	Checked by
16/9/02	1:45 PM	Mary Smith 12 Chuculba Crescent, Smithfield 4352 (h) 5342 7847	Alleged cockroach found in bowl of carrot soup	Conducted inspection of all ingredients used in carrot soup. No evidence of pest infestation	Pest control checked. Cleanliness of dry storage area ensured.	RE

Note: You may wish to attach further details of the incident and actions taken.



Name of Business _____

Record 7 – The 4 Hour/ 2 Hour Guide						
Food Description	Date	Time taken out of Temp Control	Activity	Time placed back in Temp Control	Total time	Corrective Action
Cooked chicken	1/10/02	12:00 pm	Cooling cooked chickens	2:00 pm	2 hours	Refrigerated
	1/10/02	7:00 pm	Make chicken sandwiches, and display on front counter	9:00 pm	4 hours	As the total time out of temperature control has reached 4 hours, the chicken sandwiches must be thrown out.

Temperature Control

- Maintain potentially hazardous food at a temperature of 5°C or below or 60°C and above. If food is kept between 5°C and 60°C, this temperature must be monitored and recorded.
- Remember when using the 4-hour/2-hour guide, that time periods are **cumulative** – each time period that food is kept between 5°C and 60°C has to be added up to reach a total time. In the example above the **total** time the chicken has been between 5°C and 60°C is more than four hours and therefore should be discarded (refer to dot point three below).

Corrective Actions

- Potentially hazardous food that has been kept between 5°C and 60°C for less than two hours must be refrigerated or used immediately.
- Potentially hazardous food that has been kept between 5°C and 60°C for longer than two hours but less than four hours must be used immediately.
- Potentially hazardous food that has been kept between 5°C and 60°C for longer than four hours must be thrown out.



Name of Business _____

Monthly Cleaning and Sanitising						Month _____	
Week starting __/__/__		Week starting __/__/__		Week starting __/__/__		Week starting __/__/__	
Monthly Task (see note)	Resp. Person	Monthly Task	Resp. Person	Monthly Task	Resp. Person	Monthly Task	Resp. Person
<i>Clean shelves, floors and walls in coolroom</i>	<i>RG</i>	<i>Clean behind all upright refrigerators</i>	<i>GR</i>				
Checked by:		Checked by:		Checked by:		Checked by:	

Note: Please list all areas, equipment, etc to be cleaned once a month (or more regularly than weekly)

Quarterly/Yearly Cleaning and Sanitising				Year _____	
Quarterly/Yearly Cleaning Task	Resp. Person	Date scheduled	Date completed	Checked by	
<i>Clean exhaust ventilation duct work</i>	<i>HF</i>	<i>10/10/02</i>	<i>17/10/02</i>	<i>NH</i>	

Note: Please list all areas, equipment, etc to be cleaned yearly (or more regularly than monthly)



Name of Business _____

Record 9 – Equipment Maintenance and Calibration of Thermometers

Date	Area/Equipment checked	Result (Repair or service required)	Corrective Action	Checked by
16/10/02	Probe thermometer (Used to test Cooked Meats)	0°C	None – Thermometer operating at correct temperature	JN

Note: Record areas or equipment checked for defects. For example floors, walls and ceilings could be checked monthly for any cracks or crevices. Thermometers must be accurate to within + 1 or - 1 °C.



Name of Business _____

Record 10 – Pest Control				
Date	Area checked/Treated (see note)	Result (pests found)	Action Taken	Checked by
16/10/02	Entire Premises	German cockroaches found in pantry	Pest Control Operator "Pest Attack" treated entire premises for German cockroaches.	TG

Note: Record internal inspections conducted by your business, for example: once every 4 – 6 weeks. Record external inspections/treatments conducted by your pest control operator, for example: once every 3 months.



Name of Business _____

Record 11 - Staff Illness/Accidents			
Staff member's name	Date	Type of Illness	Checked by

Note: Staff should not return to handling food until they have received clearance from a medical practitioner.



Name of Business _____

Record 12 - Staff Instruction / Training			
Staff member's name	Date	Description / details of instruction / training undertaken	Checked by

Food handling - skills and knowledge

Food Safety Standard 3.2.2 requires that a food business must ensure that persons undertaking or supervising food handling operations have appropriate skills and knowledge in food safety and food hygiene matters for their level of food handling. This standard does not require mandatory training to demonstrate appropriate skills and knowledge, but recognises that skills and knowledge can be obtained in different ways.

Examples for obtaining the skills and knowledge required include:

- In-house training by business employees or the proprietor;
- Distribution of relevant documentation to employees;
- Having operating procedures in place that clarify the responsibilities of food handlers and supervisors;
- Attendance at food safety courses run by local councils or other bodies such as industry associations;
- Hiring a consultant to present a course to business employees; and
- Formal training courses.



Name of and Location of Event _____

Record 13 - Off Site Events			
Part 1 – Before the event checklist	Yes	No	Corrective Action
Does the site have adequate facilities for food storage, preparation, cooking, reheating and hot holding and display?			
Have arrangements been made for equipment to be made available if not already at the site?			
Have transport arrangements been made to get the food to the site, for cold, frozen and hot foods? (refer to activity 12)			
Are temperatures of chilled, frozen and hot foods monitored on arrival? (refer to activity 1)			
Are products checked on arrival for contamination? (refer to activity 1)			
Is all food protected from contamination?			
Are products in appropriate packaging and labelled correctly? (refer to activity 11)			
Are all the food suppliers included in your Approved Food Suppliers List? If not please record additional suppliers on approved suppliers list			
Have arrangements been made to collect waste during and after the event? (refer to support program 7)			
Have all staff been trained to follow the Food Safety Program and have the appropriate skills and knowledge to produce safe and suitable food? (refer to support program 3)			
Are hand washing facilities, cleaning facilities and cleaning materials available at the site? (refer to support program 2 and 3)			
Is potable water used for all food handling activities? If non-potable water is used, the food business must demonstrate that non-potable water will not adversely affect the safety of food.			
Check that all equipment and utensils are clean and ready for use (refer to support program 2)			
Are there any signs of pest infestation at the site? (refer to support program 6)			
Are transport coolers or storage coolers stocked with sufficient ice blocks?			
Are cooked and raw foods separated in storage? (refer to activity 3)			
Are all foods stored off the ground?			



Part 2 - During the event checklist

This record must be completed on a daily basis.

Date __ / __ / __

Checklist	Yes	No	Corrective Action
Are there any potentially hazardous foods not stored under temperature control?			
Record the temperature of food not stored under temperature control <i>(refer to support program 5)</i>			
Check temperatures of cold foods in storage/ on display <i>(refer to support program 5)</i>			
Check temperatures of frozen foods in storage/ on display <i>(refer to support program 5)</i>			
Check temperatures of hot foods in storage/ on display <i>(refer to support program 5)</i>			
Is there any risk of cross contamination from raw to ready to eat foods?			
Are separate utensils being used for different foods?			
Are staff checking cooked foods to make sure they are fully cooked?			
Are all foods on display protected from contamination?			
Are cooked hot foods displayed in adequate hot holding equipment?			
Are staff following good hygiene practices? <i>(refer to support program 3)</i>			
Is food waste disposed of appropriately? <i>(refer to support program 7)</i>			
Have all equipment and utensils been cleaned? <i>(refer to support program 2)</i>			
Has potentially hazardous food been kept between 5°C and 60°C for less than two hours? If yes the food must be refrigerated or used immediately. <i>(refer to support program 5)</i>			
Has potentially hazardous food been kept between 5°C and 60°C for more than two hours but less than four hours? If yes the food must be used immediately. <i>(refer to support program 5)</i>			
Has potentially hazardous food been kept between 5°C and 60°C for more than four hours? If yes the food must be disposed of. <i>(refer to support program 5)</i>			
Has all waste been removed from the site?			



Name of Business _____

Record 14 – Food Safety Program Review			
Weekly Food Safety Program Review			
Date of Review: _____			
Reviewed By: _____			
Activity (To be checked by manager, supervisor etc)	✓	X	Observations/Corrective Action
1. Purchasing and receiving goods ✓ Are staff following the checks contained in Activity 1? ✓ Have the following records been completed? <ul style="list-style-type: none"> • Record No. 1 - Approved Food Suppliers List • Record No. 2 – Approved Food Supplier Agreement Form • Record No. 3 – Incoming Goods • Record No. 7 – The 4 Hour/2 Hour Guide 			
2. Dry Storage ✓ Are staff following the checks contained in Activity 2? ✓ Have the following records been completed? <ul style="list-style-type: none"> • Record No. 8 – Cleaning and Sanitising • Record No. 10 – Pest Control 			
3. Cold Storage ✓ Are staff following the checks contained in Activity 3? ✓ Have the following records been completed? <ul style="list-style-type: none"> • Record No. 6 – Temperature Control Log • Record No. 7 – The 4 Hour/2 Hour Guide 			
4. Frozen Storage ✓ Are staff following the checks contained in Activity 4? ✓ Have the following records been completed? <ul style="list-style-type: none"> • Record No. 6 – Temperature Control Log • Record No. 7 – The 4 Hour/2 Hour Guide 			
5. Thawing frozen food ✓ Are staff following the checks contained in Activity 5? ✓ Have the following records been completed? <ul style="list-style-type: none"> • Record No. 6 – Temperature Control Log • Record No. 7 – The 4 Hour/2 Hour Guide 			
6. Preparation ✓ Are staff following the checks contained in Activity 6? ✓ Have the following records been completed? <ul style="list-style-type: none"> • Record No. 6 – Temperature Control Log • Record No. 7 – The 4 Hour/2 Hour Guide 			
7. Cooking food ✓ Are staff following the checks contained in Activity 7? ✓ Have the following records been completed? <ul style="list-style-type: none"> • Record No. 6 – Temperature Control Log • Record No. 7 – The 4 Hour/2 Hour Guide 			
8. Cooling food ✓ Are staff following the checks contained in Activity 8? ✓ Have the following records been completed? <ul style="list-style-type: none"> • Record No. 6 – Temperature Control Log • Record No. 7 – The 4 Hour/2 Hour Guide 			
9. Reheating and hot holding food ✓ Are staff following the checks contained in Activity 9? ✓ Have the following records been completed? <ul style="list-style-type: none"> • Record No. 6 – Temperature Control Log • Record No. 7 – The 4 Hour/2 Hour Guide 			



10. Serving, self service and displaying food ✓ Are staff following the checks contained in Activity 10? ✓ Have the following records been completed? <ul style="list-style-type: none"> • Record No. 6 - Temperature Control Log • Record No. 7 – The 4 Hour/2 Hour Guide • Record No. 8 – Cleaning and Sanitising 			
11. Food packaging and labelling ✓ Are staff following the checks contained in Activity 11? ✓ Have the following records been completed? <ul style="list-style-type: none"> • Record No. 4 – Food Recall Record • Record No. 5 – Customer Complaints • Record No. 8 – Cleaning and Sanitising • Record No. 9 – Equipment Maintenance and Calibration of Thermometers • Record No. 10 – Pest Control 			
12. Transporting food ✓ Are staff following the checks contained in Activity 12? ✓ Have the following records been completed? <ul style="list-style-type: none"> • Record No. 6 - Temperature Control Log • Record No. 7 – The 4 Hour/2 Hour Rule • Record No. 8 – Cleaning and Sanitising 			
13. Off site events ✓ Has the Off Site Events checklist in Activity 13 been followed and completed? ✓ Have the following records been completed? <ul style="list-style-type: none"> • Record No. 13- Off Site Events • Record No. 7 – The 4 Hour/2 Hour Guide 			
14. Other ✓ Have there been any changes in staff, processes or activities? ✓ If so, have the necessary amendments to the food safety program, records and task allocations been made? ✓ Are any new or replacement utensils/appliances/equipment needed? ✓ Have there been any changes to the cleaning schedules? ✓ Have there been any problems with waste disposal? ✓ Have any of the staff been ill, particularly with a food-borne illness? ✓ Were there any food complaints/incidents/recalls? ✓ Have the following records been completed? <ul style="list-style-type: none"> • Record No. 4 - Food Recall • Record No. 5 – Customer Complaints • Record No. 11 - Staff Illness/Accidents • Record No. 12 - Staff Instruction/Training 			

Please record the details of any other issues identified and the corrective action undertaken

Activity (To be checked by manager, supervisor etc)	✓	X	Observations/Corrective Action



Name of Business _____

Monthly Food Safety Program Review			
Date of Review: _____			
Reviewed By: _____			
Program Component	✓	X	Observations/Corrective Action
1. Facility and Equipment Maintenance ✓ Has all equipment been checked? ✓ Is all equipment operating correctly? ✓ Has the entire food premises been thoroughly checked for structural problems? ✓ Are there any structural problems? ✓ Has the following record been completed? • Record No. 9 – Equipment Maintenance and Calibration of Thermometers			
2. Temperature measuring devices ✓ Have all temperature-measuring devices been checked for calibration? ✓ Are temperature-measuring devices calibrated to standard procedures? ✓ Do all staff know how to take accurate temperatures with each temperature-measuring device? ✓ Has the following record been completed? • Record No. 9 – Equipment Maintenance and Calibration of Thermometers			
3. Pest Control ✓ Are all activities and support programs followed that identify where pests may breed or enter? ✓ Are all areas clean and free from food particles and other waste that may attract pests? ✓ Has your premises been treated by your pest control operator at the correct intervals as in your support program? ✓ Have the following records been completed? • Record No. 8 – Cleaning and Sanitising • Record No. 10 – Pest Control			
4. Staff Instruction/Training ✓ Have all staff been instructed/trained so that they have the appropriate skills and knowledge in food hygiene and handling for the tasks they do? ✓ Do staff understand their food safety responsibilities? ✓ Has the following record been completed? • Record No. 12 – Staff Instruction and Training			
5. Customer Complaints ✓ Are customer complaints addressed? ✓ Are there any recurring problems identified as a result of customer complaints? ✓ Has the following record been completed? • Record No. 5 – Customer Complaints			



Annual Food Safety Program Review

Date of Review: _____

Reviewed By: _____

Program Component	✓	X	Observations/Corrective Action
Food Safety Program ✓ Have there been any changes to the forms used in my food safety program? ✓ Are the activities listed in the flow diagram still applicable to my business? ✓ Have there been any updates to the Tool? ✓ If so have the relevant sections in Food Safety Program folder been replaced?			
Food Safety Program Audit ✓ Has an audit been conducted at the correct frequency? ✓ Have any problems been identified? ✓ Have these problems been rectified?			
Record Keeping ✓ Are all records being filled out correctly? ✓ Are corrective actions being undertaken where problems have been identified? ✓ Is additional training required? ✓ Note any problems			

Please record the details of any other issues identified and the corrective action undertaken

Activity (To be checked by manager, supervisor, etc)	✓	X	Observations/Corrective Action



Name of Business _____

Audit Readiness Checklist	
Before collating and printing the food safety program documented using this tool, please check to confirm that all aspects of this tool have been completely addressed. A checklist is provided below, for this purpose.	
Has the food safety development team or individual using this food safety program tool:	
Completed all required administrative details to sufficiently identify the facility at which this food safety program will be implemented and the person(s) responsible for its implementation and ongoing management?	<input type="checkbox"/>
Comprehensively described the food handling operations conducted by the facility at which this food safety program will be implemented?	<input type="checkbox"/>
Defined and documented all of the process steps, that comprise the food handling operations conducted by the facility at which this food safety program will be implemented?	<input type="checkbox"/>
Identified and documented all of the potential hazards that may be reasonably expected to occur in all of the process steps of the food handling operations conducted by the facility at which this food safety program will be implemented?	<input type="checkbox"/>
Identified and documented, in all of the process steps where the hazards must be controlled?	<input type="checkbox"/>
Identified and documented, in all of the process steps, the measures and practices (controls) that must be implemented to control all of the identified food safety hazards?	<input type="checkbox"/>
Established and documented a monitoring system, which will ensure that these controls are continually maintained, as required by this food safety program, to ensure all food is kept safe?	<input type="checkbox"/>
Specified adequate, appropriate corrective actions to be taken in all of the process steps when hazards are not found under control or a deficiency or inaccuracy is identified?	<input type="checkbox"/>
Identified and documented all of the records and supporting documents that need to be kept to permit the informed, ongoing implementation of the food safety program and to demonstrate the food handling operation's compliance with this food safety program.	<input type="checkbox"/>
Explained the internal auditing system that is appropriate, in terms of how it is to be implemented, reviewed and audited to ensure that it is adequate, including the frequency of food safety program reviews and audits?	<input type="checkbox"/>
Planned appropriate training, in regard to food safety, food hygiene and the implementation of this food safety program, for all food handlers and managers involved with handling food at the facility at which this food safety program will be implemented?	<input type="checkbox"/>
Arranged, with your local government, a process for accrediting and verifying the food safety program?	<input type="checkbox"/>

Appendix 1 - Overview of Food Safety Legislation

Food is a fundamental human need and a prerequisite to good health. A major function of both government and industry is to ensure that the food we eat is safe. To ensure the safety of the food supply in Queensland and to help minimise the incidence of food-borne illness, a system of nationally uniform food safety standards has been developed and is in place.

The Food Standards Code

On 20 December 2000, a new joint *Australia New Zealand Food Standards Code* became law in Australia and New Zealand. It is the principal piece of legislation for regulating food in Australia. The Code provides standards for the labelling and composition of food products, food additives, contaminants and residues, microbiological and processing requirements as well as standards governing the safe production for foods.

The 'new' Code differs from the 'old' code in that it has shifted its focus from commodity-based prescriptive standards in the 'old' Code, to a greater number of general standards that cover a wider range of foods in the 'new' Code. The new Code consists of three main chapters: Chapter 1 - *General Food Standards*, Chapter 2 - *Food Product Standards*, and Chapter 3 - *Food Safety Standards*.

The Food Safety Standards

Food businesses in all States and Territories are required to comply with food safety standards that are part of the *Australia New Zealand Food Standards Code*. These Standards are adopted into State and Territory law and are enforced by officers (usually Environmental Health Officers) employed by local health authorities.

There are four Food Safety Standards in Chapter 3 of the Food Standards Code. Food businesses are currently required to comply with three of these standards (termed the mandatory standards in this document). These are:

- Standard 3.1.1 *Interpretation and Application*;
- Standard 3.2.2 *Food Safety Practices and General Requirements*; and
- Standard 3.2.3 *Food Premises and Equipment*.

The fourth standard, *Standard 3.2.1 Food Safety Programs*, will only apply to food businesses if a State or Territory Government chooses to introduce a requirement for food safety programs for some or all types of food businesses. States and Territories have agreed that this is the standard that will be used should they introduce a requirement on food businesses to develop and implement food safety programs. There may be a future mandatory requirement in Queensland for your business to have a food safety program. You should check with the Queensland Health, your local government or Restaurant Catering Queensland to find out what is required.

Appendix 1 - Overview of Food Safety Legislation

Due to the flexible nature of the Food Safety Standards, Standard 3.2.1 *Food Safety Programs* provides no detail on how to develop and implement a food safety program. Consequently, many businesses, particularly small business, may require guidance and advice to assist them. This guidance can be provided in the form of food safety program tools (tools). Tools are defined as materials such as templates, models, software and printed materials, which may be directly utilised by food businesses through customisation to create their own workable, site-specific food safety program which meets the requirements of food law, in particular, the Food Safety Standards.

It should be noted that the tool itself is not mandatory. The tool is intended to be an aid for businesses in developing and implementing a food safety program and complying with legislative requirements.

Standard 3.2.1 *Food Safety Programs* has provided the model for the food safety program that would be developed using this food safety program tool for the commercial food service sector.

The Food Safety Programs

The purpose of food safety programs is to ensure that a food business has made decisions on what actions it will take to prevent food safety problems arising in the food handling operations that are specific to its particular business. This food safety program tool for the commercial food service sector identifies and recommends controls for the hazards expected to be relevant to the food handling operations involved in the commercial food service sector in accordance with the components of a food safety program, as outlined below.

The food safety program must:

1. Systematically identify the potential hazards that may be reasonably expected to occur in all the food handling operations of your business;
2. Identify where, in your food handling operations, you control the hazards;
3. Explain your monitoring system to ensure the controls are in place;
4. Specify the corrective action you will take if monitoring indicates that a hazard is not being controlled;
5. State how your food safety program will be reviewed to ensure that it is adequate; and
6. Describe the records that you will keep so that you can demonstrate that you are complying with your food safety program.

Standard 3.2.1 requires that your food safety program and the records you keep demonstrating compliance must be in writing and available to food safety auditors.

It is essential that the food safety program you prepare based on this food safety program tool accurately reflects the food handling operations that you use in your business.

There may be more than one way to control a hazard and the legal requirements for a food safety program allow you the flexibility to include the control that works best for your business. For example, the growth of food borne pathogens in potentially hazardous food could be controlled by maintaining this food at 5°C or below or limiting the time the food is at temperatures that support the growth of these pathogens.

In following this food safety program tool, you should be meeting the requirements of the parts of Standard 3.2.2 *Food Safety Practices and General Requirements* and Standard 3.2.3 *Food Premises and Equipment* that are applicable to your business. The approach taken in the design of this tool is that complying with these Standards need not be a separate exercise.

Appendix 1 - Overview of Food Safety Legislation

Standard 3.2.2 Food Safety Practices and General Requirements

Standard 3.2.2 *Food Safety Practices and General Requirements* sets out the controls for all steps of food handling operations from receipt of food into the business to disposal of unsafe and unsuitable food. The controls relevant to the commercial food service sector have been included in this tool.

Standard 3.2.2 *Food Safety Practices and General Requirements* also contains requirements for personal hygiene and for the health of food handlers, cleaning and sanitation, pest control and animals and pests. These requirements have been included in the support programs and in the specific controls for hazards as appropriate.

To comply with this Standard, food handlers and supervisors of food handling operations are required to have the skills and knowledge in food safety needed for their work. These requirements form the basis for the training support program included in this tool.

Standard 3.2.3 Food Premises and Equipment

Standard 3.2.3 *Food Premises and Equipment* sets out requirements for food premises, equipment and transport vehicles that, if complied with, will facilitate compliance by your business with Standard 3.2.2. The requirements cover the design and construction of the building you use to prepare food and the services that you need to prepare food safely for example, using potable water and having adequate hand washing facilities. The tool makes the assumption that you have adequate equipment that is in working order to enable you to carry out the controls that are specified in the food safety program.

It also assumes that your building has adequate lighting for you to carry out food handling tasks, cleaning and sanitising and checks for pests. Also, your building must have adequate natural or mechanical ventilation if this is necessary to remove steam and cooking fumes.

Therefore, you must check that your premises is designed and constructed so that it can meet the outcomes of the food safety program that this tool is intended to help you develop. You need to check this as you work through the Food Safety Program Tool and the Support Programs.

If your premises or equipment are deficient you may have to take action to remedy the problem. Alternatively, you may be able to modify your food handling operations. For example, if you do not have sufficient chilled space for the amount of chilled food you wish to store you may decide to either install an additional refrigerator or prepare food just prior to serving to meet the food safety outcomes desired.

Additional Requirements for Food Premises, Equipment and Transport Vehicles

There may be local requirements for the design and construction of food premises, transport vehicles and installation of equipment. It is advisable to contact your local authority to ensure that your premises meet these requirements.

If you are intending to build new premises or make structural alterations to your existing premises or purchase a transport vehicle, then you should check requirements with your local authority.

Appendix 1 - Overview of Food Safety Legislation

Also remember that changes to your premises or equipment may affect your food handling operations and you should reassess your food safety program to ensure it is still appropriate.

Using Domestic Premises

You may be using (or planning to use) a building for your food business that is principally a private dwelling, such as your own or someone else's home. The Food Safety Standards apply to food businesses operating from domestic premises. Ensure that you check with your local authority about the licensing and registration requirements, including the design, construction and fitout of your premises. In addition, there may also be other requirements under planning or other legislation in your area that affects your use of a private dwelling or domestic premises for food business purposes.

There is an exemption in Standard 3.2.3 that applies to domestic premises. This is in relation to provision of hand basins but you must have approval from your local authority if you wish to make use of this exemption.

There may be requirements under Planning or other law in your area that affects your use of domestic premises. Ensure that you seek advice from your local authority.

Food Labelling

Under the *Australia New Zealand Food Standards Code*, more comprehensive labelling requirements have been introduced to ensure that consumers have adequate information to enable them to make informed choices when purchasing food.

In most circumstances, foods for food service or retail sale or for catering purposes are required to bear a label setting out all the information prescribed in the Food Standards Code. Foods for catering purposes mean those foods for use in restaurants, canteens, schools, caterers or self-catering institutions, where food is offered for immediate consumption.

Unless specifically exempted, the label on a package of food for food service or retail sale or for catering purposes must include the following information:

- prescribed name or a name or a declaration of the food sufficient to indicate the true nature of the food;
- lot identification;
- name and business address in Australia or New Zealand of the supplier;
- mandatory warning and advisory statements and declarations - these are required for certain food or food containing certain substances which may have implications for sensitive or health impaired individuals or allergy or food intolerance sufferers;
- ingredient listing;
- date marking;
- directions for use or storage;
- nutrition information panel - these will be required on most packaged foods, however, some single ingredient foods like fruit and vegetables are exempt;
- percentage labelling - labels on many foods will need to show the percentage of the key or characterising ingredients and/or components contained in the food; and
- country of origin.

The Code also mandates other labelling requirements for specific products (eg. milk products, royal jelly, infant formula), health claims, nutrition claims, vitamin and mineral content, genetically modified food, irradiated food or food containing ingredients that have been irradiated, and novel foods.

Appendix 2 - Food Safety Contacts and Resources

The following is a list of references and sources of information, which may be of assistance in developing your Food Safety Program.

Queensland Health has compiled the following lists from a range of sources. No representation is made or warranty given as to the suitability of any of the material for any particular purpose or to the professional qualifications of any person or organisation.

Local Government:

Local Councils have the responsibility for the enforcement of the Food Safety Standards for most food businesses within their jurisdiction. They also can provide a range of food safety resources for use by industry. Contact details for local councils can be found on the following website:

Australian Local Governments (National Library of Australia Database)	www.nla.gov.au/oz/gov/local.html
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Queensland Health:

Queensland Health, Public Health Units can provide information and resources relating to Food Safety. If you require assistance in the development of your Food Safety Plan or require clarification on certain aspects of this tool please contact your local Public Health Unit.

Brisbane Southside PO Box 333 Archerfield Q. 4108 Ph: (07) 3000 9145 Fax: (07) 3000 9121	Gold Coast PO Box 267 Southport BC Q 4215 Ph: (07) 5509 7222 Fax: (07) 5561 1851	Redcliffe PO Box 162 Redcliffe Q. 4020 Ph: (07) 3883 7480 Fax: (07) 3883 7484	Townsville Locked Bag No 16 Aitkenvale Q. 4814 Ph: (07) 4750 4020 Fax: (07) 4750 4021
Brisbane Northside PO Box 1507 Fortitude Valley Q. 4006 Ph: (07) 3250 8509 Fax: (07) 3250 8501	Hervey Bay PO Box 724 Pialba Q. 4655 Ph: (07) 4197 7277 Fax: (07) 4197 7299	Rockhampton PO Box 946 Rockhampton Q. 4700 Ph: (07) 4920 6989 Fax: (07) 4921 3230	West Moreton PO Box 73 Ipswich Q. 4305 Ph: (07) 3810 1500 Fax: (07) 3810 1155
Bundaberg PO Box 185 Bundaberg Q. 4670 Ph: (07) 4150 2780 Fax: (07) 4150 2729	Longreach PO Box 297 Longreach Q. 4730 Ph: (07) 4658 0859 Fax: (07) 4658 0869	Sunshine Coast PO Box 577 Maroochydore Q. 4558 Ph: (07) 5409 6600 Fax: (07) 5443 5488	
Cairns PO Box 1103 Cairns Q. 4870 Ph: (07) 4050 3600 Fax: (07) 4031 1440	Mackay PO Box 5925 Mackay MC Q. 4741 Ph: (07) 4968 6611 Fax: (07) 4968 6610	Thursday Island PO Box 391 Thursday Island Q. 4875 Ph: (07) 4069 0400 Fax: (07) 4069 2862	
Charleville PO Box 219 Charleville Q. 4470 Ph: (07) 4656 8100 Fax: (07) 4656 2615	Mount Isa PO Box 27 Mt Isa Q. 4825 Ph: (07) 4744 4859 Fax: (07) 4749 0463	Toowoomba PO Box 1775 Toowoomba Q. 4350 Ph: (07) 4631 9888 Fax: (07) 4639 4772	

Appendix 2 - Food Safety Contacts and Resources

Commonwealth Government Organisations

<p>Food Standards Australia New Zealand (FSANZ) - (Formerly known as ANZFA)</p> <p>This website contains information on:</p> <ul style="list-style-type: none"> · Safe Food Australia: A Guide to the Food Safety Standards · Food Standards Code and Food Safety Standards · Standards Development · Assistance for industry · Assistance for the consumer · Food Safety · Recalls and Surveillance · Nutrition Panel Calculator · Information Service · Media Releases and Publication · Primary Production 	<p>PO Box 7186 CANBERRA MC ACT 2610 Phone: (02) 6271 2222 Fax: (02) 6271 2278 Advice line: 1300 652 166 www.foodstandards.gov.au</p>
<p>Agriculture, Fisheries and Forestry Australia (AFFA)</p>	<p>www.affa.gov.au</p>
<p>Australian Quarantine and Inspection Service (AQIS)</p>	<p>www.affa.gov.au</p>

Industry

<p>Restaurant and Catering Queensland</p>	<p>Suite 6 The Courtyard 67 O'Connell Tce. Bowen Hills QLD 4006</p> <p>Phone (07) 3252 8880 or 1800 655 344 if calling outside of Queensland metropolitan area</p> <p>Fax (07) 3252 7554</p> <p>www.rcq.org.au</p>
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Appendix 2 - Food Safety Contacts and Resources

Food Safety Resources

Australian Institute of Food Science and Technology	www.aifst.asn.au/
Australian Institute of Environmental Health	www.aieh.org.au
Food Law and Policy Australia	www.ausfoodnews.com.au/flapa/
Food Science Australia	www.dfst.csiro.au/
International Association for Food Protection	www.foodprotection.org
Queensland Health	www.health.qld.gov.au/healthyliving
UK Food Standards Agency	www.food.gov.uk/
US FDA Centre for Food Safety and Applied Nutrition	www.fda.gov/
FoodSafety.Gov (Gateway to Government Food Safety Information)	www.foodsafety.gov
US Food and Drug Administration (US FDA)	www.cfsan.fda.gov

Other Food Safety Resources

You can buy thermometers and other equipment from companies that supply electronic testing equipment or catering equipment. These companies are listed under “Thermometers” or “Catering Suppliers” in the Yellow Pages.

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Additional Information

Use this section to store pages that you have taken out of the guide because they do not apply to your operation.

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TOOL FOR THE DEVELOPMENT OF A

Food Safety Program

For Commercial Food
Service Establishments

Support Programs

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The following Support Programs focus on the hygiene of your premises and personal hygiene practices of staff. Support Programs apply to all businesses. Keep all these sections in your Food Safety Program.

Program 1 - Food Premises and Equipment.....	4
Program 2 - Cleaning and Sanitising.....	7
Program 3 - Personal Hygiene and Health of Food Handlers.....	11
Program 4 - Equipment Maintenance and Calibration of Thermometers.....	13
Program 5 - Temperature Control.....	15
Program 6 - Pest Control.....	17
Program 7 - Waste Disposal.....	19
Program 8 - Food Recall.....	20
Program 9 - Customer Complaints.....	21
Program 10 - Training, Skills and Knowledge.....	22
Program 11 - Food Safety Program Review.....	23

The requirements for food premises and equipment are outlined in Food Safety Standard 3.2.3 *Food Premises and Equipment*.

The objective of Standard 3.2.3 is to ensure that, where possible, the layout of the premises minimises opportunities for food contamination. Food businesses are required to ensure that their food premises, fixtures, fittings, equipment and transport vehicles are designed and constructed so as to allow ease of cleaning. Businesses must also ensure that the premises are provided with the necessary services of water, waste disposal, light, ventilation, cleaning and personal hygiene facilities, storage space and access to toilets.

The following paragraphs outline the basic requirements of Food Safety Standard 3.2.3 *Food Premises and Equipment*. For a more detailed explanation of how to meet the requirements, please consult Safe Food Australia. These documents can be found on the FSANZ website (www.foodstandards.gov.au).

1. Design and construction of food premises

Water supply

- the food premises must have an adequate supply of potable water for all activities that require water, unless it can be demonstrated that the use of non-potable water for a specific purpose, for example, fire fighting, will not affect the safety of the food.

Sewage and waste water disposal

- the food premises must have a sewage and waste water system that will effectively dispose of all sewage and waste water.
- this system must be constructed and located so that it will not pollute the water supply or contaminate food.

Storage of waste and recyclable matter

Food Premises must have facilities for the storage of garbage and recyclable matter that:

- has capacity to hold all the garbage and recyclable matter on the food premises until collection or removal;
- must be enclosed or lidded so that pests can not get access to the garbage or recyclable material; and
- are designed and constructed from non-porous materials so that they may be easily and effectively cleaned.

Ventilation

- food premises must have sufficient natural or mechanical ventilation to effectively remove fumes, smoke, steam and vapours from the food premises.

Lighting

- food premises must have a lighting system that provides sufficient natural or artificial light for the activities on the food premises.

2. Floors, walls and ceilings

(Note: The requirements relating to floors, walls and ceilings do not apply to dining, drinking and other areas where the public has access).

Floors of the food premises must be designed and constructed so they:

- can be effectively cleaned;
- are unable to absorb food particles, grease or water;
- do not allow the ponding of water; and
- exclude to the extent that is practicable, a harbourage for pests.

Walls and ceilings of the food premises must be designed and constructed so they:

- are sealed to prevent the entry of dirt, dust and pests;
- are unable to absorb grease, food particles or water;
- can be effectively cleaned, and
- do not provide holes or gaps where pests can enter or breed.

3. Fixtures, fittings and equipment

Fixtures, fittings and equipment must be adequate for the production of safe food and fit for their intended use.

All fixtures, fittings and equipment in the food premises must be designed, constructed, located and installed so that they:

- will not contaminate food;
- can be easily and effectively cleaned;
- provide easy access to floors, ceiling, and other surfaces for effective cleaning; and
- are unable to provide spaces where pests may breed.

All food contact surfaces of fixtures, fittings and equipment must be:

- able to be effectively cleaned and/or sanitised;
- unable to absorb food particles, grease or water; and
- constructed with material that will not contaminate food.

All eating and drinking utensils must be able to be easily and effectively cleaned and sanitised.

- This includes the appropriate design of equipment used to clean utensils must be designed to ensure that effective cleaning and sanitising can be achieved.

Hand washing facilities must be:

- located in food preparation areas and adjacent to toilets of permanent fixtures;
- supplied with warm running potable water;
- of a size that allows easy and effective hand washing; and
- clearly designated for the sole purpose of washing hands, arms and face.

4. Miscellaneous

Storage facilities

- food premises must have adequate storage facilities for the storage of items that are likely to be a source of contamination of food, including chemicals, clothing and personal belongings.
- storage facilities must be located where there is no likelihood of stored items contaminating food or food contact surfaces.

Toilet facilities

- a food business must ensure that adequate toilets are available for the use of food handlers.

Food transport vehicles

- vehicles used to transport food must be designed and constructed to protect food if there is a likelihood of food being contaminated during transport.
- parts of vehicles used to transport food must be designed and constructed so that they can be effectively cleaned.
- food contact surfaces in parts of vehicles used to transport food must be designed and constructed to be effectively cleaned and, if necessary, sanitised.

The food business needs to ensure that their premises meet the above listed requirements. Your Local Council will have further information on how you can meet these requirements (refer to contact details on page 12 – Business Details).

Additional contacts are also provided in Appendix 2 – Food Safety Contacts and Resources.

Please keep the following Record for this support program:
Record No. 9 – Equipment Maintenance and Calibration of Thermometers

Nominate the staff member/s or specific person responsible for completing the checks and records for this program:

Every part of the business, from the receiving area to the front door needs to be maintained in a clean and good working order.

Food businesses must maintain their food premises and food transport vehicles (if any) to a high standard of cleanliness, so there is no build-up of rubbish, recycling material, food-waste, dirt or grease.

Food Safety Standard 3.2.2 Division 5 – Cleaning, sanitising and maintenance applies to all the fixtures, fittings, equipment and to vehicles used to transport food.

Food utensils, eating and drinking utensils and other food contact equipment must be in a clean and sanitary condition before each use.

Unclean equipment used in food preparation can transfer bacteria to the food that may result in a food-borne illness.

Cleaning is the removal of unwanted visible material such as grease, food, dust, stains and other contamination.

Sanitising is the application of heat or chemicals, heat and chemicals, or other processes to a surface so that the number of micro-organisms is reduced to a level that does not compromise the safety of food with which it may come into contact and does not permit the transmission of infectious diseases.

How to clean

There are six steps to cleaning

1. **Pre-clean** - scrape, wipe or sweep away food scraps and rinse with water.
2. **Wash** - use hot water and detergent to take off any grease and dirt. Soak if needed.
3. **Rinse** - rinse off any loose dirt or detergent foam.
4. **Sanitise** - use a sanitiser or hot water to kill any remaining germs.
5. **Final rinse** - wash off sanitiser. (Read sanitiser's instructions to see if you need to do this)
6. **Dry** - allow to air dry.

- The above steps apply when cleaning is done by hand or in a dishwasher. In addition, any tea towels used for drying should be sent for laundering or discarded after each task.
- If equipment is being used with potentially hazardous food, it is recommended that it be cleaned and sanitised every 4 hours.
- The food contact surfaces of an appliance used to prepare or process foods, particularly potentially hazardous foods, should be cleaned between batches or lots, to avoid the risk of contamination being transferred to each batch.

How to sanitise

- Most food poisoning bacteria are killed if they are exposed to chemical sanitisers, heat, or a combination of both.
- Sanitising with hot water - hot water is a most common method of sanitising utensils and food contact surfaces. Hot water sanitising can be achieved manually or through the use of a glass- or dishwasher. To achieve an adequate level of sanitisation, contact with hot water of 77°C for 30 seconds is needed.
- Chemical sanitisers - advice on suitable chemical sanitisers can be obtained from chemical manufacturers and suppliers. Chlorine-based compounds are commonly used as chemical sanitisers in the food industry. Sanitisers will only work effectively if: the surface is clean, they are used in the correct concentration, and are used in accordance with the label directions (eg. minimum contact time).

The following table shows how much sanitiser to add to water to make sanitising solutions.

How much water?	How much bleach?			
	Use household bleach (4% Chlorine)		Use household bleach (10% Chlorine)	
Concentration required	50ppm	100ppm	50ppm	100ppm
5 Litres	6.25mls	12.5mls	2.5mls	5.0mls
10 Litres	12.5mls	25mls	5.0mls	10mls
50 Litres	62.5mls	125mls	25mls	50mls

When sourcing cleaning agents, your chemical supplier should be able to give you some guidance on cleaning agents suitable for your food premises and equipment, and provide instructions on use.

When planning your cleaning and sanitising, remember the following points:

- Start at the back and work towards the front.
- Start high and work your way down.
- Single use paper towels are better than cloths. If you use cloths, they should be washed in hot water and detergent and dried after every use.
- Use the right size brush for each task.
- Use food grade detergents and sanitisers suitable for use on food preparation areas and equipment.
- Clean as you go.
- Keep cleaning chemicals away from food storage areas.
- A dishwasher will sanitise most equipment and customer contact items. However a domestic dishwasher may not have a sanitising wash cycle – if a domestic dishwasher is being used the manufacturer should be contacted to ascertain whether the dishwasher is capable of sanitising.
- Air-dry equipment or use clean tea towels where this is not possible.
- Educate staff on correct cleaning and sanitising procedures, re-educate staff if required.
- Make sure there are containers for garbage and recycled matter.

Cleaning schedules

Just like the rest of your Food Safety Program, a cleaning schedule is a way of making sure that everything that needs to be done to make sure your business is clean, is done.

It sets out the tasks of cleaning, how often each job needs to be done, how it should be done, and who should do it. Please refer to the following page.

Please keep the following Record for this support program:
Record No. 8 – Cleaning and Sanitising

Preparing your cleaning procedure

Using the following tables, please write down how you will clean your premises and equipment and what materials and chemicals will be used (one table per area/piece of equipment).

Area/equipment to clean:	
Cleaning steps:	Notes/Comments:
How often:	Who will clean:
Products used:	

Area/equipment to clean:	
Cleaning steps:	Notes/Comments:
How often:	Who will clean:
Products used:	

Make copies of this page and use this information to complete Record 8 – Cleaning and Sanitising.

Nominate the staff member/s or specific person responsible for completing the checks and records for this program:

All food business employees who directly engage in the handling of food, or who handle surfaces likely to come into contact with food are considered “Food Handlers”. Handling of food includes making, manufacturing, producing, collecting, extracting, processing, storing, transporting, delivering, preparing, treating, preserving, packing, cooking, thawing, serving or displaying food.

Food Handlers must comply with the health and hygiene requirements in Food Safety Standard 3.2.2.

Food Business Owner / Manager Responsibilities

- Inform staff of their health and hygiene responsibilities.
- Train staff on how to correctly follow the food safety program, if there is one in place, and how to complete records.
- Train staff on how to correctly use temperature-measuring devices.
- Train staff on how to carry out cleaning duties efficiently and effectively.
- Ensure that staff have suitable protective clothing for food handling.
- Ensure facilities for staff to store personal belongings away from food preparation areas.
- Ensure the record of staff illness is complete (*Record 11 – Staff Illness/Accidents*).
- Ensure staff that are ill do not contaminate food.
- To record any training that your staff have completed in relation to food safety and food handling (*Record 12 – Staff Instruction/Training*).
- Ensure that visitors and delivery people can only gain access to the food premises if they wear clean clothing and do not touch food or do any thing that may cause food to be contaminated.

Food Handler Responsibilities and Health

- All food handlers must handle food as safely as possible.
- If there is a food safety program developed, food handlers should be committed to following it.
- Food handlers should complete records associated with the Food Safety Program.
- Food handlers must notify the manager/ business owner/ supervisor if they suspect any food may be unsafe for use.
- Food handlers must advise the manager/ business owner/ supervisor if they are suffering (or have symptoms that indicate that they might be suffering from) a food-borne illness. Symptoms include diarrhoea, vomiting, sore throat and fever or jaundice.
- Food handlers should seek treatment for: infected skin sores, boils, acne, cuts and abrasions, and report conditions if likely to cause contamination.
- Any open sores with fever need to be covered with a waterproof (preferably coloured) dressing.
- A food handler who has been specifically excluded from work because they are suffering from or are a carrier of a food-borne illness should seek medical advice regarding returning to work. A food handler who has had symptoms that may indicate the illness could be food-borne should not return to work for 24 hours after the symptoms have ceased.

Food Handlers Personal Hygiene

Food Safety Standard 3.2.2 requires that the personal hygiene practices of food handlers must be of a level that minimises the contamination of food. This can be achieved by addressing the following advice:

- Ensure that long hair is tied back (at a minimum) and that suitable coverings to prevent hair getting into the food are worn (eg. hats, hair coverings or nets, beard restraints or other coverings).
- Keep fingernails short, clean and free from nail polish, and do not wear artificial fingernails. Alternatively a food handler could use gloves while handling food or surfaces likely to come into contact with food. If used, gloves should be changed between tasks or if they become damaged.
- Ensure that outer clothing (eg. uniforms) is of a level of cleanliness that is appropriate for the level of food handling that is being conducted.
- Loose buttons and other articles from clothing may contaminate food.
- Uniforms should be removed if visiting non-food areas (eg. toilets, leaving the premises).
- Avoid touching nose, mouth, hair and skin during food preparation.
- Smoking is not permitted in the food preparation area.

Program 3 Personal Hygiene and Health of Food Handlers

- Use disposable tissues to blow noses.
- Keep the wearing of jewellery to a minimum, for example, a plain wedding band.
- Food handlers are to wear suitable protective clothing while preparing and handling food.
- All cuts or sores must be cleaned and covered with a waterproof, brightly coloured dressing (preferably blue).
- Do not eat any food in the food preparation area or while preparing any food.
- Follow the Hand Hygiene policy.

Hand Hygiene Policy

- Hands are to be washed in a hand basin.
- Use warm running water and lather soap on hands.
- Wash palms, fingers, thumbs, nails and wrists (use nailbrush if necessary).
- Rinse under warm water.
- Dry completely.

Staff must wash hands BEFORE:

1. Starting or re-commencing food handling (such as starting a shift or returning from a break).
2. Handling cooked foods.
3. Wearing disposable gloves.

Staff must wash their hands and/or change gloves AFTER:

1. Attending the toilet.
2. Handling raw ingredients and cooked food.
3. Eating or drinking.
4. Touching pimples, sores, or hair.
5. Returning from a smoking break.
6. Coughing, sneezing or using a disposable tissue.
7. Handling waste for disposal.
8. Handling animals.

Please keep the following Records for this support program:

Record No. 11 – Staff Illness/Accidents

Record No. 12 – Staff Instruction/ Training

Nominate the staff member/s or specific person responsible for completing the checks and records for this program:

Equipment Maintenance and Calibration of Thermometers Program 4

For safe food production, your business needs to have a maintenance plan and may need to replace or repair equipment from time to time. Equipment should be replaced or repaired if found to be defective. Having a maintenance plan can save you money in the long term.

Some pieces of equipment, like thermometers and weighing scales need regular checking to make sure that readings are reliable and accurate.

Every food business that sells Potentially Hazardous Foods must have a thermometer for taking the temperature of food. This needs to be easily accessible, in a good state of repair and working order and accurate to $\pm 1^{\circ}\text{C}$. Thermometers should be calibrated in accordance with manufacturers specifications. Refer to *Support Program 5 – Temperature Control*.

The following items require regular maintenance (including visual inspections):

- Floors, walls and ceilings must be sealed to prevent the entry of pests and be in good repair and easy to clean.
- Doors, windows and other structures must be fly-proof and in good repair and easy to clean.
- Maintain all fixtures, fittings and equipment in a good state of repair to prevent contamination.
- Keep all fittings and equipment clean and in working order.
- Use appropriate signs on walls to remind employees about Good Hygiene Practices.
- Throw away all chipped, broken or cracked eating or drinking utensils.
- Restrooms must have hand washing facilities, soap, single-use towels and waste receptacles.
- All light fittings in open food areas must be enclosed (covered) or have shatter-proof glass.
- You must maintain thermometers in a good working order. This means replacing batteries when they become flat, and repairing or replacing the thermometer when it breaks.
- To maintain the accuracy of the thermometer you need to check it on a regular basis and if it is defective arrange for calibration and/or repair.
- Staff are to inspect fittings and equipment monthly.

You can test the accuracy of thermometers by using the following methods:

1. Cold Temperature Testing

- Prepare a container of iced water (at least 60% ice).
- Allow the mixture to stand for a period of 5 minutes so the temperature of the mixture is evenly distributed.
- Place the probe of the thermometer into the mixture and allow to stabilise.
- Stir mixture again.
- Write down the reading of the thermometer. It should read 0°C . If the thermometer's reading exceeds more than $\pm 1^{\circ}\text{C}$ it will need to be calibrated. Please refer to the thermometers instruction manual on the most appropriate way to have it calibrated.

2. Hot Temperature Testing

- Boil tap water and place the thermometer temperature probe into the boiling water.
- Wait for a few minutes to allow the temperature to stabilise.
- Note the temperature of the thermometer. It should read 100°C . If the thermometer's reading exceeds more than $\pm 1^{\circ}\text{C}$ it will need to be calibrated. Please refer to the thermometers instruction manual on the most appropriate way to have it calibrated.

Program 4 Equipment Maintenance and Calibration of Thermometers

Equipment Maintenance and Calibration of Thermometers

Please list maintenance details for equipment and the facility.

Equipment/area to be maintained	How often	Contractor name	Address and contact details of contractor

Please keep the following Record for this support program:
Record No. 9 – Equipment Maintenance and Calibration of Thermometers

Nominate the staff member/s or specific person responsible for completing the checks and records for this program:

In a food business, monitoring temperatures is necessary to ensure that the food you sell is safe.

If your food business stores, transports, prepares, cooks or sells Potentially Hazardous Foods—meat, seafood, eggs, dairy products and smallgoods or foods which contain these foods, like sandwiches, quiches, and prepared salads— then you must have a thermometer so you can measure the temperature of these foods.

Keep thermometers at your food premises so staff can use them. If you have several premises, you will need at least one thermometer at each of these premises.

Time, Temperature, and Food Safety

- Bacteria in food can grow to large numbers under certain conditions.
- Potentially Hazardous Food held at a temperature of between 5°C and 60°C can allow pathogenic (disease-causing) bacteria to grow.

Temperature Requirements

Storage, Display and Transport

The Food Safety Standards require you to keep Potentially Hazardous Foods at 5°C or colder or at 60°C and above when being stored, displayed and transported. If you decide to store, display or transport potentially hazardous foods at temperatures between 5°C and 60°C then you need to be able to demonstrate or prove that the times the food is at this temperature is safe. A food business can demonstrate this by using the 4-hour/2-hour guide as summarised below.

Cooling

There are other temperature requirements which apply to the cooling and reheating of cooked Potentially Hazardous Food. Potentially Hazardous Food must be cooled from 60°C to 21°C within 2 hours and from 21°C to 5°C within a further 4 hours (ie. cooled from 60°C to 5°C within a total time of 6 hours). This should not be confused with the 4-hour/2-hour guide below.

Reheating

When reheating previously cooked and cooled potentially hazardous food to hold it hot, use a heat process that rapidly heats the food to a temperature of 60°C or above, unless the food business demonstrates that the heating process used will not adversely affect the microbiological safety of the food. Reheating food to 70°C for at least 2 minutes should kill any food poisoning bacteria.

The 4-hour/2-hour guide

Potentially Hazardous Food which has been kept between 5°C and 60°C

- for a total of less than 2 hours, must be refrigerated or used immediately;
- for a total of more than 2 hours, but less than 4 hours must be used immediately;
- for a total of 4 hours or longer, must be thrown out.

Remember that these times are **cumulative** - each period that food is kept between 5°C and 60°C has to be added up to reach a total time.

Otherwise potentially hazardous food must be kept at or below 5°C or at or above 60°C.

Record 7 - The 4 Hour/2 Hour Guide must be maintained if the business keeps potentially hazardous food between 5°C and 60°C.

REMEMBER: IF IN DOUBT, THROW IT OUT!

What sort of thermometers do I need?

Probe Thermometers

You will need a probe thermometer that can be inserted into the middle of food to measure its core temperature.

The thermometer must also be accurate to $\pm 1^\circ\text{C}$ ($\pm 1^\circ\text{C}$ means plus or minus one [1] degree Celsius). This means that when the thermometer reads 5°C, the actual temperature of the food will be between 4°C and 6°C. The accuracy of the thermometer will be shown in the documents that came with the thermometer. If you don't have these documents you will need to contact the thermometer's manufacturer and ask about its accuracy.

You can buy probe thermometers from companies that supply electronic testing equipment or catering equipment. These companies are listed under “Thermometers” or “Catering Suppliers” in the Yellow Pages.

Infrared Thermometers

Instead of being inserted into the food, infrared thermometers can be pointed at the food to measure its surface temperature. Infrared thermometers can be very useful for quick checks on the temperature of food, for example, checking the temperature of large quantities of Potentially Hazardous Foods being delivered to your premises.

Although they can be very useful, infrared thermometers are not accurate enough for measuring the temperature of food. This is because the temperature on the outside of the food can be different from the temperature in the middle.

If you already have an infrared thermometer you will need to buy a probe thermometer accurate to $\pm 1^{\circ}\text{C}$, or buy a probe attachment for your infrared thermometer, if there’s one available.

Thermometers fixed to equipment

Some coolrooms, bain-marie units, and sandwich display units may have a thermometer attached to them. These thermometers measure the operational temperature of the unit but not the actual temperature of the food. To measure the temperature of the food you’ll need to use a probe thermometer.

Using Digital Temperature Probes (Thermometers)

- The thermometer is to be stored in a clean and hygienic manner and staff are to be trained in how to use a thermometer correctly.
- The thermometer is to be clean, sanitised and dry before each use.
- Sanitise probe thermometers by running the metal tip of the thermometer under hot water (77°C for 30 seconds), wash in a sanitising solution or use alcohol swabs before taking temperature readings of food.
- Cleaning and sanitising is to be done between checking all foods to prevent the food becoming contaminated with a dirty thermometer.
- Sanitise the probe between taking the temperature of raw and cooked products.
- Take core temperature measurements of food by inserting the probe into the centre of the food or thickest point.
- Take the reading at least 10 seconds after insertion or when the temperature reading has stabilised.
- Place the thermometer probe between two packages of packed or frozen food items to take a surface temperature measurement.
- Mix or stir liquids prior to checking their temperature, eg. soups, sauces etc.
- It is important to get the core temperature of products at their thickest point.

Please keep the following Records for this support program:

Record No. 6 – Temperature Control Log

Record No. 7 – The 4 Hour/ 2-Hour Guide

Nominate the staff member/s or specific person responsible for completing the checks and records for this program:

All food premises must be kept free of pests. The design and construction of food premises must not allow the entry of pests and must not encourage a place for pests to nest or breed. Every food business needs to take a preventative approach to pest control by pest proofing the premises as far as practicable. Proprietors need to regularly (eg. monthly) inspect their premises for signs of pests and ensure that the premises are adequately pest proofed.

Measures to control pests include:

- Keep doors and windows to the outside closed at all times if possible or use fly screens, fly strips or air curtains.
- Ensure maintenance and support programs are followed and identify areas where pests may enter.
- Do not permit animals on to the premises.
- Store all food materials and ingredients in food grade containers with lids secured.
- Ensure bins have secure or self-closing lids.
- Clean bins weekly or more frequently if required.
- Ensure regular collection of refuse.
- Keep the entire premises clean.
- Staff should be aware of and check for signs of pest infestation daily.
- If you find there is evidence of pest infestation, complete *Record 10 - Pest Control*, providing details and actions taken.
- Clean and sanitise any area where you have seen pests.
- Discard any food that you suspect may have been contaminated by pests.
- An electronic insect killer can be used to capture and kill flying insects.
- Ensure that electronic insect killing devices are located so that dead insects caught by the device do not fall on food or equipment.
- Insecticide must not be sprayed over food and preparation surfaces.
- Pest baits must be placed away from food using clearly identifiable locations and bait boxes.
- Caution should be taken when using chemical baits.

The manager should consult with a pest control operator to determine an appropriate frequency for pest control services, and to determine the appropriate course of action to take when dealing with any pest problems. If a licensed pest controller is hired, the written results of each visit should be given to the food business manager. It is the controller's responsibility to ensure compliance with safety and legal requirements at all times. The result of every external inspection/treatment should be recorded in *Record 10 – Pest Control*.

Please provide the name, address, licence no. and contact details of your Pest Control Operator below:

Please provide details of actions taken to control pests, including how often an internal inspection for pests will be done and the person/s responsible (for example, check entire premises every month for pest infestation):

**Please keep the following Records for this support program:
Record No. 10 – Pest Control**

Nominate the staff member/s or specific person responsible for completing the checks and records for this program:

A food business must maintain the food premises to a standard of cleanliness where there is no accumulation of garbage, except in garbage containers; recycled matter, except in containers; food waste; dirt; grease; or other visible matter.

Waste food must be separated from other foods so that it cannot be used for human consumption. Waste food can include:

- Food which has been left over by a customer.
- Food which may have been contaminated and unsafe to consume.
- Food that may be contaminated by pests, dirt and dust.
- Food that may be contaminated by chemicals.
- Food which is past its “use by” date.
- Food that has been outside temperature control and recalled food.

An adequate number of garbage bins should be provided for the food preparation area, emptied and cleaned daily. External garbage bins should be positioned outside of the food preparation area and be located in a designated area that is away from entry and exit points to the food preparation area. They should be pest proof with close fitting lids and should be cleansed regularly (for example, once a week) as part of the cleaning schedule (Record 8 – Cleaning and Sanitising). Arrangements should be made for regular collection of garbage from the premises.

Please list actions taken to ensure appropriate waste disposal (eg. number of internal and external garbage bins, schedules for cleaning and emptying):

Areas that need to be checked for waste accumulation:

**Please keep the following Records for this support program:
Record No. 8 – Cleaning and Sanitising**

Nominate the staff member/s or specific person responsible for completing the checks and records for this program:

A food recall is conducted to protect public health and safety. It may be relevant to your business if a product supplied to you is subject to a food recall in which case you will have to remove the product from your stock and dispose of it as advised. Details of Food Recalls are regularly published in newspapers and it is your responsibility to be aware of this. Furthermore, if a product produced by your business is unsafe you will have to activate the food recall procedure to recall unsafe food from the marketplace and consumers.

If your business sells or stocks a food product that is subjected to a food recall

- Inspect all stock and remove any product from sale if affected by the recall notice.
- Clearly label the product with 'Food for disposal' or 'not for sale' and store separately in an appropriate environment (eg. store recalled chilled food in a cool room or refrigerator, and store recalled frozen food in the freezer).
- Notify the supplier as soon as possible and return the product.
- If possible, estimate the amount of product already sold.
- Display a recall notice in a prominent position (eg. goods received area).
- Complete *Record 4 - Food Recall*

If you suspect a product supplied to or produced by your business may lead to a recall

- Withdraw the product from sale.
- Clearly label the product with 'Food for disposal' or 'not for sale' and store separately in an appropriate environment (eg. store recalled chilled food in a cool room or refrigerator and store recalled frozen food in the freezer).
- Contact all known purchasers of the product where possible.
- If possible, estimate the amount of product already sold.
- If possible, determine the source of contamination for products produced on the premises.
- Notify the supplier as soon as possible and return the product if necessary.
- Contact your Local Council's Environmental Health Officer or refer to the FSANZ *Food Industry Recall Protocol* to find what actions will be required (www.foodstandards.gov.au/recallsafety/).
- Complete Record 4 - Food Recall

Please keep the following Record for this support program:

Record No. 4— Food Recall

Nominate the staff member/s or specific person responsible for completing the checks and records for this program:

It is important to determine the cause of a customer complaint so that you can prevent the problem from re-occurring.

If a complaint is received, the following actions should be taken:

- Using *Record 5 - Customer Complaints*, record when the complaint was reported, the person who reported the complaint and the product the complaint is related to.
- Record details such as pack size, weight and batch number if appropriate or a general description of a menu item, ingredient or dish.
- When these details have been recorded you will need to check the other records to:
 - Determine whether temperature records were completed and if there were any problems.
 - Determine what was recorded on *Record 3 - Incoming Goods* about this product or other products in the order.
 - Ask staff if they noticed anything that could have caused the complaint in question.
 - Check that new or inexperienced staff understand what they need to do to comply with the Food Safety Program.
- If you find that the complaint may have resulted from lack of knowledge by staff, limited storage space, cross contamination, pests or as a result of products supplied by your supplier, then you will need to record (on *Record 5 Customer Complaints*) what steps you followed to prevent the problem from re-occurring.

Examples of possible actions to take to prevent complaints from reoccurring

- Staff to be re-trained in how to follow the food safety program.
- Maintenance of buildings or equipment is improved/updated.
- If the supplier provided a poor quality product, you will need to inform the supplier and note the action taken by the supplier to prevent this problem happening again. If you have continuous problems with a supplier you should change to a supplier who can provide you with a constant quality product.

Please keep the following Records for this support program:
Record No.5 - Customer Complaints

Nominate the staff member/s or specific person responsible for completing the checks and records for this program:

All food handlers and supervisors of food handling operations are required to have an adequate level of skills and knowledge of food safety for the work they do. The only exemption is for food handlers involved in charitable or community fundraising events that sell food that is not potentially hazardous or that will be eaten immediately after being cooked thoroughly.

The requirements for skills and knowledge are contained in Food Safety Standard 3.2.2 *Food Safety Practices and General Requirements*. Specific training competencies in your State or Territory should be checked with the relevant health authority.

Strategies to ensure that staff have the skills and knowledge required could include:

- Provide new and existing staff with a copy of *Support Program 3 - Personal Hygiene and Health of Food Handlers* and advise staff of their obligations as food handlers for each task that they do;
- Staff, Supervisors and Managers should attend food safety courses conducted by local government and industry bodies;
- In-house training by business employees or the proprietor;
- Distribution of relevant documentation to employers;
- Having operating procedures in place that clarify the responsibilities of food handlers and supervisors;
- Hiring a consultant to present a course to business employees; and
- Formal training courses.

Please detail the training planned for staff.

Staff Member	Type of Training Planned	Date

Please keep the following Record for this support program:
Record No.12 – Staff Instruction/Training

Nominate the staff member/s or specific person responsible for completing the checks and records for this program:

Various elements of the food safety program should be verified by regular (eg. weekly, monthly, annually) in-house inspections conducted by the Manager, and the food safety program should be reviewed every twelve months. The manager is to make changes to the food safety program based on any changes to the food services provided, the results of the internal inspections, input from staff and regulators, and the results of any audits. After the review process, changes to the food safety program are to be indicated in the appropriate area/s on each of the *Food Handling Activities Sections* and staff should be briefed on these changes.

Record 14 - Food Safety Program Review incorporates a checklist that will assist in an effective internal review of the food safety program at various time frequencies.

Auditing of Food Safety Programs

In States or Territories where food safety programs are mandatory for this industry sector, the business will be required to have their food safety program audited by a food safety auditor at a specified auditing frequency. If you have any doubt as to whether your business is covered by this requirement contact Queensland Health or Restaurant Catering Queensland (see *Appendix 2-Food Safety Contacts and Resources*) to determine whether food safety programs are mandatory for your business, and if so, the required auditing frequency.

There are three categories of food safety auditors: first party, second party and third party auditors. First party auditors are usually employees of the food business who carry out internal auditing of the same business. Second party auditors are employed by the government to undertake audits of food businesses on behalf of the government (eg. environmental health officers). Third party auditors are private contractors and are independent of the government and the food business. For the purposes of *Food Safety Standard 3.2.1*, only second and third party auditors are recognised for the role of auditing food safety programs. In addition, all auditors must meet specified criteria and be approved by Queensland Health.

Therefore, if the food safety program is to be subject to independent auditing, the manager should make arrangements for these audits to be conducted on the advice of the Local Council, Queensland Health or Restaurant Catering Queensland.

Please provide details of your food safety auditor and the audit frequency:

Please keep the following Record for this support program:
Record No.14 - Food Safety Program Review

Nominate the staff member/s or specific person responsible for completing the checks and records for this program:

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