Positively PENRITH

Food Safety

August 2023

PENRITH CITY COUNCIL

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Contents

FSANZ Food Safety Standards

3.1.1 Interpretation and Application
3.2.2 Food Safety Practices and General Requirements
3.2.2 A Food Safety Management Tools
3.2.3 Food Premises and Equipment

FSANZ Fact Sheets

Food handling skills and knowledge
Food business notification requirement
Food recall systems for unsafe food
Receiving food safely
Health and hygiene: Responsibilities of food businesses
Temperature control requirements
Thermometers and using them with potentially hazardous food

NSW Food Authority Fact Sheets

Correct use of cutting and serving boards
What to expect Inspections fact sheet
Temperature danger zone
Sous Vide
Scores on Doors
Safe preparation of raw egg products
Protecting food from contamination
Powers of authorised officers
Pest control
Personal hygiene checklist
Non-reticulated water
Labelling general requirements
Fresh noodles
Keep foods separate
Health hygiene of food handlers
Hand washing food businesses
Hand washing
Hamburger safety
Guidelines for non-potable water in food businesses
Guide dogs retail food business
Guidance on 2-4 hour rule
Fresh cut fruit and vegetables
Food safety in emergencies
Raw egg guidelines
Food safety for caterers
Egg stamping for retail
Doner kebabs
Chemical Sanitisers – advice for food businesses
Be allergy aware
2 hour/4 hour rule

FSANZ Info Bites

Standard 3.2.2A – Evidence tool
Standard 3.2.2A – FHT
Standard 3.2.2A – FSS
Std 3.2.2A – Overview
Transport food safety
Thermometers
Temporary food premises
Temperature of food
Storing food safety
Notification of new business
Skills for food handlers
Receiving safe food
Processing food safely
Pests
Mobile food business
Home based food business
Health and hygiene food handlers
Health and hygiene business
Food recalls
Food packaging
Displaying food
Cooling and reheating
Cleaning and sanitising
Animals
2 hour 4 hour

Council Documents

2 Hour/ Hour temperature log sheet
Daily temperature log sheet
Goods receiving form

Introduction

The commencement of the National Food Safety Standards throughout New South Wales from May 2001 introduced a significant change for food business proprietors, their employees and Council with regard to various aspects of the industry.

The Standards that apply to all food businesses including, but not limited to, retail outlets, bed and breakfast establishments, school canteens, childcare facilities, temporary premises such as fetes, fairs and festivals, mobile food vendors and food transport vehicles, have been developed by Food Standards Australia New Zealand (FSANZ) (formerly Australia New Zealand Food Authority (ANZFA)).

The changes have been developed to ensure that safe food is provided to consumers and that the current food laws in each state of Australia are replaced with Standards that are uniform and outcomes based rather than prescriptive. At the same time food business proprietors are provided with some flexibility to determine the best way for them to comply with the requirements, provided that food safety is not compromised.

Separate fact sheets have been published on important issues associated with the Standards and these fact sheets form a significant component of this Food Safety Manual.

Those wishing to obtain a copy of the comprehensive Guidelines known as "Safe Food Australia" which accompanied the Standards are encouraged to do so by contacting the Industry Advice Line on (02) 6271 2222. The Postal address for FSANZ is PO Box 5423 KINGSTON ACT 2604. Alternatively, the website is: **foodstandards.gov.au**

Penrith City Council's Food Safety Program

Council is committed to the ongoing development and implementation of our Food Safety Program. The program aims to minimise the risks associated with the sale and purchase of food to our community and helps local food businesses maintain high standards of food safety, cleanliness, hygiene and health.

Under Council's Food Regulation Partnership Agreement with the NSW Food Authority, Council is required to inspect all retail food businesses in our area. These inspections assist local food businesses meet their obligations under the Food Act 2003 and the Food Safety Standards.

Council's Environmental Health Officers take the opportunity during the inspection to discuss changes to food related legislation and offer professional advice and instruction on food related matters to business proprietors and their staff. If a food business is not

being maintained in accordance with the requirements, Council may initiate action to remedy the situation including, issuing Improvement Notices or Prohibition Orders, Penalty Infringement Notices or instigating prosecution proceedings in the Local Court.

For more information relating to food safety, please visit Council's website penrith.city or the NSW Food Authority's website **foodauthority.nsw.gov.au**

Inspections

Every year Council Officers complete random routine inspections of all the retail food businesses registered with Council. Each food business is inspected on a risk basis with some food businesses inspected more than the minimum once per year. Additional inspections are completed for food businesses that have enforcement action taken against them or are high risk.

Depending on the performance of a food business at the time of their inspection, Council can consider reducing the number of additional inspections the food business requires.

During an inspection of your premises, Council's Environmental Health Officer may require, but not be limited to, one or all of the following:

- Enquire of you as to the suppliers or providers of food to your food business to ensure that the food is coming from a reliable source;
- Take temperature readings of potentially hazardous foods in the refrigerators, coolrooms, bain maries, cold/hot food display cabinets etc;
- Ask questions in regard to the length of time that potentially hazardous food/s may have been stored in the danger zone (5°C - 60°C);
- Inspect all equipment, appliances, fixtures and fittings together with walls, floors ceilings to ensure that all are in a clean condition and in good repair;
- Enquire whether staff have been informed of their health and hygiene obligations;
- Assess personal hygiene habits of food handlers;
- Inspect hand-washing facilities in kitchen and toilets including soap and disposable hand towels;
- Inspect equipment washing facilities, detergent/s and sanitiser/s;
- Check for any vermin activity including any evidence of rats, mice, cockroaches, flies, etc;
- Check the quality of food in all areas including packaging, use-by dates, labelling and separation of cooked and uncooked foods;
- Check that all opened foods are covered with lids or plastic, foods and equipment stored off the floor etc;
- Inspect all garbage, recycling (if any) and waste cooking oil facilities; and
- Discuss with you the implementation of the Standards, the recording of relevant information and any difficulties you may be experiencing.

Generally, these inspections will be undertaken without prior notice. You are entitled to ask the Council Officer for identification if you are uncertain about the Officer, who is required to produce identification if requested to do so.

You are entitled to accompany the Council Officer during the inspection if you wish and on occasions this may be desirable if a problem needs to be resolved on the spot.

You are invited to ask any questions at the time of the inspection as Council works with you to put in place any suggested record keeping in your business.

To assist operators in the initial food monitoring and recording implementation phase, suggested template forms are included at the back of this manual. There is no obligation to use the template forms provided. Some form of record keeping is desirable particularly regarding the delivery of foods to your premises.

Council will continue to charge an annual administration and inspection fee for routine inspections and any required re-inspections. These fees are fixed annually after a public exhibition process.

In most cases, Council's inspection of your food business will be of a routine nature, however from time to time, in response to a complaint received by Council, an additional inspection may be required. Every effort will be made by Council to ensure the legitimacy of a complaint prior to visiting your food business. Under these circumstances the Officer will inform you of the reason for the inspection.

Fees and Charges

The Food Regulation 2015 enables councils to charge local food businesses an annual administration fee and inspection fees.

The current inspection fee structure at Penrith City Council was introduced on 1 July 2013 and includes five fee categories based on the size and risk level of a food business. Where additional re-inspections are required, food businesses may be liable for a re-inspection fee. Re-inspection fees are charged at the same rate as the inspection fee.

All fees and charges are formally adopted by Council prior to the beginning of each financial year and are outlined in the adopted fees and charges found on Council's website **penrith.city**

Authorised Officers

Council's Authorised Officers hold tertiary qualifications in environmental health and food safety related disciplines. To qualify as an Authorised Officer, they must undergo an intensive training program. Officers regularly attend specialist courses and briefings to make sure their skills and knowledge are at the forefront of the food industry and best practice.

Food Standards Code

In addition to the four (4) Standards, FSANZ has also revised a separate document known as the Food Standard Code particularly in relation to labelling. The most visible features of the labelling requirements of the Code are the mandatory nutrition information panels and the percentage labelling requirements for ingredients in foods.

The following list outlines the major components of the Code in regard to labelling:

1. A description of the product.
2. A list of the ingredients including all additives.
3. A nutrition information panel.
4. The name and address of the manufacturer, packer, vendor, or importer.
5. A date mark - the label may need to indicate the appropriate storage conditions.
6. A batch or lot code.
7. Country of origin statement.
8. Statements must be legible.

Some food products may require more specific information other than those listed above.

These requirements will clearly have an impact on food manufacturers in addition to some small local businesses including home industries involved in food preparation/ packaging for commercial purposes and food businesses where packaging is carried out on the premises.

The Food Safety Requirements

A brief summary of the Food Standards is as follows: -

Standard 3.1.1 This standard contains definitions for many of the terms used in the standards including the meaning of "safe and suitable food" in addition to indicating that the Standards apply to all food businesses in Australia with the exception of primary industry unless that primary industry business is involved in the processing or retail sale of food.

Standard 3.2.2 This standard addresses specific food handling controls relating to delivery, storage, processing, display, packaging transportation, disposal and recall of food. Other requirements in regard to the skills and knowledge of food handlers and their supervisors, the health and hygiene of food handlers together with the cleaning, sanitising and the maintenance of the food premises and equipment are also included.

Standard 3.2.2A This standard applies to all retail food services nationwide. Businesses will be required to implement either two or three food safety management tools.

Standard 3.2.3 This standard outlines the constructional requirements for floors, walls, ceilings, equipment, fixtures, fitting etc including hand and equipment washing facilities for both premises and food transport vehicles.

Each of the four (4) standards is included in this booklet.

The following is a brief summary of the key requirements for food businesses:

Health and Hygiene

FSANZ have produced two (2) separate fact sheets on this very important issue, one dealing with the responsibilities of food handlers and the other dealing with the responsibilities of food business proprietors.

The business proprietor must inform food handlers of their relevant health and hygiene obligations.

The fact sheets also contain information on who is considered to be a food handler, the responsibilities of food handlers if they are sick from vomiting, diarrhoea, fever, sore throat etc, or suffering from skin injuries or sores, and the various procedures that operators should adopt if informed that an employee reports an illness.

The Standard and fact sheets also contain important details on personal hygiene, hand washing and the provision of hand basins. See Fact Sheets attached.

Skills and Knowledge

From February 2002, food businesses were required to make sure that people who carry out or supervise the handling of food have appropriate skills and knowledge in food safety and food hygiene matters in keeping with their particular work activity.

By December 2023 most food businesses in line with Standard 3.2.2A, must have a trained and notified Food Safety Supervisor (FSS) working in their business. Businesses that do not comply will be breaking the law.

A Food Safety Supervisor is a person who:

- Hold an FSS certificate that is no more than five (5) years old, and
- Is not an FSS for any other food premises or any other mobile catering business, and
- Has the authority to supervise other people handling food and to see that the handling is done safely.

Food Safety Supervisors must have completed training in specified units of competency at a Registered Training Authority (RTO) approved by the NSW Food Authority. Training can be done face-to-face, online, in the workplace, by correspondence, or through a combination of these. Training delivered face-to-face should take at least seven (7) hours.

After appointing and training an FSS, the business owner must notify the relevant enforcement agency (usually the local Council) of who their FSS is, either:

- Via a form available from and submitted to the local Council.

The Guideline to Food Safety Supervisor Requirements can be found on the NSW Food Authorities website foodauthority.nsw.gov.au in eight (8) languages, describes all requirements in detail.

In New South Wales, the skills and knowledge requirement does not apply to a food business carried out for fund raising events for community or charitable purposes at which potentially hazardous food is not involved or at which potentially hazardous food is consumed immediately after thorough cooking. See Fact Sheet attached.

Business Notification

As part of the changes prescribed under the Food Regulation 2015, each food business is required to supply contact details and information on the nature and location of their food business with the appropriate enforcement agency, which in most cases is the local Council.

Please refer to the Business Notification fact sheet in this booklet.

Temperature Control Requirements and Thermometers

To minimise the growth of food poisoning, particularly in potentially hazardous foods, temperature controls have been put in place in Standard 3.2.2 for the receipt, storage, processing, displaying and transport of potentially hazardous foods. To minimise the potential for food poisoning microorganisms to grow, potentially hazardous foods should be kept at or below 5°C or 60°C or above.

Standard 3.2.2 contains some flexibility for business operators to vary the above temperature requirements subject to specific circumstances in which the safety of the foods is not compromised.

Whilst record keeping of the above temperature monitoring is not required, it is good management practice to keep some records and for this reason this booklet contains suggested templates at the back, which can be used or modified for this purpose.

Food businesses handling potentially hazardous food/s must have an accurate probe thermometer to measure the temperature of the food/s at various times. See Fact Sheets attached.

Food Receipt and Processing

A food business must take steps to ensure that food delivered or received at the premises is safe and suitable. Also if food is to be cooked or otherwise processed to make it safe. For example, the thorough cooking of minced meat or chickens to ensure any food poisoning bacteria is killed. See Fact Sheets attached.

Food Recall

Food businesses engaged in the wholesale supply, manufacture or importation of foods must have a written food recall system. See Fact Sheets attached.

Potentially Hazardous Foods

A significant component of the Standards is devoted to potentially hazardous foods since they represent the source of most food poisoning incidents.

Potentially hazardous food is food that has to be kept at certain temperatures to either minimise the growth of any pathogenic microorganisms that may be present in the food or to prevent the formation of toxins in the food.

Examples of potentially hazardous foods include:

- Milk and other dairy products including butter, yoghurt, cream cakes, cheesecakes, custard, dips etc.
- Raw and cooked meats including casseroles, stews, curries, lasagne, meat pies, poultry and game.
- Seafood including oysters, prawns, caviar, fish rissoles, patties, sauces, soups and stock.
- Cooked rice and pasta.
- Processed fruit and vegetables, including salads and unpasteurised juices.
- Processed foods containing eggs, beans, nuts, soya bean products, eg quiche Other foods including sandwiches, pizza and prepared meals.
- Smallgoods including ham, chicken loaf, bacon and similar products.

Note that the above list of foods is only a limited guide.

Foods that are not considered to be potentially hazardous include:

- Canned food.
- Foods containing preservatives or with low water activity, low or high sugar content, or high salts levels.
- Certain pasteurised/baked/ processed/foods packed in appropriate containers e.g. fruit juices, some cheeses, bread, dried pasta.

Note After opening, these may well become hazardous.

Other types include foods that may contain pathogens but normal conditions of storage don't support bacterial growth e.g. uncooked rice, flour, sugar, whole fruits, nuts in the shell. The Standards place considerable importance on the fact that food poisoning bacteria grow rapidly between 5°C and 60°C and that potentially hazardous foods should spend a minimum time in what is commonly referred to as the temperature danger zone.

Additional information in regard to varying the holding temperature of potentially hazardous food can be obtained by referring to Clause 25 of Standard 3.2.2.

Food Borne Illnesses

The statistics associated with outbreaks of food poisoning over the past two decades would indicate that the main causes are one or more of the following:

1. Inadequate cooking.
2. Improper holding temperatures.
3. Unsafe food sources.
4. Contaminated equipment.
5. Poor personal hygiene.

Symptoms of food poisoning include but are not limited to nausea, diarrhoea, vomiting, dizziness-blurred vision, fever, abdominal cramps, headaches etc.

Food poisoning is a notifiable disease in New South Wales. What this means is that when two or more related cases of

food poisoning are medically diagnosed, the matter should be reported by the doctor immediately to the NSW Health Department for appropriate follow up investigation.

The more common types of food poisoning are Clostridium perfringens, Salmonella, Listeria, Campylobacter jejuni, Staphylococcus aureus, Shigella, Bacillus cereus, E coli and Vibrio parahaemolyticus. Each of these pathogenic microorganisms is usually associated with the types of potentially hazardous foods previously outlined.

Cleaning and Sanitising

Intentionally, the Standards are less prescriptive than the previous Food (General) Regulation, 1997, which they replaced. The Standards are generally performance based and this is reflected by the new requirement for cleaning and sanitising of the premises, appliances and equipment.

Rather than specifying hot water temperatures for sanitising eating and drinking utensils, as was previously the case, the Standard allows for other arrangements for eating and drinking utensils provided that they are effective.

It is important to understand three (3) distinct terms used in the Standards and the Guidelines.

Cleaning is a process that removes visible contamination such as food waste, dirt, grease etc. and can usually be achieved by water and detergent.

Sanitising is a process that destroys microorganisms and is usually achieved by both heat and water or by chemicals.

Sterilising is a process designed to destroy all microorganisms.

The Guidelines also provide information in regard to the use of sinks, commercial and domestic dishwashers and chemical sanitisers and business operators and food handlers should make themselves aware of Clauses 19 and 20 of Standard 3.2.2. The Guidelines discourage the manual washing of crockery, cutlery etc., for occupational health and safety reasons and strongly recommend the use of commercial dishwashing or glass washing machines or domestic dishwashing machines in some circumstances.

A sample template of a cleaning schedule is contained in this booklet.

Generally any cleaning schedule should indicate details of what has to be cleaned, by whom, the regularity of cleaning, the appropriate equipment and/or chemical/s to be used and precautions to be taken to avoid any potential food contamination.

Exemptions

Some exemptions are provided for in the Standards in circumstances involving fund raising events for charitable purposes and private dwellings.

The specific exemptions include:

1. The need to provide an approved flooring material in temporary food premises.
2. The new product labelling provisions of the Food Standard's Code subject to the product/s being sold for fund raising purposes by a charitable organisation.
3. Recognition that domestic premises used for bed and breakfast or commercial childcare facilities may, in some circumstances, not need to meet the construction standards for a commercial kitchen.

Record Keeping

In a number of areas within Standard 3.2.2 and Standard 3.2.2A, food businesses are required to take all practical measures to ensure that the safety of the food at any one of a number of stages is not compromised.

It will assist food business proprietors to meet their obligation under Standard 3.2.2 and Standard 3.2.2A by keeping certain records. Whilst keeping records in not specifically stated in the Standards, accurate documentation will enable operators to implement a comprehensive approach to safe food and demonstrate to Council's Authorised Officers that they are complying with the Standards.

To assist food business proprietors to keep or train staff in keeping records, sample templates are included in this booklet for your assistance. The sample templates, which may be copied, are examples only and may need to be modified to suit the particular circumstances of your business.

Ideally these records should be maintained in a hardbound folder and kept in a convenient location.

Food Handlers Seminars

Council's Food Safety Program has been developed and improved over recent years to accommodate for legislative changes and differences in community attitude towards food borne disease. Due to the nature and serious of food poisoning, Council conducts Food Handling Seminars for all proprietors in the Penrith local government area.

The seminars are conducted by Council's Environmental Health Officers and include such topics as, but not limited to:

- Food Legislation
- Cleanliness of Premises
- Food Poisoning
- Cleanliness of Appliances and Utensils
- Controlling Bacteria
- Temperature Control
- Correct Food Storage Practices
- Waste Control
- Correct Food Preparation Practices
- Pest Control
- Correct Food Handling Practices
- Shop Construction and Maintenance
- Personal Hygiene
- Name and Shame

Council's Food Handler Education Seminars are informative and cover the requirements for food businesses as detailed in the Food Safety Standards. It is also an excellent opportunity to talk to your local Environmental Health Officers and find out what their expectations are when they next visit your business.

Food Handler Education

Council's Environmental Health Team will aim to provide Food Handler Education Seminars, targeted pilot studies, regular print of the Food Safety Newsletter, ongoing updates on the website, verbal and written education where required to ensure all food business have access to the latest information available.

Council will aim to provide a minimum of four (4) Food Handler Education Seminars per year open to all food handlers in the area. The Food Handler Education Seminars aim to provide a forum for discussion of relevant food safety issues, any changes in food legislation and their impacts, an opportunity for food handlers to update their skills and an environment which provides for a growing relationship between Council's Environmental Health Officers and local food business.

Targeted Pilot Study opportunities will arise as the partnership with the NSW Food Authority grows and Council will aim to provide its local food business with any opportunities where they arise and are feasible to be involved in these programs. Targeted Pilot studies offer diverse training opportunities for food business often in areas which are emerging as big issue items in the future.

Food Safety campaigns are an exciting evolution which has evolved through the partnership program with the NSW Food Authority. They are a new concept based on science; using risk assessment, food safety interventions, compliance actions and re-inspections to affect long term

changes in food handler behaviour and achieve food standards compliance. The campaigns are designed to target specific food safety issues (eg. personal hygiene, cross contamination, temperature control) that have a direct impact on food borne illness (FBI).

They also provide the opportunity for Environmental Health Officers to use their inspection tools developed through previous training programs, on specific food safety issues; facilitating a consistent approach across the State. These programs will then be introduced through the food business sector aiming to provide educative material, relevant information and implementation ideas for retailers.

Council has designed a comprehensive, informative and easily readable Food Safety Newsletter which will be provided to food business as part of our Education Strategy. The Food Safety Newsletter aims to provide food handlers and food business owners with regular updates on food safety issues including but not limited to temperature control, food handling, hand washing and any relevant changes to food legislation.

The Food Safety Newsletter will aim to be sent out quarterly and Council will ensure that the Food Safety Newsletter is developed and sent at critical times of the year in relation to legislative changes or based around issue specifics arising from inspections to ensure a sustainable and informative structure is maintained.

Council's website has been designed to provide a one stop information shop for food business. The website includes information and details in relation to Councils Food Safety Program, the NSW Food Regulation Partnership, relevant codes and policies in relation to food, relevant forms, fact sheets and new business requirements.

Council's website will be updated regularly with information for food business and the aim is to grow the website to a point where it is the central information area to be used by food handlers and alike.

Council's Environmental Health Officers are available to discuss any issues with food proprietors and can be readily accessed by phone, email or approached during inspection. Council's inspection routine aims to not only provide enforcement of food standards but also an educative tool to increase knowledge among food handlers.

Food business should be aware that the NSW Food Authority has the powers to name food businesses prosecuted by Council in an effort to educate the public and provide for an open and transparent system which allows for the community to make an informed decision on where they eat.

Additional Information

The introduction of the Food Safety Standards across Australia during 2001/2002 represented the largest overhaul of food laws ever and whilst the publication of this food safety manual, including the fact sheets, does provide some information to food business proprietors and staff, it is recognised by Council that interested stakeholders may need to be provided with additional information as such information becomes available.

As additional information becomes available from the NSW Food Authority, who have the major carriage of the Standards in New South Wales, such information will be provided at a local level by Council.

Additional information can be obtained at the following web sites: -

Penrith City Council:
penrithcity.nsw.gov.au

Food Standards Australia New Zealand:
foodstandards.gov.au

NSW Food Authority:
foodauthority.nsw.gov.au

International Food Protection:
foodprotection.org

UK Department of Health:
gov.uk/government/organisations/department-of-health-and-social-care

US Food Safety Info Site:
foodsafety.gov

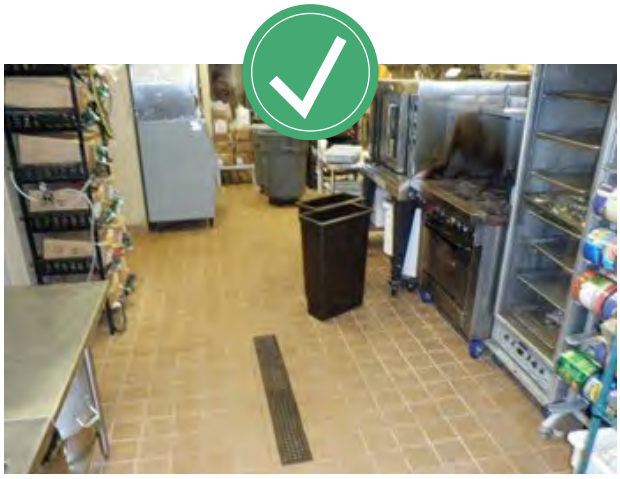
Food Safety Victoria:
foodsafety.vic.gov.au

Food Science Aust:
aifst.asn.au

Photo Library - Good vs. Bad

Chicken covered in a plastic bag.

Chicken covered with a dirty cloth Penalty Notice issued.



Clean kitchen floor.

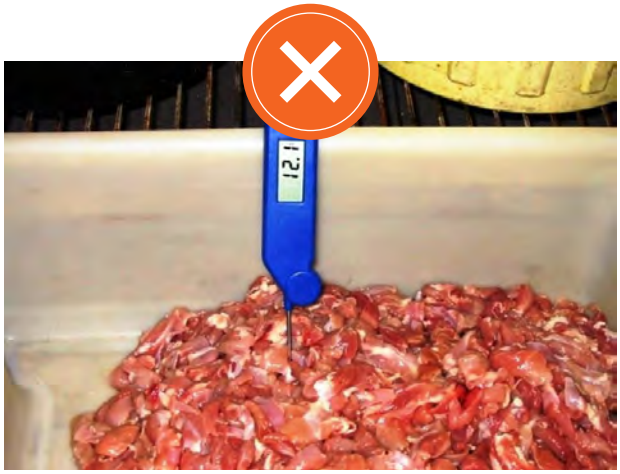
Dirty kitchen floor. Penalty Notice issued.

Clean food preparation bench.

Pest droppings on food preparation bench. Matter referred to Court for prosecution.

Photo Library - Good vs. Bad

Frozen chicken delivered under temperature control



Chicken delivered at 12.1°C. Chicken returned to supplier. Penalty Notice for receiving food out of temperature control.

Food product correctly labelled.

Cakes displayed for sale with no food label. Warning issued and food removed from sale.

Photo Library - Good vs. Bad

Food being thawed in the refrigerator

Prawns being thawed next to the hand basin and noodles draining in the hand basin. Penalty Notice issued.

Soap and single use towels provided to hand basin.

No soap or single use towels provided hand basin. Penalty Notice issued.

Enclose pest trap for kitchens

Dead mice exposed in a kitchen. Matter was referred to Court for prosecution.

STANDARD 3.1.1

INTERPRETATION AND APPLICATION

(Australia only)

Purpose

This Standard sets out the interpretation and application provisions that apply to the other food safety standards set out in this Chapter of the Code. The objective of the food safety standards is to ensure that only safe and suitable food is sold in Australia.

Contents

Clauses

1 Interpretation

In this Chapter the definitions of the following terms apply –

appropriate enforcement agency means an enforcement agency prescribed by the regulations under the Act for the purposes of enforcement of the Act or similar purposes.

authorised officer means a person authorised or appointed under the Act or other legislation for the purposes of enforcement of the Act, or similar purposes, such as an 'authorised officer', 'environmental health officer' or 'inspector'.

clean means clean to touch and free of extraneous visible matter and objectionable odour.

contaminant means any biological or chemical agent, foreign matter, or other substances that may compromise food safety or suitability.

contamination means the introduction or occurrence of a contaminant in food.

equipment means a machine, instrument, apparatus, utensil or appliance, other than a single-use item, used or intended to be used in or in connection with food handling and includes any equipment used or intended to be used to clean food premises or equipment.

food business means a business, enterprise or activity (other than primary food production) that involves –

(a) the handling of food intended for sale; or
(b) the sale of food;

regardless of whether the business, enterprise or activity concerned is of a commercial, charitable or community nature or whether it involves the handling or sale of food on one occasion only.

food handler means a person who directly engages in the handling of food, or who handles surfaces likely to come into contact with food, for a food business.

food handling operation means any activity involving the handling of food.

food premises means any premises including land, vehicles, parts of structures, tents, stalls and other temporary structures, boats, pontoons and any other place declared by the relevant authority to be premises under the Food Act kept or used for the handling of food for sale, regardless of whether those premises are owned by the proprietor, including premises used principally as a private dwelling, but does not mean food vending machines or vehicles used only to transport food.

food safety standards means the standards contained in Chapter 3 of the *Australia New Zealand Food Standards Code*.

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

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

pests include birds, rodents, insects and arachnids.

primary food production means the growing, cultivation, picking, harvesting, collection or catching of food, and includes the following –

(a) the transportation or delivery of food on, from or between the premises on which it was grown, cultivated, picked, harvested, collected or caught;
(b) the packing, treating (for example, washing) or storing of food on the premises on which it was grown, cultivated, picked, harvested, collected or caught; and
(c) any other food production activity that is regulated by or under an Act prescribed by the regulations for the purposes of this definition.

However, primary food production does not include –

(d) any process involving the substantial transformation of food (for example, manufacturing or canning), regardless of whether the process is carried out on the premises in which the food was grown, cultivated, picked, harvested, collected or caught; or
(e) the sale or service of food directly to the public; or
(f) any other food production activity prescribed by the regulations under the Act for the purposes of this definition.

proprietor of a food business means –

(a) the person carrying on the food business, or
(b) if that person cannot be identified – the person in charge of the food business.

sell means –

(a) barter, offer or attempt to sell; or
(b) receive for sale; or
(c) have in possession for sale; or
(d) display for sale; or
(e) cause or permit to be sold or offered for sale; or
(f) send, forward or deliver for sale; or
(g) dispose of by any method for valuable consideration; or
(h) dispose of to an agent for sale on consignment; or
(i) provide under a contract of service; or
(j) supply food as a meal or part of a meal to an employee, in accordance with a term of an award governing the employment of the employee or a term of the employee's contract of service, for consumption by the employee at the employee's place of work;
(k) dispose of by way of raffle, lottery or other game of chance; or
(l) offer as a prize or reward; or
(m) give away for the purpose of advertisement or in furtherance of trade or business; or
(n) supply food under a contract (whether or not the contract is made with the consumer of the food), together with accommodation, service or entertainment, in consideration of an inclusive charge for the food supplied and the accommodation, service or entertainment; or
(o) supply food (whether or not for consideration) in the course of providing services to patients or inmates in public institutions, where 'public institution' means 'public institution' as defined in the Act, if it is so defined; or
(p) sell for the purpose of resale.

single-use item means an instrument, apparatus, utensil or other thing intended by the manufacturer to only be used once in connection with food handling, and includes disposable gloves.

Vehicles used to transport food includes shopping trolleys.

2 Meaning of safe and suitable food

(1) For the purposes of the Food Safety Standards, food is not safe if it would be likely to cause physical harm to a person who might later consume it, assuming it was –

(a) after that time and before being consumed by the person, properly subjected to all processes (if any) that are relevant to its reasonable intended use; and
(b) consumed by the person according to its reasonable intended use.

(2) However, food is not unsafe merely because its inherent nutritional or chemical properties cause, or its inherent nature causes, adverse reactions only in persons with allergies or sensitivities that are not common to the majority of persons.

(3) In subsection (1), *processes* include processes involving storage and preparation.

(4) For the purposes of the Food Safety Standards, food is not suitable if it –

(a) is damaged, deteriorated or perished to an extent that affects its reasonable intended use; or
(b) contains any damaged, deteriorated or perished substance that affects its reasonable intended use; or
(c) is the product of a diseased animal or an animal that has died otherwise than by slaughter, and has not been declared by or under another Act to be safe for human consumption; or
(d) contains a biological or chemical agent, or other matter or substance, that is foreign to the nature of the food.

(5) However, food is not unsuitable for the purposes of the Food Safety Standards merely because –

(a) it contains an agricultural or veterinary chemical in an amount that does not contravene the *Australia New Zealand Food Standards Code;* or
(b) it contains a metal or non-metal contaminant (within the meaning of the *Australia New Zealand Food Standards Code*) in an amount that does not contravene the permitted level for the contaminant as specified in the *Australia New Zealand Food Standards Code*; or
(c) it contains any matter or substance that is permitted by the *Australia New Zealand Food Standards Code*.

Editorial note:

'Act' is defined in Standard 1.1.1 as meaning the Act under the authority of which the Code is applied.

3 General application of the Food Safety Standards

The Food Safety Standards apply in accordance with this Standard to all food businesses in Australia but not in New Zealand.

4 Compliance

(1) The proprietor of a food business must ensure the food business complies with all the requirements of the Food Safety Standards except those in Subdivision 1 of Division 4 of Standard 3.2.2 – Food Safety Practices and General Requirements.

(2) Food handlers must comply with all the requirements set out in Subdivision 1 of Division 4 of Standard 3.2.2.

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STANDARD 3.2.2

FOOD SAFETY PRACTICES AND GENERAL REQUIREMENTS

(Australia only)

Purpose

This Standard sets out specific requirements for food businesses and food handlers that, if complied with, will ensure food does not become unsafe or unsuitable.

This Standard specifies process control requirements to be satisfied at each step of the food handling process. Some requirements relate to the receipt, storage, processing, display, packaging, distribution disposal and recall of food. Other requirements relate to the skills and knowledge of food handlers and their supervisors, the health and hygiene of food handlers, and the cleaning, sanitising, and maintenance of premises and equipment.

Contents

Clauses

Division 1 – Interpretation and application

1 Interpretation

In this Standard, unless the contrary intention appears –

carrier of a foodborne disease does not include a person who is a carrier of *Staphylococcus aureus*.

condition means an infected skin lesion or discharges from the ear, nose or eye.

environmental conditions means conditions under which certain food may be required to be stored including temperature, humidity, lighting conditions and atmosphere.

foodborne disease means a disease that is likely to be transmitted through consumption of contaminated food.

food safety program means a program set out in a written document retained at the food premises of the food business, including records of compliance and other related action, that –

(a) systematically identifies the potential hazards that may be reasonably expected to occur in all food handling operations of the food business;
(b) identifies where, in a food handling operation, each hazard identified under paragraph (a) can be controlled and the means of control;
(c) provides for the systematic monitoring of those controls;
(d) provides for appropriate corrective action when that hazard, or each of those hazards, is found not to be under control;
(e) provides for the regular review of the program by the food business to ensure its adequacy; and
(f) provides for appropriate records to be made and kept by the food business demonstrating action taken in relation to, or in compliance with, the food safety program.

frozen does not include partly thawed.

potentially hazardous food means food that has to be kept at certain temperatures to minimise the growth of any pathogenic microorganisms that may be present in the food or to prevent the formation of toxins in the food.

process, in relation to food, means activity conducted to prepare food for sale including chopping, cooking, drying, fermenting, heating, pasteurising, thawing and washing, or a combination of these activities.

ready-to-eat food means food that is ordinarily consumed in the same state as that in which it is sold 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.

symptom means diarrhoea, vomiting, sore throat with fever, fever or jaundice.

temperature control means maintaining food at a temperature of –

(a) 5°C, or below if this is necessary to minimise the growth of infectious or toxigenic microorganisms in the food so that the microbiological safety of the food will not be adversely affected for the time the food is at that temperature; or
(b) 60°C or above; or

(c) another temperature — if the food business demonstrates that maintenance of the food at this temperature for the period of time for which it will be so maintained, will not adversely affect the microbiological safety of the food.

2 Application of this Standard

This Standard applies to all food businesses and food handlers in Australia in accordance with Standard 3.1.1 – Interpretation and Application.

Editorial note:

Food businesses that operate from a farm, vineyard, orchard or aquaculture facility should refer to the definition of 'food business' in Standard 3.1.1 to determine if they have to comply with this Standard. If they are involved in the substantial transformation of food or the sale or service of food directly to the public then they must comply with this Standard.

Division 2 – General requirements

3 Food handling – skills and knowledge

(1) A food business must ensure that persons undertaking or supervising food handling operations have –

(a) skills in food safety and food hygiene matters; and
(b) knowledge of food safety and food hygiene matters,

commensurate with their work activities.

(2) Subclause (1) does not apply to a food business in relation to persons undertaking food handling operations for fundraising events at which only food that is not potentially hazardous or is to be consumed immediately after thorough cooking is sold.

4 Notification

(1) A food business must, before the food business commences any food handling operations, notify the appropriate enforcement agency of the following information –

(a) contact details for the food business including the name of the food business and the name and business address of the proprietor of the food business;
(b) the nature of the food business; and
(c) the location of all food premises of the food business that are within the jurisdiction of the enforcement agency.

(2) When complying with subclause (1), the proprietor of the food business must answer all questions asked by the appropriate enforcement agency in relation to the matters listed in subclause (1) in the form approved from time to time by the relevant authority under the Act.

(3) The food business must notify the appropriate enforcement agency of any proposed change to the information specified in subclause (1) before the change occurs.

(4) A food business that exists at the time of the commencement of this clause must provide the appropriate enforcement agency with the information specified in subclause (1) within three months of the commencement of this clause.

Division 3 – Food handling controls

5 Food receipt

(1) A food business must take all practicable measures to ensure it only accepts food that is protected from the likelihood of contamination.

(2) A food business must provide, to the reasonable satisfaction of an authorised officer upon request, the following information relating to food on the food premises –

(a) the name and business address in Australia of the vendor, manufacturer or packer or, in the case of food imported into Australia, the name and business address in Australia of the importer; and
(b) the prescribed name or, if there is no prescribed name, a name or a description of the food sufficient to indicate the true nature of the food.

(3) A food business must, when receiving potentially hazardous food, take all practicable measures to ensure it only accepts potentially hazardous food that is at a temperature of –

(a) 5°C or below; or
(b) 60°C or above,

unless the food business transporting the food demonstrates that the temperature of the food, having regard to the time taken to transport the food, will not adversely affect the microbiological safety of the food.

(4) A food business must, when receiving potentially hazardous food, take all practicable measures to ensure that food which is intended to be received frozen, is frozen when it is accepted.

6 Food storage

(1) A food business must, when storing food, store the food in such a way that –

(a) it is protected from the likelihood of contamination; and
(b) the environmental conditions under which it is stored will not adversely affect the safety and suitability of the food.

(2) A food business must, when storing potentially hazardous food –

(a) store it under temperature control; and
(b) if it is food that is intended to be stored frozen, ensure the food remains frozen during storage.

7 Food processing

(1) A food business must –

(a) take all practicable measures to process only safe and suitable food; and
(b) when processing food –

(i) take all necessary steps to prevent the likelihood of food being contaminated; and
(ii) where a process step is needed to reduce to safe levels any pathogens that may be present in the food – use a process step that is reasonably known to achieve the microbiological safety of the food.

(2) A food business must, when processing potentially hazardous food that is not undergoing a pathogen control step, ensure that the time the food remains at temperatures that permit the growth of infectious or toxigenic microorganisms in the food is minimised.

(3) A food business must, when cooling cooked potentially hazardous food, cool the food –

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

unless the food business demonstrates that the cooling process used will not adversely affect the microbiological safety of the food.

(4) A food business must, when reheating previously cooked and cooled potentially hazardous food to hold it hot, use a heat process that rapidly heats the food to a temperature of 60°C or above, unless the food business demonstrates that the heating process used will not adversely affect the microbiological safety of the food.

8 Food display

(1) A food business must, when displaying food, take all practicable measures to protect the food from the likelihood of contamination.

(2) A food business must, when displaying unpackaged ready-to-eat food for self service –

(a) ensure the display of the food is effectively supervised so that any food that is contaminated by a customer or is likely to have been so contaminated is removed from display without delay;
(b) provide separate serving utensils for each food or other dispensing methods that minimise the likelihood of the food being contaminated; and
(c) provide protective barriers that minimise the likelihood of contamination by customers.

(3) Subclause (2) does not apply to food in tamper resistant equipment or containers.

(4) A food business must not display for sale on any counter or bar, any ready-to-eat food that is not intended for self-service unless it is enclosed, contained or wrapped so that the food is protected from likely contamination.

(5) A food business must, when displaying potentially hazardous food –

(a) display it under temperature control; and
(b) if it is food that is intended to be displayed frozen, ensure the food remains frozen when displayed.

9 Food packaging

A food business must, when packaging food –

(a) only use packaging material that is fit for its intended use;
(b) only use material that is not likely to cause food contamination; and
(c) ensure that there is no likelihood that the food may become contaminated during the packaging process.

10 Food transportation

A food business must, when transporting food –

(a) protect all food from the likelihood of contamination;
(b) transport potentially hazardous food under temperature control; and
(c) ensure that potentially hazardous food which is intended to be transported frozen remains frozen during transportation.

11 Food disposal

(1) A food business must ensure that food for disposal is held and kept separate until it is –

(a) destroyed or otherwise used or disposed of so that it cannot be used for human consumption;
(b) returned to its supplier;
(c) further processed in a way that ensures its safety and suitability; or
(d) ascertained to be safe and suitable.

(2) In subclause (1), 'food for disposal' means food that –

(a) is subject to recall;
(b) has been returned;
(c) is not safe or suitable; or
(d) is reasonably suspected of not being safe or suitable.

(3) A food business must clearly identify any food that is held and kept separate in accordance with subclause (1) as returned food, recalled food, or food that is or may not be safe or suitable, as the case may be.

(4) A food business must not sell food that has been already served to a person to another person unless the food was completely wrapped when served and has remained completely wrapped.

12 Food recall

A food business engaged in the wholesale supply, manufacture or importation of food must –

(a) have in place a system to ensure the recall of unsafe food;
(b) set out this system in a written document and make this document available to an authorised officer upon request; and
(c) comply with this system when recalling unsafe food.

Editorial note:

Food businesses that are not engaged in the wholesale supply, manufacture or importation of food are not required to have a food recall system. However, all food businesses should note that food that is subject to recall is 'food for disposal' and hence all food businesses must comply with the requirements of clause 11 in relation to recalled food.

Division 4 – Health and hygiene requirements

Subdivision 1 – Requirements for food handlers

13 General requirement

A food handler must take all reasonable measures not to handle food or surfaces likely to come into contact with food in a way that is likely to compromise the safety and suitability of food.

14 Health of food handlers

(1) A food handler who has a symptom that indicates the handler may be suffering from a foodborne disease, or knows he or she is suffering from a foodborne disease, or is a carrier of a foodborne disease, must, if at work –

(a) report that he or she is or may be suffering from the disease, or knows that he or she is carrying the disease, to his or her supervisor, as the case may be;
(b) not engage in any handling of food where there is a reasonable likelihood of food contamination as a result of the disease; and

(c) if continuing to engage in other work on the food premises – take all practicable measures to prevent food from being contaminated as a result of the disease.

(2) A food handler who suffers from a condition must, if at work –

(a) if there is a reasonable likelihood of food contamination as a result of suffering the condition – report that he or she is suffering from the condition to his or her supervisor; and
(b) if continuing to engage in the handling of food or other work – take all practicable measures to prevent food being contaminated as a result of the condition.

(3) A food handler must notify his or her supervisor if the food handler knows or suspects that he or she may have contaminated food whilst handling food.

15 Hygiene of food handlers

(1) A food handler must, when engaging in any food handling operation –

(a) take all practicable measures to ensure his or her body, anything from his or her body, and anything he or she is wearing does not contaminate food or surfaces likely to come into contact with food;
(b) take all practicable measures to prevent unnecessary contact with ready-to-eat food;
(c) ensure outer clothing is of a level of cleanliness that is appropriate for the handling of food that is being conducted;
(d) only use on exposed parts of his or her body bandages and dressings that are completely covered with a waterproofed covering;
(e) not eat over unprotected food or surfaces likely to come into contact with food;
(f) not sneeze, blow or cough over unprotected food or surfaces likely to come into contact with food;
(g) not spit, smoke or use tobacco or similar preparations in areas in which food is handled; and
(h) not urinate or defecate except in a toilet.

(2) A food handler must wash his or her hands in accordance with subclause (4) –

(a) whenever his or her hands are likely to be a source of contamination of food;
(b) immediately before working with ready-to-eat food after handling raw food; and
(c) immediately after using the toilet.

(3) A food handler must, when engaging in a food handling operation that involves unprotected food or surfaces likely to come into contact with food, wash his or her hands in accordance with subclause (4) –

(a) before commencing or re-commencing handling food;
(b) immediately after smoking, coughing, sneezing, using a handkerchief or disposable tissue, eating, drinking or using tobacco or similar substances; and
(c) after touching his or her hair, scalp or a body opening.

(4) A food handler must, whenever washing his or her hands –

(a) use the hand washing facilities provided;
(b) thoroughly clean his or her hands using soap or other effective means, and warm running water; and
(c) thoroughly dry his or her hands on a single use towel or in another way that is not likely to transfer pathogenic microorganisms to the hands.

(5) A food handler who handles food at temporary food premises does not have to clean his or her hands with warm running water, or comply with paragraph (4)(c), if the appropriate enforcement agency has provided the food business operating from the temporary food premises with approval in writing for this purpose.

Subdivision 2 – Requirements for food businesses

16 Health of persons who handle food – duties of food businesses

(1) A food business must ensure the following persons do not engage in the handling of food for the food business where there is a reasonable likelihood of food contamination –

(a) a person known to be suffering from a foodborne disease, or who is a carrier of a foodborne disease; and
(b) a person known or reasonably suspected to have a symptom that may indicate he or she is suffering from a foodborne disease.

(2) A food business must ensure that a person who is known or reasonably suspected to be suffering from a condition and who continues to engage in the handling of food for the food business takes all practicable measures to prevent food contamination.

(3) A food business may permit a person excluded from handling food in accordance with paragraph (1)(a) to resume handling food only after receiving advice from a medical practitioner that the person no longer is suffering from, or is a carrier of, a foodborne disease.

17 Hygiene of food handlers — duties of food businesses

(1) Subject to subclause (2), a food business must, for each food premises –

(a) maintain easily accessible hand washing facilities;
(b) maintain, at or near each hand washing facility, a supply of –

(i) warm running water; and
(ii) soap; or
(iii) other items that may be used to thoroughly clean hands;

(c) ensure hand washing facilities are only used for the washing of hands, arms and face; and
(d) provide, at or near each hand washing facility –

(i) single use towels or other means of effectively drying hands that are not likely to transfer pathogenic microorganisms to the hands; and
(ii) a container for used towels, if needed.

(2) Paragraph (1)(c) does not apply in relation to handwashing facilities at food premises that are used principally as a private dwelling if the proprietor of the food business has the approval in writing of the appropriate enforcement agency.

(3) With the approval in writing of the appropriate enforcement agency, a food business that operates from temporary food premises does not have to comply with any of the requirements of paragraphs (1)(b)(i) or (1)(d) that are specified in the written approval.

18 General duties of food businesses

(1) A food business must inform all food handlers working for the food business of their health and hygiene obligations under Subdivision 1 of this Division.

(2) A food business must ensure that any information provided by a food handler in accordance with Subdivision 1 of this Division is not disclosed to any person without the consent of the food handler, except the proprietor or an authorised officer, and that the information is not used for any purpose other than addressing the risk of food contamination.

(3) A food business must take all practicable measures to ensure all people on the food premises of the food business –

(a) do not contaminate food;
(b) do not have unnecessary contact with ready-to-eat food; and
(c) do not spit, smoke, or use tobacco or similar preparations in areas where there is unprotected food or surfaces likely to come into contact with food.

Division 5 – Cleaning, sanitising and maintenance

19 Cleanliness

(1) A food business must maintain food premises to a standard of cleanliness where there is no accumulation of –

(a) garbage, except in garbage containers;
(b) recycled matter, except in containers;
(c) food waste;
(d) dirt;
(e) grease; or
(f) other visible matter.

(2) A food business must maintain all fixtures, fittings and equipment, having regard to its use, and those parts of vehicles that are used to transport food, and other items provided by the business to purchasers to transport food, to a standard of cleanliness where there is no accumulation of –

(a) food waste;
(b) dirt;
(c) grease; or
(d) other visible matter.

20 Cleaning and sanitising of specific equipment

(1) A food business must ensure the following equipment is in a clean and sanitary condition in the circumstances set out below –

(a) eating and drinking utensils - immediately before each use; and
(b) the food contact surfaces of equipment - whenever food that will come into contact with the surface is likely to be contaminated.

(2) In subclause (1), a 'clean and sanitary condition' means, in relation to a surface or utensil, the condition of a surface or utensil where it –

(a) is clean; and
(b) has had applied to it heat or chemicals, heat and chemicals, or other processes, so that the number of microorganisms on the surface or utensil has been reduced to a level that –

(i) does not compromise the safety of the food with which it may come into contact; and
(ii) does not permit the transmission of infectious disease.

21 Maintenance

(1) A food business must maintain food premises and all fixtures, fittings and equipment, having regard to their use, and those parts of vehicles that are used to transport food, and other items provided by the business to purchasers to transport food, in a good state of repair and working order having regard to their use.

(2) A food business must not use any chipped, broken or cracked eating or drinking utensils for handling food.

Division 6 – Miscellaneous

22 Temperature measuring devices

A food business must, at food premises where potentially hazardous food is handled, have a temperature measuring device that –

(a) is readily accessible; and
(b) can accurately measure the temperature of potentially hazardous food to +/- 1ºC.

23 Single use items

A food business must –

(a) in relation to all single use items, take all practicable measures to ensure they do not come into contact with food or the mouth of a person if they are –

(i) contaminated; or
(ii) reasonably suspected of being contaminated; and

(b) in relation to single use items that are intended to come into contact with food or the mouth of a person –

(i) take all practicable measures to protect them from the likelihood of contamination until use; and
(ii) not reuse such items.

24 Animals and pests

(1) A food business must –

(a) subject to subclauses (2) and (3), not permit live animals in areas in which food is handled, other than seafood or other fish or shellfish; and
(b) take all practicable measures to prevent pests entering the food premises; and
(c) take all practicable measures to eradicate and prevent the harbourage of pests on the food premises and those parts of vehicles that are used to transport food.

(2) A food business must permit an assistance animal in areas used by customers.

(3) A food business may permit a dog that is not an assistance animal to be present in an outdoor dining area.

(4) In this clause –

assistance animal means an animal referred to in section 9 of the *Disability Discrimination Act 1992* of the Commonwealth.

enclosed area means an area that, except for doorways and passageways, is substantially or completely closed, whether permanently or temporarily, by –

(a) a ceiling or roof; and
(b) walls or windows or both walls and windows.

outdoor dining area means an area that –

(a) is used for dining, drinking or both drinking and dining; and
(b) is not used for the preparation of food; and
(c) is not an enclosed area; and
(d) can be entered by the public without passing through an enclosed area.

Editorial note:

Section 9 of the *Disability Discrimination Act 1992* refers to a guide dog, a dog trained to assist a person in activities where hearing is required and any other animal trained to assist a person to alleviate the effect of a disability.

25 Alternative methods of compliance

Without limiting the ways in which a food business can demonstrate that the temperature and any heating or cooling process it uses will not adversely affect the microbiological safety of food, a food business satisfies this requirement by complying with –

(a) a food safety program that meets the requirements for food safety programs in the Act, regulations under the Act, or a food safety standard other than this Standard;
(b) if no such requirements apply to the food business, a 'food safety program' as defined in this Standard;
(c) a process that according to documented sound scientific evidence is a process that will not adversely affect the microbiological safety of the food; or
(d) a process set out in written guidelines based on sound scientific evidence that are recognised by the relevant food industry.

Amendment History

The Amendment History provides information about each amendment to the Standard. The information includes commencement or cessation information for relevant amendments.

These amendments are made under section 92 of the *Food Standards Australia New Zealand Act 1991* unless otherwise indicated. Amendments do not have a specific date for cessation unless indicated as such.

About this compilation

This is a compilation of Standard 3.2.2 as in force on **30 October 2014** (up to Amendment No. 150). It includes any commenced amendment affecting the compilation to that date.

Prepared by Food Standards Australia New Zealand on **30 October 2014**.

Uncommenced amendments or provisions ceasing to have effect

To assist stakeholders, the effect of any uncommenced amendments or provisions which will cease to have effect, may be reflected in the Standard as shaded boxed text with the relevant commencement or cessation date. These amendments will be reflected in a compilation registered on the Federal Register of Legislative Instruments including or omitting those amendments and provided in the Amendment History once the date is passed.

The following abbreviations may be used in the table below:

ad = added or inserted
am = amended
exp = expired or ceased to have effect
rep = repealed
rs = repealed and substituted

Standard 3.2.2 was published in the *Commonwealth of Australia Gazette* No. S 464 on 24 August 2000 as part of Amendment No. 51 (F2008B00576 – 24 September 2008) and has been amended as follows:

Clause affected	A'ment No.	FRLI registration Gazette	Commencement (Cessation)	How affected	Description of amendment
Purpose	67	F2008B00814 24 Dec 2008 FSC 9 31 July 2003	31 July 2003	am	Correct a formatting error.
1	67	F2008B00814 24 Dec 2008 FSC 9 31 July 2003	31 July 2003	am	Definitions of 'adequate supply of water' and 'potable water' to correct punctuation errors.
1	124	F2011L01450 8 July 2011 FSC 66 11 July 2011	11 July 2011	am	Amend the spelling of 'micro-organism' to 'microorganism' wherever occurring.
1	135	F2011L02014 10 Oct 2012 FSC 77 11 Oct 2012	11 Oct 2012	am	Amend the spelling of 'food-borne' to 'foodborne' wherever occurring.
2(1)	67	F2008B00814 24 Dec 2008 FSC 9 31 July 2003	31 July 2003	am	Correct a formatting error.
3(2)	150	F2014L01427 28 Oct 2014 FSC92 30 Oct 2014	30 Oct 2014	rs	Subclause to clarify intent.

Clause affected	A'ment No.	FRLI registration Gazette	Commencement (Cessation)	How affected	Description of amendment
5(2)	135	F2011L02014 10 Oct 2012 FSC 77 11 Oct 2012	11 Oct 2012	am	Paragraph (b) to clarify intent.
5(2)	150	F2014L01427 28 Oct 2014 FSC92 30 Oct 2014	30 Oct 2014	am	Correct typographical error.
7	124	F2011L01450 8 July 2011 FSC 66 11 July 2011	11 July 2011		Amend the spelling of 'micro-organism' to 'microorganism' wherever occurring.
14(1)	135	F2011L02014 10 Oct 2012 FSC 77 11 Oct 2012	11 Oct 2012	am	Amend the spelling of 'food-borne' to 'foodborne' wherever occurring.
16(1), (3)	135	F2011L02014 10 Oct 2012 FSC 77 11 Oct 2012	11 Oct 2012	am	Amend the spelling of 'food-borne' to 'foodborne' wherever occurring.
17	124	F2011L01450 8 July 2011 FSC 66 11 July 2011	11 July 2011	am	Amend the spelling of 'micro-organism' to 'microorganism' wherever occurring.
19(2)	78	F2005L01246 26 May 2005 FSC 20 26 May 2005	26 May 2005	am	Subclause to clarify intent.
20	124	F2011L01450 8 July 2011 FSC 66 11 July 2011	11 July 2011	am	Amend the spelling of 'micro-organism' to 'microorganism' wherever occurring.
21(1)	78	F2005L01246 26 May 2005 FSC 20 26 May 2005	26 May 2005	am	Subclause to clarify intent.
21(1)	88	F2006L03270 5 Oct 2006 FSC 30 5 Oct 2006	5 Oct 2006	rs	Subclause to include a reference to 'food premises' which was inadvertently omitted under a previous amendment.
24	135	F2012L02012 10 Oct 2012 FSC 77 11 Oct 2012	11 Oct 2012	rs	Clause and following Editorial note.
24(4)	150	F2014L01427 28 Oct 2014 FSC92 30 Oct 2014	30 Oct 2014	rs	Definition of 'outdoor dining area' to correct typographical error.

Food Standards (Proposal P1053 – Food Safety Management Tools) Variation

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The Board of Food Standards Australia New Zealand gives notice of the making of this Standard under section 92 of the *Food Standards Australia New Zealand Act 1991*. The Standard commences on a date 12 months after the date of gazettal.

Dated 1 December 2022

Lisa Kelly
Delegate of the Board of Food Standards Australia New Zealand

Note:

This Standard will be published in the Commonwealth of Australia Gazette No. FSC 8 on December 2022. This means that this date is the gazettal date for the purposes of the above notice.

Standard 3.2.2A Food Safety Management Tools

Note 1 This instrument is a standard under the *Food Standards Australia New Zealand Act 1991* (Cth). The standards together make up the *Australia New Zealand Food Standards Code.* See also section 1.1.1—3.

Note 2 This Standard applies in Australia only.

3.2.2A—1 Name

This Standard is *Australia New Zealand Food Standards Code* – Standard 3.2.2A – Food Safety Management Tools.

Note Commencement:

This Standard commences on a date that is 12 months after the date of gazettal, being the dates specified as the commencement date in notices in the Gazette and the New Zealand Gazette under section 92 of the Food Standards Australia New Zealand Act 1991 (Cth). See also section 93 of that Act.

3.2.2A—2 Definitions

In this Standard:

category one business—see 3.2.2A—6.

category two business—see 3.2.2A—7.

food safety supervisor means a person who:

(a) holds a food safety supervisor certificate that has been issued within the immediately preceding period of 5 years; and

(b) has the authority and ability to manage and give direction on the safe handling of food.

food safety supervisor certificate means certification as a food safety supervisor by:

(a) a registered training organisation; or

(b) an organisation recognised by the *relevant authority under the application Act.

food safety training course means training in food safety that includes training in each of the following:

(a) safe handling of food; and

(b) food contamination; and

(c) cleaning and sanitising of food premises and equipment; and

(d) personal hygiene.

potentially hazardous food means food that has to be kept at certain temperatures to:

(a) minimise the growth of any pathogenic microorganisms that may be present in the food; or

(b) prevent the formation of toxins in the food.

prescribed activity—see 3.2.2A—5.

process, in relation to food, means activity conducted to prepare food for sale and includes chopping, cooking, drying, fermenting, heating, thawing and washing, or a combination of these activities.

ready-to-eat food means food that is ordinarily consumed in the same state as that in which it is sold, but does not include:

(a) nuts in the shell; or

(b) whole, raw fruits; or

(c) vegetables that are intended for hulling, peeling or washing by the

consumer.

Note 1 In this Code (see section 1.1.2—2):

application Act means an Act or Ordinance of a *jurisdiction under which the requirements of this Code are applied in the jurisdiction.

authorised officer, in relation to a jurisdiction, means a person authorised or appointed under an application Act or other legislation of the relevant *jurisdiction for the purposes of enforcement of a provision of the relevant application Act, or for purposes that include that purpose.

caterer means a person, establishment or institution (for example, a catering establishment, a restaurant, a canteen, a school, or a hospital) which handles or offers food for immediate consumption.

fund raising event means an event that raises funds solely for a community or charitable cause and not for personal financial gain.

jurisdiction means a State or Territory of Australia, the Commonwealth of *Australia, or New Zealand.*

relevant authority means an authority responsible for the enforcement of the relevant application Act.

Note 2 In this Chapter (see clause 2 of Standard 3.1.1):

food business means a business, enterprise or activity (other than primary food production) that involves –

(a) the handling of food intended for sale; or

(b) the sale of food;

regardless of whether the business, enterprise or activity concerned is of a commercial, charitable or community nature or whether it involves the handling or sale of food on one occasion only.

food premises means any premises including land, vehicles, parts of structures, tents, stalls and other temporary structures, boats, pontoons and any other place declared by the relevant authority to be premises under the Food Act kept or used for the handling of food for sale, regardless of whether those premises are owned by the proprietor, including premises used principally as a private dwelling, but does not mean food vending machines or vehicles used only to transport food.

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

3.2.2A—3 Application of this Standard

(1) This Standard applies to a food business in Australia that is a category one business or a category two business.

(2) This Standard does not apply to the handling of food for or at a *fund raising event.

3.2.2A—4 Food service

(1) For the purposes of this Standard, ***food service*** means a food business which processes and serves ready-to-eat food direct to a consumer, whether consumed at the food premises or elsewhere.

(2) For the purposes of subsection (1), ***serve*** means the act of setting out or presenting food to or for a person to eat that food and includes the following activities:

(a) portioning food from a bulk tray or container into single serves and placing it on plates; or

(b) presenting food in a bain-marie or other bulk food display unit for self-service; or

(c) delivery of plated food.

3.2.2A—5 Prescribed activities

For the purposes of this Standard, a prescribed activity is the handling by the food business of any unpackaged potentially hazardous food that:

(a) is used in the preparation of ready-to-eat food to be served to a consumer; or

(b) is ready-to-eat food intended for retail sale by that business.

3.2.2A—6 Category one business

For the purposes of this Standard, ***a category one business*** means a food business that:

(a) is a *caterer or a food service; and

(b) processes unpackaged potentially hazardous food into a food that is:

(i) potentially hazardous food; and

(ii) ready-to-eat food.

3.2.2A—7 Category two business

For the purposes of this Standard, a ***category two business*** means a food business that offers for retail sale a food that is:

(a) potentially hazardous food; and

(b) ready-to-eat food; and

where that food:

(i) was received unpackaged by the food business or was unpackaged by the food business after receipt; and

(ii) was not made or processed (other than slicing, weighing, repacking, reheating or hot-holding the food) by the food business.

3.2.2A—8 Food safety management tools required for category one businesses

A category one business must comply with sections 3.2.2A—10, 3.2.2A—11 and 3.2.2A—12.

3.2.2A—9 Food safety management tools required for category two businesses

A category two business must comply with sections 3.2.2A—10 and 3.2.2A—11.

3.2.2A—10 Food safety training for food handlers engaged in a prescribed activity

The food business must ensure that each food handler who engages in a prescribed activity has, before engaging in that activity:

(a) completed a food safety training course; or

(b) skills and knowledge of food safety and hygiene matters commensurate with that specific prescribed activity.

3.2.2A—11 Supervision of food handlers

The food business must:

(a) appoint a food safety supervisor before engaging in a prescribed activity; and

(b) ensure that the food safety supervisor is reasonably available to advise and supervise each food handler engaged in that prescribed activity.

3.2.2A—12 Substantiating food safety management of prescribed activities

(1) Subject to subsection (3), if the food business engages in a prescribed activity, the food business must make a record that substantiates any matter that the prescribed provisions require in relation to that prescribed activity.

(2) The food business must keep a record required by subsection (1) for 3 months after the business makes the record.

(3) Subsection (1) does not apply to a food business that can demonstrate to the reasonable satisfaction of an *authorised officer on request that the business has complied with each of the prescribed provisions.

(4) For the purposes of this section, the prescribed provisions are the following

provisions of Standard 3.2.2:

(a) subclause 5(3);
(b) paragraph 6(2)(a);
(c) paragraph 7(1)(b)(ii);
(d) subclause 7(2);
(e) subclause 7(3);
(f) subclause 7(4);
(g) paragraph 8(5)(a);
(h) paragraph 10(b); and
(i) clause 20.

STANDARD 3.2.3

FOOD PREMISES AND EQUIPMENT

(Australia only)

Purpose

This Standard sets out requirements for food premises and equipment that, if complied with, will facilitate compliance by food businesses with the food safety requirements of Standard 3.2.2 – Food Safety Practices and General Requirements.

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

Contents

Division 1 – Interpretation and application

1 Interpretation

In this Standard –

adequate supply of water means potable water that is available at a volume, pressure and temperature that is adequate for the purposes for which the water is used.

potable water means water that is acceptable for human consumption.

Editorial note:

The *Australian Drinking Water Guidelines* (ADWG) are available from the National Health and Medical Research Council (NHMRC).

sanitise means to apply heat or chemicals, heat and chemicals, or other processes, to a surface so that the number of microorganisms on the surface is reduced to a level that –

(a) does not compromise the safety of food with which it may come into contact; and
(b) does not permit the transmission of infectious disease.

sewage includes the discharge from toilets, urinals, basins, showers, sinks and dishwashers, whether discharged through sewers or other means.

2 Application of this Standard

(1) This Standard applies to all food businesses in Australia in accordance with Standard 3.1.1 – Interpretation and Application.

Editorial note:

Food businesses that operate from a farm, vineyard, orchard or aquaculture facility should refer to the definition of 'food business' in Standard 3.1.1 to determine if they must comply with this Standard. If they are involved in the substantial transformation of food or the sale or service of food directly to the public then they must comply with this Standard.

(2) A food business may only use food premises and food transport vehicles that comply with this Standard.

(3) A food business may only use equipment, fixtures and fittings in or on food premises and in or on food transport vehicles that comply with this Standard.

Editorial note:

Standards Australia has published AS 4674-2004 Design, Construction and Fit-out of Food Premises. This Standard provides guidance on design, construction and fit-out criteria for new food premises and for the renovation or alteration of existing food premises.

Division 2 – Design and construction of food premises

3 General requirements

The design and construction of food premises must –

(a) be appropriate for the activities for which the premises are used;
(b) provide adequate space for the activities to be conducted on the food premises and for the fixtures, fittings and equipment used for those activities;
(c) permit the food premises to be effectively cleaned and, if necessary, sanitised; and
(d) to the extent that is practicable –

(i) exclude dirt, dust, fumes, smoke and other contaminants;
(ii) not permit the entry of pests; and
(iii) not provide harbourage for pests.

4 Water supply

(1) Food premises must have an adequate supply of water if water is to be used at the food premises for any of the activities conducted on the food premises.

Editorial note:

An 'adequate supply of water' is defined in clause 1.

(2) Subject to subclause (3), a food business must use potable water for all activities that use water that are conducted on the food premises.

(3) If a food business demonstrates that the use of non-potable water for a purpose will not adversely affect the safety of the food handled by the food business, the food business may use non-potable water for that purpose.

5 Sewage and waste water disposal

Food premises must have a sewage and waste water disposal system that –

(a) will effectively dispose of all sewage and waste water; and
(b) is constructed and located so that there is no likelihood of the sewage and waste water polluting the water supply or contaminating food.

6 Storage of garbage and recyclable matter

Food premises must have facilities for the storage of garbage and recyclable matter that –

(a) adequately contain the volume and type of garbage and recyclable matter on the food premises;
(b) enclose the garbage or recyclable matter, if this is necessary to keep pests and animals away from it; and
(c) are designed and constructed so that they may be easily and effectively cleaned.

7 Ventilation

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

8 Lighting

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

Division 3 – Floors, walls and ceilings

9 Application

The requirements for floors, walls and ceilings specified in this Division apply to the floors, walls and ceilings of all areas used for food handling, cleaning, sanitising and personal hygiene except the following areas –

(a) dining areas;
(b) drinking areas; and
(c) other areas to which members of the public usually have access.

10 Floors

(1) Floors must be designed and constructed in a way that is appropriate for the activities conducted on the food premises.

(2) Subject to subclause (3), floors must –

(a) be able to be effectively cleaned;
(b) be unable to absorb grease, food particles or water;

(c) be laid so that there is no ponding of water; and
(d) to the extent that is practicable, be unable to provide harbourage for pests.

(3) The following floors do not have to comply with subclause (2) –

(a) floors of temporary food premises, including ground surfaces, that are unlikely to pose any risk of contamination of food handled at the food premises; and
(b) floors of food premises that are unlikely to pose any risk of contamination of food handled at the food premises provided the food business has obtained the approval in writing of the appropriate enforcement agency for their use.

11 Walls and ceilings

(1) Walls and ceilings must be designed and constructed in a way that is appropriate for the activities conducted on the food premises.
(2) Walls and ceilings must be provided where they are necessary to protect food from contamination.

(3) Walls and ceilings provided in accordance with subclause (2) must be –

(a) sealed to prevent the entry of dirt, dust and pests;
(b) unable to absorb grease, food particles or water; and
(c) able to be easily and effectively cleaned.

(4) Walls and ceilings must –

(a) be able to be effectively cleaned; and
(b) to the extent that is practicable, be unable to provide harbourage for pests.

Division 4 – Fixtures, fittings and equipment

12 General requirements

(1) Fixtures, fittings and equipment must be –

(a) adequate for the production of safe and suitable food; and
(b) fit for their intended use.

(2) Fixtures and fittings must be designed, constructed, located and installed, and equipment must be designed, constructed, located and, if necessary, installed, so that –

(a) there is no likelihood that they will cause food contamination;
(b) they are able to be easily and effectively cleaned;
(c) adjacent floors, walls, ceilings and other surfaces are able to be easily and effectively cleaned; and
(d) to the extent that is practicable, they do not provide harbourage for pests.

(3) The food contact surfaces of fixtures, fittings and equipment must be –

(a) able to be easily and effectively cleaned and, if necessary, sanitised if there is a likelihood that they will cause food contamination;
(b) unable to absorb grease, food particles and water if there is a likelihood that they will cause food contamination; and
(c) made of material that will not contaminate food.

(4) Eating and drinking utensils must be able to be easily and effectively cleaned and sanitised.

13 Connections for specific fixtures, fittings and equipment

(1) Fixtures, fittings and equipment that use water for food handling or other activities and are designed to be connected to a water supply must be connected to an adequate supply of water.

Editorial note:

An 'adequate supply of water' is defined in clause 1.

(2) Fixtures, fittings and equipment that are designed to be connected to a sewage and waste water disposal system and discharge sewage or waste water must be connected to a sewage and waste water disposal system.

(3) Automatic equipment that uses water to sanitise utensils or other equipment must only operate for the purpose of sanitation when the water is at a temperature that will sanitise the utensils or equipment.

14 Hand washing facilities

(1) Subject to subclause (4), food premises must have hand washing facilities that are located where they can be easily accessed by food handlers –

(a) within areas where food handlers work if their hands are likely to be a source of contamination of food; and
(b) if there are toilets on the food premises – immediately adjacent to the toilets or toilet cubicles.

(2) Subject to the following subclauses, hand washing facilities must be –

(a) permanent fixtures;
(b) connected to, or otherwise provided with, a supply of warm running potable water;
(c) of a size that allows easy and effective hand washing; and
(d) clearly designated for the sole purpose of washing hands, arms and face.

(3) Paragraph (2)(a) does not apply to temporary food premises.

(4) With the approval in writing of the appropriate enforcement agency, food premises that are specified in the approval do not have to comply with any requirement of this clause that is also specified in the approval.

(5) Only food premises that are used principally as a private dwelling or are temporary food premises may be specified in an approval for the purposes of subsection (4).

Division 5 – Miscellaneous

15 Storage facilities

(1) Food premises must have adequate storage facilities for the storage of items that are likely to be the source of contamination of food, including chemicals, clothing and personal belongings.

(2) Storage facilities must be located where there is no likelihood of stored items contaminating food or food contact surfaces.

16 Toilet facilities

A food business must ensure that adequate toilets are available for the use of food handlers working for the food business.

17 Food transport vehicles

(1) Vehicles used to transport food must be designed and constructed to protect food if there is a likelihood of food being contaminated during transport.

(2) Parts of vehicles used to transport food must be designed and constructed so that they are able to be effectively cleaned.

(3) Food contact surfaces in parts of vehicles used to transport food must be designed and constructed to be effectively cleaned and, if necessary, sanitised.

Amendment History

The Amendment History provides information about each amendment to the Standard. The information includes commencement or cessation information for relevant amendments.

These amendments are made under section 92 of the *Food Standards Australia New Zealand Act 1991* unless otherwise indicated. Amendments do not have a specific date for cessation unless indicated as such.

About this compilation

This is compilation No. 5 of Standard 2.6.3 as in force on **3 June 2021** (up to Amendment No. 200). It includes any commenced amendment affecting the compilation to that date.

Prepared by Food Standards Australia New Zealand on **3 June 2021**.

Uncommenced amendments or provisions ceasing to have effect

To assist stakeholders, the effect of any uncommenced amendments or provisions which will cease to have effect, may be reflected in the Standard as shaded boxed text with the relevant commencement or cessation date. These amendments will be reflected in a compilation registered on the Federal Register of Legislation including or omitting those amendments and provided in the Amendment History once the date is passed.

The following abbreviations may be used in the table below:

ad = added or inserted
am = amended
exp = expired or ceased to have effect
rep = repealed
rs = repealed and substituted

Standard 3.2.3 was published in the Commonwealth of Australia Gazette No.S 464 on 24 August 2000 as part of GN 34 (2000GN34 –- 30 August 2000) and has since been amended as follows:

Section affected	A'ment No.	FRL registration Gazette	Commencement (Cessation)	How affected	Description of amendment
Editorial note to Cl(1)	101	F2008L03058 14 Aug 2008 FSC 43 14 Aug 2008	14 Aug 2008	am	Editorial note to Clause 1 amended
Editorial note to subclause 2(3)	101	F2008L03058 14 Aug 2008 FSC 43 14 Aug 2008	14 Aug 2008	am	Editorial note to sub clause 2(3) amended
Editorial note to subclause 4(1)	111	F2009L03145 13 Aug 2009 FSC53 13 Aug 2009	13 Aug 2009	am	Correction of typographical error
Editorial note to subclause 13(1)	111	F2009L03145 13 Aug 2009 FSC5313 Aug 2009	13 Aug 2009	am	Correction of typographical error
Cl(1)	124	F2011L01450 8 Jul 2011 Food Standards (P1013 - Code Maintenance IX) Variation 11 July 2011	11 Jul 2011	am	Correction of typographical error

Section affected	A'ment No.	FRL registration Gazette	Commencement (Cessation)	How affected	Description of amendment
Editorial note to Cl(1)	135	F2012L02014 10 Oct 2012 Food Standards (P1021 - Code Maintenance X) Variation 1 Oct 2012	11 Oct 2012	am	Correction of typographical error
Subsection 3.2.3-3(d)	200	F2021L00684 2 June 2021 FSC 141 3 June 2021	June 3 2021	am	Correction of typographical error

Food Safety Standards – Food handling skills & knowledge

Chapter 3 (Australia only) Australia New Zealand Food Standards Code

NOTE: The Food Safety Standards do not apply in New Zealand. The provisions of the food standards treaty between Australia and New Zealand do not include food hygiene standards.

Under Standard 3.2.2 Food Safety Practices and General Requirements, the owners of food businesses are responsible for making sure that people who handle food or food contact surfaces in their business, and the people who supervise this work, have the skills and knowledge they need to handle food safely.

The only exception to this requirement is for charitable or community fundraising events, which sell food that is not potentially hazardous or that will be properly cooked and then eaten straightaway.

The skills and knowledge requirement was included in the standard to ensure that staff handle food correctly and that it remains safe to eat.

What do 'skills' and 'knowledge' mean for your business?

Skill: Your staff and their supervisors must be able to do their work in ways that ensure that your business produces safe food.

Knowledge: Your staff and their supervisors must know about issues associated with food safety and safe food handling practices that are relevant to your business and the jobs they do for you.

What do staff and supervisors have to know?

Food handlers must have the skills and knowledge that they need to handle food safely as they carry out the work that they are responsible for. They do not need skills and knowledge for other jobs in the business. For example, in a catering business, someone who makes sandwiches will need skills and knowledge that are quite different from the skills and knowledge needed by someone who does the cleaning for the business.

However, if some staff help with other work when people are away, or sometimes supervise other food handlers, then they must also have the skills and knowledge for this other work, as well as the skills and knowledge to do their regular work.

Staff skills and knowledge must include food safety and food hygiene matters. Food safety issues cover what staff must do to food to keep food safe. Food hygiene practices cover what staff must do to keep things clean so they do not contaminate food. The following example shows the difference between food safety issues and food hygiene practices.

> A food handler in a shop prepares, stuffs and cooks whole chickens. The staff member who does this work must have appropriate food safety and food hygiene knowledge and skills to make sure that the chicken is prepared safely for sale.

The food safety skills and knowledge needed for this job include:

- knowing that raw chickens are likely to be contaminated with dangerous bacteria and that eating undercooked chicken can cause food poisoning;
- knowing the cooking time and temperature needed to make sure that the chicken and the stuffing are thoroughly cooked;
- the skill needed to check the chicken to make sure it is thoroughly cooked;
- knowing the correct storage temperatures for both raw and cooked chickens; and
- the skills needed to make sure that equipment is set at the right temperature.

The *food hygiene* skills and knowledge needed for this job include:

- knowing that hands, gloves or the equipment used to handle raw chickens can contaminate cooked chickens;
- the skill to wash hands and equipment in ways that reduce the potential for contamination;
- knowing about other things that could contaminate the cooked chickens, such as dirty clothes or dirty work benches; and
- the skills needed to keep the work area clean.

How do I make sure that staff have appropriate skills and knowledge?

Formal training is not required. There are many different things you can do and factors you can take into account to ensure that staff have the skills and knowledge they need for their work. Some examples are:

- 'in house' training by other staff or the owner of the business;
- giving staff food safety and food hygiene information for them to read;
- operating rules that set out the responsibilities of food handlers and their supervisors;
- sending staff to food safety courses run by other people;
- hiring a consultant to run a course for the staff of the business; and
- recruiting staff with formal industry based training qualifications.

Businesses can choose the approach that best suits their business, provided they can be confident that their staff have the skills and knowledge needed for the work they do.

How can I comply with the skills and knowledge requirement?

Businesses may find the following questions useful when considering the requirement regarding food handling skills and knowledge.

Have you identified the food handling and safety risks in your business?

What food handling tasks do different staff members carry out?

Have staff been told or shown how to handle food safely within your business?

Is someone responsible for making sure any set procedures or rules are followed?

Do you have the equipment and space that staff need to keep work areas clean?

Businesses which ensure that their food handlers have safe food handling skills and knowledge, who supervise the work of their staff, and who regularly remind them about safe food handling practices, should find it easy to comply with the skills and knowledge requirement.

Need more information?

Copies of the standards, the guides to these and other fact sheets and supporting material can be found on the FSANZ website (http://www.foodstandards.gov.au/). Food businesses may also seek advice directly from the Environmental Health Officers at their local council, or from their State or Territory health or health services department and Public Health Units. Information can also be accessed through the Australian Government Department of Health and Ageing http://www.health.gov.au/ .

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Food Safety Standards – Food business notification requirement

Chapter 3 (Australia only) Australia New Zealand Food Standards Code

NOTE: The Food Safety Standards do not apply in New Zealand. The provisions of the food standards treaty between Australia and New Zealand do not include food hygiene standards.

Under Food Safety Standard 3.2.2 Food Safety Practices and General Requirements, food businesses must notify the appropriate enforcement agency before commencing any food handling operations.

Who does the notification requirement apply to?

The notification requirement applies to almost every food business in Australia. A food business is any business or activity that involves the sale of food or the handling of any type of food for sale in Australia, with the exception of some primary food production activities.

This means that the notification requirement applies to activities undertaken for charitable or community reasons, as well as to commercial ventures and 'once-only' projects that involve the handling and sale of food. It includes businesses that may not think of themselves as food businesses, like chemists, cinemas, corner stores, petrol stations and swimming pools, if they sell packaged or any other type of food.

The exceptions are listed below.

Businesses like farms, vineyards, orchards or aquaculture farms, provided they do not sell or supply food directly to the public or process the food they produce.

Notification is not required for individual food vending machines or vehicles used only for the transport of food, but food businesses that operate food vending machines or food transport vehicles will have to provide the required notification for their business.

Charities and community groups should seek advice before submitting a notification to their local enforcement agency as simplified arrangements may apply in your State or Territory. As a general rule, however, they will have to notify the appropriate enforcement agency when they are planning any events involving the sale of food. Fact sheets specifically for charity and community organisations are available from the FSANZ website.

What do I do if I am already registered or licensed as a food business?

Nothing. Notification is needed to make sure enforcement agencies know about the food businesses in their areas and how to contact them, and to provide guidance on the food safety risks associated with your business.

What do I do if I establish a new food business; or not already registered or licensed as a food business?

Under Standard 3.2.2 Food Safety Practices and General Requirements, food businesses must give the following information to the enforcement agency responsible for food safety in their area before commencing food handling operations. This will usually be their local council but in some States and Territories it may be the health department or public or environmental health units, depending on the situation in each jurisdiction.

Notification is not an approval process and you do not have to meet any special conditions.

What information is required for notification?

You must provide the enforcement agency with:

- contact details for your business that include the business trading name and the name and business address of the owner of the business;
- information to help the enforcement agency assess the level of food safety risk associated with your business – this includes information on the type of business (such as retailer, manufacturer, transport, caterer, restaurant, or market stall), the foods that it makes or supplies, the size of the business and some specific questions related to the supply of high risk products and the supply of products to groups of people who are most at risk from food-borne illness; and
- the location of all your premises in the area of that enforcement agency.

Mobile food vendors must also supply information on the sites they work from and/or information on where they house or garage their vehicle.

Is notification something I have to do more than once?

No. A single notification is needed, as long as the information that was provided is still correct. However, when there are changes to, for example, the name, address or owner of the business, or to what it does or the food it deals with, then you must tell the enforcement agency about these changes before they take place.

Is there a notification form?

Model notification forms have been developed for the use of local enforcement agencies. Some may choose to use a different format but they should all be asking for the same information. Contact your local council or public health unit for information on the notification requirement and for the forms for your area.

Need more information?

Copies of the standards, the guides to these and other fact sheets and supporting material can be found on the FSANZ website (http://www.foodstandards.gov.au/). Food businesses may also seek advice directly from the Environmental Health Officers at their local council, or from their State or Territory health or health services department and Public Health Units. Information can also be accessed through the Australian Government Department of Health and Ageing http://www.health.gov.au/ .

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Food Safety Standards – Food recall systems for unsafe food

Chapter 3 (Australia only) Australia New Zealand Food Standards Code

NOTE: The Food Safety Standards do not apply in New Zealand. The provisions of the food standards treaty between Australia and New Zealand do not include food hygiene standards.

Under Standard 3.2.2 *Food Safety Practices and General Requirements*, food businesses must have a system in place to ensure the recall of unsafe food, set out the system in a written document, comply with it and provide the document to an authorised officer if requested.

Who needs a food recall system?

Wholesale suppliers, manufacturers, and importers need a food recall system. Reasons for a food recall could include contamination of food by food poisoning bacteria, or by chemicals or foreign matter that could harm someone when the food is eaten.

If you are a **wholesale supplier**, **a manufacturer** or **an importer of food** you **must have** a food recall system in place that you can use to retrieve food from the market place if you find that the food may be contaminated in some way and be dangerous to eat after you have sent it on to other food businesses or your customers. This requirement is set out in Standard 3.2.2 *Food Safety Practices and General Requirements*. Your recall system must be set out in written form and you must follow the written procedures when recalling unsafe food.

If you are a **food service or retail business** such as a supermarket, a restaurant or a takeaway shop, you **do not need** a recall system unless you are also a wholesale supplier, or manufacturer or importer. The wholesale suppliers, manufacturers or importers are responsible for the recall of food sold at supermarkets, and food served at restaurants and takeaways is normally eaten immediately, so a recall is impractical.

However, food service and retail businesses may still have to play a part in a recall from another business. In this case certain specific requirements apply to the identification, storage and disposal of the recalled food and recalled items returned by customers. The section of this fact sheet headed 'Disposing of recalled, unsafe, unsuitable or returned food' includes further information on these requirements.

Sometimes food businesses decide to retrieve food for reasons that are unrelated to the safety of the food, for example, packaging or labelling faults, and they may choose to use their recall system to do this, although there is no legal obligation for them to do so.

The purpose of a recall system

A recall system must:

- stop any further distribution and sale of the unsafe product as soon as possible;
- tell the public and the relevant authorities about the problem; and
- effectively retrieve the unsafe food.

Key features of a recall system

A recall system should include the following key features:

- the purpose of a recall and a list of the members of the recall team and their responsibilities;
- a series of steps to guide decisions on the risks associated with the potentially unsafe product;
- a series of steps to guide decisions on the extent of the recall - for example, has the product already reached the retail level and been sold to consumers;
- a list of the authorities that are to be told about the recall, for example, the Food Standards Australia New Zealand (FSANZ) and the Commonwealth and State or Territory ministers responsible for health, consumer affairs and fair trading in those States and Territories where the product has been distributed;
- records of where the product has been sent, for example to wholesalers, distribution centres, supermarkets, hospitals and restaurants; including name, address and contact phone numbe;
- records of information that will help other businesses and the public to identify and return the food you are recalling, for example, the name of the product, the batch code, the date mark, the reason for the recall, where to return the food and who to contact for more information;
- arrangements for retrieving food returned to supermarkets or other outlets; and
- arrangements to assess the amount of recalled food that has been returned and how much of it is still in the market place.

Guides available to help with food recalls

Two food recall guides are available free of charge from FSANZ.

The *Food Industry Recall Protocol* (currently under review) will help you with the things that should be done during a recall and provides more detail on the type of information that should be included in a recall system.

The *Government Health Authorities Food Recall Protocol* outlines government responsibilities in the case of a food recall.

Disposing of recalled, unsafe, unsuitable or returned food

All food businesses must ensure that any food subject to a recall is held, clearly identified and kept separate from other food. This is to prevent the accidental sale of the food. You must hold and keep this food separately until you receive instructions from the company recalling the food telling you what to do with it or, if it is food you have recalled, until you have decided on its disposal.

Need more information?

Copies of the standards, the guides to these and other fact sheets and supporting material can be found on the FSANZ website (http://www.foodstandards.gov.au/). Food businesses may also seek advice directly from the Environmental Health Officers at their local council, or from their State or Territory health or health services department and Public Health Units. Information can also be accessed through the Australian Government Department of Health and Ageing http://www.health.gov.au/ .

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Food Safety Standards – Receiving food safely

Chapter 3 (Australia only) Australia New Zealand Food Standards Code

NOTE: The Food Safety Standards do not apply in New Zealand. The provisions of the food standards treaty between Australia and New Zealand do not include food hygiene standards.

Under Standard 3.2.2 *Food Safety Practices and General Requirements*, food businesses are expected to take all practicable measures to ensure that they do not receive unsafe or unsuitable food. This means that they must make sure that the food they receive:

1. is protected from contamination;
2. can be identified while it is on the premises; and
3. is at the correct temperature when it arrives, if it is potentially hazardous.

How can I make sure food is not contaminated when it arrives at my premises?

While you will not always be able to tell if the food coming into your business is contaminated, you must take practical steps to reduce the possibility of contamination. For example, you might take the following steps.

Ask your food suppliers to make sure that food is protected from contamination during transportation and, wherever possible, ask them to send it in packages or containers.

Check that food is covered or packaged when it arrives and that the packaging or covering is not damaged, and check the 'best before' or 'use by' date – if the 'use by' date has passed the food must be rejected.

Make sure, wherever possible, that food is not delivered unless someone is at work to inspect the food when it arrives and to place it directly into the freezer or refrigerator or other appropriate storage area.

It might be difficult to check every item of food that comes into your premises but you could inspect incoming food on a random basis. You might also decide to check food from some suppliers more often than you check food from suppliers whose product generally arrives in good condition.

If food delivered to your premises is contaminated or you think it may be contaminated, you should return it to the supplier or, with the agreement of the supplier, destroy the food. For example, you may suspect contamination if packaging around the food is split or damaged. Food is also contaminated if it contains insects, rodent droppings, glass, metal or other foreign matter, or if it has spoilt.

How can I make sure that I know the source and name of food on my premises?

If an enforcement officer asks you to do so, you must be able to provide the officer with information on the suppliers of any food on your premises and what that food is. You need this information in case food on your premises is found to be unsafe or contaminated in some way and has to be returned to the supplier or destroyed.

Although most, if not all of the food you buy will be labelled with the name of the product and the name and address of the manufacturer, importer or packager of the food, you may also have unpackaged or unlabelled food on your premises and will need other ways of proving what this food is and where it came from. You might do so using your supplier invoices, or you might keep some other record of your suppliers and what you buy from them and the food you have on your premises.

You must not accept food unless you can identify it and trace it back to its supplier.

How do I ensure that potentially hazardous food arrives at the right temperature?

You must take practical steps to ensure that you do not accept a delivery of potentially hazardous food that is not at the correct temperature or that has been outside temperature control for longer than safe time limits. Potentially hazardous food delivered to your business must be:

- if it is chilled – at a temperature of 5°C or below;
- if it is hot – at a temperature of 60°C or above;
- if it is frozen – frozen and not partly thawed; or
- it can be at another temperature – provided the business delivering the food can demonstrate that safe time limits have not been exceeded.
- If potentially hazardous food delivered to your business does not meet these requirements you must reject that food.

In most cases, businesses will want potentially hazardous food delivered in chilled (5°C or below) or frozen form but there may be circumstances in which you are willing to accept potentially hazardous food at other temperatures. For example, you might be buying food that leaves the supplier at the correct temperature and where the transport time to your premises is short. Generally, however, where delivery times exceed two hours, the food should be carried in refrigerated vehicles that can hold the food at a temperature of 5°C or below or keep it frozen.

The fact sheet *Food Safety Standards - Temperature control requirements* provides more information on the temperature control of potentially hazardous food.

The following examples include some of the practical steps you might take to make sure that potentially hazardous food is safe when it is delivered to your business.

- You discuss acceptable delivery temperatures with a business that delivers food to your premises and formally agree that food will be delivered frozen or chilled or hot, or within safe time limits.
- If food should be frozen, you check it when it is delivered to your business to make sure that it is frozen and has not begun to thaw.
- If food should be chilled or hot, you check the temperature of the food when it is delivered to your business and make sure that it is at or below 5°C or at or above 60°C.
- If food should be delivered within safe time limits, you check the records of delivery departure and arrival times to ensure that the delivery took place within the agreed time limit.
- You need not check every food item or relevant delivery record but you should check some items to make sure that your suppliers are doing the right thing.

Need more information?

Copies of the standards, the guides to these and other fact sheets and supporting material can be found on the FSANZ website (http://www.foodstandards.gov.au/). Food businesses may also seek advice directly from the Environmental Health Officers at their local council, or from their State or Territory health or health services department and Public Health Units. Information can also be accessed through the Australian Government Department of Health and Ageing http://www.health.gov.au/ .

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Food Safety Standards - Health and hygiene: Responsibilities of food businesses

Chapter 3 (Australia only) Australia New Zealand Food Standards Code

NOTE: The Food Safety Standards do not apply in New Zealand. The provisions of the food standards treaty between Australia and New Zealand do not include food hygiene standards.

Under Food Safety Standard 3.2.2 *Food Safety Practices and General Requirements* food businesses are expected to ensure, as far as they can, that their food handlers and anyone else on the premises do not contaminate food. Food businesses also have specific responsibilities relating to the health of people who handle food, the provision of hand washing facilities, telling food handlers of their health and hygiene obligations and the privacy of food handlers.

Making sure that people on the food premises do not contaminate food

Food businesses must do all they practically can to make sure that people on their premises do not contaminate food. This includes food handlers but it also includes other people who visit the premises, such as tradespeople and members of the public. In areas where food is exposed, such as the kitchen, practical steps the business can take include:

- restricting people who are not food handlers from food handling areas; and
- where other people have legitimate reasons for being in these areas, supervising these people to make sure that they do not handle, sneeze, blow, cough or eat over exposed food or surfaces likely to come into contact with food.

A food business must also take practical steps to stop people from smoking or spitting in food preparation areas or in areas where there is unprotected food. Practical steps include:

- putting 'No Smoking' signs on the walls and, if spitting is a problem, putting up signs to say that this is also prohibited; and
- making sure that there are no ashtrays in these areas.

The health of persons who handle food and preventing food contamination

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

If a food business is aware that a food handler, or anyone else handling food for the business (such as friends and relatives) has or may have a food-borne illness, the business should make sure that this person does not handle food or food contact surfaces. A food business may suspect a person has a food-borne illness if they have vomiting, diarrhoea, fever or a sore throat with fever.

If a person is known to have or to be carrying a food-borne illness and has been excluded from food handling activities, the person cannot resume food handling until medical advice confirms they are no longer suffering from or carrying a food-borne illness.

If a food business knows or suspects that a food handler or anyone else handling food for the business has an infected skin sore or discharge from their ears, nose or eyes, the food business must make sure this person takes all reasonable measures to prevent contamination of food. For example, an exposed skin sore should be covered with a bandage and waterproof covering and someone with a cold could take medication to stop any nasal discharge.

Hand washbasins for food handlers

Standard 3.2.2 *Food Safety Practices and General Requirements* and Standard 3.2.3 *Food Premises and Equipment* both include hand washing requirements.

The hand washing requirements for food handlers are set out in Standard 3.2.2 *Food Safety Practices and General Requirements*. For further information on these requirements see the separate fact sheet *Food Safety Standards - Health and hygiene, Responsibilities of food handlers.*

Under Standard 3.2.3 *Food Premises and Equipment*, businesses must provide hand basins that are easily accessible and located in the places where food handlers need to wash their hands, for example, in food preparation areas and near the toilets. Businesses must also make sure that the basins have a supply of clean warm running water.

In addition, under Standard 3.2.2 *Food Safety Practices and General Requirements,* businesses must make sure that the basins are supplied with soap or other cleaners and that staff can thoroughly dry their hands by using, for example, single-use cloths or paper towels. There must be a container for used towels if this is appropriate, and businesses must also make sure that the basins are not used for anything other than washing hands, arms and faces.

Other health and hygiene responsibilities for food businesses

Under Standard 3.2.3 *Food Premises and Equipment*, food businesses must make sure that staff have access to adequate toilets and that there are separate storage areas for personal belongings and clothing, and also for the office equipment and papers and any chemicals used by the business.

Telling food handlers about their health and hygiene responsibilities

Food businesses must tell all their food handlers about the health and hygiene requirements that apply specifically to food handlers. They can do this, for example, by using posters or leaflets or an industry training video. The requirements are set out in Standard 3.2.2 *Food Safety Practices and General Requirements*. For further information on these requirements see the fact sheet *Food Safety Standards – Health and hygiene, Responsibilities of food handlers*. The requirements are designed to ensure that food handlers do whatever is reasonable to make sure that they do not contaminate food.

Protecting the privacy of food handlers

Food handlers must tell their supervisor if they:

- know or suspect they are suffering from or carrying a food-borne disease;
- are suffering from a skin sore or discharges from their ears, nose or eyes and there is a possibility that food may be contaminated as a result of this; or
- know or suspect they have contaminated food while handling it.

If a food handler notifies his or her supervisor of any of the above, the supervisor must not disclose this information to anyone without the consent of the food handler, with the exception of the owner of the business or a food enforcement officer. Also, the food business must not use this information for any purpose other than to protect food from contamination.

Need more information?

Copies of the standards, the guides to these and other fact sheets and supporting material can be found on the FSANZ website (http://www.foodstandards.gov.au/). Food businesses may also seek advice directly from the Environmental Health Officers at their local council, or from their State or Territory health or health services department and Public Health Units. Information can also be accessed through the Australian Government Department of Health and Ageing http://www.health.gov.au/ .

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Food Safety Standards - Temperature control requirements

Chapter 3 (Australia Only), Australia New Zealand Food Standards Code

NOTE: The Food Safety Standards do not apply in New Zealand. The provisions of the food standards treaty between Australia and New Zealand do not include food hygiene standards.

Standard 3.2.2 Food Safety Practices and General Requirements sets out specific requirements for keeping potentially hazardous food at specified temperatures and for cooling and reheating. Food businesses must comply with these requirements unless they can show that they have a safe alternative system in place to ensure that food stays safe to eat.

Which foods have to be kept under temperature control?

Potentially hazardous foods must be kept under temperature control.

Which foods are 'potentially hazardous foods'?

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;
- foods that contain these foods, such as sandwiches and rolls.

Which foods are not potentially hazardous foods?

Many preserved foods do not contain food poisoning bacteria. Also, bacteria will not grow in some types of food. Examples include canned and bottled food, dried fruit, salted dried meats, fermented dried meats, yoghurts, hard cheeses, spreads, some sauces, dried pasta, breads and dried foods.

However, some foods that are not potentially hazardous can become potentially hazardous if you alter the food in some ways. For example, dry custard powder is not potentially hazardous but when milk or water is mixed with the powder to make custard, the custard is potentially hazardous.

Some foods may not be potentially hazardous but need refrigeration to stop them from spoiling. It is an offence to sell spoiled food.

When must food be kept under temperature control?

You must ensure that the temperature of potentially hazardous food is either at 5℃ or colder or at 60℃ or hotter when it is received, displayed, transported or stored. If you want to receive, display, transport or store potentially hazardous food at another temperature, you must be able to show an enforcement officer that you have a safe alternative system in place.

You do not have to keep potentially hazardous food at any specified temperature when you are processing or preparing it because that would be impractical, but you must keep the processing or preparation time as short as possible so that bacteria do not get a chance to multiply to dangerous levels or form toxins.

Cooling potentially hazardous food

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

The standards require food to be cooled from 60°C to 21°C in a maximum of two hours and from 21°C to 5°C within a further maximum period of four hours. Alternatively, if you want to cool food over a longer time period you must be able to show that you have a safe alternative system in place.

If you don't know how fast your food is cooling, use a probe thermometer to measure the warmest part of the food – usually in the centre. For information on the use of thermometers, see the fact sheet 'Thermometers and using them with potentially hazardous food'.

To chill food quickly; divide it into smaller portions in shallow containers. Take care not to contaminate the food as you do it.

Reheating previously cooked and cooled potentially hazardous food

If you reheat previously cooked and cooled potentially hazardous food, you must reheat it rapidly to 60°C or hotter. Ideally, you should aim to reheat food to 60°C within a maximum of two hours to minimise the amount of time that food is at temperatures that favour the growth of bacteria or formation of toxins.

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

How can a business comply with the temperature control requirements?

The simplest way to meet the requirements is to ensure that potentially hazardous food is received, stored, displayed or transported either very cold (5°C or colder) or very hot (60°C or hotter). Potentially hazardous food should also be cooled and reheated quickly and prepared in as short a time as possible.

If for some reason you do not wish to, or are unable to store, display or transport food at 5°C or colder, or at 60°C or hotter, or meet the cooling and reheating time and temperature requirements, you must be able to show that you have a safe alternative system in place.

The standard specifies the ways in which a food business can demonstrate to an enforcement officer that it is using a safe alternative system. You can use a food safety program, or follow recognised food industry guidelines, or use a system based on sound scientific evidence.

Need more information?

Copies of the standards, the guides to these and other fact sheets and supporting material can be found on the FSANZ website (http://www.foodstandards.gov.au/). Food businesses may also seek advice directly from the Environmental Health Officers at their local council, or from their State or Territory health or health services department and Public Health Units. Information can also be accessed through the Australian Government Department of Health and Ageing http://www.health.gov.au/ .

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Food Safety Standards - Thermometers and using them with potentially hazardous food

Chapter 3 (Australia only) Australia New Zealand Food Standards Code

NOTE: The Food Safety Standards do not apply in New Zealand. The provisions of the food standards treaty between Australia and New Zealand do not include food hygiene standards.

Who needs a thermometer?

If your food business stores, transports, prepares, cooks or sells potentially hazardous food, then you must have a thermometer so you can measure the temperature of this food. Potentially hazardous food includes food that contains meat, fish, dairy products and eggs. It also includes cooked rice and pasta.

The thermometer must be kept at your food premises. If you have several premises, you will need a thermometer at each place.

Why do I need a thermometer?

A thermometer will let you check that potentially hazardous food has been cooked sufficiently well, is being kept at the correct temperatures in a refrigerator or display unit, and is being cooled and re-heated safely. A thermometer will also let you check that potentially hazardous food is at the correct temperatures when it arrives at your business. This is a requirement in the standards and is explained in more detail in the fact sheet *Food Safety Standards – Receiving food safely*.

The standards also require you to maintain potentially hazardous food either at or below 5°C or at or above 60°C when it is being stored, displayed and transported, unless you have safe alternative arrangements in place. Other temperature requirements also apply to the cooling and reheating of cooked potentially hazardous food. See the fact sheet *Food Safety Standards – Temperature control requirements* for more information on the temperature control requirements in the standards.

What sort of thermometer will I need?

You need a thermometer that can be inserted into the food. This means it must have a probe. The thermometer must also be accurate to +/- 1°C. This means that when the thermometer shows that food is at a temperature of 5°C, the actual temperature of the food will be between 4°C and 6°C.

I already have a thermometer. Will it meet the requirements?

If you already have a thermometer with a probe it may be adequate, provided it can measure to within at least 1°C. The accuracy of the thermometer should be indicated in the documents that came with the thermometer. If you don't have any documents contact the company that supplied the thermometer and ask about its accuracy.

Equipment that is used to store and display food such as cool rooms, bain-marie units, and sandwich display units may have a thermometer as part of the equipment. This thermometer will measure the operational temperature of the unit. While these thermometers are useful, they do not measure the actual temperature of the food and you will still need a separate probe thermometer to check the actual temperature of the food.

Some food businesses use infrared thermometers (similar in appearance to a police speed checking gun). These thermometers are not inserted into food but can be pointed at a food to measure its surface temperature. These thermometers can be very useful for quick checks on the temperature of food, but they are not accurate enough to comply with the requirements in the standards because the surface temperature of the food may differ from its core temperature. Accordingly, if you have an infrared thermometer you will still need a probe thermometer accurate to +/- 1°C, or an infrared thermometer with a probe attachment.

Where do I buy a thermometer and how much do they cost?

Companies that supply electronic testing equipment or catering equipment also sell thermometers. Some of these companies are listed under 'Thermometers' or 'Catering suppliers' in the 'Yellow Pages' listings for the major capital cities. These companies also market their equipment at trade exhibitions and fairs, on the internet and advertise in catering magazines.

A probe thermometer that is accurate to within 1°C can usually be bought for about $40-50. If you cannot locate a supplier of food thermometers in your area, contact your local council or State/Territory health authority for advice.

How do I use the thermometer to measure the temperature of food?

You may find the following tips useful, when using your thermometer:

- make sure that the thermometer is clean and dry;
- place the probe into the food and wait until the temperature reading has stabilised before reading the temperature;
- measure different parts of a food as the temperature may not be the same, for example, if food is being cooled in a refrigerator the top of the food may be cooler than the middle of the food;
- clean and sanitise the thermometer after measuring the temperature of one food and before measuring the temperature of another food;
- if using the thermometer to measure hot and cold food, wait for the thermometer to return to room temperature between measurements;
- measure the temperature of different foods in a refrigerator or display unit as there will be colder and hotter spots within the refrigerator or unit; and
- measure the temperature of packaged chilled food by placing the length of the thermometer between two packages – the temperature will be approximate but the package remains intact.

How do I clean and sanitise the thermometer?

As the probe of the thermometer will be inserted into food, the probe must be cleaned and sanitised before it is used to measure the temperature of a different food. If the probe is not cleaned and sanitised, food poisoning bacteria may be transferred from one food to another food. This is especially important when the thermometer will be used to measure the temperature of raw food and then cooked food, for example, a raw hamburger patty and then a cooked hamburger patty.

The probe of a thermometer can be cleaned and sanitised by using the following steps:

- washing the probe with warm water and detergent;
- sanitising the probe in an appropriate way for your thermometer (alcoholic swabs are often used);
- rinsing the sanitiser away if necessary (refer to the instructions on the sanitiser); and
- allowing the probe to air dry or thoroughly drying it with a disposable towel.

Do I need to maintain the thermometer?

You will need to maintain the thermometer in good working order. This means that you must replace batteries if they are flat and repair or replace the thermometer if it breaks.

You will also need to maintain the accuracy of the thermometer. This means that you should make sure it is calibrated correctly on a regular basis. You could do this by following the instructions that come with the thermometer or by asking the business you bought it from for advice on when it should be calibrated, how this should be done, and who should do it.

Need more information?

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THE CORRECT USE OF CUTTING AND SERVING BOARDS

Wooden and plastic cutting boards along with serving boards are all safe to use in the kitchen. However, as with any surface that comes into contact with food items, their cleanliness and maintenance are key to preventing microbial cross-contamination.

Avoid cross-contamination

Always avoid cutting ready-to-eat food, such as bread or salad, on a board that has been used to trim raw meat, poultry and seafood without washing and sanitising the board first.

To wash and sanitise a board properly, attention should be given to the grooves, scratches, gauges and cuts that may form on the board.

Food should not be prepared or served on boards with deep gouges and cuts because of the risk of cross-contamination from bacteria and viruses hidden in these marks. These lacerations can cause bacteria to become trapped and cross-contaminate food.

If cutting or serving boards cannot be effectively cleaned and sanitised because of damage to the surface, they should be replaced with new boards.

Cleaning and protecting boards

Boards used for the preparation of food must be washed with hot soapy water and rinsed with clean water before being air dried, or patted dry with clean paper towels.

Following the cleaning process, both wooden and plastic boards can then be sanitised using chlorine bleach. Further advice regarding sanitising can be found on the fact sheet Cleaning and Sanitising in Food Businesses which can be found on our website at www.foodauthority.nsw.gov.au/_Documents/industry/cleaning_sanitising_food_businesses.pdf

Ideally, wooden cutting boards should have a smooth, hard surface and rounded corners that will not chip or crack. They should be dense enough to resist slice marks that harbour bacteria and be easy to clean. It may be worthwhile to use an oil or wax treatment for the wooden board to prevent; absorption of water, mould growth, germs and to repel food particles being lodged on the surface.

Replacement boards

All cutting boards should be replaced periodically due to inevitable surface wear or, as soon as they become too worn or develop hard-to-clean grooves. If ever in doubt about the condition of the board, it's best to throw it out.

About the NSW Food Authority: The NSW Food Authority is the government organisation that helps ensure NSW food is safe and correctly labelled. It works with consumers, industry and other government organisations to minimise food poisoning by providing information about and regulating the safe production, storage, transport, promotion and preparation of food.

Note: This information is a general summary and cannot cover all situations. Food businesses are required to comply with all of the provisions of the Food Standards Code and the *Food Act 2003* (NSW).

NSW GOVERNMENT | Department of Primary Industries Food Authority

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December 2016
NSW/FA/FI153/1612

Food Authority

NSW GOVERNMENT

FOOD SAFETY INSPECTIONS

What to expect

The NSW Food Authority and local Councils regularly inspect food businesses, monitoring the safety of the NSW food industry. We have created this resource to help you know what to expect when your business is inspected.

Audits are different and if your business needs a Food Safety Program, you will be audited. Visit foodauthority.nsw.gov.au to learn more about saftey audits.

Will your business be inspected?

All types of food businesses can be inspected.

An inspection checks that good food safety practices are in place and the business complies with food safety laws.

Inspections can occur as part of a regular program, or during investigations of food complaints and food safety incidents and following market surveys.

Why are inspections necessary?

The Food Authority and local Councils inspect food businesses to ensure food in NSW is safe for consumers to eat and is correctly labelled.

Inspections are necessary to:

- ensure public health and safety
- ensure food businesses follow food safety laws.

Without rigorous standards there is a danger of food being unsafe to consume which can cause serious illness, loss of work or even fatalities.

What is assessed?

During a food business inspection, the authorised officer will assess compliance with the general provisions of the Food Standards Code, particularly Chapter 3 - Food Safety Standards.

This includes:

- Food handling controls: storage, display and transport, processing, the risk of cross-contamination
- Cleaning and sanitising of the food premises and equipment including food contact surfaces
- Use and accessibility of hand washing facilities
- Food temperature control
- Pest control
- Premises design and construction, including water supply, waste disposal, adequate garbage facilities and lighting
- Food labels are accurate and sufficient.

During a **retail** food business inspection, the authorised officer will also assess:

- That there is a trained Food Safety Supervisor (FSS), and an FSS certificate on the premises.

During a **non-retail** food business inspection of a manufacturer, wholesaler or importer, the authorised officer will also assess:

- That there is a system in place for recalling unsafe food, and it is set out in a written document.

FI405/2210

Food Authority

NSW GOVERNMENT

FOOD SAFETY INSPECTIONS

How to get a better inspection result

1. Keep the food premises, food contact surfaces and equipment clean and sanitised: under, behind, inside equipment and appliances; grease traps; floors; storage areas
2. Have hand washing facilities that are readily accessible, dedicated to hand washing and have a supply of warm, running potable water, soap and single-use paper towels
3. Control pest issues such as cockroaches and mice so there is no evidence of infestation; cover waste containers, protect areas from pests with flyscreens etc
4. Keep high risk food at the correct temperatures (hot enough or cold enough) during both display and storage; have a food temperature measuring device (how do you know food is at a safe temperature?)
5. Cover food during storage and protect it from contamination.
6. If you manufacture, wholesale or import food, have your recall system document ready and available.
7. If you are a retail food business that is inspected by local Council, you can do a self-check using the Food Premises Assessment Report (FPAR) on the NSW Food Authority Website that authorised officers use during retail food inspections.

Who does the inspection?

If your food business is retail (sells directly to consumers and is not a butcher), you will be inspected by an authorised officer from the local Council.

If you have a non-retail food business (sells wholesale, manufactures, processes, transports, stores or imports food) and it doesn't need a Food Safety Program, you will be inspected by a NSW Food Authority authorised officer.

Visit foodauthority.nsw.gov.au/industry for the specific audit and inspection requirements for various food industries.

Are inspections announced?

Inspections are usually unannounced.

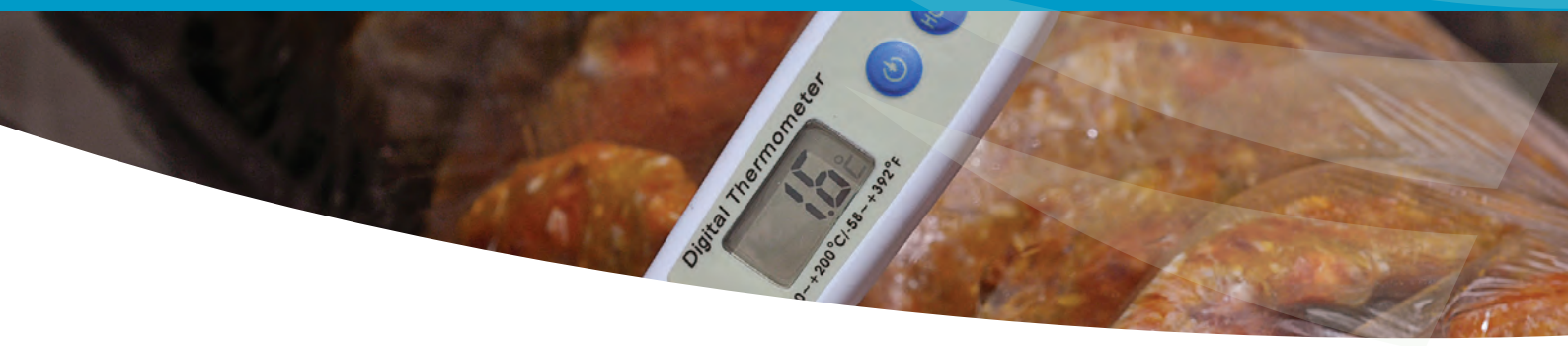
The NSW Food Authority regulates and supports the NSW food industry through licensing, audits, inspections, consultation and resources to ensure that food sold is correctly labelled and safe for consumption.

NSW GOVERNMENT

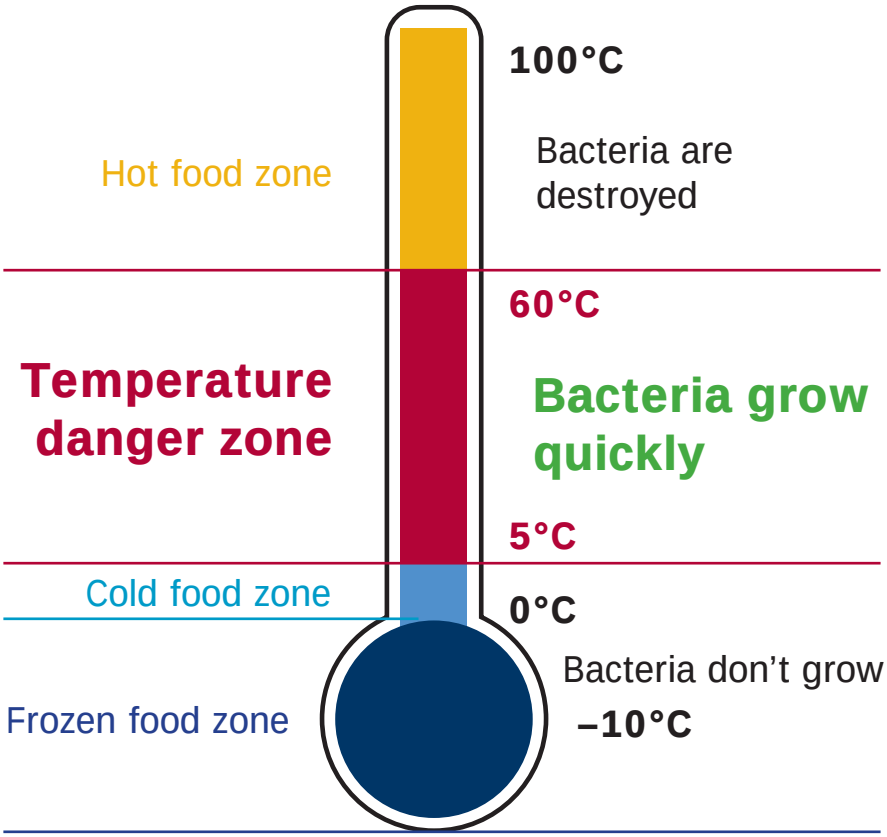
NSW Food Authority

safer food, clearer choices

Temperature danger zone



- The temperature danger zone is between 5°C and 60°C, when it is easiest for harmful bacteria to grow in food
- Minimise the time that food spends at these temperatures in order to keep food safe
- Refrigerated food needs to be kept at 5°C or below
- Hot food needs to be kept at 60°C or above



4-hour/2-hour rule

If a refrigerated food (eg dairy, cut fruit, sandwiches, salad) or a hot food (eg casserole, pie, lasagne, meatballs) has been in the temperature danger zone for a total time of:

0 to 2 hours	2 to 4 hours	More than 4 hours
Use immediately, or keep at or below 5°C, or at or above 60°C	Use immediately	Throw away

If you intend to use the 4-hour/2-hour rule you will need to demonstrate that the food is safe. See the guideline on the 4-hour/2-hour rule on the Authority's website.

SOUS VIDE – FOOD SAFETY REQUIREMENTS

'Sous vide' is French for 'under vacuum'. It refers to cooking food under vacuum, in sealed pouches (oxygen barrier bags) at precise and sometimes low temperatures, and often for a long time.

When using the sous vide method, the first ingredient is food safety. While sous vide has a good safety record, there are potential risks in three areas:

1. Food held in the temperature danger zone (defined as 5°–60°C by the Australia New Zealand Food Standards Code) for an extended time is at risk of bacterial growth, e.g. during 'low temperature / long time' cooking, product cooling or product re-heating
2. Food in refrigeration for an extended time is at risk of cold-tolerant bacteria that cause foodborne illness
3. Food cooked at low temperatures for short periods of time will, essentially, remain raw and disease-causing bacteria and parasites may survive.

Reduce the risks

The risks associated with sous vide may be reduced by:

- preparing thinner portions of food so that heating and cooling are rapid
- using a water bath temperature of at least 55°C so bacterial growth is prevented and the destruction of the cells begins
- holding food below 54.5°C during cooking for no more than six hours
- using commercial equipment with adequate heating capacity and excellent temperature control
- checking water and/or food temperatures using a calibrated tip-sensitive digital thermometer that is accurate to 0.1°C
- not storing prepared food for an extended time unless processes have been proven safe
- not cooking large portions of meat for extended times at low temperatures.

New practitioners of sous vide should be aware of the food safety risks and avoid experimental applications of the technology.

Tips for new practitioners

DO

- learn from the experts – take a course, read books etc
- prepare thin portions so food cooks/cools quickly
- use commercial heating equipment
- set the water bath temperature above 55°C
- cool food quickly in slush ice or specialised equipment
- check temperatures with a good quality, tip-sensitive digital thermometer
- freeze food that needs to be stored for longer than five days.

DON'T

- cook food for a long time (more than six hours) at low temperature (below 54.5°C)
- prepare large portions of tenderised, re-formed or glued meats
- experiment with recipes until you understand the food safety risks.

Guidance material

Detailed information on sous vide is available in the Food Authority's guideline *Sous vide: Food safety precautions for restaurants* which is available on our website.

More information

- visit the Food Authority website at www.foodauthority.nsw.gov.au
- phone the helpline on 1300 552 406

About the NSW Food Authority: The NSW Food Authority is the government organisation that helps ensure NSW food is safe and correctly labelled. It works with consumers, industry and other government organisations to minimise food poisoning by providing information about and regulating the safe production, storage, transport, promotion and preparation of food.

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NSW GOVERNMENT | Department of Primary Industries Food Authority

6 Avenue of the Americas, Newington NSW 2127
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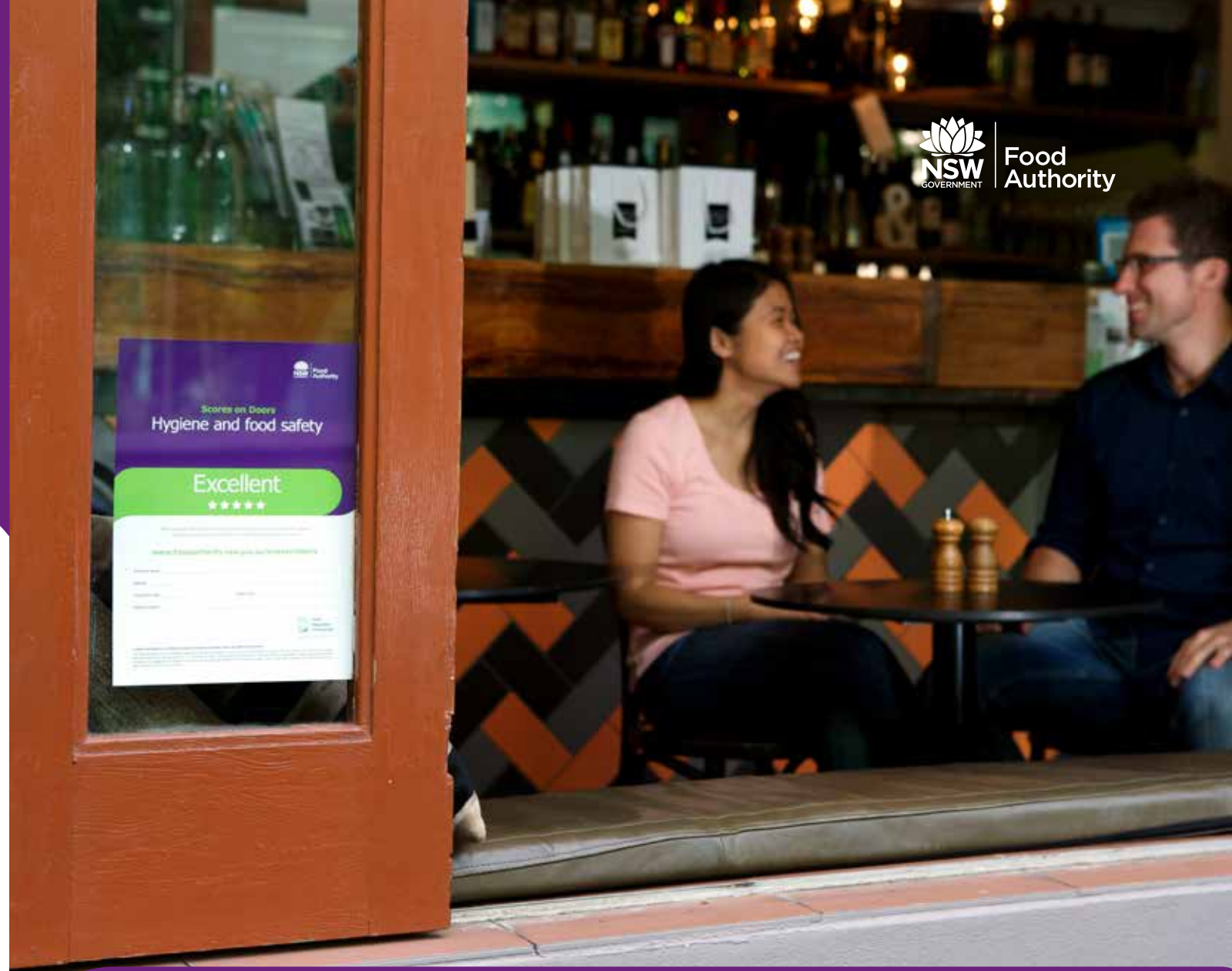
More resources at foodauthority.nsw.gov.au nswfoodauthority nswfoodauth

November 2015
NSW/FA/FI154/1511



Customers... want more?
Join Scores on Doors

Every business wants satisfied customers.

Displaying your food safety and hygiene score can help you see more customers walk through your door.

Food Regulation Partnership™
Together towards safer food

Tell your customers about your good hygiene

You can tell your customers just how good your hygiene is by displaying your certificate in your premises window. This means your customers can easily see your premises has qualified for a score when they visit your business. You can also promote your score on your website and in your marketing.

Get on board with Scores on Doors

Participation is open to all NSW councils and food businesses* in participating council areas.

If your council is participating, you can too. Ask about it at your next inspection.

NSW GOVERNMENT Food Authority

Food Regulation Partnership™
Together towards safer food

For more information and to see if your council is participating go to:

www.foodauthority.nsw.gov.au/scoresondoors

*Scores on Doors is for NSW businesses which process and sell food in that is ready-to-eat, potentially hazardous (that is, it requires temperature control), and for immediate consumption. The program is not intended for supermarkets; delicatessens or greengrocers; low risk food premises or businesses that serve pre-packaged food such as service stations and convenience stores; temporary markets; mobile food vending vehicles; or businesses that hold a NSW Food Authority licence and are separately audited such as butchers.

FR001/1311

Display a Scores on Doors rating certificate to reassure customers that a hygiene & food safety inspection has been undertaken.

Promote your good hygiene and food safety record

Scores on Doors is the NSW food hygiene scoring program that reassures customers about hygiene and food safety standards.

Scores on Doors rates a food business' compliance with hygiene and food safety requirements and is for restaurants, cafés, takeaways, bakeries, pub bistros and clubs*.

It makes the results of council's existing mandatory inspections visible to your customers and creates more consistency for your inspections, as council uses a standardised inspection checklist.

How Scores on Doors works

Scores on Doors is an opportunity to better promote your business and does not require any additional inspections or costs.

At the end of routine food safety inspections by your local council, each business in participating local government areas will receive a score and, if the score is sufficient, be offered a certificate showing its star rating. This is for display in a prominent, public position such as a front window and can give you a point of difference from your competitors.

Calculating your score

The council officer will use the standardised Food Premises Assessment Report (or FPAR) checklist to conduct the inspection. The FPAR is designed to be used as a checklist of compliance, and features a points system from which a hygiene and food safety score (3, 4 or 5 stars) will be determined.

The council officer will assess the following as part of the inspection:

- general items: that you appointed a trained Food Safety Supervisor (FSS), have an FSS certificate on the premises, and that food handlers have skills and knowledge to handle food safely
- food handling controls: storage, display and transport, processing, the risk of cross-contamination
- cleaning and sanitising, hand washing and proximity of facilities
- food temperature control
- pest control
- premises design and construction: issues such as water supply, disposal, adequate and safe garbage facilities and lighting; and
- food labelling: accurate and sufficient.

After the council officer completes the inspection checklist, points are tallied and a score is assigned. The officer will issue you with a Scores on Doors certificate for display.

Certificates remain the property of the issuing council and NSW Food Authority.

Receiving any level of certificate means that no critical breaches of standards were found during the last inspection.

Standard scores

All of the scoring levels that qualify for a certificate reassure customers your business has had its official hygiene and food safety inspection.

If you have any level of certificate, it means there were no critical breaches found during the inspection. Critical breaches of food standards result in 'No grade' and no certificate to display.

Points	Rating	Definition
0–3	★★★★★ **Excellent**	The business has achieved the top score which means that it achieved the highest expected level of compliance with hygiene and food safety standards.
4–8	★★★★ **Very good**	The business has in place very good hygiene and food safety standards. Some minor areas need to be addressed to get a higher result.
9–15	★★★ **Good**	The business has a good general standard of hygiene and food safety. A number of non-critical areas were found which need attention to get a higher result.

SAFE PREPARATION OF RAW EGG PRODUCTS

Restaurants, cafés, bakeries and caterers that prepare raw egg products need to follow safe handling practices or use a safer alternative.

Use safer alternatives

Businesses should use safer alternatives to raw eggs in foods which are not cooked:

- use commercially produced dressings, sauces and spreads instead of making raw egg products, or
- use pasteurised egg products instead of raw eggs in ready-to-eat products (products without a further cook step) such as desserts and drinks.

If a business chooses to use raw egg products, they are responsible for ensuring that the risk of Salmonella contamination is managed. They must take steps to ensure the food they supply is safe and suitable.

Foods that contain raw eggs need extra care

Products with raw eggs have been responsible for some of the largest foodborne illness outbreaks in NSW. This is because the disease-causing organism Salmonella is often found on the shell of whole eggs. If handled incorrectly the Salmonella will then contaminate the raw egg product.

Outbreaks harm customers and can severely impact the reputation and trade prospects of a business.

Foodborne illness has been associated with:

- egg dressings, sauces and spreads (e.g. mayonnaise, aioli, egg butter)
- desserts made without an effective cooking step (e.g. tiramisu, mousse, fried ice cream)
- drinks containing raw eggs (e.g. raw egg high protein smoothies).

Requirements for raw egg products

In order to ensure the food is safe to eat, special attention must be given to the preparation, storage and handling of eggs and raw egg products, to prevent the growth of Salmonella.

Acidify raw egg products to keep them safe, using vinegar or lemon juice

To stop Salmonella from growing it is important to:

- acidify raw egg product to a pH at or below 4.2 – this can be done using vinegar or lemon juice
- check and record the pH of the acidified raw egg product with a pH meter or pH paper.

Storage and temperature control of acidified raw egg product

- Keep acidified raw egg products at or below 5°C.
- Make acidified raw egg product fresh every day in small tubs, not in bulk.
- Discard acidified raw egg product within 24 hours.

Receival and storage of eggs

- Only purchase and receive whole eggs that are:
  - clean, not cracked or leaking
  - supplied in clean packaging
  - correctly labelled (i.e. with name of the food, the supplier's name and address, and lot identification or date
  - marking).
- Whole eggs should be refrigerated at or below 5°C, and used by the 'best before' date.

Sanitation and hygiene

This is important in preventing the spread of Salmonella to other foods made by the business.

- Clean and sanitise kitchen equipment used for making raw egg products before and after each use.
- Clean and sanitise storage containers and dressings/sauce dispensers between each batch.
- Use separate containers for each batch of food (i.e. do not top up previous dressings and sauces).
- Keep kitchen surfaces and utensils clean and dry.
- Do not wash eggs as this makes them susceptible to further contamination.

Separating egg yolk from egg white

If Salmonella is present on the egg shell, it could be spread throughout the kitchen and onto other foods by your hands. To minimise contact between the egg shell and contents:

- wash and dry hands before and after handling eggs
- use a sanitised egg separator
- do not separate eggs using bare or gloved hands
- do not separate eggs using the egg shell
- do not store liquid raw eggs.
- once whole eggs are cracked, use them immediately in the raw egg product.

Safer egg alternatives are available

- Use pasteurised pulp for foods that traditionally contain raw eggs:
  - liquid, frozen or dried forms of processed whole eggs, egg whites and egg yolks
  - sugared egg yolk (for desserts)
  - salted egg yolk (for mayonnaise, dressings and sauces).

Food laws

The food laws in NSW prohibit the sale of eggs with dirty or cracked shells because this increases the risk of contamination and foodborne illness.

Egg definitions

- 'Dirty eggs' are eggs whose shell is contaminated with visible faeces, soil or other matter (e.g. yolk, albumen, feathers)
- 'Cracked eggs' are eggs with a cracked shell (where a crack is visible to the naked eye or by candling).

In order to protect customers from the risk of foodborne illness, businesses need to comply with Standard 3.2.2, Division 3, Clause 7 to ensure that only safe and suitable food is processed.

More information

This information is a general summary and cannot cover all situations. Food businesses are required to comply with all of the provisions of the Food Standards Code and the Food Act 2003 (NSW).

- Visit the Food Authority website at www.foodauthority.nsw.gov.au to download the following:
  - Guideline: Food safety guidelines for the preparation of raw egg products
  - Risk Assessment: NSW Egg Food Safety Scheme
  - Guideline: Microbiological quality of raw egg dressing
  - Factsheet: 4 hour/2 hour rule
- Visit the FSANZ website at www.fsanz.com.au to download the Food Standards Code (covers general food handling requirements, premises and equipment requirements, and labelling requirements).

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PROTECTING FOOD FROM CONTAMINATION

Contamination of food from objects, people, pests or chemicals can cause serious illness. Food businesses, by law, must take precautions to avoid causing harm to people who eat their food.

Protecting food is important

It is a legal requirement that a food business, when receiving, storing, processing and displaying food, takes all practicable steps to protect food from the likelihood of contamination.

Standard 3.2.2 *Food Safety Practices and General Requirements* of the Food Standards Code sets out the specific requirements for food businesses.

During an inspection of a food business, an authorised officer from the Food Authority or local council may identify issues that need to be rectified.

Business owners should speak to their local council environmental health officer (EHO) if they have any questions about the results of inspections, what work needs to be done and by when.

Common contaminants of food

- Juices from raw foods, e.g. meat and seafood.
- Unclean surfaces, equipment and utensils.
- Dirt, grease and unclean surfaces.
- Bacteria and viruses from unwashed hands and poor personal hygiene.
- Pests and pest droppings.
- Cleaning and other chemicals.
- Jewellery, hair and personal items.
- Glass, metal or other fragments from damaged equipment and fixtures.

Tips to protect food from contamination

It is the business owner's responsibility to set up food safety processes and procedures in the workplace to comply with the Food Standards Code.

Business owners and staff can follow some simple steps to protect food from contamination during the receipt, storage, processing and display of food:

- Store food in food-grade containers and covered, if necessary, to protect it from contamination.
- Store food and packaging above the floor.
- Store raw food – especially meat, fish and poultry – below and away from ready-to-eat food in a cool room or fridge.
- Store chemicals and equipment well away from food items, food packaging and food handling areas.
- Maintain the premises, including all fixtures, fittings and equipment, in a clean and undamaged condition.
- Regularly clean and sanitise food contact surfaces and utensils, e.g. chopping boards, knives.
- Use separate equipment and utensils for raw and ready-to-eat foods, or thoroughly wash and sanitise equipment and utensils between handling raw and ready-to-eat foods.

- Avoid unnecessary contact with food, e.g. use utensils rather than bare hands.
- Thoroughly wash and dry hands before starting work, changing tasks or returning from a break, e.g. between serving customers and preparing food, and after handling raw foods and garbage, or using the toilet.
- Minimise the wearing of exposed jewellery and tie back long hair.
- Cover cuts and wounds with an appropriate dressing.
- Do not handle food if feeling unwell or suffering from a contagious illness.
- Store food in food-grade containers and covered.

More information

- visit the Food Authority's website at www.foodauthority.nsw.gov.au
- phone the helpline on 1300 552 406

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NSW GOVERNMENT | Department of Primary Industries Food Authority

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February 2016
NSW/FA/FI140/1602

POWERS OF AUTHORISED OFFICERS

Under the *Food Act 2003*, the role of the NSW Food Authority is to ensure that food in NSW is safe and correctly labelled.

Legislation for the Food Authority's work

Food Authority authorised officers (officers) enforce the *Food Act 2003* (the Act) and the Food Regulation 2015 (the Regulation) relating to the production and sale of food.

The role of authorised officers

Officers are appointed by the Food Authority's Chief Executive Officer to ensure that all persons working in the food industry meet their obligations under the Act. This includes the obligation to ensure that their products are properly labelled, safe and suitable for human consumption.

Officers may visit a food business to investigate a particular incident, e.g. foodborne illness, or as part of a specific program. They may investigate complaints about labelling and food production or conduct an audit or inspection without prior warning.

Officers may also:

- provide information, education and advice on the requirements of food safety law and food standards
- provide advice on how to develop and improve systems to comply with food production and labelling requirements
- monitor compliance with or investigate breaches of legislation, including conducting interviews with management and staff
- investigate reports of unclean or unhealthy conditions, and
- initiate enforcement action, such as improvement notices, prohibition orders, penalty notices and prosecutions.

The officer may be accompanied by a NSW Police officer or anyone considered necessary. They will talk to a range of people in order to gather information, provide advice or take appropriate action to improve food safety.

All officers carry a Certificate of Authority with photographic identification to produce upon request.

Powers of an authorised officer

An officer has the power to:

- enter and investigate any premises or food transport vehicle which they believe is being used in connection with the handling of any food intended for sale
- request someone's name and residential address, conduct interviews and make inquiries
- take photographs, films or audio or visual recordings
- take measurements, and make sketches or drawings or any other type of record
- gather information, examine and take or copy any records or documents and retain them for any reasonably necessary time
- examine food intended for sale, labelling or advertising material, including opening packaging
- open and examine any equipment
- take samples of any food or thing
- take samples of water, soil or anything that is part of the environment to determine whether that environment poses a food safety risk
- open, or ask to be opened, any container used for foods, or any package
- stop and detain any vehicle used for storage and transport of food
- undertake investigations and enquiries to ascertain whether an offence has been or is being committed under the Act or Regulation,
- seize food, vehicles, equipment, package or labelling or advertising material that is evidence of an offence under the Act, and
- issue notices:

- requiring owners and operators to remedy
- prohibiting food production and sale continuing until the breach is fixed, and
- for on-the-spot fines for breaches of the legislation.

In carrying out their duties, officers may call on scientific experts, NSW Police or anyone else necessary.

Payment for samples

When obtaining a sample of food an officer must offer to pay for it, up to a maximum of $10, depending on market value.

If the market value of the sample exceeds $10, the maximum amount payable is $10.

Entering property or premises

When officers attend a food business the operator of that business should ensure all staff are:

- briefed about the rights of officers
- aware of their obligation to comply with a requirement of an officer, including the obligation to provide access to any part of the food business.

If, during an investigation an officer identifies a breach of the Act, that officer will collect evidence of the:

- nature and seriousness of the breach, and
- steps taken by the food business to ensure that they meet their obligations under the Act, including their obligation to ensure that the food they produce or sell is safe to consume, suitable and properly labelled.

Any enforcement action taken by the Food Authority will be taken in accordance with its Compliance and Enforcement Policies.

Offences against authorised officers

It is an offence for a person, without a reasonable excuse, to:

- fail to comply with a requirement of an officer
- resist, obstruct, or attempt to obstruct, impersonate, threaten, intimidate or assault an officer in the course of his or her duties
- detain, remove or tamper with any food, vehicle, equipment, package or labelling or advertising material or other thing that has been seized, *unless permitted by an officer*, and
- provide any information or produce any document that the person knows is false or misleading.

Penalties for offences against officers

Offences against officers undertaking their duties under the Act can incur a maximum penalty of 500 penalty units ($55,000).

Qualifications of authorised officers

Many officers hold tertiary qualifications in health and food safety related disciplines. To qualify as an officer they must undergo an intensive training program. Officers regularly attend specialist courses and briefings to make sure their skills and knowledge are at the forefront of food industry best practice.

Officers are based in one metropolitan and several regional offices throughout NSW.

Complaints about authorised officers

Complaints about an officer can be sent to:

Director Compliance, Biosecurity & Food Safety
PO Box 6682
Silverwater NSW 1811
1300 552 406

More information

- visit the NSW Food Authority's website at www.foodauthority.nsw.gov.au
- phone the helpline on 1300 552 406

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December 2015
NSW/FA/FI009/1512

PEST CONTROL IN FOOD BUSINESSES

Common pests such as rats, mice and cockroaches can carry bacteria and viruses, and can contaminate food and food contact surfaces. Pest sightings, and food contamination due to pests, result in a large number of customer complaints.

Common pests

Pests that can be present in food premises include:

- rodents (e.g. rats and mice)
- insects (e.g. cockroaches, flies and ants)
- birds (e.g. pigeons).

Where do pests hide?

Pests are generally attracted to food premises as they can provide shelter, water and a food source.

Pests are most active at night and hide in dark places, including:

- under and behind electrical, heating and cooking appliances
- under washing and hand washing facilities
- under and in boxes, packaging and food storage containers
- inside wall cavities
- in cracks and crevices
- behind equipment

In disused or 'mothballed' equipment.

The legal requirements

The Food Standards Code requires food businesses to take all practicable measures to:

- prevent pests entering the food premises
- eradicate and prevent the harbourage of pests on the food premises.

Practicable measures to prevent entry of pests include:

- sealing all holes, gaps and cracks in walls and ceilings
- installing and maintaining flyscreens to windows and door openings
- keeping doors closed when not in use
- installing weather strips at the base of doors.

Practicable measures to eradicate and prevent harbourage of pests include:

- regular checks for signs of pests
- maintaining the food premises and equipment in a clean condition (a cleaning schedule may assist)
- keeping food covered in sealed containers
- storing food, equipment and food containers above the floor
- keeping garbage storage areas clean and tidy
- removing rubbish regularly and making sure that external areas (outside bin areas) are clean and well- maintained
- removing unused equipment and fixtures from the premises
- implementing a suitable pest control program which may require the services of a licensed pest controller.

Using a licensed pest controller

While using the services of a licensed pest controller is not a legal requirement, it can help you to demonstrate that you are taking all practicable measures to eradicate and prevent the harbourage of pests. However, steps such as

those listed above must also be used to demonstrate and achieve compliance.

A licensed pest controller should provide you with:

- a contract outlining what pests and areas are to be treated and the required frequency of treatments
- written reports of each treatment, including any pest activity and chemicals used
- a map showing the location of all bait stations
- information on the chemicals used.

Licensed pest controllers will generally provide written recommendations on actions the food business can take to prevent issues with pests. It is important that the food business take these recommendations on board.

If you perform pest control treatments yourself, make sure that any chemicals or baits used are suitable and approved for use in food premises and do not contaminate food or food contact surfaces.

What happens after an inspection?

If an authorised officer from the NSW Food Authority or local council identifies a pest control issue that needs to be rectified, a variety of compliance actions can be initiated.

For further information on compliance action, see the NSW Food Authority Compliance and Enforcement Policy at www.foodauthority.nsw.gov.au/_Documents/industry_pdf/compliance_enforcement_policy.pdf

More information

This information is a general summary and cannot cover all situations. Food businesses are required to comply with all of the provisions of the Food Standards Code and the Food Act 2003 (NSW).

- Visit the Food Authority's website at www.foodauthority.nsw.gov.au
- Email the helpline at food.contact@dpi.nsw.gov.au
- Phone the helpline on 1300 552 406

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PERSONAL HYGIENE CHECKLIST

- ✓ I wash my hands frequently and properly

- ✓ I cover cuts and sores with a bandage or dressing (e.g. BAND-AID®) and a waterproof covering (e.g. glove)

- ✓ I wear clean clothes and an apron over my clothes. I remove the apron when I leave the kitchen or food preparation area

- ✓ I tie back my hair or cover it with a hat or hairnet

- ✓ I keep my fingernails trimmed and clean

- ✓ I store my personal belongings away before preparing food

- ✓ I **do not** eat over unprotected food

- ✓ I **do not** sneeze, blow or cough over unprotected food

- ✓ I **do not** spit or smoke in food handling areas

- ✓ I **do not** wear jewellery or a watch (except wedding ring) when preparing food

- ✓ I **do not** prepare food if I have an infectious illness (e.g. diarrhoea, vomiting) or have a skin, eye, ear or nose infection

NSW GOVERNMENT
Department of Primary Industries
Food Authority

More resources at foodauthority.nsw.gov.au nswfoodauthority nswfoodauth

NON-RETICULATED WATER IN FOOD BUSINESSES

Food businesses must ensure the water they use for activities conducted on their premises is safe. This especially applies to businesses that do not have access to a town water supply.

Non-reticulated water and food safety

Non-reticulated water is any water supply not piped into a business by a water utility or local council. It includes:

- rainwater,
- groundwater (e.g. bore water), and
- surface water.

The hazards of non-reticulated water will depend on the water source. Disease-causing microorganisms may be present, such as *Giardia, Cryptosporidium*, viruses and *E. coli.* It might also contain harmful chemicals.

Legal requirements on water supplies

Under the Food Standards Code, food businesses must use drinkable water for activities conducted on their food premises. Where businesses do not have access to a potable water source, they must be able to demonstrate that the water they use is safe.

How to manage a private water supply

If you have a private water supply you should ensure:

- water is collected from a suitable source,
- there are no microbial or chemical contaminants in the surrounding environment (this might require a stocktake),
- water is treated, if necessary, to make it safe, e.g. remove solids and microorganisms,
- roofs or gutters used to collect rainwater are kept free from leaves and bird droppings,
- the first water collected during a rainfall is discarded to reduce the amount of microorganisms entering the tank,
- equipment used to collect and store water is suitable and well maintained,
- equipment is positioned to avoid contamination,
- pests and rodents cannot enter the equipment, and
- water is monitored regularly.

More information

- Visit the NSW Food Authority's website at www.foodauthority.nsw.gov.au/industry
- phone the helpline on 1300 552 406

Other contacts

- NSW Health, *Private water supply guidelines* (visit www.health.nsw.gov.au/environment/water/Publications/private-water-supply-guidelines.pdf)
- Victorian Department of Human Services, *Guidelines for the use of non-potable water in food business*

(www2.health.vic.gov.au/about/publications/policiesandguidelines/Guidelines%20for%20the%20use%20of%20non-potable%20water%20in%20food%20businesses)

- enHealth Council, *Guidance on use of rainwater tanks* (visit www.health.gov.au/internet/main/publishing.nsf/Content/0D71DB86E9DA7CF1CA257BF0001CBF2F/$File/enhealth-raintank.pdf)

Your local council or public health unit may also be able to provide you with further advice.

About the NSW Food Authority: The NSW Food Authority is the government organisation that helps ensure NSW food is safe and correctly labelled. It works with consumers, industry and other government organisations to minimise food poisoning by providing information about and regulating the safe production, storage, transport, promotion and preparation of food.

Note: This information is a general summary and cannot cover all situations. Food businesses are required to comply with all of the provisions of the Food Standards Code and the *Food Act 2003* (NSW).

NSW GOVERNMENT Department of Primary Industries Food Authority

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June 2009
NSW/FA/FI051/0906

LABELLING – GENERAL REQUIREMENTS

The NSW Food Authority is responsible for administering the labelling provisions of the Australia New Zealand Food Standards Code (the Code). In addition, the Food Authority administers the NSW *Food Act 2003*, which includes sections prohibiting the provisions on labels of misinformation which can mislead the consumer.

The Food Authority is **not** responsible for:

- the presence and accuracy of total weights and measures statements, which is the responsibility of the National Measurement Institute (however, the Food Authority is responsible for percentage ingredient statements),
- barcodes
- recycling codes
- composition and labelling of pet food
- therapeutic products (including dietary aids and supplements) registered by the Therapeutic Goods Administration, which are governed by that agency
- country of origin labelling.

Food labelling

Food labelling informs the consumer of the properties of food offered for sale. The information presented on the label must:

- be visible on the outside of the package
- be unambiguous
- not mislead the consumer.

Unpackaged food is exempt from most labelling requirements. However, the consumer must be provided with certain information (see section *Labelling exemptions*). Certain packaged foods are also exempt from some or all of the labelling requirements (see section *Labelling exemptions*).

Under food law, advertising information is equivalent to labelling.

Information a food label must contain

The food label must identify:

- a **name for the food** which is prescribed by the Code, or a name/description that describes the true nature of the food
- the **production 'lot'** of the food prepared under the same conditions and during a particular span of time (date coding can in some circumstances satisfy the requirement for a lot number)
- the **name and street address in Australia or New Zealand** of the supplier of the food (e.g. the manufacturer, marketer or importer)
- a **list of the ingredients**
- a statement of the **shelf life of the product**, as either a 'use-by' or a 'best before' date (see related factsheet *Labelling – Date marking, storage conditions and directions for use* for further details)
- directions for **use and storage** where these are needed for reasons of health and safety or to ensure shelf life is achieved
- the **nutrition information panel (NIP)**, which shows the quantity of the basic nutrients contained in the food, per serving and per 100g of that food. Certain packaged foods are exempt from the requirement to carry a NIP, e.g. alcoholic beverages, water, herbs and spices, and prepared sandwiches
- the **country of origin** of the product and its ingredients (contact Australian Competition and Consumer Commission)
- **warning and advisory statements** and declaration of the presence of substances which may adversely affect the

health of people with allergies and food sensitivities (see related factsheet *Food allergies and intolerances*).

Portion-packed foods

Retail businesses often purchase bulk-packed foods, such as cheese wheels, smallgoods, nuts and pulses, which are then divided into portions and repackaged on their premises. The retailer displays these foods in self-service cabinets. Although portion-packed foods require labelling information (as listed above), there are some additional options available to retailers to comply with the Code. Retailers may choose to:

- attach a label to each portion-packed food, or
- display labelling information on a sign/booklet or tearaway pamphlet near the portion-packed food. The information must be legible and the consumer should be able to readily identify the portion-packed food to which the information relates. Information that may change frequently or is essential to protect consumer safety (for example, the use-by date, lot code, storage conditions, allergens) should be declared on a label that is attached to the portion-packed food.

Labelling exemptions

Some food offered for retail sale is exempt from general labelling requirements. Exemptions apply if the food is:

- unpackaged
- in an 'inner' package, not designed for sale without the outer package
- made and packaged on the premises from which it is sold:
- for a food to be considered 'made' as well as 'packaged' on the premises, it must have been processed on the premises in a way that has changed the nature of the food, before packaging the food on the premises. Merely dividing and repackaging portions of food from bulk to individual smaller pieces for sale does not in itself qualify the food for a labelling exemption
- packaged in the presence of the purchaser:
- a retailer may sell food without a label on the package where the customer witnesses the packaging of the food, so that any questions about the food can be put to the person serving the food for sale
- packaged food displayed in an assisted service cabinet which requires food to be served on request from the purchaser
- whole or cut vegetables and fruit, in a package which displays the nature and the quality of the food (sprouting seeds are excluded from this exemption)
- delivered packaged and ready for consumption at the order of the consumer
- sold at a fundraising event (see related factsheet *Food safety requirements for charitable and not-for-profit organisations*).

Even exempt food must comply with the requirement for the various warning statements required by the Code for safety reasons and also for foods that are genetically modified or irradiated.

With the exception of the presence of royal jelly, genetically modified foods and irradiated foods, this requirement can be met either by displaying the required information in conjunction with the food (mandatory for royal jelly) or providing the information to the purchaser on request.

More information

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- Email the helpline at food.contact@dpi.nsw.gov.au
- Phone the helpline on 1300 552 406
- Refer to the labelling information in Part 1.2 of the Food Standards Code: www.fsanz.com.au
- Visit the Therapeutic Goods Administration's website: www.tga.gov.au
- Visit Australian Competition and Consumer Commission www.accc.gov.au

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KEEPING FRESH, ASIAN-STYLE NOODLES SAFE TO EAT

Fresh noodles can cause serious illness if they are not kept refrigerated from the time they are manufactured right through to the time they are sold to the consumer.

Fresh noodles are potentially hazardous

Fresh noodles have a high water activity level and a near neutral pH. This allows pathogenic organisms to grow, and rapidly reach dangerous levels.

These organisms can cause serious illness if they are not controlled.

Food retailers are required to only sell food that is safe to eat.

Contaminated or spoiled products may not look deteriorated, so they must be refrigerated at all times to minimise the risk to consumers.

Bacteria grow fastest between 5°C and 60°C, so is it important to keep the noodles under 5°C (refrigerated) at all times.

Hardening of fresh noodles

Typically, fresh noodles harden when refrigerated. This may cause consumers to think that the noodles are not fresh. The ‘use-by’ date, production date (if one is included by the manufacturer) and storage and cooking instructions on the packaging should reassure customers that the products are fresh.

Noodles will soften once they are reheated.

More information

- contact your local council
- visit the website at www.foodauthority.nsw.gov.au/industry
- phone the helpline on 1300 552 406

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January 2013
NSW/FA/FI164/1301

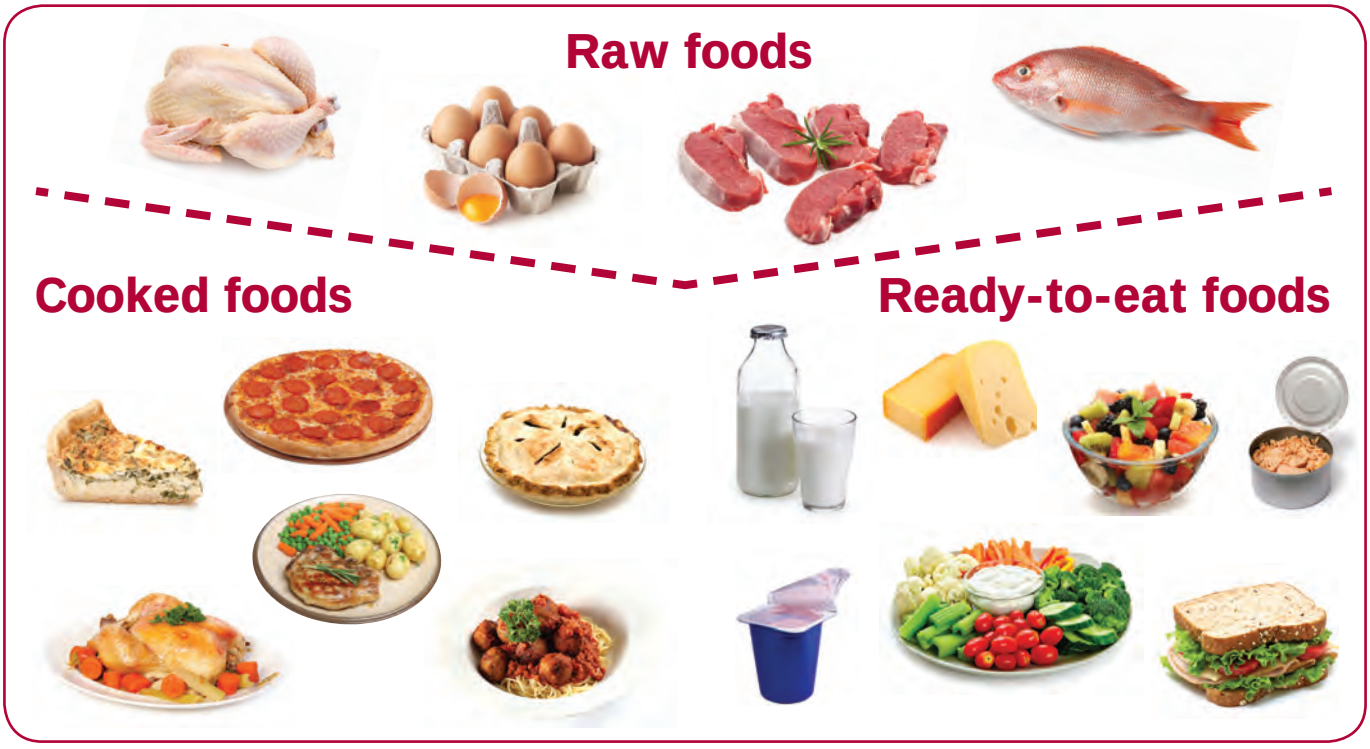
NSW GOVERNMENT

NSW Food Authority

safer food, clearer choices

Keep food separate

Separate preparation areas of raw foods from cooked or ready-to-eat foods



Use separate equipment and utensils for raw foods, and cooked or ready-to-eat foods.

OR

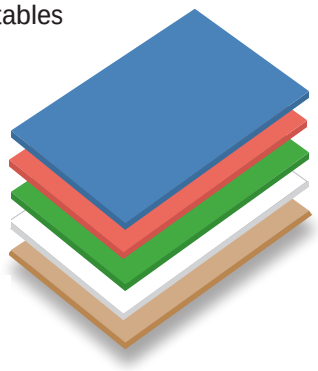
Thoroughly clean and sanitise chopping boards and knives before preparing cooked or ready-to-eat foods and after preparing raw foods.

Colour coded chopping boards

It doesn't matter which colours you use for which food groups, so long as all staff know which colour board should be used. Make this information available to everybody by displaying signs or posters in the kitchen.

Examples:

Red	=	Raw meat and raw chicken
Green	=	Fruit and vegetables
Brown	=	Cooked meat
Blue	=	Raw fish
White	=	Bread



HEALTH AND HYGIENE REQUIREMENTS OF FOOD HANDLERS

A food handler is anyone who works in a food business and handles food, or surfaces that are likely to come into contact with food (e.g. cutlery, plates). A food handler may be involved in food preparation, production, cooking, display, packing, storage or service.

Responsibilities of food handlers

Under the Food Standards Code, a food handler must take all reasonable measures not to handle food or food surfaces in a way that is likely to compromise the safety and suitability of food.

Food handlers also have specific responsibilities relating to health and hygiene.

Health requirements

Any food handler with symptoms or a diagnosis of an illness (such as vomiting, diarrhoea or fever) must:

- report that they are ill to their employer or supervisor
- not handle food if there is a reasonable likelihood of food contamination as a result of the illness
- if continuing to engage in other work on the food premises, take all practicable measures to prevent food from being contaminated
- notify a supervisor if they know or suspect they may have contaminated food.

Effective hand washing

Hand washing is one of the most important actions you can take to prevent foodborne illness.

Food handlers must:

- wash their hands using hot, soapy water and dry them thoroughly with single-use paper towels
- wash their hands whenever they are likely to be a source of contamination (after using the toilet, smoking, coughing, sneezing, using a handkerchief, eating, drinking or touching the hair, scalp or body)
- wash their hands before handling ready-to-eat food and after handling raw food.

Hygiene requirements

Food handlers must:

- not eat, sneeze, blow, cough, spit or smoke around food or food surfaces
- take all practicable measures to prevent unnecessary contact with ready-to-eat food
- Tie back long hair, and take all practical measures to prevent hair contaminating food
- ensure clothing is clean
- cover bandages and dressings on exposed parts of the body with a waterproof covering
- remove loose jewellery and avoid wearing jewellery on hands and wrists.

Use of gloves

The Food Standards Code does not require food handlers to use gloves.

NSW GOVERNMENT Department of Primary Industries Food Authority

More resources at foodauthority.nsw.gov.au nswfoodauthority nswfoodauth

Even when wearing gloves, in many situations it may be preferable to use utensils such as tongs or spoons.

Gloves must be removed, discarded and replaced with a new pair in the below circumstances:

- before handling food
- before handling ready-to-eat food and after handling raw food
- after using the toilet, smoking, coughing, sneezing, using a handkerchief, eating, drinking or touching the hair, scalp or body.

Employer responsibilities

A food business must:

- ensure food handlers do not handle food if there is a possibility of contamination
- maintain easily accessible handwashing facilities and supplies of hot running water, soap and single-use paper towels
- ensure all food handlers have appropriate skills and knowledge in food safety and food hygiene. This can be done either on-the-job or via formal training.

Food Safety Supervisor

Under the Food Standards Code (Standard 3.2.2) all food handlers must have general skills and knowledge in food safety and hygiene. In April 2010, a law came into effect that required certain businesses in the hospitality and retail food service sector to appoint at least one trained Food Safety Supervisor (FSS).

Training is tied to nationally recognised units of competency that exist within the Vocational Education and Training (VET) System.

To review the Food Authority's Food Safety Supervisor initiative, including training requirements, visit www.foodauthority.nsw.gov.au/retail/fss-food-safety-supervisors

More information

- visit the website at www.foodauthority.nsw.gov.au
- Phone the helpline on 1300 552 406

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August 2015
NSW/FA/FI041/1508

HANDWASHING IN FOOD BUSINESSES

Correct hand washing is important

Correctly washing your hands is an important step you can take to minimise the risk of foodborne illness in your food business.

Thorough hand washing physically removes dirt, food waste, grease and harmful bacteria and viruses from your hands.

It is a legal requirement for food handlers to wash their hands.

Hand washing facilities

The Food Standards Code requires food premises to have complying hand washing facilities in areas where food handlers work if their hands are likely to be a source of contamination of food.

Additionally, if there are toilets on the food premises, hand washing facilities must be provided immediately adjacent to the toilets. Premises must have complying hand washing facilities.

Hand washing facilities must be:

- permanent fixtures
- connected to or provided with a supply of warm running potable water
- of a size that allows easy and effective hand washing
- accessible
- provided with soap and single use towels (or air drier) and a container for used towels
- clearly designated for the sole purpose of washing hands, arms and face.

Some premises are required to provide hand washing facilities fitted with non-hand operated taps, e.g. abattoirs, butcher shops etc. Check with your local council or the NSW Food Authority.

When hands need to be washed

A food handler must wash his/her hands:

before:

- preparing and cooking food
- handling food, especially ready-to-eat foods
- serving food.

after:

- using the toilet
- handling raw meat, raw poultry or raw eggs
- smoking, sneezing, coughing, blowing his/her nose, eating, drinking or touching his/her hair, scalp or body opening.

Penalties can apply to the food handler for failing to wash his/her hands correctly.

How to properly wash hands

Using the hand washing facilities provided in the food business, follow these steps:

1. Wash your hands thoroughly with soap and warm running water.
2. Lather your hands by rubbing them together with soap. Be sure to lather the backs of your hands, between your fingers and under your nails.
3. Scrub your hands for at least 20 seconds
4. Rinse your hands well under clean, warm, running water.
5. Dry with a clean towel (preferably paper) or air-dry them before preparing or eating food.

Use of nail brushes and antibacterial gels

Clean and undamaged nail brushes can be used during hand washing to assist in removing dough and other hard to remove food residues.

Antibacterial gels that are suitable for use around food preparation can be used in addition to hand washing. Antibacterial gels on their own are not a substitute for hand washing.

Hand wash issues

If an authorised officer from the NSW Food Authority or local council identifies a hand washing or hand

wash facility issue that needs to be rectified, a variety of compliance actions can be initiated.

For further information on the circumstances in which compliance action may be initiated, see the *NSW Food Authority Compliance Policy* and the *NSW Food Authority Enforcement Policy* at www.foodauthority.nsw.gov.au

More information

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NSW GOVERNMENT Food Authority

Hand Washing

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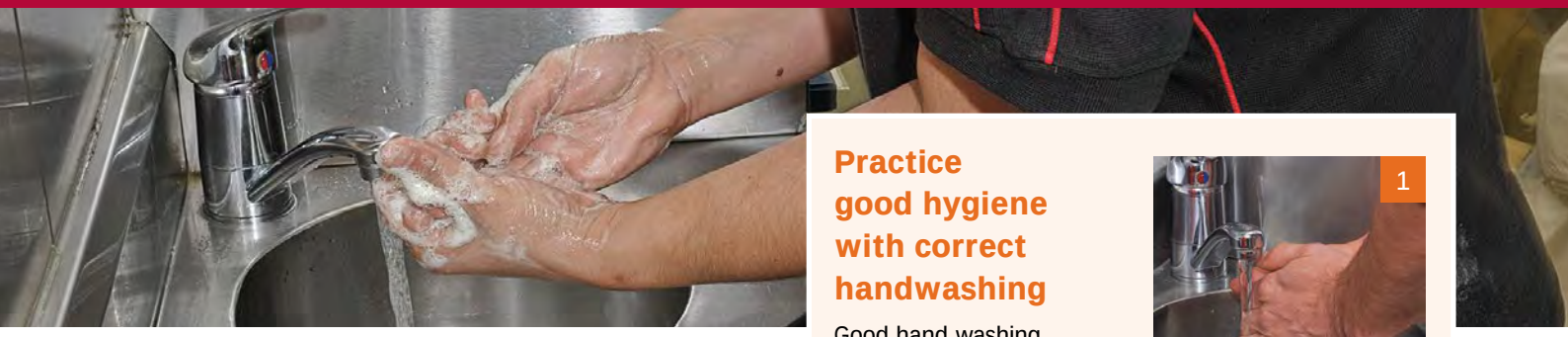

Keep your hands squeaky clean

'Keep it clean' is one of the golden rules of food safety as hands can easily spread harmful bacteria to food, work surfaces and equipment.

Did you know that there are over 4 million cases of food poisoning in Australia every year and that poor personal hygiene has been identified as one of the most common causes?

Proper hand washing at the right times helps to prevent bacteria spreading to food and is one of the most important and easiest ways to prevent illness.

You should always wash and dry your hands

before:

- preparing and cooking food
- handling food, especially ready-to-eat foods (eg sandwiches, cut fruit)
- serving food

after:

- using the toilet or helping a child use the toilet
- handling raw meat, raw poultry or raw eggs
- sneezing, coughing, blowing your nose or wiping a child's nose
- changing nappies, handling potties or touching changing mats
- cleaning up accidents in the kitchen
- handling rubbish and cleaning chemicals
- outside activities and touching animals
- touching a cut or changing a dressing

If you are sick, wash your hands after every episode of vomiting or diarrhoea, and do not touch food intended for other people until you are free of symptoms for at least 48 hours.

Practice good hygiene with correct handwashing

Good hand washing removes dirt, leftover food, grease and harmful bacteria and viruses from your hands. Follow these simple tips to ensure you are washing your hands correctly.

1. Wash your hands thoroughly with soap and warm running water.

2. Lather your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers and under your nails.

3. Scrub your hands for at least 20 seconds. Need a timer? Get your kids to hum the "Happy Birthday" song from beginning to end twice.

4. Rinse your hands well under clean, warm, running water.

5. Dry with a clean towel (preferably paper) or air dry them before preparing or eating food.

About the NSW Food Authority: The NSW Food Authority is the government organisation that helps ensure NSW food is safe and correctly labelled so that consumers are able to make informed choices about the food they eat. As Australia's first through-chain food regulatory agency, the Authority is responsible for food safety across the entire food industry in NSW – from primary production to point-of-sale. It works with consumers, industry and other government organisations to minimise food poisoning by providing information about and regulating the safe production, storage, transport, promotion and preparation of food.

Hand washing NSW/FA/FI130/1403

HAMBURGER FOOD SAFETY

Hamburgers are a popular form of ready-to-eat foods; however, they can serve as a vehicle for pathogenic bacteria and if not cooked, handled or stored properly, can potentially lead to food poisoning once consumed.

Is it dangerous to eat a raw or undercooked burger patty?

Raw and undercooked hamburger patties may contain harmful bacteria that can produce foodborne illness such as pathogenic strains of *Escherichia coli (E.coli)*, mostly due to improper handling and preparation of the meat. This specific pathogenic bacteria can potentially result in a serious condition that affects the blood and blood vessels.

Eating raw or undercooked patties is an emerging trend in Australia and therefore, no outbreaks of foodborne illness due to their consumption have yet been recorded.

However, in the USA it has been a common practice for some time and has resulted in a number of outbreaks of *E. coli* and a total of five deaths since the first outbreak was recorded in the USA in 1993 (Table 1).

Table 1. Outbreaks in the USA linked to hamburgers and ground meat

Year	Sick	Hospitalised	Deaths
2015	37	13	0
2014	3	3	1
2009	23	6	0
2008	79	32	0
2007	40	21	0
2007	47	0	0
2002	28	7	0
2000	46	24	0
1993	501	151	4

Source[1,2]: Marler, 2015

Why is it ok to eat a rare steak and not a rare patty?

Different meats require different cooking temperatures to destroy harmful bacteria.

For example, a steak need only be seared on the outside and can be rare inside, while minced meat must be carefully cooked to destroy bacteria.

That's because when cooking a steak, all areas that have been exposed to the elements are heated to the point where bacteria will be killed. With minced meat, the very act of mincing meat means the outsides end up on the inside and the bacteria would be spread throughout the entire patty.

In short, minced meat has far greater surface area than steak and therefore presents a greater risk of bacterial contamination.

Food safety tips

- Proper cooking of hamburger patties minimises the risk of food poisoning
- Keeping everything clean is critical to improving food safety
- Cool down cooked burger patties quickly if intended to store
- Keep raw and cooked food separate
- Do not allow leaking juices to drip on other foods
- Refrigerate or freeze minced meat as soon as possible after purchase

What are the health risks?

Undercooking meat, poultry and other foods can be very dangerous. Raw meat and poultry can contain harmful bacteria, including pathogenic *E. coli*, *Salmonella*, *Campylobacter jejuni*, *Listeria monocytogenes*, and *Staphylococcus aureus.* It is important to remember that the presence of harmful bacteria cannot be assessed through sight or smell.

Ensuring food safety of a hamburger

In order to reduce the potential for foodborne illness, minced meat should be cooked right through to the centre. No pink should be visible and juices should run clear. Some guidelines suggest cooking hamburgers until the thermometer reads at least 71°C internal temperature.

To ensure your meat is free from harmful bacteria, it is important that a clean and sanitised thermometer is used and placed in the thickest portion of the meat to check the temperature of the food.

Reducing the risk of contamination

- Keep raw minced meat cold (4°C or lower) and cook within no more than two days after purchasing.
- Remember, if raw hamburger patties are kept in the temperature danger zone which is between 5°C and 60°C, bacteria will multiply rapidly.
- Use separate chopping boards and utensils for produce and raw meat.
- Always wash hands before and after touching raw meat, washroom use and handling pets.
- Keep kitchen surfaces clean and sanitised, changing dishcloths daily and sanitise premises before and after preparing food.
- Never allow ready-to-eat foods like lettuce, tomatoes or cheese to come in contact with raw meat or its juices.
- Throw away left-over marinade or sauce. It is advised to prepare just enough for single usage.

More information

- Visit the website at www.foodauthority.nsw.gov.au
- See our *Cooking temperatures* page on the website at www.foodauthority.nsw.gov.au/foodsafetyandyou/food-at-home/cooking-temperatures
- Phone the helpline on 1300 552 406

[1]CDC. 2015. Multistate outbreak of shiga toxin-producing *E. coli* O26 infections linked to Chipotle Mexican Grill in Washington and Oregon. (http://www.cdc.gov/ecoli/2015/O26-11-15/index.html)

[2]Marler B. 2015. A history of hamburger *E. coli* outbreaks. (http://luckypeach.com/a-history-of-hamburger-e-coli-outbreaks/)

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February 2016
NSW/FA/FI258/1602

GUIDELINES FOR THE USE OF NON-POTABLE WATER IN FOOD BUSINESSES

Introduction

These guidelines provide information to help food businesses to ensure their water supply is safe for food preparation and human consumption.

Water supply to a food business may not be safe due to either an interruption to the treatment of the reticulated drinking water supply or the source of water is not from an adequately treated drinking water supply.

These guidelines will assist businesses where there's the possibility that the water supply is microbiologically unsafe. Concerns and issues regarding the chemical safety of the water supply should be raised with the environmental health officers from your local council or Public Health Unit.

Potable water in food businesses

Food laws require food businesses to use "potable water" for all activities that use water on the premises unless the use of "non-potable water" will not affect the safety of the food.

Potable water means water that is acceptable and safe for human consumption and 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 of food containers and utensils; and
- Personal hygiene.

Non-potable water can be used only when it will not affect food safety, such as the flushing of toilets, cleaning non-food contact surfaces (eg. floors), or if it is treated to be safe for human consumption. If in doubt, please consult the environmental health officers from your local council or Public Health Unit. When the water supply is not guaranteed to be safe

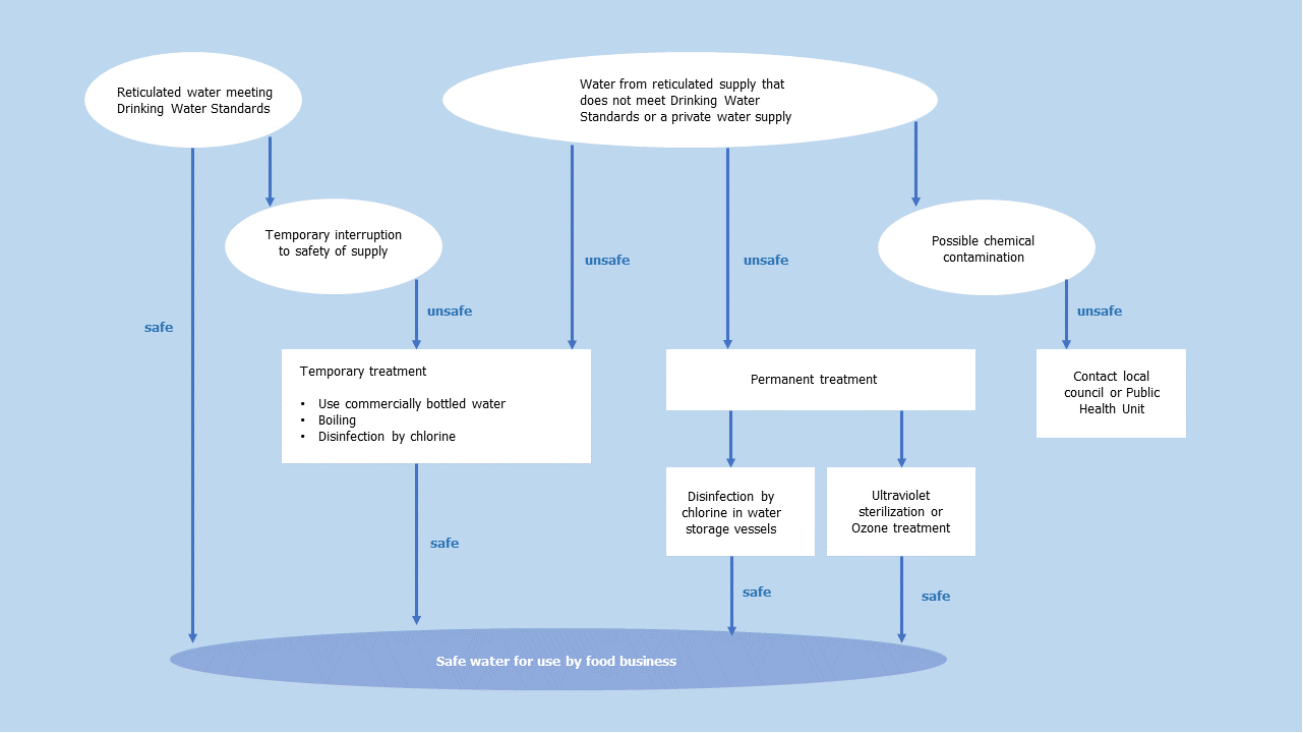
a. The reticulated drinking water supply to a food business has a temporary interruption to the treatment of that supply, maybe because of water treatment plant breakdown, fire, flooding etc.
b. A reticulated water supply does not meet drinking water standards.
c. A private supply such as:
    - Rainwater tanks; or
    - Ground water such as bores; or
    - Surface water sources such as a river or lake.

Food laws and potable water

Standard 3.2.3 Clause 4 of the Food Standards Code (the Code) requires a food business to use potable water for all activities that use water on the food premises, unless the business demonstrates that the use of non-potable water will not adversely affect the safety of the food handled by the food business.

In addition, Standard 3.2.3 Clause 14 (2) of the Code requires hand washing facilities to be connected to, or otherwise provided with, a supply of warm running potable water.

Figure 1: When water is safe to use in a food business



Possible health risks from non-potable water

Microbiological Contamination

Contaminated water may contain harmful micro-organisms, such as viruses, bacteria such as *Salmonella*, *Campylobacter* or *E. coli,* and gastro-intestinal parasites such as *Giardia* or *Cryptosporidium*. These harmful micro organisms, known as pathogens, are invisible to the naked eye and may be present in clear water.

Drinking water containing these micro-organisms can cause severe gastro-enteritis, possibly lasting for several weeks. Infants, the elderly and people with suppressed immune systems are more likely to be affected.

Chemical Contamination

Chemical contaminants are less common than microbiological contaminants, but can still be present in the environment.

Soil from old industrial, mining or agricultural areas may contain arsenic, heavy metals, pesticide residues or other chemicals. If dust is blown onto roofs and is washed into rainwater tanks, chemical residues may build up in the water. Runoff from roofs in urban or industrial areas may also contain chemical pollutants from the air.

Lead-based paints or flashing used on some older roofs may also flake off and be washed into rainwater tanks. Tar-based coatings can bind other harmful organic chemicals such as pesticides to the roof surface and also make it difficult to clean.

Harmful smoky residues from solid wood heaters can also condense near flues on roofs. These chemicals may leach from the roof surface over time and may be washed into rainwater tanks.

Aerial application of fertilisers and pesticides such as 'crop dusting' can sometimes result in these agricultural chemicals entering rainwater tanks. Agricultural chemicals may also drift or be washed into drains, irrigation channels, local streams and dams.

Whatever the water source, it is the responsibility of the food business to check what possible chemical contaminants can get into the water supply.

These guidelines address how to make the water supply safe if there is the possibility that the water supply is microbiologically unsafe. If you suspect that your water supply could be chemically unsafe, consult with your local council or Public Health Unit.

Water treatment methods

Temporary treatment

There can be times when a water supplier may notify that its normally potable water supply will either be shut off for maintenance or has suffered from temporary contamination, which is usually microbiological but may be accompanied by dirty water. They may advise to boil the water for a short time or to treat any possible contamination in the water supply.

There are number of things a food business can do to ensure the safety of their water supply during a short-term interruption.

Table 1: Temporary treatment

Water used for	Action or treatment
Drinking	Use either commercially bottled water or water that has been brought to a rolling boil, that is the water is boiling vigorously for at least one (1) minute.
Ice making	If you need to make ice during this time, only make it from water that is suitable for drinking (see above).
Washing of hands	Use a water container with a tap that contains either bottled water or water brought to a rolling boil for at least one (1) minute, or that has been disinfected with chlorine (see Chlorination guide on page 4).
Cleaning of Equipment	For the cleaning of equipment, such as pots, pans, cutting boards, dishes and cutlery the following options can be considered: • Sanitising by immersing the utensils in hot water at or hotter than 77°C for at least 30 seconds. As it is unlikely that a hot water system will deliver water at a minimum of 77°C at the sink, it may be necessary to use a water heater in the sink to maintain the temperature to at least 77°C or an um to feed water to the sink. A rinsing basket to submerge the utensils in the water is desirable for safety reasons. • Using a commercial dishwasher capable of sanitising. • Using disposable cups, plates and other utensils. • Using a chemical sanitiser for cleaning eating and drinking utensils and for other utensils that require sanitising such as large mixing bowls, chopping boards, etc. that will not fit in the commercial dishwasher.
Cleaning of floors and non-food contact surfaces	If you want to sanitise these surfaces, washing in water with a concentration of chlorine 100- 200 mg/L is adequate.

Note: In sewered areas, the responsible authority should be consulted as to whether discharge of effluent containing these concentrations of chlorine are permitted. Also care should be taken if you have a septic tank as this may compromise the septic system. Please consult your local council or Public Health Unit.

Permanent treatment

Food businesses can either follow the advice in the previous section on a more permanent basis or seek a longer-term solution to managing the safety of their water supply.

Treating water in a water storage vessel – such as a water tank

If the water source is from a non-potable water supply, groundwater or surface water, a practical way to ensure the water supply is safe is to periodically fill a water storage vessel from the water supply and treat the water in the vessel with chlorine.

Storage vessels for treated water should:

- be clean;
- have covers;
- be above ground level;
- be in a cool position;
- be cleaned periodically;
- be mosquito proof; and
- be unlikely to taint the water (seek advice from manufacturer).

Chlorination guide

- The initial dose should give a free chlorine residual of 5.0 mg/L.
- There should be enough chlorine to give a free chlorine residual of 1.0 mg/L after 30 minutes contact time.
- Check after 30 minutes using a colour comparator, like the ones used for swimming pools.
- If necessary, add more chlorine to ensure that the required minimum of 1.0 mg/L maintained for 30 minutes, is achieved.
- Each time the storage vessel is running low, refill it and re-treat with chlorine.
- Chlorinate each time the storage vessel is filled with water from a non-potable source.
- Tables 2, 3, and 4 outline how much available chlorine is required to achieve the free chlorine residual target.
- Some household bleach contains alkalis and other chemicals such as perfumes. The alkalis in these products will increase the pH of the water, often above pH 9which is not satisfactory. Make sure to source a suitable chlorine product.

Table 2: Volume of household bleach (4% available chlorine) required to achieve the free chlorine residual target

Water volume to be treated	To achieve a concentration of		
	5mg/L	100mg/L[1]	200 mg/L[1]
5 litres	0.63 ml	12.5 ml	25 ml
1000 litres	125 ml	N/A	N/A
5000 litres	625 ml	N/A	N/A

Table 3: Volume of liquid sodium hypochlorite (12.5% available chlorine) required to achieve the free chlorine residual target

Water volume to be treated	To achieve a concentration of		
	5mg/L	100mg/L[1]	200 mg/L[1]
5 litres	0.2 ml	4 ml	8 ml
1000 litres	40 ml	N/A	N/A
5000 litres	200 ml	N/A	N/A

Table 4: Amount of “swimming pool” chlorine (HTH) (65% available chlorine) required to achieve the free chlorine residual target

Water volume to be treated	To achieve a concentration of 5mg/L
1000 litres	8 gm
5000 litres	40 gm

[1] Only for cleaning of floors and non-food contact surfaces

Alternative permanent water sterilisation methods

There are many methods that can be used to treat the water supply for microbiological safety. Two such treatment methods that are chemical free are ultraviolet sterilisation and ozone treatment.

Search online for 'water treatment or equipment' for alternative water sterilisation methods.

If you have any doubts as to what to do, employ the services of a water treatment expert to advise the best solution to meet your business needs, or contact your local council or Public Health Unit.

Regular microbiological and chemical testing

Verify that the water treatment methods are working by arranging periodic samples for microbiological analysis.

Chemical analysis of the water could also be prudent for example when a new bore is used or rainwater tanks following bushfires. Consult your local council or Public Health Unit regarding what to sample and how often.

Water testing

Many analytical laboratories in NSW can advise on chemical, microbiological and algal testing of water. Search for ‘water testing’ online to find a local laboratory.

Alternative permanent water sterilisation methods

Ultraviolet steriliser	Ultraviolet (UV] sterilisers can be installed at point of entry of water to the business to destroy pathogenic organisms. UV disinfection is less effective in dirty or cloudy water as the light cannot penetrate the water. Filtration maybe necessary to remove suspended particles before UV disinfection.
Ozone treatment	Uses ozone gas to treat the water. Consult a water treatment expert for advice.
Other methods	Consult a water treatment expert or the local council or Public Health Unit.

Further information

- NSW Health page on water quality – www.health.nsw.gov.au/environment/water/pages/default.aspx
- NSW Health. (2016). *New South Wales Private Water Supply Guidelines*. https://www.health.nsw.gov.au/environment/water/Publications/private-water-supply-guidelines.pdf
- Australian Government Department of Health. (2010). *Guidance on use of rainwater tanks*, http://www.health.gov.au/internet/main/publishing.nsf/content/ohp-enhealth-raintank-cnt.htm

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About the NSW Food Authority: The NSW Food Authority is the government organisation that helps ensure NSW food is safe and correctly labelled. It works with consumers, industry and other government organisations to minimise food poisoning by providing information about and regulating the safe production, storage, transport, promotion and preparation of food.

Note: This information is a general summary and cannot cover all situations. Food businesses are required to comply with all of the provisions of the Food Standards Code and the *Food Act 2003* (NSW).

GUIDE DOGS AND RETAIL FOOD BUSINESSES

Working guide dogs are assistance animals and, by law, are allowed access to any public dining area in cafés, restaurants, pubs and clubs.

Obligations of a food business

If a guide dog is in a harness it means it is working and assisting a person who is blind, or has impaired vision, to move around safely and independently.

Refusing a harnessed guide dog entry to areas used by customers, such as an indoor or outdoor dining area of a café or restaurant, is illegal and may result in fines for the business owner.

This is legislated under:

- *Disability Discrimination Act 1992*
- *Companion Animals Act 1998 (NSW)*
- Australia New Zealand Food Standards Code

Current requirements

In NSW, working guide dogs and their users are allowed entry to any public area used by customers, such as:

- indoor or outdoor dining areas of a café or restaurant,
- public bars
- supermarkets
- servery areas of kiosks, fast food outlets etc.

Guide dogs are **not allowed** to enter areas that are off limits to the general public, e.g. kitchens, food preparation areas and food storage areas.

Food business owners may allow other dogs (i.e. not assistance animals) into outdoor dining areas of a café or restaurant under certain circumstances. Contact the NSW Food Authority or your local council for more information.

Guide dogs welcome here

In 2010, a Guide Dogs NSW/ACT survey found that:

- almost 30% of people who use a guide dog were refused entry to a restaurant in the past year, and
- 34% of guide dog users had experienced unfair treatment in a restaurant or café in the past year.

Guide Dogs NSW/ACT, supported by the NSW Food Authority, developed an education campaign called 'Guide dogs welcome here' to remind café and restaurant owners of their legal obligations in relation to guide dogs.

The campaign encouraged food businesses to place a sticker on the window of their premises to show support for, and stop discrimination against, guide dogs users.

More information

- visit the Food Authority website at www.foodauthority.com.au
- phone the helpline on 1300 552 406
- phone your local council (for further information on assistance animals)
- visit the Guide Dogs NSW/ACT website at www.guidedogs.com.au
- *Disability Discrimination Act 1992* (Section 9 & 23) at www.comlaw.gov.au/Details/C2013C00022
- *Companion Animals Act 1998* (NSW) (Sections 14, 59 & 60) at www.austlii.edu.au/au/legis/nsw/consol_act/caa1998174/
- Australia New Zealand Food Standards Code (Chapter 3) at www.foodstandards.gov.au/code/Pages/default.aspx

NSW GOVERNMENT Department of Primary Industries Food Authority

More resources at foodauthority.nsw.gov.au nswfoodauthority nswfoodauth

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More resources at foodauthority.nsw.gov.au nswfoodauthority nswfoodauth

February 2016
NSW/FA/FI152/1602

Food Authority

NSW GOVERNMENT

GUIDANCE ON THE 2-HOUR/4-HOUR RULE

The NSW Food Authority is the regulator and source of truth for food safety in NSW, underpinned by science in an evidence-based approach from paddock to plate.

Note: This information is a general summary and cannot cover all situations. Food businesses are required to comply with all provisions of the Food Standards Code and the Food Act 2003 (NSW).

Contents

Introduction

This document explains how retail food businesses can use the 2-hour/4-hour rule as an alternative method of complying with *Australia New Zealand Food Standards Code* (Food Standards Code) requirements to keep potentially hazardous foods under temperature control while on display, during short-term storage and preparation.

Application

The document does not cover all requirements of the Food Standards Code, in particular requirements relating to premises and equipment. Businesses must read the Food Standards Code to ensure they comply with all aspects of the Food Standards Code as it relates to their business.

For businesses licensed with the NSW Food Authority under Food Regulation 2015, there may be specific temperature control requirements which businesses must comply with.

For sushi retailers, the Food Authority has prepared the *Food Safety Guidelines for the Preparation and Display of Sushi,* available at www.foodauthority.nsw.gov.au, for how the 2-hour/4-hour rule should be applied.

Contact us by:

Phone 1300 552 406
Email food.contact@dpi.nsw.gov.au

Acknowledgements

The guideline has been developed with assistance from NSW local council environmental health officers.

Definitions

2-hour/4-hour rule	An alternative method of satisfying the temperature control requirements specified in the Food Standards Code. The principal concepts of the 2-hour/4-hour rule are that when potentially hazardous ready-to-eat food has been kept between 5°C and 60°C for: • up to 2 hours, it can be refrigerated below 5°C, or kept hot above 60°C, or used immediately • between 2 and 4 hours, it must be used immediately • up to a total of 4 hours or more, it must be thrown out. *Safe Food Australia – Appendix 2 (2016)*
Demonstrate	Means demonstrate to the satisfaction of the NSW Food Authority
Food Authority	Means the NSW Food Authority
Food Safety Program	A program set out in a written document retained at the food premises of the food business, including records of compliance and other related action, that: (a) systematically identifies the potential hazards that may be reasonably expected to occur in all food handling operations of the food business, (b) identifies where, in a food handling operation, each hazard identified under paragraph (a) can be controlled, and the means of control, (c) provides for a systematic monitoring of those controls, (d) provides for appropriate corrective action when that hazard, or each of those hazards, is found not to be under control, (e) provides for the regular review of the program by the food business to ensure its adequacy, and (f) provides for appropriate records to be made and kept by the food business demonstrating action taken in relation to, or in compliance with, the food safety program. *Food Standards Code 3.2.1, Division 2, Clause 5*
Pathogenic bacteria	Bacteria capable of causing food poisoning. Some examples: *Listeria monocytogenes, Salmonella, Bacillus cereus*, and *Staphylococcus aureus*.
Potentially hazardous food	Food that has to be kept at certain temperatures to minimise the growth of any pathogenic microorganisms that may be present in the food or to prevent the formation of toxins in the food. *Food Standards Code 3.2.2, Division 1, Clause 1*

Ready-to-eat food	Food that is ordinarily consumed in the same state as that in which it is sold 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. *Food Standards Code 3.2.2, Division 1, Clause 1*
Temperature control	Maintaining food at a temperature of: • 5°C or below if this is necessary to minimise the growth of pathogenic microorganisms in the food, so that the microbiological safety of the food will not be adversely affected for the time the food is at that temperature, or • 60°C or above, or • another temperature - if the food business demonstrates that maintenance of the food at this temperature for the period of time for which it will be so maintained, will not adversely affect the microbiological safety of the food. *Food Standards Code 3.2.2, Division 1, Clause 1*
Temperature danger zone	Between 5°C and 60°C

See the Food Standards Code at www.foodstandards.gov.au for more definitions.

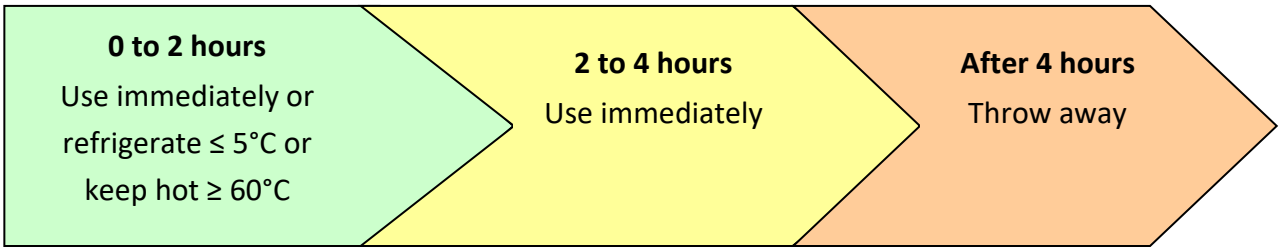
The use of time as a control for potentially hazardous food

Because food poisoning bacteria take time to grow to numbers that cause food poisoning, the Food Standards Code provides an alternative to holding food below 5°C or above 60°C. It allows food businesses to hold food between 5°C and 60°C for short, measured periods of time.

Introducing the 2-hour/4-hour rule

Studies have been done that show food can be safely held out of temperature control for short periods of time without significantly increasing the risk of food poisoning. The time for which food can be safely held between 5°C and 60°C is commonly referred to as the '2-hour/4-hour rule' and is applied as follows:

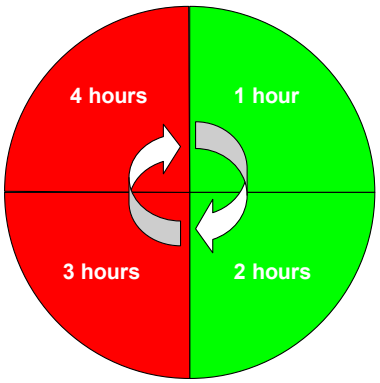
Total time food is between 5°C and 60°C



'Use immediately' means that the food must be sold within that 2-hour period, or cooked or processed to reduce or eliminate any pathogenic bacteria present in the food.

After the first 2 hours (red zone) the food must be either used up within 2 hours or thrown out.

It cannot be returned to refrigeration or reheated at 60°C or above (unless cooking for immediate consumption).



Within the first 2 hours (green zone) there are three options for the food:

- it can be used immediately,
- returned to refrigeration at or below 5°C, or
- reheated to 60°C or above.

BUT you must keep track of this time and subtract it from the total 4 hours.

The NSW Food Authority and local councils recognise the 2-hour/4-hour rule as a validated alternative means of compliance with temperature control requirements in the Food Standards Code. **However, it must be used correctly**.

This guideline has been prepared to help retail businesses apply the 2-hour/4-hour rule correctly to ensure compliance with Food Standards Code requirements.

How to use the 2-hour/4-hour rule

To ensure that the 2-hour/4-hour rule is being applied correctly to the retail display or temporary storage of potentially hazardous food, there are certain requirements that must be met. You must be able to show how you are complying with the rule if asked by an authorised officer from the Food Authority or a local council Environmental Health Officer.

To demonstrate that the 2-hour/4-hour rule is being applied correctly, you will need to:

- ensure the Food Standards Code requirements are followed for potentially hazardous food and ingredients during:
  - receival,
  - storage, and
  - preparation.
- ensure cold foods are not displayed in direct sunlight or at temperatures above 25°C, as this will allow bacteria to quickly increase in numbers.
- implement a documented system for:
  - monitoring the length of time food is displayed out of temperature control,
  - ensuring the food is appropriately identified, and
  - ensuring food is disposed of appropriately after 4 hours.

Food which has been in the temperature danger zone for less than 2 hours (during preparation + storage + display) can be returned to the refrigerator at or below 5°C or heated to above 60°C and brought out again at a later time. However, the total time in the temperature danger zone must not be longer than 4 hours. Whatever system you choose to use, you must be able to demonstrate what you have done.

The documented system can take the form of:

- a set of work instructions on how the 2-hour/4-hour rule is applied by your business (see Appendix 1 for an example), or
- keeping records demonstrating adherence to the time temperature requirements (see Appendix 2 for an example).

If you decide to use the 2-hour/4-hour rule for temperature control but are not able to satisfactorily demonstrate that you are applying the rule correctly, then you are in breach of Food Standards Code requirements. It could lead to enforcement action being taken against you.

It is the responsibility of the food business to ensure all food handlers are adequately trained in the use of the documented work instructions or the completion of records if the 2-hour/4-hour rule is to be applied.

Ensure potentially hazardous food and ingredients are handled correctly

To use the 2-hour/4-hour rule, you must ensure that potentially hazardous foods and ingredients have been handled correctly during receival, storage and preparation. If you cannot be sure of this, then you cannot satisfactorily demonstrate the use of the 2-hour/4-hour rule.

Receival of food

Only receive potentially hazardous foods that have been transported under temperature control.

- Once you receive potentially hazardous foods, you must place it under refrigerated storage at 5°C or less, or keep it hot above 60°C, or place it on display immediately with the time recorded or according to your work instructions.
- You should always check the temperature of food for each batch received. The temperature must be below 5°C or above 60°C (as appropriate).
- Any temperature outside this range should be recorded and the food either rejected or, if there is evidence that the food has only been out of temperature control for a short period of time, an assessment made as to its safety prior to its use and this time taken off the allowable 4 hours out of temperature control during display, preparation, or storage. Any assessment or corrective action should be recorded.

Storage

You must keep all potentially hazardous foods and ingredients under temperature control until you use or display them.

- Food must be covered during storage to protect against contamination.
- Cool room temperatures should be checked and recorded periodically to ensure they are running at 5°C or below.

Preparation of ready-to-eat foods

Because ready-to-eat food is eaten without any further cooking, it is important that you handle it correctly and safely. If your business only has a limited amount of storage and display space, you should only prepare an amount of food that you can adequately store or display under temperature control.

- When preparing foods such as sandwiches, limit the amount of time the potentially hazardous ingredients (e.g., cooked chicken, ham, fresh cut lettuce) are out of temperature control.
- Where sandwich ingredients are on display for ready-made sandwiches, the ingredients must be kept under temperature control or have the 2-hour/4-hour rule applied to them.
- It is important to maintain good personal hygiene when preparing ready-to-eat foods.

The total allowable time food can stay out of temperature control is 4 hours, so any time during transport, storage or preparation the food spends between 5°C and 60°C must be counted towards this time.

Display and use of cooked foods

If potentially hazardous food has not been cooled safely after cooking, the number of bacteria may be able to grow, and it may not be safe for this food to have the 2-hour/4-hour rule applied to it.

Cold display	You must ensure that cooked foods have been cooled in accordance with Food Standards Code requirements – that is, cooled to below 21°C within 2 hours and below 5°C within a total of 6 hours.
Hot display	You must display cooked foods at 60°C or above, or according to the 2-hour/4-hour rule with the time commencing immediately when the coolest part of the food drops below 60°C (i.e., into the temperature danger zone).

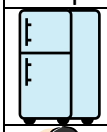
Bain marie and hot display cabinet temperatures should be checked and recorded periodically to ensure they are able to maintain food at or above 60°C. If they operate at a lower temperature, the 2-hour/4-hour rule is applied.

You must keep cooked foods separate from raw foods to avoid them becoming cross contaminated.

Examples showing how the rule should be implemented

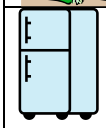
Example A – A shop making fresh sandwiches to order

A sandwich shop makes sandwiches on demand with all salad and meat ingredients sitting on display within a display case. This case typically keeps the ingredients at around 15°C. This is within the temperature danger zone.



7:00am: All potentially hazardous ingredients have been sitting in the refrigerator overnight and have been kept at or below 5°C.

8:00am: Sandwich ingredients are taken from the refrigerator and prepared by chopping/slicing at room temperature.



8:30am: Prepared ingredients are placed into tubs, marked with the preparation date and then stored back in the refrigerator (at or below 5°C). This 30 minute of preparation time must be counted towards the time the food is out of temperature control.

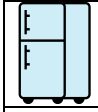
11:30pm: The tubs of ingredients are moved into the display case.
There are several options how to apply the 2-hour/4-hour rule.

1:00pm: The tubs can be returned to the refrigerator (this equals 2 hours out of temperature control, including preparation + display times). Mark with the time remaining.

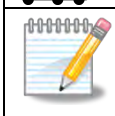
3:00pm: The ingredients must be discarded (this equals to 4 hours out of temperature control, including preparation + display times).

These ingredients may then be displayed again in the display case the next day for another 2 hours. After this time they must be discarded (they cannot be returned to the refrigerator again).

Once the ingredients have spent a total of 4 hours in the temperature danger zone they must have been used up or discarded.



Tubs of spare ingredients are kept under refrigeration at or below 5°C until needed.



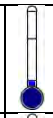
You must either make a written procedure which the staff will use each day or record the times when ingredients and sandwiches are out of refrigeration, and if/when they are returned to refrigeration or discarded.

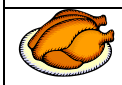
See Appendix 1 and 2 for examples of a work instruction and record sheet for this example.

Example B – Cooking and using ingredients

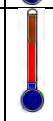
A sandwich shop receives raw chicken which is cooked and cooled for use in making sandwiches. The shop displays these sandwiches at room temperature over the busy lunch period.

7:00am: Raw chicken is delivered to the shop at 5°C or below.

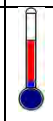




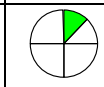
7:30am: Chicken is cooked to a minimum of 74°C (core temperature). This should be checked with a thermometer.



9:30am: Chicken is cooled from 60°C to 21°C within 2 hours. Cooling time does not count towards the time the food is out of temperature control – provided it meets Food Standards Code requirements (Standard 3.2.2).



9:30am: Chicken is cut up and used in making sandwiches.
This takes 30 minutes of preparation time, which must be counted towards the time the food is out of temperature control
There are several options how to apply the 2-hour/4-hour rule



10:00am:
Sandwiches are put back into refrigerator (at or below 5°C) for display later.

11:30am: Sandwiches have been at room temperature for 2 hours (including preparation + display times). They can be placed back in the refrigerator for use another time.

1:30pm:
Sandwiches have been at room temperature for 4 hours (including preparation + display times).

Sandwiches may be displayed for another 1½ hours (with 2 hours still remaining) or 3½ hours (must be discarded)

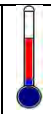
Sandwiches may be displayed again in the display case the next day for another 2 hours. After this time they must be discarded (they cannot be returned to the refrigerator again)

Once the sandwiches have spent a total of 4 hours in the temperature danger zone they must have been used up or discarded.

You must document the cooking and cooling process for the chicken to demonstrate the compliance with Standard 3.2.2 of the Food Standards Code. You must also either make a written procedure which the staff will use each day or record the times when chicken and sandwiches are out of refrigeration, and if/when they are returned to refrigeration or discarded.

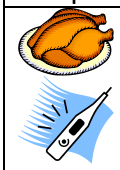
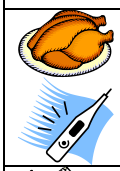
Example C – Receiving cooked ingredients from another business

A sandwich shop receives chicken that has been cooked that morning by another business.

	7:00am: Cooked chicken is delivered warm to the sandwich shop.	
	You must have a documented arrangement to show how the chicken is cooked and cooled by the other business. Unless you can demonstrate that the other business cools the chicken in accordance with Food Standards Code requirements, you cannot use the 2-hour/4-hour rule and you must either keep the chicken below 5°C or above 60°C immediately from the time you received it.	

Example D – Displaying hot food

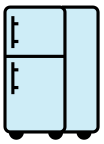
A bistro has ready-to-eat potentially hazardous food in display units for sale over the lunch and dinner periods. The display units keep the hot food at approximately 45°C (i.e. in the temperature danger zone).

	7:30am: Chicken is cooked to a minimum of 74°C (core temperature) and then cooled from 74°C to 60°C. This time does not count toward the 2-hour/4-hour rule.	
	9:30am: Because the food is to be displayed hot, the time for applying the 2-hour/4-hour rule starts when the food first cools below 60°C.	
	1:30pm: Any unused chicken must be discarded as it has been in the temperature danger zone for 4 hours.	
	You must either make a written procedure which the staff will use each day or record the times when the chicken and other foods are in the temperature danger zone (i.e. between 5°C and 60°C) and if/when they are returned to refrigeration or reheated or discarded.	

Food stored in a heated display unit where the food is maintained at or above 60°C does not need to have the 2-hour/4-hour rule applied. In this instance, it is complying with the Food Standards Code already.

Example E – Displaying or storing food for multiple times out of refrigerator

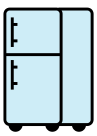
Monday 12:00pm: A leg of ham is removed from the refrigerator at 12 noon on Monday. There are several options how to apply the 2-hour/4-hour rule.



1:00pm: Ham is at room temperature for 1 hour then returned to the refrigerator. It has 3 hours left.

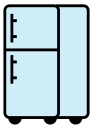
2:00pm: Ham is at room temperature for 2 hours then returned to the refrigerator It has 2 hours left.

4:00pm: Ham is at room temperature for 4 hours. It has 0 hours left so it must be discarded



Tuesday 12:00 – 1:00pm
Ham is at room temperature for 1 hour. It has 2 hours left.

Tuesday 12:00 – 2:00pm
Ham is at room temperature for a further 2 hours. It cannot be returned to the refrigerator. It has 0 hours left so it must be discarded.



Wednesday 12:00 – 2:00pm
Ham is at room temperature for a further 2 hours. It cannot be returned to the refrigerator. It has 0 hours left so must be discarded.

Once the ham has spent a total of 4 hours in the temperature danger zone it must have been used up or discarded.

You must either make a written procedure which the staff will use each day or record the times when foods are out of refrigeration and if/when they are returned to refrigeration or discarded.

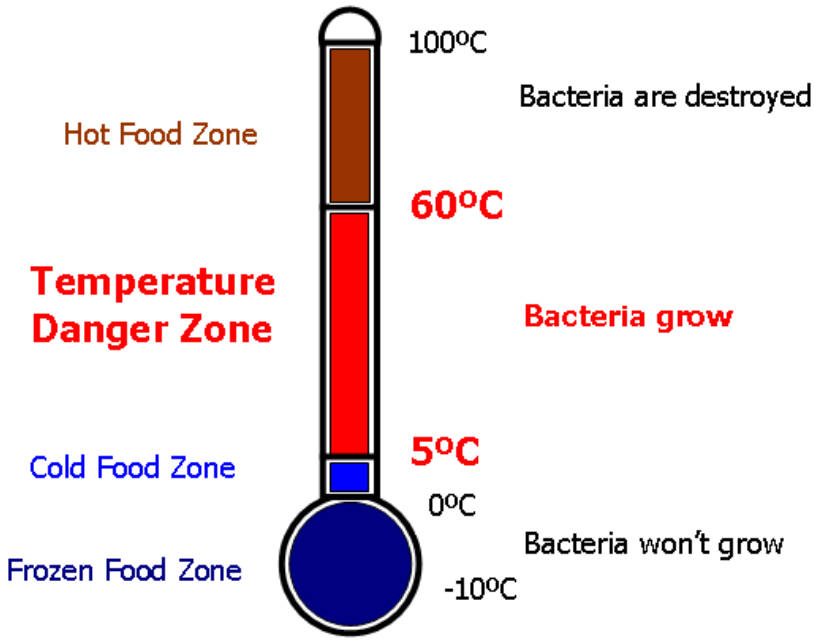
Any sandwiches made from this ham must take into account the time the ham has been in the temperature danger zone and also have the same 2-hour/4-hour rule time limitations applied to them.

Why do foods need to be kept under temperature control?

The temperature range between 5°C and 60°C is the 'temperature danger zone' where food poisoning bacteria can grow.

The legal requirement in Standard 3.2.2 of the Food Standards Code requires potentially hazardous food to be displayed under temperature control so that bacteria don't grow in the food. This means:

- you must minimise the time that food spends in the temperature danger zone to protect your customers from food poisoning
- you need to keep refrigerated food cold (5ºC or below)
- you need to keep hot foods at hot temperatures (60ºC or above)
- you can keep foods at another temperature, but only if it is safe to do so.



If you want to display potentially hazardous food at temperatures between 5°C and 60°C you must demonstrate this will not affect the safety of the food.

Potentially hazardous foods

In Standard 3.2.2 potentially hazardous food is defined as food that has to be kept at certain temperatures to minimise the growth of any pathogenic microorganisms that may be present in the food or to prevent the formation of toxins in the food. Examples of potentially hazardous foods include:

- raw and cooked meat/poultry or foods containing raw or cooked meat/poultry; for example, burgers, curries, kebabs, pate and meat pies
- foods containing eggs (cooked or raw), beans, nuts or other protein-rich food; for example, batter, mousse, quiche and tofu
- dairy products and foods containing dairy products; for example, dairy-based desserts, bakery products filled with fresh cream or with fresh custard
- seafood (excluding live seafood) and foods containing seafood; for example, sushi
- sprouted seeds, for example beans and alfalfa
- prepared fruits and vegetables; for example, cut melons, salads and unpasteurised juices
- cooked rice and both fresh and cooked pasta
- foods that contain any of the above foods, for example sandwiches, pizzas and rice rolls.

These foods need to be kept at temperatures that will stop bacteria from growing (i.e., out of the temperature danger zone). This is particularly important for ready-to-eat (RTE) foods as these foods will not be further cooked prior to being eaten.

The Food Authority has prepared a separate document on potentially hazardous foods to help distinguish whether foods fall within this category, see *Potentially hazardous foods – Foods that require temperature control for safety* at www.foodauthority.nsw.gov.au

Shelf stable foods

Shelf stable foods are not subject to the temperature control requirements. Shelf stable foods can be displayed at ambient (room) temperatures for the duration of the shelf life of the food. Examples include:

- whole fruits and vegetables
- canned food*
- dried foods
- pickled or preserved foods

* If the canned food contains a potentially hazardous food (e.g., canned salmon) it must be kept under temperature control once the can is opened, or the food is removed from the can.

Foods with storage instructions

When you receive foods that contain directions for use and recommended storage temperatures from the manufacturer, these instructions must be followed.

Alternatives to temperature control other than the 2-hour/4-hour rule

Enforcement agencies such as the NSW Food Authority and local councils will regard the 2-hour/4-hour rule, when used according to these guidelines, as a documented, sound scientific method of alternative compliance with the temperature control requirements of the Food Standards Code.

However, if you want to use a different method of complying with temperature control requirements, then the responsibility lies with your business to demonstrate that this will not affect the safety and suitability of the food.

Note that the word 'demonstrate' is defined in NSW food safety legislation as:

'…demonstrate to the satisfaction of the NSW Food Authority…'

To demonstrate to the satisfaction of the NSW Food Authority will require sound scientific evidence. For example, that an extension in time will not adversely affect the safety or suitability of the food.

The amount of time that the food can be safely displayed will vary depending on the type of food and the pathogens of concern. You may be required to apply to the Food Authority in writing outlining your alternative method of compliance.

References and further reading

CSIRO Food & Nutritional Sciences (2010). *Make it Safe. A Guide to Food Safety*. CSIRO PUBLISHING, Collingwood.

Food Standards Australia New Zealand (2016). *Safe Food Australia: A Guide to the Food Safety Standards*. Canberra. Available at: https://www.foodstandards.gov.au/publications/pages/safefoodaustralia3rd16.aspx

Food Standards Australia New Zealand (2002), *Food Safety: Temperature control of potentially hazardous foods – Guidance on the temperature control requirements of Standard 3.2.2 Food Safety Practices and General Requirements*. Food Standards Australia New Zealand, Canberra. Available at: http://www.foodstandards.gov.au/publications/documents/FSTemp_control_Edition_for_printing.pdf

NSW Food Authority (2020). *Food safety guidelines for the preparation and display of sushi.* Available at: https://www.foodauthority.nsw.gov.au/sites/default/files/2021-01/FI366%202011_%20Food%20Safety%20Guidelines%20for%20the%20Preparation%20and%20Display%20of%20Sushi.pdf

NSW Food Authority (2008). *Potentially hazardous foods: Foods that require temperature control for safety*. Available at: https://www.foodauthority.nsw.gov.au/sites/default/files/_Documents/scienceandtechnical/potentially-hazardous-foods.pdf

Appendix 1 – Example work procedure

Preparing sandwich ingredients

Receival and storage of ingredients

- Sandwich ingredients (potentially hazardous) received at or below 5°C.
- Sandwich ingredients (potentially hazardous) stored at or below 5°C.
- Cooked ingredients have been cooked and cooled in accordance with Food Standards Code requirements (you may need a procedure to show how you do this).

Preparing ingredients

- Sandwich ingredients are removed from the refrigerator at 8:00 am.
- All ingredients are prepared by 8:30 am and placed in tubs.
- All tubs of ingredients are returned to the cool room.
- Ingredients tubs for display are labelled with the appropriate coloured dot (or 'made-on date'), (e.g., Monday – blue; Tuesday – yellow; Wednesday – red; Thursday – green; Friday –).
- All prepared ingredients are stored in the cool room until they are removed and placed on display.

Displaying tubs of sandwich ingredients

- Ingredient tubs are placed in display case at 11:30 am.
- Using the 2-hour/4-hour rule the ingredients are displayed for a maximum of 3½ hours until 3:00pm (this equals a total of 4 hours to include preparation + display time)

Leftover ingredients

- Any ingredients returned to the fridge by 1:00pm (within the 2 total hours, during preparation + display) are marked with the time remaining (i.e., 2 hours remaining of the 4 hours which it can be displayed for).
- All unsold ingredients are removed from display at 3:00pm (after 4 total hours, for preparation + display) and discarded.

Prepare a number of work procedures for foods you prepare regularly.

To demonstrate compliance whenever you are visited by an authorised officer from the NSW Food Authority or a local council Environmental Health Officer, you will need to show them the procedure and follow it exactly every time sandwich ingredients are prepared and displayed using the 2-hour/4-hour rule.

If variations to the procedure are required, or any corrective action needs to be taken, these should be documented to ensure compliance.

Appendix 2 – Example records to be kept

Records that must be kept

An alternative to a work procedure is keeping records that demonstrate:

- the date and time the food was prepared and placed on display
- the time the food was on display
- whether the food was discarded or returned to the fridge
- the system used to identify food (e.g., corresponding sticker colour, plate patterns, labelled with 'made-on' date).

Example of records to be kept in demonstrating use of the 2-hour/4-hour rule

DATE	Food product	Time food removed from fridge for preparation	Time food placed in fridge after preparation	Time placed on display	Time product placed in fridge/discarded	Time used up/ remaining	Action
25/10/10	Sandwich ingredients Blue dot	8:00 AM/~~PM~~	8:30 AM/~~PM~~	11:30 AM/~~PM~~	3:00 ~~AM~~/PM	4 hours / 0 hours left	☐ Returned to fridge ☒ Discarded
26/10/10	Sandwich ingredients Yellow dot	8:00 AM/PM	8:30 AM/PM	11:30 AM/PM	1:00 AM/PM	2 hours / 2 hours left	☒ Returned to fridge ☐ Discarded
27/10/10	Sandwich ingredients Yellow dot	N/A	N/A	11:00 AM/PM	1:00 AM/PM	2 hours / 0 hours left	☐ Returned to fridge ☒ Discarded
				AM/PM	AM/PM		☐ Returned to fridge ☐ Discarded

Corrective action: _____

To demonstrate compliance whenever you are visited by an authorised officer from the NSW Food Authority or a local council Environmental Health Officer, you will need to show them these records for every time sandwich ingredients are prepared and displayed using the 2-hour/4-hour rule. If variations or corrective action is required, these should be documented to ensure compliance

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January/2023
FI410/2301

NSW GOVERNMENT

NSW Food Authority

safer food, clearer choices

Fresh cut fruit and vegetables

Whole fruit and vegetables are safe and nutritious. However, when these foods are cut there is a risk of harmful bacteria contaminating and growing on the produce unless it is handled correctly.

Fresh fruit and vegetables that will be consumed raw, without any heat treatment (eg cooking) to destroy bacteria, need to be handled safely to minimise cross contamination and prevent harmful bacteria from growing.

The tips below are relevant for many types of fresh cut fruit and vegetables that the children's service may prepare, such as fruit platters, fruit salad, fruit kebabs, carrot and celery sticks, vegetable platters and salads.

Preparing

- Keep separated from other raw foods (eg meat, chicken, fish, eggs) to avoid cross contamination
- Use a clean and sanitised chopping board and knife when cutting (a colour coded chopping board may also be appropriate)
- Wash fruit, vegetables and salad ingredients thoroughly in clean, drinking-quality water just before preparing and serving
- Peel, trim or remove the skin or outer leaves (as appropriate)
- Remove any bruised or damaged parts

Serving

- Use cut fruit and vegetables on the day they are prepared
- Handling of cut fruit and vegetables should follow the '4-hour/2-hour' rule for potentially hazardous foods
- Serve immediately after preparing or within two hours (if possible)
- If not serving within two hours, cover and store in the fridge until serving (on the same day of preparation)

4-hour/2-hour rule

The time for which food can be safely held between 5°C and 60°C is commonly referred to as the '4-hour/2-hour rule' and is applied as follows:

0 to 2 hours
Use immediately, or keep at or below 5°C, or at or above 60°C

2 to 4 hours
Use immediately

More than 4 hours
Throw away

If you intend to use the 4-hour/2-hour rule you will need to demonstrate that the food is safe. See the guideline on the 4-hour/2-hour rule on the Authority's website.

FOOD SAFETY IN EMERGENCIES

This factsheet will help you make the right decisions to keep your food safe in emergencies such as flood, bushfire, severe weather and power outage

Be prepared

Plan ahead. Where possible prepare by having food on hand that doesn't need refrigeration or heating. Foods with a long shelf life such as long-life milk, bottled water and canned goods should be part of an emergency food supply. Keep a manual can opener ready.

If needed, ensure there will be enough ready-to-use formula for infants and food for pets. If items have a use-by date, use before the date expires.

In areas that could be affected by a flood, plan to store food well above floodwater levels. Have eskies ready with ice bricks or gel packs to keep food cold in case the power goes out.

Have a supply of drinking quality water, detergent, chlorine bleach and alcohol-based hand sanitiser available.

Remember the golden rules of food safety

- keep it cold
- keep it clean
- keep it hot
- check the label.

Basic hygiene

Keep it clean! It's critical to practise basic hygiene. Wash hands thoroughly with soap using clean, drinking quality water before preparing food or eating, after toilet use, after clean-up activities and after handling articles that might be contaminated with chemicals, floodwater or sewage. Use alcohol-based hand sanitiser to clean hands if the supply of drinking quality water is limited.

After a flood

Floodwater can be contaminated with sewage, agricultural and industrial waste, and other substances that can cause illness. There is a danger that any food, food surfaces and cooking utensils that have come into contact with floodwater might be contaminated.

Throw out food that might not be safe to eat

- Throw out food that has come into contact with floodwater or has an unusual odour, colour or texture. Do not taste or cook it.
- Check canned food and throw out any cans that are dented, swollen or damaged.

Clean and sanitise food utensils, food contact surfaces and other surfaces

1. Carefully check dishes, pots, pans, cutlery and kitchen equipment that might have been in contact with floodwater. Throw away damaged or cracked items, items made from porous material such as wood, plastic or rubber including wooden chopping boards as they cannot be adequately cleaned and sanitised.
2. Wash utensils and surfaces in hot, soapy, drinking quality water. Take apart and clean the non-electrical pieces of any kitchen equipment that can be safety taken apart and then rinse in drinking quality, hot water.
3. Sanitise silverware, metal utensils, pots, pans and kitchen equipment in pieces by boiling in water for 10 minutes. Sanitise dishes by immersing glass, porcelain, china and enamel-ware for 10 minutes in a sanitising solution (200ppm) made by adding 25mL of 4% non-fragranced household chlorine bleach to 5L of cold water. Then rinse with drinking

quality water. Clean cupboards and counters with hot soapy water then sanitise with a 200ppm chlorine bleach solution before storing dishes or food.

4. Air dry items because towels might have been splashed with contaminated water.

Commercial and most domestic dishwashers are capable of sanitising all eating and cooking utensils as part of their normal cycle. Check instructions for domestic dishwashers to ensure the appropriate cycle is used.

Water for drinking

In an emergency such as a flood, tap water and private water supplies such as from tanks, wells and bores might not be safe to drink or use for cooking and cleaning.

Monitor public announcements and those from the local water supplier to know if tap water is safe to use.

Private water supplies should be tested before using again – contact your local council.

If the water is unsafe:

- use only bottled, boiled or treated water for drinking, making ice, cooking or preparing food, washing utensils or contact surfaces, as well as handwashing, brushing teeth and bathing
- only treat contaminated water if no drinking quality water can be obtained:
    - filter cloudy water through a clean cloth or allow it to settle, then pour off the clear water for boiling. Boil the water vigorously for 10 minutes then leave it to cool and store in a clean and sanitised covered container. Boiling will ensure water is safe from most types of harmful microorganisms but will not remove chemical contaminants
    - if water cannot be boiled, treat it with chlorine or iodine tablets. Follow the directions that come with the tablets. This might not kill all microorganisms and won't remove chemical contaminants.

Thoroughly clean and sanitise any containers used to store water.

After a fire

One of the dangers of a fire can be toxic fumes from burning materials. Chemicals used to fight the fire can also contain toxic materials. The heat from a fire can cause bacteria in food to multiply and grow.

It is best to throw out any food that has been near a fire, including food in cans and jars even if it appears okay. Any raw food, or food in packaging such as cardboard, plastic wrap, screw topped jars and bottles should also be thrown out.

As the refrigerator seal isn't airtight, fumes can get inside. Throw out food from a refrigerator.

Wash cooking utensils exposed to fire-fighting chemicals in soapy hot water, then sanitise with a sanitising solution (200ppm) made by adding 25mL of 4% household unfragranced chlorine bleach to 5L of cold water. Rinse with drinking quality water.

After a power failure

It is useful to make a note of the time the power failed.

Keep it cold! If the power supply is out for more than 4 hours, food in the fridge can spoil. Keep the refrigerator door closed as much as possible. A closed refrigerator should keep food cold for 4 hours. If food stored in the fridge has been at temperatures between 5ºC and 60º for a total of:

- less than 2 hours – refrigerate at or below 5ºC, or use immediately
- longer than 2 hours but less than 4 hours – use immediately
- 4 hours or longer – throw out.

Freezers will usually not defrost and allow food to spoil for at least 24 hours, provided the door has been kept shut. If frozen foods have thawed, do not re-freeze them. Keep thawed food cold (at 5ºC or less) and eat as soon as possible and as per the manufacturer's instructions.

Keep it hot! Throw out food that was being cooked when the power failed if cooking cannot be completed properly within 2 hours. If food is already properly cooked, eat it within 2 hours or throw it out.

Food businesses

Salvaging canned food for resale is not recommended for food businesses.

Food businesses must not re-label packaged foods unless permission is obtained from the NSW Food Authority.

Ensure that discarded food cannot be collected by consumers. Councils may offer special collection. Food businesses can contact their local council for assistance with reopening their business.

More information

- Visit the State Emergency Services (SES) website at: www.emergency.nsw.gov.au, or phone the SES on 13 25 00.
- Visit the Food Authority's website at: www.foodauthority.nsw.gov.au/consumer/keeping-food-safe/flood-fire-power-cut-emergiences
- Email the helpline at food.contact@dpi.nsw.gov.au
- Phone the helpline on 1300 552 406

About the NSW Food Authority: The NSW Food Authority is the government organisation that helps ensure NSW food is safe and correctly labelled. It works with consumers, industry and other government organisations to minimise food poisoning by providing information about and regulating the safe production, storage, transport, promotion and preparation of food.

Note: This information is a general summary and cannot cover all situations. Food businesses are required to comply with all of the provisions of the Food Standards Code and the *Food Act 2003* (NSW).

FOOD SAFETY GUIDELINES FOR THE PREPARATION OF RAW EGG PRODUCTS

NSW GOVERNMENT
Department of Primary Industries
Food Authority

More resources at foodauthority.nsw.gov.au nswfoodauthority nswfoodauth

SEPTEMBER 16

Contents

Introduction

Salmonella is the most common type of bacteria associated with foodborne illness outbreaks in Australia.

Mishandling of eggs and egg-based products are a significant contributor to foodborne illness in Australia, and in NSW.

The pathogen *Salmonella* is known to be present on the surfaces of eggs and improper handling can lead to raw egg products becoming contaminated.

There are a number of factors that contribute to the strong association between foodborne illness outbreaks caused by *Salmonella* and food that is sold which contains raw egg. These include:

- Contamination of egg contents by *Salmonella* from the shell
- Failure to process (through acidification or heat) raw egg foods sufficiently to remove any *Salmonella* risk
- Failure to clean and sanitise equipment and food contact surfaces
- Temperature abuse (i.e. storage above 5°C), and
- Keeping beyond recommended storage life (maximum 24 hours) at refrigerated temperature

The practice of pooling eggs to produce a raw egg food significantly increases the likelihood of *Salmonella* contamination into a product which does not receive any further cooking or treatment to kill off harmful bacteria.

Many large outbreaks of *Salmonella* food poisoning have occurred in NSW and nationally as a result of raw egg foods, particularly where business hygiene and temperature control issues were apparent.

The raw egg products that are most commonly implicated in *Salmonella* food poisoning include:

- Sauces and spreads made with raw egg – e.g. mayonnaise, aioli, egg butter
- Desserts made without an effective cook step – e.g. tiramisu, mousse, fried ice cream
- Drinks containing raw egg – e.g. egg flip, raw egg high protein smoothies.

The easiest solution to reducing the risk of your retail food business being implicated in a foodborne illness outbreak caused by *Salmonella* is to avoid selling food containing raw egg.

The purpose of these guidelines is to give food retail businesses that sell food containing raw egg specific safety steps for its preparation and clear guidance and advice on how to meet food safety regulations. These businesses are strongly advised to follow this guidance document.

All food businesses need to meet the requirements of the Australia New Zealand Food Standards Code (Food Standards Code) to ensure they follow safe handling practices.

In order to protect customers from the risk of foodborne illness, businesses need to comply with Standard 3.2.2, Division 3, Clause 7 (see page 4) to ensure that only safe and suitable food is processed.

7 Food processing

1. A food business must –
   (a) take all practicable measures to process only safe and suitable food; and
   (b) when processing food –
      i. take all necessary steps to prevent the likelihood of food being contaminated; and
      ii. where a process step is needed to reduce to safe levels any pathogens that may be present in the food – use a process step that is reasonably known to achieve the microbiological safety of the food.
2. A food business must, when processing potentially hazardous food that is not undergoing a pathogen control step, ensure that the time the food remains at temperatures that permit the growth of infectious or toxigenic microorganisms in the food is minimised

This is particularly important for food businesses such as restaurants, cafés, bakeries and caterers that prepare and sell food containing raw egg.

Given there is a known risk in the preparation of raw egg products, the NSW Food Authority has developed these guidelines to assist businesses to undertake practices that will ensure that they comply with requirements when making products known to cause salmonellosis. The following guidance is recommended:

1. Use safer alternatives to raw eggs in foods which are not cooked. Alternatives include commercially produced dressings and sauces, or pasteurised egg products.
2. If using a raw egg product is the only option, then all of the following controls must be in place:
   a) Egg receival – reputable suppliers, good delivery and storage, no cracked, dirty or unstamped eggs
   b) Storage – correct storage and display of ingredients and product, including proper temperature control
   c) Processing – correct handling such as good personal hygiene (including good hand washing practices and proper use of gloves if used), use of sanitised egg separator, proper temperature control
   d) Premises – clean premises, fixtures, fittings and equipment, compliant hand wash facility, sanitised equipment (including egg separator) and food contact surfaces

   AND for foods containing raw egg, known to cause cases of salmonellosis steps e) and f) below

   e) The product is to be acidified to a pH of 4.2 (or less) or effectively heat treated.

   Foods containing raw eggs must be acidified to a pH of 4.2 (or less) through the addition of acidic ingredients such as lemon or vinegar

   OR

   Receive effective heat treatment such as sous vide to prevent contamination and growth of *Salmonella*.

   f) The treated raw egg product should be stored at or below 5˚C for no longer than 24 hours and should be discarded at the end of the day. A fresh batch should be made daily.

Note:

Under the Food Standards Code Division 3, Standard 3.2.2, to prevent disease causing bacteria to grow or produce toxins, the temperature of products must be either at or below 5˚C during transport, storage and display. The Food Standards Code allows for alternative compliance provided the businesses can demonstrate the product's safety (Clause 25, Standard 3.2.2).

The '4-hour / 2-hour rule' is used by Food Standards Australia New Zealand (FSANZ) as an example of an alternative method for compliance (see page 12). If a business uses the '4-hour / 2-hour rule', then a documented system must be in place to demonstrate evidence that it is being used effectively.

Purpose and scope

This document aims to provide retail and food service businesses with information on the safe preparation of raw egg products. The document covers areas from receipt of eggs through to preparation of raw egg products. These areas can all potentially affect the safety of the product. It also includes an example of a monitoring system for use when acidifying raw egg products.

This document **applies to** the below foods that contain raw or lightly cooked egg known to cause cases of salmonellosis, including:

- sauces, dressings and creams
- deserts such as tiramisu, mousse and fried ice cream
- drinks such as shakes and smoothies

Recommendations 2(e) and 2(f) (page 4) as laid out in this guideline **do not apply** to certain products that contain raw or lightly cooked egg and have little or no history of causing salmonellosis due to their traditional method of preparation, use or storage including:

- cooked egg sauces e.g. hollandaise and béarnaise sauce
- cooked breakfast style eggs such as scrambled or poached eggs and omelettes
- cakes and soufflés (baked)
- meringues (oven baked)
- icing (high sugar content)
- marshmallows (boiled during preparation)
- frozen desserts such as ice cream or frozen mousse (frozen immediately after preparation)
- traditional dishes that incorporate a raw egg added when serving such as tartare, congee, and soups

This document does not cover all requirements of the Food Standards Code, in particular requirements relating to premises and equipment. Businesses are urged to read the Food Standards Code and ensure they meet the requirements of the Code as it relates to their business, including requirements for cleaning and sanitising.

Acknowledgements

This document has been developed with assistance from NSW local council environmental health officers.

Definitions

<table>
<tr><th>Term</th><th>Definition</th></tr>
<tr><td>Acidified product</td><td>Product with vinegar/lemon juice added to achieve a pH of 4.2 or less</td></tr>
<tr><td>Cleaning</td><td>The process of removing food and other types of soils from surfaces, equipment and utensils. Detergents are used to assist removal</td></tr>
<tr><td>Cracked egg</td><td>Eggs with a cracked shell (where a crack is visible by the naked eye or by candling). Hairline cracks often escape visual detection and can worsen as eggs move through the supply chain</td></tr>
<tr><td>Dirty egg</td><td>Egg with shell contaminated with visible faeces, soil or other matter (e.g. yolk, albumen, feathers)</td></tr>
<tr><td>Pathogenic bacteria</td><td>Bacteria capable of causing food poisoning e.g. Salmonella</td></tr>
<tr><td>Potentially hazardous foods</td><td>Food that has to be kept at a certain temperature to minimise the growth of any pathogenic bacteria that may be present in the food or to prevent the formation of toxins in the food
(Food Standards Code 3.2.2, Division 1, Clause 1)</td></tr>
<tr><td>Pasteurised egg product</td><td>Processing egg product to the time and temperature combination as follows :
<table>
<tr><th>Egg product</th><th>Retention temperature to be no less than (ºC)</th><th>Retention time to be no less than (minutes)</th><th>Maximum temperature to be immediately rapidly cooled to (ºC)</th></tr>
<tr><td>Egg pulp (without any sugar or salt)</td><td>64</td><td>2.5</td><td>≤ 7</td></tr>
<tr><td>Liquid egg yolk</td><td>60</td><td>3.5</td><td>≤ 7</td></tr>
<tr><td>Liquid egg white</td><td>55</td><td>9.5</td><td>≤ 7</td></tr>
</table>
(Food Standards Code 4.2.5, Division 3, Clause 21)
Retention time and temperature means the time required after the centre of the product achieves the specified pasteurisation temperature.</td></tr>
<tr><td>Foods sold containing raw egg</td><td>Food that is prepared with raw egg and consumed without further processing (e.g. without cooking). Examples include:
Sauces and spreads made with raw egg – e.g. mayonnaise, aioli, egg butter.
Desserts made without an effective cook step – e.g. tiramisu, mousse, fried ice cream.
Drinks containing raw egg – e.g. egg flip, raw egg high protein smoothies.</td></tr>
</table>

Term	Definition
Ready-to-eat foods	Food that is ordinarily consumed in the same state as that in which it is sold 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. (Food Standards Code 3.2.2, Division 1, Clause 1) For retail businesses this would include cooked foods or other foods that have various dressings (e.g. raw egg mayonnaise acidified to pH less than or equal to 4.2)
Sanitise	To apply heat or chemicals, or heat and chemicals, or other processes, to a surface (e.g. food contact surfaces of equipment, eating and drinking utensils) so that the number of microorganisms on the surface is reduced to a level that: - does not compromise the safety of the food with which it may come into contact - does not permit the transmission of infectious disease (Food Standards Code 3.2.2, Division 5, Clause 20(2)(b)
Shelf-stable foods	Foods which can be stored unrefrigerated without affecting their safety or quality.
Sous-vide pasteurised eggs	Eggs that have been exposed to a mild heat treatment in a water bath to kill *Salmonella* that may be present, without actually cooking the eggs.
Temperature control	Means maintaining food at a temperature of: - 5°C or below if this is necessary to minimise the growth of infectious or toxigenic microorganisms in the food so that the microbiological safety of the food will not be adversely affected for the time the food is at that temperature; or - 60°C or above; or - another temperature – if the food business demonstrates that maintenance of the food at this temperature for the period of time for which it will be so maintained, will not adversely affect the microbiological safety of the food. (Food Standards Code 3.2.2, Division 1, Clause 1)

Receiving and storing eggs

Maintaining food safety begins by ensuring only safe and suitable ingredients are purchased from a supplier and that these items are stored correctly. The following information is provided to assist meeting the requirements of the Food Standards Code regarding the receipt and storage of food.

Supplier and food information

- A list of food suppliers should be maintained in case they need to be contacted.
- For all foods, the label or receipt needs to contain details of suppliers' names and addresses. Phone contact details should also be kept.
- Only accept eggs that are:
  - Clean, not cracked or leaking, and stamped.
  - supplied in clean packaging.
  - correctly labelled (i.e. with name of the food, the supplier's name and address date marking).
- Ensure proper stock rotation so that the oldest stock is used first (as long as they are within date).
- Items that do not meet these requirements should be returned to the supplier.

Storage of whole eggs

- Store whole eggs (egg in shell) in a refrigerator or cool room.
- Avoid temperature fluctuations and only take out what is required for service.
- Don't store fresh egg pulp that has been collected (pooled) in a bowl.

Other foods

Potentially hazardous foods and certain raw products will need to be stored under refrigeration at or below 5°C. This includes meat, chicken, seafood, dairy products and eggs.

- Only receive foods that are within their 'Use-by' date or 'Best Before' date.
- Only receive potentially hazardous food that has been transported under temperature control.
- Once received, all potentially hazardous foods must be placed under refrigerated storage at or below 5°C.
- Refrigerated raw ingredients must be stored separately from ready-to-eat foods and ingredients.
- Raw foods such as uncooked chicken and meat must not be placed above ready-to-eat foods in the refrigerator to prevent the raw juices from dripping onto them.
- Refrigerated unpackaged foods and ingredients must be covered during receipt and storage to protect against contamination.
- Store foods in accordance with the manufacturer's instructions.

Processing eggs – practical steps to control *Salmonella*

Preparing foods can involve a great deal of handling of both raw and cooked foods. Because raw egg products are eaten without any further cooking it is important that they are prepared correctly and safely.

Raw foods can contain bacteria and, if not handled correctly, the numbers of bacteria can grow. Poor handling of cooked foods can result in cross-contamination from raw foods and if not stored correctly, the number of bacteria can grow.

Below are some main points to assist in proper preparation of foods, particularly raw egg products, and to help avoid cross-contamination.

Equipment and utensils

- All equipment and utensils must be in good condition and able to be easily cleaned and sanitised.
- Food contact surfaces such as equipment, benches and utensils are to be clean and sanitised before use.
- Boards and utensils must be cleaned and sanitised between preparing different foods, especially when preparing foods that will not be further cooked (e.g. raw egg products).
- Use a sanitised egg separator to separate egg yolk from egg whites. Eggs must not be separated using their shells as the shells may contain traces of *Salmonella* on the surface.

Personal hygiene

All persons preparing and handling food must ensure they follow good personal hygiene practices:

- People who are sick with vomiting, diarrhoea or fever must not prepare or serve food.
- Take all practicable measures to prevent unnecessary contact with ready-to-eat food.
- Wash hands prior to preparing food and after handling non-food articles, using the toilet, smoking, drinking, eating and touching hair, scalp or body.
- Wash hands between handling of raw ingredients and ready-to-eat foods.

Use of disposable gloves

It is not mandatory for food handlers to use disposable gloves, although if used correctly they can assist with minimising contamination. When using disposable gloves they must be:

- Only used for one continuous task and then discarded.
- Regularly changed to avoid cross-contamination – this is especially the case when changing from preparing raw ingredients to handling ready-to-eat foods.
- Always discarded and not kept for later use once taken off.
- Removed and discarded before using the toilet, smoking, eating, drinking or touching the hair, scalp or body.

Handling of eggs

Because eggs can harbour *Salmonella* on the surface, the handling of eggs is critical. When handling eggs, follow these guidelines:

- Do not use dirty, cracked or unstamped eggs.

- Do not wash eggs. Washing makes them more susceptible to contamination. Discard dirty and cracked eggs.
- Visually inspect eggs before use to ensure there are no hairline cracks.
- Use raw egg pulp immediately – i.e. do not pool or store raw egg batches.
- Use a sanitised egg separator.
- Regularly prepare fresh batches of raw egg mixture:
  - For acidified egg product: document pH and storage times, store for maximum of 24 hours at or below 5˚C.
  - If any raw egg product is out of temperature control (i.e. not at or below 5˚C), then storage times and temperatures must be documented to demonstrate evidence of compliance with the '4-hour / 2-hour rule' (see page 12).

Preparation of acidified raw egg product

Correct preparation of acidified raw egg product (using vinegar or lemon juice) improves product safety:

- Product acidified to a pH of less than 4.2 inhibits the growth of pathogenic bacteria, including *Salmonella*.
- Acidification should occur as part of the preparation step and should be checked to ensure proper acidification has occurred. An example worksheet is provided in Appendix 1 (see page 16).
- It is important that the pH is measured and recorded as evidence to show that all practicable measures are being taken to process safe and suitable food.
- Once acidified, the product must be covered when not being used.
- It is important that the product is kept at or below 5°C and that the '4-hour / 2-hour' rule is observed.
- Acidified product must be discarded at the end of the day and a new batch prepared daily. Product must not be stored for longer than 24 hours.

Egg pasteurisation using a sous vide method

Eggs can be pasteurised in shell using a sous vide method. The pasteurised eggs can then be used in sauces or desserts, just like raw eggs. An example recipe for sous vide pasteurised shell egg is to hold the eggs in a water bath at temperature of 57°C for at least 75 minutes (Baldwin, 2010)[1]. Correct procedures should be followed to ensure the eggs are safe to use:

- Every batch of sous vide cooking should be documented. An example worksheet is provided in Appendix 2 (see page 17).
- Commercial equipment with adequate heating capacity and excellent temperature control should be used.
- Correct water temperature is essential for sous vide and it should be checked using a tip sensitive digital thermometer that is accurate to 0.1°C.
- Raw shell eggs must be fully immersed in the water bath.
- Eggs cooked using sous vide methods should be used immediately or cooled and refrigerated.

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[1] Baldwin, D.E. (2010). Sous vide for the home cook. Incline Village NV USA: Paradox Press.

- If eggs are to be stored, they should be rapidly cooled in a 50:50 ice-water bath. Once cooled, they should be stored at or below 5°C in their shells for a maximum of ten days. They should be clearly labelled and stored separately from raw eggs.

Temperature control

- Temperature control throughout the operation is critical in minimising microbial growth, e.g. raw egg product must be at or below 5˚C. This includes all operations during receipt, processing, storage and display.
- If the raw egg product is out of temperature control (i.e. not at or below 5˚C), there must be documented evidence that the below '4-hour / 2-hour' rule is being met.

4-hour / 2-hour rule

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

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

(*ANZFA, 2001, Safe Food Australia – A Guide to the Food Safety Standards,* *www.foodstandards.gov.au/publications/pages/safefoodaustralia2nd519.aspx*)

Temperature measuring device

Businesses handling potentially hazardous foods must have a temperature measuring device. Thermometers must be easily accessible and able to accurately measure temperatures to +/- 1°C. Hence, thermometers should be calibrated to ensure accuracy. Appendix 3 (see page 18) provides information on calibrating thermometers.

Storage and display

Product must be stored and displayed to prevent cross-contamination. This includes:

- prepare and store in the same container that will be used for service (to prevent extra handling and potential for cross-contamination)
- use date labels to ensure only fresh batches are used
- do not top up or mix batches
- for acidified raw egg products:
  - make fresh batches daily
  - store at or less than 5°C
  - discard at end of day and store no longer than 24 hours.
- For sous vide pasteurised eggs:
  - store at or less than 5°C in their shells
  - discard within ten days of pasteurisation.

Premises

The cleanliness of the premises, fixtures and fittings assist in minimising cross contamination. In particular the following is important:

- An acceptable hand washing facility that includes:
  - warm running water
  - soap
  - single-use hand towels, for example paper towels.

Appendix 1: Acidification of raw egg products

At pH values of 4.2 or less, pathogenic bacteria do not grow, form spores or produce toxins. A product with a pH of 4.2 or less could be used as a control measure for preventing the growth of *Salmonella*.

Acidification of raw egg product using vinegar to a pH of 4.2 or less will stop the growth of *Salmonella* bacteria but other bacteria, yeasts or moulds can still spoil the product.

The pH of the raw egg product must be checked to make sure it has reached the 4.2 pH limit.

Note: it may be possible to use lemon juice instead of vinegar, depending on the recipe. However, the pH must still be recorded.

Steps for measuring pH

The pH of a raw egg product can be measured using a pH meter, pH strips or pH paper, as follows:

Once the raw egg product has been prepared, place a small sample (¼ cup) in a clean container.

Dip the pH paper/strip directly into the raw egg product and compare with the colour chart (for pH meters follow the manufacturer's instructions).

Record the pH on the *Raw egg product acidification check sheet* (see page 16).

If the pH is greater than 4.2, add more vinegar and mix, then take another pH reading.

Continue adding vinegar until pH is less than 4.2. If extra vinegar is needed, raw egg product recipes should be revised to account for the extra vinegar required.

Equipment needed for measuring pH values

Different pH measuring methods

pH paper

- The pH paper should be able to read pH in 0.3 units, although it is difficult to distinguish less than 0.6 of a unit.
- Incorrect readings can occur from improper handling (contamination from hands).
- pH paper requires careful handling.

pH strips

- The strips should read pH in units of 0.5 or less, although it is difficult to distinguish less than whole units.
- pH strips are easy to use and do not require as careful handling as the pH paper.

Hand held digital pH meter

- Meters read pH in 0.1 units with certainty.
- Some hand held pH meters also measure the sample's temperature and compensate the measurement for sample temperature.
- The meter requires calibration before use with at least a single buffer (buffer pH 4.0 is suitable for acidified raw egg product).
- The pH meter comes with instructions but may require some training of operators.

Raw egg product acidification check sheet

Preparation of acidified raw egg product						Date and time discarded and finished (must be within 24 hours of preparation)	Comments
Date acidified	Time acidified	Egg supplier	Amount made	pH (must be ≤4.2)	Signature		

Appendix 2. Sous vide egg pasteurisation check sheet

Sous vide egg pasteurisation						Date discarded (must be within 10 days of pasteurisation date)	Comments
Date of sous vide pasteurisation	Temperature of water bath	Length of sous vide pasteurisation	Egg supplier	Number of eggs	Signature		

Appendix 3: Temperature calibration and measurement

Calibration procedures

Hand held thermometers should be calibrated monthly and results recorded on a checklist.

Ice Point (0°C)

1. Fill a small container with crushed ice.
2. Add a little water to the container to make a nice slurry.
3. Place the thermometer in the centre of the container so that the point of the probe is in contact with the ice.
4. Allow the temperature reading of the thermometer to reach a steady reading.
5. Record the reading and calculate the difference from 0°C.
6. Thermometers with a deviation of more than 1°C should be discarded.

Boiling Water Point (100°C)

1. Fill a small container with boiling water.
2. Immediately place the thermometer in the centre of the container so that the point of the probe is in the centre.
3. Allow the temperature reading of the thermometer to reach a steady reading.
4. Record the reading and calculate the difference from 100°C.

Thermometers with a deviation of more than 1°C should be discarded.

Notes

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September 2016
NSW/FA/FI199/1609

FOOD SAFETY FOR CATERERS

Food poisoning outbreaks can occur when caterers don't handle, cook or store food properly. Facilities that are ill-equipped or unsuitable for the food being prepared is a common catering problem that often leads to food poisoning.

Causes of food poisoning

The following common catering mistakes can allow the growth of bacteria which causes food poisoning:

- undercooking food such as meat and poultry – bacteria can survive as a result of inadequate cooking
- slow reheating and slow cooking under low heat – provides the ideal temperature (20°C to 50°C) for bacteria to grow
- improper cooling – allows food to stay too long (over two hours) at the ideal temperature for bacteria to grow
- cooking food too far in advance – increases the chance of food becoming contaminated with bacteria
- not storing food properly and using incorrect temperatures for transportation and storage of food – allows the growth of bacteria
- poor personal hygiene from food handlers – can lead to contamination of food through dirty hands, coughing, cross contamination etc.

Prevent food poisoning

All of the elements involved in running a catering operation must be correctly managed to avoid causing food poisoning.

Use adequate catering facilities

Food preparation areas as well as all cooking and refrigeration facilities must be suitable for the volume of food being prepared.

Catering premises should adhere to the standards for flooring in food preparation and storage areas, have adequate hand washing and refrigeration facilities, and must be designed to exclude pests and vermin.

Store and transport food safely

Another common cause of food poisoning is inadequate handling and storage of food that's been prepared at one site and transported and served elsewhere.

Food must be maintained at the appropriate storage temperature during delivery to another site. Transport vehicles should be designed and constructed in accordance with NSW legislation.

There needs to be adequate hot or cold storage, and display unit capacity, so food can be stored at the appropriate temperature – less than 5°C for cold food, above 60°C for hot food.

All food must be adequately protected (enclosed or covered) when stored or displayed to prevent contamination by dust, insects or other sources. This is especially important if catering for outdoor events, especially during summer when flies can be a problem. It is important to protect food and utensils from contamination.

Cook food properly

Food poisoning outbreaks can occur when food is not cooked properly.

Thaw frozen foods completely before cooking, especially large cuts of meat or poultry which may not cook right through if they haven't been fully thawed. Frozen food should only be thawed in a refrigerator or a microwave oven before cooking, and not left on the bench to thaw.

Food must be cooked to the appropriate internal core temperature to destroy bacteria and

make it safe. This is extremely important for meat (71°C), poultry (74°C) and seafood (63°C).

Different meats require different cooking temperatures to destroy harmful bacteria, eg. a steak can be just seared on the outside and rare inside, whilst minced meat must be carefully cooked to destroy bacteria. This is because minced meat has a greater surface area than steak and the inside has been exposed to the atmosphere and, therefore, at a greater risk of bacterial contamination.

Cook minced meat, sausages and poultry right through to the centre. No pink should be visible and juices should run clear.

Once cooked, food should be held at a temperature above 60°C or cooled to below 5°C as quickly as possible.

Partially cooked meat must – for the final cooking stage – reach its appropriate internal core temperature before being served.

Other cooked food must be reheated to these temperatures before being placed in a hot holding device (e.g. bain marie).

Caterers should use a calibrated probe thermometer to check that correct cooking temperatures are reached. The probe should be disinfected before and after use, and all final cooking temperatures recorded.

The key is to cook food in small enough batches to allow it all to reach a high enough temperature. Also, reducing portion size by using shallow dishes instead of large pots allows food to cool or heat more rapidly and thoroughly.

Avoid cross-contamination

Caterers should handle raw food separately from ready-to-eat food to avoid cross contamination with bacteria. Where possible, use separate equipment and utensils (knives, tongs, cutting boards etc.) for raw and ready-to-eat food, or clean and sanitise thoroughly between each use.

Using tongs or disposable gloves can reduce the risk of contamination of ready-to-eat food. Disposable gloves will only be effective if they are changed regularly, and always after coming into contact with anything that might be contaminated.

Cleaning and sanitising

Food contact surfaces (such as chopping boards) and eating and drinking utensils must be cleaned and sanitised before use. This can be done by using a chemical (e.g. sanitiser) or heat (e.g. dishwasher).

Train staff in personal hygiene when handling food

Basic personal hygiene practices include:

- thoroughly washing and drying hands before handling food, and after:
  - visiting the toilet
  - blowing your nose, sneezing or coughing
  - smoking
  - handling raw food or waste
- wearing clean outer clothing when handling food
- tying back long hair or wearing a cap
- covering cuts, sores or skin breaks with clean waterproof dressings.

Food handlers must inform employers if they have any skin, nose, throat or bowel infections. If suffering any of these conditions they must not handle food.

More information

- Visit the Food Authority's website at www.foodauthority.nsw.gov.au
  - *Factsheet: Cleaning and sanitising*
  - *Factsheet: Health and hygiene requirements of food handlers*
  - *Factsheet: Potentially hazardous foods*
  - *Poultry and red meat – safe handling*
  - *Guideline: Temporary food events and markets*
  - *Guideline: Food safety guidelines for the preparation and display of sushi*
    - There are special requirements for businesses serving food to vulnerable persons.
- Email the Helpline at food.contact@dpi.nsw.gov.au
- Phone the Helpline on 1300 552 406.

About the NSW Food Authority: The NSW Food Authority is the government organisation that helps ensure NSW food is safe and correctly labelled. It works with consumers, industry and other government organisations to minimise food poisoning by providing information about and regulating the safe production, storage, transport, promotion and preparation of food.

Note: This information is a general summary and cannot cover all situations. Food businesses are required to comply with all of the provisions of the Food Standards Code and the *Food Act 2003* (NSW).

NSW GOVERNMENT Food Authority

foodauthority.nsw.gov.au nswfoodauthority nswfoodauth

May 2020
NSW/FA/FI015/2005

EGG STAMPING FOR CAFÈS, RESTAURANTS AND TAKEAWAYS

Retail food businesses, such as cafés, restaurants, takeaways and caterers should only be using stamped eggs in their kitchens.

Why do eggs need to be stamped?

Products containing eggs have been responsible for some of the largest outbreaks of *Salmonella* food poisoning in Australia. Between 2010 and 2014 in NSW, more than 700 people were made sick in 40 food poisoning outbreaks linked to eggs.

Egg safety practices are essential to reduce the risk of contamination from raw eggs. These include buying eggs from reputable suppliers and never using eggs that are cracked or dirty.

Contamination is often due to poor handling during food preparation however due to the increase in *Salmonella* incidents over recent years the Food Authority is targeting the risk from egg-related *Salmonella* throughout the food chain – on the egg farm, during egg grading and processing, through labelling and transport, as well as at the retail and consumer level. The requirement for stamping eggs to identify their source helps authorities trace back to suppliers when food poisoning outbreaks occur.

Being able to quickly trace the egg back to a farm is very important during an outbreak investigation as it helps prevent more people becoming ill. Egg stamping improves traceability and helps reduce the numbers of people getting sick from outbreaks.

Receiving eggs

Unstamped eggs should not be sold in NSW.

As a food provider, you need to ensure you only buy eggs from reputable suppliers and before accepting or paying for them, check to make sure that all eggs are:

- stamped with a unique identifier
- clean, with no soil, faeces, feathers or other matter on the shell or packaging
- not cracked or broken.

You should not sell any unstamped, dirty, cracked or broken eggs and are advised to return them to the supplier.

If you use unstamped eggs and an outbreak occurs there may be serious consequences for your business, such as fines, enforcement action as well as loss of trade and reputation.

Using unstamped eggs

If your business is found to be using unstamped eggs, council Environmental Health Officers (EHOs) may issue you with a warning and are also required to notify the NSW Food Authority for follow up with the supplier. Further enforcement action may be taken if businesses are found to have disregarded the warning.

More information

- your local council's EHO
- visit the Food Authority website at www.foodauthority.nsw.gov.au
- the helpline on 1300 552 406
- Egg Food Safety Scheme: www.foodauthority.nsw.gov.au/industry/industry-sector-requirements/eggs/

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More resources at foodauthority.nsw.gov.au nswfoodauthority nswfoodauth

August 2015
NSW/FA/FI026/1508

DONER KEBABS

If not made hygienically, doner kebabs can pose a food safety risk for customers because some of the ingredients are capable of allowing the rapid growth of disease-causing bacteria. Food businesses must ensure the food they sell is safe and properly handled.

Making kebabs safely

Keep everything clean

- Wash hands in a proper hand washing facility whenever they are a likely source of contamination (eg. after hanging a kebab block, after using the toilet, etc.).
- Cover food in the refrigerator.

Control temperature

- It is easy to contaminate kebab ingredients such as hommus, tabouli and cheese. Only use such ingredients if they are properly refrigerated (at or below 5°C), packaged and labelled with date marks.
- If you thaw frozen kebab meat before cooking, thaw it under refrigeration.
- Keep fresh minced meat for making kebabs under refrigeration until ready for use. Refrigerate freshly made kebab meat while it is setting.
- Store potentially hazardous food, including dairy-based sauces, at or below 5°C. Check the temperature using a thermometer.
- The bacteria that cause food poisoning grow between 5°C and 60°C – the temperature danger zone. Potentially hazardous foods that have been in the temperature danger zone for more than four hours must be thrown out. Keep cold food in the fridge until you are ready to cook or serve it, and serve hot food steaming hot.
- Do not overload refrigerators as this reduces their cooling efficiency.

Cook thoroughly

- Start cooking the kebab immediately after removing it from cold storage.
- Ensure meat sliced from the kebab is properly cooked. Once cooked, keep above 60°C until served. Use a thermometer to check temperatures.
- Best practice is to use a second cook step by heating the cooked, kebab block. Any leftover kebab meat that has been fully cooked may be used the next day provided it is cooled to less than 21°C within two hours from when cooking stops, and then to 5°C or less within the next four hours.
- Monitor temperatures with a probe thermometer. A quick way to bring the temperature down is to put the meat in the freezer.
- Before serving the meat, reheat it until it is above 60°C.

Prevent contamination

- Keep raw and cooked food separate.
- Remember to wash your hands thoroughly in hot soapy water and dry them before preparing food and after touching raw meat, especially chicken, and other raw foods.
- Thoroughly clean all utensils, equipment and surfaces after preparing raw food and before contact with other food.
- Store raw meat, chicken and seafood at the bottom of the fridge so it can't drip onto other foods.
- Keep pets and animals out of the kitchen.

- Do not handle food if you have symptoms of a foodborne illness (see related factsheet *Health and hygiene requirements of food handlers*).

More information

- Visit the Food Authority's website at www.foodauthority.nsw.gov.au
  - Factsheet: Listeria monocytogenes
- Refer to *Safe Food Australia – A guide to the Food Safety Standards* on the FSANZ website at www.foodstandards.gov.au
- Email the Helpline at food.contact@dpi.nsw.gov.au
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CHEMICAL SANITISERS – ADVICE FOR FOOD BUSINESSES

Why do I need a sanitiser?

Bacteria that cause illness (Salmonella for example) are commonly found on raw foods such as raw meat. The bacteria on these foods can be transferred to surfaces and equipment that comes into contact with them. Effective cleaning and sanitising in your food business helps protect you and your customers against the spread of bacteria and can stop your customers from getting sick.

Chemical sanitisers are applied to food contact equipment after cleaning to kill bacteria that survive the cleaning process. A surface needs to be thoroughly cleaned before it is sanitised, see *Cleaning and sanitising in retail food businesses* for more information.

Any equipment that comes into contact with food, such as kitchen benches, knives, chopping boards, eating and drinking utensils, pots, and meat slicers must be in a clean and sanitary condition. [Std. 3.2.2-Clause 20]

To be effective in a food premises, a sanitiser should kill 99.99% to 99.999% of bacteria. There are many different types of sanitiser. The most common chemical sanitisers are chlorine-based products, such as hypochlorite (also known as bleach), and quaternary ammonium products. Other chemicals may be effective if correctly prepared and used. If bleach is used as a chemical sanitiser only plain unscented bleach should be used.

Where can I get a chemical sanitiser?

Chemical sanitisers are available from many different commercial suppliers, e.g. chemical, catering and cleaning suppliers, and are usually quaternary ammonium products. Bleach is widely available in retail supermarkets.

How do I use a sanitiser?

Different brands of sanitiser vary greatly in their instructions for use. The manufacturer's instructions should always be followed. Clear instructions must be provided either on the product label (see Figure 1) or a product information sheet. If instructions are not clearly provided with the product, advice should be sought from the supplier or manufacturer and an alternate product sourced if necessary.

Figure 1. Example of a sanitiser label

The user must always READ THE LABEL (and/or the product information sheet and Safety Data Sheet) and understand the following about the sanisiter:

- Is it safe to use on food contact equipment?
- What are the dilution rates if it needs to be diluted?
- Is it a ready to use product and doesn't require diluting?
- What is the 'contact time' (i.e. the amount of time a sanitiser must be in contact with an item for it to work)?
- Is rinsing required?
- What is the shelf life of the concentrated and diluted products?

Some sanitisers can be used as received and are suitable for spray and wipe activities without dilution. These ready-to-use sanitisers are generally unsuitable for equipment that requires immersion (dipping) in a sink as they cannot be diluted.

Food businesses that use bleach as a sanitiser must follow the dilution instructions in Table 1 below. The contact time for bleach varies depending upon the product, concentration, water temperature and other factors (such as pH). The manufacturer's instructions should always be followed in this regard. As a guide, to be effective, bleach requires up to 30 seconds before the food contact equipment is ready for use. Bleach is not required to be rinsed off, as long as the dilution instructions have been followed.

Applying a chemical sanitiser to a food contact surface

- Only use products with clear and informative labels or product information sheets so the instructions can be easily checked
- All surfaces to be sanitised must be clean and rinsed first as sanitisers do not work well in the presence of food residues or other detergents
- Sanitisers should be made to the correct dilution rate (too low or too high is ineffective) and used with the correct water temperature and for the correct contact time, as specified in the manufacturer's instructions
- Because the active chemical loses strength over time, a fresh batch of sanitiser should be made every 24 hours, or as specified in the manufacturer's instructions
- Ensure that sanitising spray bottles are labelled correctly
    - Name of the product and when it was made up etc
- All surfaces to be sanitised should be completely covered with the sanitising solution using immersion (dipping) in a sink or using a spray
- Special attention should be given to equipment with surfaces that are difficult to get to, such as stab mixers, blenders, meat slicers and can openers
    - Equipment may need to be dismantled, per manufacturer's instructions, to access the parts that need to be sanitised
    - Equipment that cannot be effectively cleaned and sanitised should not be used in a food business
- After sanitising, utensils and food surfaces should be thoroughly dried:
    - Wet surfaces pick up dirt or other contaminants more easily than dry surfaces.
    - Air drying is preferable otherwise use clean, dry, single-use towels

- Never use a table cloth to dry clean utensils and equipment
- Care should be taken not to re-contaminate sanitised utensils and equipment, e.g. by ensuring they are stored using clean hands and in a clean and sanitary place.

Table 1. Bleach dilution instructions

How much water?	How much bleach?					
	Household (4% chlorine)		Strong domestic (6% chlorine)		Commercial (10% chlorine)	
Concentration required (ppm)	50 ppm	100 ppm	50 ppm	100 ppm	50 ppm	100 ppm
Water temp	Warm	Cold	Warm	Cold	Warm	Cold
1 litre	1.25 ml	2.5 ml	0.85 ml	1.7 ml	0.5 ml	1 ml

To calculate the amount of bleach required for other sized containers, simply multiply the appropriate bleach amount above by the number of litres in any given container.

For example:

How much 4% chlorine bleach do I need to add to a 500ml bottle of cold water?

- If 1 litre of cold water requires 2.5 ml of bleach (at 4% chlorine)
- 500ml = 0.5L
- Therefore 2.5ml x 0.5 = 1.25ml

OR

How much 4% chlorine bleach do I need to add to a 7-litre bucket of cold water?

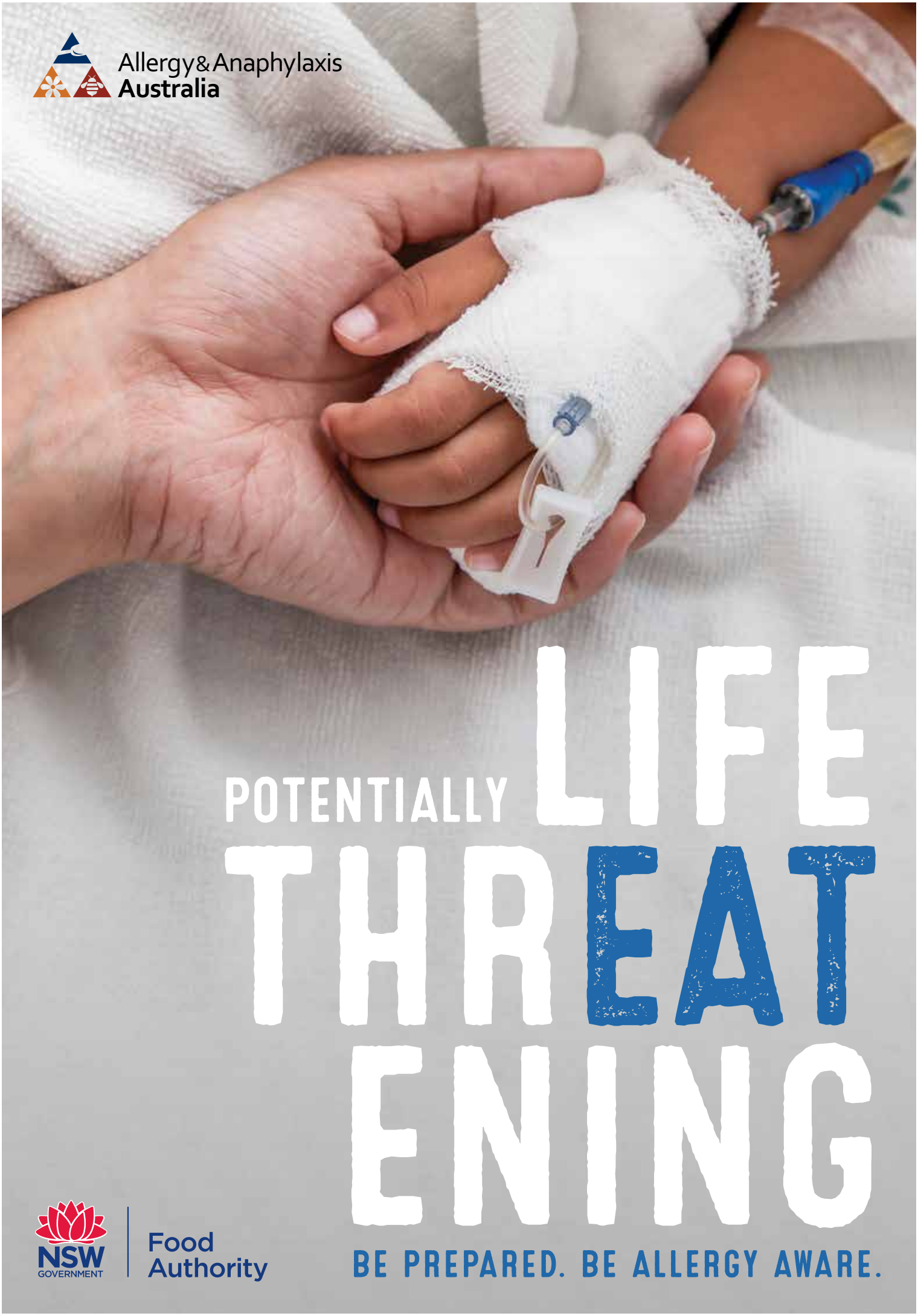
- If 1 litre of cold water requires 2.5 ml of bleach (at 4% chlorine)
- Therefore 2.5ml x 7 = 17.5ml

More information

- Visit the Food Authority's website at www.foodauthority.nsw.gov.au
  - Factsheet: *Cleaning and sanitising in retail food businesses*
  - Factsheet: *Campylobacter – advice for food businesses*
  - Email the Helpline at food.contact@dpi.nsw.gov.au
  - Phone the Helpline on 1300 552 406

About the NSW Food Authority: The NSW Food Authority is the government organisation that helps ensure NSW food is safe and correctly labelled. It works with consumers, industry and other government organisations to minimise food poisoning by providing information about and regulating the safe production, storage, transport, promotion and preparation of food.

Note: This information is a general summary and cannot cover all situations. Food businesses are required to comply with all of the provisions of the Food Standards Code and the *Food Act 2003* (NSW).


Allergy & Anaphylaxis Australia
POTENTIALLY LIFE THREATENING
BE PREPARED. BE ALLERGY AWARE.
NSW GOVERNMENT
Food Authority

CONTENTS

FOOD ALLERGY IS A GROWING PROBLEM

APPROXIMATELY **1 IN 10** AUSTRALIAN INFANTS WHO ARE LESS THAN ONE YEAR OF AGE WILL DEVELOP A FOOD ALLERGY.*

FOOD ALLERGY IS ESTIMATED TO AFFECT AROUND **1 IN 20 CHILDREN** (UNDER 5 YEARS OF AGE) AND ABOUT **2 IN 100 ADULTS** IN AUSTRALIA*

THE MOST SEVERE ALLERGIC REACTION IS KNOWN AS **ANAPHYLAXIS**. ANAPHYLAXIS IS POTENTIALLY LIFE THREATENING

ANAPHYLAXIS CAUSED BY FOOD HAS **DOUBLED** IN THE LAST 10 YEARS*

HOSPITAL ADMISSIONS FOR ANAPHYLAXIS HAVE INCREASED **5-FOLD** IN THE LAST 20 YEARS**

FOR THE CONSUMER WITH FOOD ALLERGY THERE IS **NO SAFE LIMIT** FOR THE ALLERGENS THAT THEY ARE SENSITISED TO.

THE ONLY WAY TO MANAGE A FOOD ALLERGY IS **AVOIDANCE** OF ALL FOODS CONTAINING THE ALLERGEN

WITH KNOWLEDGE AND ORGANISATION INCIDENTS INCLUDING **DEATHS CAN BE AVOIDED**

THE LAW REQUIRES YOU TO PROVIDE ACCURATE INFORMATION WHEN A CUSTOMER ASKS ABOUT **ALLERGENS** IN FOODS YOU ARE SERVING.

MOST FATALITIES RELATING TO A FOOD ALLERGY OCCURRED WHEN EATING **OUTSIDE THE HOME*****

BOTH THE CUSTOMER AND THE FOOD SERVICE BUSINESS HAVE A RESPONSIBILITY IN **PREVENTING** AN ALLERGIC REACTION.

DEATHS FROM ANAPHYLAXIS IN AUSTRALIA HAVE **INCREASED** BY 7% PER YEAR (1997-2013)******

THERE IS CURRENTLY **NO CURE** FOR FOOD ALLERGY

KNOW WHAT'S IN YOUR FOOD › **BE 100% TRUTHFUL** › **PREPARE** FOOD SAFELY › **UNDERSTAND** THE CONSEQUENCES

*Source: © ASCIA 2014. Allergy in Australia 2014: A submission for allergic diseases to be recognised as a National Health Priority Area

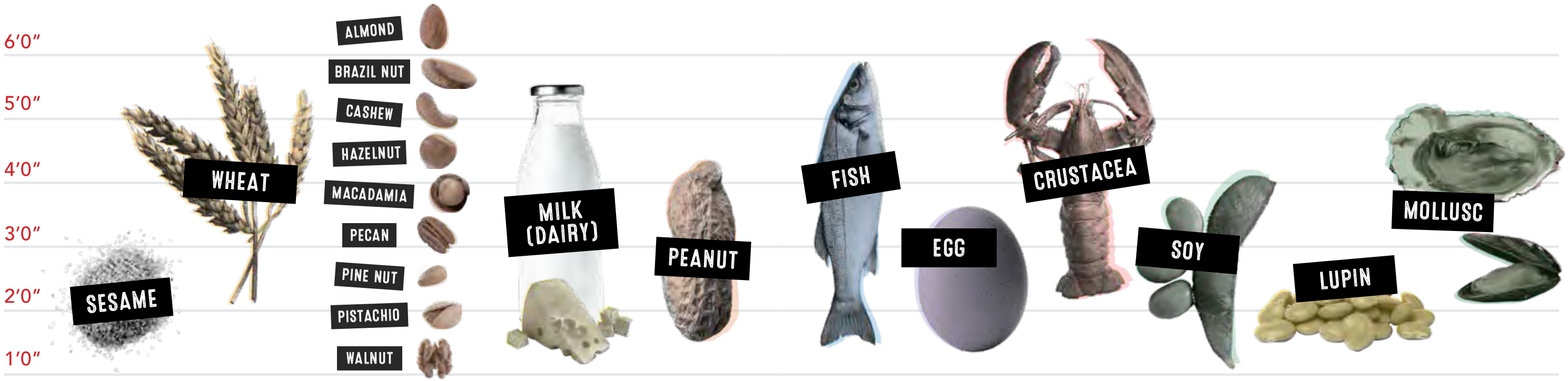
**Source: Mullins JACI 2015 (in press): actual data is 3.6/100,000 in 1993/4 to 17.7 in 2011/12. Mullins RJ, Dear KBG, Tang ML. Time trends in Australian hospital anaphylaxis admissions 1998/9 to 2011/12. J Allergy Clin Immunol; 2015

***Source: Clinical & Experimental Allergy, 46, 1099–1110 © 2016 John Wiley & Sons Ltd Increases in anaphylaxis fatalities in Australia from 1997 to 2013 R. J. Mullins1,2,

****Mullins et al. Anaphylaxis Fatalities in Australia 1997 to 2013. JACI. 2016. 137 (2): Suppl AB57. DOI: 10.1016/j.jaci.2015.12.189

THE USUAL SUSPECTS

"THE FOODS BELOW CAUSE AROUND 90% OF FOOD ALLERGIC REACTIONS."



FOOD ALLERGY IS A SERIOUS ISSUE

WHAT CAN YOU DO?

TAKE CUSTOMER REQUESTS ABOUT ALLERGIES SERIOUSLY.

EVERYONE – FROM THE MANAGER THROUGH TO THE FOOD PREPARATION AND FOOD SERVICE STAFF – NEED TO BE AWARE OF THE RISKS FOOD ALLERGIES POSE, AND THE NEED TO BE CLEAR ON HOW TO IDENTIFY AND MANAGE THEM.

WHAT IS A FOOD ALLERGY?

A food allergy is an immune system response to a food protein that the body mistakenly believes is harmful.

A food allergy is not the same as food intolerance. A food intolerance is the inability to properly digest or fully process certain foods. The most common intolerances include lactose, gluten, yeast and sulphite

Food allergy: immune system reaction to a food which can be potentially life threatening.

Allergen: a substance that a person's immune system thinks is harmful to the body. Allergens include foods, insects, pets, dust mites, pollens and some medicines for example.

Food intolerance: does not involve the immune system. It is the inability to digest a food which can cause discomfort and distress but is not life threatening.

WHAT ARE THE SYMPTOMS?

The signs and symptoms of a food allergy can vary from person to person. An allergic reaction can happen very quickly after eating and suddenly become severe.

Signs and symptoms can include: hives, swelling of the lips, face and eyes, abdominal pain, vomiting, swelling of the tongue, tightness of the throat, breathing difficulty, dizziness and/or collapse. Some signs and symptoms can lead to death.

WHAT FOODS ARE COMMON ALLERGENS?

The foods listed below cause around 90% of food allergic reactions. They are:

Peanuts, almonds, brazil nuts, cashews, hazelnuts, macadamias, pecans, pine nuts, pistachios, walnuts, eggs, milk (dairy) – it's common to also be allergic to milk from other animals, fish, crustacea (e.g. prawns, lobster), mollusc (e.g. oyster, calamari), sesame, soy (soya, soybeans), wheat, lupin, and gluten containing cereals including barley, oats, rye, wheat.

By law, manufacturers must declare all of the allergens listed above, and their products, on food labels. Sulphites in concentrations of 10mg/kg or more must also be declared on food labels of packaged foods.

Remember, the law requires you to provide accurate information when a customer asks about allergens in foods you are serving.

Note: Any food (e.g. kiwi fruit, mushroom, beef) can cause a life-threatening allergic reaction in someone allergic to that food.

Most fatal allergic reactions are triggered by peanut, tree nuts or seafood* however people have died as a result of milk (dairy), egg, sesame and other foods.

*Source: Clinical & Experimental Allergy, 46, 1099–1110 © 2016 John Wiley & Sons Ltd Increases in anaphylaxis fatalities in Australia from 1997 to 2013 R. J. Mullins1,2,

ALLERGY AWARENESS IS GOOD FOR YOUR BUSINESS

ATTENDING TO A CUSTOMER'S ALLERGY REQUESTS IS NOT DIFFICULT. IT'S YOUR LEGAL OBLIGATION AND IT'S THE RIGHT THING TO DO. A GOOD CUSTOMER EXPERIENCE WILL HELP BUILD LOYALTY AND IS GOOD FOR YOUR BUSINESS

GOOD CUSTOMER EXPERIENCE

A customer calls ahead to an Italian restaurant to advise them of his milk (dairy) allergy. The wait staff notes his request, his food allergy and his booking time. She says she will speak with the chef and call him back if there is a problem.

When the family arrives at the restaurant, the customer tells the wait staff he is the person with the milk allergy. He orders plain steamed vegetables, boiled pasta (without butter) and fish of the day.

The wait staff discusses the order with the chef and returns with a packet of pasta for the customer to check. He approves the ingredients and asks for the fish to be grilled on a piece of foil to help prevent cross contamination.

The wait staff tells the man the chef is cooking his food separately with clean utensils including a clean knife and cutting board. She writes **MILK (DAIRY) ALLERGY** on his final order, hands it to the chef whilst explaining the customer's allergy.

The chef reviews the order, and thinking the meal seems a bit bland, heads to the table to ask the customer if he would like chilli sauce on the side. He accepts the offer.

When delivering the meal, the wait staff explains what the chef has done to reduce risk. When dessert is offered, the customer is told fruit is the only choice available to him.

BAD CUSTOMER EXPERIENCE

BASED ON AN ACTUAL EVENT

A man with an allergy to milk (dairy) attended a work function and upon arrival, disclosed his allergy to wait staff. Despite this, he was served a bowl of pasta with cheese on it.

After once again advising that he was allergic to milk and therefore could not eat the meal given to him, the bowl was taken away and he was brought, what he thought was a new meal.

However, after eating only a spoonful he went into anaphylaxis which required three doses of adrenaline (epinephrine) and emergency transport to hospital.

Upon further investigation, it was revealed that the original bowl of pasta with cheese was simply taken back to the kitchen and upturned into another bowl which was then brought out to him.

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DON'T LET A LACK OF EDUCATION THREATEN A CUSTOMER'S LIFE…. OR RUIN YOUR BUSINESS!

WORST CASE SCENARIO

BASED ON AN ACTUAL EVENT

Nathan was a young 34-year old father of a pre-schooler and toddler who had multiple food allergies including egg, peanut, tree nuts, shellfish and sesame. Although Nathan suffered from food allergies all his life, he had never been referred to an allergy specialist, regardless of the severity. His wife Nicola said doctors were focussed primarily on his asthma. No doctor or specialist had ever sat with him to explain how to better live with and manage his food allergies, nor explain the possible consequences if he didn't.

Just months before his fatal allergic reaction, Nathan had anaphylaxis to another food, resulting in the administration of adrenaline in hospital. Further to this, Nathan was provided with a prescription for an EpiPen®, however, there was no recollection of a follow up consultation to reiterate the importance of such a prescription. Nicola, Nathan's wife, stated that they rarely ate out as a result and when they did, Nathan was very cautious about the types of food he consumed.

In October 2017, Nathan attended a golf day with extended family. At the end of the day, the family met at a restaurant to share a meal. The restaurant had been advised of Nathan's food allergies at the time the booking was made.

On arrival, Nathan again disclosed his food allergies to the wait staff. The wait staff explained that a special plate of food would be made for Nathan while the other family members would enjoy a share plate. Nathan's cousin also spoke to the wait staff to stress Nathan's food allergies were severe. The wait staff confirmed that they often cater for people with food allergy and therefore were able to manage Nathan's food allergies.

A plate of food was brought out and placed in front on Nathan. As the share plate for others had not yet come out, Nathan waited before he ate anything. Once everybody's food had arrived at the table, Nathan began to consume his food and immediately complained of an allergic reaction to the food he was given.

Nathan alerted those sitting around him that he was having an allergic reaction. In a panic, he got up and started running to his hotel room some 600m away from the restaurant as he had antihistamines in his room. Sadly, Nathan collapsed before he reached the hotel. CPR was being performed when an ambulance arrived shortly after.

Nathan was placed on life support but died three days later.

Despite Nathan disclosing his sesame allergy, he was served food containing sesame.

Nathan put his trust in the wait staff that had listened and acknowledged the severity of his allergies. He was therefore led to believe the hummus was made free of sesame.

The hummus was made at the restaurant from chickpeas and imported tahini (sesame paste), and the list of ingredients contained in the tahini had not been read by the wait staff.

The wait staff said their focus was on the food Nathan was allergic to and it included whole sesame seeds. The restaurant staff failed to consider the addition of sesame paste in the hummus nor did they check with the chef before the hummus was included on Nathan's plate of food.

The restaurant was prosecuted by the NSW Food Authority and they pleaded guilty for failing to ensure the food it served was safe. The NSW Supreme Court found the restaurant's food safety management lacking in regard to skills, knowledge and procedure and noted specific allergy management training for key staff as well as the implementation of an allergen management plan was undertaken following directions of the NSW Food Authority. The restaurant was fined more than $100,000.

See sentencing statement from NSW Supreme Court here – https://www.caselaw.nsw.gov.au/decision/178383f2bc56aea8c19b20dd#

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BE PREPARED

CHEF CARD

Some people with food allergies will use an Allergy & Anaphylaxis Australia Chef Card to help them communicate their allergies to food service staff. This card lists their food allergies and outlines the kinds of measures that food service staff need to take to keep that person safe.

If someone tells you about their food allergy and presents a Chef Card to you, please take their allergies seriously and return the card to the customer with their specially prepared meal.

More information about the Chef Card can be found at:

https://allergyfacts.org.au/resources/chef-card-template

Image for illustration purposes only.

ALL ABOUT ALLERGENS - FREE ONLINE COURSES

Free online courses are available to assist proprietors and workers in any food business to gain knowledge about food allergens, and to develop best practice procedures for making their food business safe for customers with allergies.

Current training courses are available for:

- Food service workers
- Cooks and Chefs
- Camp staff Cooks and Chefs
- Hospital Kitchen Managers and Supervisors
- Hospital Kitchen Staff
- Hospital Ward Managers and Nurses
- Hospital Ward Support Staff
- Schools
- Children's education and care

FOOD ALLERGY AWARE

All about Allergens
training for food service

Find out more at:
https://foodallergytraining.org.au/

ALLERGY AWARE CHECKLIST!

1. KNOW what is in your food

- Only accept correctly labelled foods.
- Check all ingredients even in sauces, spices, garnishes, oils, dressings etc for allergens.
- Avoid ingredient substitution.
- Be familiar with all ingredients as some may be made from one or more of the food allergens which may not be obvious from their name.

2. LISTEN to your customers and be 100% truthful

- Ask customers if they have any allergies. Take their requests seriously. Listen carefully.
- Give customers the right information about the content of meals when they ask.
- Have a specific process to follow if a customer says they have a food allergy.
- Place the name of known allergens next to menu items, if possible.
- Ensure you ALWAYS include a note asking customers to disclose their food allergy EVERY time they order food as often not all allergen content is written on the menu.

3. PREPARE food safely

- Always double check the ingredients with the chef.
- Handle food safely. Start fresh for meals that must be free of an allergen.
- Clean work surfaces, utensils and other food-contact items between foods. Even very small amounts can be harmful. (e.g. 1000th of a peanut)
- Have a dedicated area for preparing allergen free meals (be aware that food that is safe for one person with a food allergy may be unsafe for another person with a different food allergy).
- Whenever possible, prepare foods for customers with food allergy first.
- Have some way of identifying the meal for the customer with food allergy. (coloured plates, flag etc).
- Always take the meal to the customer with a food allergy separately, not whilst carrying other meals.
- Check the allergen free meal is given to the right customer with the food allergy.

4. EDUCATE your staff

- Ensure your Food Safety Supervisor's training is up-to-date. Recertification includes 'Allergen Management' as a required unit of competency.
- Train and test all staff regularly in food safety, hygiene and allergen awareness. The National Allergy Strategy (foodallergytraining.org.au) offers free 'All About Allergens' food allergy e-training for food service.
- Some customers will provide waitstaff with a 'Chef Card' that lists what they are allergic to. The card should be given to the chef who is preparing their meal and then returned to the customer with their specially prepared meal.
- Teach staff of their obligation to declare certain allergens.
- Ensure your staff are updated on new laws and legislation relating to allergen management.
- Display **The Usual Suspects** poster in your kitchen.

FOR MORE DETAILED INFORMATION

Purchase Allergy & Anaphylaxis Australia's 'Food Service Kit' containing a detailed booklet, posters, food allergen cards and more from www.allergyfacts.org.au or phone 1300 728 000.

NSW Food Authority
www.foodauthority.nsw.gov.au 1300 552 406

Allergy & Anaphylaxis Australia
www.allergyfacts.org.au 1300 728 000

National Allergy Strategy
FREE training for food service at www.foodallergytraining.org.au

Download your **FREE** copy of the Allergy Aware Checklist and The Usual Suspects poster from NSW Food Authority at www.foodauthority.nsw.gov.au or phone 1300 552 406.

COMMUNICATING ALLERGIES IN THE KITCHEN

KNOW
WHAT'S IN YOUR FOOD

BE 100% TRUTHFUL

PREPARE
FOOD SAFELY

UNDERSTAND
THE CONSEQUENCES

Food allergens can be present in many food ingredients and are not always obvious from their name. Did you know that coconut milk often contains casein which is a milk protein? Or that depending on its source, vegetable oil may contain soy, peanut or sesame?

Downloadable allergen cards containing alternate words for allergens can be accessed under Resources at www.allergyfacts.org.au

EVERY STAFF MEMBER CONTRIBUTES TO FOOD SAFETY

REQUIREMENTS OF THE FOOD STANDARDS CODE

New requirements for declaring the most common allergens in food commenced on 25 February 2021 with a transition period. The changes to the Code will help people find allergen information on food labels more quickly and easily, so they can make informed, safer food choices.

THE MOST COMMON ALLERGENS MUST BE DECLARED ON FOOD LABELS OF PACKAGED FOODS:

- Peanut
- Almond
- Brazil nut
- Cashew
- Hazelnut
- Macadamia
- Pecan
- Pine nut
- Pistachio
- Walnut
- Eggs
- Milk (dairy)
- Fish
- Crustacea (e.g. prawns, lobster)
- Mollusc (e.g. oyster, calamari)
- Sesame
- Soy, soya or soybean
- Wheat
- Lupin
- Gluten containing cereals including barley, oats, rye, wheat

Added sulphites in concentrations of 10mg/kg or more must also be declared on food labels of packaged foods.

Consumers have a legal right to receive, on request, correct written or verbal information on allergen content when buying takeaway foods or eating out.

FOOD BUSINESSES BREACH THE CODE IF:

- Information is not on a label or is not given by staff selling unpackaged food made at the premises when a customer asks for it.
- An allergen is found in a food that was specifically requested not to contain that allergen. This is not limited to the common allergens listed above.

MANAGEMENT - GOOD TRAINING AND GOOD SYSTEMS ARE CRITICAL:

- Develop a process for preparing foods for customers with food allergies and ensure it is followed.
- Train your staff so they understand their obligation to declare certain allergens and other substances in food if the customer asks.
- Only use ingredients that are clearly and correctly labelled.
- Ask your suppliers about their allergen management policy and for a Product Information Form (PIF).
- Keep ingredient lists of foods/ingredients you put into different containers in a specified location where all staff can access information.
- If reusing containers to store ingredients be sure to wash them with hot soapy water and relabel them before use.
- Establish clear procedures for rework (eg. when a product containing a specific allergen is mixed with a product that does not contain the ingredient, ensure the final product is clearly labelled with the allergen it now contains).
- Consider providing allergen information on your menu to help customers easily determine what foods they should avoid.
- Also include a note on menus encouraging people to **ALWAYS** disclose their allergy when ordering their food as allergen content is often not on the menu.

FOOD PREPARATION - WHEN PREPARING A MEAL FOR SOMEONE WITH AN ALLERGY

- Advise all kitchen and service staff that a meal free of an allergen/s is being prepared.
- Avoid cross contamination at all times – from the time the food arrives at the business to when it is served to a customer.
- Store food safely in clearly labelled containers.
- Keep surfaces, utensils and hands clean.
- Do not substitute or add ingredients if you are not sure what the replacement product contains.
- Check that no high-risk garnishes have been added to the plate.
- Know your ingredients. Always read the labels
- Remember that heating and cooling food does not destroy allergens.

FOOD SERVICE - WHEN A CUSTOMER ADVISES THEY HAVE A FOOD ALLERGY:

- Provide the customer with the information they need to make an informed choice.
- Ensure you are very clear on what food allergies they have and answer honestly. You cannot guarantee allergy free food, but you can do your best to make sure the allergen is not an ingredient of any component of the menu item chosen.
- If you are unsure of the customer's question, say so. Never guess…a wrong response could lead to a life threatening emergency.
- Write the customer's request clearly on the order docket **and also talk to the kitchen staff about it.**
- Take care that no food or liquid spills onto the allergen free meal from another plate.
- Always take the meal to the customer with a food allergy separately, not while carrying other meals. If they have given you a Chef Card, return their Chef Card with their meal.
- Tell the customer what you have done to reduce the risk of an allergen being present in the food item.

In the first instance, it is the customer's responsibility to advise food service staff that they have a food allergy.

It is then the responsibility of food service staff to make sure the food they serve the customer does not contain that food allergen.

AVOID CROSS CONTAMINATION

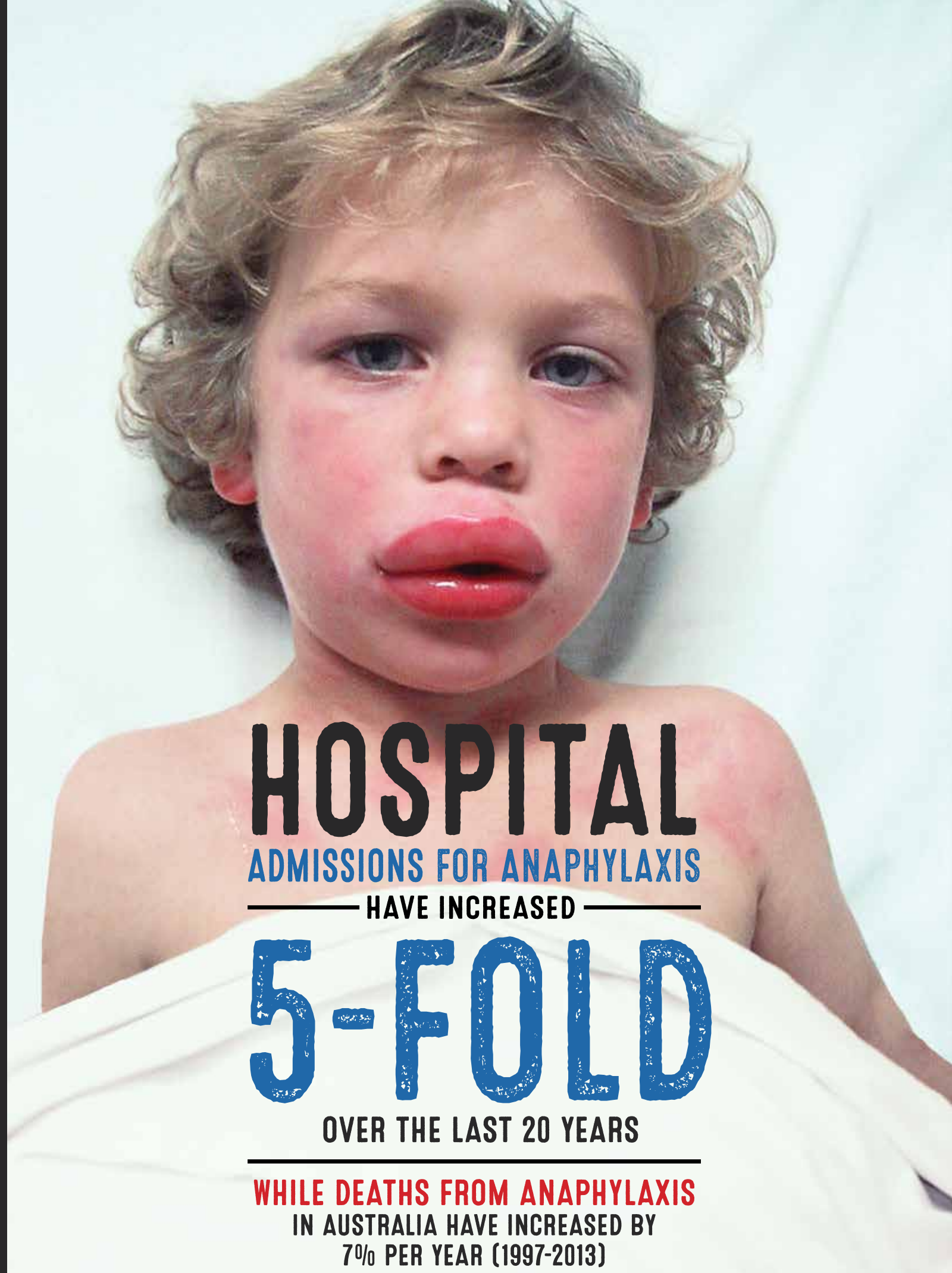
CROSS CONTAMINATION OCCURS WHEN FOOD CONTAINING ALLERGENS COMES INTO CONTACT WITH FOOD THAT DOES NOT.

EXAMPLES MIGHT INCLUDE:

1. A food handler using the same cutting board to cut a peanut butter sandwich, and then a ham sandwich.

2. A baker making muffins that contain eggs, then using the same unwashed mixer to mix a dough without eggs.

3. A chef preparing cooked prawns on a plate and then cutting lettuce without first washing hands thoroughly.



*Used with permission from www.medicalmediakits.com

WHAT TO DO IF A CUSTOMER HAS AN ALLERGIC REACTION

CALL TRIPLE ZERO 000

WHILE WAITING FOR THE AMBULANCE TO ARRIVE

1. Lay person flat, do not allow them to stand or walk. If breathing is difficult allow to sit on the ground with legs outstretched.

2. Follow customer's ASCIA Action Plan for Anaphylaxis (if they have one) and administer adrenaline (epinephrine) injector following instructions on the Plan, if available.

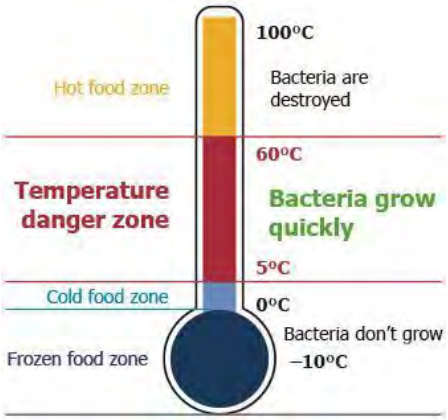
FOOD SERVICE ESTABLISHMENTS CAN CONSIDER STORAGE OF AN ADRENALINE (EPINEPHRINE) INJECTOR SUCH AS THE EPIPEN® IN THEIR FIRST AID KIT ALONG WITH AN ASCIA FIRST AID PLAN FOR ANAPHYLAXIS.

This device can then be used in an emergency when an individual is showing signs of an allergic reaction as detailed on the ASCIA First Aid Plan stored with the device. For more information on obtaining an adrenaline injector and training that is required, or to access an ASCIA First Aid Plan please call 1300 728 000 or go to www.allergy.org.au

FI374/2105

2-HOUR / 4-HOUR RULE

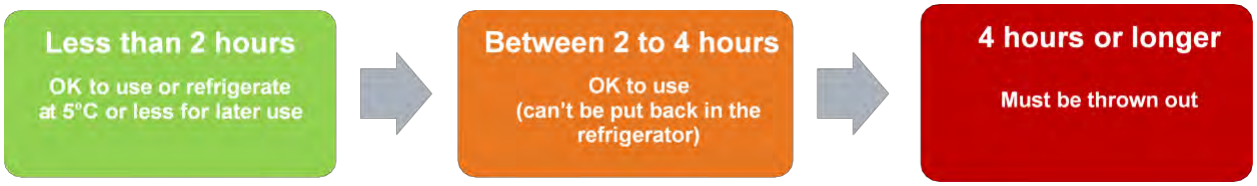
Temperature control is very important to prevent harmful bacteria from growing in food. Food businesses should minimise the time that food spends in the so-called ‘temperature danger zone’ to keep food safe. This means cold food should be kept at 5°C or below and hot food should be kept at 60°C or above (see the diagram below).



However, because bacteria can take time to grow to high enough numbers to cause food poisoning, the Food Standards Code provides an alternative method for temperature control that allows food businesses to hold food between 5°C and 60°C, but only for short and measured periods of time.

What is the 2-hour / 4-hour rule?

Studies show that food can be safely held out of temperature control for short periods of time without significantly increasing the risk of food poisoning. The Safe Food Australia 3rd Ed (2016) provides guidance on the use of time as a control for potentially hazardous food. The time that food can be safely held between 5°C and 60°C is referred to as the ‘2-hour / 4-hour rule’ (see the diagram):



The time between 5°C and 60°C is cumulative — that means you need to add up every time the food has been out of the fridge, including during preparation, storage, transport and display. If the total time is:

- Less than 2 hours, the food can be used or put back in the refrigerator for later use,
- Between 2 and 4 hours, the food can still be used, but can’t be put back in the refrigerator, and
- 4 hours or longer, the food must be thrown out.

Using the 2-hour / 4-hour rule correctly

If a food business decides to use the 2-hour / 4-hour rule, there are certain Food Standards Code requirements that must be met. The business must be able to demonstrate compliance with these requirements if asked by an authorised officer from the NSW Food Authority or a council Environmental Health Officer. To demonstrate the 2-hour / 4-hour rule is being applied correctly, food businesses must:

- Ensure the requirements for potentially hazardous food (PHF) and ingredients are followed during:
  - receival
  - storage
  - preparation.
- Implement a documented system for:
  - monitoring the length of time food is displayed out of temperature control
  - ensuring the food is appropriately identified
  - ensuring food is disposed of appropriately after 4 hours.

The documented system can take the form of:

- A set of work instructions on how the 2-hour / 4-hour rule is applied by the business, OR
- Keeping records that demonstrate adherence to the time temperature.

If a food business decides to use the 2-hour / 4-hour rule for temperature control but are not able to satisfactorily demonstrate they are applying the 2-hour / 4-hour rule correctly, the business may be found to be in breach of the Food Standards Code, which can lead to enforcement action.

It is the responsibility of food businesses to make sure all food handlers understand the use of the 2-hour / 4-hour rule and complete the appropriate records.

More information

This information is a general summary and cannot cover all situations. Food businesses are required to comply with all of the provisions of the Food Standards Code and the *Food Act 2003* (NSW).

- Visit the NSW Food Authority website at www.foodauthority.nsw.gov.au
- Contact the Helpline on 1300 552 406 or at food.contact@dpi.nsw.gov.au
- Food Standards Australia New Zealand. (2016) Appendix 2 - *The use of time as a control for potentially hazardous food*. In Safe Food Australia - A guide to the Food Safety Standards

About the NSW Food Authority: The NSW Food Authority is the government organisation that helps ensure NSW food is safe and correctly labelled. It works with consumers, industry and other government organisations to minimise food poisoning by providing information about and regulating the safe production, storage, transport, promotion and preparation of food.

Note: This information is a general summary and cannot cover all situations. Food businesses are required to comply with all of the provisions of the Food Standards Code and the *Food Act 2003* (NSW).

Standard 3.2.2A - Evidence tool

Category one businesses only

Food service, caterer and related retail businesses in Australia need to meet new food safety requirements from December 2023.

Safe Food Australia
InfoBite

What are the requirements?

3.2.2.A—12 requires a food business, when engaging in a specific ('prescribed') activity, to make a record that proves they have adequately managed food safety risks.

- Records must be kept for at least 3 months.
- A record may not be needed if the business can show an authorised officer (food regulator) in some other way that they have adequately managed the food safety risks.

What is the evidence tool for?

- This evidence tool is designed to help a business manage critical food safety risks when handling unpackaged potentially hazardous food that is ready to eat.
- The tool also enables a business to demonstrate to authorised officers that requirements in Standard 3.2.2 are being met.

What are prescribed activities?

- ✓ Prescribed activities involve handling unpackaged food that is both potentially hazardous food and ready to eat.
- ✓ The requirements are for safely receiving, storing, processing, displaying and transporting potentially hazardous food, and for cleaning and sanitising, as set out in Standard 3.2.2.

Alternatives to records

A business may be able to substantiate their food safety management by:

- physically demonstrating an activity (e.g. sanitising a piece of equipment, measuring the temperature of food)
- training staff on a standard operating procedure and talking/walking through that procedure with an authorised officer.

What is a record?

A 'record' means a document or object in any form (including electronic) that is kept for information it contains or that can be obtained from it. For example:

- ✓ writing or other entries on paper or electronic templates
- ✓ written instructions that have been verified (e.g. a validated recipe or standard operating procedure - SOP)
- ✓ notes on invoices (e.g. temperature of food received)
- ✓ data logger information in a graph
- ✓ photos or video footage
- ✓ information recorded in any other way and kept for the required amount of time.

How to keep a record

- Records should be made each day the business is engaged in prescribed activities.
- Information should include the date (and time, if appropriate) the record was made and which food or activity it relates to.

Need more information?

See *Safe Food Australia* (our guide to food safety standards in the Food Standards Code), other InfoBites, templates for making records and some translated fact sheets at www.foodstandards.gov.au or email information@foodstandards.gov.au

Standard 3.2.2A - Food handler training

Safe Food Australia InfoBite

Food service, caterer and related retail businesses in Australia need to meet new food handler training requirements from December 2023.

What are the requirements?

Standard 3.2.2.A – 10 requires that each food handler who handles unpackaged, potentially hazardous food that is ready to eat, has, before engaging in that activity:

a) completed a food safety training course; or
b) adequate skills and knowledge in food safety and hygiene to do that activity correctly and keep food safe.

The business must also have a certified food safety supervisor to supervise these food handlers (see our separate InfoBite).

These requirements are in place because unpackaged potentially hazardous foods are open to contamination by harmful microorganisms or other hazards immediately before the food is served and eaten, so need careful handling.

Who needs food handler training?

- Food handlers in both category one and category two businesses must meet these requirements. These categories are outlined in our Standard 322A - Overview InfoBite.
- These food businesses must ensure all food handlers have completed a food safety training course, or have appropriate skills and knowledge, before they start handling high-risk foods.

What should training include?

A 'food safety training course' means training in each of the following:

a) safe handling of food; and
b) food contamination; and
c) cleaning and sanitising of food premises and equipment; and
d) personal hygiene.

How often should training occur?

- No specific timeframe or refresher period has been set. However, businesses need to make sure their food handlers' skills and knowledge is adequate and up to date.
- It is best practice to schedule regular refresher training.
- For food safety supervisor training – see our Food safety supervisor InfoBite.

How is prior learning recognised?

- A business can recognise a food handler's prior learning – such as competency-based food safety training, in-house education, or a food safety induction course completed at another food business.
- A business may also be able to recognise a food handler's previous experience in the food industry, as long as it is relevant to the activities they do.
- Businesses may choose to keep a record of the training food handlers have completed. This will enable them to be sure everyone has completed the training they need, and show authorised officers they have met the requirements.

Need more information?

See *Safe Food Australia* (our guide to food safety standards in the Food Standards Code), other InfoBites and some translated fact sheets at www.foodstandards.gov.au or email information@foodstandards.gov.au

Standard 3.2.2A - Food safety supervisor

Food service, caterer and related retail businesses in Australia need to meet new food safety requirements from December 2023.

Safe Food Australia
InfoBite

What are the requirements?

Under Standard 3.2.2A - 11, category one and two businesses must:

- appoint a certified food safety supervisor (FSS) before engaging in a 'prescribed activity'
  - the certificate must be from either a registered training organisation or an organisation recognised by the relevant food regulator
  - the certificate must have been obtained within the past 5 years
- ensure that the FSS is reasonably available to advise and supervise each food handler engaged in that prescribed activity.

Prescribed activities involve handling unpackaged potentially hazardous foods that are ready to eat, which are high risk.

Who should be a FSS?

- The FSS should be in a position to oversee food handling and be involved in the day-to-day food handling operations of the food business.
- They must be 'reasonably available' as a point of contact for food handlers and authorised officers.
- 'Reasonably available' means the FSS works onsite and oversees food handling of high-risk unpackaged foods, or can be easily contacted (e.g. by phone).
- It is not considered reasonable for a business to appoint someone as a FSS who does not regularly handle food as part of their normal duties, or is never onsite at a food business.

Role of the FSS

The FSS makes sure the business is handling food safely so if something goes wrong, food that may be unsafe to eat is not processed further or served to consumers.

The role of the FSS is to:

- make sure food safety risks are managed and issues are prevented or corrected
- instruct staff, review and update business procedures, and inspect premises and food handling operations
- share their food safety knowledge with other food handlers
- foster a positive food safety culture, so food safety is a top priority in 'the way we do things here'.

The business needs to make sure the FSS is able to fulfil these duties.

FSS certificate

- The certificate will show the participant has completed the required units for the FSS course.
- Details of FSS competency units are available on the national register of vocational education and training website at training.gov.au.
- Some training organisations may offer refresher courses for those who have received the qualification previously.
- Alternatively, the complete FSS course will need to be repeated every five years.
- The FSS should be able to provide their certificate to an authorised officer, if requested.

Need more information?

See *Safe Food Australia* (our guide to food safety standards in the Food Standards Code), other InfoBites and translated fact sheets at www.foodstandards.gov.au or email information@foodstandards.gov.au

Standard 3.2.2A - overview

Food service, caterer and related retail businesses in Australia need to meet new food safety requirements from December 2023.

Safe Food Australia InfoBite

What is Standard 3.2.2A?

- Standard 3.2.2.A is a national food safety standard and an extension of Standard 3.2.2 requirements.
- It applies to Australian businesses in food service, catering and retail sectors that handle unpackaged, potentially hazardous food that is ready to eat.
- Generally, these include caterers, restaurants, cafes, takeaway shops, pubs, supermarkets and delis, food vans and other facilities serving food.
- These businesses will implement either two or three food safety management tools, based on their food handling activities. The three tools are food safety supervisor, food handler training and substantiation of critical food safety controls (evidence tool).

What are the requirements?

- All food businesses in Australia must still comply with all requirements in Standard 3.2.2 and Standard 3.2.3.
- Food service, catering and retail businesses must comply with Standard 3.2.2A, based on whether they are classified as category one or category two businesses (see below).
- Category one (higher risk) businesses must implement all three management tools.
- Category two businesses must have a food safety supervisor and trained food handlers.

These requirements are in place because unpackaged, potentially hazardous food that is ready to eat is high risk and needs careful handling to keep it safe.

Category one business

- ✓ A caterer or food service business that processes unpackaged potentially hazardous food into food that is both ready-to-eat and potentially hazardous food.
- ✓ The food is then served to a consumer to eat without any further processing.

Category two business

- ✓ A retailer of potentially hazardous, ready-to-eat food, where the food was handled unpackaged, but not made or processed onsite (other than slicing, weighing, repacking, reheating or hot-holding).

What is a food safety supervisor?

- A food safety supervisor (FSS) must be a person who has recognised, formal certification as a FSS, obtained in the past 5 years. They should have recent, relevant skills and knowledge to handle food safely, particularly high-risk food. See our Food safety supervisor InfoBite.

What is food handler training?

- Food handler training must include safe handling of food, food contamination, cleaning and sanitising of food premises and equipment and personal hygiene.
- Food businesses must ensure all food handlers have completed a food safety training course, or have appropriate skills and knowledge, before they start handling high-risk foods. See our Food handler training InfoBite.

What is 'substantiation' of critical food safety controls? (Category one)

- Businesses must keep records or demonstrate that requirements for safely receiving, storing, processing, displaying and transporting potentially hazardous food, and for cleaning and sanitising are being met. These are called 'prescribed provisions'. The business must show how these have been achieved or verified.
- The business must make a record, unless it can show in another way it is meeting requirements and be able to demonstrate this to an authorised officer (food regulator). See our Evidence tool InfoBite.

Need more information?

See *Safe Food Australia* (our guide to the food safety standards in the Food Standards Code), other InfoBites and some translated fact sheets at www.foodstandards.gov.au or email information@foodstandards.gov.au

Transporting food safely

If you're a food business that transports food, you need to keep food protected from contamination and at the right temperature so it stays safe to eat.

Safe Food Australia
InfoBite

What are the requirements?

Under Standard 3.2.2 - Food Safety Practices and General Requirements, food businesses must transport food in a way that keeps it safe and suitable.

- Safe transport means protecting the food from contamination and, if it is potentially hazardous food, keeping it at a safe temperature.
- This includes transport within a premises as well as to other places.

Reduce your risk

- ✓ use vehicles, carts and trolleys that are clean and designed for use with food
- ✓ check food is securely packaged or enclosed in clean food-safe containers
- ✓ keep food at safe temperatures – check it with a thermometer
- ✓ separate ready-to-eat foods from raw foods, such as raw meats, to avoid cross contamination
- ✓ make sure frozen food stays frozen hard
- ✓ plan your trip – keep travel time as short as you reasonably can
- ✓ do not transport food with pets or other animals.

Care with potentially hazardous food

Take extra care with potentially hazardous food (e.g. food containing egg, dairy, meat, vegetables):

- keep cold food at 5°C or colder
- keep hot food at 60°C or hotter
- use insulated containers with ice bricks, heat packs, or other temperature-controlled equipment to keep foods cold/hot
- check food temperature with a clean, sanitised thermometer

OR

- use another validated practice, known to be safe.

Need more information?

Safe Food Australia is a guide to the food safety standards in Chapter 3 of the Food Standards Code. Food transportation is covered under Standard 3.2.2 clause 10. Potentially hazardous food is explained in Appendix 1 and using time as a control is in Appendix 2.

Copies of the guide, InfoBites, translated fact sheets and other materials are available at www.foodstandards.gov.au or email information@foodstandards.gov.au

Thermometers

If you're a food business that handles potentially hazardous food, it's important to use a thermometer to check your food is at the right temperature to be sure it is safe to eat.

SAFE FOOD AUSTRALIA
InfoBite

What are the requirements?

Under Standard 3.2.2 - Food Safety Practices and General Requirements, food businesses that handle potentially hazardous food need to have an accurate and accessible thermometer. This means:

- there is at least one thermometer somewhere easy to get to (e.g. in an unlocked drawer in the kitchen)
- the thermometer is accurate to within 1°C.

Which thermometer is best?

- A digital probe thermometer is usually best for measuring food temperatures. They are inexpensive and are available from catering and kitchen supply shops.
- Infrared 'gun' thermometers are useful for quick checks and for packaged food - but only measure the surface temperature.
- Temperature gauges on equipment like bain maries and refrigerators measure the equipment's temperature - but to be sure of the actual food's temperature you should use a probe thermometer.

Check your food's temperature

- Food that is received, stored, displayed or transported should be 5°C or colder, or 60°C or hotter, unless you can show another temperature is safe.
- Cooling and reheating food need to be done to certain temperatures within time limits (see our InfoBite on Cooling and reheating).

Getting it right

- Clean and sanitise probe thermometers before and after use – use warm soapy water and an alcohol wipe.
- Place the probe into the thickest part of the food and wait until the temperature stabilises before reading it.
- Measure packaged chilled food by placing the thermometer length-wise along or between packages.
- Measure the temperature of different foods in your refrigerator or display unit to check if there are spots where food is not at the right temperature.
- Don't rely only on fixed temperature gauges on equipment – measure the actual food with a probe thermometer to be sure.
- Keep your thermometer in good condition - have it calibrated regularly, replace flat batteries, repair or replace it if it breaks.

Need more information?

Safe Food Australia is a guide to the food safety standards in Chapter 3 of the Food Standards Code. Thermometers are covered under Standard 3.2.2 clause 22. Potentially hazardous foods are explained in Appendix 1.

Copies of the guide, some translated fact sheets and other information is available at www.foodstandards.gov.au/safefood or by emailing information@foodstandards.gov.au.

Temporary food premises

If your business sells food at temporary events like markets, you need to meet the same food safety requirements as other food businesses, regardless of the size of your business or how often you sell food.

SAFE FOOD AUSTRALIA

InfoBite

What are temporary food premises?

Temporary food premises are structures that are:

- used to sell food at occasional events like a fete, market or show
- dismantled after the event, like a stall, tent or barbeque stand.

They can also include parts of structures or land, and permanent structures not owned or leased by the business and used occasionally (e.g. a community hall).

What are the requirements?

Food businesses using temporary premises must comply with the Food Standards Code, including:

- Standard 3.2.2 - Food Safety Practices and General Requirements
- Standard 3.2.3 Food Premises and Equipment
- Part 1.2 - Labelling and Other Information Requirements

Getting started

- before you start your business you must notify your local council
- charities and community groups may not need to notify if only low-risk food is sold – check with your council

Food safety skills and knowledge

- everyone in your business who handles food needs to know how to keep it safe to eat
- you or someone in your business may need formal training e.g. a certified food safety supervisor – check with your local council
- fundraising events selling only low-risk foods (e.g. canned drinks, packaged lollies) or food that is cooked on-site and eaten straightaway (e.g. sausage sizzle) may be exempt from training
- regardless, all food handlers must meet health, hygiene and other food safety standards requirements

Premises design

- the temporary premises where your food is handled should be designed and fitted out to handle food safely and avoid contamination
- see the diagram for a guide to stall design - check with your council to be sure

Prevent contamination

- protect food at all times from pests, dirt, animals, chemicals, waste and people
- keep food contact surfaces like table tops, utensils and containers clean and sanitary
- wash and dry hands thoroughly before handling food
- do not handle food if you are sick
- keep raw foods separate from ready-to-eat foods – e.g. use different cutting boards, store raw food away from ready-to-eat food
- use food-safe containers and wrapping
- use a drinking-quality water supply

Safe food temperatures

- potentially hazardous foods (e.g. food that contains meat, egg and dairy) must be kept cold (5°C or colder) or hot (60°C or hotter) during receipt, storage, display and transport
- prepare food quickly to minimise time out of the fridge
- cook food to safe temperatures (e.g. 75°C for poultry and minced meat)
- cool cooked food quickly to store in the fridge and within required timeframes
- know the critical limits for safety (e.g. acidity, water activity) for the processes you use

More information

Safe Food Australia, a guide to the food safety standards in Chapter 3 of the Code, covers temporary premises in Appendix 9. The guide and more InfoBites are available at www.foodstandards.gov.au/safefood or email information@foodstandards.gov.au.

Temporary food premises

SAFE FOOD AUSTRALIA

InfoBite

Image courtesy of City of Gold Coast

Temporary food premises

SAFE FOOD AUSTRALIA

InfoBite

Image courtesy of City of Gold Coast

Keeping food at the right temperature

As a food business you need to keep potentially hazardous food at certain temperatures to make sure it stays safe to eat.

SAFE FOOD AUSTRALIA
InfoBite

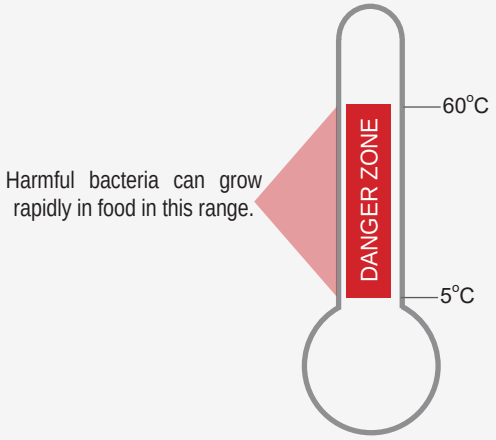
Potentially hazardous foods

Potentially hazardous foods are foods that need to be kept at certain temperatures to minimise the risk of dangerous microorganisms or toxins. They include:

- raw and cooked meat or poultry
- foods containing eggs (cooked or raw)
- dairy products like milk, cream and fresh custard
- seafood
- sprouted seeds (like beans and alfalfa)
- cut fruit and vegetables
- cooked rice, and fresh or cooked pasta
- sandwiches, pizzas and sushi.

Keep it cold, keep it hot, or make it quick

If you need to have the food at temperatures between 5ºC and 60ºC for any time (for example while preparing a meal on a kitchen bench) then this should be done as quickly as possible.



Food must be kept under temperature control at all other times including when it is received, stored, displayed or transported.

Safe temperature guide

Generally, potentially hazardous food must always be at 5ºC or colder, or 60ºC or hotter to keep it safe.

You can only keep food at another temperature if you can show it stays safe at that temperature.

Checking the temperature

Use a thermometer to check the temperature of food to make sure it's at a safe temperature.

The best way to check is to use a probe thermometer and insert it into the thickest part of the food.

If you can't insert the thermometer because the food is packaged, then lay the thermometer lengthwise along the package, or use a scanner-type thermometer to check the food's temperature.

Need more information?

Safe Food Australia is a guide to the food safety standards in Chapter 3 of the Food Standards Code. Potentially hazardous food is explained in Appendix 1 and 2. Specific requirements are covered under Standard 3.2.2 clauses 5, 6, 8 and 10.

Copies of the guide, some translated fact sheets and other information is available at www.foodstandards.gov.au/safefood or by emailing information@foodstandards.gov.au.

Storing food safely

If you're a food business, you need to keep food protected from contamination and at the right temperature so it stays safe to eat.

SAFE FOOD AUSTRALIA
InfoBite

What are the requirements?

Under Standard 3.2.2 - Food Safety Practices and General Requirements, food businesses need to store food in a way that keeps it safe and suitable.

Reduce your risk

- keep storage areas clean, dry and free of pests
- use food-safe containers, covers and packaging to protect food
- store potentially hazardous food at 5°C or colder – check it with a thermometer
- store raw food like meat and seafood separately or below ready-to-eat foods to avoid contamination from meat juices etc.
- make sure frozen food stays frozen hard
- check that food packaging is undamaged
- don't store food in warm or humid areas or in direct sunlight if this could spoil the food or make it unsafe
- store food, containers and packaging off the ground and away from chemicals like cleaners and insect sprays.

How long can I store food?

Follow the manufacturer's storage instructions to be sure food stays safe and suitable for its expected shelf life.

Generally, unpackaged potentially hazardous ready-to-eat food should not be stored for more than 5 days. Food containing raw or low-cooked eggs should generally not be kept longer than 24 hours.

Tips for refrigeration

- regularly maintain and service your refrigerators
- don't overstock refrigerators, so chilled air can circulate
- check food temperatures directly with a thermometer to make sure food is at the right temperature
- check date marks on stock, sell older food first and discard food that is past its 'Use by' date
- don't leave food out of the refrigerator for any longer than you really need to
- don't open refrigerator doors too often or leave them open for long periods
- if opening packaged food, make sure you can still read the date marking and follow the manufacturer's instructions.

Need more information?

Safe Food Australia is a guide to the food safety standards in Chapter 3 of the Food Standards Code. Food storage is covered under Standard 3.2.2 clause 6. Potentially hazardous food is explained in Appendix 1.

Copies of the guide, some translated fact sheets and other information is available at www.foodstandards.gov.au/safefood or by emailing information@foodstandards.gov.au.

Starting or changing a food business

If you're starting a new food business or changing the business name, location or activities of your current food business you must tell your food enforcement agency.

SAFE FOOD AUSTRALIA
InfoBite

What are the requirements?

Under Standard 3.2.2 - Food Safety Practices and General Requirements, if you're starting a new food business or changing the business's name, location or activities you must tell your food enforcement agency.

A list of food enforcement agencies is available at www.foodstandards.gov.au/enforcement.

Do I need to notify?

- No matter how big or small your food business is, or if it's home-based, online, mobile, a 'once only' activity, or you are using a permanent or temporary premises, you have to tell authorities about your business.
- Even if you're not a typical food business i.e. a chemist, cinema, petrol station or swimming pools - you need to notify authorities if you sell any food.
- Charities and community organisations generally also need to tell authorities when planning events that involve selling food.

What do they need to know?

- contact details including the business's name, address and owner's name
- business type and size
- foods you make or supply
- details on supplying people at most risk of becoming ill (e.g. children or elderly)
- location of all your food premises in the enforcement agency's area
- for mobile businesses, all sites you work at and/or where you house your van.

How often should I be in touch?

- You generally only need to tell authorities about your business once, as long as the information you gave is still right.
- If there are any changes you must tell the authorities **before** these changes happen.

Need more information?

Safe Food Australia is a guide to the food safety standards in Chapter 3 of the Food Standards Code. Notification is covered under 3.2.2 clause 4.

Copies of the guide, some translated fact sheets and other information is available at www.foodstandards.gov.au/safefood or by emailing information@foodstandards.gov.au.

Skills for food handlers

It's important your food handlers and their supervisors have the skills and knowledge to handle food properly so that it's safe to eat.

SAFE FOOD AUSTRALIA
InfoBite

What are the requirements?

Under Standard 3.2.2 - Food Safety Practices and General Requirements, you must make sure the people who handle food, and their supervisiors, have the skills and knowledge to keep food safe and suitable to eat.

What training is needed?

Formal training in specific courses is not generally needed. But some states or territories have compulsory training requirements e.g. for a food safety supervisor (check with your local council).

Some training options include:

- in-house training by experienced staff
- online training courses (e.g. "I'm Alert")
- having operating rules that set out staff tasks and responsibilities
- employing staff with formal industry-based training
- written material, videos, animations, interactive training
- training in languages other than English.

What if i'm a charity or community group?

Charities and community groups using volunteers to sell only low-risk foods (e.g. canned drinks, packaged lollies) or food that is cooked on site and eaten straightaway (e.g. a sausage sizzle) do not have to have food handling skills and knowledge. Regardless of this, all food handlers still need to meet health, hygiene and other food safety standards requirements. Check with your local council for any specific requirements.

Reduce your risk

- Discuss food safety and hygiene with your team, including who is responsible for which tasks and how they manage things to keep food safe.
- Provide clear instructions and operating procedures.
- Remind your team about food safety often and provide refresher training to keep them up to date.
- Keep records of who has received what training and when.
- If you have new staff or new practices (e.g. new recipe or equipment), make sure everyone involved knows what to do and how to do it.

Need more information?

Safe Food Australia is a guide to the food safety standards in Chapter 3 of the Food Standards Code. Skills and knowledge are covered under Standard 3.2.2 clause 3.

Copies of the guide, some translated fact sheets and other information is available at www.foodstandards.gov.au/safefood or by emailing information@foodstandards.gov.au.

Receiving food

If you're a food business, it's important to only accept delivery of food you are sure is safe and suitable.

SAFE FOOD AUSTRALIA
InfoBite

What are the requirements?

Under Standard 3.2.2 - Food Safety Practices and General Requirements, food businesses must do everything they can to make sure they only receive food that is safe and suitable.

This generally means the food is delivered:

- from a known supplier
- protected from contamination, and
- at a safe temperature.

Reduce your risk

- make sure you can identify all food that is delivered and you know the supplier's name and address
- ask your suppliers to protect food from contamination (e.g. in food-safe packaging)
- make sure someone is on-site to inspect food as it is delivered
- check delivered food is properly covered or packaged
- check there is no mould, insects, droppings or foreign objects (like glass or metal) in the food
- check the 'Use by' date of items has not passed
- if the food is potentially hazardous, check it is delivered at the correct temperature.

Potentially hazardous food

- Formally agree with your delivery business what temperature food will be delivered at, or a safe time period.
- Check frozen food is delivered frozen hard.
- Check chilled food is delivered at 5°C or colder.
- Check hot food is delivered at 60°C or hotter.
- If you have agreed to accept food between 5°C and 60°C, check the delivery has not taken longer than the agreed time (check departure and arrival times).
- Keep food under temperature control once you have received it.

Need more information?

Safe Food Australia is a guide to the food safety standards in Chapter 3 of the Food Standards Code. Food receipt is under Standard 3.2.2 clause 5 and potentially hazardous food is explained in Appendix 1 and 2.

Copies of the guide, some translated fact sheets and other information is available at www.foodstandards.gov.au/safefood or by emailing information@foodstandards.gov.au.

Processing food safely

If you're a food business that processes food, it's important to use correct processing techniques so the food stays safe to eat.

Safe Food Australia InfoBite

What are the requirements?

Under Standard 3.2.2 - Food Safety Practices and General Requirements, food businesses must ensure all food is processed in a way that keeps it safe and suitable.

This means the food is protected from contamination, processed using known safe techniques and kept at a safe temperature.

Reduce your risk

Start with safe food

- ✓ Before you process food, make sure it is safe and suitable (e.g. ingredients from reliable suppliers, safely stored, inspected).

Prevent food contamination

- ✓ Make sure food handlers know how to correctly use processing equipment and maintain good hygiene.
- ✓ Keep food processing areas clean.
- ✓ Clean and sanitise food contact surfaces before use (e.g. chopping boards, cutting and mixing blades, probe thermometers).
- ✓ Use separate equipment or areas for preparing raw and ready-to-eat foods, or clean thoroughly between uses.

Use processing steps known to achieve food safety

- ✓ Know the critical limits for temperature, time, pH and water activity used for your food processing steps.
- ✓ When cooking or pasteurising, ensure the time and temperature makes food safe (e.g. cook chicken and mince to an internal temperature of ≥75°C).
- ✓ When using other processes such as acidification, fermentation and drying, make sure the food reaches the correct critical limit (e.g. pH ≤4.2 to prevent *Salmonella* growth).

Keep food at safe temperatures

- ✓ For potentially hazardous food, keep it cold, keep it hot or make it quick. See next section.

For potentially hazardous food:

- Minimise the time food spends in the temperature danger zone (between 5°C and 60°C).
- Keep track of this time to keep food safe: generally, it should not exceed 4 hours.

Rapidly cool cooked foods:

- ➢ within 2 hours, from 60°C to ≤21°C
- ➢ then within the next 4 hours, from 21°C to ≤5°C.

Check food during cooling to be sure these times and temperatures are met.

Tips for faster cooling:

- portion foods into shallow containers
- use rapid cooling equipment (e.g. blast chillers)
- frequently stir foods with cleaned and sanitised utensils
- use ice or iced water baths
- check cool air can circulate around food containers.

Rapidly reheat cook-cooled foods:

- Reheat foods to ≥60°C as quickly as possible (e.g. by microwave or oven) *before* transferring to hot-holding equipment such as bain maries.
- Avoid repeated heating and cooling, to reduce the time food is in the danger zone.

Need more information?

Safe Food Australia is a guide to the food safety standards of Chapter 3 of the Food Standards Code. Processing food is under 3.2.2 clause 7. Potentially hazardous food is explained in Appendix 1, using time as a control is in Appendix 2, critical processing limits are in Appendix 3, useful templates are in Appendix 8. Copies of the guide and other materials are available at www.foodstandards.gov.au or email information@foodstandards.gov.au

Controlling pests

If you're a food business, it's important that you keep food safe and protected from pests and the harmful microorganisms they can carry.

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InfoBite

What are the requirements?

Under Standard 3.2.2—Food Safety Practices and General Requirements, your business must do everything it reasonably can to prevent pest problems.

This means:

- pests are stopped from entering or living in your food premises
- pests are eradicated from your premises and vehicles used to transport food.

Tips

- enclose food preparation areas as much as possible
- only prepare low-risk foods in open areas (e.g. coffee)
- store and display food under covers, behind protective guards or enclosed display cabinets/fridges
- keep uncovered food away from pest control devices
- provide and maintain mesh screens on windows, doors and other openings and install weather strips at the base of doors
- provide self-closing doors, double doors or air curtains at door entries
- keep doors closed when not in use
- if you have an open-front food business, only have small servery openings that can be opened and closed
- make sure there are no holes, cracks or gaps in ceilings, walls and floors—including sealing around service pipes, wires, etc.
- keep food and waste in sealed containers and regularly remove rubbish
- use pest repellent and trap devices (e.g. at entrances and exits)
- keep food premises and transport vehicles clean and tidy
- if your business can't manage pests properly you should call in professional help.

Reduce your risk

Use a good pest management plan that covers:

- the types of pests and treatments to be used
- areas that need inspection and treatment (e.g. behind appliances and equipment, inside wall cavities and cupboards, under and inside boxes and packaging)
- locations of pest control devices and pesticides. Place them where pesticides or killed pests can't come in contact with food or food contact surfaces (e.g. not above food preparation areas). Keep a site map of where devices and pesticides are located
- how often inspections and treatments need to be done - this will depend on the location, climate, food activities, type of pests and activity. Regular inspections and treatments will ensure expired pesticides aren't used and baits are replaced or reset and dead pests are removed.

Make sure you use pesticides that are approved for use in food premises and include safety and expiry information.

Should I keep records?

It's a good idea to keep reports of any pest inspections and treatments done. The report should include dates, type of pest activity, chemicals/controls used and recommended actions. Any recommended actions should be done as soon as you can.

Need more information?

Safe Food Australia is a guide to the food safety standards in Chapter 3 of the Food Standards Code. Pests are covered under Standard 3.2.2 clause 24 and in Appendix 7.

Copies of the guide, some translated fact sheets and other information is available at www.foodstandards.gov.au/safefood or by emailing information@foodstandards.gov.au.

Mobile food businesses

If you're a mobile food business, you need to meet the same food safety requirements as other food businesses, regardless of the size of your business or how often you sell food.

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Am I a mobile food business?

Mobile food businesses use food premises designed to be permanent but movable, including:

- food vans, trucks, trailers, bicycles, boats, planes and portable buildings (e.g. shipping containers)
- vehicles used for on-site food preparation (e.g. hamburgers, hot dogs and kebabs, coffee, juices, popcorn and fairyfloss), and the sale of any type of food including prepackaged food.

Food vending machines may be considered mobile premises in some areas – check with your council.

Vehicles only used to transport food are not considered to be mobile premises.

What are the requirements?

Mobile food businesses must comply with relevant parts of the Food Standards Code, including:

- Standard 3.2.2 - Food Safety Practices and General Requirements
- Standard 3.2.3 Food Premises and Equipment
- Part 1.2 - Labelling and Other Information Requirements.

Getting started

- before you start your business, you need to notify the council where your business vehicle is garaged
- you may also need to notify other councils you intend to work in
- if you change your business's name, location or food activities you need to tell your council before these changes are made

Food safety skills and knowledge

- everyone in your business who handles food must know how to keep it safe to eat
- you or someone in your business may need formal training e.g. a certified food safety supervisor – check with your local council

Premises design

Your premises should be designed and fitted out to handle food safely and avoid contamination. Make sure you have:

- a layout and enough space to work without contaminating food (e.g. to keep raw and cooked food separate and waste away from food)
- permanent basin/s used only for hand washing with warm running water, soap and single use towels
- fixtures, fittings and equipment like sinks and dishwashers that are designed to be connected to a water supply must be plumbed-in
- fridges that can keep food at 5°C or colder (and frozen food frozen hard) and suitable equipment for hot-holding food at 60°C or above
- enough storage to protect food and packaging
- floors, walls and benches that can be easily cleaned
- a supply of drinking-quality water and good light and ventilation
- a system to safely store and dispose of waste
- convenient toilet facilities (e.g. your own portaloo or a nearby building's facilities) for your food handlers.

Check with your council for advice and to make sure you are set up correctly.

Mobile food businesses

SAFE FOOD AUSTRALIA

InfoBite

Top food safety tips

Prevent contamination

- protect food at all times during storage, processing, transport and display
- thoroughly wash and dry hands before handling food: use warm running water and soap – scrub wrists, palms, backs of hands, between fingers and under nails, and then dry hands using single-use towels
- do not handle food if you are ill
- keep raw foods separate from ready-to-eat foods – e.g. use different cutting boards, store raw food below ready-to-eat food
- protect food from pests, waste, chemicals, dirt, animals and people.

Cleaning and sanitising

- keep the premises clear of rubbish, food waste, dirt and grease
- keep food contact surfaces like benches, utensils and containers clean and sanitary
- clean before you sanitise
- sanitise using bleach, a commercial food-safe sanitiser or a dishwasher on longest hottest cycle

Food traceability

- keep records of your ingredients and suppliers, and businesses you've sold to
- if you are a food manufacturer, wholesale supplier or importer, have a written recall plan and follow it if a recall is needed

Safe food temperatures & processing

- potentially hazardous foods (e.g. food containing meat, egg and dairy) need to be kept cold (5°C or colder) or hot (60°C or hotter) during receipt, storage, display and transport
- prepare food quickly to minimise time out of the fridge (e.g. when making sandwiches)
- cook food to safe temperatures (e.g. 75°C for poultry and minced meat)
- cool cooked food quickly to store in the fridge (e.g. by dividing into smaller portions in the fridge) – within required timeframes
- check temperatures with a food thermometer
- know the critical limits for safety (e.g. acidity, water activity) for processes you use

More information

Safe Food Australia is a guide to the food safety standards in Chapter 3 of the Food Standards Code. Mobile businesses are covered in Appendix 9. The guide, some translated fact sheets and more InfoBites are available at www.foodstandards.gov.au/safefood or email information@foodstandards.gov.au

Home-based food business

If you're a home-based food business, you need to meet the same food safety requirements as other food businesses—regardless of the size of your business or how often you sell food.

SAFE FOOD AUSTRALIA
InfoBite

Am I a home-based food business?

Home-based food businesses use their home (or someone else's) to handle food for sale. This includes preparing food for local markets or school canteens, catering for events, B&Bs, farm-stay or childcare businesses and online food sales from home.

What are the requirements?

Home-based businesses must comply with relevant parts of the Food Standards Code, including:

- Standard 3.2.2 - Food Safety Practices and General Requirements
- Standard 3.2.3 Food Premises and Equipment
- Part 1.2 - Labelling and Other Information Requirements

Food safety officers can inspect home businesses to make sure these requirements are being met.

Getting started

- before you start your business, you must notify your local council
- if you change your business's name, location or food activities you need to tell your local council before these changes are made

Food safety skills & knowledge

- everyone in your business who handles food must know how to keep it safe to eat
- you or someone in your business may need formal training e.g. a certified food safety supervisor – check with your local council

Premises design

Your premises should be designed and fitted out to handle food safely and avoid contamination.

Make sure you have:

- a layout and enough space for people to work without contaminating food (e.g. to keep raw and cooked foods separate and to keep waste away from food)
- convenient hand wash basin/s with warm running water, soap and single-use towels – if you use this sink for other things (e.g. washing dishes or a laundry sink) you will need written approval from your local council
- fridges that are big enough and powerful enough to keep food at 5°C or colder (and frozen food frozen hard)
- enough storage to protect food and packaging
- floors, walls and benches that can be easily cleaned
- a supply of drinking-quality water and good light and ventilation
- a system to safely store and dispose of waste.

Check with your local council for advice and to make sure you are set up correctly.

Home-based food business

SAFE FOOD AUSTRALIA
InfoBite

Top food safety tips for home-based businesses:

Prevent contamination

- protect food at all times during storage, processing, transport and display
- thoroughly wash and dry hands before handling food: use warm running water and soap – scrub wrists, palms, backs of hands, between fingers and under nails, and then dry hands using single-use towels
- do not handle food if you are ill
- keep raw foods separate from ready-to-eat foods – e.g. use different cutting boards, store raw food below ready-to-eat food
- protect food from pets, children and visitors, sick people, waste, chemicals, pests and dirt

Cleaning and sanitising

- keep the premises clear of rubbish, food waste, dirt and grease
- keep food contact surfaces like benches, utensils and containers clean and sanitary
- clean before you sanitise
- sanitise using bleach, a commercial food-safe sanitiser or a dishwasher on longest hottest cycle

Food traceability

- keep records of your ingredients and suppliers, and businesses you've sold to
- if you are a food manufacturer, wholesale supplier or importer, have a written recall plan and follow it if a recall is needed

Safe food temperatures & processing

- potentially hazardous foods (like those containing meat, egg and dairy) need to be kept cold (at 5°C or colder) or kept hot (at 60°C or hotter) during receipt, storage, display (or hot holding) and transport
- prepare food quickly to minimise time out of the fridge (e.g. when making sandwiches)
- cook food to safe temperatures (e.g. 75°C for poultry and minced meat)
- cool cooked food quickly to store in the fridge (e.g. by dividing into smaller portions in the fridge) – within required timeframes
- check temperatures with a food thermometer
- know the critical limits for safety (e.g. acidity, water activity) for processes you use

More information

Safe Food Australia is a guide to the food safety standards in Chapter 3 of the Food Standards Code. Home-based businesses are covered in Appendix 10.

Copies of the guide, some translated fact sheets and a full set of infoBite fact sheets is available at www.foodstandards.gov.au/safefood or by emailing information@foodstandards.gov.au.

Health and hygiene - advice for food handlers

If you're a food handler, making sure you don't contaminate food through illness or unclean habits is very important to keep food safe to eat.

SAFE FOOD AUSTRALIA
InfoBite

What are the requirements?

Under Standard 3.2.2 - Food Safety Practices and General Requirements, as a food handler you need to do whatever you can to make sure you do not make food unsafe or unsuitable.

Be clean and careful

- wash and dry your hands thoroughly
- stop hair, clothes, jewellery or phone touching food or surfaces (e.g. tie hair back, remove loose jewellery, cover open sores)
- don't touch ready-to-eat food with your bare hands - use tongs or gloves
- wear clean clothing and aprons
- do not eat, spit, smoke, sneeze, blow or cough over food or surfaces that touch food.

You need to tell your supervisor if you think you are sick or have contaminated food in any way.

What if I'm sick?

Some illnesses can be passed to people through food – these are called foodborne illnesses (e.g. gastro and hepatitis A).

If you know or think you have a foodborne illness (e.g. you have vomiting, diarrhoea or fever):

- tell your supervisor
- do not handle food if it's likely to become contaminated
- only return to food handling when a doctor says you are well enough (usually 48 hours after symptoms have stopped).

Wash your hands properly

- use the sink provided just for hand washing
- wet your hands under warm running water
- lather them with soap and thoroughly scrub fingers, palms, wrists, back of hands and under nails for about 15 seconds
- rinse hands under warm running water
- turn off taps using a paper towel or elbow
- thoroughly dry your hands with a single-use towel.

When to wash your hands

- before you start handling food or go back to handling food after other tasks
- before working with ready-to-eat food after handling raw food
- after using the toilet
- after smoking, coughing, sneezing, using a handkerchief or tissue, eating or drinking
- after touching your hair, scalp, nose, etc.
- after doing anything else that could make your hands dirty, like handling garbage, touching animals or children, or cleaning duties.

Need more information?

Safe Food Australia is a guide to the food safety standards in Chapter 3 of the Food Standards Code. Health and hygiene is under Standard 3.2.2 clauses 13-18. Hand basins, toilets and storage are also in Standard 3.2.3 clauses 14-16.

Copies of the guide, some translated fact sheets and other information is available at www.foodstandards.gov.au/safefood or by emailing information@foodstandards.gov.au.

Health and hygiene - advice for food businesses

If you're a food business, making sure no-one contaminates your food because of illness or unclean habits is important to keep food safe to eat.

SAFE FOOD AUSTRALIA
InfoBite

What are the requirements?

Under Standard 3.2.2 - Food Safety Practices and General Requirements, food businesses need to do whatever they can to make sure no-one on their premises contaminates food.

Under Standard 3.2.3 - Food Premises and Equipment, businesses need to provide staff with hand washing facilities, toilets and storage space for personal belongings.

Notifying the supervisor

Food handlers must tell their supervisor if they know, or think, they are sick (food poisoning, gastro etc) or have a skin infection, runny nose or similar condition that could contaminate food.

They must also tell their supervisor if they know, or think, they have contaminated food.

Supervisors must respect the privacy of this information e.g. tell only the business owner or a food enforcement officer if needed.

Need more information?

Safe Food Australia is a guide to the food safety standards in Chapter 3 of the Food Standards Code. Health and hygiene is under Standard 3.2.2 clauses 13-18. Hand basins, toilets and storage are also in Standard 3.2.3 clauses 14-16.

Copies of the guide, some translated fact sheets and other information is available at www.foodstandards.gov.au/safefood or by emailing information@foodstandards.gov.au.

Reduce your risk

- only food handlers should be in food preparation or packing areas
- if other people (like tradespeople) need to be in these areas supervise them to make sure they don't touch, sneeze etc over food or surfaces
- if a food handler has an illness that could be passed on through food, don't let them handle food or food surfaces. They should only handle food once a doctor has confirmed they are well enough
- make sure your food handlers cover open sores and don't have a runny nose etc.
- educate your team about their health and hygiene responsibilities e.g. with posters, leaflets or training videos
- provide convenient hand wash basins:
  - that are only used for washing hands, arms and faces (e.g. not kitchen sink)
  - with warm running water* and soap
  - with single-use towels (or similar)
- provide convenient toilets
- provide storage space for personal belongings
- discourage smoking and spitting by using signs and not providing ashtrays in food preparation areas.

* temporary stalls might not have to provide warm water (check with your local council).

Food recalls

If you're a food manufacturer, wholesaler or importer it's important to know how to recall unsafe food as quickly as possible to avoid people becoming sick or injured from eating it.

SAFE FOOD AUSTRALIA
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What are the requirements?

Under Standard 3.2.2 - Food Safety Practices and General Requirements, if you're a food manufacturer, wholesale supplier or importer, you must be able to recall unsafe food. That means your business needs to:

- have a written recall plan in place
- use the plan if a recall is needed
- show the plan to an authorised officer if asked.

All food businesses must make sure that any recalled food on their premises is clearly identified and held separate from other food until it is dealt with.

Getting it right

Have a recall plan that includes:

- ✓ who will recall your food and their responsibilities
- ✓ who to contact, including the food enforcement agency where your business's head office is located and FSANZ
- ✓ contact details of everyone the product has been sent to
- ✓ product name, date mark, batch code and other identifiers
- ✓ arrangements for telling your customers and the public (if needed) about the food, and someone they can contact if they have questions
- ✓ arrangements to retrieve food that has been returned to supermarkets or other outlets
- ✓ a system to record how much food was distributed and how much is unaccounted for.

Be prepared

As a food manufacturer, wholesale supplier or importer you need to have a written recall plan in place so you can quickly stop distribution and sale of unsafe food.

It's a good idea to check that your recall plan works by doing a practice recall.

Regardless of what type of business you are, you should know where the food you sell comes from in case it needs to be recalled.

Need to recall a food product?

Visit foodstandards.gov.au/recalladvice for information on recalls including:

- a step-by-step guide
- a checklist and timeline of food recall tasks
- a simple template to help you with your food recall plan.

Need more information?

Safe Food Australia is a guide to the food safety standards in Chapter 3 of the Food Standards Code.

Copies of the guide, some translated fact sheets and other information is available at www.foodstandards.gov.au/safefood or by emailing information@foodstandards.gov.au.

Food packaging

If you're a food business, it's important to know what types of packaging are safe to use with your food products.

SAFE FOOD AUSTRALIA
InfoBite

What are the requirements?

Under Standard 3.2.2 - Food Safety Practices and General Requirements, food businesses must:

- only use packaging material that is fit for its intended purpose
- only use material that is not likely to cause food contamination
- ensure there is no likelihood that the food may become contaminated during the packaging process.

What are the risks?

Packaging can potentially make food unsafe or unsuitable, for example if:

- something contaminates food during the packaging process
- harmful microorganisms get into food from dirty or damaged packaging
- parts of the packaging break off into food (e.g. glass or plastic fragments)
- chemicals leach from packaging into food.

Chemicals in food packaging

Chemicals can leach from some food packaging under certain conditions. Things that can affect leaching into food include:

- whether the packaging has direct or indirect contact with food
- type of food (e.g. some packaging is unsuitable for oily or acidic foods)
- storage conditions (e.g. time, temperature, humidity)
- whether the food will be microwaved or heated in the packaging
- cleaning and sanitising the packaging for reuse
- use of recycled materials for packaging.

The Chemicals in food packaging web page at www.foodstandards.gov.au has further information.

Reduce your risk

Choose the right packaging:

- only use clean, undamaged, food-safe packaging
- buy from a reputable source
- know the composition of your food and check the packaging is suitable (ask the supplier or manufacturer for assurance or certification that the material is food-safe)
- check manufacturer's instructions or symbols to confirm the packaging can take the conditions it will be exposed to, such as freezing, microwaving, or use in dishwashers

Use packaging correctly:

- handle with good hygienic practices
- store in a secure and clean place
- consider how long and where food will be stored in the packaging and check it will stay safe under those conditions
- use appropriate cleaning and sanitising methods
- only reuse packaging or other materials if safe for food (e.g. don't repeatedly use packaging designed for single use)
- consider using a food-safe inner liner if there's a risk of chemicals leaching into food.

Need more information?

Safe Food Australia is a guide to the food safety standards in Chapter 3 of the Food Standards Code. Food packaging is under Standard 3.2.2 clause 9.

Copies of the guide, some translated fact sheets and other information is available at www.foodstandards.gov.au or by emailing information@foodstandards.gov.au

Displaying food

If you're a food business that displays food, it's important to protect it from contamination and keep it at the right temperature so it stays safe to eat.

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What are the requirements?

Under Standard 3.2.2 - Food Safety Practices and General Requirements, food businesses need to make sure they display food in a safe and suitable way.

Reduce the risk

- make sure potentially hazardous food is displayed at a safe temperature
- use cabinets or wind shields
- keep food away from open windows, doors, fans and insect sprays or zappers
- keep food out of reach of children
- protect food with food-grade cling wrap, bags, paper strips or containers
- separate ready-to-eat foods from raw foods
- avoid topping up dishes to prevent cross-contamination between batches
- use platters, containers and benches that are easy to clean and sanitise
- use signs to help customers use serving utensils
- keep unpackaged, ready-to-eat food (e.g. muffins) that is displayed on counters behind a barrier.

Displaying hot food

EXAMPLE: A takeaway stall displays hot curries and rice using bain-maries. The food is kept at 45°C to stop the food from drying out too quickly.

This temperature is unsafe as it can allow harmful bacteria to grow in the food.

Ideally, the temperature should be raised to 60°C or hotter and checked regularly unless the stall holder can prove it is safe, e.g. by only displaying the food for a short period of time (using time as a control).

Self-serve displays

You need to take extra care when displaying unpackaged food for self service (i.e. salad and sushi bars, smorgasbords, bakery displays).

You must provide separate serving utensils and barriers to protect food from people's hands, sneezes, coughs, etc as well as supervision so you can act quickly if someone contaminates it.

Potentially hazardous food

Potentially hazardous food must be displayed in a way that prevents harmful microorganisms growing to unsafe levels or producing toxins. This means:

- food should be displayed at 5°C or below or 60°C or above
- frozen food on display must stay frozen hard.

If you are worried that food may lose quality at these temperatures you can use another temperature if you can show it is safe e.g. by using time as a control.

You need to have the right skills and knowledge to ensure the food on display remains safe to eat.

TIP: Keep records of the times and temperatures that food is displayed at to make sure your display equipment is working properly and temperatures are safe.

Need more information?

Safe Food Australia is a guide to the food safety standards in Chapter 3 of the Food Standards Code. Food display is covered under Standard 3.2.2 clause 8. Using time as a control is explained in Appendix 2.

Copies of the guide, some translated fact sheets and other information is available at www.foodstandards.gov.au/safefood or by emailing information@foodstandards.gov.au.

Cooling and reheating food

When cooling or reheating food, it's important to do it right to keep it safe from harmful microorganisms and toxins that can cause food poisoning.

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What are the requirements?

Under Standard 3.2.2 - Food Safety Practices and General Requirements, food businesses must make sure potentially hazardous food (like egg or meat dishes) is cooled or reheated quickly so harmful microorganisms don't get a chance to grow to unsafe levels.

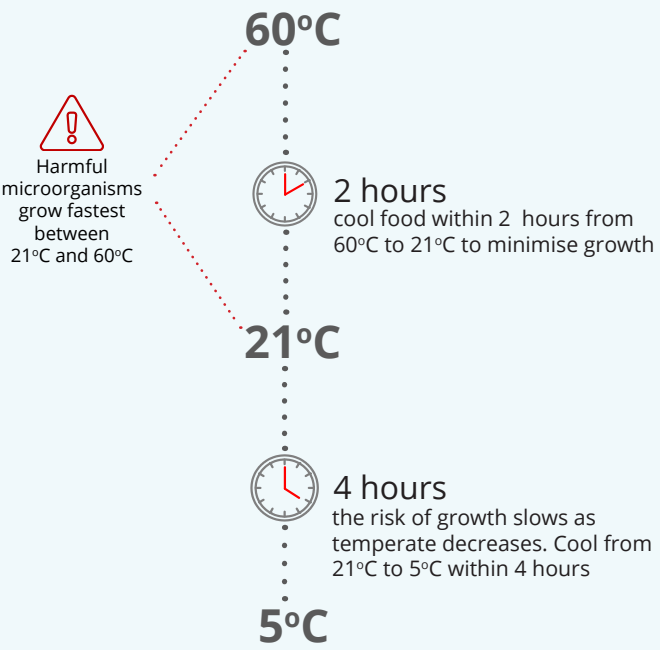
Reheating

If you are reheating potentially hazardous food to hot hold, you must heat it quickly to 60°C or hotter — ideally in two hours or less.

Cooling

When cooling cooked potentially hazardous food, it must be cooled to 21°C in two hours or less, then cooled further from 21°C to 5°C in four hours or less.

You can use a different cooling process but you must be able to show that it keeps the food safe.



Tips for cooling food quickly

- divide food into smaller portions in shallow containers to cool, being careful not to contaminate the food as you do this
- use rapid-cooling equipment (e.g. a blast chiller)
- stir liquid foods such as gravy often, using a clean and sanitised utensil
- use water or ice water baths
- allow air to flow freely around the cooling container (e.g. on a rack rather than the floor)
- add ice as an ingredient
- check temperature with a probe thermometer.

Tips for heating food quickly

- use a microwave, oven or stove top to rapidly reheat it to at least 60°C
- don't heat food using bain maries, pie warmers or other equipment designed only to hold food hot - this is likely to take too long or not heat the food enough to keep it safe
- heat food to 60°C or hotter before transferring to hot-holding equipment
- avoid reheating potentially hazardous food more than once, so it doesn't go through multiple warming periods
- check temperature with a probe thermometer.

Need more information?

Safe Food Australia is a guide to the food safety standards in Chapter 3 of the Food Standards Code. Cooling and reheating is covered under Standard 3.2.2 clause 7.

Copies of the guide, some translated fact sheets and other information is available at www.foodstandards.gov.au/safefood or by emailing information@foodstandards.gov.au.

Cleaning and sanitising

As a food business, cleaning and sanitising are important ways to prevent harmful microorganisms or other things contaminating food and making it unsafe to eat.

SAFE FOOD AUSTRALIA
InfoBite

What are the requirements?

Under Standard 3.2.2 - Food Safety Practices and General Requirements, food businesses need to keep their premises, fixtures, fittings, equipment and food transport vehicles clean and sanitary. This means:

- things like food scraps, garbage, dirt, grease etc should not be left to accumulate
- utensils and surfaces that come in contact with food should be clean and sanitary.

Cleaning vs sanitising

Cleaning is removing general dirt, grease and food waste. Santising destroys microoganisms.

You need to clean items before you sanitise them.

Getting it right

Cleaning:

- ✓ pre-clean utensils by scraping or wiping food scraps off surfaces and rinse with water
- ✓ wash with hot water and detergent to remove grease and food residue (soak if needed)
- ✓ rinse off the detergent.

Sanitising:

- ✓ soak items in very hot water (77°C for 30 sec) or in diluted bleach, or
- ✓ saturate items with 70% alcohol, or
- ✓ use a commercial sanitiser and follow the manufacturer's instructions, or
- ✓ use a dishwasher that can sanitise (usually the longest hottest setting)
- ✓ air-drying is best
- ✓ where you can, remove parts like stab mixer sticks and slicer blades to sanitise.

Tips for using bleach

- use plain bleach to minimise the risk of it contaminating or tainting items
- for cold water, use 100 ppm chlorine – add 10 ml commercial bleach or 25 ml household bleach to 10L water
- for warm water, use 50 ppm chlorine – add 5 ml commercial bleach or 12.5 ml household bleach to 10L water
- contact time is usually 10–30 seconds but check the manufacturer's instructions
- throw diluted bleach away after 24 hours.

Tips for using your dishwasher

- follow the manufacturer's instructions and use the right detergent or sanitising chemical
- scrape or rinse excess food off before placing in the dishwasher
- place items in a way so that water can reach all surfaces
- use the longest, hottest cycle (or the program designed for sanitation)
- check that items are clean and dry when the cycle ends
- use clean hands to unpack the dishwasher
- clean and service the dishwasher regularly (including filters).

Need more information?

Safe Food Australia is a guide to the food safety standards in Chapter 3 of the Food Standards Code. Cleaning and sanitising are covered under Standard 3.2.2 clause 19 and 20 and in Appendix 6 and 8.

Copies of the guide, some translated fact sheets and other information is available at www.foodstandards.gov.au/safefood or by emailing information@foodstandards.gov.au.

Animals

If you're a food business, assistance animals must be allowed in areas open to customers. It's up to you to decide if you let pet dogs in outdoor dining areas and under what circumstances.

SAFE FOOD AUSTRALIA
InfoBite

What are the requirements?

Under Standard 3.2.2 - Food Safety Practices and General Requirements, only certain animals are allowed in food premises:

- assistance animals must be allowed in customer-accessed areas
- pet dogs may be allowed in outdoor dining areas
- live animals (except for seafood, other fish and shellfish) are not permitted in areas where food is handled.

Businesses must maintain high standards of food safety and hygiene to ensure animals do not contaminate food.

Which animals are allowed and where?

- Assistance animals must be allowed into dining and drinking areas and any other areas used by customers, but they are not allowed in non-public areas, such as the kitchen. An assistance animal is a guide dog or other animal trained to help a person with a disability (in Section 9 of the Disability Discrimination Act 1992).
- Fish, seafood and shellfish are the only live animals allowed in areas where food is handled. This means you can keep decorative fish in tanks and keep and sell live seafood, fish and shellfish on your premises. However, you must protect all food from becoming contaminated by these animals. For example, when cleaning fish tanks you must not contaminate any food or food handling areas (e.g. kitchen sinks and benches).
- Pet dogs may be permitted, but only in outdoor dining areas that are not enclosed. If you enclose an outdoor open dining area, even for a short time (for example if in winter you use café blinds and a retractable awning), then dogs are not allowed in it while it is enclosed.

Do I have to allow pet dogs?

It is up to you as the business owner to decide whether or not you let customers have their dogs in outdoor dining areas. You can also say under what circumstances the dogs are allowed. For example, you could tell customers their dogs must be kept on the ground and on a lead.

What if I'm a home-based business?

The same rules apply to home-based businesses. Pets (other than fish) are not allowed in any food handling areas such as the kitchen and food storage areas.

To keep food safe from animals you could, for example:

- put up physical barriers to stop animals entering food handling areas (e.g. self-closing screen doors, child safety gates)
- store food in secure rooms or cupboards
- when transporting food, make sure no pets are in the vehicle or that there is a suitable physical barrier to protect the food from contamination by pets.

Need more information?

Safe Food Australia is a guide to the food safety standards in Chapter 3 of the Food Standards Code. Animals are covered under Standard 3.2.2 clause 24 and in Appendix 7.

Copies of the guide, some translated fact sheets and other information is available at www.foodstandards.gov.au/safefood or by emailing information@foodstandards.gov.au.

2-hour / 4-hour rule

If you're a food business, using the 2-hour / 4-hour rule is a good way to keep food that's taken out of the fridge safe.

SAFE FOOD AUSTRALIA
InfoBite

Why use it?

The 2-hour/4-hour rule is a good way to make sure potentially hazardous food is safe even if it's been out of refrigeration.

The rule has been scientifically checked and is based on how quickly microorganisms grow in food at temperatures between 5°C and 60°C.

How it works

- Food held between 5°C and 60°C for less than 2 hours can be used, sold or put back in the refrigerator to use later.
- Food held between 5°C and 60°C for 2-4 hours can still be used or sold, but can't be put back in the fridge.
- Food held between 5°C and 60°C for 4 hours or more must be thrown away.

The time between 5°C and 60°C is cumulative—that means you need to add up every time the food has been out of the fridge, including during preparation, storage, transport and display.

As long as you follow this, you can be confident the food is safe.

Need more information?

Safe Food Australia is a guide to the food safety standards in Chapter 3 of the Food Standards Code. Using time as a control is explained in Appendix 2. Copies of the guide, some translated fact sheets and other information is available at www.foodstandards.gov.au/safefood or by emailing information@foodstandards.gov.au.

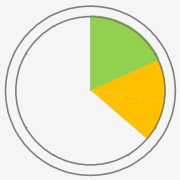
How do I use the rule?

- Start timing from when the food is brought out of refrigeration (at 5°C or below).
- Keep track of how long the food is out of refrigeration so you can be sure when the 2-hour and 4-hour time limits are reached (e.g. write down each time food is brought out of refrigeration and put back, or display food on colour-coded plates so you know when they have to be sold by).
- Remember to add up all time periods the food has been between 5°C and 60°C to work out the total time. If in doubt, throw it out.

Total time between 5°C and 60°C

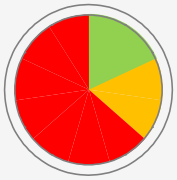
Under 2 hours

OK to use or refrigerate at 5°C or less



2 to 4 hours

OK to use straight away but can't go back in the fridge.



Over 4 hours

Throw away

2 HOUR / 4 HOUR TEMPERATURE LOG SHEET

DATE Of Month	FOOD	TIME	TEMPERATURE (after cooking)	2 HOURS (Must be down from 60°C to 21°C)	4 HOURS (Must be down from 21°C to 5°C)	COMMENTS/ACTION TAKEN

Daily Log Temperature Sheet

DATE Of Month	COOLROOM 5°C or below		FRIDGE 5°C or below		DISPLAY FRIDGE 5°C or below		FREEZER -15°C to -18°C		HOT FOOD DISPLAY 60°C or above		COMMENTS
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	
1											
2											
3											
4											
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Goods Receiving Form

Check temperature of all potentially hazardous food deliveries.

Correct Temperature:

- Freezers should be –15°C to -18°C or frozen hard
- Cool holding units should be 5°C or colder
- Hot holding units should be 60°C or hotter

Date	Time	Supplier (Write 'Self' if you are buying and transporting food yourself. Eg. from market)	Food Type	Food Temperature (High Risk Foods)	Best before / Use by date	Accept (A) or reject (R)	Initials	Problems and corrective actions

PENRITH CITY COUNCIL

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PENRITH CITY COUNCIL

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