



Food Safety Program Template

for Retail and Food
Service Businesses

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Why do I need this template?

As a food business owner, you are legally required to sell safe food. The legislation governing the sale of safe food is the *Food Act 2003*, which incorporates the Australia and New Zealand Food Standards Code.

The Food Safety Program will help you to:

- identify when food can become unsafe
- take steps to avoid food becoming unsafe
- follow practices in your business to keep food safe
- use records to monitor food safety and to demonstrate that your business routinely follows these practices
- ensure staff have the knowledge and skills to handle food safely.

As you work through this template you will create your own Food Safety Program for your business.

Where can I get more help?

Several organisations can assist you:

- Speak with an environmental health officer from your local council.
- Call the Food Safety Unit at DHHS on 1800 671 738 or email public.health@dhhs.tas.gov.au
- Visit the Food Safety website www.dhhs.tas.gov.au/peh/food_safety

How do I prepare a Food Safety Program?

Work through the following steps and ensure you print all the pages you need and place them in a suitable folder.

1 Identify what food practices sections your business needs to use

By answering all the questions on page 5 (What practices must I use in my business?) you will know which sections need to be included in your Food Safety Program.

- Keep the sections that apply to your business together in your folder.
- If you indicated 'yes' next to the Supplementary practices, you will need to select these from the *Food Safety Program Template Supplement* and add them to the Practices sections of your folder.
- Read all the information that you now have in your food practices section. Double-check that you understand and note any practices you are unsure of, so you can check them before you complete this section (page 5).
- Identify any records you might need as you read each section.

2 Adopt support programs

As well as paying attention to practices specific to your business, there are some practices that apply to **all** food businesses. These are called *Support Programs* and are an essential part of your Food Safety Program.

- Read the *Support Programs* (pages 31-48). Make sure everyone in your business understands them.
- Keep these in your folder so you can easily refer to them when the need arises (for example, when training new staff).
- As you read each support program, identify which *Records* you will need.

3 Compile records

As you carried out steps 1 and 2 you will have identified the records you need.

- Refer to the *Food Safety Program Template Records* section in your folder to choose or design the records you will use.
- Make copies of these records and complete them as required.
- Records can be printed from www.dhhs.tas.gov.au/peh/food_safety
- Keep your completed records at your business to prove that you are processing and handling food correctly.

4 Review

- Check records regularly to identify any problems with equipment or staff knowledge of food practices. If records show any issues take corrective action.
- If you change your food products or processes you need to check that your Food Safety Program is updated with the relevant sections from the Template, including the related records.
- Update your cleaning schedules.
- You are required to inform your council of changes to your business activity.



How can food become unsafe in my business?

Food can become unsafe for human consumption if:

- **harmful bacteria multiply on food.** When high-risk food is stored at the wrong temperature for too long, bacteria increase to dangerous levels. These bacteria produce toxins that cause food poisoning. Cross-contamination of food from raw high-risk foods or unhygienic handling can also cause food poisoning.
- **dangerous substances contaminate food.** This can be caused by chemicals (such as cleaning agents, detergents and pesticides) and other things that should not be in food (such as dirt, hair, glass or stones).
- **allergens are present in food.** Some people can have a severe or even fatal allergic reaction to common foods, which may be present in food as ingredients or as unintended traces.

The risk of food becoming unsafe in your business will depend on the types of food you sell and how you and others in the business store, prepare and handle food.

What are 'high-risk' foods?

- Meat, seafood, poultry, eggs, dairy products and smallgoods, or foods that contain these items, for example, sandwiches, quiche and prepared salads
- Some foods become high risk after they are cooked, such as noodles, rice, pasta and similar foods



What are allergens and food intolerances?

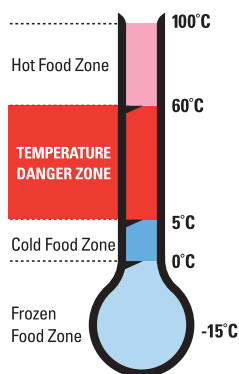
Allergens are foods known to cause reactions in allergic people due to an immune response. These must be clearly communicated to customers. In addition to food allergies, some people experience intolerance to certain foods. The most common causes of food allergic reactions or food intolerances are:

- cereals containing gluten and their products (i.e. wheat, rye, barley, oats and spelt and their hybridised strains) – as described in FSANZ Food Standards Code, Standards 2.7.2 and 2.7.5
- shellfish, crustaceans and their products
- eggs and egg products
- fish and fish products
- milk and milk products
- peanuts and soybeans, and their products
- added sulphites in concentrations of 10 mg/kg or more
- tree nuts and sesame seeds and their products
- any prepared foods that contain these ingredients.



How can I keep food safe in my business?

Use temperature control to limit bacteria growth



- Limit the time that high-risk food is in the **temperature danger zone of 5°C to 60°C**.
- Return high-risk food to the refrigerator during delays.
- If high-risk food is left in the **temperature danger zone of 5°C to 60°C** for a total time of 4 hours or more, throw it out.
- When cooking, the centre or internal point of high-risk food must reach 75°C.
- Hot food must be kept at 60°C or hotter.
- High-risk food, if cooled, must cool from 60°C to 21°C in the first 2 hours and then to 5°C or colder in the next 4 hours.

Avoid cross-contamination from other foods, surfaces, hands or equipment

- Keep raw food separate from cooked or ready-to-eat food.
- Use separate utensils and cutting boards when preparing raw and ready-to-eat food.

Handle and store food in hygienic conditions

- Wash hands thoroughly and regularly.
- Use clean, sanitised and dry cutting boards and equipment.
- Rinse cleaning cloths after each use and replace frequently.
- Store food away from contaminants and protected from pests.

Identify or separate allergens from other foods

- Identify allergens and label or name them in foods on your menu or display.
- Avoid cross-contamination of foods with allergens.
- For more information about food allergies and intolerances visit www.allergyfacts.org.au (Food Allergens)

Symbols used in the Food Safety Program Template

The following symbols appear in the *Food Safety Program Template* to remind you of specific food safety issues.



Pay attention to the temperature of high-risk food.



Pay attention to the time high-risk food spends in the **temperature danger zone of 5°C to 60°C**.



Pay attention to cross-contamination.



Pay attention to hygiene.



Pay attention to allergens.



What practices must I use in my business?

Protect food from contamination and ensure the food you sell is safe by following the Practices on pages 7–30.

Fill out this table to work out which Practices you need to use in your Food Safety Program.

Food business practices	Yes	Section	Page
Do you buy food from other businesses?		1 Purchasing and receiving goods	7
Do you store dry, cold or frozen food?		2 Storage	9
Do you prepare food and store it to be used later that day or on another day?			
Do you thaw frozen food?		3 Thawing frozen food	11
Do you prepare food?		4 Preparation	13
Do you cook food?		5 Cooking	15
Do you cook food, then cool it and store it to be used later that day or on another day?		6 Cooling and freezing	17
Do you reheat food that has already been cooked?		7 Reheating	19
Do you display and serve prepared hot or cold food?		8 Displaying and serving	21
Can customers serve themselves? (e.g. in a self-serve, smorgasbord or salad bar)			
Do you transport or deliver food?		9 Packaging and transportation	25
Do you wrap or package food for customers to take away? (e.g. take-away or home delivery)			
Do you provide food at festivals, street festivals, markets or food exhibitions?		10 Off-premises activities and events	27
Supplementary practices*	Yes	Section	Page
Do you use water for drinking or food preparation from a source other than a water authority?		Safe Water and Food	Supp. A
Do you prepare or sell sushi? (e.g. nori rolls and nigiri pieces.)		Sushi	Supp. B
Do you prepare and sell Chinese-style chicken, roast duck or BBQ pork?		Chinese-style Roast Meats	Supp. C

*See the *Food Safety Program Template Supplement*.



Purchasing and receiving food

Goal: Ensure that food is safe when I purchase and receive it.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Contamination of food with bacteria, chemicals or other non-food material, such as pests or physical items	<p>Only buy from reliable suppliers.</p> <p>Write or speak to your suppliers detailing the conditions you want the food to be delivered in.</p> <p>Maintain a list of your approved food suppliers.</p>	<p>Inspect all food deliveries from your suppliers and keep goods delivery records.</p> <p>Observe whether the driver and the truck are clean and check that the vehicle is not carrying any animal(s) or chemicals in the same area as the food.</p>	<p>Reject suppliers that don't provide food in the way you want.</p> <p>Reject deliveries if the inside of the delivery vehicle is dirty, has animals on board or is carrying chemicals with food.</p>
	<p>Make sure food is protected by proper packaging and/or containers.</p> <p>Transfer all deliveries into a suitable storage area as soon as possible.</p>	<p>Examine the packaging to see if it is damaged.</p> <p>Make sure that all products are properly labelled, including the product name and address of the manufacturer, a batch code or date code, an ingredient list and allergen information.</p> <p>All products should be within their 'best before' or 'use-by' dates.</p> <p>Look for any visible signs of insects, insect eggs or other items that should not be with food, such as dirt, glass and rubbish.</p>	<p>Reject products in damaged packaging.</p> <p>Reject pre-packaged foods that don't have the name and address of the supplier, a batch code or date code, and an ingredient list on the label.</p> <p>Reject packaged food if the supplier cannot provide product information on allergens.</p> <p>Reject any product if contaminated.</p>
Growth of bacteria in food that spends too long in the temperature danger zone of 5°C to 60°C	<p>Make sure cold food is kept at 5°C or colder.</p> <p>Make sure frozen foods are frozen hard (below -15°C).</p> <p>Make sure hot food is kept at 60°C or hotter.</p>	<p>Use a thermometer to measure the temperature of at least one food item in every fifth delivery from each supplier of high-risk food.</p> <p>For new suppliers, check the temperature of each delivery for the first month of supply.</p> <p>Check the temperature of each delivery for any supplier you feel is not consistently meeting temperature requirements.</p> <p>Tap frozen foods to test that they are frozen hard.</p>	<p>If food is delivered in the temperature danger zone of 5°C to 60°C, ask the delivery person to show you evidence of the food's temperature for the previous two hours.</p> <p>Reject high-risk foods that are delivered at the wrong temperature or where evidence of the temperature is not provided.</p> <p>Stop purchasing from the supplier if they do not meet your requirements and remove them from your <i>Approved food suppliers list</i> (Record 1).</p>



Records

To check	Record	How often
All my suppliers	Record 1: Approved food suppliers list	Add new suppliers and remove old suppliers, as required.
All deliveries	Record 2: Goods receiving form	Record temperature of high-risk food at least one in every five deliveries from each of your suppliers. Record all deliveries for new suppliers for first month of supply.
Alternative record	Record 7: Daily diary	Frequency as for Record 2

What are the risks?

Unsafe food may contaminate other foods and may result in the sale of unsafe food to your customers. You need to check all food received from your suppliers to protect your business.

- High-risk foods delivered at the wrong temperature can allow bacteria to multiply. This can reduce shelf life and cause food poisoning.
- Damaged packaging may allow germs (bacteria) to contaminate food or it may be a sign that insects, mice or rats have eaten or contaminated the food inside. Pests can carry disease and insects can lay eggs on food.
- Food past its 'use-by' date can be unsafe.
- Pre-packaged food must be labelled and its ingredients listed so that you can give your customers accurate information about the food you sell – including information about the ingredients that are a known source of, or contain, allergens. A label will also help you identify food in case it is recalled.
- Foods stored near chemicals can become unsafe and their flavour can be affected.
- All food must be protected from contamination.

Tips

- ✓ Check food when you buy it. You need to know whether you are getting what you paid for.
- ✓ Inform suppliers that they are required by law to comply with the FSANZ Food Standards Code Part 1.2, *Application of Labelling and Other Information Requirements*, including Standard 1.2.3. All packaged food must be labelled according to the Code. For more information, check www.foodstandards.gov.au
- ✓ Make sure an employee of your business is available to carry out checks when goods are delivered. If you have an arrangement with your suppliers for food to be delivered outside business hours, check the food before storing it.
- ✓ Food you receive should be in good condition, with enough time to sell or use it before the 'best before' or 'use-by' date.
- ✓ If you collect food from your supplier and transport it yourself, check that it is safe and kept at the right temperature during transport and storage.
- ✓ To find out more about allergens and how you may help customers with allergen questions, see www.allergyfacts.org.au
- ✓ For tips on using a thermometer to take food temperatures, see page 38.



Storage

Goal: Ensure that stored food remains safe.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Food poisoning bacteria can grow in high-risk foods if they are not stored at the correct temperature.	Store cold food at or below 5°C. Store frozen food at or below -15°C.	Measure core temperatures of food stored in the refrigerator. If frozen food is warmer than -15°C, test whether it is frozen hard. If yes, then it is still acceptable (page 38).	If refrigeration units are not keeping food at 5°C, you will need to adjust settings or contact a refrigerator specialist. If frozen food shows signs of thawing, either continue thawing and use immediately or discard.
	Make sure high-risk food is date-coded, including the date the product was opened/repacked. Follow the manufacturer's instructions for storing opened products. Food prepared on the premises needs to be marked with the date made. Rotate stock and use older stock first to make sure foods are not kept too long.	Examine date codes daily.	Throw out food once its 'use-by' date has passed.
Dry goods can be affected by non-food contaminants (chemicals, pests, other physical items) or allergens.	Make sure all stored food is adequately labelled so you can be sure of its ingredients (e.g. to identify any possible allergens).	Regularly check that stored foods are not at risk of contamination.	Identify any unlabelled food and either use immediately or dispose of it. Dispose of any food you cannot identify.
	Store food away from chemicals and protect from pests.	Inspect bait stations and look for signs of pest activity, such as droppings, webs and feathers.	Throw out food that shows signs of pest damage.
Cold ready-to-eat food can be cross-contaminated with food poisoning bacteria.	Store ready-to-eat food separately from raw food by providing a separate refrigerator or freezer. If this is not possible, store ready-to-eat food: <ul style="list-style-type: none"> • above raw food • in a separate part of the refrigerator/freezer • in covered containers. 	Regularly check stored food to see that it is not at risk. Make sure that water and condensation from one food cannot drip onto other food.	Throw out ready-to-eat food if you think it might have been contaminated.



Records

To check	Record	How often
Temperature of cold or frozen storage	Record 3: Storage unit temperature log	Check and record temperatures at least twice a day.
Equipment is clean and on cleaning schedules	Record 8: Cleaning schedule	As per your cleaning schedule (e.g. check daily that equipment has been cleaned).
Alternative record	Record 7: Daily diary	Frequency as outlined above in Record 3.

What are the risks?

Check stored food to ensure that it is not left in dangerous conditions. For example:

- High-risk food held at room temperature, which is in the temperature danger zone of 5°C to 60°C, can promote the growth of food poisoning bacteria and cause illness when eaten.
- Some packaged foods will have a shorter shelf life after it has been opened.
- Bacteria from raw or spoiled food can drip onto ready-to-eat food and cross-contaminate it.
- Food that is not properly wrapped or covered in storage can become contaminated by bacteria, foreign objects, dirt, chemicals or allergens.
- Food containing allergens may contaminate other food.

Tips

- ✓ Store food in accordance with the manufacturer's instructions.
- ✓ Store foods known to contain allergens away from other foods.
- ✓ To find out more about allergens and how you may help customers with allergen questions, see www.allergyfacts.org.au
- ✓ Keep all storage areas clean and keep food off the floor, so that you can clean it regularly. Don't crowd the storage area (including in the cool room or freezer). Include all storage areas in your cleaning schedule.
- ✓ To keep pests out of storage areas, keep the building's walls, doors and windows in good repair. Consider hiring a professional pest control service.
- ✓ Make sure the freezer and refrigerator or cool room can keep food at the right temperatures. Don't overload them. Check that thermometers are reading accurately. Have refrigerators and cool rooms regularly checked and serviced by a qualified technician.
- ✓ During a power failure, keep all cool room and refrigerator doors closed. Check the temperature of all food when the power is restored.
- ✓ After opening food, reseal the container or put food into clean, food-grade containers. Label containers with the product, batch number and date or keep the ingredient information on file.
- ✓ Store utensils, equipment and tableware so that they remain clean and are protected from contamination. Dispose of tableware that is chipped, broken or cracked.
- ✓ If using remote temperature monitoring IT systems, discuss with your environmental health officer how you will check and monitor the operation of this system.



Thawing frozen food

Goal: Ensure that defrosting food does not contaminate other food and is defrosted thoroughly before cooking.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Growth of food poisoning bacteria	Make sure that frozen foods – especially poultry, large joints of meat or kebab spits – are thoroughly defrosted before cooking or follow manufacturer's instructions.	Ensure that foods are fully defrosted by: <ul style="list-style-type: none"> • checking for ice in the food using a skewer or a probe thermometer • checking that poultry joints are flexible. 	Defrost for a longer period. Defrost smaller amounts, which will defrost more quickly.
	Do not refreeze defrosted or partially cooked food. Date code and refrigerate it.	Regularly look at where and how food is being defrosted.	Defrost only the amount of food you plan to cook.
Defrosting raw meat can cross-contaminate cooked and ready-to-eat foods	Keep defrosting food separate from cooked and ready-to-eat foods.	Regularly inspect to see whether defrosting food is kept separate from cooked and ready-to-eat foods.	Dispose of ready-to-eat foods that might be contaminated. Throw away thawed food if uncovered or in damaged packaging. Clean and disinfect contaminated areas.

Records

To check	Record	How often
Food storage practices	Record 6: Activity log	Check and record one menu item a month.
Storage areas, including freezers, refrigerators and cool rooms are clean and on cleaning schedule	Record 8: Cleaning schedule	As per your cleaning schedule (e.g. daily check that it has been cleaned).
Alternative record	Record 7: Daily diary	Frequency as outlined above in Record 6.



What are the risks?

Food poisoning bacteria can grow in food that is not defrosted properly. If food is still frozen or partially frozen, it will take longer to cook. The outside of the food could be cooked, but the centre might not be, which means it could contain food poisoning bacteria.

The safest place to thaw frozen food is in the refrigerator or cool room. This takes longer than at room temperature so you have to plan ahead. Some food can take as long as two days to thaw completely.

Keep meat, poultry and fish separate from other food and in suitable containers when defrosting, to prevent cross-contamination. Make sure juices from thawing food do not fall onto or contact other food, which could cause cross-contamination.

Tips

- ✓ Food must be thoroughly defrosted before cooking, unless the manufacturer's instructions tell you to cook it from frozen (for example, ready-to-eat foods, such as frozen meals or individually quick-frozen foods).
- ✓ Whatever method is used to defrost food, you should try to use food straight after it has been defrosted.
- ✓ If you defrost a lot of foods in your business, consider setting aside refrigerator space specifically for defrosting or using a special defrosting cabinet.
- ✓ If food is thawed using cold running water, the food should be placed in a clean container that does not retain water (such as a colander), and the water should be of drinkable quality. (This method is not recommended as it uses a lot of water.)
- ✓ A fast way to defrost food is in the microwave using the 'defrost' setting. Foods defrosted in this way should be cooked immediately, as the temperature of the outside of the food is usually different to the temperature on the inside of the food, allowing food poisoning bacteria to grow. Throw away high-risk food if thawed in a microwave and left to stand for more than 2 hours.
- ✓ When it's not possible to defrost food in the refrigerator or chiller, defrost food on a bench. Monitor the time the food is in the **temperature danger zone of 5°C to 60°C**. Place food in a covered dish or container to make sure it is not contaminated and does not contaminate other foods while defrosting.



Preparation

Goal: Ensure food does not become contaminated during preparation and handling.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Growth of food poisoning bacteria in food	Make sure the time high-risk food spends in the temperature danger zone of 5°C to 60°C is as short as possible – up to a cumulative total of 4 hours.	Regularly look at how food is being prepared. Measure the amount of time that preparation processes take.	Only take from the refrigerator the amount of food you can prepare within a safe time frame. Return food to the refrigerator if there are delays.
Cross-contamination of ready-to-eat food with food poisoning bacteria from hands, utensils, cloths, surfaces, raw food or other items Cross-contamination of non-allergenic foods with allergens from other foods, cooking equipment and surfaces that have been in contact with allergens	Wash hands before handling ready-to-eat food, equipment and utensils and use gloves correctly where appropriate. Handle food as little as possible. Use tongs or other utensils where appropriate.	Regularly look at how food is being prepared.	Dispose of food if you are not confident that it has been safely handled.
	Use clean and sanitised equipment, utensils and cloths.	Inspect equipment, utensils and cloths regularly to see if they are clean. Monitor records to make sure equipment, utensils and cloths are being sanitised.	Replace with clean equipment, utensils and cloths. Review cleaning schedules and practices. Repair or replace equipment that cannot be properly cleaned.
	Use clearly defined chopping boards and bench space for ready-to-eat foods. If this is not possible, separate by preparing raw foods and ready-to-eat foods at different times and wash and sanitise equipment and work spaces between uses.	Inspect the worktop, chopping board and bench space area used for ready-to-eat food and ensure it is only used for that purpose.	Review cleaning schedules and practices.
Cross-contamination of ready-to-eat fruit and vegetables with food poisoning bacteria found in soil (from manure or bad quality water)	Trim and wash.	Inspect the food to see that it is free of dirt.	Wash thoroughly or throw out.



Records

To check	Record	How often
The processes you use to prepare food	Record 6: Activity log	Check and record one item a month.
Preparation areas, surfaces and equipment are clean	Record 8: Cleaning schedule	As per your cleaning schedule (e.g. daily check that it has been cleaned).
Alternative record	Record 7: Daily diary	Frequency as outlined above in Record 6.
Alternative record: how long high-risk food and cooked or ready-to-eat food has been at room temperature	Record 4: Time log	If using <i>Support program 8 - Time control</i> , use this record as per instructions.

What are the risks?

Raw food contains bacteria, so it's important to follow hygienic practices to prevent food poisoning and keep food safe.

Preparation brings food out of safe storage and exposes it to food safety risks:

- If food is left too long out of refrigeration, bacteria can multiply and cause food poisoning.
- Bacteria can be transferred to food from unwashed hands and clothing and contaminate it – even if using gloves.
- Bacteria can be transferred to food from equipment and utensils and contaminate it.
- Bacteria on raw food, including food used for garnishes, can contaminate cooked or ready-to-eat food.
- Foreign objects can fall onto or contact uncovered food and contaminate it.
- Allergens can spread from one type of food to another from surfaces, hands and equipment.

Tips

- ✓ Clean and sanitise cleaning cloths after each use and replace them frequently. Throw away single-use items (for example, disposable food containers or gloves) after using them.
- ✓ Wash ready-to-eat fruit and vegetables on the day you intend to use them. When preparing vegetable and salad ingredients.
 - peel, trim or remove the outer parts, as appropriate
 - wash them thoroughly in clean drinking water (ideally in a separate sink dedicated to food preparation)
 - clean and sanitise chopping boards and work surfaces before preparing other foods.
- ✓ To find out more about allergens and how you may help customers with allergen questions, see www.allergyfacts.org.au



Cooking food

Goal: Ensure that food is properly cooked.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Food poisoning bacteria can survive if food is not properly cooked	Cook food thoroughly to kill most food poisoning bacteria, ensuring the food reaches 75°C or hotter.	Use a probe thermometer to measure the temperature of the thickest part or centre of the food.	Cook the food for longer. Increase the temperature of the cooking equipment.
	Use cooking time and cooking equipment temperatures to ensure that food reaches 75°C or hotter and is cooked to manufacturer's instructions. Grill or fry on a hot plate meat that has been cooked on a kebab/spit, before serving it to the customer to ensure the meat is completely cooked.	Regularly measure the temperature of the thickest part of the food using a probe thermometer. Look at how it is being cooked: <ul style="list-style-type: none"> Liquids should bubble rapidly when stirred. Ensure the largest piece of meat in stews and curries is cooked through. Combination dishes (e.g. shepherd's pie) should be steaming in the centre. Processed meat products (e.g. sausages and burgers) should be hot through with no pink or red in the centre. Poultry should be fully cooked in the thickest part of the leg. 	Review your cooking method. Increase the time or temperature, use different equipment or reduce portion sizes. Repair or replace equipment.
	When cooking fish or solid pieces of red meat (cutlets, steaks and roasts) the internal temperature does not have to reach 75°C, but can be cooked to customer preference (e.g. rare, medium-rare steaks).	Look at how food is cooked: <ul style="list-style-type: none"> All outside surfaces of whole fish, whole joints of meat or steaks should be fully cooked (e.g. by sealing in a pan). Colour and texture of fish should change at the centre or near the bone. Shellfish such as prawns and crabs should have changed colour and texture. The shells of shellfish (e.g. mussels and clams) should open and the flesh inside should have shrunk. 	Cook the food for longer. Review your cooking method.



Records

To check	Record	How often
Cooking temperature at the centre of the food	Record 6: Activity log	Check and record one item a month.
Cooking equipment	Record 8: Cleaning record (schedule)	As per schedule (e.g. check that it has been cleaned as per set time: daily/weekly/monthly).
Alternative record	Record 7: Daily diary	Frequency as outlined above in Record 6.

Note: Alternative versions of the activity log are available. If you prefer to keep a cooking log or batch cooking record, inform your environmental health officer at your council.

What are the risks?

Raw or undercooked foods are the main source of bacteria in the kitchen. Food poisoning bacteria multiply rapidly between 5°C and 60°C if food is not thoroughly cooked or when cooked foods come in contact with raw food.

Boiling soups, sauces, gravies and casseroles can reduce bacteria. Some bacteria can survive this, however, and must be handled with care. If food is not handled safely before cooking, some bacteria will grow after cooking. If food is unsafe before cooking, it still may not be safe after cooking.

Allergens can contaminate non-allergenic food via equipment, surfaces and hands.

Tips

- ✓ Create recipe cards for staff with clear instructions on cooking times and temperatures and adjust if necessary.
- ✓ Check your activity log records to ensure that food is cooked safely. Adjust recipe cards if necessary.
- ✓ Preheat cooking equipment before use; otherwise, food will take longer to cook and cooking times in recipes or manufacturer's instructions may not be long enough to kill bacteria.
- ✓ To check a pork joint or rolled meat joint, insert a skewer into the centre until juices run out. The juices should not have any pink or red in them. Turn meat and poultry during cooking as this helps it to cook more evenly – check core temperature.
- ✓ Avoid cold spots in liquid dishes by stirring frequently.
- ✓ Cook eggs and foods containing eggs thoroughly. Eggs can contain food poisoning bacteria (salmonella). Cooking them thoroughly kills bacteria. Do not use eggs that are dirty, cracked, damaged, or past their use-by date.
- ✓ Before cooking mussels and clams, throw away any with open or damaged shells.
- ✓ Some dried pulses (such as red kidney beans) contain natural toxins that could make people ill unless they are destroyed by soaking and cooking. Follow the instructions on packaging.
- ✓ All meat cooked on a spit needs to be used during one service or sitting. Do not leave meat out overnight. Chicken on spits needs to be cooked thoroughly and each serving should be heated thoroughly on a hot plate to make sure it is fully cooked and safe to eat.
- ✓ To find out more about allergens and how you may help customers with allergen questions, see www.allergyfacts.org.au



Cooling and freezing food

Goal: Ensure cooked food is safely cooled or frozen.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Growth of food poisoning bacteria	<p>Reduce the temperature of cooked food to below 5°C as quickly as possible after cooking. Within 2 hours, place cooked food in cold storage.</p> <p>(A longer initial cooling time might be required for large whole meat joints [i.e. greater than 2.5 kg] to ensure that, when refrigerated, they do not increase the temperature of the cold storage unit.)</p> <p>Cool high-risk food from 60°C to 21°C within 2 hours, and then to 5°C or colder within the next 4 hours. Once food has cooled to 21°C, put it in the refrigerator or freezer.</p> <p>When food stops giving off steam it can be placed in cold storage.</p>	Use a thermometer every hour or so to measure the drop in temperature over time.	<p>If food is greater than 21°C after 2 hours, place on top of an ice tray.</p> <p>Where possible, reduce the volume of the food to assist with faster cooling. Monitor the temperature drop and ensure safe handling.</p> <p>Throw away high-risk food if the cooling time exceeds 2 hours from 60°C to 21°C or exceeds 4 hours to 5°C.</p> <p>Improve cooling procedures and facilities.</p>
Cross-contamination of cooked food with food poisoning bacteria from raw food or other non-food contaminants or allergenic materials	<p>Cool food in clean containers in an area away from raw food or other sources of contamination.</p> <p>Place food over an ice tray to cool and protect from contamination.</p> <p>Food handlers must follow good standards of personal hygiene in order to avoid contamination – especially if food has to be handled while still warm.</p>	Check that cooling food is not at risk of contamination.	Throw out any cooled food if you think it might have been contaminated.

Records

To check	Record	How often
Temperature at centre of food	Record 6: Activity log	Check and record one cooling activity per month.
Preparation surfaces, equipment and storage	Record 8: Cleaning record (schedule)	As per your cleaning schedule (e.g. daily check that it has been cleaned).
Alternative record	Record 7: Daily diary	Frequency as outlined above in Record 6.



What are the risks?

Cooling hot food too slowly can allow bacteria to multiply and cause food poisoning. To avoid this, high-risk food must be cooled from 60°C to 21°C within 2 hours and then cooled to 5°C or colder within the next 4 hours.

Tips

- ✓ Remove cooked food from the heat source and allow it to stand until the temperature drops to approximately 60°C.
- ✓ Spread food out to cool it faster or divide food into smaller batches in shallow containers (less than 10 cm deep).
- ✓ Use a blast chiller, if you have access to one, to chill hot foods quickly and safely.
- ✓ Stir hot liquid while it is being chilled.
- ✓ Place containers of hot food in cold water or an ice bath. The cold water or ice bath makes the containers' contents cool more quickly. Move hot food to a cooler area where it will cool more quickly.
- ✓ Use a clean and sanitised thermometer to check the temperature at the centre of food.
- ✓ Do not put hot food straight from the oven or stove into the refrigerator, cool room or freezer because it can raise the temperature of other food and allow bacteria to grow.
- ✓ Cool food in an appropriate clean, uncontaminated storage container. Cover and label food, stating the type of food and the time and date, before placing it in the refrigerator, cool room or freezer.
- ✓ To find out more about allergens and how you may help customers with allergen questions, see www.allergyfacts.org.au



Reheating prepared food

Goal: Ensure food is reheated quickly and thoroughly.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Food poisoning bacteria can survive if food is not properly reheated.	Reheat food thoroughly to kill food poisoning bacteria. Use cooking time and cooking equipment temperatures to ensure food reaches 75°C or hotter and is cooked according to manufacturer's instructions.	Use a probe thermometer to regularly measure the temperature of the thickest part of the food. Check that: <ul style="list-style-type: none"> reheated food is hot (steaming) all the way through liquids bubble rapidly when stirred. 	Increase the reheating time or temperature. Reduce the portion size of food being reheated. Review your reheating method. Repair or replace equipment.
Cross-contamination of food through poor personal hygiene or from raw food to reheated food and allergenic to non-allergenic product.	Follow instruction in Preparation section (pages 13–14) to limit risks of contamination.	Regularly look at how food is being reheated.	Throw away food if you think it might have been contaminated.

My Records

To check	Record	How often
The processes you use to reheat food	Record 6: Activity log	Check and record one item a month.
Preparation surfaces, equipment and storage areas are clean	Record 8: Cleaning schedule	As per your cleaning schedule (e.g. check daily that it has been cleaned).
Alternative record	Record 7: Daily diary	Frequency as outlined in Record 6.

What are the risks?

Reheating food means cooking it again, not just warming it up. Bacteria can survive in cooked reheated food that is not heated to at least 75°C in the centre. Bacteria can even survive cooking. Bacteria introduced after cooking might multiply if reheating is inadequate, making the food unsafe. Bacteria can be transferred to food from unwashed equipment, utensils and hands.



Tips

- ✓ Only reheat cooked food once.
- ✓ Always reheat food until it is hot (75°C or hotter) all the way through.
- ✓ Do not use bains-marie to reheat food because they cannot achieve a food temperature of 75°C within one hour.
- ✓ Where possible, stir or mix food to make sure there are no cold spots and the food is evenly reheated.
- ✓ Preheat equipment such as ovens and grills before use; otherwise, food will take longer to reheat and recommended reheating times in recipes or manufacturer's instructions might not be long enough to kill bacteria.
- ✓ If you are reheating food in a microwave, follow the manufacturer's instructions, including advice on standing and stirring. The manufacturer has tested their instructions to make sure that foods will be properly reheated. When food is microwaved, it can be very hot at the edges and still be cold in the centre – regular stirring helps to prevent this.
- ✓ Protect food from cross-contamination by using clean utensils and equipment during any handling.
- ✓ Check your activity log records to ensure that food is reheated safely. Adjust recipe cards or equipment settings if necessary.
- ✓ To find out more about allergens and how you may help customers with allergen questions, see www.allergyfacts.org.au



Displaying and serving food

Goal: Ensure food is displayed and served in a manner that keeps it safe.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Food poisoning bacteria can grow over time, if the hot holding units break down or if they are not turned on or set to the correct temperature.	Keep hot food at 60°C or hotter.	Measure the temperature twice a day.	<p>If the food's temperature is less than 60°C for less than 2 hours:</p> <ul style="list-style-type: none"> reheat to 75°C or hotter, serve immediately and discard any leftovers <p>or</p> <ul style="list-style-type: none"> reheat to 75°C or hotter, maintain at 60°C or above during service and discard any leftovers <p>or</p> <ul style="list-style-type: none"> cool to 5°C or colder and refrigerate (remember you should only reheat food once). <p>If the food's temperature is less than 60°C for more than 4 hours, discard the food.</p>
Growth of food poisoning bacteria in ready-to-eat food, if the cold holding units break down or are not turned on or at the correct temperature.	Display at 5°C or below.	Measure the food's temperature in the display unit by measuring the core or surface temperatures of food on display.	<p>If the food's temperature is greater than 5°C for:</p> <ul style="list-style-type: none"> less than 2 hours, use food immediately or return to refrigerated storage more than 2 hours and less than 4 hours, use food immediately more than 4 hours, discard food. <p>Discard ready-to-eat food if you think it might have been contaminated.</p>
Contamination of food by staff or customers using self-service.	<p>Use clean equipment, utensils and cloths.</p> <p>Make sure food is protected and/or covered where appropriate (e.g. sneeze guards or covers).</p> <p>Encourage customers to use tongs or other utensils as appropriate.</p> <p>Supervise food areas with trained staff.</p>	<p>Inspect equipment, utensils and cloths regularly to see if they are clean and sanitised.</p> <p>Regularly check that areas are actively supervised.</p>	<p>Replace used or dirty equipment with clean equipment, utensils and cloths.</p> <p>Repair or replace equipment that cannot be properly cleaned.</p> <p>Throw out food if you are not confident that it is safe.</p>



Records

To check	Record	How often
Temperature of food in hot display	Record 3: Storage units temperature log	Check and record at least twice a day.
The processes of displaying and serving food	Record 6: Activity log	Check and record one item a month.
Equipment and display areas	Record 8: Cleaning schedule	As per your cleaning schedule.
Alternative record	Record 7: Daily diary	Frequency as outlined above in Records 3 and 6.
Alternative record: how long cooked or ready-to-eat food is at room temperature	Record 4: Time log	Record time food is removed from hot or cold storage and temperatures, in line with <i>Support program 8 Time control</i> requirements.

What are the risks?

The display and self-service of food can be a high-risk practice since untrained people may have access to the food. Food can become contaminated in a number of ways:

- Food poisoning bacteria can multiply if food spends too long in the **temperature danger zone of 5°C to 60°C**.
- The mixing of new and old batches of food can spread food poisoning bacteria.
- Foreign objects that fall into or contact uncovered food might contaminate the food.
- Poor food handling can contaminate food.
- Customers may contaminate food.
- Cross-contamination can occur if raw and ready-to-eat food is stored in the same area.
- Cross-contamination can occur if utensils, surfaces or equipment come into contact with allergenic and non-allergenic foods.
- If hot food is not fully cooked before placement in hot holding units, food poisoning bacteria will increase in numbers and may cause food poisoning.
- If hot food is held at lower than 60°C, bacteria can multiply and cause food poisoning. Bains-marie or hot holding units are designed to keep hot food hot, but must not be used for reheating food as they cannot reach 75°C within one hour. If a bain-marie tray is overloaded, the food's temperature might not be maintained at 60°C or hotter.
- If cold, high-risk food is stored near cold display unit lights it might become hotter, which might cause food poisoning bacteria to multiply.

General tips for displaying and serving food

- ✓ Check your completed storage records to ensure that safe food temperatures are maintained. Adjust equipment if necessary and discuss with your staff.
- ✓ Use separate display units or use physical barriers between raw and cooked or ready-to-eat foods and make sure that a different serving tool or utensil is used for each food item or dish.
- ✓ Make sure the display unit and utensils are clean and sanitised before use. During service replace soiled serving utensils with clean ones.



- ✓ If food is packaged, make sure the packaging is not damaged or broken.
- ✓ Inform suppliers that they are required by law to comply with the FSANZ Food Standards Code Part 1.2, *Application of Labelling and Other Information Requirements*, including Standard 1.2.3. All packaged food must be labelled according to the Code. For more information, check www.foodstandards.gov.au
- ✓ Throw away single-use items after use, including straws, paper towels, cups and plates.
- ✓ Check that labels used on food or garnishes are clean and dry before use.
- ✓ Serve reheated food quickly where possible or maintain it at 60°C or hotter.
- ✓ Never reuse self-serve, high-risk food that is either cooked or ready-to-eat.
- ✓ Ensure accurate product information is available for customers with allergies and ensure that foods containing allergens are stored, processed and displayed separately from other foods.
- ✓ Handle separately unpackaged foods that contain known allergens and use separate utensils.
- ✓ Train staff to handle enquires about allergens. For more information: visit www.allergyfacts.org.au

Tips for hot holding of prepared food

- ✓ Check that hot holding equipment is hot before use and use a temperature setting that will keep the food at 60°C or hotter.
- ✓ Do not overload the bain-marie.
- ✓ Review the amount of food held in the unit or call a technician if the bain-marie cannot maintain food at 60°C or hotter.
- ✓ Never mix old food with fresh batches of food. Always replace the whole tray with a fresh batch.
- ✓ Food should be heated or reheated to 75°C before being placed into a bain-marie.

Tips for display and serving of cold food

- ✓ Pre-cool the display unit to 5°C or cooler before use.
- ✓ Don't prepare food too far ahead of when it will be served.
- ✓ Replace food displays with completely fresh batches of food.
- ✓ Never mix old food with fresh batches of food (for example, sandwich ingredients, salads or pizza toppings).
- ✓ If using remote temperature monitoring IT systems you will need to discuss with your environmental health officer how you will check and monitor the operation of this system.



Packaging and transporting food

Goal: Ensure food remains safe when it is packaged or transported.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Contamination of food from inappropriate or damaged packaging	Store and package food in food-grade containers or packaging. Food to be sold pre-packaged must meet Food Standards Code requirements.	Regularly inspect that packaging is intact and undamaged. Check that label and product information are accurate.	Throw out food that has been contaminated. Repackage and re-label foods appropriately.
Growth of food poisoning bacteria from food being transported in the temperature danger zone of 5°C to 60°C	Use vehicles and equipment capable of maintaining food within required temperatures. Ensure staff are skilled in transporting food appropriately and safely. Minimise the time food is in transit.	Measure the temperature and quality of food at dispatch and delivery. Inspect the quality and function of vehicles and equipment.	Throw out any food that has spent too long in the temperature danger zone of 5°C to 60°C . Improve vehicles, equipment and procedures.
Cross-contamination of food with food poisoning bacteria or non-food contaminants or allergens.	Load vehicles so that different foods remain separate and cannot be mixed. Use appropriate containers and equipment. Minimise the time food is in transit. Only use vehicles for transporting food that are designed for food transport. Ensure transportation vehicles are cleaned regularly (this may be included in a cleaning schedule).	Inspect the quality and function of vehicles and equipment. Inspect transportation vehicles to see whether different foods are separated and in appropriate containers.	Throw out any food that might have been contaminated. Improve vehicles, equipment and procedures.

Records

To check	Record	How often
The temperature of food when leaving the premises and on arrival at the customers' premises	Record 6: Activity log	Check and record one item per month.
Transportation vehicles are clean	Record 8: Cleaning schedule	As per schedule.
Alternative record	Record 7: Daily diary	Frequency as outlined above in Record 6 and Record 4 (below).
Alternative record: how long cooked or ready-to-eat food is at room temperature during transport	Record 4: Time log	Record time food is removed from hot or cold storage and temperatures, in line with support program requirements.



What are the risks?

Sound and reliable packaging is important because:

- damaged or faulty packaging can let pests into food
- some foods adversely react with and can be contaminated by certain types of packaging material.

Transportation exposes food to handling and time away from controlled storage. Risks include:

- Packaging might be damaged during transportation, allowing food to become contaminated.
- Transporting high-risk food from a supplier to your premises or to another site without proper temperature control can allow bacteria to multiply during transit.
- The business or customer might not accept high-risk food unless you can demonstrate the time food has been in the temperature danger zone of 5°C to 60°C.
- Food poisoning bacteria can be transferred from raw food to cooked or ready-to-eat food if transported incorrectly.

Tips on packaging

- ✓ Use only clean and uncontaminated packaging materials that are suitable for the food and any processes that follow (for example, refrigeration, freezing or microwaving). Follow the manufacturer's instructions for use.
- ✓ Store packaging materials, in original containers if possible, in an area set aside for the purpose, away from chemicals, allergens and other possible contaminants.
- ✓ Clean and sanitise the food packaging area and machinery before starting work and make sure the packaging area is free from things that could contaminate food (for example, dirt, dust, insects, glass, metal and plastic). Maintain food packaging machinery with food-grade lubricants and make sure these products do not contaminate food.
- ✓ Label food appropriately at the time of packaging to meet the requirements of FSANZ Food Standards Code Part 1.2, *Application of Labelling and Other Information Requirements*. Refer to 1.2.3, *Mandatory Warning and Advisory Statements and Declarations* for information on allergens.

Tips on transportation

- ✓ Use insulated boxes to maintain food at safe temperatures if the food transport vehicle does not have a refrigeration system. Don't pack food into the food transport vehicle until it is time to deliver it, and ensure that the food is delivered as quickly as possible.
- ✓ If using remote monitoring equipment you will need to discuss with your environmental health officer how you will check and monitor the operation of this system.
- ✓ Make sure the food transport vehicle and food containers are kept clean.
- ✓ Cover all food with appropriate food grade covers (not tea towels or cloths).
- ✓ Keep cooked or ready-to-eat food separate from raw food and foods containing allergens.
- ✓ To find out more about allergens and how you may help customers with allergen questions, see www.allergyfacts.org.au



Off-premises activities and events

Goal: Ensure that food provided at off-premises activities and events is safe.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Growth of food poisoning bacteria from food being in the temperature danger zone of 5°C to 60°C while being transported and/or at the event	Use vehicles and equipment capable of maintaining food within required temperatures. Minimise the time food is in transit. Organise a backup power supply in the event that power supply is interrupted. Make sure equipment is maintained.	Measure the temperature and quality of food at dispatch and delivery. Inspect the quality and function of vehicles and equipment. Inspect equipment before the event and ensure availability of any backup equipment.	Throw out any food that might have been contaminated or where safe temperatures have not been maintained. Improve vehicles, equipment and procedures. Repair or replace equipment that breaks down.
Cross-contamination of food with food poisoning bacteria	Load vehicles so that food remains separate from each other. Use appropriate containers and equipment.	Inspect transport to see that foods are separated and in appropriate labelled containers.	Throw out any food that might have been contaminated. Improve vehicles, equipment and procedures.
Growth of food poisoning bacteria through food being cooled inappropriately	Make sure cooling of food, where possible, is conducted at fixed premises and not at events.	Inspect food to see whether it has been thoroughly cooled at fixed premises before leaving for an event.	Do not take food to an event that has not been cooled at fixed premises.
Growth of bacteria in dirty water	Ensure an adequate and reliable supply of drinking water. If a safe, potable water supply is not available, use quality bottled water or an alternative safe potable water supply.	Ask your local council about the quality and volume of water supply at the event. Inspect alternative water supplies to ensure it will be of a guaranteed quality.	Use bottled water or water with guaranteed quality.



Records

To check	Record	How often
Temperature of food transported to customers	Record 3: Storage units temperature log	Check and record at least twice a day.
Equipment used for events	Record 8: Cleaning schedule	Equipment must be cleaned down before use and at the end of the day.
Alternative record	Record 7: Daily diary	Frequency as outlined above in Record 3.
Alternative record: time and temperature – if the food cannot be kept hot or cool during short distances	Record 4: Time log	Record time food is removed from hot/cold storage and temperatures, in line with support program requirements.

What are the risks?

As some events take place in an open environment, the temperature can be unpredictable and contamination sources numerous.

See the DHHS 'Guidelines for temporary food stalls' available from www.dhhs.tas.gov.au/peh/food_safety for further information.



Tips – before the event

- ✓ Research the event:
 - Ask the event organiser for details about what space or areas will be available to you to set up your stall and what services and storage facilities are available, including cold frozen storage.
 - Find out how many people are expected at the event.
 - Decide what food you will sell at this event.
 - Contact the environmental health officer at the council where the event will be held. Ask about their past experiences of the event or ask other event participants about previous events and their experiences at the venue.
- ✓ Make plans for access to electricity, safe drinkable (potable) water, waste disposal, wastewater drainage, toilet facilities, hand washing, waste removal and other facility requirements.
- ✓ Work out what additional food preparation you need to do before the event (beyond your normal business preparation requirements) and work out how you will safely prepare any foods at the venue.
- ✓ Work out if any food to be used will be purchased from new suppliers and check that these suppliers are registered as food businesses with their local council.
- ✓ Work out how you will set up hand-washing and equipment-washing areas with a hot water supply.
- ✓ Check you have additional copies of record sheets from your Food Safety Program to complete during the event. Use the **Record 7: Daily diary** for each day of the event.
- ✓ Hire any necessary equipment so that your food will be stored, prepared, cooked and displayed at the event in line with your Food Safety Program. Check that equipment is in working order, clean and will fit into the available space.
- ✓ Organise a kit for the event that contains a temperature probe, cleaning agents, other equipment and extra copies of records.
- ✓ Check that your staff know what records are required, how to fill them in and how to check temperatures. Inform staff about the instructions in your Food Safety Program to keep food safe when preparing food for the event.
- ✓ Inform staff about their primary business contact if they need assistance on a food safety question during the event – for example, event coordinator, hire equipment people and so on. If staff are not familiar with working with food, you will need to show them how to handle the food safely and keep their work area clean.
- ✓ Train staff to handle enquires about allergens.
- ✓ For more information visit www.allergyfacts.org.au



Tips – during the event

- ✓ Check that all food transported to the event has arrived intact and that no spillages, breakages or contamination have occurred in the transport vehicles or packages.
- ✓ Check that all equipment is clean and working properly.
- ✓ Ensure that all dry food is securely stored and, where possible, cannot be tampered with and is protected from pests and contamination.
- ✓ Set up your stall in a way that maximises protection of your food products and operations from contamination by the public, the environment, dust, pests and so on.
- ✓ Label packaging according to the Food Standards Code, to provide customers accurate information about the product, especially regarding food allergens. Ensure that all food is labelled.
- ✓ Brief staff about allergens so that they can give customers comprehensive information about your products.
- ✓ To limit exposure of food to the environment at the event, remove foods from the refrigerator only when needed. Work out how you will manage access to mobile food storage and the security of these storage units during the event.
- ✓ Ensure safe (potable) water is available at the stall for hand washing, separate (potable) water is available for equipment washing, necessary cleaning agents and equipment are available at wash stations, all work surfaces and utensils are cleaned and sanitised and products and workflow move in one direction – from raw to cooked to serving area.
- ✓ Check that all staff are familiar with the Food Safety Program and their roles and responsibilities at the event and that they know what to do if something goes wrong.
- ✓ Check that rubbish and waste is removed at regular intervals from the stall.
- ✓ Complete **Record 7: Daily diary** and **Record 8: Cleaning schedule**.
- ✓ If food is contaminated dispose of it immediately.
- ✓ Following an event, review your operations to identify what worked well and what could be done better at the next event.
- ✓ Record events, festivals and food shows that your business participates in. The following is a suggested format).

Name of event	Location	Date of the event	Contact person	Organisation



Cleaning and sanitising

Goal: Ensure food preparation surfaces and equipment are kept clean and sanitised.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Food might be contaminated if premises, equipment, vehicles, containers and cleaning cloths are not cleaned and sanitised properly.	<p>Ensure appropriate cleaning products and equipment are used.</p> <p>Ensure an effective cleaning schedule is developed and implemented.</p> <p>Ensure staff have the required cleaning knowledge and skills.</p> <p>Replace cleaning cloths and cleaning equipment.</p>	<p>Confirm cleaning product details with manufacturers.</p> <p>Confirm contents and implementation of cleaning schedule.</p> <p>Observe staff cleaning practices.</p>	<p>Review and/or change cleaning products.</p> <p>Review and modify cleaning schedule.</p> <p>Conduct staff training.</p> <p>Raise poor cleaning practices with staff.</p>

Records

To check	Record	How often
Cleaning has occurred	Record 8: Cleaning schedule	As per schedule.

What are the risks?

Food might be contaminated and become unsafe to eat if the food premises, food preparation equipment and food transport vehicles and containers are not cleaned and sanitised properly.

Dirty equipment used in food preparation will transfer bacteria and cause food poisoning.

Dirty cloths can spread bacteria in food preparation areas. Bacteria from cleaning cloths could spread to food preparation areas if staff do not follow basic hygiene practices.

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

Six cleaning steps for food contact surfaces and equipment

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



Cleaning tips

- ✓ Create a cleaning schedule to keep track of what must be cleaned and when. The schedule sets out the cleaning tasks so that staff members know how often each job must be done, how it should be done and who should do it. A cleaning schedule should include:
 - the floors, walls and ceilings of all areas of the business, from the front door to the delivery area
 - all extractor fans, kitchen equipment, display units, refrigerators and storage areas
 - the cleaning equipment itself (broken equipment should be reported and replaced)
 - a time frame that ensures there is no buildup of rubbish, recycling material or food waste or dirt and grease on any of the equipment and vehicles used to transport food.
- ✓ Operate a clean-as-you-go policy and clean all spillages immediately. Provide cleaning materials, equipment and cleaning agents in order to clean effectively.
- ✓ Use clean or disposable dishcloths – single-use paper towels are better than cloths. Wash cloths in hot water and detergent after every use and sanitise dishcloths regularly. Replace cloths regularly during each shift.
- ✓ Ensure staff members wash their hands after cleaning and change gloves, and change protective clothing, before returning to prepare or handle food.

Sanitising and chemical usage tips

- ✓ Know what your cleaning products are designed for and how to get the best from them before you use them. If you use cleaning products that are not chlorine-based, read the information from the manufacturer to check the effectiveness of the product.
- ✓ Check with your chemical supplier for advice about what cleaning agents are suitable for food premises, food contact surfaces and equipment.
- ✓ Follow the manufacturer's instructions when using a sanitiser. Some sanitisers work as a detergent and a sanitiser and some might need to be applied more than once when used for heavy cleaning work.
- ✓ Clean surfaces before sanitising – unclean surfaces cannot be sanitised. Sanitising small equipment may be done via heat or steam. Heat the surface to above 77°C with boiling water or spray or swab the surface with a food surface chemical sanitiser. Work surfaces and food contact surfaces can be sanitised using chemical sanitisers where it is not appropriate to use heat.
- ✓ Sanitise smaller items using a dishwasher that operates a wash cycle at 80°C. If your dishwasher does not have this function, immerse small items for 30 seconds in a solution containing 50 ppm (parts per million) chlorine at 50°C or equivalent. Dishwasher filters need to be cleaned and the dishwasher also needs to be cleaned and sanitised.
- ✓ Make up your bleach-and-water solutions every 24 hours because the chemical breaks down and becomes ineffective after this time. Preparation of solutions should occur away from food and food preparation areas. Old batches or out-of-date chemicals should be disposed of safely.
- ✓ Use appropriate bleach and water solution ratios – 2.5 ml (1 teaspoon) of bleach to 1 litre of water for household bleaches or 1ml of bleach to 1 litre of water for commercial bleaches. (Check ratios on products label or with your supplier.)
- ✓ Change types of sanitser on a regular basis, especially non-chlorine-based cleaning chemicals, as some bacteria can become resistant to the active agents.
- ✓ Store chemicals in clearly labelled containers that are free from damage or leaks and away from food in a designated area separate from food preparation and food storage areas. Never store chemicals in food or drink containers.



Business responsibilities for health and hygiene

Goal: Ensure that everyone who handles food has the skills and knowledge needed to provide safe food and meet all food safety requirements.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Food safety might be at risk if staff are not supervised and managed appropriately.	Ensure all food handlers are adequately supervised by managers and that all food handlers have adequate skills and knowledge to carry out their duties safely.	Check appropriate policies, procedures, staff training and operational systems are in place.	Modify policies, procedures, staff training and operational systems as appropriate.
Food safety might be at risk if staff are ill and/or do not use good personal hygiene practices.	<p>Make sure food is handled safely by:</p> <ul style="list-style-type: none"> informing staff of the importance of personal hygiene in preventing food from becoming contaminated making sure no one in the workplace has an illness that could make food unsafe to eat making sure people take additional precautions not to contaminate food when they return to work after an illness. <p>Provide equipment and facilities that support hygiene, such as hand-washing basins and sanitising products.</p>	<p>Observe the personal hygiene and food handling practices of all staff.</p> <p>Be alert for symptoms of any food poisoning or gastroenteritis-type illness (gastro) or food-borne disease.</p> <p>If someone has been off work due to illness, check they have a medical certificate that states they no longer suffer from or are not a carrier of a food-borne disease.</p>	<p>Improve staff supervision and training.</p> <p>Address non-compliant staff behaviour.</p> <p>Food handlers who have symptoms such as diarrhoea, vomiting, sore throat with fever, fever or jaundice should be excluded from the food handling business for up to 48 hours after their symptoms cease. They must be excluded from any direct contact with food during this time.</p>

What are the risks?

Inadequate supervision and leadership within a business might result in poor food handling practices and standards.

Members of the public might consume contaminated or unsafe food and become unwell.



Tips

- ✓ Ensure staff members understand the circumstances that might lead to food being unsafe and what action they can take to avoid it by:
 - inducting all staff into your business' Food Safety Program
 - providing information about good basic food hygiene and personal hygiene techniques
 - developing and implementing a training plan for staff.
 - providing additional information about preparing and managing specific foods, such as Sushi, including checking the pH level of food and why this is important
 - making sure staff understand and can implement cleaning schedules, record keeping and recall procedures
 - making sure staff understand the operating and cleaning requirements of equipment, including how to use and clean thermometers.
- ✓ Ensure that conditions such as infected skin sores, boils, severe acne, cuts and abrasions are covered with a waterproof dressing and that discharge from ears, nose or eyes from an infection or allergy are carefully managed.
- ✓ Ensure that staff members understand their responsibilities if they have food poisoning, a gastroenteritis-type illness (gastro) or food-borne disease symptoms.
- ✓ Keep records of staff illness (e.g. noting in the business' diary whether the staff member was absent due to a gastro-related illness). Authorities might require this information after a food-related incident or outbreak.
- ✓ Ensure that staff members inform the food safety supervisor or manager if they suspect that food might be contaminated and if they have any illnesses that might contaminate food.
- ✓ Prohibit smoking in all food preparation and storage areas.
- ✓ Prohibit animals from all parts of the food business premises (unless they are assistance animals such as guide dogs).
- ✓ Ensure hand-washing facilities are available at the food premises – with warm running water, soap and single-use towels. A container for used towels must be supplied near the hand-washing facility. For further information ask your local environmental health officer.
- ✓ Put up posters near sink areas to remind staff to wash their hands.
- ✓ Lead by example – wash your hands frequently.



Food handlers' responsibilities

Goal: Ensure everyone who handles food understands and practises good personal hygiene.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Food safety might be at risk if staff are ill and/or do not use good personal hygiene practices.	<p>Inform staff of their responsibilities when handling food.</p> <p>Inform staff of the importance of personal hygiene in preventing food from becoming contaminated.</p> <p>Inform staff that they must report any food-related illness, and ensure they understand the risks of continuing to work when ill.</p> <p>Inform staff that they must take additional precautions not to contaminate food when they return to work after an illness.</p> <p>Inform staff about the importance of hand washing in preventing food from being contaminated.</p>	Observe the personal hygiene and food handling practices of all staff.	<p>Improve staff supervision and training.</p> <p>Address non-compliant staff behaviour.</p> <p>Develop and implement a training plan for staff.</p> <p>See the free online training program I'M ALERT at www.imalert.com.au</p>

What are the risks?

- Food handlers with poor personal hygiene practices or who may be sick might risk the safety of the food they handle.
- Food handlers with poor hand-washing knowledge or practice may contaminate foods and may cause food to be unsafe and result in food poisoning of customers.

Four steps for effective hand-washing

- 1 Use soap to work up a lather.
- 2 Wash palms, fingers, thumbs, nails and wrists. (Use a clean nail brush if necessary.)
- 3 Rinse off soap by washing hands under running warm water for at least 20 seconds.
- 4 Dry with paper towel then air dry. Never wipe wet hands on clothes, uniform or apron to dry them.



Tips

- ✓ Ensure that all staff complete food handler training.
- ✓ Ensure that all staff members handle food safely and follow the Food Safety Program.
- ✓ Ensure that all staff who handle food use the following personal hygiene practices:
 - bathe or shower daily
 - keep fingernails trimmed, clean and free from nail polish
 - avoid touching nose, mouth, hair and skin during food preparation
 - prevent coughing, spitting or sneezing directly onto any food
 - tie back long hair and wear head gear (such as hats and disposable hair nets) to prevent hair getting into food
 - use disposable tissues to blow their nose and wash hands after each time
 - wear minimum jewellery (a plain wedding band is acceptable).
- ✓ Ensure that all staff who handle food use the following work practices:
 - do not wear uniforms outside the food area
 - wear suitable protective clothing while preparing and handling food
 - use disposable gloves appropriately
 - do not change clothes or eat or drink in food preparation areas
 - cover cuts or sores with a waterproof, bright (preferably blue) band-aid
 - inform visitors of personal hygiene rules
 - ensure personal hygiene rules are observed at all times while in a food preparation area.
- ✓ Ensure that all staff wash their hands frequently, including when they have been:
 - to the toilet
 - handling any food that might potentially contaminate other food products (including raw ingredients and allergens)
 - eating or drinking
 - smoking, licking fingers, biting nails, touching pimples or sores
 - coughing, sneezing, using a handkerchief or disposable tissue
 - disposing of or handling waste
 - handling animals
 - handling anything else other than food (e.g. money, cleaning cloths, cleaning equipment)
 - away from the workplace (starting a shift or returning from a break).
- ✓ To find out more about allergens and how you may help customers with allergen questions, see www.allergyfacts.org.au



Thermometer use, calibration and equipment maintenance

Goal: Ensure that all thermometers and temperature measuring equipment are accurate and calibrated correctly.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
If thermometers are not accurate, food may be in the temperature danger zone of 5°C to 60°C and allow food poisoning bacteria to grow.	Check temperature measurement regularly. Have thermometers calibrated annually or as per manufacturer's specifications (e.g. thermometers should measure potentially hazardous food to +/- 1°C).	Conduct cold temperature and/or hot temperature testing. Have equipment calibrated by manufacturer, supplier or external contractor. If using an automated system ensure that calibration is included in any service agreements.	Have faulty thermometers repaired or replaced.
Thermometers might contaminate food if not cleaned and sanitised properly.	Clean and sanitise thermometers before and after each use.	Inspect thermometers to see whether they have been sanitised and cleaned.	Modify cleaning and sanitising practices. Remind staff to clean and sanitise thermometers after each use.

My Records

To check	Record	How often
Accuracy of equipment	Record 5: Equipment calibration log	Yearly/quarterly/monthly depending on frequency of use.

What are the risks?

- ✓ Without an accurate thermometer or temperature measuring device, you might not know whether high-risk foods have been sufficiently cooked, are being kept at the correct temperature in a refrigerator or display unit, are being cooled and reheated safely or whether high-risk food is at the correct temperature when it arrives at your business.
- ✓ A thermometer might contaminate food if it is used incorrectly or not cleaned properly. Allergenic foods may be contaminated by other food if thermometers are not cleaned effectively. You may decide to have dedicated thermometers for different types of allergenic foods.
- ✓ Thermometers are sensitive pieces of equipment that may break or lose accuracy if they are dropped or roughly handled.
- ✓ You are required to keep high-risk food foods at 5°C or colder or at 60°C or hotter when being stored, displayed and transported. Other time and temperature requirements apply to the cooking and reheating of cooked high-risk foods.



Tips

- ✓ Maintain equipment and replace when defective. Some equipment, such as slicers and mincers, must be regularly checked to ensure they are operating safely. Other parts of your premises, such as pest control screens and refrigerators, must always be working properly to maintain the safety of the food you produce. Some equipment, such as thermometers and weighing scales, need calibration or adjustment to make sure readings are reliable and accurate.
- ✓ Create a maintenance schedule to track when equipment has been serviced and note when the next service is due. You might wish to note it in your business diary (instead or as well).
- ✓ Keep thermometers easily accessible at your business premises. If you have several premises, you need a thermometer at each of them.
- ✓ Use a thermometer that can be inserted into the food to measure its core (the middle). This means the thermometer must have a probe.
- ✓ Use a thermometer that is accurate to $\pm 1^{\circ}\text{C}$. This means that when the thermometer reads 5°C , the actual temperature of the food is between 4°C and 6°C . The accuracy of the thermometer will be stated in the documents or packaging that came with the thermometer. If you don't have any documents, contact the thermometer's manufacturer and ask about its accuracy.
- ✓ Purchase thermometers from companies that supply electronic testing equipment or catering suppliers that sell probe thermometers.
- ✓ Do not use thermometers attached to cool rooms, hot holding units and sandwich display when checking the temperature of food. These thermometers measure the operational temperature of the unit, but not the actual temperature of the food. You must use a probe thermometer to measure the internal temperature of food.
- ✓ If using remote temperature monitoring IT systems, you will need to check that all temperature probes are replaced when damaged.
- ✓ To find out more about allergens and how you may help customers with allergen questions, see www.allergyfacts.org.au

Tips – using a thermometer

- ✓ Make sure the thermometer is calibrated regularly (as per the supplier or manufacturer's requirements).
- ✓ Make sure the probe on the thermometer is cleaned and sanitised before and after measuring food (use alcohol swabs available from chemists).
- ✓ Take the food's core temperature by inserting the probe into the food and wait approximately 30 seconds until the temperature reading stabilises before reading the temperature.
- ✓ If you use the same thermometer to measure both hot and cold food, clean and sanitise between uses.
- ✓ Measure the surface temperature of vacuum packed or frozen foods by placing the length of the probe thermometer between two vacuum packs or frozen items – the temperature will be approximate, but the package will remain intact.
- ✓ Ensure thermometers are calibrated by the manufacturer, distributor or external contractor at least once per year (or as directed by the manufacturer). Test thermometers using cold temperature testing and/or hot temperature testing methods.



Pest control

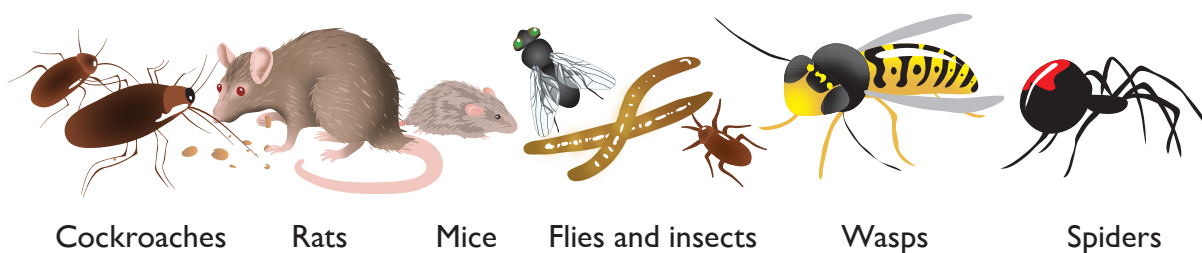
Goal: Ensure that food is secure and protected from pests.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Contamination of food by pests	Prevent pests from entering premises. Install door and window fittings to secure food areas. Remove rubbish and store securely. Protect food and ingredients from pests. Implement a pest control monitoring service or create your own plan to check for pest activity and take action as necessary.	Regularly inspect premises, food storage areas and rubbish storage areas for signs of activity by pests. Read and act on pest controller reports if a contractor is used.	Repair premises and food and rubbish storage areas. Increase pest controls by reviewing current control measures. Set up more bait stations or seek professional help to reduce pest activity.

What are the risks?

Food might be contaminated by pests and become unsafe for eating. Pests include mice, rats, cockroaches, flies, ants, birds, beetles and weevils.

Control of pests and throwing out contaminated food can be costly for the business.





Tips

- ✓ Design and maintain the food premises so that pests cannot access any place where there is food or any place where they can nest or breed. Install screens on doors and windows that can be opened. Install pest exclusion strips on all doors.
- ✓ Make sure that the kitchens of premises with dining areas open to the street are insect and vermin proof.
- ✓ Strategically and safely position ultraviolet insect killers. (These should not be located above food preparation benches.)
- ✓ Label bait stations with the date of service and secure to the ground.
- ✓ Use a diary or create a log sheet to record what bait was used, note any pest activity and areas that need to be cleaned or repaired to keep the premises secure from pests.
- ✓ Use sealed pest-proof containers to store food and ingredients. Completely cover any food on display outside the kitchen.
- ✓ Ensure regular pest inspections. Consider hiring a licensed pest controller to visit the premises regularly. Licensed pest controllers are responsible to ensure their service is in compliance with legislative requirements and best practice guidelines for use of pesticide. If you hire a licensed pest controller, ask them for an inspection report. This report should give written results of each visit to the food business premises.
- ✓ If you receive a pest controller's report, promptly treat any pest infestation, including maintenance work or cleaning.
- ✓ Protect food from possible contamination if chemicals are used for pest control.
- ✓ Do not permit live animals into the premises. The only exceptions to this are:
 - shellfish and fish intended for food
 - guide dogs, which must be permitted by law.



Food recalls and waste disposal

Goal: Ensure your responses to food recalls are prompt and that waste is removed frequently from your premises.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
<p>The health of the public might be at risk if food recalls are not managed quickly and appropriately.</p> <p>Food may cause a public health risk to people who eat these products unknowingly.</p>	<p>Act immediately and follow instructions given when a food recall occurs.</p> <p>Take recalled goods off the shelf and store in a segregated area and label not to be sold.</p> <p>Ensure staff understand food recall procedures.</p>	<p>Check that supplier or council instructions have been followed.</p>	<p>Take corrective action.</p>
<p>The health of the public might be at risk if waste disposal is not managed appropriately.</p>	<p>Manage waste food.</p> <p>Clean and sanitise waste food areas.</p> <p>Use signage that makes it clear where waste is to be disposed of.</p>	<p>Regularly inspect waste storage areas.</p>	<p>Take corrective action.</p>

Note: A supplier, food manufacturer or a government official might notify you that a particular food is unsafe. If you stock that food, you are required by legislation to remove that food from sale and dispose of it as advised. This is known as a 'food recall'.

What are the risks?

The health of the public might be at risk if recalled food is not removed quickly and disposed of appropriately.

Pests can contaminate food and food preparation areas if waste is not removed frequently. If waste food is not disposed of appropriately it will attract pests into your premises.

Recall tips

- ✓ If you supply food to other businesses, obtain a copy of the FSANZ Food Industry Recall Protocol. Phone (02) 6271 2222 or visit their website www.foodstandards.gov.au/publications
- ✓ Subscribe to FSANZ to receive information on food recalls from the Food Standards website www.foodstandards.gov.au/consumer/information/recalls
- ✓ Know the name and address of all the suppliers of all your foods. Record this on your **Record I: Approved Food Suppliers List**.
- ✓ Keep invoices or delivery dockets that contain a prescribed name or description of the food, batch numbers, date markers or other information.
- ✓ When you receive a recall notice, take immediate action to remove food from use or display in your business.
- ✓ Follow all other instructions given by the supplier or the local council.



Waste disposal tips

- ✓ Dispose of all food that:
 - has been served to a customer and not eaten
 - has been held in hot storage for longer than six hours
 - is known to be unsafe to consume
 - is past its 'use-by' or 'best before' date
 - you suspect might have been contaminated by pests, dirt, dust or cleaning chemicals
 - you are required to dispose of under an order or as a result of a food recall.
- ✓ Separate waste food from the foods to be used for human consumption.
- ✓ Place waste disposal bins conveniently around the food preparation area.
- ✓ Clearly label waste disposal bins to make them clearly distinguishable from food storage containers.
- ✓ Use plastic bin liners in waste disposal bins in food preparation areas.
- ✓ Regularly empty rubbish bins in food preparation areas to avoid over-filling or spillages.
- ✓ Tie all bin liners before placing them in waste disposal storage.
- ✓ Clean waste disposal bins in preparation areas on a daily basis and leave overnight to air dry.
- ✓ Clearly identify the waste disposal storage area.
- ✓ Regularly clean waste disposal storage containers and surrounding areas.
- ✓ Ensure regular collection of waste from your premises.
- ✓ Follow the instructions given in the order or as outlined on a food recall.



Food allergens

Goal: Protect customers from food allergens by avoiding cross-contamination and providing accurate information about the ingredients in the food sold.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Some people have a reaction to food containing allergens.	<p>The presence of allergens should be declared on the food packaging.</p> <p>Where the food is not required to be labelled it should be:</p> <ul style="list-style-type: none"> • identified when displayed <p>or</p> <ul style="list-style-type: none"> • declared to the purchaser upon request. <p>Manage food preparation and display to prevent cross-contamination.</p> <p>Clean and sanitise equipment and work areas.</p>	<p>Inspect labels of ingredients for the presence of allergens.</p> <p>Check staff knowledge and understanding of allergens.</p> <p>Observe storage, preparation and display practices to avoid the risk of allergen contamination.</p>	<p>Inform staff and customers about any food that might contain allergens.</p> <p>Re-train staff on allergens and avoid allergen cross-contamination (e.g. use separate utensils, etc.)</p> <p>Inform staff of the importance of using clean utensils at all times, particularly when switching from working with foods containing allergens to other foods that do not contain allergens.</p>

What foods contain allergens and intolerances?

The current allergen register includes these foods:

- cereals containing gluten and their products, namely: wheat, rye, barley, oats and spelt and their hybridised strains, other than where these substances are present in beer and spirits described in FSANZ Standards 2.7.2 and 2.7.5
- shellfish, crustaceans and their products
- eggs and egg products
- fish and fish products
- milk and milk products
- peanuts and soybeans and their products
- added sulphites in concentrations of 10 mg/kg or more
- tree nuts and sesame seeds and their products.

The term 'products' means foods that have these items in their ingredients.

The Food Standards Code requires that the presence in a food of any product must be declared: when present as an ingredient, an ingredient of a compound ingredient, a food additive or component of a food additive or a processing aid or component of a processing aid. More information about the Food Standards Code is available at www.foodstandards.gov.au



What are the risks?

Some people might have a reaction to food containing allergens.

People's reactions to food allergens vary, but they can be life threatening. Some people with food allergies can have a severe reaction to even the smallest trace amount of certain allergenic foods.

Victorian food laws require that your business complies with the Food Standards Code. You must understand and practise FSANZ Food Standards Code Part 1.2, *Application of Labelling and Other Information Requirements*. Refer to 1.2.3, *Mandatory Warning and Advisory Statements and Declarations* for information on allergens.

Tips

- ✓ Inform staff of the importance of providing accurate information about the ingredients in food and show them where they can get further information.
- ✓ Keep a copy of the ingredient information of any foods that have been removed from their original packaging or labelling.
- ✓ Make information available to be assessed by your staff when serving food or when a customer makes an enquiry.
- ✓ When naming food for display or menus, include known allergens or include specific ingredients in the description of the food (for example, 'fish with almond butter').
- ✓ When handling foods that contain known allergens, take extra care not to contaminate other foods or equipment. Set aside a time or work area that is used solely for the preparation of allergen-free foods and use separate utensils for foods that are designated to be allergen-free.
- ✓ If food is contaminated with an allergen, inform your staff and customers of this risk.
- ✓ Ensure that staff clean and sanitise all equipment and surfaces that come into contact with allergens.
- ✓ Include special instructions in your cleaning schedule to prevent cross-contamination during cleaning.
- ✓ If customers request food suitable for special dietary requirements you must ensure your business provides this or you might be putting your customers' health at risk.
- ✓ When displaying unwrapped food you might need to follow further instructions. For more information on Standards 1.2.3, 2.7.2 and 2.7.3, visit www.foodstandards.gov.au
- ✓ To find out more about allergens and how you may help customers with allergen questions, see www.allergyfacts.org.au



Time control

Goal: Ensure cooked and ready-to-eat food (high-risk food) does not remain at room temperature for a long enough time to become unsafe.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Growth of food poisoning bacteria from food being in the temperature danger zone of 5°C to 60°C	Use the 2 hour/4 hour rule to manage high-risk food temperatures. Only use the 2 hour/4 hour rule if : <ul style="list-style-type: none"> • you know the temperature history of the food • you can show evidence that cooling processes are in line with the cooling rules in Section 6: Cooling food. 	Measure food temperatures at regular intervals during food practices, such as purchasing and receiving, preparation, displaying and serving.	If cold or hot food is delivered in the temperature danger zone of 5°C to 60°C , ask the delivery person to show you evidence of the temperature of the food for the previous 2 hours. Reject high-risk foods that are delivered at the wrong temperature or where evidence of the temperature is not provided. Dispose of high-risk food that has been at room temperature for more than 4 hours.

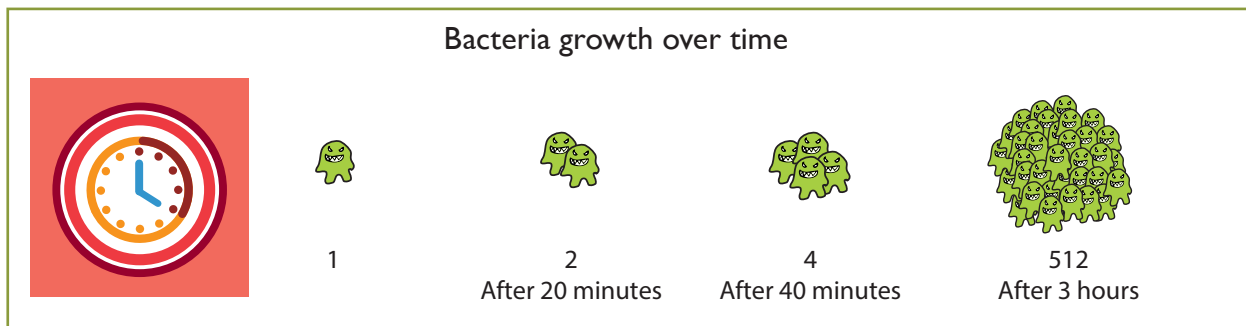
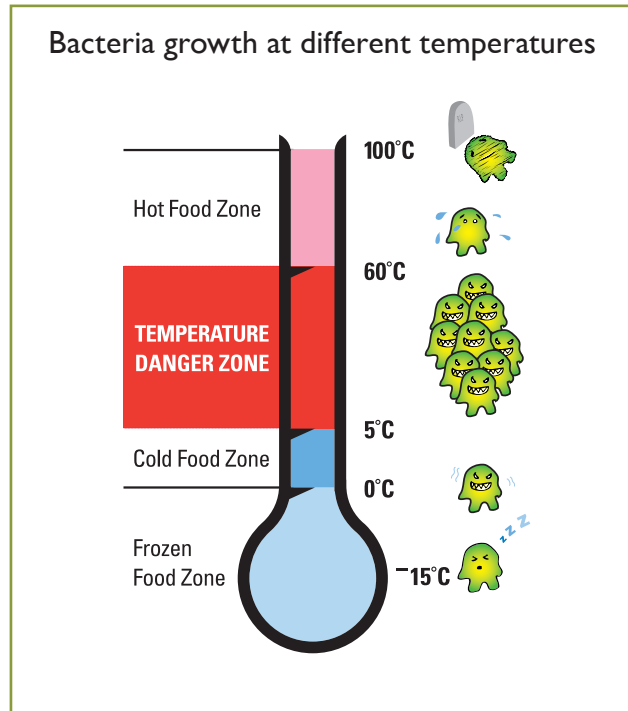
My Records

To check	Record	How often
Record the time food is placed on display and the temperature. Note the time food is returned to the refrigerator or disposed of.	Record 4: Time log	Record times and temperatures when food is removed from hot/cold storage, in line with support program requirements.
Record the time and temperature of food at each process stage.	Record 6: Activity log	Check and record the food at each process stage if using the time control rules more frequently to demonstrate that the food is meeting the 2 hour/4 hour requirements.
Alternative record	Record 7: Daily diary	Frequency as outlined above in Records 4 and 6.



What are the risks?

Food held at room temperature (which is in the **temperature danger zone of 5°C to 60°C**) for long periods of time can cause spoilage and bacteria to grow quickly to large numbers in the food. This can cause gastro-type illnesses. In these diagrams you can see that both time and temperature contribute to bacteria growth.



Food might look safe and might not be noticeably spoiled (have no off odour, smell or taste), but it might be very unsafe to eat.

'Best before' and 'use-by' dates on cooked, ready-to-eat and high-risk foods will be void if the food is not kept at the recommended storage temperature.

If your business has not stored the food as directed, you will be at fault if the food becomes unsafe.



What is the 2 hour/4 hour rule?

The 2 hour/4 hour rule provides a way of monitoring the time that high-risk food spends in the **temperature danger zone of 5°C to 60°C** to limit the risk of it becoming unsafe. The rule provides the following steps:

If high-risk food is kept at room temperature	Action
Up to 2 hours	You should return it to the refrigerator for use later (to be cooked later or to be served).
Between 2 and 4 hours	Ensure it is eaten immediately.
More than 4 hours	Throw it away and don't use it in any preparation.

Before using this rule, check:

- Is the food a high-risk food?
- Was the food previously kept at room temperature? For how long?
- Are your refrigerators and hot holding equipment working correctly?
- If this food was cooked and cooled, can you prove that it was done in line with the cooling rules?
- Are staff members familiar with the Food Safety Program instructions and use of the record sheets?
- Have you informed staff members about this rule? Do they know how to use it?
- If food is not eaten on the premises, how will you inform customers that it must be eaten within 4 hours?

Tips

- ✓ Place a label on the food or the tray to record the time it spends at room temperature.
- ✓ When preparing raw high-risk food for cooking, make sure that the time it is held at room temperature is kept to a minimum. Return food to the refrigerator during delays.
- ✓ Record on the time log if food is placed back in the refrigerator.
- ✓ Record on the time log how much food was disposed of.



Bacteria	Commonly known as germs, bacteria microorganisms are found in and on food, people, surfaces, untreated water, dirt, soil, plants, animals and pests.
Calibration	Ensures the accuracy of the readings of a measuring instrument are consistent with a known standard (for example, a thermometer) See <i>Support program 4: Thermometer use, calibration and equipment maintenance</i> .
Clean	(adjective) Free from visible matter, such as food waste, dust, dirt, grease and other contamination and free from objectionable odour (verb) The action of making equipment, utensils, crockery and so on in a condition free from visible matter and odours
Cleaning schedule	A list of the cleaning activities required throughout the premises and equipment, including how often cleaning is to be done, how this cleaning is carried out (for example, chemicals and equipment required) and recording the completion of these cleaning activities. If your business transports food, your cleaning schedule must also include a cleaning schedule for the transport containers or vehicles.
Contaminant	Biological, chemical or physical matter that might lead to a food safety risk (for example, physical matter such as glass in food) or an allergen
Contamination	The introduction or occurrence of a contaminant in food
Contact time	Some chemical cleaning solutions must be in contact with a surface or equipment for a certain amount of time to work effectively, remove dirt or kill bacteria. Check with your chemical supplier.
Cool	To lower the temperature
Corrective action	The steps to be taken by your staff where a breach of a control measure occurs (that is, if the hazard is not controlled)
Cross-contamination	Occurs when harmful bacteria or allergens spread to food from other food, surfaces, hands or equipment. For example, food poisoning can occur when bacteria in raw meat juices come into contact with cooked or ready-to-eat food. Cross-contamination can also occur if equipment used for raw food preparation is then used for cooked or ready-to-eat food.
Customer complaints record	A record of customer complaints about food safety and the action taken subsequent to the complaint
Delivery	The receipt of goods from a supplier, at which time the proprietor then takes responsibility for the food
Detergent	Chemical, such as washing up liquid, used to assist the removal of grease, dirt and food from utensils or equipment. Detergents do not kill bacteria. Detergents work best in clean, hot water.
Disinfectant	A chemical used for disinfecting, which kills bacteria. Surfaces must be clean of grease, dirt and food before using disinfectants.
Dry goods	Food ingredients that can be stored at room temperature (not chilled or frozen) without being a risk to food safety (e.g. flour, sugar, rice, jars and unopened bottles of sauce, sealed canned fruit and raw vegetables)
Dry storage	Storing dry goods at room temperature



Equipment	A machine, instrument, apparatus, utensil or appliance (other than a single-use item) used in connection with food handling
Equipment maintenance record	A record of work completed in the upkeep of equipment, including repairs, disposal and maintenance program replacement of equipment
Food-borne illness	Illness caused through eating contaminated food, such as chemical contamination or virus and food poisoning bacteria
Food-grade container	A protective covering or wrap that will not contaminate food products, especially by leaching chemicals into the food
Food handling	The making, manufacturing, producing, collecting, extracting, processing, storing, transporting, delivering, preparing, treating, preserving, packing, cooking, thawing, serving or displaying of food
Food handling requirements	A program that covers food handling, personal hygiene, cleaning of the equipment and monitoring of these practices to ensure the safe production of food
Food poisoning	When an individual is sick from eating food that has been affected by: <ul style="list-style-type: none"> • biological contamination – food poisoning bacteria that have grown to large numbers or toxin from bacterial spores that can survive cooking and food that is not cooled quickly • physical contamination – things found in food that should not be present such as stones, wound strips, hair, glass, insects, wood or metal • chemical contamination – where cleaning agents, detergents or fly sprays have come in contact with food. Allergens can also contaminate non-allergenic foods.
Food recall	An action taken to remove from sale, distribution and consumption of foods that pose a safety hazard to consumers, including the food's retrieval and disposal
Food supplier	A person or company that provides food ingredients, prepared foods, cooked or ready-to-eat foods to your business
Freeze	Preserve food by refrigerating below freezing point or using blast freeze equipment
Frozen products	Foods made solid by refrigeration below freezing. Foods that are partially thawed are not frozen products.
Frozen storage	Controlled storage conditions that maintain frozen products until required for use
Frozen storage	Controlled storage conditions that maintain frozen products until required for use
Garnish	To decorate or embellish food (e.g. the addition of parsley to the top of lasagne)



Gastroenteritis, gastro (food poisoning)	Illness caused either by food-borne or water-borne bacteria. Large numbers of bacteria in food or water can cause an adverse reaction when consumed, which causes the person to become ill. A person with gastro can suffer from a range of symptoms, such as diarrhoea, vomiting, sore throat, fever and jaundice.
Hazard	A biological, chemical or physical agent in, or a condition of, food that could be dangerous to human health
High-risk food	High-risk foods include meat, seafood, poultry, eggs, dairy products and smallgoods, or foods that contain these items (e.g. sandwiches, quiche and prepared salads). Certain foods become high-risk when they are cooked, such as noodles, rice, pasta and similar dry foods. High-risk foods are also known as 'potentially hazardous' foods.
Hold	Keep or reserve; keep in a specified condition
Hot-hold	Keep food at, or above, 60° C using appropriate equipment, such as hot lamps and bains-marie
Microbial organisms	Any living organism that can survive as a single cell, including bacteria, viruses, yeasts and moulds
Microwave	(verb) to cook or heat in a microwave oven (noun) an oven that uses high-frequency electromagnetic waves to cook or heat food
Mix	To combine two or more substances
Monitoring	A systematic process followed by staff to check and record a food handling activity
Order	A direction or instruction to buy, sell or supply food
Peel	To remove the outer covering of a foodstuff (for example, fruit, vegetable, prawn)
Pest control	The elimination of pests from a food premises and the prevention of pests from entering the premises.
Pest controller	A service provided by specialists to eliminate pests using methods such as bait boxes and other pesticides suitable for use in a food premises
Pests	Birds, rodents, insects
Potable water	Water that is acceptable and safe for human consumption and which must be used in a food business for washing food and/or food ingredients, cooking, adding to food and drinks, making ice, cleaning of food contact surfaces, cleaning food containers and utensils, hand washing and personal hygiene
Potential hazard	Something that could make food unsafe, but has not yet done so; potentially hazardous food that must be kept at certain temperatures to minimise the growth of any bacteria
Process	In relation to food, any activity that involves preparation of food for sale



Processed fruit	Fruit and vegetables that have been altered from their original state
Raw materials	Food before it is changed or processed
Ready-to-eat food	Food that is ordinarily consumed in the same state as which it is sold – does not include nuts in the shell and whole, raw fruits or vegetables that are intended for hulling, peeling or washing by the consumer
Refrigerated storage	The storage of potentially hazardous food at a temperature between 0°C and 5°C
Reheat	The heating of food that has already been cooked and cooled to a temperature that will kill microbial organisms that might be growing in that food
Sanitise	To apply heat or chemicals, or a combination of heat and chemicals, to kill food poisoning bacteria or reduce bacteria numbers to a minimum level
Sanitiser	A chemical that can be used to reduce the numbers of bacteria on a work surface (see <i>Support program 1: Cleaning and sanitising</i> for more information on cleaning chemicals and how they work)
Self-service	A process where customers serve themselves
Standard	Established method for staff to follow, which ensures food and food processes remain safe
Stock rotation	Storage of food so that the more recently delivered or acquired stock is placed behind existing stock. This practice ensures oldest stock will be used first and helps avoid food passing its best before date
Temperature control	The methods used by a business to maintain the temperature of food at below 5°C for chilled foods and higher than 60°C for hot foods.
Thawing	Removing food(s) from frozen storage (–15°C) and bringing it to a chilled state (0 to 5°C) prior to preparation or cooking
Thermometer	An instrument used to measure temperature, such as a probe thermometer (see <i>Support program 4: Thermometer use, calibration and equipment maintenance</i>)
Transport	Take or carry goods from one place to another
Wash	Clean with liquid, especially detergent and water



Population Health

Department of Health and Human Services

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