Food Safety Program

**For the development of
a Food Safety Program
for Catering and Retail premises**

Queensland Government
Queensland Health

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Acknowledgments

This tool was developed by the Food Safety Policy and Regulation Unit — Queensland Health.

Further Information

For further information on food safety or food safety programs please contact your local government or Queensland Health. Food Standards Australia New Zealand also provides a wide range of food safety information (www.foodstandards.gov.au).

Contents

Introduction

What is the purpose of this document?

This document is a food safety program development tool. It is provided to assist catering and retail premises' to develop and implement a customised food safety program. Developing a food safety program is compulsory for a licensed food business if under the licence:

(a) the food business involves off-site catering; or

(b) the primary activity of the food business is on-site catering at the premises stated in the licence; or

(c) the primary activity of the food business is on-site catering at part of the premises stated in the licence.

Example of part of a premises stated in a licence includes a function room used for on-site catering and situated on the premises of a large hotel.

What is a food safety program?

A food safety program is a documented program that identifies and controls food safety hazards in the handling of food in a food business.

A food safety program must be retained at the premises of the food business and must:

i> systematically identify the food safety hazards that are reasonably likely to occur in food handling operations of the food business; and

i> identify where, in a food handling operation of the food business, each hazard identified can be controlled and the means of control; and

1> provide for the systematic monitoring of the means of control; and

1> provide for appropriate corrective action to be taken when a hazard identified, is not under control; and

1> provide for the regular review of the program to ensure it is appropriate for the food business; and

1> provide for the keeping of appropriate records for the food business, including records about action taken to ensure the business is carried on in compliance with the program; and

1> contain other information, relating to the control of food safety hazards, prescribed under a regulation.

Why develop a food safety program?

The introduction of food safety programs for certain sectors of the food industry is part of the national food reform process, which aims to reduce the incidence of food borne illness and reduce the regulatory burden **on** the food industry.

The *National Risk Validation Report* was undertaken in 2002 to identify:

the incidence of food-borne illness attributed to various food industry sectors;

the most cost effective method to reduce the incidence of food borne illness; and

▸ the overall cost benefit of implementing food safety programs.

The report identified food service in catering operations, as one of five high risk industry sectors in which food safety programs would reduce the incidence of food-borne illness.

How do I develop a food safety program?

This Food Safety Program Tool is a practical step-by-step guide to help you develop a food safety program that is tailored to your food premises. Food safety programs do not need to be developed by food safety auditors or external contractors. This development tool provides sufficient information and resources to assist catering and retail operations to develop their own food safety program. However, you are able to use any development tool for the creation of your food safety program provided it meets the necessary standard outlined above.

What about existing documentation?

It is recognised that some catering and retail operations have been following either formal or informal food safety programs to varying degrees for some time. It is not the intention of this process to replace existing documentation.

Catering and retail operations are encouraged to compare their existing documents with the requirements noted above. If existing documents are suitable, they may continue to be used. You may also alter existing documents to meet the new requirements. This will mean less work in developing your food safety program and less change in staff procedures.

In addition, where the food safety program requires information that is already managed in another section of your premises, there is no need to duplicate it. For example, if you need to develop a list of staff and their food handling duties, you can reference existing job or position descriptions, work orders or other similar documents.

How do I have my food safety program accredited?

Once completed, the food safety program will need to be assessed to ensure all risks and hazards associated with the operation of the food business, have been identified and assigned specific monitoring and control measures. Catering and retail premises can arrange accreditation by their local government. Relevant contact details are listed in Appendix 2 of this document.

Accreditation of a food safety program is a one-off process. Re-accreditation will only be required if the food safety program is amended to include a major process change. Discuss the requirements of amending an accredited food safety program with your local government. Your food safety program will also be subject to periodic audits by the local government or an approved auditor, to ensure that compliance with the food safety program is being maintained.

What services are provided by local government?

Local government are required to consider applications for accreditation of food safety programs for activities licensed within their jurisdiction. Local government may also offer other services which may be subject to fees and charges including:

audits of facilities required to implement a food safety program;

amendment to an accredited food safety program;

‣ inspection of facilities not required to implement a food safety program;

‣ provision of general food safety advice; and

‣ provision of design and fit-out advice.

Overview of accreditation process

Initial Accreditation	**Making a change to your program**
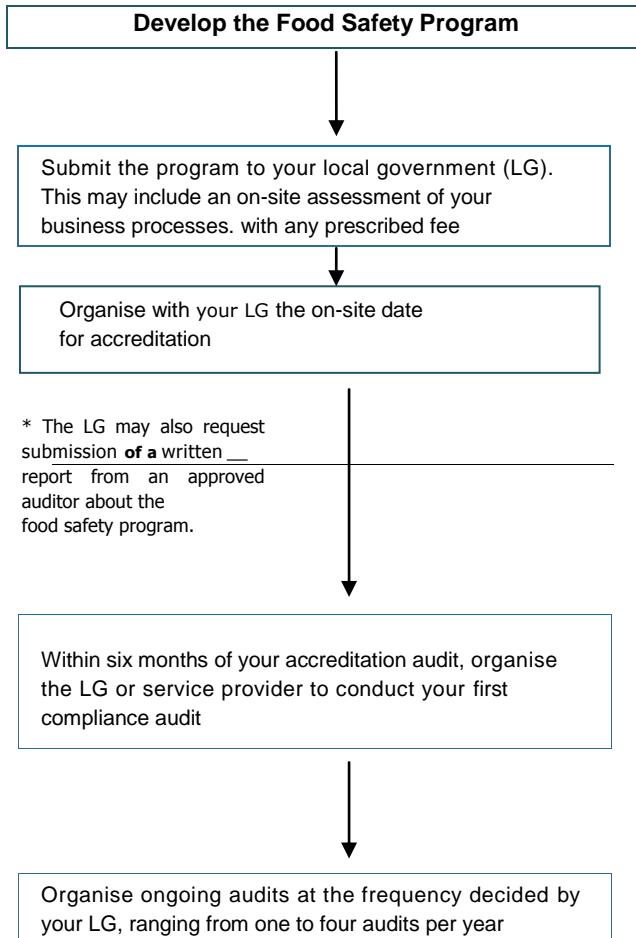
Develop the Food Safety Program

↓

Submit the program to your local government (LG). This may include an on-site assessment of your business processes. with any prescribed fee

↓

Organise with your LG the on-site date for accreditation

↓

* The LG may also request submission **of a** written __ report from an approved auditor about the food safety program.

↓

Within six months of your accreditation audit, organise the LG or service provider to conduct your first compliance audit

↓

Organise ongoing audits at the frequency decided by your LG, ranging from one to four audits per year

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Is it a major process change?

↓ ↓

Yes	**No**

↓ (Yes) ↓ (No)

Add the new process to your program and remove old process if required

Note the changes in your current program

↓

Submit the changes to your local LG along with any prescribed fee for amendment

Business details

What is the company name of the licensed food business?	
What is the trading name of the licensed food business?	
What is the physical address?	
What is the postal address?	
What is the telephone and fax number?	**Ph.** **Fax.**
What is the e-mail address?	
What is the name of the local government for the area in which the catering or retail **premises** is **licensed?**	
Name of Licensee	
Licensee's phone number	
Name of food safety supervisor	
Food safety supervisor's phone number	
How many meals do you serve per day on **average?**	
Do you undertake on-site catering?	**Yes** **No** **(Circle)**
Do you undertake off-site catering?	Yes No (Circle)
Do you deliver meals off-site or provide meals to another organisation?	Yes No (Circle)
I, (the Applicant/Licensee or delegate) declare that the above premises will adhere to this food safety program and all its components.	
Signed: Date-	

Identifying food handling activities

This section is used to systematically identify all the food handling activities that are undertaken in your premises. It is not important what name you give an activity, as long as it is identified. They are a means of identifying all of the handling steps involved from ordering raw materials to final service of the food.

You may be able to identify your activities using the process flow chart provided as a guide. If the process flow chart provided does not identify all the activities of your premises, you should modify the chart as required. If you are not familiar with developing flow charts, you can simply make a list of all the steps in a process.

After considering the example below, identify the food handling activities that you undertake in your premises. Please note that this is an example only and may not reflect the steps you undertake in your premises

	Purchasing	
Frozen Storage	Receiving	Dry Storage
Thawing	Cold Storage	
	Preparation	Cooling
	Cooking	Cold Storage
	Reheating	
Allergens / Food Labeling	Hot Holding	
	Display and Serve	
	Transport	Off Site Events
	Customer	
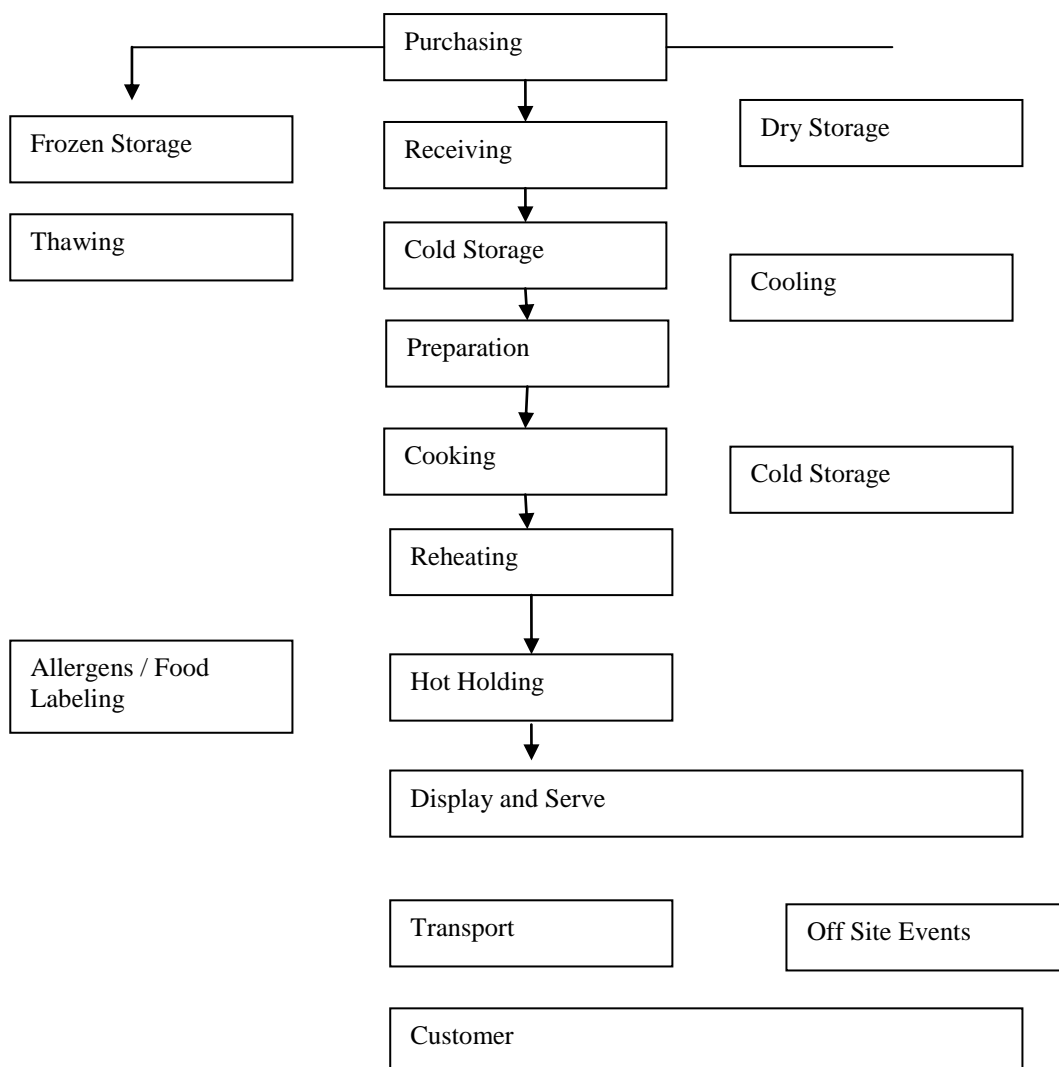
Food handling activities

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 it to your food safety program.

Food handling activity questions	No	Yes - Use / Retain
Purchase and receiving		
Do you purchase food from other businesses?	❑	❑ Activity 1
Is food delivered from other businesses?	❑	❑ Activity 2
Do you collect goods from other businesses and transport them to your food premises?	❑	❑ Activity 13
Storage of food		
Do you store dry foods?	❑	▣ Activity 3
Do you store cold foods?	❑	▣ Activity 4
Do you store frozen foods?	❑	▣ Activity 5
Thawing		
Do you thaw food prior to preparation or cooking?	III	❑ Activity 6
Preparation		
Do you prepare food before serving or sale?	❑	▣ Activity 7
Do you prepare food prior to cooking?	❑	▣ Activity 7
Cooking		
Do you cook foods at your business premises?	❑	❑ Activity 8
Cooling		
Do you cool foods after cooking?	❑	▣ Activity 9
Reheating and hot holding food		
Do you reheat pre-cooked foods?	❑	❑ Activity 10
Do you have food in **hot** holding equipment?	❑	❑ Activity 10
Serving food		
Do you serve food to customers?	▣	▣ Activity 11
Self service		
Is self-service of food available?	❑	❑ Activity 11
Allergens, packing and labeling		
Do you prepare foods containing allergens?	111	▣ Activity 12
Do you pack or re-package foods prior to sale?	❑	▣ Activity 12
Transport		
Do you transport food from your business to customers?	❑	❑ Activity 13
Off-site activities		
Does your business provide a catering service your customers at a premise that is not your principal place of business?		▣ Activity

Activity 1 — Purchasing

Managing the food that you bring into your food business is the first step in ensuring the food that you produce is safe and suitable.

You may purchase your food by actively going to a store or supplier and selecting and transporting the food yourself. If you do this, you also need to refer to Activity 13 — Transporting food

Alternatively, you may have suppliers deliver food directly to your food business. A list of approved suppliers provides the food business with a central point for managing the ordering **and** delivery of food. The list represents suppliers you have contracted to provide certain foods meeting specific criteria.

By maintaining this list, any issues relating to delivery and food quality can be addressed from a single point. It also allows orders and enquiries to be made by staff if the responsible person is unavailable.

Complete the Approved food suppliers list in the development tool, detailing the name, address and contact numbers of the supplier, along with a description of the products provided.

You may wish to have a signed agreement with your supplier, which documents specific criteria that the supplier needs to meet. See Record No.2 as an example.

Please keep the following records for this activity:

Record No. 1 — Approved food suppliers list

Record No. 2 — Approved food supplier agreement form

Activity 2 — **Receiving**

Food businesses must take all practicable measures to ensure they only receive food that is safe and suitable for human consumption. This means that they must make sure that the food they receive:

1. Is protected from contamination.

    1> check that food is covered or packaged when it arrives and that the packaging or covering is not damaged.

    i> check the 'best before' or 'use by' date — if the 'use by' date has past the food may have spoilt. Food cannot be used or sold past its 'use by' date.

    1> make sure someone is at the place of delivery to inspect the food when it arrives and to place it directly into the freezer, refrigerator or other appropriate storage area.

2. Can be identified while it is on the premises.

    ▸ although most, if not all of the food you buy will be labelled with the name of the product and the name and address of the manufacturer, importer or packager of the food, you may also have unpackaged or unlabelled food on your premises and will need other ways of proving what this food is and where it came from.

    ▸ to do this you may want to use your supplier invoices, or keep some other record of your suppliers and what you buy from them and the food you have on your premises.

3. Is it at the correct temperature when it arrives, if it is potentially hazardous.

    i> if it is chilled — at a temperature of 5°C or below;

    ▸ if it is hot — at a temperature of 60°C or above;

    ▸ if it is frozen — frozen hard and not partly thawed;

Hazards

1> potentially hazardous foods 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;

i> damaged packaging **can** allow pests and other contaminants into food;

1> bacteria can multiply in old stock and products that have past their 'best before' and 'use by date';

i> pests can carry disease and insects can eat or lay their eggs in food;

i> foods that are stored near chemicals during transport can become contaminated and affect the safety of the food.

Controls and monitoring

Only purchase goods from approved suppliers on the Approved food suppliers list. Suppliers should also read and sign the 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:

1> 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;

1> 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;

- ensure all deliveries are placed into 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 13 – 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 4 - Temperature control;

- reject products in damaged packaging;

- reject goods that are incorrectly labelled i.e. no name and address of the supplier, use by/best before date or batch code as a minimum (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.

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

For off site events:

Record No. 13 - Off site events

Please refer to the following support programs:

Support Program No. 4 – Temperature control

Support Program No. 5 – Pest control

Support Program No. 6 – Waste management

Activity 3 — Dry storage

Food must be stored in an appropriate environment to protect it from contamination and to maintain the safety and suitability of the food. Contamination can be the result of pests (cockroaches, rats, flies, weevils etc); cleaning chemicals stored above or next to foods; or from excessive humidity.

Food in dry storage areas also needs to be rotated by applying the principle of first in first out. This ensures that you are not left with old supplies of food at the back of shelves or cupboards. Examples of dry products include cereals, flour, rice and canned products.

Hazards

▸ insects and animal pests can contaminate food;

▸ pests breed in unclean and overcrowded storage areas;

▸ bacteria can multiply in old stock and products that have past their 'best before' and 'use by' date;

i> damaged packaging can allow pests and other contaminants into food;

i> 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 occur;

uncovered or unprotected food can become contaminated by pests, micro-organisms and other foreign matter such as glass, hair, etc.

Controls and 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, sealed 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;

▸ have the premises treated regularly by a licensed Pest control operator.

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 operator specialist and arrange a treatment;

14 ▸ thoroughly clean the dry storage area if unclean.

Please keep the following records for this activity:

Record No. 8 — Cleaning and sanitising

Record No. 10 — Pest control

For off site events:

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 — Pest control

Support Program No. 6 — Waste management

Activity 4 — Cold storage

Potentially hazardous foods are foods that might contain food poisoning bacteria and are capable of making people sick if the foods are not stored at correct temperatures.

The following are examples of potentially hazardous foods:

i> raw and cooked meat or foods containing meat, such as casseroles, curries and lasagne;

1> dairy products, for example, milk, custard and dairy based desserts;

i> seafood (excluding live seafood);

i> processed fruits and vegetables, for example, salads;

1> cooked rice and pasta;

i> foods containing eggs, beans, nuts or other protein rich foods, such as quiche and soy products;

1> foods that contain these foods, such as sandwiches and rolls.

Potentially hazardous foods need to be stored below 5°C when in cold storage.

Hazard

▸ potentially hazardous food must be stored at 5°C or colder to prevent bacteria from multiplying;

▸ potentially hazardous foods left between 5°C and 60°C allow bacteria to multiply quickly. Other foods become potentially hazardous only after they are cooked, such as rice;

▸ 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.

Controls and 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;

▸ all foods need to be stored in clean and covered food grade containers or 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;

▸ never store food on the floor of a cold room, it can make it difficult to clean and contamination may occur. It is also not conducive to good air flow around goods;

▸ 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;

▸ **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 cool rooms **in** accordance with your cleaning schedule.

Corrective actions

▸   if cold storage equipment is operating above 5°C, adjust the Temperature controls and recheck 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 four (4) hours or more;

▸   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.

Please keep the following records for this activity:

Record No. 6 –Temperature control log Record No.

7 – The 4 hour/2 hour guide

For off site events:

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 – Temperature control Support

Program No. 6 – Waste management

Activity 5 — Frozen storage

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 that have multiplied when the food is thawed can also be frozen. If frozen food begins to thaw, it should be used straight away, and never refrozen.

Hazards

1> frozen food that is stored for long periods of time can deteriorate, compromising the suitability of the food;

1> if the temperature rises, frozen food may start to thaw and allow bacteria to multiply;

1> foreign matter, chemicals or pests can contaminate food if not properly covered or protected;

storing food on the floor can make it more difficult to keep clean and contamination may occur.

Controls and 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 containers. It should be clearly labelled and dated to allow for stock rotation;

▸ don't overcrowd frozen storage areas as air will not be able to circulate and keep food cold;

▸ make sure that packaging isn't damaged;

▸ never store food on the floor of a freezer room it can make it difficult to clean and contamination may occur. It is also not conducive to good air flow around goods;

▸ 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.

Please keep the following records for this activity:

Record No. 6 — Temperature control log

Record No. 7 — The 4 hour/2 hour guide

For off site events:

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 — Temperature control

Support Program No. 6 — Waste management

Activity 6 — Thawing

Thawing frozen potentially hazardous food may pose a food safety risk if the temperature of the food is between 5°C and 60°C during thawing, allowing food poisoning bacteria to grow. The food safety risk is much higher for frozen ready-to-eat potentially hazardous food being thawed than for frozen raw potentially hazardous foods that will be cooked or otherwise processed to make them safe before eating.

Ready-to-eat frozen potentially hazardous foods should be thawed in a refrigerator operating at 5°C or below, or alternatively in the microwave. If these foods are thawed at room temperature, food poisoning bacteria may grow in the food and as the food will not undergo any further processing (such as cooking) before it is eaten, the bacteria will not be destroyed. It is important that, if the food is thawed at room temperature the time that the food is at temperatures between 5°C and 60°C needs to be noted to ensure that safe time limits are not exceeded. The total safe time that ready-to-eat potentially hazardous food can be outside Temperature control is discussed in Support Program 4.

Hazards

- thawing potentially hazardous food out of refrigeration can allow bacteria to multiply (i.e. under running water or on the bench 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.

Controls and monitoring

- plan ahead, and allow sufficient time to thaw potentially hazardous food in the refrigerator or cool room. 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.

Please keep the following **records** for this activity:

Record No. 6 — Temperature control log
Record No. 7 — The 4 hour/2 hour guide

For off site events:

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 — Temperature control
Support Program No. 6 — Waste management

Activity 7 — Preparation

Even the freshest 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.

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 Temperature control, 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.

Controls and monitoring

‣ ensure that food handlers 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,

‣ always wear or change into clean clothes before preparing food;

‣ wash your hands properly before touching food, after using the toilet or touching hair or face;

‣ minimise the time that potentially hazardous food is above 5°C and return food to the refrigerator during any break in preparation;

‣ make sure that ready-to-eat food is kept apart from raw ingredients during preparation.

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 in 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.

i> 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, but this is not essential). Alternatively, prepare ready-to-eat food and raw food separately, washing, sanitising and thoroughly drying cutting boards and utensils between use;

■> wash fruit and vegetables intended for immediate consumption including those were the skin is not intended to be eaten;

▸   wiping cloths should be replaced frequently (eg. daily) and cleaned, rinsed and dried between uses;

▸   throw away single use items after one use;

▸   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.

Please keep the following records for this activity:

Record No. 6 – Temperature control log

Record No. 7 – The 4 hour/2 hour guide

For off site events:

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. 3 – Personal hygiene and health of food handlers

Support Program No. 4 – Temperature control

Support Program No. 6 – Waste management

Support Program No. 10 – Staff training

Activity 8 — Cooking food

Where a process step is needed to reduce to safe levels any pathogens that may be present in the food, you must use a process step that is reasonably known to achieve the microbiological safety of the food. The safety of food is usually achieved through cooking and the cooking step must be adequate to achieve this.

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.

Controls and 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 foods like rotating spits, rolled roasts and whole chickens are thoroughly cooked. The internal temperature of these foods must reach at least 74°C;

▶ always use clean equipment and utensils during cooking;

▶ using a probe thermometer, record a sample of these internal temperatures on a daily basis;

▶ check that all staff members know how to use a thermometer and how and where to record temperatures.

Corrective actions

▶ if the temperature in the centre of the potentially hazardous food does not reach at least 74°C, continue cooking 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, adjust as necessary.

Please keep the following records for this activity:

Record No. 6 — Temperature control log

Record No. 7 — The 4 hour/2 hour guide

For off **site** events:

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. 3 — Personal hygiene and health of food handlers

Support Program No. 4 — Temperature control

Activity 9 — Cooling food

If you cook potentially hazardous food that you intend to cool and use later, you need to cool the food to 5°C or colder as quickly as possible. There may be food poisoning bacteria in the food even though it has been cooked. Faster cooling times limit the time when these bacteria are able to grow or form toxins.

When cooling cooked potentially hazardous food, cool the food within the following timeframes:

▸ from 60°C to 21°C within two hours; and

▸ from 21°C to 5°C within a further four hours.

This means you have a maximum of six hours to cool food from 60°C to 5°C or below.

If you don't know how fast your food is cooling, use a probe thermometer to measure the warmest part of the food – usually in the centre. To chill food quickly, break it up into smaller portions in shallow containers. Take care not to contaminate the food as you do this.

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.

Controls and 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 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

i> throw away food if the above cooling times and temperatures have not been reached;

1> 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;

i> discard any potentially hazardous food that may have been contaminated during cooling.

Please keep the following records for this activity:

Record No. 6 —Temperature control log

For off **site** events:

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 — Temperature control Support

Program No. 6 — Waste management

Activity 10 — Reheating and hot holding

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. If you reheat previously cooked and cooled potentially hazardous food, you must reheat it rapidly to 60°C or hotter.

You should aim to reheat food to 60°C within a maximum of two hours to minimise the amount of time that food is at temperatures that favour the growth of bacteria or formation of toxins.

This requirement applies only to potentially hazardous food that you want to hold hot, for example on your stove or in a food display unit. It does not apply to food you reheat to serve to customers for immediate consumption, for example, in a restaurant or a take away shop.

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 food or new batches of potentially hazardous food to food already in hot holding units.

Controls and monitoring

▸ using a thermometer, check that the temperature at the centre of potentially hazardous food being reheated reaches at least 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 taste testing and never reuse;

▸ hot holding equipment such as a 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; and

▸ check that hot holding equipment is kept clean.

Corrective actions

▸ discard potentially hazardous food if the temperature at the centre has not reached 60°C in two hours or less;

i> 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 temperatures above 60°C, check whether this is because too much food is being held in the unit;

i> call service agent if equipment fails to work correctly; and

i> discard contaminated 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

For off site events:

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 — Temperature control

Support Program No. 6 — Waste management

Activity 11 — Serving, self-service and displaying food

Serving food safely relies on food handlers practising 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 clients or 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; and

I some people can be severely allergic to certain types of food.

Controls and monitoring

▸ serve food as quickly as possible after preparation and take into account the requirements of the 4-hour/2-hour guide;

▸ don't prepare food too far in advance of serving;

▸ ensure that people who serve food or supervise self-service food displays have appropriate skills and knowledge for the tasks that they do;

▸ ensure that if staff serving food are using gloves that they understand how to use gloves safely;

▸ 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;

▸ 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;

i> never reuse any self-serve food left over from the previous day on the following day; and

i> 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; **and**

▸   replace soiled serving utensils with clean ones if there has been any possibility of misuse.

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 For off site events:

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. 3 – Personal hygiene and health of food handlers

Support Program No. 4 – Temperature control

Support Program No. 6 – Waste management

Support Program No. 10 – Staff training

Activity 12 — Allergens, food packaging and labelling

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.

Certain foods can cause some people to have an allergic reaction which can vary in severity from mild upsets to severe anaphylactic reactions. It is important that you are able to identify which of your products contain allergens.

You must declare the presence of these foods either on the label (if the food is packaged) or in another way such as on a menu or verbally upon request.

Hazards

▸ foods containing allergens may cause severe reactions in sensitive people;

▸ 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 **and** sulphites more than lOmg/kg;

i> foods may become contaminated with allergens if processes aren't followed;

▸ staff who are unaware of a customers allergies may serve food containing allergens;

▸ incorrect, contaminated or damaged packaging materials may not offer adequate protection for food;

▸ packaging material that has come into contact with chemicals may contaminate the safety or suitability of the food being packed. 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;

▸ an unclean packaging area may contaminate food being packed.

Hazard controls /monitoring

▸ list any allergens on the label of packaged products;

▸ identify foods containing allergens on menus;

▸ prepare special meals separately from normal meals;

▸ advise staff serving food of special requirements;

▸ 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;

▸ 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;

i> food handlers need to observe high levels of personal hygiene and ensure they do not directly or indirectly contaminate food during packaging;

i> unless specifically exempt, packaged food must be labelled in accordance with the Food Standards Australia New Zealand Food Standards Code;

1> 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. 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 1 — List of resources.

i> ensure that there are adequate systems/processes to deal with Customer complaints or Food recalls.

Corrective actions

▸ update menus to identify foods containing allergens;

▸ contact supplier or manufacturer of packaging material if packaging material is damaged or contaminated and replace;

▸ 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.

Please keep the following records for this activity:

Record No. 4 — Food recall

Record No. 5 — Customer complaints

Record No. 6 — Temperature control log

Record No. 7 — The 4 hour/2 hour guide

Record No. 8 — Cleaning and sanitising

Record No. 9 — Equipment maintenance and calibration of thermometers

Record No. 10 — Pest control

For off site events:

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 — Temperature control Support

Program No. 5 — Pest control

Support Program No. 6 — Waste management

Support Program No. 7 — Product recall schedule

Support Program No. 8 — Customer complaints

Support Program No. 10 — Staff training

Activity 13 — Transporting food

This activity covers transporting food from a supplier to your premises 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.

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; and

▸ food poisoning bacteria can be transferred from raw food to ready-to-eat food if transported incorrectly. This is called cross contamination.

Controls and 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, **use** the 4-hour/2-hour guide;

▸ 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; and

▸ 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 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; and

▸ review the food transport and other relevant activities 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.

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

For off site events:

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 — Temperature control

Support Program No. 6 — Waste management

Activity 14 — Off site events

If your food premises is catering for 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. The local government or other relevant authority should be contacted to determine if your event needs to be licensed or if there are other specific legislated requirements.

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; and

▸ lack of Temperature control in Off site events may result in the growth of bacteria and lead to food-borne illness.

Controls and monitoring

▸ for each event you should determine what food handling activities will happen at the event;

▸ follow the food handling instructions described throughout the previous activities in this document;

▸ before the event, check what facilities will be available at the venue or site for food storage, preparation, cooking, etc. 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 your 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;

▸ check what staff will be working at this event to ensure they have all been trained to follow the food safety program and that 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 13 — Transporting food;

1> 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; and

1> nominate an experienced staff member to supervise and keep the off site event records.

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 (i.e. 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; and

i> throw away ready-to-eat food that has become contaminated (ie. by raw food). Note: the time period for which 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.

Please keep the following records for this activity:

Record No. 7 – The 4 hour/2 hour guide

Record No. 13 – Off site events
Complete the off site event checklist for each day of the event.

Complete Part 1 of the event checklist just before the event.

During the event, complete Part 2 of the event checklist.

Support programs

1. Food premises and equipment

Facilities 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. Facilities 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 for design and fit-out of a food premises.

Water supply

The 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 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

The premises must have capacity to hold all the garbage and recyclable matter on the food premises until collection or removal. The storage must be:

   i> enclosed or lidded so that pests can not get access to the garbage or recyclable material; and

1> designed and constructed from non-porous materials so that they may be easily and effectively cleaned.

Ventilation

Facilities must have sufficient natural or mechanical ventilation to effectively remove fumes, smoke, steam and vapours.

Lighting

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

Floors, walls and ceilings

Floors, walls and ceilings of premises must be designed and constructed so they: i>

can be easily and effectively cleaned;

1> are unable to absorb food particles, grease or water;

   1> do not allow the ponding of water; and

   i> are sealed to prevent the entry of dirt, dust and pests.

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

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 must be designed, constructed, located and installed so that they:

1> will not contaminate food;

i> can be easily and effectively cleaned;

1> provide easy access to floors, ceilings, and other surfaces for effective cleaning; 1>

are unable to provide spaces where pests may breed;

i> 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;
 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;
 must not be chipped, broken or cracked.

1> 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;
 clearly designated for the sole purpose of washing hands, arms and face;
 supplied with soap or other item that may be used to thoroughly clean hands; and provided with single use towels or other means of effectively drying hands and a container for used towels.

Storage facilities

Facilities must have adequate storage space 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

Adequate toilets must be 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.

Maintenance

Regular maintenance is essential to ensure the premises, fixtures, fittings and equipment are maintained in a good state of repair and working order, so as not to compromise food safety and suitability.

Food premises, fixtures, fittings **and** equipment and those parts of vehicles that **are** used to transport food need to be properly maintained to:

▸ prevent contamination of food from flaking plaster, paint, timber, broken glass, leaking pipes, etc.,

▸ enable effective cleaning and, if necessary, sanitising;

▸ ensure pests do not gain access to the building or vehicle from holes in ceilings, walls, etc.;

▸ ensure the equipment works as intended; and

▸ ensure any chipped, broken or cracked eating or drinking utensils are not used.

Calibrating thermometers

All facilities are required to have at least one probe thermometer accurate to +/-1°C, available for use at all times. Your thermometer does not have to be expensive, but must meet the minimum requirements.

To ensure your thermometer meets the required accuracy, you will have to calibrate it regularly. It is recommended that this is done around once every six (6) months. This frequency may vary depending on the use of the thermometer.

If you are calibrating your thermometer yourself, it is important to use both the ice point and boiling point methods to ensure the thermometer is accurate in its upper and lower ranges.

Ice point calibration

To calibrate your thermometer using the ice point calibration method, follow these steps:

1. Fill a plastic container with crushed ice;

2. Mix enough chilled water to produce slurry, but not enough to float the ice;

3. Stir the slurry vigorously, insert the probe of the thermometer into the iced slurry;

4. Wait for at least three minutes and then record the reading;

5. To ensure the readings are correct and accurate, take readings at least two minutes apart and the results should be within 1°C of each other. The reading should be 0°C (if the readings do not agree then you should have the thermometer replaced or serviced); and

6. Record your readings.

Boiling point calibration

To calibrate your thermometer using the boiling point calibration method follow these steps:

1. Heat a saucepan of water on the stove;

2. Wait for the water to come to a continuous rolling boil;

3. Insert the probe of the thermometer into the water;

4. Wait for at least three minutes and then record the reading;

5. To ensure the readings are correct and accurate, take readings at least two minutes apart and the results, should be within 1°C of each other. The reading should be 100°C (if the readings do not agree then you should have the thermometer replaced or serviced); and

6. Record your readings.

Mechanical calibration

Some more expensive thermometers come with a mechanical calibration unit. Follow the manufacturer's directions on calibrating your thermometer this way. Alternatively, you may be able to return your thermometer to the manufacturer for calibration.

2. Cleaning and sanitising

What is cleaning?

Cleaning in the food industry is a process that removes visible contamination such as food waste, dirt and grease from a surface. This process is usually achieved by the use of water and detergent. Micro-organisms (bacteria etc) will be removed, but the cleaning process is not designed to destroy micro-organisms.

What is sanitising?

Sanitising is a process that destroys micro-organisms, thereby reducing the numbers of micro-organisms present on a surface. This is usually achieved by the use of heat and chemicals or chemicals.

Cleaning and sanitising should usually be done as separate processes. A surface needs to be thoroughly cleaned before it is sanitised as sanitisers are unlikely to be effective in the presence of food residues, grease and detergents.

What needs to be cleaned and sanitised?

Anything that comes into contact with food must be cleaned and sanitised. Items which do not come into contact with food need only be cleaned. The table below gives some examples.

Items to be cleaned	
Plates and bowls	Floors
Cutlery	Walls
Glasses, cups and mugs	Ceilings
Utensils for preparing and serving food	Rubbish bins
Cutting boards	Windows
Preparation benches	Refrigerators
Storage containers and trays	Cool rooms and freezer rooms
Food display units	Light fittings
Food preparation sinks	Cupboards and shelves
Hand wash basins	Cleaning equipment (buckets, mops etc)

Processing fresh food using dirty equipment will transfer contamination and possibly harmful bacteria. Food utensils and equipment must be cleaned and sanitised before each use and between being used for raw food and ready-to-eat food. Equipment and utensils may also need to be cleaned and sanitised if they have been used for long periods to prepare or process potentially hazardous foods, eg. meat slicers. The surfaces that food may come **in** contact with must also be cleaned and sanitised.

Planning for cleaning

When planning your cleaning and sanitising program, 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 must be washed in hot water and allowed to dry after every use;

use the right size brush or cleaning tool for each task;

i> use food-grade detergents and sanitisers, always following the manufacturers instructions;

clean as you go;

keep cleaning chemicals away from food storage areas;

‣ disassemble equipment such as the meat slicer before starting to clean it;

‣ a dishwasher will sanitise most small equipment, cutlery, plates and glasses, but drip-dry equipment or use clean tea towels where this is not possible;

‣ educate staff on correct cleaning and sanitising procedures;

‣ provide regular checks on cleaning carried out and instruct staff where required;

‣ make sure the containers for garbage and recycled matter are large enough for the amount of waste you produce and are capable of being easily cleaned; and

‣ ensure that all equipment used for cleaning (eg. mops, buckets, cloths, brooms etc) are also kept clean.

Cleaning procedures and records

A cleaning procedure is a set of written instructions that describe everything that needs to be done to keep your business clean. It sets out the tasks of cleaning and sanitising, how often each job needs to be done, how it should be done, and who should do it.

A cleaning record is a way of documenting that the cleaning tasks have been done by the responsible personnel.

What does a cleaning procedure and record look like?

Begin at the back of your premises, write down every piece of equipment that needs to be cleaned as you walk towards the front.

Then, write down how you will clean that piece of equipment, how often you will clean it, what materials and chemicals will be used and who will do the cleaning. These instructions will be noted on the cleaning procedure.

Development tools of both the cleaning procedure and cleaning record are provided in Know Your Food Business. Details of where to get this booklet are in Appendix 1.

Six steps to proper 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 to kill any remaining germs;

5. Final rinse: wash off sanitiser (read sanitiser's instructions to see if you need to do this); and

6. Dry: allow to drip-dry if not possible, dry with a clean tea-towel.

How to sanitise

Most food poisoning bacteria are killed if they are exposed to chemical sanitisers, heat, or a combination of both.

To sanitise:

‣ soak items in water at 77°C for 30 seconds; or

‣ use a commercial sanitiser following the manufacturer's instructions; or

‣ soak items in water which contains bleach. The water temperature required will vary with the concentration of chlorine. The table following shows the amount of bleach required and the corresponding water temperature to make sanitising solutions.

Minimum water temperature	With household (4% chlorine)	bleach	13°C	With commercial bleach (10% chlorine)		13°C
		38°C		49°C	38°C	
Concentration required	25 ppm	50 ppm	100 ppm	25 ppm	50 ppm	100 ppm
5 Litres	3.12 mL	6.25 mL	12.5 mL	1.25 mL	2.5 mL	5 mL
10 Litres	6.25 mL	12.5 mL	25 mL	2.5 mL	5 mL	10 mL
15 Litres	31.25 mL	62.5 mL	125 mL	12.5 mL	25 mL	50 mL

ppm - parts per million

3. **Personal** hygiene and health of food handlers

What about personal hygiene?

Food handlers' personal hygiene practices and cleanliness must minimise the risk of food contamination.

The most important things food handlers need to know are that they must:

do whatever is reasonable to prevent their body, anything from their body or anything they are wearing, coming into contact with food or food contact surfaces;

‣ do whatever is reasonable to stop unnecessary contact with ready-to-eat food;

‣ wear clean outer clothing, depending on the type of work they do;

‣ make sure bandages or dressings on any exposed parts of the body are covered with a waterproof covering;

‣ **do** not eat over unprotected food or surfaces likely to come in contact with food;

‣ **do** not sneeze, blow or cough over unprotected food or surfaces likely to come into contact with food;

‣ **do** not spit or smoke where food is handled; and

‣ do not urinate or defecate except in a toilet.

Hand washing

Food handlers are expected to wash their hands whenever their hands are likely to contaminate food. This includes washing their hands:

‣ immediately before working with ready-to-eat food or after handling raw food;

‣ immediately after using the toilet;

‣ before they start handling food or go back to handling food after other work;

‣ immediately after smoking, coughing, sneezing, using a handkerchief or disposable tissue, eating, drinking or using tobacco or similar substances; and

‣ after touching their hair, scalp or a body opening.

How should food handlers wash their hands?

1. Use the hand washing facilities provided by the business;

2. Clean their hands thoroughly using soap;

3. Use warm running water; and

4. Dry their hands thoroughly on a single use towel or in another way that is not likely to transfer disease-causing organisms onto the hands.

The food safety coordinator must also oversee personal hygiene requirements that aim to prevent contamination of the food resulting from the actions of a person handling food. Preventative measures include:

‣ washing hands;

‣ wearing clean clothing;

‣ avoiding contact with food; and

‣ covering wounds.

For more information, see the section on skills and knowledge.

Food businesses have specific responsibilities relating to the health of people who handle food, the provision of hand washing facilities, telling food handlers of their health and hygiene obligations and respecting the privacy of food handlers.

The **health of** food handlers

It is very important that people who may be suffering from or carrying certain illnesses or suffering from some conditions do not handle food or food contact surfaces. This is particularly important if they are likely to contaminate food while they are working.

If a food handler has...	The food handler will...
One or any of the following symptoms of food- borne disease: ■ Diarrhoea • Vomiting ■ Sore throat with fever ■ Fever ■ Jaundice	Immediately inform the food safety supervisor; Seek medical attention; and Not return to work until they have been symptom-free for 48hrs.
Been diagnosed with any of the following food borne diseases: ■ Hepatitis A; ■ Norovirus; • Typhoid fever; • Shigellosis; or ■ Staphylococcal or Streptococcal disease.	Cease all contact with food and food contact surfaces; and Not return to food handling duties until medical clearance is provided.
An exposed wound or cut or infected skin sore.	Cover with a bandage and highly visible waterproof covering.
Any discharge from their ears, nose or eyes.	Take medication to stop any nasal or other discharge that may contaminate the food.

The supervisor will not disclose any of the above medical information to anyone with the exception of the proprietor of the business or a food enforcement officer, without the consent of the food handler. The company will not use this information for any purpose other than to protect food from contamination.

4. Temperature control

Temperature control and monitoring is usually the first thing people think of and do to ensure safe food. The basis of Temperature control is to prevent the multiplication of food poisoning bacteria by either lowering or raising the temperature to a point where the bacteria either die or stop multiplying.

However, bacteria require certain environmental conditions for optimal growth. These are:

- temperature (between 5°C and 60°C – the temperature danger zone);
- time (bacteria double every twenty (20) minutes in optimal conditions);
- pH (around 7 or neutral);
- water; **and**
- protein (food source).

By controlling, one or more of these elements, you can control bacterial growth. Water and pH are controlled in manufactured products such as tinned, pickled or dried foods. You can easily manage time and temperature of your food.

The use of time as a control for ready to eat potentially hazardous food

You are required to maintain the temperature of potentially hazardous food either at or below 5°C or at or above 60°C at all times, unless the food business can demonstrate that maintaining food at another temperature for a specific length of time will not adversely affect the microbiological safety of the food.

It is very difficult for most food businesses to scientifically demonstrate alternative time and temperature combinations to ensure safe food. Safe Food Australia: A guide to the food safety standards (2nd Ed. Jan 2001) provides advice to food businesses on the use of time as a control for potentially hazardous foods through the 4-hour/2-hour guide.

As a general rule, the total time that a ready-to-eat potentially hazardous food can be at temperatures between 5°C and 60°C is 4 hours. The 4-hour limit is based on a worst-case scenario. After this time the food must be discarded. The total time is the sum of the time the food is at temperatures between 5°C and 60°C after it has been cooked or otherwise processed to make it safe. For example, if raw meat is cooked, count the time the food is at temperatures between 5°C and 60°C after it is cooked.

It is safe for potentially hazardous food to be between 5°C and 60°C for a limited time because, as discussed earlier, food poisoning bacteria need time to grow to unsafe levels.

The '4-hour/2-hour guide' is summarised below.

Any ready-to-eat potentially hazardous food, if it has been at temperatures between 5°C and 60°C:

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

However, as catering operations are considered high risk situations, it is strongly recommended that operations discard any food that has been between 5°C and 60°C for a period of 2 hours or more.

If you wish to maintain potentially hazardous food between the temperatures of 5°C and 60°C for time periods longer than the 2 hours and 4 hours specified above, you will need to be able to

demonstrate that the extension in time will not compromise the safety of the food. For example, if a potentially hazardous food will be stored at a maximum temperature of 15°C, it will be able to be safely kept at this temperature for longer than 4 hours. However, food businesses will need to be able to justify this extension on the basis of sound scientific evidence, as the amount of time that is safe will vary depending on the type of food and the pathogens of concern.

Use of time as a control for cooked and cooled potentially hazardous foods

You can still utilise the '4-hour/2-hour guide' for potentially hazardous food that has been cooked and cooled, provided you can demonstrate that the food was cooled in accordance with the following procedure:

i> cooled from 60°C to 21°C within 2 hours; **and**

▸ cooled from 21°C to 5°C within a further 4 hours.

In order to cool food within these timeframes, you may need to alter the way you cool foods. Some examples may be:
   ▸ divide large volumes of cooked foods into smaller containers;
   ▸ cut or divide large roasts into smaller portions; and
   ▸ allow plenty of space between cooling items to allow circulation of cold air.

Use of time as a control for food that has been cooked by another business

If you wish to utilise the '4-hour/2-hour guide' for potentially hazardous food you have not cooked or otherwise processed to ensure its safety, you will need to know the temperature history of the food. You will need to know whether, following the cooking or other process step, the food has spent any time at a temperature between 5°C and 60°C. If any of the available time has been 'used up' before you receive the food, this time must be counted. If you do not know the temperature history of the food and are not able to obtain this information, you cannot make use of time to control the growth of food-borne pathogens and must keep the food at or below 5°C or at or above 60°C.

5. Pest control

What is a pest?

A pest is any animal that could contaminate food, either directly or indirectly. It includes, but is not limited to, birds, rodents, insects and arachnids (spiders).

Preventing pests

You must prevent pests, to the extent that it is practicable, from entering your premises and eradicate any pests that do enter. Excluding pests reduces the opportunities for contamination of food. Pests transmit spoilage and food poisoning micro-organisms, damage food and food packaging and might contaminate food with their bodies, faeces, urine and hair. In addition to contaminating food, rats and mice might nest in roof spaces and damage cables and pipes by gnawing.

The type of pest-proofing measures required will vary across Queensland. However, there are many well-known measures that will limit access by pests, such as:

‣ pest-proof doors and entrances into the building with flyscreen doors or self-closing doors;

‣ install mesh screens at opening windows or other ventilation openings;

‣ ensure drains, grease traps and ventilation pipes are sealed;

‣ seal openings where pipes pass through external walls to prevent pests such as rats and mice entering food handling areas; and

‣ install appropriate flashing to the base of wooden doors if there is a problem with mice gaining access through doorways.

It is not intended that premises be pest-proofed when there is no likelihood of pests gaining access. In some instances the exclusion measures may be more appropriate to the whole complex, as in the case of a shopping mall containing a food hall.

You must also prevent the provision of harbourage for pests. Places in the premises that may provide harbourage should be eliminated. For example, where practicable, boxed-in areas that are difficult to completely seal should be opened up or provided with access for inspection and cleaning.

Due to the nocturnal habits of most pests, contamination of food may go unnoticed for some time until the infestation is large enough for pests to be spotted. In addition, it is difficult to eliminate large infestations.

How often do I need to spray?

Regular treatment by a professional Pest control operator is strongly recommended as they are skilled in the safe application of pesticides in a food premises. There is no prescribed frequency for treatment, as this will vary depending on the requirements of the premises and the product used by the Pest control operator.

6. Waste management

Storage of garbage and recyclable matter

You must have storage facilities for garbage and recyclable matter suitable for the volume and types of garbage and recyclable material produced. They must not provide a breeding ground for pests and must be capable of being easily and effectively cleaned.

Storage facilities are intended to include all the areas and equipment used in connection with garbage and recyclable material storage. It includes:

i> outside storage areas where bins are stored;

i> garbage rooms or refrigerated garbage rooms;

i> garbage chutes;

i> bins, hoppers and other storage containers whether used outside the buildings or in food handling areas; and

1> compactor systems and the rooms in which they are kept.

`Garbage and recyclable matter' includes food waste, paper, cardboard, glass, metal (whether recycled or not) and any other waste material produced by the business that has to be stored before it is removed.

The outside area or room that houses the containers must also be adequate for the volume and types of waste. There is no requirement to use refrigerated garbage rooms although this may be necessary for some businesses to prevent putrefaction and odour problems.

The areas and bins where garbage and recyclable matter is stored must be able to be easily and effectively cleaned. Your food safety program should cover the process of storage and removal of garbage and recyclable matter, along with the process and frequency for cleaning storage area and bins.

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:

1> food which has been left over by a customer;

1> food which may have been contaminated and unsafe to consume;

i> food that may be contaminated by pests, dirt or dust;

i> food that may be contaminated by chemicals;

i> food which is past its "use by" date;

1> food that has been outside temperature control; and

1> recalled food.

7. Product recall schedule

Food manufacturers, wholesalers, distributors and importers are required to have a written Food recall plan. While your catering or retail premises may not operate as one of the above business types, they may be part of another business' recall plan and therefore are likely to play an important part in the retrieval of recalled food.

If you are informed that food that you use is subject to a recall, you will be notified either by the supplier or by Queensland Health with information regarding the product affected (eg. food type, brand name, package description and size, batch number, flavour line or similar identification). It will also include information on what to do with the product.

If you are required to remove recalled stock from sale, you must ensure the food is:

‣   removed from sale immediately;

‣   clearly identified as recalled food; and

‣   held and kept separate from all other foods until it is disposed of in accordance with the instructions provided as part of the recall. Instructions will be provided by either the supplier of the food, or directly from the government enforcing the recall process.

If you are still unsure of what to do in the event of an official food product recall, an environmental health officer in a Queensland Health Public Health Unit will be able to provide specific advice.

If you think you are required to develop a Food recall system, contact your local Public Health Unit to discuss the requirements. Information on how to obtain a copy of the Food Industry Recall Protocol can be found in Appendix 1 — List of resources.

8. Customer complaints

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:

i> record when the complaint was reported, the person who reported the complaint and the product the complaint is related to;

1> record details such as pack size, weight and batch number if appropriate or a general description of a menu item, ingredient or dish;

i> when these details have been recorded you will need to check the other records, such as food receipt and storage to determine if there were any problems detected; and

1> 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 what steps you followed to prevent the problem from re-occurring. This may also include amending your food safety program to prevent recurrence of the problem.

Examples of possible actions to take to prevent complaints from reoccurring are:

1> re-training staff in the proper implementation of the food safety program; 1>

improve **or** update the maintenance of buildings or equipment; and

i> 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.

9. Skills and knowledge

Staff responsibilities

An employee schedule allows you to record relevant information about the duties of employees involved in the handling of food. Assigning duties required by the food safety program to an individual or a position ensures that the duties are completed.

In this section, it is not necessary to assign duties to a specific person. If your food service operation rotates staff through different roles or shifts, it is sufficient to assign duties to a position. This means that whatever staff member is undertaking the position, the duties will be identical.

Food handlers in your premises are required to comply with your food safety program. The form may be used as a guide to recording employee's duties.

In addition, where the food safety program requires information that is already managed in another section of your premises, there is no need to duplicate it. For example, if you are requested to develop a list of staff and their food handling duties, you can reference existing job or position descriptions, work orders or other similar documents.

Food handler skills and knowledge

Food handlers are required to have skills and knowledge in food safety and food hygiene that is appropriate to the activities they perform.

The requirements for food handlers are identical to those for the designated food safety supervisor. However, food handlers are only required to acquire the skills and knowledge they need to perform their activities. For example, a food handler who is only responsible for serving food needs only skills and knowledge relating to serving food.

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 Queensland should be checked with your local government.

Strategies to ensure food handlers have the skills and knowledge required

▸ 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 or industry bodies;

▸ 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;

▸ hiring a consultant to present a course to business employees; and

▸ formal training courses.

Examples of skills and knowledge **required:**

▸   receipt eg. check that potentially hazardous foods are delivered below 5°C or above 60°C;

storage eg. store food in sealed containers to protect it from contamination;

▸   processing eg. cool potentially hazardous food from 60°C to 21°C in 2 hours and from 21°C to 5°C within a further 4 hours;

▸   display eg. supervise food display to prevent contamination from customers;

▸   packaging eg. only use packaging material that is not likely to contaminate food;

▸   transport eg. transport potentially hazardous food under temperature control;

▸   disposal eg. identify and separate food for disposal; and

▸   recall eg. have a recall system in place if you are involved in wholesale supply, manufacture or importation.

10. Staff **training**

Developing and maintaining staff training will enable staff to meet the skills and knowledge requirements of the Food Safety Standards and comply with the food safety program. These standards require anyone undertaking or supervising food handling to have skills and knowledge of food safety and food hygiene matters, appropriate to their work activities.

Formal training is not necessarily required by all staff. Training can be defined as anything that increases the skills and knowledge of food handlers. There are many different things you can do and factors you should take into account to ensure that food handlers have the skills and knowledge they need for their work.

Examples:

▸ 'in house' training by other staff, the owner of the business or using a suitable training kit;

▸ giving staff food safety and food hygiene information from reliable sources to read;

▸ developing standard operating rules and induction documents based on food safety requirements that set out the responsibilities of food handlers and their supervisors;

▸ signs located throughout work area (eg. poster on how to wash hands located over hand basin);

▸ sending staff to food safety courses run by industry associations or hiring a consultant to run a course for the staff; and

▸ recruiting staff with formal industry-based training qualifications.

You can choose the approach that best suits your operation, provided you are confident that staff have the skills and knowledge needed for the work they do. A sample of a food handler skills **and** knowledge checklist that can be used to ensure food handlers have the appropriate range of specific skills, knowledge and responsibilities of their duties is included in the checklists following.

Checklists

As a food handler, you have certain legal obligations to help protect both your customers and you from potential food borne illness. Please complete this checklist after completing your food safety training. If you have any questions, ask your supervisor for advice.

Place your initials in each box once you have understood each section. It is important that you understand these obligations, so please ask for clarification from your supervisor if you require assistance.

Legal obligations

Obligations	Food handler signature
As a food handler, I must take all reasonable measures not to handle food or surfaces likely to come into contact with food in a way that is likely to compromise the safety and suitability of food.	
As a food handler, if I have a condition or a symptom that indicates that I may be suffering from a food borne disease, or if I know I am suffering from a food borne disease, or that I am a carrier ■ report this to my supervisor; • not engage in any handling of food where there is a likelihood that I might contaminate food as a result of the disease or condition; and ■ take all practicable measures to prevent food from being contaminated as a result of the disease or condition if my supervisor allows me to do other work on the food premises.	
As a food handler, I must notify my supervisor if I know or suspect that I may have contaminated	
As a food handler, when engaging in any food handling operation, I must: ■ take all practicable measures to ensure my body, anything from my body, and anything I am wearing does not contaminate food or surfaces likely to come into contact with food; ■ take all practicable measures to prevent unnecessary contact with ready-to-eat food; ■ ensure my outer clothing is of a level of cleanliness that is appropriate for the handling of food that I am involved with; ■ cover any exposed bandages and dressings with highly visible waterproof coverings; ■ not eat over unprotected food or surfaces likely to come into contact with food; ■ not sneeze, blow or cough over unprotected food or surfaces likely to come into contact with food; ■ not spit, smoke or use tobacco or similar preparations in areas in which food is handled; and ■ always use the designated toilet facilities.	
As a food handler, I must wash my hands: ■ whenever they are likely to be a source of contamination of food; ■ immediately before working with ready-to-eat food or after handling raw food; ■ immediately after using the toilet; ■ before commencing or re-commencing handling food; ■ immediately after smoking, coughing, sneezing, using a handkerchief or disposable tissue, eating, drinking **or** using tobacco **or** similar substances; and ■ after touching my hair, scalp or a body opening.	
As a food handler, I must wash my hands in the manner described below, when engaging in a food handling operation that involves unprotected food or surfaces likely to come into contact with food: ■ with warm running water; and ■ using soap.	

Name: _____ Date. _____

Keeping your program current

Amendment worksheet

The amendment worksheet is a means of recording any changes you have made to your food safety program. Remember that any major process changes will require your program to be re-submitted to the local government for accreditation. If you are unsure if your changes are considered major, contact your local goverment for assistance.

ame of document mended	Details of amendment	ill Removed document authorisation date	ew document authorisation date	Old document removed by:

Amendment worksheet

Are you ready to be audited?

Audit readiness checklist

The audit readiness checklist is designed as a final check to ensure that you have completed all of the necessary parts of the food safety program development tool before you submit your program for accreditation. It is not meant to ensure that you have completed all the steps correctly. This will be determined by your local government when they accredit and audit your program.

N B. Tick the box for each activity you have completed, but also tick the box if this activity is not relevant to your business activities.

Completed all information to identify the premises at which this food safety program will be implemented and the person(s) responsible for its implementation and ongoing management?	❑
Identified all food handling processes	E I
Activity 1 – Purchasing	
Activity 2 – Receiving	
Activity 3 – Dry storage	1 J
Activity 4 – Cold storage	
Activity 5 – Frozen storage	1 J
Activity 6 – Thawing	
Activity 7 – Preparation	
Activity 8 – Cooking food	
Activity 9 – Cooling food	
Activity 10 – Reheating and hot holding	
Activity 11 – Serving, self-service and displaying food	1 J
Activity 12 – Allergens, food packaging and food labelling	
Activity 13 – Transporting food	
Activity 14 – Off-site events	1 J
Identified and documented all of the records and supporting documents that need to be kept?	E J
Planned appropriate food safety and hygiene training for all food handlers and managers involved with handling food and the implementation of the food safety program?	❑

Congratulations. If you have ticked every box above, you are ready to submit your food safety program to your local government. Contact details are listed in Appendix 2.

Frequently asked questions

You can use this section to get a brief answer to frequently asked questions regarding food safety programs. Please note that responses to these frequently asked questions are based on the requirements of Queensland's food safety legislation and are not reflective of other policies or requirements on your premises, such as infection control practices.

FAQ	Answer
How often **do** I need to monitor? • Refrigeration units ■ Other temperatures ■ Personal hygiene ■ Cleanliness ■ Food receipt	There is no prescribed frequency for monitoring controls in your food safety program. The appropriate frequency must be determined on a case by case basis. The Environmental Health Officer from your local government will assist in determining an appropriate frequency for your premises that will provide sufficient historical information without imposing resource intensive work practices.
Do I need to have a dummy plate made up to verify my processes?	A dummy plate may be an effective means of verifying the food service process. However, as with monitoring, there is no prescribed frequency for how often this needs to occur.
What is the 4-hour/2-hour guide?	The 4-hour/2-hour guide is a scientifically validated method of using time to control the safety of ready-to-eat potentially hazardous foods. See Support Program 4.
What is skills **and** knowledge?	Skills and knowledge is the requirement for all people involved in the handling of food to understand and demonstrate appropriate food safety and food hygiene practices.
Do I need to go to a training course to get skills and knowledge?	No. Skills and knowledge for food handlers can be obtained in many ways beyond formal training courses. However contact your local government for information relating to the competencies required for a food safety supervisor.
Can I set my controls more stringent than the legislative requirements?	Yes. However, when your premises is audited, you need to demonstrate that you are complying with the requirements of your food safety program.
Can I designate more than one food safety supervisor?	Yes. Many facilities will have to have more than **one** person as a food safety supervisor who must be reasonably available while food handling is being undertaken.
What skills and knowledge does the food safety supervisor need?	The food safety supervisor must have the same skills and knowledge as all food handlers which they supervise. In addition, food safety supervisors must also meet certain competencies in food safety. Your local government will be able to advise you of these competencies.
What is safe and suitable food?	Food is considered to be unsafe if it is likely to cause physical harm (eg illness). Unsuitable food is damaged or deteriorated in a way to prevent its use (eg mould growth, foreign objects).
Can I use bleach to clean my benches?	Chlorine bleach is an acceptable chemical bleach for use in sanitising food contact surfaces and utensils.
Can I accept a product with broken packaging?	No. The Food Safety Standards specify that you must only accept food that is protected from the likelihood of contamination. Food receipt is the first point that you have real control over the safety of food. When you receive food in broken packaging, you cannot be sure that it has not been contaminated and should be returned to the supplier.

FAQ	Answer
Can my food safety program be used for national accreditation?	Queensland Health is currently consulting with national bodies to establish recognised food safety programs developed under Queensland's legislative requirements for national accreditation purposes. Information will be distributed at the outcome of this consultation.
Do I have to wear hairnets, hats or gloves to handle food?	No. Hairnets and gloves are not a mandatory requirement of food legislation. However, food handlers are required to prevent food being contaminated by anything from their body (eg. hair, fingernails, bandaids, jewellery etc). Hairnets, hats and gloves may be the most effective means to prevent contamination, depending on the nature of your food handling activities.
Do I have to have a thermometer?	Yes. All food premises are required to have at least one probe thermometer accurate to +/- 1°C on the premises.
How do I check the temperature of packaged foods (eg. milk, packaged frozen chickens)?	It is not expected that the temperature of these items be measured by breaking the packaging at the point of food receipt. This may lead to issues of contamination if undertaken outside in a delivery area. The most appropriate method is to place your thermometer between two packages (eg. between 2 bottles of milk). If this method is used, it may take a slightly longer period for your thermometer to adjust and provide an accurate temperature.
Can the "cook's dishes" be washed in the sink that is used to wash vegetables and salad ingredients? Does the sink have to be sanitised between use?	The Food Safety Standards require fixture, fittings and equipment adequate for producing safe and suitable food. If you regularly wash fruits and vegetables, you will be required to have a designated food preparation sink. This sink should not be used for washing equipment and utensils or hand washing. The food preparation sink must also be sanitised before being used for washing foods.
Are the kitchen and other areas (eg. cool rooms) restricted to access only by food handlers?	There is no restriction of access in Queensland's legislation. However, any person who enters a food premises has a responsibility to ensure they do not contaminate food or act in a way that may cause food to become unsafe or unsuitable. This includes how they store their food (eg. if they put their lunch in the cool room), not sitting on benches, not smoking, spitting etc and not handling food unless they have appropriate skills and knowledge to do so.

Records

Name of business ....

Record 1 — Approved food suppliers list

Supplier No.	Details of Supplier (Name, address, contact details)	Product Description	Approved Supplier	Date approved

Corrective Action — Reject suppliers that do not supply food in the approved manner (see record 2)

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: ....

Position: ....

Date: ....

Signature: ....

Name of business ....

Record 3 — Incoming goods

Date	Time	Supplier No. *	Product	Temp °C	Visual check	Accepted/ Rejected	Designated storage area	Corrective Action	Checked by

Corrective Action — Reject food that does not pass the visual check or is not delivered at the required temperature

* Refer to Record 1 — Approved food suppliers list

Temperature information

- Cold foods — at or below 5°C
- Frozen foods — Frozen hard (does not include partially thawed)
- Hot foods — at or above 60°C

Note: If you receive bulk orders that already have an itemised receipt, you may wish to attach the receipt (or a copy) to this record sheet and then complete only summary details in this record.

Designated storage areas

The Incoming goods should be stored in the relevant areas as soon as possible, these include:

- Refrigerators/freezers/coolrooms
- Dry storage
- Hot holding equipment

Visual check

- Use by date (foods past this date are prohibited from being sold)
- Best before date (foods past this date can be sold provided the food is not damaged, deteriorated or perished)
- Packaging (damaged, deteriorated, perished or appropriate material)
- Labelling (name of food, name and address of supplier, lot identification)
- Pest contamination (droppings, eggs, webs, feathers etc)
- Foreign objects (dirt, metal, hair)
- Delivery truck (clean, not carrying chemicals or other contaminants in the same area as food)

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**

Name of business ....

Record 5 — Customer complaints

Date	Time	Complainant's Name and Contact Details	Details of Complaint	Investigation details #	Corrective Action	Checked by

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

Name of business...

Record 6 — Temperature control log

Date/ Time	Unit I Food Description	Visual Check	Temp °C	Corrective Action	Checked by

Temperature Information

- Cold foods – at or below 5°C
- Frozen foods – frozen hard (does not include partially thawed)
  Hot foods – at or above 60°C

Visual Check

- Use by date (foods past this date are prohibited from being sold)
- Best before date (foods past this date can be sold provided the food is not damaged, deteriorated or perished)
- Packaging (damaged, deteriorated or perished)
- Pest contamination (droppings, eggs, webs, feathers etc)
- Ensure raw foods are stored below ready to eat or cooked foods (cross contamination)
- Foreign objects (dirt, metal, hair)

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

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.

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 ....

Record 8 — Cleaning and sanitising

Daily cleaning and sanitising								Week starting __I /	
Area/Equipment	Responsible person	Completed							
		M	T	W	T	F	S	S
Please list areas or equipment to be cleaned on a daily basis.	Checked by:							

Weekly cleaning and sanitising						Week starting LI	
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Checked by:	Checked by:	Checked by:	Checked by:	Checked by:	Checked by:	Checked by:

Note: Please list all areas, equipment, etc to be cleaned once a week (or more regularly than daily) and identify the person responsible.

Name of business..

Monthly cleaning and sanitising		Month					
Week starting I I		Week starting / I		Week starting / /		Week starting I /	
Monthly Task (see note)	Resp. Person	Monthly Task	Resp. Person	Monthly Task	Resp. Person	Monthly Task	Resp. Person
Checked by:		Checked by:		Checked by:		Checked by:	

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

Quarterly/Yearly cleaning and sanitising	Year...			
Quarterly/Yearly cleaning task	Resp. Person	Date scheduled	Date completed	Checked by

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

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 °C.

Name of business ....

Record 10 — Pest control

Date	Area checked/Treated (see note)	Result (pests found)	Action Taken	Checked by

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 1 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 government or other bodies such as industry associations;

- Hiring a consultant to present a course to business employees; and
- Formal training courses.

Name, location and date 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 13)*			
Are temperatures of chilled, frozen and **hot** foods monitored on arrival? *(refer to activity 2)*			
Are products checked on arrival for contamination? *(refer to activity 2)*			
Is all food protected from contamination?			
Are products in appropriate packaging and labelled correctly? *(refer to activity 12)*			
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 6)*			
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 9)*			
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 5)*			
Are transport coolers or storage coolers stocked with sufficient ice blocks?			
Are cooked and raw foods separated in storage? *(refer to activity 3, 4 & 5)*			
Are **all** foods stored off the ground?			

Part 2 - During **the event checklist** **This record must be completed on a daily basis.**			Date I I
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 *(refer to support program 4)*			
Check and record temperatures of cold foods in storage/ on display *(refer to support program 4)*			
Check and record temperatures of frozen foods in storage/ on display *(refer to support program 4)*			
Check and record temperatures of hot foods in storage/ on display *(refer to support program 4)*			
Is there any risk of cross contamination from raw food 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? *(refer to support program 3)*			
Is food waste disposed of appropriately? *(refer to support program 6)*			
Have all equipment and utensils been cleaned? *(refer to support program 2)*			
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 *(refer to support program 4)*			
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. *(refer to support program 4)*			
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 immediately *(refer to support program 4)*			
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)	1.7	X	Observations/Corrective Action
1. Purchasing and receiving goods ✓ Are staff following the checks contained in Activity 1 & 2? ✓ Have the following records been completed? • 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 3? ✓ Have the following records been completed? ■ Record No. 8 – Cleaning and sanitising ■ Record No. 10 – Pest control			
3. Cold Storage ✓ Are staff following the checks contained in Activity 4? ✓ Have the following records been completed? ■ 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 5? ✓ Have the following records been completed? • 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 6? ✓ Have the following records been completed? ■ 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 7? ✓ Have the following records been completed? • 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 8? ✓ Have the following records been completed? ■ 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 9? ✓ Have the following records been completed? ■ 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 10? ✓ Have the following records been completed? • 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 11? ✓ Have the following records been completed? ▪ 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 12? ✓ Have the following records been completed? ▪ 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 13? ✓ Have the following records been completed? ▪ Record No. 6 - Temperature control log ▪ Record No. 7 – The 4 hour/2 hour guide ▪ Record No. **8 –** Cleaning and sanitising		
13. Off site events ✓ Has the Off site events checklist been followed and completed? ✓ Have the following records been completed? ▪ Record No. 7 – The 4 hour/2 hour guide ▪ Record No. 13- Off site events		
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? • 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	1.7	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 their 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	1.7	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

	✓	✗	

Appendicies

Appendix 1 — List of resources

Topic	What it is	Where to get it
Food Safety Standards	The national standards governing operational and structural requirements in food premises	Food Standards Australia New Zealand www.foodstandards.gov.au or your local government
Safe Food Australia	A guide to the Food Safety Standards	Food Standards Australia New Zealand website www.foodstandards.gov.au
Food Safety: An audit system	Standard process for auditing food safety programs	Food Standards Australia New Zealand website www.foodstandards.gov.au
National Risk Validation Report	Report into the incidence of food-borne illness in Australia and the cost benefit analysis on implementing food safety programs	Commonwealth Department of Health and Ageing http://www.aodgp.gov.au/internet/wcms/publishing.nsf/content/health-pubhlth-strateg-foodpolicy-pdf-validation.htm/SFILE/validationtpdf
Know your food business	A self assessment checklist for compliance with the Food Safety Standards	Queensland Health website http://www.health.qld.gov.au/ph/Documents/eh u/ 21883.pdf

Appendix 2 — Local Government contact details

Contact details for your local government can be found in the Business and Government Listings in your local White Pages.

Alternatively you can obtain local government details from the following Department of Infrastructure and Planning website http://www.dip.qld.gov.aulocal-government-directory/index.php.

Tool for the development of

a Food Safety Program

for Catering and Retail premises

Queensland
Government