

Eat Safe™

FRASER COAST



FOOD SAFETY MADE EASY GUIDE



Food safety is important for our region to protect the health and well-being of residents and visitors. Council is committed to ensuring and supporting 'best practice' safety standards within the food industry.

In 2016, Council is introducing a new food safety rating scheme called **Eat Safe Fraser Coast**. All licensed food businesses within Fraser Coast Region will be issued with a **food safety star 'rating'** based on an assessment conducted by Council.

This Eat Safe Fraser Coast Food Safety Made Easy Guide was developed to assist food businesses to enhance and maintain their food safety management processes. In doing so, you will put your business in a better position to achieve a high **Eat Safe Fraser Coast** star rating.

This guide contains two sections:

Section A – Compliance Details contains the legislative food safety requirements.

Section B – Good Management Practices outlines methods to control food safety hazards in the handling of food in a food business.

For more information about the **Eat Safe Fraser Coast** food safety rating scheme, how it works, and the star ratings, visit www.frasercoast.qld.gov.au/eatsafefrasercoast



CONTENTS

SECTION A – COMPLIANCE DETAILS	7
FOOD SAFETY GENERAL REQUIREMENTS	7
FOOD BUSINESS LICENCE	7
How do I apply for a licence?	7
How do I renew my licence?	7
Does my licence need to be displayed?	7
What are site specific conditions?.....	7
What should I do about any previous outstanding issues from the last audit?	7
FOOD BUSINESS STRUCTURAL DESIGNS	7
How do I get my premises structurally approved?	7
What details are required on my Plan?.....	7
FOOD SAFETY SUPERVISORS	7
Who is a Food Safety Supervisor?	7
What is reasonably available?	8
Do I need to notify Council about my Food Safety Supervisor?	8
Where can I get more information regarding Food Safety Supervisors?	8
FOOD SAFETY PROGRAMS	8
What is a food safety program?	8
Do I need a food safety program?	8
SKILLS AND KNOWLEDGE OF FOOD OPERATORS	8
Why do I need skills and knowledge regarding food handling?	8
What are some examples of the skills and knowledge I require for food safety matters?.....	8
FOOD SAFETY – FOOD HANDLING CONTROLS	9
RECEIVING FOOD PRODUCTS	9
How should my products be delivered?.....	9
What temperatures should my products be at?	9
What are my responsibilities as an operator to ensure food delivered is safe and protected?	9
What should I do if the food is contaminated?	9
FOOD STORAGE	9
How do I store my food so it is protected from contamination and within the correct temperature zone?	9
FOOD PROCESSING	10
What measures should I put in place to prevent contamination?	10
How do I ensure that potentially hazardous food that won't undergo a pathogen control step is held outside of temperature control for minimal periods?	10
THAWING FOOD	11
What are the correct methods for thawing/defrosting food?	11
COOLING FOOD	11
What are the correct methods for cooling food?	11
REHEATING FOOD	11

What are the correct procedures for reheating food?.....	11
FOOD DISPLAY	11
How do I display my food so it is protected from contamination?	11
What are the correct temperatures for displaying hot, potentially hazardous food?	12
FOOD PACKAGING	12
How can I ensure my packaging materials will not contaminate the food?	12
FOOD TRANSPORTATION.....	12
How should I transport hot food?	12
How should I transport chilled food?	12
How do I prevent cross-contamination?	12
FOOD DISPOSAL.....	12
FOOD RECALL.....	13
ALTERNATIVE METHODS OF COMPLIANCE	13
How do I demonstrate I have an alternative system in place that will not affect the safety of the food I provide?	13
FOOD SAFETY – HEALTH AND HYGIENE CONTROLS.....	14
CONTACT WITH FOOD	14
How can my food handlers avoid unnecessary contact with ready-to-eat food and surfaces likely to come into contact with food?	14
HEALTH OF FOOD HANDLERS	14
Are my staff allowed to handle food if they are sick?	14
What should my staff do if they are sick during food preparation?	14
HYGIENE.....	14
How can I exercise good hygiene practices?	14
Why and when should I use gloves?	15
HAND WASHING FACILITIES.....	15
What are the minimum requirements for my hand washing facility?	15
How should I wash my hands?	15
When should my staff or I wash our hands?	15
DUTY OF FOOD BUSINESSES	16
How do I inform my food handlers of their obligations to ensure food is not contaminated?	16
FOOD SAFETY – CLEANING, SANITISING AND MAINTENANCE	16
CLEANLINESS OF THE FOOD PREMISES AND EQUIPMENT	17
How do I maintain my equipment, walls, floors and ceilings in a clean condition?.....	17
What are some general cleaning rules that I can put in place in my food premises?.....	17
SANITATION OF THE FOOD PREMISES AND EQUIPMENT.....	17
How do I ensure I am using the appropriate methods of sanitation?.....	17
MAINTENANCE OF THE FOOD PREMISES AND EQUIPMENT	18
What are the consequences of using damaged utensils, crockery and cutting boards?	18
How often should I service my grease trap?	18
What are the requirements for maintaining my premises, fixtures, fittings and equipment in a good state of repair and working order?.....	18

FOOD SAFETY – OTHER REQUIREMENTS	18
THERMOMETERS	19
Do I need a thermometer?	19
How do I maintain my thermometer in good working order?	19
How do I calibrate my probe thermometer?	19
How do I clean and sanitise my thermometer properly?	19
SINGLE USE ITEMS	19
TOILET FACILITIES	20
ANIMALS AND PESTS	20
How do I maintain a food business free of pests?	20
SECTION B - GOOD MANAGEMENT PRACTICES	21
ACCREDITED HAZARD ANALYSIS AND CRITICAL CONTROL POINTS (HACCP) PLAN	21
What is HACCP?	21
What are the HACCP principles?	21
What are the requirements if I need a HACCP plan?	21
ACCREDITED FOOD SAFETY PROGRAMS	21
What is a food safety program?	21
Do I need a food safety program?	21
Why do I need a food safety program?	22
What should I include in my food safety program?	22
How do I develop my food safety program?	22
How do I get my food safety program accredited?	22
What happens after my food safety program is accredited?	22
How do I find an approved auditor?	22
What happens after an audit?	22
What other things should I remember to do?	23
CLEANING PROGRAMS AND SCHEDULES	23
Why is cleaning and sanitising important?	23
What is the difference between cleaning and sanitising?	23
Why is a cleaning schedule important?	23
What should I include in my cleaning schedule?	23
How do I implement the schedule?	24
FOOD STORAGE TEMPERATURES	24
Why is it important to maintain food temperatures?	24
Why is it important to keep temperature records?	25
At what temperatures do bacteria grow and die?	25
When should I take temperatures?	25
Where is the danger zone?	25
Use of probe	25
How do I manage the 2 hour/4 hour guide?	25
How should I keep temperature records?	26

How do I manage the temperature of food displayed and stored at the food business?	26
How do I manage the temperature of products received?	26
How do I manage the temperature for food I transport from a food business?	26
What if I do not receive, store, process or display any potentially hazardous foods?	26
STAFF TRAINING	27
Why is it important to provide staff with training?	27
What sort of training should be conducted for my staff?	27
Why should I keep my training records?	27
STRUCTURAL MAINTENANCE AND EQUIPMENT MAINTENANCE	27
What are the general requirements for my food premises?	27
Why is maintenance important?	27
What are the acceptable solutions for kitchen maintenance?	28
What are the acceptable solutions for kitchen layouts?	28
What are the acceptable solutions for equipment and utensil maintenance?	28
PEST CONTROL SERVICES	28
What can a licensed pest control operator do for my premises?	28
What should I do before my premises is sprayed?	28
What should I do after my premises is sprayed before starting food preparation?	29
How do I control pests?	29
How do I prevent pests?	29
How do I develop my pest control schedule?	29
WASTE COLLECTION AND REFUSE CLEANING	29
What is waste and why is disposing of waste important?	29
What are the different types of waste?	29
Why is it important to keep rubbish protected?	30
Waste management tips	30
STOCK ROTATIONS	30
What is stock control?	30
What sort of stock control measures can I implement in my food business?	30
GLOSSARY	31

SECTION A – COMPLIANCE DETAILS

FOOD SAFETY GENERAL REQUIREMENTS



FOOD BUSINESS LICENCE

How do I apply for a licence?

Before operating a food business, ensure that you have applied for a food business licence with Council. The application form is available on Council's website www.frasercoast.qld.gov.au/eatsafefrasercoast or visit a Council Administration Office in Maryborough, Hervey Bay or Tiaro.

How do I renew my licence?

Annual renewal notices are mailed to each licensee every 12 months for payment. You can pay these invoices online or in person at Council's Administration Offices in Maryborough, Hervey Bay or Tiaro.

Does my licence need to be displayed?

Yes, your current food business licence and its prescribed details and conditions must be displayed in a prominent position, so that it is easily visible to the public.

What are site specific conditions?

If applicable, your food licence may have specific conditions relating to food handling activities associated with your business. It may restrict or prevent certain processes to be conducted under particular circumstances. These conditions must be complied with.

What should I do about any previous outstanding issues from the last audit?

Any outstanding non-compliance issues raised during a previous inspection / audit need to be rectified within the timeframes identified by Council officers in the assessment reports.



FOOD BUSINESS STRUCTURAL DESIGNS

How do I get my premises structurally approved?

When designing, building or fitting out new premises or making changes to an existing one, you will need to have plans drawn up to an appropriate scale of the proposed works and lodged with Council for approval before any building work commences. The plan allows Council to assess the proposed food premises fit out against the construction standards for a food business.

What details are required on my Plan?

The following details should be included on the Plans for your premises:

- finishes to floors, walls and ceilings;
- layout of all equipment, benches, fittings and fixtures and mechanical ventilation;
- door and window openings;
- where seating is provided for diners, the number of square metres of floor space available for dining and the number of persons to be catered for in this area;
- mechanical exhaust ventilation details; and
- process flow, from product received through to end-product delivered.



FOOD SAFETY SUPERVISORS

Who is a Food Safety Supervisor?

All licensable food businesses must have a Food Safety Supervisor. The business owner, licence holder, employee or an external contractor can be a Food Safety Supervisor for a food business, provided they meet the required competencies and are reasonably available at all times during business operating hours.

A Food Safety Supervisor is required to take a lead role in supervising food safety in your food business. They must hold the required competencies as well as:

- have the ability to supervise food handling practices in the food business;
- be reasonably available at all times the food business is operating; and
- have the authority to supervise and give instructions to food handlers.

What is reasonably available?

The availability of the Food Safety Supervisor is critical. Reasonably available means the Food Safety Supervisor is to be located on the premises whenever food handling is being undertaken or can be readily contacted if not present. Alternatively, there must be documented directions relating to food safety available to people who handle food. A supervisor is not required to be reasonably available when the business is operating but not handling food.

Do I need to notify Council about my Food Safety Supervisor?

You must notify Council the details of your Food Safety Supervisor within 30 days of your licence being issued. You must also notify Council of any changes to your Food Safety Supervisor or their contact details within 14 days of the change.

Where can I get more information regarding Food Safety Supervisors?

If you require more information on Food Safety Supervisors and the relevant competencies, you can visit the Queensland Health website at www.health.qld.gov.au/foodsafety.



FOOD SAFETY PROGRAMS

What is a food safety program?

A food safety program is a documented program that details practices and procedures your business will need in order to manage food safely.

Do I need a food safety program?

Under the *Food Act 2006*, only certain licensable food businesses in Queensland must have a food safety program accredited by Council such as:

- off-site caterers – businesses that cater for functions, charter boats that serve potentially hazardous food etc.
- on-site caterers – wedding venues, function halls, hotels, clubs etc.
- private hospitals, aged care/day care facilities etc.

SKILLS AND KNOWLEDGE OF FOOD OPERATORS

Why do I need skills and knowledge regarding food handling?

It is a requirement for a food business owner to ensure that all employees undertaking food handling activities have the skills and knowledge to produce safe and suitable food for the public. Food businesses should provide employees with on the job training regarding hygiene and sanitation procedures.

For free food safety training, please contact Council to make a booking. This training program does not replace the Food Safety Supervisor training requirements.

What are some examples of the skills and knowledge I require for food safety matters?

The skills and knowledge the food handlers must have in relation to food safety includes the following:

- knowledge that raw foods are likely to be contaminated with pathogenic bacteria;
- knowledge that consumption of an undercooked chicken can cause food-borne illness;
- knowledge of the time and temperature required to ensure all foods are thoroughly cooked;
- knowledge of correct storage temperatures for raw and cooked foods;
- skills to determine if equipment is set at the right temperature;
- skills to determine the temperature of the cooked product;
- knowledge that hand/gloves or equipment used to handle raw food may be a potential source of microbial cross contamination for cooked foods;
- skills to wash hands or equipment to reduce potential for microbial cross-contamination;
- knowledge of other potential sources of contamination for cooked products, such as dirty clothes and work benches; and
- skills to maintain a clean work area.

FOOD SAFETY – FOOD HANDLING CONTROLS



RECEIVING FOOD PRODUCTS

How should my products be delivered?

Your supplier should be able to provide you with the following:

- food where there are no visible ice crystals, signs of discolouration or drying out;
- food must be packaged in a way that protects it from contamination and the packaging should be free of water, mould, rust, dents, leaks and bulges;
- food under correct temperature control; and
- a batch code or “Use By Date” must be visible and easily understood.

What temperatures should my products be at?

All foods delivered should meet these temperatures:

- potentially hazardous food must be delivered at 5°C or below;
- hot food must be delivered at 60°C or higher; and
- frozen food should be frozen hard when delivered, not partially thawed.

What are my responsibilities as an operator to ensure food delivered is safe and protected?

Products should be purchased from well-known and respected suppliers. It may not be possible or practical for a business to check every item at the time of delivery, however a random spot-check of temperatures and cleanliness of delivery vehicles should be done on a regular basis.

To ensure you are able to demonstrate to Council that the food received was accepted at the correct temperatures, you will need to keep and maintain written records of the temperatures. (Refer to templates.)

What should I do if the food is contaminated?

If food is found to be contaminated or not protected from the likelihood of contamination, it must be rejected and should be returned to the supplier or destroyed with the consent of the supplier. You are not obliged to keep records of contaminated food that has been rejected; however you can make a note of when food is rejected and the reason for its rejection. Rejected food must be identified, held and kept separate from other stored food products.



FOOD STORAGE

How do I store my food so it is protected from contamination and within the correct temperature zone?

To prevent food from being contaminated, the following steps can be taken:

- store in food-grade containers and cover with a tight fitting lid;
- store raw food separately or away from ready-to-eat food;
- keep storage areas clean to minimise the opportunity for dirt and food scraps to contaminate other foods;
- keep storage areas free of pests;
- store containers on shelving and not on floors;
- keep shelving areas clean to discourage pests;
- do not use packaging that is damaged or has mould or dampness;
- do not overload refrigerators, cool rooms or freezers. Store items in a way that allows airflow between containers and food items;
- regularly check and clean fridge, cool room and freezer seals and condensers;
- take temperature readings of food at least twice each day;
- store any product that is defrosting or has natural juices on a drip tray and place on the bottom shelf in the cold storage unit below all raw, ready-to-eat and cooked products; and
- display a visible thermometer on the outside or have a thermometer inside the fridge, freezer or cool room.

What temperatures should I store my food at?

Food needs to be stored under correct conditions so it will not adversely affect its safety. Therefore foods should be stored in this manner:

- non-perishable food products should be stored in an area no hotter than 24°C;
- potentially hazardous food must be stored at 5°C or below or at 60°C or above to minimise the growth of food poisoning bacteria; and
- food stored in a freezer should be maintained at -17°C or below.



FOOD PROCESSING

What measures should I put in place to prevent contamination?

Some measures to ensure that contamination is prevented are listed below:

- source ingredients from reputable suppliers;
- ensure packaging is intact;
- inspect food for visible signs of contamination;
- inspect food to determine whether it is damaged, has deteriorated or perished;
- if the food is potentially hazardous, determine whether the food has been kept at temperatures that minimise the growth of pathogenic bacteria;
- remove contaminants that may be present in the food before use (for example, wash fruit and vegetables);
- do not contaminate ready-to-eat food with raw food by ensuring utensils used to prepare raw food are not used for ready-to-eat food; unless they have been cleaned, sanitised and dried;
- minimise contamination from food handlers; and
- minimise contamination from areas that have dirt, dust, pest and foreign objects such as glass and metal.

How do I ensure that potentially hazardous food that won't undergo a pathogen control step is held outside of temperature control for minimal periods?

During food processing, the time that food remains at temperatures conducive to the growth of pathogens must be kept to a minimum. This is important for food that will not undergo any further processing (e.g. cooking) to reduce pathogens to safe levels or where the process cannot destroy toxins. Ensure all food is refrigerated to reduce the growth of pathogens.

Ready-to-eat food - For food that will not undergo further processing such as ready-to-eat food, you must ensure you monitor the length of time the food is at unsafe temperatures and keep the time that food is out of temperature control to a minimum. (Refer to table below.)

Raw food - Minimise the time that food is kept out of temperature control to reduce food spoilage. Minimising the time that raw meat/fish is kept outside of temperature control will minimise the growth of pathogens.

Whenever possible, potentially hazardous foods should be kept out of the temperature range between 5°C to 60°C.

The 2 hour/4 hour guide applies when food is stored within this temperature range.

The following table indicates how food should be dealt with under this guide.

Total time limit between 5°C to 60°C	What should I do?
Less than 2 hours	Refrigerate immediately
Between 2 hours and 4 hours	Use immediately
More than 4 hours	Throw out

The above timeframes are cumulative and you must keep documented records to demonstrate how this alternate method of temperature control has been applied.



THAWING FOOD

What are the correct methods for thawing/defrosting food?

You will need to ensure that when frozen potentially hazardous foods are thawed, the food is kept for a minimum time at temperatures that support the growth of food-borne pathogens.

These are some of the steps you can take to ensure you are defrosting your food correctly:

- thaw frozen food in a refrigerator/cold room;
- ensure that food thawed in a microwave is not cooked during the process of thawing, but if it is then use the food immediately;
- place food defrosting in the refrigerator in a drip tray container and store below cooked, ready-to-eat and raw food;
- thaw food completely before cooking unless the product can be completely cooked from a partially or fully frozen state; and
- do not refreeze food that is thawed or partially thawed.



COOLING FOOD

What are the correct methods for cooling food?

When potentially hazardous foods have to be cooled, their temperatures should be reduced as quickly as possible. The temperatures should fall from 60°C to 21°C in less than two hours and further reduced to 5°C or colder in the next four hours. It is difficult to cool food within these times unless you put the food into shallow containers.

Some examples of how to cool food correctly are listed below:

- food does not need to be placed in the refrigerator as soon as cooking has finished. Food can be left to cool at room temperature until it drops to 60°C as long as it is not left out for more than 4 hours;
- when cooling large amounts of food, the food item should be reduced into smaller portions and stored in shallow containers in the coolroom or fridge;
- try to place food on rack shelves rather than solid shelves so that cool air can move around and cool the food faster.



REHEATING FOOD

What are the correct procedures for reheating food?

Potentially hazardous food that has been previously cooked and cooled and is to be held hot must be heated rapidly to a temperature of 60°C or above. This minimises the amount of time food is at temperatures that can allow food-borne pathogens to grow.

These are some ways you can ensure you are reheating food safely:

- never place cold food in bain-marie containers for reheating. Food must be hot before being placed in the bain-marie;
- the time taken to reheat cooked food to 60°C should not be more than two hours;
- smaller quantities will heat quicker, so where possible reheat in small portions; and
- products should only be reheated once.



FOOD DISPLAY

How do I display my food so it is protected from contamination?

When displaying ready-to-eat food for self-service, ensure the display is effectively supervised:

- Provide separate serving utensils for each food item;
- Provide protective barriers (e.g. sneeze guards) to minimise contamination;
- Ready-to-eat food must not be displayed on the counter unless it is enclosed, contained or wrapped;
- When displaying frozen food it is important it remains frozen;
- Cold potentially hazardous food must be displayed and served at a temperature of 5°C or below (e.g. sandwiches, quiches and salads that use eggs and salad dressings);
- Regularly record the temperature of the food item being displayed e.g. every three hours or at least twice a day; and
- If providing condiments such as salt, pepper and sugar, make sure they are displayed in a sealed container.

What are the correct temperatures for displaying hot, potentially hazardous food?

- Food, and the containers in which they are held, should both be at a temperature of 60°C or above before starting hot holding. Do not place cold food into a cold container with the intention of hot holding.
- Temperatures of food are to be checked and recorded on the record sheet when the bain-marie is set up and monitored regularly during the period that food is held hot.



FOOD PACKAGING

How can I ensure my packaging materials will not contaminate the food?

Before packaging the food, check with the packaging supplier or manufacturer that it is suitable for the intended purpose.

- Packaging material must be appropriate for food contact use.
- Certain packaging material may not be appropriate for acidic foods.
- Ensure the packaging will not leach chemical substances, bacteria or dirt.
- Check parts of the packaging will not break off into the food.



FOOD TRANSPORTATION

If you are selling food from your vehicle, you will need a Mobile Food Vehicle Licence. Contact Council for more information.

How should I transport hot food?

- Hot food should be maintained at a temperature of 60°C or above if it is not to be delivered or consumed within two hours of final heating. Temperature records should be maintained to demonstrate the time that food is out of temperature control.
- Hot food is to be packed in clean, sealed, insulated containers during transportation.

How should I transport chilled food?

- Cold potentially hazardous food is to be kept at a temperature of 5°C or below during transportation.
- Potentially hazardous food is to be transported in a refrigerated vehicle if possible. If not, ice bricks and coolers may be used.
- Cooked and ready-to-eat food is to be transported in sealed containers or packages to prevent cross-contamination.

How do I prevent cross-contamination?

- Each food group is to be transported in separate clean containers to avoid cross-contamination.
- Food transport vehicles and containers are to be cleaned and sanitised before carrying unpackaged food products.
- Food and chemicals should not be transported in the same vehicle.
- Make sure that potentially high-risk food, which is intended to be transported frozen, remains frozen during transportation.



FOOD DISPOSAL

Food businesses need to ensure that when food is recalled, returned or is suspected of being unsafe and or/unsuitable, the food should be held separate and clearly identified from other food until it is either:

- destroyed;
- used for purposes other than human consumption;
- returned to its supplier;
- further processed in a way that ensure its safety and suitability; and
- ascertained to be safe and suitable.

Food to be disposed must be easily identified. This may be with a label, marked and affixed to the packaging material.



FOOD RECALL

Food recall systems are required for wholesale suppliers, manufacturers and importers to ensure unsafe food is returned to the supplier. Reasons for the recall could include contamination by pathogenic bacteria or the presence of chemicals or foreign matter that could cause physical harm to someone consuming the food.

If you are a food business engaged in the wholesale supply, manufacture or importation of food, you must have a system to ensure the recall of unsafe food. Your recall system must be documented in written form and available to an authorised officer on request. This system is designed to:

- stop any further distribution and sale of the unsafe product as soon as possible;
- inform the public and the relevant authorities of the reason for the recall ; and
- retrieve the unsafe food.

The key features of the recall system required are as follows:

- a list of authorities that should be notified of the recall;
- records of where the product has been distributed;
- up-to-date lists of the businesses that these products are supplied to;
- advice to be given to customers to ensure food is returned, name of product, batch code, date mark;
- reasons the food is being recalled;
- where to return unsold food;
- who to contact for further information;
- arrangements for retrieving food that is returned by customers to supermarkets or other outlets if this is applicable;
- arrangements for assessing how much food has been returned and how much remains in the market place; and
- recording system for logging food that has been returned to ensure all food is retrieved.



ALTERNATIVE METHODS OF COMPLIANCE

How do I demonstrate I have an alternative system in place that will not affect the safety of the food I provide?

Food businesses unable to comply with the Food Safety Standards are required to have an alternative system in place. These businesses include places that sell roast pork, roast duck, sushi etc.

These businesses are required to implement a documented system for controlling the temperature of potentially hazardous food. The areas that businesses will need to demonstrate alternative compliance are:

- food receipt – food business transporting food;
- food storage;
- cooling;
- reheating;
- food display;
- food preparation (e.g. pH control); and
- transportation.

If your food business requires an alternative method of compliance, you will be required to document how you are complying with the temperature and time requirements for potentially hazardous food.

For more information, please refer to the Food Safety Standards 3.2.2 Clause 25 (www.foodstandards.gov.au).

FOOD SAFETY – HEALTH AND HYGIENE CONTROLS



CONTACT WITH FOOD

How can my food handlers avoid unnecessary contact with ready-to-eat food and surfaces likely to come into contact with food?

- Separate ready-to-eat food from raw meats or unprocessed foods.
- Use clean utensils when handling ready-to-eat food e.g. tongs.
- Ensure food is adequately protected from contamination.
- Ensure eating and drinking utensils and food contact surfaces are correctly cleaned and sanitised.
- Ensure food contact surfaces are adequately protected from contamination.
- Report to a supervisor if equipment is not working correctly.



HEALTH OF FOOD HANDLERS

If a food handler knows that he or she is suffering from a food-borne disease, or is a carrier of a food-borne disease, he or she must inform his or her supervisor of this fact.

Are my staff allowed to handle food if they are sick?

No. The food handler is not allowed to handle food. They can carry out limited activities such as administration or cleaning duties (not including contact with eating and drinking utensils or food contact surfaces), to ensure that they do not contaminate food and food surfaces.

What should my staff do if they are sick during food preparation?

Notify their supervisor immediately. Notifying the supervisor that he or she may have contaminated the food enables the supervisor to assess what should be done to ensure the safety or suitability of the food affected.

The food may need to be discarded.



HYGIENE

How can I exercise good hygiene practices?

Personal hygiene is very important and must be to a standard that minimises the contamination of food.

There are a number of practical measures you and your food handlers can use to achieve this.

Surfaces

- Avoid unnecessary contact with exposed food and in particular ready-to-eat food (do not use fingers to taste food etc.).
- Avoid unnecessary contact with surfaces that can come into contact with food.

Body

Prevent anything from your body (hair, bodily secretions, fingernails, clothing) coming into contact with food. These include:

- not wearing nail polish, fake nails;
- wearing hair nets or caps, cover beards etc.;
- wear no jewellery or only a minimal amount, especially on hands and wrists; and
- wear gloves over jewellery and ensure jewellery worn is not loose (earrings).

Bandages

- Ensure adhesive dressings, bandages etc., are waterproof and are bright coloured so if it falls into food, it can be identified easily.

General habits

- Do not eat over unprotected food or surfaces.
- Do not sneeze, blow or cough over food or food surfaces.
- Food handlers are not permitted to spit, smoke or chew tobacco in areas where food is handled.
- Do not urinate or defecate except in a toilet.

Why and when should I use gloves?

Single use, disposable gloves may be used when handling food. This protects the food from being contaminated. When staff or any other food handler uses gloves, the following guidelines should be followed:

- hands should be washed and dried before putting on gloves;
- gloves should be used for only one task;
- gloves should not be used as a replacement for washing hands;
- gloves should be replaced when they are dirty or when handling different types of food, such as fish and raw vegetables or after using the toilet, coughing, sneezing, using a tissue, taking a break or smoking or after touching any human parts (e.g. hair, open wounds, pimples and boils);
- gloves used when cleaning and handling chemicals should not be used for food preparation;
- gloves used for cleaning purposes should be washed, rinsed, sanitised and air-dried when dirty and at the end of every shift; and
- do not re-use disposable gloves.

HAND WASHING FACILITIES

What are the minimum requirements for my hand washing facility?

Hand washing basins and facilities must have the following:

- warm water coming out from a single outlet with hot and cold water;
- tap fixtures that minimise the potential for re-contamination of hands (e.g. single lever – flick mixer);
- be located within an adequate distance, no more than 5m unobstructed from all food handling areas;
- be provided with an impervious splashback no less than 300mm high;
- be easily accessible; and
- not be located under benches.

All hand washing facilities must be permanent fixtures and must contain the following:

- warm potable water;
- liquid hand soap; and
- disposable paper towels.

The hand wash basin should be large enough (minimum 11 litres) to allow effective hand washing and to allow hands, wrists and arms to be immersed under the tap.

Hand wash basins are only used for the washing of hands, arms and faces.

Hand wash basins should not be obstructed with any materials such as food, containers or equipment.

How should I wash my hands?

Staff must wash their hands in a separate hand wash basin provided. The proper hand washing technique is:

- rinse hands and forearms with warm water;
- apply liquid soap so that hands and forearms are covered;
- rinse with running warm water for at least 20 seconds;
- dry with disposable paper towels. Do not leave hands damp or half dry.

Air dryers are not acceptable.

When should my staff or I wash our hands?

- Immediately before starting work.
- Immediately after using the toilet.
- Before and after breaks.
- Between working with different food groups e.g. raw meat and vegetables etc.
- Between handling cooked and uncooked food.
- After handling garbage and waste bins.
- Immediately after coughing into their hands.
- After touching hair, nose, mouth or any other part of their body.
- After cleaning tasks.



DUTY OF FOOD BUSINESSES

How do I inform my food handlers of their obligations to ensure food is not contaminated?

You must inform your food handlers of their health and hygiene obligations under the Food Safety Standards. They must also ensure they take all reasonable measures to ensure people on the premises do not contaminate food.

Ways of doing this include:

- provide training on health and hygiene obligations;
- display signage in areas to alert people not to smoke etc;
- provide special protective clothing and hair coverings;
- display signage around food premises regarding hand washing etc; and
- supervise staff.



FOOD SAFETY – CLEANING, SANITISING AND MAINTENANCE



CLEANLINESS OF THE FOOD PREMISES AND EQUIPMENT

How do I maintain my equipment, walls, floors and ceilings in a clean condition?

The premises must be kept clean to minimise contamination of food and to discourage pests. All accumulations of food waste, dirt, grease, garbage (except in garbage containers) and recycled matter in the food premises must be removed.

Your food business can achieve this by implementing and keeping a cleaning schedule to keep track of the areas that have been cleaned and areas that require more cleaning. These areas include fixtures and fittings (whether permanently fixed or movable) such as:

- floors, walls and ceilings;
- benches;
- shelves;
- sinks;
- hand wash basins;
- cupboards;
- light fittings;
- ventilation ducts;
- pipes; and
- electrical wiring etc.

What are some general cleaning rules that I can put in place in my food premises?

- Clean up all spills straight away.
- Clean and sanitise all cutting boards and preparation benches after each use. This is particularly important when changing from preparing raw to cooked foods.
- Each day, clean and sanitise all areas and appliances directly involved with food preparation.
- Schedule areas, such as shelving and exhaust canopies, for cleaning and sanitising on a weekly basis. Exhaust canopy filters can be cleaned by external contractors.
- Store cleaning products away from food.
- Use different cloths for cleaning different types of food areas and equipment i.e. one cloth may be used for the waste area and another for the hand washing basin.
- Soak cleaning cloths in sanitiser on a daily basis.



SANITATION OF THE FOOD PREMISES AND EQUIPMENT

How do I ensure I am using the appropriate methods of sanitation?

Sanitising the food premises, equipment and utensils can minimise the transmission of infectious diseases, and protect food from contamination. Sanitising can be achieved through the use of hot water, chemicals or other processes.

If sanitising manually, a minimum temperature of 77°C for a contact period of at least 30 seconds is needed.

Chemicals

- Chemical sanitisers need to be suitable for use on food contactable utensils, equipment and surfaces.
- Sanitisers will not work correctly if the surface to be sanitised has not been thoroughly cleaned first (if surfaces are dirty, the sanitiser will react with the soil, reducing the effectiveness of the sanitiser).
- Sanitisers will only work correctly if they are used in correct concentrations and the manufacturer's instructions are followed.

Other processes

- Dry steam cleaning;
- Irradiation; and
- Pulsed electric fields.



MAINTENANCE OF THE FOOD PREMISES AND EQUIPMENT

What are the consequences of using damaged utensils, crockery and cutting boards?

Chipped, broken or cracked eating or drinking utensils are a food safety risk. They cannot be effectively cleaned and sanitised, and may allow the transmission of infectious diseases. They may also contaminate food directly if broken and chipped pieces fall into the food.

How often should I service my grease trap?

Grease traps should be serviced regularly and ensure that areas around the grease trap are regularly cleaned so it does not attract pests.

All grease traps and any onsite sewage treatment plants need to be located where there is no risk of contamination. If the grease trap is located in the food preparation area it can result in contamination problems, and must be moved, preferably outside the building.

What are the requirements for maintaining my premises, fixtures, fittings and equipment in a good state of repair and working order?

Ensure your premises, fixtures, fittings and equipment are properly maintained to:

- prevent contamination of food from flaking plaster, paint, timber, broken glass, leaking pipes etc;
- enable effective cleaning and, if necessary, sanitising; and
- ensure pets and animals do not gain access to the building through holes in ceilings, walls etc.



FOOD SAFETY – OTHER REQUIREMENTS



THERMOMETERS

Do I need a thermometer?

All food premises where potentially hazardous foods are stored must have a portable thermometer with an accuracy of +/- 1°C which can be accessed at all times.

An example of a suitable thermometer includes the following:

- stainless steel digital probe thermometer that can be placed into food to accurately measure core temperatures; and
- thermometers which can be easily and effectively cleaned and, when necessary, sanitised.

Thermometers should also be fitted onto equipment such as bain-maries, fridges etc.

How do I maintain my thermometer in good working order?

You must maintain your thermometer in good working order, and this can be done by ensuring batteries are replaced, fixing the thermometer if it breaks and ensuring that it is maintained to an accuracy of +/-1°C.

How do I calibrate my probe thermometer?

You must make sure the batteries are regularly checked and replaced as the thermometer will not operate correctly with flat batteries. Thermometers will break, or lose their accuracy if they are dropped or handled roughly as they are very sensitive.

Thermometers must be maintained to an accuracy of at least +/-1°C. The thermometer can be calibrated by the supplier, manufacturer or distributor or you can calibrate your own by the following methods:

Using ice water

- Crush several pieces of ice and place in a small container.
- Add some water, ensure that the ice cubes are not floating and stir the ice and let it stand for approximately 5 minutes.
- Insert the thermometer into the ice water and wait for the reading to stabilise.
- Record the temperature, it should read 0°C.
- Take 3 further readings at least one minute apart.
- Keep records of all calibration readings.
- If consecutive readings are not within +/-1°C replace or service the thermometer.

Using boiling water:

- Bring a container of water to the boil.
- Place the thermometer into boiling water and allow the reading to stabilise.
- Record the temperature.
- Take 3 additional readings at least 1 minute apart.
- The thermometer should read 100°C.

If the temperature is higher than 101°C or lower than 99°C return to the supplier, manufacturer or distributor for re-calibration or replacement.

How do I clean and sanitise my thermometer properly?

A thermometer must be cleaned after use so that it does not cause cross contamination. This can be done by:

- rinsing the probe under warm water and detergent
- sanitise using alcohol wipes, or by using hot water (at least 77°C or above) after wiping away any food waste or other visible contamination.



SINGLE USE ITEMS

You must ensure that single use items are not reused. Single use items are to be protected from contamination and are not to come into contact with food or persons if they are contaminated or suspected of being contaminated.

Ensure single use items that are stored together have no evidence of vermin contamination and if they are dropped on the floor, or the outer protective packaging is damaged, they must be discarded.



TOILET FACILITIES

All food businesses must ensure there are adequate toilets available for the use of food handlers working for the food business.

The minimum requirements of toilet facilities from the Building Code of Australia are as follows:

- Staff and public toilet facilities are to be equipped with appropriate hand washing facilities.
- Toilet facilities are to be clean and operating properly.
- Toilets located within the food premises are to be separated from areas where open food is handled, displayed or stored.
- They must be separated by an air lock equipped with self-closing doors, or fitted with self-closing doors.
- The toilets must be fitted with mechanical ventilation that operates when the cubicle is in use and 30 seconds after the cubicle is vacated.



ANIMALS AND PESTS

How do I maintain a food business free of pests?

- Design and maintain the premises to stop pests such as rats, mice, cockroaches, ants, flies and birds coming into the premises.
- Store all food materials and ingredients in sealed containers.
- Keep exits and windows closed or screened to stop access by pests.
- Cover all drainage holes, and any holes that appear on walls or in between equipment must be effectively sealed.
- Have regular pest control services by a licensed operator and keep records and receipts of the services.
- All dead pests are to be removed from the premises and all food contact surfaces must be washed, rinsed, sanitised and air-dried after pest treatments.



SECTION B - GOOD MANAGEMENT PRACTICES

ACCREDITED HAZARD ANALYSIS AND CRITICAL CONTROL POINTS (HACCP) PLAN

What is HACCP?

HACCP is a nationally and internationally recognised system which forms part of a food business' quality assurance system.

The HACCP plan clearly identifies hazards and establishes controls that will prevent, eliminate or reduce hazards to an acceptable level. It provides a formal method for food businesses to manage the safety of food as it is prepared and processed within the business.

What are the HACCP principles?

The principles of HACCP are:

- hazard analysis;
- identifying critical control points;
- establishing critical limits;
- monitoring;
- taking corrective action;
- keeping records; and
- verifying results.

What are the requirements if I need a HACCP plan?

The HACCP principles outlined above require businesses to undertake the following:

- identify the food safety hazards that could occur at each stage of food production (e.g. if cooked food is cooled too slowly, bacteria can grow to dangerous levels);
- identify where these food safety hazards can be controlled (that is, the steps during the production of the food where controls can be put in place), for example the cooling step;
- put in place specific controls, including criteria which separate acceptability from unacceptability, to make sure food safety problems do not occur (i.e. establish a cooling procedure that cools cooked food from 60°C to 21°C within 2 hours and from 21°C to 5°C within a further 4 hours, using shallow trays for cooling in the refrigerator);
- monitor these controls to make sure they are in place and working (e.g. checking that the cooling procedure is being followed);
- take action if a control is not working, such as discarding the food, carry out a follow-up investigation to determine why the procedure was not followed so any problems can be resolved;
- keep records of monitoring and corrective actions so the business has confidence that the food safety controls in place are working correctly and can be demonstrated to Council; and
- regularly review the entire HACCP system to make sure it is being followed and covers all food handling activities of the business. It will also allow any necessary changes to be made to maintain the safety of the food handled by the business.

ACCREDITED FOOD SAFETY PROGRAMS

What is a food safety program?

A food safety program is a documented program that identifies and controls the details of a set of practices and procedures your business will need in order to manage food safely while it is in your care.

Food safety programs need to be documented, with staff trained in their requirements. The program must be supported by documentations regarding its processes, implementation, maintenance and revisions.

Do I need a food safety program?

Under the *Food Act 2006*, only certain licensable food businesses in Queensland must have a food safety program accredited by Council. Licensed food businesses are required to have an accredited food safety program if conducting:

- an off-site catering business that caters for functions, charter boats that serve potentially hazardous food etc;
- on-site catering – wedding venues, function halls, hotels, clubs etc;
- private hospitals, aged care/day care facilities etc.

Why do I need a food safety program?

The aim of a food safety program is to minimise the incidence of food borne illness and reduce the regulatory burden on the food industry. It also allows food businesses to show that they have taken due care to ensure that food is safe and suitable.

What should I include in my food safety program?

A food safety program must:

- methodically identify food safety hazards likely to occur in food handling operations;
- identify where, in a food handling operation, each hazard identified can be controlled and the means of control;
- provide systematic monitoring of the means of control;
- provide regular review of the program to ensure it is appropriate;
- provide and keep appropriate records, including records about action taken to ensure the business is compliant with the program; and
- contain other information, in relation to the control of food safety hazards, prescribed under a regulation.

How do I develop my food safety program?

There are various food safety program templates available to help you develop a food safety program tailored to your food business. Food safety programs do not have to be developed by external consultants or contractors.

Queensland Health has a number of food safety program templates that are available free of charge at www.health.qld.gov.au/foodsafety. However, you are able to use any food safety program template to develop your food safety program, provided the completed program meets the necessary criteria outlined above.

How do I get my food safety program accredited?

Fraser Coast Regional Council issues your food business licence and is responsible for accrediting the food safety program for your food business you will need to contact Council to receive accreditation of your food safety program.

What happens after my food safety program is accredited?

After your food safety program is accredited, you must have the first compliance audit conducted by an approved auditor within six months of the accreditation.

You must then continue to have audits undertaken at a frequency specified by Council.

A copy of the accredited food safety program must be retained at the premises of the food business and be kept available for inspection by employees in the food business.

How do I find an approved auditor?

Queensland Health keeps a register of auditors approved under the Act at www.health.qld.gov.au/foodsafety. The register contains the name and contact details of approved auditors, the conditions of auditor approvals and the terms of approval.

What happens after an audit?

There is no pass or fail mark for an audit. Within 14 days after completing an audit, an auditor is required to provide a copy of the audit report to the food business and to the local government that accredited it. The auditor will identify any instances where the food business does not comply with the accredited food safety program.

If these instances are very serious and could result in unsafe food, the auditor will refer the issue to Council. Generally, the auditor will discuss areas requiring improvement and determine a reasonable time frame to return to check that improvements have been made. If there are no areas that require immediate follow up, the auditor may check minor improvements at the next scheduled audit.

What other things should I remember to do?

Your food safety program is a very important document and must be kept on-site at your business at all times.

Along with your Food Safety Supervisor it is important to decide who will be responsible for doing what. For example, who will check the goods when they arrive? Who will take temperatures and who will clean what?

Once the responsibilities have been decided, make sure that all staff are clear on exactly what they have to do, when they have to do it and how they are going to do it.

You will also need to make sure that your staff have the right skills and knowledge about food safety and hygiene to carry out their set tasks. This may require training.

If your accredited food safety program is amended or updated you will need to advise Council.



CLEANING PROGRAMS AND SCHEDULES

Why is cleaning and sanitising important?

Premises that serve food must be cleaned and sanitised to ensure all surfaces and equipment are free from bacteria. This procedure is essential for the safe operation of any food business.

What is the difference between cleaning and sanitising?

Cleaning is the removal of any visible dirt. **Sanitising** is the reduction in the number of invisible bacteria found on a surface. Neither method removes or kills all bacteria.

The three basic steps to effective cleaning and sanitising are:

1. Clean with a detergent and hot water. Cleaning only removes the dirt from the surfaces but does not kill all bacteria;
2. Only sanitise on a clean surface as dirt inhibits the effectiveness of a sanitiser. Sanitisers need contact time to work, so items such as utensils should be left to soak.
3. Drip dry tableware and utensils. This will prevent them from becoming contaminated by wiping with a dirty cloth or tea towel.

Why is a cleaning schedule important?

All premises need a cleaning schedule to ensure all areas are kept clean and sanitised. Work surfaces such as food preparation benches and equipment are more prone to contamination and require more attention.

What should I include in my cleaning schedule?

To create a cleaning schedule, make a list of all the items that need cleaning. Start with items like the structure (floors, walls and ceilings), equipment, fittings and fixtures. Using a chart similar to the example over the page, list these items down in the first column and consider items not cleaned frequently, as well as daily items.

Beside each item listed, write down the cleaning product and cleaning method. Fill in details on how often it should be cleaned (i.e. daily, weekly). Also include the person responsible for making sure the task is completed and the date to be completed by.



Job No.	Fittings/ Equipment	Cleaning Tools and Products	Cleaning Procedures	How Often
1	Crockery	Dishwasher	Rinse away food. Place in dishwasher. Allow to air dry.	After every use.
Job Number: 1	Work benches, storage shelves and counters	Equipment: Slicers, mixers	Job Number: 2	
Process:	<ul style="list-style-type: none"> remove food scraps and rubbish; rinse with warm water; apply detergent and wash (ensure correct concentration); rinse with clean water; apply sanitiser (ensure correct concentration and contact time); and rinse with clean water and air dry (depends on the type of sanitiser used). 	Process:	<ul style="list-style-type: none"> disconnect from electricity; remove food scraps; dismantle machine, remove all detachable pieces; rinse with warm water; apply detergent to machine and wash, soak detachable pieces; rinse with clean water; apply sanitiser and soak detachable pieces; and rinse with clean water and air dry. 	
Frequency:	End of each day	Frequency:	After use	
Products used:	Scraper, brush, clean cloths, detergent and sanitiser	Products used:	Scraper, brush, clean cloths, detergent and sanitiser	

Use a Cleaning Schedule Record Sheet, such as the one below to keep track of what cleaning jobs have been done, when and by whom.

Cleaning Schedule

Date	Job Number – tick if completed												Signature		
1	2	3	4	5	6	7	8	9	10	11	12	13	14		
23/07	3	3	3	3	3	3	3	3	3	3	3	3	3	XXX	

How do I implement the schedule?

- Laminated the chart and use a water-based marker to tick the completed column when the task is done.
- Ensure staff know how the schedule works and the role they are responsible for.
- Ensure staff carry out regular checks on their areas.
- Place the schedule on the wall so it can be easily seen by all staff.
- Review the schedule regularly and check that all tasks are complete.



FOOD STORAGE TEMPERATURES

Why is it important to maintain food temperatures?

The Food Safety Standards specify that potentially hazardous foods must be stored, displayed and transported at safe temperatures and, where possible, prepared at safe temperatures. Safe temperatures for food display and storage are 5°C or below, or 60°C or above. Potentially hazardous food needs to be kept at these temperatures to prevent food-poisoning bacteria, which may be present in the food, from multiplying to dangerous levels.

Why is it important to keep temperature records?

It is an offence to sell food which is unfit or which may cause harm to the person consuming it. Keeping temperature records allows businesses to show that all reasonable precautions are exercised. Records are considered essential when trying to establish a defence in cases where temperature control is an issue.

It is almost impossible to know if your refrigeration and heating equipment is working to full capacity and producing safe food without regular temperature monitoring and record keeping. Monitoring of food temperatures clearly demonstrates that measures are in place to control a major food safety hazard, even though written records are not necessarily a legal requirement.

At what temperatures do bacteria grow and die?

- Bacteria grows best at temperatures between 5°C and 60°C. This is known as the danger zone.
- The safe zone where growth for most (but not all) bacteria is very slow, is below 5°C.
- The zone of destruction where most bacteria are killed is above 60°C.
- At freezing temperatures, bacteria are only dormant (i.e. they do not grow or reproduce). Freezing does not kill bacteria.

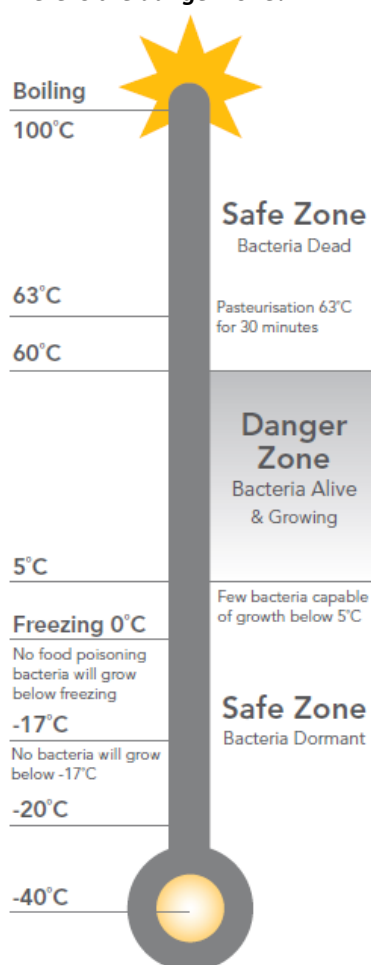
When should I take temperatures?

It is recommended that a regular check of your equipment for storing and display of foods is undertaken to ensure it is operating at the correct temperatures.

Temperatures should be taken and recorded in the following situations:

- when cooking roasts and similar products;
- when using refrigeration units and freezers, especially during the busiest time periods when fridges are being used to full capacity; and
- when displaying, hot holding, cooling, receiving and transporting food.

Where is the danger zone?



Use of probe

Potentially hazardous foods that require cooking through the centre should be probed with a thermometer. Ensure probes are cleaned and sanitised before and after use or probed food must be discarded. If antibacterial wipes are used, these must be suitable for use with food.

How do I manage the 2 hour/4 hour guide?

Whenever possible, ready-to-eat potentially hazardous foods should be kept at 5°C or below or 60°C or above. The 2 hour/4 hour guide may apply when food is outside these temperatures whether it be for preparation purposes, or less than optimal storage conditions.

The following table indicates how food should be dealt with under this guide.

Total time limit between of 5°C to 60°C	What should I do?
Less than 2 hours	Refrigerate immediately
Between 2 hours and 4 hours	Use immediately
More than 4 hours	Throw out

The 2 hour/4 hour guide applies to the operation of a food business where there needs to be confidence that temperature control is working effectively. This method can only be relied on when:

- the process and the products involved are documented;
- the times and temperatures when the food is outside temperature control are accurately recorded; and
- staff are trained in the procedure.

How should I keep temperature records?

A temperature record sheet (refer to template) should be used to record temperatures of food, especially potentially hazardous food. These records should be kept on site and updated regularly whenever food is stored or prepared between 5°C and 60°C. Remember the time that food is out of temperature control is a cumulative total so accurate records must be maintained.

How do I manage the temperature of food displayed and stored at the food business?

When potentially hazardous food is stored or displayed at the food business the following should be considered and implemented:

- temperature checks should be conducted several times a day of hot and cold food storage appliances to ensure the food is not stored in the danger zone;
- corrective action for food in the danger zone should be documented and implemented in accordance with the 2 hour/4 hour guide; and
- a record should be kept of the above and include the date and time of temperature monitoring.

How do I manage the temperature of products received?

When potentially hazardous food is delivered to the food business, the following should be considered and implemented.

The food business needs to be satisfied that the product has come from a reputable supplier and has not been subject to temperature abuse.

The food should be checked on arrival to ensure it is not in a deteriorated or spoiled condition e.g. has been thawed and refrozen.

The temperature of the product is checked upon arrival to ensure the temperature is:

- Appropriate for the product i.e. if food is to arrive frozen it needs to arrive refrigerated at 5°C or less.
- There should be corrective action specified if the product is not up to specification or temperature.
- Food is placed under controlled temperature storage conditions so as to limit the time it could be exposed to temperatures in the danger zone.
- A record should be kept on all the above together with the date and time of the arrival.

How do I manage the temperature for food I transport from a food business?

When potentially hazardous food is transported from a food business the following should be considered and implemented:

- the temperature of the product should be checked on dispatch from the premises and on arrival at the destination to ensure the product is under proper temperature control during transport i.e. if food is to arrive refrigerated it needs to arrive at 5°C or less, or if heated it is to be maintained at a temperature at 60°C or above;
- the container or appliance in which the food is transported should be appropriate for the purpose under the food safety standards whether it be an insulated container or a refrigerated vehicle;
- corrective action for food in the danger zone should be documented and implemented in accordance with the 2 hour/4 hour guide; and
- a record should be kept, on the above together with the date and time of dispatch and arrival at the venue or customer.

What if I do not receive, store, process or display any potentially hazardous foods?

If potentially hazardous foods are not used within the processes of your food business, there is no need to keep temperature records. The absence of potentially hazardous foods will be taken into account during the food safety audit.



STAFF TRAINING

Why is it important to provide staff with training?

Training staff is important as this process is used to make sure all staff handling food products have the correct food safety skills and knowledge for the jobs they are responsible for. To make sure that food sold at a business is of the highest safety standard all staff should be trained to:

- follow personal hygiene procedures;
- handle food safely;
- follow the premises' hygiene and maintenance procedures;
- complete records required by food hygiene procedures;
- maintain their work area in a clean and sanitary condition; and
- report any incidents where safe food practices are not followed.

Staff with supervision and management responsibilities should be trained to monitor food handling and to take corrective action and rectify any problems when they occur.

What sort of training should be conducted for my staff?

Induction training

Before starting work for the first time, it is good practice that all food handling staff should receive either written or verbal instruction on the basics of food hygiene. This training is expected to cover personal hygiene, especially the importance of hand washing, reporting illness and the safe handling of food.

On-the-job training

When staff start a new task or take up a new position, they should be given instructions about the hygiene and sanitation procedures that relate to the new task.

Staff should not be allowed to perform a new task unsupervised until their supervisor is satisfied that they can perform the task correctly.

Why should I keep my training records?

It is very important that you keep records of any training (either formal or in-house) given to your staff at your food premises (with photocopies of any relevant training certificates). A training record should include descriptions of the date, the type of training, the length of the training and the training provider should be kept on file for each staff member.



STRUCTURAL MAINTENANCE AND EQUIPMENT MAINTENANCE

What are the general requirements for my food premises?

Acceptable solutions are guidelines that are identified as the minimum requirement to meet food safety outcomes. Depending on your type of food businesses, you may need to use some or all of the acceptable solutions.

Acceptable solutions for the maintenance of the food premises are determined from a range of standards, knowledge and experience including:

- Australian Standards 4674:2004;
- Food Standards Code – Chapter 3;
- Fraser Coast Regional Council guidelines; and
- Experience in assessment of the design, construction and fit out of food premises.

Why is maintenance important?

The lack of maintenance to the structure of a premises or to equipment and utensils can result in the following:

- pests entering the premises through holes in walls, ceilings and defective drains;
- build-up of food debris within holes along equipment joints, defective flooring etc. which will result in cleaning procedures being more difficult;
- crockery, cutlery and containers becoming badly worn, broken or unable to be properly cleaned and disinfected;
- utensils and equipment such as glassware, which may crack or break presenting a risk of physical contamination;
- defective and poorly maintained equipment, fixtures and fittings can result in the physical contamination of food; and

- inadequate temperature control in refrigerators, freezers and cooking equipment can result in food not being stored or prepared at correct temperatures.

What are the acceptable solutions for kitchen maintenance?

Maintenance records should be kept for all maintenance activities conducted to ensure the original design of the premises is not completely changed from that approved by Council. Keeping records of maintenance within the food premises can ensure food businesses are up-to-date with their maintenance issues.

What are the acceptable solutions for kitchen layouts?

Fixtures, fittings, equipment and food contact surfaces must be designed, constructed, located and installed so there is no likelihood they will contaminate any food. These areas should also be constructed so they can be easily and effectively cleaned and not harbour any pests. Other requirements include the following:

- all internal surfaces must be smooth, impervious, easy to clean and in a good state of repair;
- designed to prevent entry of pests;
- floors, walls, roofs, doors and window openings must be kept in a good state of repair with no unnecessary gaps or spaces;
- maintaining the structure in good repair to make it easier to effectively clean the premises;
- ceilings in food handling areas must be constructed and maintained to keep them free from a build-up of dirt and loose particles; and
- drains should be kept free of leaks and blockages.

What are the acceptable solutions for equipment and utensil maintenance?

Equipment and utensils should be kept in a good state of repair as defective and poorly maintained equipment, fixtures and fittings can result in the physical contamination of food.

Utensils (eg. crockery, glassware and containers) must be repaired or replaced when badly worn, broken or unable to be effectively cleaned and disinfected.

All food contact surfaces and equipment must be maintained in good condition to enable effective cleaning and disinfection.

Certain equipment may need to be serviced at regular intervals, for example:

- cooking equipment;
- refrigerators / freezers;
- dishwashers;
- ventilation systems; and
- ducting.

Develop a maintenance schedule that is specific to your premises and document any regular checks made.



PEST CONTROL SERVICES

What can a licensed pest control operator do for my premises?

Use an approved licensed pest control operator to carry out regular inspections of all kitchens and food areas for signs of pests. The pest controller will be able to indicate how often pest inspections should be carried out. The pest controller can also recommend a program suited to your needs for controlling pests and recommend a maintenance schedule. Ensure the operator provides you with documentation proving that a pest treatment has been done.

What should I do before my premises is sprayed?

Before the premises is to be sprayed with chemicals, businesses should:

- thoroughly clean premises;
- stop all food preparation;
- put all food and other utensils away in sealed containers; and
- pull out items and equipment, as necessary, to ensure that the operator has access to areas that attract cockroaches, e.g. refrigerator motors and hot water cylinders.

What should I do after my premises is sprayed before starting food preparation?

- Vacuum up all dead pests, droppings, shells and egg cases.
- After spraying, continue to check problem areas daily for evidence of pests.
- Repeat the process approximately one month later as egg cases can be resistant to spray.
- Thoroughly ventilate the premises (open windows).

How do I control pests?

Make it hard for pests to enter your premises by maintaining your building and structures so there is nowhere for them to hide e.g. seal any holes in walls and behind equipment. Keeping surfaces clean (so there is nothing for them to eat) will keep the pests away.

How do I prevent pests?

- Check deliveries for pests and droppings and if any food is found to be contaminated, refuse the delivery and contact the supplier.
- Regularly check the premises for signs of pests (eg droppings, packages with holes in the bottom and cockroaches behind refrigerators and equipment).
- Undertake a cleaning program.
- Cover all food with secure lids.
- Seal holes and spaces in walls, ceilings and roofs. Seal spaces between equipment and walls or have enough space for easy cleaning and preventing pests.
- Fit entrances and exits with self-closing doors, self-closing mesh screen, air curtains, or plastic strip curtains.
- Remove waste regularly and store away from food operations.
- Clean waste storage areas regularly and store away from food operations.

Insect control devices such as 'UV insect zappers' can be installed. Do not locate them directly over food preparation or food storage areas. If insect control devices are used, they must be able to capture and hold all insects within the device.

How do I develop my pest control schedule?

A pest control table or checklist should include:

- company name
- contact details
- what is treated – cockroaches, mice etc.
- how often treatment is required
- last treatment date
- after pest treatments, precautions should be taken to prevent chemical cross-contamination to food.

This information would allow a food business to keep track and up-to-date of its pest control services. These documents should be kept at the premises and updated when a pest control service has been conducted. The frequency of the pest control services should be determined by a professionally registered pest control operator.



WASTE COLLECTION AND REFUSE CLEANING

What is waste and why is disposing of waste important?

Waste can be regarded as any item of food, ingredients, packaging materials or even old cleaning cloths which are not suitable for further use and which are intended to be thrown away.

The storage and disposal of waste is important as it presents a risk of physical contamination to food and may also attract pests. Food that is damaged, out of date or rotting may present a risk of microbiological cross-contamination from harmful bacteria.

What are the different types of waste?

Food waste should be placed in containers with suitably fitted lids and removed frequently from the food handling areas to avoid contamination.

Containers used for storing waste that are waiting to be collected should have a suitably fitted lid. They should also be kept in good condition and be made of durable material so they are easy to clean and disinfect.

Packaging waste such as cardboard and paper does not need to be kept in sealed containers; however, this waste must be kept separate from food. It must also be stored in such a way so it does not pose a risk of contamination to food or provide somewhere for pests to live or breed.

Sanitary waste and waste disposal units need to be dealt with by competent personnel who are responsible for their correct disposal. All disposal units should be regularly cleaned to prevent offensive odours.

Why is it important to keep rubbish protected?

It is important to ensure your rubbish is adequately protected from vermin and pests and does not create an odour problem.

Waste management tips

- Choose bins that are of good quality and large enough to hold all your rubbish.
- Keep your bins clean and in good condition by making sure they have secure fitting lids and that both the lid and bin are not split or broken. If so, replace the bin.
- Deodorise the bin as required to reduce the odour.
- Make sure your bin has a lid that fits. This will stop mice, flies and cockroaches being attracted to the bin and transferring dirt and diseases from the bin to clean benches or crockery in your kitchen.
- Store outdoor bins on a paved area that can be easily cleaned. The area should be graded towards a sewer outlet to enable liquids which leak out of bins to be collected properly. Do not allow discharge to leak into stormwater outlets, as this can attract an on-the-spot fine.
- Don't let your rubbish sit rotting. Waste should be removed at least once a week or more frequently if required, through a waste contractor.
- Organic materials should be wrapped or bagged to prevent nuisance and odour problems occurring. Store smelly items such as seafood in bags in the freezer until your rubbish is collected.
- Your bins should be cleaned regularly (as part of a cleaning schedule) and be removed from the roadside as soon as possible after collection. Bin wastes must not be allowed to flow into the street, other properties or stormwater drains.
- All waste must be collected and disposed by an authorised waste collector.



STOCK ROTATIONS

What is stock control?

Stock control is a term used to describe the measures taken to ensure food is not kept beyond its shelf life. If high risk food is kept too long, even under favourable conditions, harmful bacteria may multiply.

Stored food may become contaminated by food handlers, pests and the catering environment.

Longer shelf life foods, whether dried, canned or frozen, may also deteriorate if kept for too long.

What sort of stock control measures can I implement in my food business?

Incoming food should not be accepted if:

- its packaging is seriously damaged exposing the product to the risk of contamination
- it is obviously contaminated
- the 'use by' or 'best before' date has expired.

Store food as follows:

- only store food that is within its 'use by' date
- use stock on a first-in-first-out basis
- remove damaged stock
- store dried food in sealed containers
- don't top up containers with fresh food – ensure the existing food is used first
- keep food that can cause an allergic reaction separate from other foods
- label potentially hazardous food with an appropriate 'use by' date e.g. when repackaging food ensure the 'use by' date is transferred on to the new container
- high risk foods prepared on the premises and then stored for later use.

GLOSSARY

Bacteria	Very small living things that cannot be seen by the human eye that can cause food to become unsafe to eat and may cause disease.
Calibration	A process which checks the accuracy of equipment.
Chilled food	Food that is kept at a temperature between 1°C and 5°C.
Cleaning	The removal of visible dirt, grease and other material.
Cold Service	When food is served chilled.
Comply	Premises, facilities, actions or behaviours required to be operating as per the issued licence.
Conditions of licence	Criteria a business must follow in order to comply with a licence.
Cooling	A process where hot food cools to a temperature of 5°C or below within a four hour period.
Coving	A covering of the intersection of walls with floors to allow for easy cleaning.
Cross-contamination	The transfer of germs from one item to another – may be through direct contact, leakage of juices, incorrect food handling, equipment or work surfaces.
Exposed	Related to food display – not protected against any likely contamination from customers.
Food-borne diseases	Diseases that are caused through naturally existing bacteria or viruses found in food that has been given the chance to grow through poor handling or storage procedures.
Food business	A business, enterprise or activity that involves the handling of food for provision or sale.
Food poisoning	An illness caused by consuming contaminated food – main symptoms include diarrhoea and/or vomiting.
Food manufacturer	Making food by combining ingredients, significantly changing the condition or nature of food by any process, bottling or canning food.
Food Safety Program	A plan which identifies possible food safety hazards, how they shall be monitored, managed, recorded and how the plan shall be regularly reviewed.
Food Safety Supervisors	Duly qualified employees.
Food Standards Code	Australia New Zealand Food Standards Code.
Food transport vehicle	A vehicle, other than mobile premises used to transport food for a business that involves off-site catering.
Germs	Popular term for micro-organisms, especially those that cause illness.
Hazard	Biological – the presence of disease causing bacteria, moulds or viruses. Chemical – pesticides, toxic metals and cleaning chemicals. Physical – foreign matter such as glass, plastic and hair.
High-risk foods	Foods likely to cause food poisoning if not stored, prepared or cooked properly e.g. meat products, raw meat, poultry, seafood, dairy products and egg – based products.
Hot food	Food that has an internal core temperature of 60°C.
Hot holding	When an already hot food item is kept hot at 60°C or higher for a period of time.
Hot service	When food is cooked and served hot immediately to the customer.
Licence	Approval to operate a business.
Mechanical exhaust ventilation system	A system that will effectively remove all fumes, vapours, steam or smoke (a system installed in accordance with Australian Standard AS 1668 part 2).
Non-perishable food	Food that does not need to be kept under temperature control.
Perishable food	Food that needs to be stored under temperature control to prevent spoilage.

Potentially Hazardous Foods (PHFs)

Potentially hazardous foods are foods that might contain food poisoning bacteria and are capable of supporting growth of these bacteria or formation of toxins to levels that are unsafe for consumers, if the foods are not stored at correct temperatures. Toxins are poisonous chemicals produced by some types of bacteria.

The following are examples of potentially hazardous foods:

- raw and cooked meat or foods containing meat, such as casseroles, curries and lasagne
- dairy products, for example, milk, custard and dairy based desserts
- seafood (excluding live seafood)
- processed fruits and vegetables, for example, salads
- cooked rice and pasta
- foods containing eggs, beans, nuts or other protein rich foods, such as quiche and soy products, sandwiches and rolls
- that contain these foods

Ready-to-eat food

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

Reheating

A process where cold, cooked food is heated to at least 60°C within a two hour time period.

Sanitise

A process that significantly reduces the number of micro-organisms present on a surface – usually achieved by the use of both hot and cold water or by chemical sanitisers.

Temperature control

Maintaining food at less than 5°C or above 60°C as necessary to minimise the growth of toxigenic micro-organisms.

Thawing

A process where the temperature of frozen food rises causing the food to no longer be frozen.

Trade waste

Trade waste is water-borne waste produced by an industry, business, trade or manufacturing process, but is not domestic sewage. Trade waste includes any water-borne waste that is transported away from where it is generated.