

TOOL FOR THE DEVELOPMENT OF A

Food Safety Program

For Delivered Meals Organisations

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



Disclaimer

The purpose of this document '*Tool for the development of a Food Safety Program for Delivered Meals Organisations*' is to assist delivered meals organisations (DMOs) to develop and implement their own site-specific food safety programs. This tool contains general information and is not intended to be a substitute for the professional judgement of the individual manager or supervisor responsible for food safety. Managers or supervisors must have appropriate training in this area and must exercise their own skill, care, and judgement with respect to the use of this tool and obtain appropriate expert advice regarding their particular circumstances.

While care has been taken in producing this food safety program tool, all Commonwealth, State and Territory government and industry organisations involved give no warranty that the information contained in this tool is correct or complete for individual business operations. All Commonwealth, State and Territory government and industry organisations involved shall not be liable for any incidental or consequential damages and loss due to negligence or otherwise arising from the use of or reliance on this food safety program tool.

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Further Information

For further information on food safety or food safety programs, please contact your local government authority or State or Territory health authority, particularly if you are establishing a new delivered meals operation or modifying an existing facility. There are specific requirements relating to food safety practices, food premises and equipment that have to be complied with for the operation of DMOs. Apart from these requirements in *Chapter 3 Food Safety Standards of the Food Standards Code*, DMOs must also comply with their State/Territory's Food Act and any local government authority requirements.

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1.0 Introduction

Delivered Meals Organisations (DMOs) are unique in that they provide a service to the community that has grown considerably since the adoption of the concept in Australia in the 1950s. Many DMOs work under considerable constraints, yet there is a strong underlying commitment to provide a wide variety of foods on a regular basis to thousands of consumers, many of them are vulnerable to food-borne illness with severe consequences.

All food businesses in Australia are required to comply with the *Food Safety Standards* contained in *Chapter 3 of the Australia New Zealand Food Standards Code*, including *Standard 3.2.2 Food Safety Practices and General Requirements* and *Standard 3.2.3 Food Premises and Equipment*. For a full copy of these standards, please refer to the Food Standards Australia New Zealand (FSANZ) website www.foodstandards.gov.au.

The purpose of the *Food Safety Standards* is to ensure that only safe and suitable food is sold in Australia. To assist DMOs in complying with these standards, a resource document '*Looking After Delivered Meals*' has been specifically developed. DMOs should refer to this document which can be obtained from the *Australian Government Department of Health and Ageing* (please see *Section 5.0 A2 Contacts and Resources for Food Safety Information*).

In November 2000, Ministers agreed to gazette *Standard 3.2.1 - Food Safety Programs* as a model standard, so that States and Territories that wanted to introduce a food safety program requirement for some classes of food business could do so by adopting *Standard 3.2.1*. In December 2003, when the work on costs and benefits of food safety program was finished, the Australian New Zealand Food Regulation Ministerial Council endorsed '*Ministerial Policy Guidelines on Food Safety Management in Australia*'. These guidelines identify four high risk industry sectors that should be required to have a food safety program, including food service where potentially hazardous food is served to vulnerable populations.

A food safety program (FSP) is a documented system that identifies the hazards to food within a business and describes the actions that need to be taken by the business to control and manage these hazards. A FSP is therefore an important component in the overall approach a food business takes to ensure food safety.

One of the food business sectors that has been identified as high risk is the food service in which potentially hazardous food is served to vulnerable populations. Vulnerable populations include people aged over 70 years and people who are immuno-compromised. Many DMOs would normally be regarded as food operations that service clients falling within the definition of vulnerable populations.

Amendments to the *Food Standards Code* to require food businesses that serve vulnerable populations to develop and implement food safety programs are expected to be finalised by the end of 2006. Food businesses covered by *Standard 3.2.1 Food Safety Programs* will not be required to comply with it until two years after the standard is adopted into the *Food Standards Code*. This allows for a flexible approach to implementation. You should therefore check with the

1.0 Introduction

relevant government agency (eg. State or Territory health department or local government) to find out whether a FSP is required for your business within your State or Territory.

This FSP tool is a step by step guide specifically designed to help DMOs develop a FSP to address the food safety hazards associated with their operation and comply with the *Food Safety Standards*. With the implementation of a FSP, DMOs would be able to maintain the good track record of producing safe food for the sector of vulnerable population they serve and be benefited from the cost savings as a result of reducing the occurrence of food-borne illness. A FSP must:

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

For the purposes of this tool, a DMO has been defined as: 'an organisation that may produce, organise or deliver (or all three), principally for aged or disabled persons, or those persons who for a variety of reasons are unable to prepare meals themselves, within the community, eg. Meals on Wheels' * .

As mentioned previously, DMOs should firstly refer to the resource document '*Looking After Delivered Meals*' to ensure compliance with the *Food Safety Standards* and then progress with the use of this tool for guidance in the development of a food safety program.

* Australian Government Department of Health and Ageing (2003). National Delivered Meals Organisations Food Safety Strategy - Consultation Paper, Version 7, p.3.

2.0 How to Use This Tool

This tool is divided into two parts, *Part 1 - Food Safety Program Sections* and *Part 2 - General Information Sections*. Part 1 of this tool will guide you through a number of steps to help you develop a food safety program specific to your delivered meals operation. *Part 2* of this tool provides you with general information regarding food safety practices and procedures and the review of your food safety program.

There are eight simple steps to follow in developing a food safety program appropriate for your DMO. These steps are:

Step 1 Review *Section 3.1, p.9*, which outlines the different roles and responsibilities of staff members referred to throughout this tool.

Step 2 Make a copy and complete the form *Delivered Meals Organisation Details (Section 3.2, p. 10)*.

Step 3 Make a copy and complete the *Delivered Meals Organisation Table for Food Handling Steps (Section 3.3, p. 11)*.

Using this table and with reference to the examples of Flow Charts on pages 12 to 14, design your own flow chart specific to your delivered meals operation. For example, if you do not cook chill or cook freeze, then delete those sections from the flow chart.

Step 4 Review *Section 3.4 Hazard Analysis (p. 15)*. This section lists the definition of 'Hazard' and details the general types of potential hazards that could be present in the food handling steps for the business. You may wish to add a copy of this page to your food safety program.

Step 5 Review *Section 3.5 Food Handling Steps (pp. 16-42)*. The tables in this section cover all the different food handling steps that are listed on page 11, and that could be included in a food safety program. Only use those tables that are relevant to your business. For example, if you do not undertake reheating of food, you do not have to add the table for *Food Handling Step 9: Reheating* to your food safety program.

At each of the food handling steps, the table identifies the potential hazards together with how these hazards should be controlled. These controls must be monitored and certain records may be required. If the monitoring shows that controls are not working, then corrective actions should be taken to bring potential hazards back under control and any action taken must be recorded.

The actions specified in these food handling steps are to be undertaken mostly by food handlers. However, some of the actions in the 'Monitoring of Controls' and 'Corrective Actions' sections are to be undertaken by managers/supervisors, who

2.0 How to Use This Tool

may be required to, depending on the management structure, authorise some of the 'Corrective Actions'.

Read through the food handling steps, paying particular attention to those steps (as identified in your flow chart) that are applicable to your operation. Identify any additional hazards, controls, monitoring and corrective actions not outlined in each of the food handling steps, that may be applicable to your operation. Make any changes to the existing information to suit your operation's needs.

Make copies of the blank table on p.41 and develop a table for each of the food handling steps applicable to your operation. Records referred to in the food handling steps are numbered and instructions for use are found in *Section 6.0, p.75-77*.

Step 6 Review and apply the information about food safety practices contained in the *Support Programs and General Information Sections (Section 3.6, pp.43-54 and Section 4.0, pp.55-62)*. You will need to make adjustments to the *Support Programs and General Information Sections* as per the practices undertaken by your delivered meals operation.

Step 7 Review the Records located at the back of this document to be adopted for use. Your operation can use any form of record keeping as long as it demonstrates compliance with the food safety program. If you choose to use the records provided in this tool, *Section 6.0, pp.75-77*, contains instructions on how to complete each record. Guidance on the frequency for completion of these records has been outlined in *Section 3.5 - Food Handling Steps*.

It is a good idea to photocopy a stock of blank records for use when needed by your staff or the manager/supervisor. The records in current use should be kept in a folder that is easily accessible; whereas those records that have been used or completed should be kept in such a way so as to make them readily available for review by a food safety auditor.

Step 8 Refer to the *Appendices (Section 5.0, pp.63-74)* as and when necessary, as they contain additional information that is helpful in producing a food safety program.

At the completion of these steps, you will need to compile a Food Safety Program specific to your delivered meals operation. The Program will consist of the following elements:

- a. Delivered Meals Organisation Details
- b. Delivered Meals Organisation Table
- c. Flow Chart/s
- d. Hazard Analysis
- e. Food Handling Steps - tables

2.0 How to Use This Tool

- f. Support Programs
- g. General Information Sections
- h. Records.

You will also need to include a cover sheet (with the name of your organisation and the date of program development) and a 'Table of Contents' for the Program.

Implementation

Once developed, the food safety program needs to be implemented. This includes: controlling the hazards identified, monitoring the controls, and taking corrective actions when the hazards are found not to be under control. Appropriate records have to be kept to demonstrate action taken in relation to the food safety program. Regular reviews also have to be undertaken to ensure procedures and controls are effective and to identify changes to the food handling steps.

3.0 Part 1 - Food Safety Program Sections

3.1 Roles and Responsibilities

Throughout this tool, there are a number of tasks and responsibilities that have been assigned to various staff members working within a DMO. The information provided below outlines the roles of various positions referred to throughout this tool.

Manager

The person who conducts the business, operation or service and has the authority or control over the business, operation or service.

Supervisor

The person who has immediate responsibility for all aspects of food safety and the implementation and review of the food safety program. A Supervisor:

- must have skills and knowledge in food safety and hygiene matters
- must have the ability to supervise food handling in the food premises
- must ensure that food handlers know how to handle food safely
- must give directions if unsafe food practices are observed.

For the suitability of a person to undertake the role of a Supervisor, contact your local government authority or State or Territory health authority for further information. It should be noted that in some States/Territories this person is referred to as a 'Food Safety Supervisor'.

Food Handler

A person who directly engages in the handling of food, or who handles surfaces likely to come into contact with food such as meals on wheels containers, soup flasks, eating, drinking and serving utensils, etc. Examples of food handlers include: food receipt staff, food preparation staff, cooks, food packaging staff and volunteers.

Food handlers in a DMO include a person employed by a DMO for monetary or other rewards to handle food and a person who voluntarily gives up his/her personal time to assist a DMO in the preparation and delivery of meals to persons within a community (commonly known as a 'Volunteer').

3.0 Part 1 - Food Safety Program Sections

3.2 Delivered Meals Organisation Details

Make a photocopy of this form. Fill in the details describing your DMO and add this form to your food safety program (FSP).

Delivered Meals Organisation (DMO) Details	
Name of the DMO:	
Address and Phone Number of the DMO:	
Name of Owner: - Address - Phone Number	
Name of Manager:	
Name of Supervisor:	
No. of Food Handlers Employed:	
Nature of Operation:	
Geographical Area Serviced by the Operation:	
No. of Meals Provided per Day/Week:	
Name and Contact Details of Local Government:	
Date of Program Implementation:	
Date of Program Review:	
Endorsement of FSP by Management Committee or Governing Body: - Name - Position - Signature	

3.3 Delivered Meals Organisation Table and Flow Charts for Food Handling Steps

Make a photocopy of this form. Identify in the table below the food handling steps applicable to your operation. On completion of this table, examine the three flow charts on pp.12-14, which have been designed to encompass the three main types of food service applicable to DMOs, namely Production, Post-Processing and Transport/Delivery. Please note that the numbers in the boxes on the flow charts on pp.12-14 refer to the food handling steps indicated in the table below. **Use the information contained on pp.11-14 to develop a flow chart outlining the food handling steps applicable to your operation. Please note that all food handling steps applicable to your operation must be included in the flow chart.** Add the form below and your flow chart to your food safety program.

Food Handling Steps							
	Purchase	Transport of food (from supplier to DMO)	Receipt	Storage (Dry)	Storage (Cold)	Storage (Frozen)	Thawing
Indicate (✓) food handling steps applicable to your operation	1	2	3	4	4	4	5

Food Handling Steps							
	Preparation	Cooking (Cook Fresh)	Cooking (Cook Chill)*	Cooking (Cook Freeze)*	Cooling	Reheating	Hot Holding (Bain-marie)
Indicate (✓) food handling steps applicable to your operation	6	7	7	7	8	9	10

Food Handling Steps							
	Packaging	Holding for delivery (Hot)	Holding for delivery (Cold)	Holding for delivery (Frozen)	Delivery (of food to consumer – Hot)	Delivery (of food to consumer - Cold)	Delivery (of food to consumer - Frozen)
Indicate (✓) food handling steps applicable to your operation	11	12	12	12	13	13	13

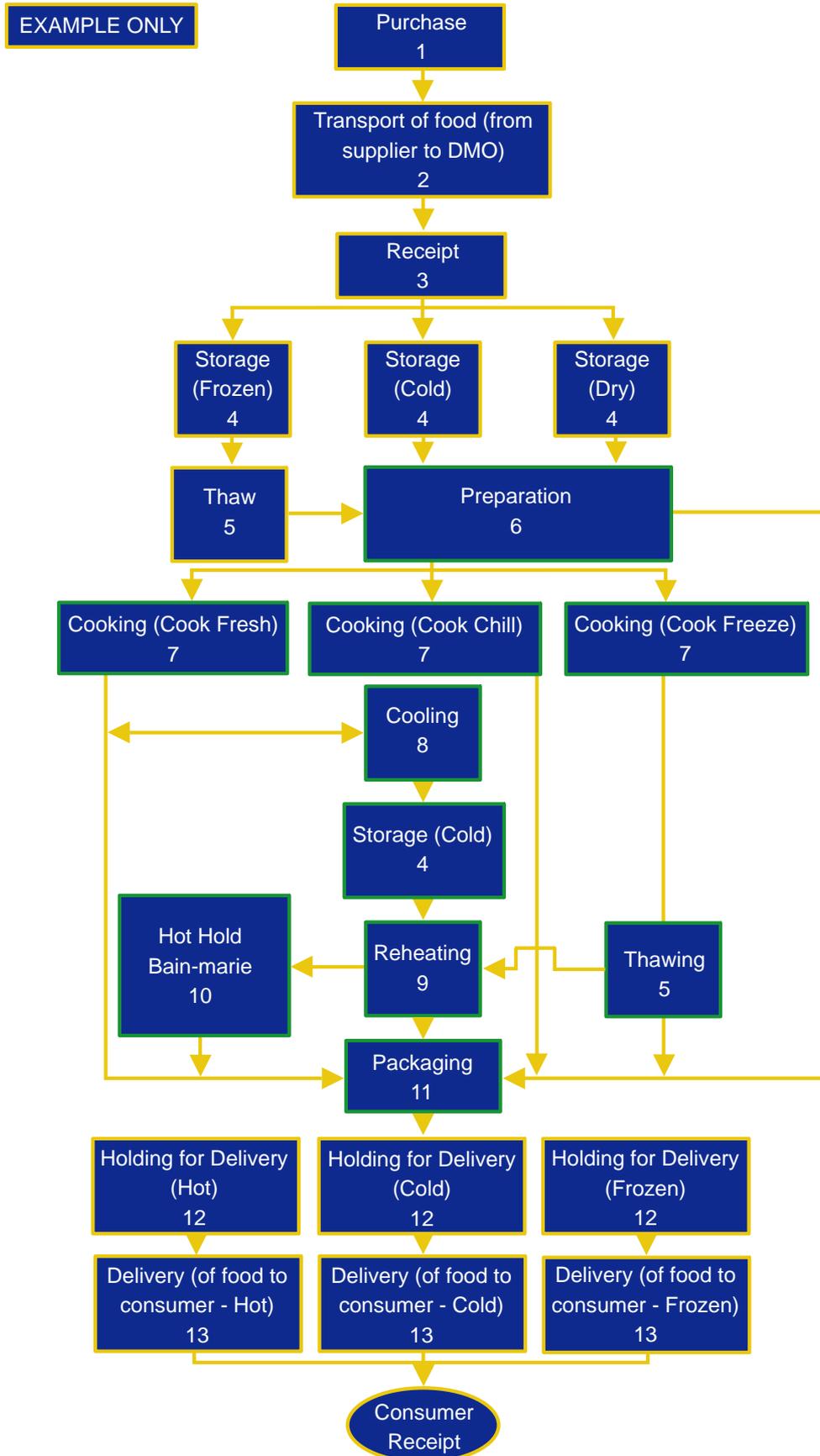
Cook Chill* - This step is a process based on the initial cooking of food followed by fast cooling typically in a blast chiller. Follow the time and temperature specifications as recommended by the manufacturer of the cook chill equipment.

Cook Freeze* - This step is a process whereby perishable foods undergo a heating or pasteurization process and are then rapidly frozen in a controlled environment. Follow the time and temperature specifications as recommended by the manufacturer of the cook freeze equipment.

3.0 Part 1 - Food Safety Program Sections

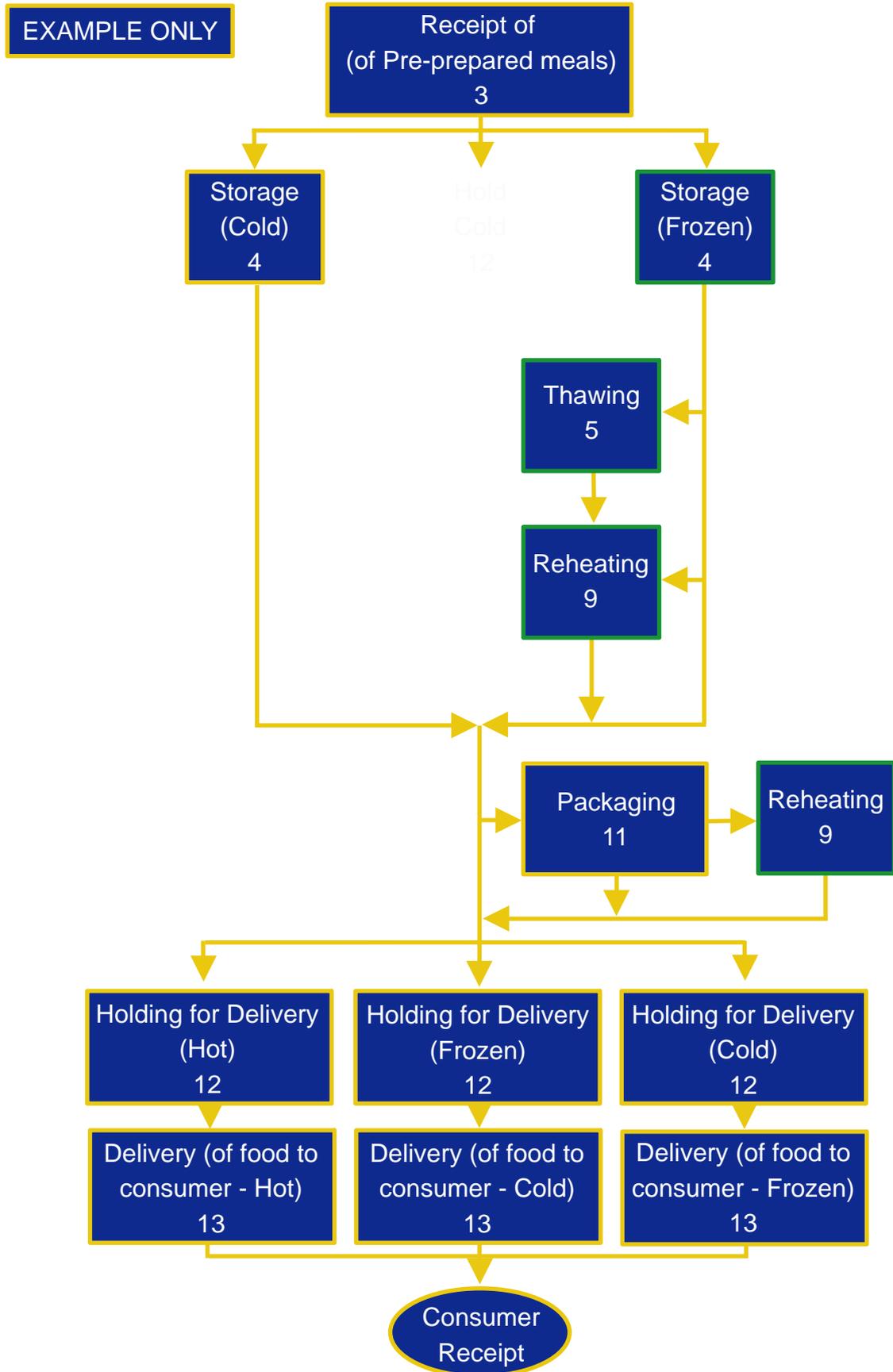
3.3 Delivered Meals Organisation Table and Flow Charts for Food Handling Steps

Production Flow Chart



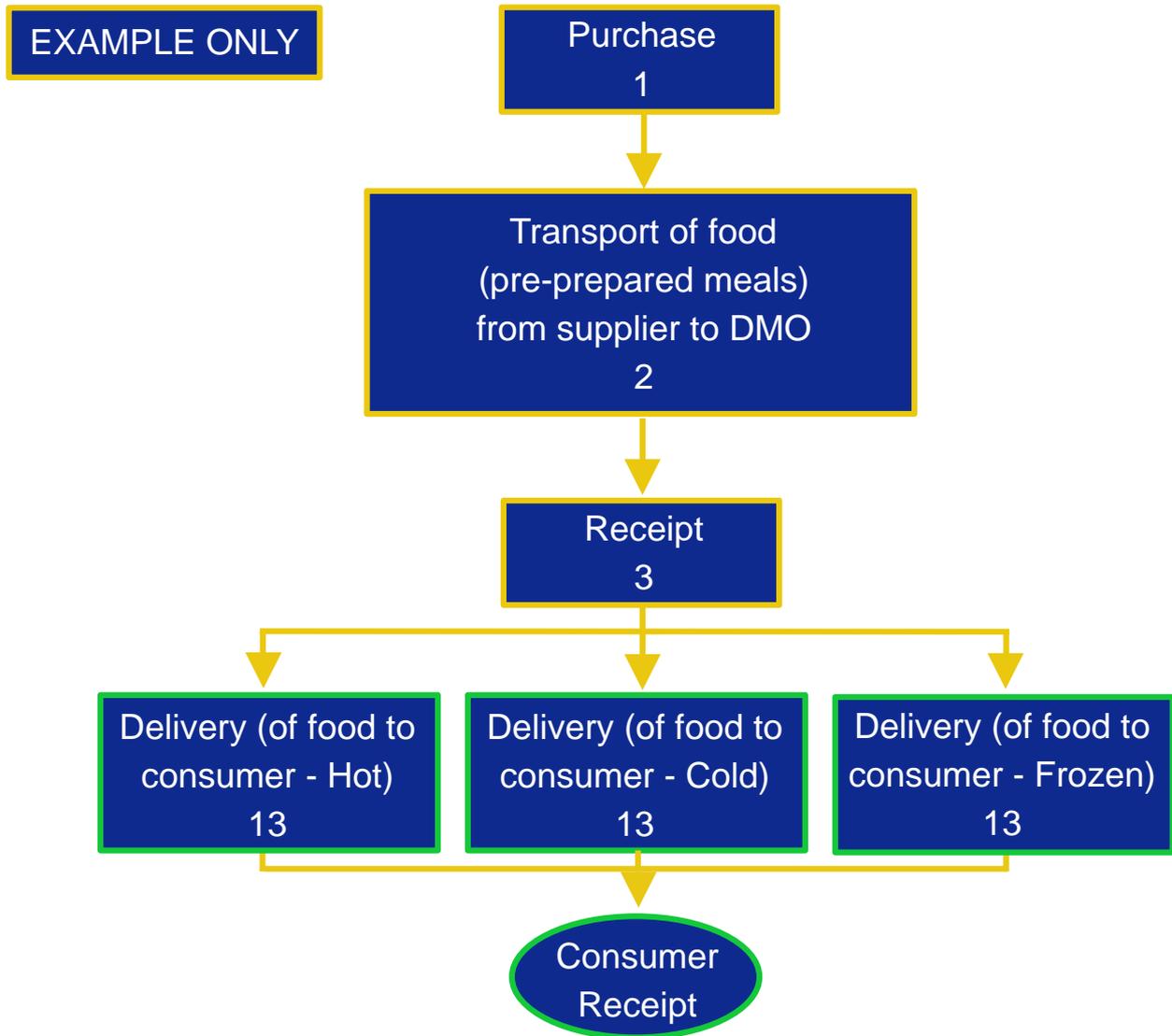
3.0 Part 1 - Food Safety Program Sections

Post-Processing Flow Chart



3.0 Part 1 - Food Safety Program Sections

Transport/Delivery Flow Chart



3.0 Part 1 - Food Safety Program Sections

3.4 Hazard Analysis

In each of the tables contained in *Section 3.5 Food Handling Steps*, the general types of hazards for that particular food handling step have been identified, together with how these hazards should be controlled, how the controls should be monitored and what corrective actions should be taken when a hazard is detected. It is important to remember that if the frequency of the monitoring of controls outlined in the food handling steps below is changed to suit your delivered meals organisation, the change must be made for valid reasons.

Before identifying the hazards that are reasonably likely to occur in each of the food handling steps applicable to your operation, it is important to firstly understand what the term 'hazard' means. It must be noted that the list of hazards below is not exhaustive.

Hazard

A hazard is a substance or foreign agent that has the potential to cause food to be unsafe, ie. it can cause illness or injury. Hazards can be classified into three main areas listed below.

Biological Hazards

Living organisms like bacteria, viruses and parasites. Specific examples of such organisms include:

- Food poisoning bacteria such as *Salmonella spp.*, *Campylobacter jejuni*, *Escherichia coli*, *Listeria monocytogenes*, *Staphylococcus aureus*, *Bacillus cereus* and *Clostridium perfringens*
- Food-borne viruses such as hepatitis A and noroviruses
- Food-borne parasites such as *Cryptosporidium parvum* and *Giardia lamblia*
- Moulds such as *Aspergillus flavus*.

Chemical Hazards

Food can become contaminated with unwanted chemicals such as cleaning agents, pesticides, fungicides, fertilisers and veterinary chemicals. For example, food could become contaminated with cleaning agents if care is not taken to store and use the chemicals correctly. Natural toxins can also be found in some products such as green potatoes, fungi, poisonous fish and shellfish.

Physical Hazards

Food can become contaminated with physical objects such as glass, metal, plastic, insects, adhesive dressings and jewellery. If these things are found in food, they may introduce microbial hazards and may result in physical harm to the consumer, for example, choking, laceration and broken teeth.

3.5 Food Handling Steps

3.5.1 Food Handling Step 1: Purchase

Hazards What could go wrong?	Hazard Controls What to do to prevent things going wrong?	Monitoring of Controls Checking that everything is right	Corrective Actions What to do when things go wrong?
Growth of micro-organisms and possible production of toxins.	<p>Purchase food from preferred suppliers. It is recommended that you request your preferred food supplier to enter into a formal arrangement with you regarding the supply of food products to your premises.</p> <p>Potentially hazardous foods must be purchased from refrigerated units and should be purchased last when shopping.</p> <p>Frozen food must be frozen hard, not partially thawed.</p> <p>Packaged food with a shelf life of less than two years must have a use-by or best before date, and the food within its date marking.</p>	<p>Food handlers to ensure that the supplier is documented in <i>Record 1 – Preferred Food Suppliers List</i> and that <i>Record 2 – Preferred Food Supplier Agreement Form</i> has been completed.</p> <p>Visual examination of the food in the refrigerated unit on purchase.</p> <p>Visual examination of the food in the refrigerated unit on purchase.</p> <p>Visual examination on purchase.</p>	<p>If the supplier is not on the Preferred Food Supplier List, report this to the manager/supervisor. Food handlers should not be using non-preferred food suppliers. For new suppliers, complete <i>Record 1 – Preferred Food Suppliers List</i> and <i>Record 2 – Preferred Food Supplier Agreement Form</i>.</p> <p>Food handlers may require retraining if they are not following controls. If staff undergo retraining, complete <i>Record 14 – Food Handler Instruction/Training</i>.</p> <p>Food handlers may require retraining if they are not following controls. If staff undergo retraining, complete <i>Record 14 – Food Handler Instruction/Training</i>.</p> <p>Packaged food that has past the use-by or best before date must not be purchased, and must be discarded if already purchased. Complete <i>Record 16 – Corrective Actions</i>.</p>

<p>Contamination by micro-organisms and physical objects.</p>	<p>Packaging must be intact, food covered and show no signs of damage or deterioration.</p> <p>Purchase food from preferred food suppliers.</p>	<p>Food handlers to undertake visual examination on purchase and complete <i>Record 3 – Incoming Goods</i> when food arrives at the premises.</p> <p>Food handlers to ensure that the supplier is documented in <i>Record 1 – Preferred Food Suppliers List</i> and that <i>Record 2 – Preferred Food Supplier Agreement Form</i> has been completed.</p>	<p>If product packaging is damaged or stock is found to be contaminated or deteriorated, discard food and detail corrective actions in <i>Record 3 – Incoming Goods</i>.</p> <p>Food handlers may require retraining if they are not following controls. If staff undergo retraining, complete <i>Record 14 – Food Handler Instruction/Training</i>.</p> <p>If the supplier is not on the Preferred Food Suppliers List, report this to the manager/supervisor for a decision as to whether the food should be accepted. If the supplier meets all the requirements of a preferred food supplier and can be documented in the Preferred Food Suppliers List, complete <i>Records 1, 2 & 3</i> where appropriate.</p>
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3.5.2 Food Handling Step 2: Transport of food to premises (from supplier to DMO)

Hazards What could go wrong?	Hazard Controls What to do to prevent things going wrong?	Monitoring of Controls Checking that everything is right	Corrective Actions What to do when things go wrong?
Growth of micro-organisms and possible production of toxins.	<p>Potentially hazardous food must be kept under temperature control (ie. 5°C or below for cold food, 60°C or above for hot food):</p> <ul style="list-style-type: none"> • refrigerated units must be turned on before transporting food • eskies containing ice or dry ice can be used • hot food must be maintained hot with heated packs, heated units or insulated containers. 	DMO transport personnel to check (prior to transportation) that food is kept under temperature control.	<p>If during transportation, potentially hazardous food is found to be within the temperature danger zone (5°C-60°C), the 4-hour/2-hour guide will apply (See <i>Food Handling Step 4: Storage</i>). The manager/supervisor is to be notified and actions taken are to be documented in <i>Record 16 – Corrective Actions</i>.</p> <p>Food handlers/DMO transport personnel may require retraining to ensure they are following controls. If staff undergo retraining, complete <i>Record 14 – Food Handler Instruction/Training</i>.</p>
Contamination by micro-organisms, chemicals and physical objects.	<p>Transport vehicle to be in a clean condition and DMO transport personnel to follow good hygiene practices in accordance with the <i>Support Program – Health and Hygiene Requirements</i>.</p> <p>Packaging and containers must be clean, intact, foods covered and not stored next to chemicals.</p>	<p>DMO transport personnel to undertake visual examination of the cleanliness of the vehicle prior to transport and on delivery of food. The manager/supervisor to undertake a monthly check on all delivery vehicles and to ensure DMO transport personnel/food handlers are following good hygiene practices in accordance with the <i>Support Program – Health and Hygiene Requirements</i>.</p> <p>Manager/supervisor to conduct a monthly visual examination of foods to ensure they are in a satisfactory condition and appropriately stored. Complete <i>Record 17 – Food Safety Program Review (Monthly Internal Checklist)</i>.</p>	<p>Contact manager/supervisor if vehicles are not in a clean condition and DMO transport personnel do not follow good hygiene practices in accordance with the <i>Support Program – Health and Hygiene Requirements</i>. All actions taken are to be detailed in <i>Record 16 – Corrective Actions</i>. If staff retraining is required, complete <i>Record 14 – Food Handler Instruction/Training</i>.</p> <p>If food has been contaminated, is deteriorated or packaging/containers are damaged, discard food and replace. Complete <i>Record 16 – Corrective Actions</i>. If staff undergo retraining, complete <i>Record 14 – Food Handler Instruction/Training</i>.</p>

3.5.3 Food Handling Step 3: Receipt

Hazards What could go wrong?	Hazard Controls What to do to prevent things going wrong?	Monitoring of Controls Checking that everything is right	Corrective Actions What to do when things go wrong?
Growth of micro-organisms and possible production of toxins.	Potentially hazardous food to be received under temperature control, hot (at or above 60°C), cold (at or below 5°C), cook chill (at or below 3°C) or frozen hard, not partially thawed.	On receipt, food handlers to randomly take temperatures of potentially hazardous food and document details in <i>Record 3 – Incoming Goods</i> .	If the temperature of potentially hazardous food (other than cook chill) is <60°C or >5°C, reject the food, unless the supplier can demonstrate that the food is safe. If the temperature of cook chill products is between 3°C and 5°C, it can be accepted and must be used on that day. If the temperature of cook chill food is >5°C, reject and replace food. Complete <i>Record 3 – Incoming Goods</i> .
Packaged food with a shelf life of less than two years must have a use-by or best before date, and the food be within its date marking. Food should show no physical sign of damage, deterioration or spoilage.	A staff member should be present to accept all deliveries.	On receipt, food handler to randomly check packaged foods for use-by/best before dates and all food should be checked for damage, deterioration or spoilage. Complete <i>Record 3 – Incoming Goods</i> .	If on receipt, food with a shelf life of less than two years does not have a date marking, is past its use-by/best before date, or is damaged, deteriorated or spoiled, the food is to be rejected. Complete <i>Record 3 – Incoming Goods</i> .
Receipt of foods from preferred food suppliers.	A staff member should be present to accept all deliveries.	The manager/supervisor to undertake a monthly check to ensure a staff member is present for deliveries of food. Complete <i>Record 17 – Food Safety Program Review (Monthly Internal Checklist)</i> . Food handlers to ensure that the supplier is on <i>Record 1 – Preferred Food Suppliers List</i> and that the supplier has completed <i>Record 2 – Preferred Food Supplier Agreement Form</i> .	If the supplier delivers food at times when staff are unavailable for inspection of incoming food, reject food and contact the manager/supervisor. Complete <i>Record 3 – Incoming Goods</i> . If the supplier is not on the <i>Preferred Food Suppliers List</i> , report this to the manager/supervisor for a decision as to whether the food should be accepted. If the supplier meets all the requirements of a preferred food supplier and can be documented in the <i>Preferred Food Suppliers List</i> , complete <i>Records 1, 2 & 3</i> where appropriate.

<p>Contamination by micro-organisms, chemicals and physical objects.</p>	<p>Transport vehicles are to be in a clean condition and transport personnel are to take all practicable measures to protect food from contamination.</p> <p>Packaging must be intact, food covered and not stored next to chemicals.</p>	<p>The manager/supervisor to undertake visual examination on a monthly basis to ensure transport personnel have taken practicable measures to protect food from contamination and vehicles are clean. Complete <i>Record 17 – Food Safety Program Review (Monthly Internal Checklist)</i>.</p> <p>Food handlers to undertake visual observation on receipt of food and record details in <i>Record 3 – Incoming Goods</i>.</p>	<p>If vehicles are not in a clean condition and transport personnel do not take practicable measures to protect food from contamination, contact manager/supervisor. Complete <i>Record 16 – Corrective Actions</i>. If staff retraining is required, complete <i>Record 14 – Food Handler Instruction/Training</i>.</p> <p>Discard and replace damaged, deteriorated or contaminated food. Complete <i>Record 3 – Incoming Goods</i>. Staff may require retraining to ensure they are following controls. If staff undergo retraining, complete <i>Record 14 – Food Handler Instruction/Training</i>.</p>
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3.5.4 Food Handling Step 4: Storage (Dry)

Hazards What could go wrong?	Hazard Controls What to do to prevent things going wrong?	Monitoring of Controls Checking that everything is right	Corrective Actions What to do when things go wrong?
<p>Contamination by micro-organisms, chemicals and physical objects.</p>	<p>Food packaging must be intact or food stored in a cool dry area in food-grade containers with tight-fitting lids, and date-marked.</p> <p>Foods are to be stored off the floor, eg. at a minimum height of 15cm, that allows for easy cleaning of the floor area.</p> <p>Chemicals are to be stored in a separate area so as not to contaminate food.</p>	<p>Food handlers to visually check food daily to ensure food storage area is cool and dry, food packaging is intact, and food stored in food-grade containers, adequately covered and date-marked.</p> <p>Visual observation daily.</p> <p>Visual observation daily.</p>	<p>Discard food that has become contaminated, is outside of its best before date, damaged or deteriorated. Complete <i>Record 16 – Corrective Actions</i>.</p> <p>Food to be stored off the floor. If pests are sighted or found to be contaminating food, instigate pest control measures as per the <i>Support Program - Pest Control</i> and complete <i>Record 12 – Pest Control</i>.</p> <p>Remove all chemicals from the food storage area and discard any contaminated food. Detail actions in <i>Record 16 – Corrective Actions</i> and notify manager/supervisor. Staff may require retraining to ensure they are following controls. If staff undergo retraining, complete <i>Record 14 – Food Handler Instruction/Training</i>.</p>

Food Handling Step 4: Storage (Cold)

Hazards What could go wrong?	Hazard Controls What to do to prevent things going wrong?	Monitoring of Controls Checking that everything is right	Corrective Actions What to do when things go wrong?
Growth of micro-organisms and possible production of toxins.	<p>Ensure the temperature of refrigerated units remain at or below 5°C for cold potentially hazardous foods and at or below 3°C for cook chill foods.</p> <p>Ensure food is stored according to the manufacturer's instructions.</p> <p>Food is to be used within its date marking and on stock rotation basis.</p>	<p>Food handlers to record the temperature of refrigerated units twice daily. Temperatures are to be documented in <i>Record 4 – Temperature Control Log</i>.</p> <p>Visual observation daily.</p> <p>Visual observation daily.</p>	<p>If the temperature of the refrigerated unit is found to be unsatisfactory, adjust the temperature and check in half an hour. If the temperature has not decreased to 5°C or below, transfer food to another refrigerated unit. For ready-to-eat potentially hazardous food stored at temperatures between 5°C and 60°C, the 4-hr/2-hr guide will apply: less than 2 hrs, refrigerate or use immediately; between 2 hrs and 4 hrs, use immediately; longer than 4 hrs, throw out.</p> <p>If cook chill foods are above 3°C, follow the cook chill guidelines. Notify the manager/supervisor regarding maintenance of the refrigerated unit. Corrective actions are to be documented in <i>Record 4 – Temperature Control Log</i>.</p> <p>If temperature of a refrigerated unit is found to be satisfactory, calibrate the thermometer, refer to the <i>Support Program - Accuracy of Thermometers</i>. All actions taken are to be recorded in <i>Record 16 – Corrective Actions</i>.</p> <p>If food handlers are not following controls, complete <i>Record 16 – Corrective Actions</i>, and notify manager/supervisor. If staff undergo retraining, complete <i>Record 14 – Food Handler Instruction/Training</i>.</p> <p>Date mark food and discard food that has past its use-by date. Complete <i>Record 16 – Corrective Actions</i>, and notify the manager/supervisor. If staff undergo retraining, complete <i>Record 14 – Food Handler Instruction/Training</i>.</p>

<p>Contamination by micro-organisms or physical objects.</p>	<p>Cover/wrap food products with plastic, food to be stored in food-grade containers and store cooked food products above raw food products.</p> <p>Keep storage area in a clean condition (as per the cleaning schedule drawn up in the <i>Support Program – Cleaning and Sanitising</i>), store food off the floor and ensure the use of glass receptacles is minimised.</p>	<p>Food handlers to undertake daily visual checks to ensure that food is stored correctly, adequately covered and protected from contamination.</p> <p>Food handlers to undertake daily visual checks to ensure controls and the <i>Support Program – Cleaning and Sanitising</i> are being followed.</p>	<p>Cover/wrap food, transfer food to a food-grade container and discard food that is found to be contaminated or is suspected of having become contaminated. Reorganise storage of food (ie. cooked food above raw food). Complete <i>Record 16 – Corrective Actions</i>, and notify the manager/supervisor. If staff undergo retraining, complete <i>Record 14 – Food Handler Instruction/Training</i>.</p> <p>Clean the storage area immediately according to the cleaning schedule drawn up as per the <i>Support Program – Cleaning and Sanitising</i>. Store food off the floor and transfer food to a plastic receptacle. Discard any contaminated food. Complete <i>Record 16 – Corrective Actions</i>, and notify the manager/supervisor. If staff undergo retraining, complete <i>Record 14 – Food Handler Instruction/Training</i>.</p>
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Food Handling Step 4: Storage (Frozen)

Hazards What could go wrong?	Hazard Controls What to do to prevent things going wrong?	Monitoring of Controls Checking that everything is right	Corrective Actions What to do when things go wrong?
Growth of micro-organisms and possible production of toxins.	Potentially hazardous foods are to be stored frozen solid, not partially thawed.	Food handlers to undertake a daily inspection of potentially hazardous food to ensure the food is frozen solid, not partially thawed.	If frozen food is showing signs of thawing, adjust thermostat-setting and recheck in one hour. If food is not frozen solid, transfer food to another freezer, or refrigerated unit or use immediately. Notify the manager/supervisor regarding maintenance of freezer. Complete <i>Record 4 – Temperature Control Log</i> and if maintenance is required, complete <i>Record 11 – Equipment Maintenance</i> .
Contamination by micro-organisms and physical objects.	Food to be adequately wrapped or covered, stored in food-grade containers and stored in a way to allow good circulation of air. Keep storage area in a clean condition (according to the cleaning schedule drawn up as per the <i>Support Program - Cleaning and Sanitising</i>).	Food handlers to undertake a daily check to ensure food is protected from contamination, stored in food-grade containers and not overstocked or stored in a way to prevent free circulation of air. Food handlers to undertake daily visual checks to ensure the storage area is cleaned in accordance with the <i>Support Program - Cleaning and Sanitising</i> .	If food is contaminated, it should be discarded. Place food in food-grade containers. Reorganise the stock of food to allow good circulation of air. Complete <i>Record 16 – Corrective Actions</i> . Notify the manager/supervisor regarding the need for retraining of staff. If staff undergo retraining, complete <i>Record 14 – Food Handler Instruction/Training</i> . Clean the storage area immediately according to the cleaning schedule drawn up as per the <i>Support Program - Cleaning and Sanitising</i> . Complete <i>Record 16 – Corrective Actions</i> , and notify the manager/supervisor. If staff undergo retraining, complete <i>Record 14 – Food Handler Instruction/Training</i> .

3.5.5 Food Handling Step 5: Thawing

Hazards What could go wrong?	Hazard Controls What to do to prevent things going wrong?	Monitoring of Controls Checking that everything is right	Corrective Actions What to do when things go wrong?
Growth of micro-organisms and possible production of toxins.	Potentially hazardous food to be thawed at or below 5°C in a refrigerated unit or by using the defrost setting in a microwave. Ensure all potentially hazardous food is completely thawed. If food is not used immediately, it is date marked and stored in accordance with the Food Handling Step for Storage (Cold). Ensure all food is placed in a container or on a tray, covered with plastic or a tight-fitting lid, and raw food is placed below ready-to-eat food in the refrigerator, to prevent cross-contamination.	Staff to undertake temperature monitoring of refrigerated units using a temperature measuring device, twice/day. Temperatures are to be documented in Record 4 – Temperature Control Log. Manager/supervisor to undertake a monthly check to ensure staff are using the defrost setting when thawing food in a microwave. Staff to undertake visual checks daily to ensure controls are being followed.	Follow the 4-hr/2-hr guide if food has been thawed incorrectly. Action taken is to be recorded in Record 4 – Temperature Control Log. If refrigerated units are not maintaining a temperature of 5°C or below, the manager/supervisor should be notified. If maintenance is required, complete Record 11 – Equipment Maintenance. If the defrost setting is not being used when thawing food in a microwave, complete Record 16 – Corrective Actions. If staff require retraining to ensure controls are being met, complete Record 14 – Food Handler Instruction/Training. Continue to thaw potentially hazardous food that has not been completely thawed. Discard potentially hazardous food that has been thawed at temperatures above 5°C for longer than 4 hrs. Complete Record 16 – Corrective Actions.
Contamination by micro-organisms or physical objects.	Ensure all food is placed in a container or on a tray, covered with plastic or a tight-fitting lid, and raw food is placed below ready-to-eat food in the refrigerator, to prevent cross-contamination.	Food handlers to undertake visual checks to ensure all food is protected from contamination, and raw food is placed below ready-to-eat food to prevent cross-contamination.	If controls have not been followed and food is not contaminated, cover the food placed in a container or on a tray, and place raw food below ready-to-eat food. If food has been contaminated or suspected of having been contaminated, discard the food. Complete Record 16 – Corrective Actions. Notify the manager/supervisor if staff require retraining to ensure they are following controls. If staff undergo retraining, complete Record 14 – Food Handler Instruction/Training.

3.5.6 Food Handling Step 6: Preparation

Hazards What could go wrong?	Hazard Controls What to do to prevent things going wrong?	Monitoring of Controls Checking that everything is right	Corrective Actions What to do when things go wrong?
Growth of micro-organisms and possible production of toxins.	Food handlers to minimise the cumulative time that potentially hazardous food is kept within the temperature danger zone (maximum of 2 hrs).	Manager/supervisor to undertake monthly checks to ensure controls are being met. Complete <i>Record 17 – Food Safety Program Review (Monthly Internal Checklist)</i> .	Potentially hazardous food found to be at room temperature for more than 2 hrs is to be used immediately or discarded after 4 hrs. All actions are to be recorded in <i>Record 16 – Corrective Actions</i> .
Contamination by micro-organisms, chemicals or physical objects. (Continued on page 27)	Food contact surfaces, utensils, chopping boards and equipment to be cleaned, sanitised and dried as per the <i>Support Program - Cleaning and Sanitising</i> , after the preparation of different food types, eg. meat, poultry, salads and sandwiches. Colour coding of utensils/equipment for specific tasks will assist in keeping items separate. Keep raw and cooked foods separate.	Manager/supervisor to visually check weekly that controls are being met. Manager/supervisor to undertake monthly checks to ensure controls are being met. Complete <i>Record 17 – Food Safety Program Review (Monthly Internal Checklist)</i> .	Contaminated food contact surfaces, utensils, chopping boards and equipment to be re-cleaned and re-sanitised as per the <i>Support Program - Cleaning and Sanitising</i> . Complete <i>Record 16 – Corrective Actions</i> . Contaminated food should be discarded immediately. Complete <i>Record 16 – Corrective Actions</i> .
	Wash all fruits and vegetables to remove visible contamination.	Manager/supervisor to undertake monthly checks to ensure controls are being met. Complete <i>Record 17 – Food Safety Program Review (Monthly Internal Checklist)</i> .	Fruit and vegetables showing signs of visible contamination should be re-washed or discarded if the visible contamination cannot be removed. Complete <i>Record 16 – Corrective Actions</i> .

<p>Contamination by micro-organisms, chemicals or physical objects.</p>	<p>Wash and sanitise salad vegetables as per the sanitising guidelines.*</p> <p>Single-use or disposable cloths to be used where possible. If multi-use cloths are used, they are to be cleaned and sanitised after each task.</p> <p>Vitamisers (including blades) are cleaned and sanitised as per the <i>Support Program – Cleaning and Sanitising</i> prior to and after preparation.</p> <p>Food handlers to follow good hygiene practices as per the <i>Support Program – Health and Hygiene Requirements</i>.</p>	<p>Manager/supervisor to undertake monthly checks to ensure controls are being met. Complete <i>Record 17 – Food Safety Program Review (Monthly Internal Checklist)</i>.</p> <p>Manager/supervisor to undertake monthly checks to ensure controls are being met. Complete <i>Record 17 – Food Safety Program Review (Monthly Internal Checklist)</i>.</p> <p>Food handlers to undertake a daily visual check to ensure vitamisers (including blades) are cleaned and sanitised in accordance with the <i>Support Program – Cleaning and Sanitising</i> prior to and after the preparation process. Manager/supervisor to undertake monthly checks to ensure controls are being met. Complete <i>Record 17 – Food Safety Program Review (Monthly Internal Checklist)</i>.</p> <p>Manager/supervisor to visually check weekly that food handlers are following good hygiene practices as per the <i>Support Program – Health and Hygiene Requirements</i></p>	<p>If food handlers are not washing and sanitising salad vegetables correctly, re-wash and re-sanitise or discard. Complete <i>Record 16 – Corrective Actions</i>. If food handler retraining is required, complete <i>Record 14 – Food Handler Instruction/Training</i>.</p> <p>Unclean cloths should be discarded. Contaminated food should be discarded. Complete <i>Record 16 – Corrective Actions</i>.</p> <p>Contaminated vitamisers (including blades) must be disassembled, re-cleaned and re-sanitised as per the <i>Support Program – Cleaning and Sanitising</i>. Complete <i>Record 16 – Corrective Actions</i>. If food handlers require retraining in hygiene practices, complete <i>Record 14 – Food Handler Instruction/Training</i>.</p> <p>If food handlers are not following good hygiene practices as per the <i>Support Program – Health and Hygiene Requirements</i>, retraining may be required. Complete <i>Record 14 – Food Handler Instruction/Training</i>.</p>
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* Please contact your Local Government Authority or State or Territory Health Department for advice regarding requirements for sanitising salad vegetables.

3.5.7 Food Handling Step 7: Cooking (Cook Fresh)

Hazards What could go wrong?	Hazard Controls What to do to prevent things going wrong?	Monitoring of Controls Checking that everything is right	Corrective Actions What to do when things go wrong?
Survival of micro-organisms and possible production of toxins.	<p>Ensure food is cooked thoroughly by:</p> <ul style="list-style-type: none"> following standard recipes and ensuring the internal cooking temperature is 75°C or greater; and by cutting a portion of the food to ensure it is cooked until the juices run clear, the meat is not pink in colour or by bringing food to boiling point. <p>Ensure food is not left at a temperature of below 60°C for more than 2 hrs during cooking to prevent the possible production of toxin.</p> <p>Equipment and utensils are cleaned and sanitised in accordance with the <i>Support Program – Cleaning and Sanitising</i>.</p>	<p>Food handler to monitor and record the internal temperature of cooked food daily to ensure the core temperature of the food has reached 75°C or greater. Complete <i>Record 5 – Cooked Food Temperature Log</i>.</p> <p>Food handler to undertake visual observations daily to ensure food is cooked until juices run clear and the meat is not pink in colour or that the food has been brought to boiling point.</p> <p>Manager/supervisor to undertake weekly checks to ensure controls for cooking are being met.</p> <p>Food handlers to monitor and record the internal temperature of cooked food daily, to ensure the core temperature of the food is not below 60°C for more than 2 hrs during cooking. Complete <i>Record 5 – Cooked Food Temperature Log</i>.</p> <p>Food handler to undertake visual checks daily that all equipment and utensils used during the cooking process are cleaned and sanitised in accordance with the <i>Support Program – Cleaning and Sanitising</i>.</p> <p>Manager/supervisor is to undertake visual checks on a monthly basis to review whether the control is being met. Complete <i>Record 17 – Food Safety Program Review (Monthly Internal Checklist)</i>.</p>	<p>If food is not adequately cooked, this process should continue until the food is thoroughly cooked and notify the manager/supervisor for a review of the standard recipe in terms of time/temperature requirements for cooking to ensure it achieves thorough cooking as per the controls. Complete <i>Record 16 – Corrective Actions</i>.</p> <p>If the controls are not being met, retraining may be required. Details to be documented in <i>Record 16 – Corrective Actions</i>. If staff undergo retraining, complete <i>Record 14 – Food Handler Instruction/Training</i>.</p> <p>Food found to be left at a temperature of below 60°C for more than 2 hrs during cooking must be discarded. All actions are to be recorded in <i>Record 16 – Corrective Actions</i>.</p>
Contamination by micro-organisms, chemicals or physical objects. (Continued on page 29)			<p>Re-clean and re-sanitise contaminated equipment or utensils as per the <i>Support Program - Cleaning and Sanitising</i> and contaminated food is to be discarded. Complete <i>Record 16 – Corrective Actions</i>.</p>

<p>Contamination by micro-organisms, chemicals or physical objects.</p>	<p>Food handlers to follow good hygiene practices in accordance with the <i>Support Program – Health and Hygiene Requirements</i>.</p>	<p>Manager/supervisor to undertake weekly checks to ensure staff are following good hygiene practices in accordance with the <i>Support Program - Health and Hygiene Requirements</i>.</p>	<p>If controls are not being met, manager/supervisor to complete <i>Record 16 – Corrective Actions</i>. If staff require retraining in following good hygiene practices, complete <i>Record 14 – Food Handler Instruction/Training</i>.</p>
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Food Handling Step 7: Cooking (Cook Chill)

Hazards What could go wrong?	Hazard Controls What to do to prevent things going wrong?	Monitoring of Controls Checking that everything is right	Corrective Actions What to do when things go wrong?
Growth of micro-organisms and possible production of toxins.	<p>Ensure food is cooked thoroughly by:</p> <ul style="list-style-type: none"> following standard recipes and ensuring the internal cooking temperature is 75°C or greater; and by cutting a portion of the food to ensure it is cooked until the juices run clear, the meat is not pink in colour or by bringing foods to boiling point. <p>After the cooking process, food is to be rapidly chilled as recommended by the manufacturer of the cook chill equipment.</p>	<p>Food handler to monitor and undertake temperature checks of food daily to ensure that the controls are being met. Complete <i>Record 6 – Temperature Monitoring of Cook Chill Foods</i>.</p> <p>Food handler to undertake visual observations daily to ensure food is cooked until juices run clear and the meat is not pink in colour or that the food has been brought to boiling point.</p> <p>Manager/supervisor to undertake weekly checks to ensure controls for cooking are being met.</p>	<p>If food is not adequately cooked, this process should continue until the food is thoroughly cooked and notify the manager/supervisor for a review of the standard recipe in terms of time/temperature requirements for cooking to ensure it achieves thorough cooking as per the controls. Complete <i>Record 16 – Corrective Actions</i>.</p> <p>If the controls are not being met, retraining may be required. Details to be documented in <i>Record 16 – Corrective Actions</i>. If staff undergo retraining, complete <i>Record 14 – Food Handler Instruction/Training</i>.</p> <p>If food is not reaching desired time/temperature requirements, re-chill the food or use product within 12 hrs. If the blast chiller is not maintaining desired temperatures, notify the manager/supervisor. Complete <i>Record 16 – Corrective Actions</i>.</p>
Contamination by micro-organisms, chemicals or physical objects. (Continued on page 31)	Equipment and utensils are cleaned and sanitised in accordance with the <i>Support Program – Cleaning and Sanitising</i> .	<p>Food handler to undertake visual checks daily that all equipment and utensils used during the cooking process are cleaned and sanitised in accordance with the <i>Support Program – Cleaning and Sanitising</i>.</p> <p>Manager/supervisor to undertake visual checks monthly to review whether the controls are being met. Complete <i>Record 17 – Food Safety Program Review (Monthly Internal Checklist)</i>.</p>	<p>Re-clean and re-sanitise contaminated equipment or utensils as per the <i>Support Program - Cleaning and Sanitising</i> and contaminated food is to be discarded. Complete <i>Record 16 – Corrective Actions</i>.</p> <p>If controls are not being met, manager/supervisor to complete <i>Record 16 – Corrective Actions</i>. If staff require retraining, complete <i>Record 14 – Food Handler Instruction/Training</i>.</p>

<p>Contamination by micro-organisms, chemicals or physical objects.</p>	<p>Food handlers to follow good hygiene practices in accordance with the <i>Support Program – Health and Hygiene Requirements</i>.</p>	<p>Manager/supervisor to undertake weekly checks to ensure staff follow good hygiene practices in accordance with the <i>Support Program - Health and Hygiene Requirements</i>.</p>	<p>If controls are not being met, manager/supervisor to complete <i>Record 16 – Corrective Actions</i>. If staff require retraining in following good hygiene practices, complete <i>Record 14 – Food Handler Instruction/Training</i>.</p>
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Food Handling Step 7: Cooking (Cook Freeze)

Hazards What could go wrong?	Hazard Controls What to do to prevent things going wrong?	Monitoring of Controls Checking that everything is right	Corrective Actions What to do when things go wrong?
Growth of micro-organisms and possible production of toxins.	<p>Ensure food is cooked thoroughly by:</p> <ul style="list-style-type: none"> following standard recipes and ensuring the core temperature of the food has reached 75°C or greater; and by cutting a portion of the food to ensure it is cooked until the juices run clear, the meat is not pink in colour or by bringing foods to boiling point. <p>After the cooking process, food is to be rapidly frozen as recommended by the manufacturer of the cook freeze equipment.</p>	<p>Food handler to monitor and undertake temperature checks of food daily to ensure that the controls are being met. Complete <i>Record 7 – Temperature Monitoring of Cook Freeze Foods</i>.</p> <p>Food handler to undertake visual observations daily to ensure food is cooked until juices run clear and the meat is not pink in colour or that the food has been brought to boiling point.</p> <p>Manager/supervisor to undertake weekly checks to ensure cooks are following controls.</p>	<p>If food is not adequately cooked, this process should continue until the food is thoroughly cooked and notify the manager/supervisor for a review of the standard recipe in terms of time/temperature requirements for cooking to ensure it achieves thorough cooking as per the controls. Complete <i>Record 16 – Corrective Actions</i>.</p> <p>If the controls are not being met, retraining may be required. Details to be documented in <i>Record 16 – Corrective Actions</i>. If staff undergo retraining, complete <i>Record 14 – Food Handler Instruction/Training</i>.</p>
Contamination by micro-organisms, chemicals or physical objects. (Continued on page 33)	<p>Equipment and utensils are cleaned and sanitised in accordance with the <i>Support Program – Cleaning and Sanitising</i>.</p>	<p>Food handler to monitor and record the temperature of a sample of cook freeze food during each freezing process. Temperatures to be recorded in <i>Record 6 – Temperature Monitoring of Cook Freeze Foods</i>.</p> <p>Food handlers to undertake visual checks daily that all equipment and utensils used during the cooking process are cleaned and sanitised in accordance with the <i>Support Program – Cleaning and Sanitising</i>.</p> <p>Manager/supervisor to undertake visual checks monthly to review whether the control is being met. Complete <i>Record 17 – Food Safety Program Review (Monthly Internal Checklist)</i>.</p>	<p>If food is not reaching desired time/temperature requirements, transfer food to another blast freezer or use the food within 12 hrs. The manager/supervisor is to be notified, complete <i>Record 16 – Corrective Actions</i> and <i>Record 11 – Equipment and Maintenance</i> as required.</p> <p>Re-clean and re-sanitise contaminated equipment or utensils in accordance with the <i>Support Program – Cleaning and Sanitising</i> and contaminated food is to be discarded. Complete <i>Record 16 – Corrective Actions</i>.</p> <p>If controls are not being met, manager/supervisor to complete <i>Record 16 – Corrective Actions</i>. If staff require retraining, complete <i>Record 14 – Food Handler Instruction/Training</i>.</p>

<p>Contamination by micro-organisms, chemicals or physical objects.</p>	<p>Food handlers to follow good hygiene practices in accordance with the <i>Support Program – Health and Hygiene Requirements</i>.</p>	<p>Manager/supervisor to undertake weekly checks to ensure staff are following good hygiene practices in accordance with the <i>Support Program - Health and Hygiene Requirements</i>.</p>	<p>If controls are not being met, manager/supervisor to complete <i>Record 16 – Corrective Actions</i>. If staff require retraining in following good hygiene practices, complete <i>Record 14 – Food Handler Instruction/Training</i>.</p>
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3.5.8 Food Handling Step 8: Cooling

Hazards What could go wrong?	Hazard Controls What to do to prevent things going wrong?	Monitoring of Controls Checking that everything is right	Corrective Actions What to do when things go wrong?
<p>Growth of micro-organisms and possible production of toxins.</p>	<p>After cooking, potentially hazardous food can be cooled at room temperature to 60°C (as a guide, for not longer than 1 hr) before further cooling under refrigeration. Potentially hazardous food must be cooled from 60°C to 21°C in 2 hrs and to 5°C after a further maximum of 4 hrs.</p> <p><i>Effective cooling can be achieved by:</i></p> <p><i>Cooling food in shallow trays or small containers and ensuring food is not overstocked in the refrigeration unit.</i></p> <p><i>To cool food quickly, using chilled trays or the water bath method (fill up the sink with water (and ice) and place tray of food into the sink for 30 mins, drain water and repeat procedure; then place food in the refrigeration unit. Ensure food does not come into direct contact with the water or sink).</i></p>	<p>Food handlers to monitor and record temperature of foods during the cooling process on a weekly basis. Complete <i>Record 9 – Temperature Cooling Log</i>.</p> <p>Manager/supervisor to check weekly that staff are following controls, by using a probe thermometer at 2 and 4 hrs intervals. Temperatures are to be recorded in <i>Record 9 – Temperature Cooling Log</i>.</p>	<p>If food is not cooled to the desired time/temperature requirements, use the water bath method, turn the refrigeration unit down, place empty cooling trays in the freezer; otherwise cook fresh instead of cooling foods. Complete <i>Record 9 – Temperature Cooling Log</i>.</p> <p>Break the food into small proportions and place in shallow containers to cool. Reorganise stock to allow free circulation of air. Complete <i>Record 9 – Temperature Cooling Log</i> for corrective actions taken.</p> <p>If staff are not following controls, notify the manager/supervisor, complete <i>Record 16 – Corrective Actions</i>. If staff require retraining, complete <i>Record 14 – Food Handler Instruction/Training</i>.</p>

<p>Contamination by micro-organisms or physical objects.</p>	<p>Food to be covered, labelled and stored in clean containers during the cooling process.</p> <p>Food handlers to follow good hygiene practices in accordance with the <i>Support Program – Health and Hygiene Requirements</i>.</p>	<p>Food handlers to undertake visual checks daily to ensure controls are being met.</p> <p>Manager/supervisor to check monthly that food handlers are following good hygiene practices as per the <i>Support Program - Health and Hygiene Requirements</i>. Complete <i>Record 17 – Food Safety Program Review (Monthly Internal Checklist)</i>.</p>	<p>Cover and label food. Discard contaminated food. Re-clean and re-sanitise contaminated trays and containers as per the <i>Support Program - Cleaning and Sanitising</i>. Complete <i>Record 16 – Corrective Actions</i>.</p> <p>Notify the manager/supervisor if food handlers are not following the <i>Support Program - Health and Hygiene Requirements</i>. Complete <i>Record 16 – Corrective Actions</i>. If staff require retraining, complete <i>Record 14 – Food Handler Instruction/Training</i>.</p>
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3.5.9 Food Handling Step 9: Reheating

Hazards What could go wrong?	Hazard Controls What to do to prevent things going wrong?	Monitoring of Controls Checking that everything is right	Corrective Actions What to do when things go wrong?
Growth of micro-organisms and possible production of toxins.	Potentially hazardous food is rapidly reheated to at least 60°C within 2 hrs, turned and stirred periodically for thorough and even distribution of heat. Reheated potentially hazardous food should always be consumed on the day of reheating, and should not be reheated twice. (Note: Bains-marie are not suitable for reheating purposes).	Food handlers to check that potentially hazardous food is rapidly reheated to at least 60°C within 2 hrs and record the internal temperature of food during the reheating process three times/week. Temperatures to be recorded in <i>Record 5 – Cooked Food Temperature Log</i> . Manager/supervisor to check monthly that food handlers are following the controls for reheating.	If potentially hazardous food has not been reheated to 60°C within 2 hrs, continue reheating until above 60°C. If potentially hazardous food is still not reaching 60°C, apply the 4-hr/2-hr guide and check that the equipment is functioning properly. Complete <i>Record 5 – Cooked Food Temperature Log</i> . Notify the manager/supervisor if equipment maintenance is required. Complete <i>Record 11 – Equipment Maintenance</i> . Potentially hazardous food is discarded if the controls for reheating are not met. Detail actions in <i>Record 16 – Corrective Actions</i> . Retraining of staff may be required if food handlers are not following the controls for reheating. Complete <i>Record 14 – Food Handler Instruction/Training</i> .
Contamination by micro-organisms or physical objects.	Ensure food is covered and in clean containers. Equipment and utensils are cleaned and sanitised before use in accordance with the <i>Support Program – Cleaning and Sanitising</i> . Food handlers to follow good hygiene practices in accordance with the <i>Support Program – Health and Hygiene Requirements</i> .	Manager/supervisor to check monthly that food handlers are following controls for reheating. Complete <i>Record 17 – Food Safety Program Review (Monthly Internal Checklist)</i> . Manager/supervisor to check monthly that food handlers are cleaning and sanitising equipment in accordance with the <i>Support Program – Cleaning and Sanitising</i> . Complete <i>Record 17 – Food Safety Program Review (Monthly Internal Checklist)</i> . Manager/supervisor to check monthly that food handlers are following good hygiene practices in accordance with the <i>Support Program – Health and Hygiene Requirements</i> . Complete <i>Record 17 – Food Safety Program Review (Monthly Internal Checklist)</i> .	All contaminated food should be discarded. Complete <i>Record 16 – Corrective Actions</i> . If food handlers require retraining complete <i>Record 14 – Food Handler Instruction/Training</i> . Re-clean and re-sanitise contaminated equipment and utensils as per the <i>Support Program – Cleaning and Sanitising</i> . Complete <i>Record 16 – Corrective Actions</i> . Food handlers may require retraining if they are not following controls. Complete <i>Record 16 – Corrective Actions</i> and for retraining complete <i>Record 14 – Food Handler Instruction/Training</i> .

3.5.10 Food Handling Step 10: Hot Holding (Bain-marie)

Hazards What could go wrong?	Hazard Controls What to do to prevent things going wrong?	Monitoring of Controls Checking that everything is right	Corrective Actions What to do when things go wrong?
Growth of micro-organisms and possible production of toxins.	Potentially hazardous food is to be held hot (at or above 60°C). Note: Food should be at or above 60°C prior to hot holding.	Food handlers to undertake temperature monitoring of potentially hazardous food three times/week using a temperature measuring device. Temperatures to be documented in <i>Record 5 – Cooked Food Temperature Log</i> . Manager/supervisor to check monthly that the controls for hot holding are being met. Complete <i>Record 17 – Food Safety Program Review (Monthly Internal Checklist)</i> .	If food is found to be held below 60°C, reheat the food until it reaches 60°C or above. Complete <i>Record 5 – Cooked Food Temperature Log</i> . If the food is held in the bain-marie for more than 4 hrs, discard food and complete <i>Record 16 – Corrective Actions</i> . If staff require retraining, complete <i>Record 14 – Food Handler Instruction/Training</i> . If the bain-marie is not maintaining the desired temperatures, notify the manager/supervisor regarding equipment maintenance. Complete <i>Record 11 – Equipment Maintenance</i> . If the controls are not met, retrain staff and complete <i>Record 14 – Food Handler Instruction/Training</i> .
Contamination by micro-organisms, and physical objects.	Food is to be covered during the hot holding process and holding trays are to be cleaned and sanitised in accordance with the <i>Support Program – Cleaning and Sanitising</i> .	Manager/supervisor to check monthly that food handlers are following controls for hot holding and that the <i>Support Program – Cleaning and Sanitising</i> is being followed. Complete <i>Record 17 – Food Safety Program Review (Monthly Internal Checklist)</i> .	Contaminated food is to be discarded and contaminated trays are to be re-cleaned and re-sanitised according to the <i>Support Program – Cleaning and Sanitising</i> . Complete <i>Record 16 – Corrective Actions</i> .

3.5.11 Food Handling Step 11 : Packaging

Hazards What could go wrong?	Hazard Controls What to do to prevent things going wrong?	Monitoring of Controls Checking that everything is right	Corrective Actions What to do when things go wrong?
Growth of micro-organisms and possible production of toxins.	Staff are to minimise the cumulative time that potentially hazardous food is kept within the temperature danger zone, ie. a maximum of 2 hrs.	Manager/supervisor to undertake monthly checks to ensure food handlers are following controls for packaging. Complete <i>Record 17 – Food Safety Program Review (Monthly Internal Checklist)</i> .	Potentially hazardous food found to be at room temperature for more than 2 hrs is to be used immediately or discarded after 4 hrs. Complete <i>Record 16 – Corrective Actions</i> .
Contamination by micro-organisms or physical objects.	Containers and lids should be stored in a clean dry area, and meals are to be packaged into clean containers. Equipment and utensils are cleaned and sanitised before use in accordance with the <i>Support Program – Cleaning and Sanitising</i> . Food handlers to follow good hygiene practices in accordance with the <i>Support Program – Health and Hygiene Requirements</i> .	Manager/supervisor to undertake monthly checks to ensure food handlers are following controls for packaging. Complete <i>Record 17 – Food Safety Program Review (Monthly Internal Checklist)</i> . Manager/supervisor to undertake monthly checks to ensure food handlers are cleaning and sanitising equipment in accordance with the <i>Support Program – Cleaning and Sanitising</i> . Complete <i>Record 17 – Food Safety Program Review (Monthly Internal Checklist)</i> . Manager/supervisor to undertake monthly checks to ensure food handlers are following the <i>Support Program – Health and Hygiene Requirements</i> . Complete <i>Record 17 – Food Safety Program Review (Monthly Internal Checklist)</i> .	If food or packaging is contaminated, it should be immediately discarded. Discard contaminated single-use containers. Complete <i>Record 16 – Corrective Actions</i> . All contaminated equipment and utensils are to be re-cleaned and re-sanitised as per the <i>Support Program - Cleaning and Sanitising</i> . Complete <i>Record 16 – Corrective Actions</i> . If food handlers are not following the <i>Support Program – Health and Hygiene Requirements</i> , complete <i>Record 16 – Corrective Actions</i> . If retraining of food handlers is required, complete <i>Record 14 – Food Handler Instruction/Training</i> .

3.5.12 Food Handling Step 12: Holding for delivery (hot, cold, frozen)

Hazards What could go wrong?	Hazard Controls What to do to prevent things going wrong?	Monitoring of Controls Checking that everything is right	Corrective Actions What to do when things go wrong?
Growth of food poisoning bacteria and possible production of toxins.	Food is to be held hot (at or above 60°C), cold (at or below 5°C) or frozen solid, not partially thawed, prior to delivery.	Manager/supervisor to check monthly that food handlers are holding food hot (at or above 60°C), cold (at or below 5°C) or frozen solid, not partially thawed, prior to delivery. Complete Record 17 – Food Safety Program Review (Monthly Internal Checklist).	If food is not held at specified temperatures prior to delivery, follow 4-hr/2-hr guide. Complete Record 16 – Corrective Actions.
Contamination by micro-organisms or physical objects.	Food is to be covered during holding. Storage areas are to be cleaned and food holding equipment is to be cleaned and sanitised in accordance with the Support Program – Cleaning and Sanitising.	Manager/supervisor to check monthly that food handlers are following controls for holding food. Complete Record 17 – Food Safety Program Review (Monthly Internal Checklist). Manager/supervisor to check monthly that food handlers are following controls for holding food and the Support Program – Cleaning and Sanitising. Complete Record 17 – Food Safety Program Review (Monthly Internal Checklist).	Contaminated food is to be discarded. Complete Record 16 – Corrective Actions. Contaminated holding equipment and storage areas are to be re-cleaned and re-sanitised immediately (where appropriate) in accordance with the Support Program - Cleaning and Sanitising. Complete Record 16 – Corrective Actions.
Food handlers to follow good hygiene practices in accordance with the Support Program – Health and Hygiene Requirements.	Food handlers to follow good hygiene practices in accordance with the Support Program – Health and Hygiene Requirements.	Manager/supervisor to undertake monthly checks to ensure food handlers are following the Support Program – Health and Hygiene Requirements. Complete Record 17 – Food Safety Program Review (Monthly Internal Checklist).	If food handlers are not following the Support Program – Health and Hygiene Requirements, complete Record 16 – Corrective Actions. If retraining of food handlers is required, complete Record 14 – Food Handler Instruction/Training.

3.5.13 Food Handling Step 13: Delivery (of food to consumer - hot, cold, frozen)

Hazards What could go wrong?	Hazard Controls What to do to prevent things going wrong?	Monitoring of Controls Checking that everything is right	Corrective Actions What to do when things go wrong?
Growth of micro-organisms and possible production of toxins.	<p>Food is to be transported:</p> <ul style="list-style-type: none"> • hot (at or above 60°C) by using insulated containers, heat packs, or • cold (at or below 5°C) by using ice bricks, or • frozen solid by using ice bricks. <p>Consumers are to be advised of meal delivery times. Meals are to be delivered within 2 hrs of leaving the DMO and meals are not to be left unattended.</p>	<p>Volunteers/staff to take the storage temperature of a meal weekly, prior to delivery and on the last meal delivery. Temperatures are to be recorded in <i>Record 8 – Meal Delivery Temperature Log</i>.</p> <p>Volunteers/transport personnel to ensure consumer attendance on each delivery of meals and that meals are delivered within 2 hrs of leaving the DMO.</p>	<p>If the storage temperature of the meal does not meet the temperature controls prior to delivery or on the last meal delivery, the manager/supervisor is to be notified regarding maintenance, and possible replacements of holding equipment or storage arrangements may need to be reviewed. All actions are to be recorded in <i>Record 8 – Meal Delivery Temperature Log</i>.</p> <p>If meals are not delivered within 2 hrs of leaving the DMO and/or the customer is unavailable on delivery, meals should be transported back to the facility and their safety assessed using the 4-hr/2-hr guide. The manager/supervisor is to be notified. Complete <i>Record 16 – Corrective Actions</i>.</p>
Contamination by micro-organisms or physical objects.	<p>Transport vehicles are to be cleaned and containers cleaned and sanitised in accordance with the <i>Support Program – Cleaning and Sanitising</i> prior to use.</p> <p>Transport personnel/volunteers are to follow good hygiene practices in accordance with the <i>Support Program – Health and Hygiene Requirements</i>.</p>	<p>Manager/supervisor to undertake monthly checks on the condition of transport vehicles and that containers are being cleaned and sanitised as per the <i>Support Program – Cleaning and Sanitising</i>. Complete <i>Record 17 – Food Safety Program Review (Monthly Internal Checklist)</i>.</p> <p>Manager/supervisor to undertake monthly checks that transport personnel are following good hygiene practices in accordance with the <i>Support Program – Health and Hygiene Requirements</i>. Complete <i>Record 17 – Food Safety Program Review (Monthly Internal Checklist)</i>.</p>	<p>Contaminated vehicles are to be re-cleaned and containers re-cleaned and re-sanitised as per the <i>Support Program – Cleaning and Sanitising</i>. Contaminated food is to be discarded. Complete <i>Record 16 – Corrective Actions</i>.</p> <p>Transport personnel may require retraining if they are not following good hygiene practices in accordance with the <i>Support Program – Health and Hygiene Requirements</i>. Complete <i>Record 14 – Food Handler Instruction/Training</i>.</p>

Photocopy the table below and record the details of any site-specific variations to the Food Handling Steps listed above.

Hazards What could go wrong?	Hazard Controls What to do to prevent things going wrong?	Monitoring of Controls Checking that everything is right	Corrective Actions What to do when things go wrong?

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3.0 Part 1 - Food Safety Program Sections

3.6 Support Programs

In addition to the specific controls described in the *Food Handling Steps (Section 3.5)*, a number of general controls are provided in the following support programs. These support programs are essential to the production of safe food. If managers/supervisors observe that staff are not following the controls in the following Support Programs, complete *Record 16 - Corrective Actions*. If staff require retraining, complete *Record 14 - Food Handler Instruction/Training*. Please include these Support Programs as part of your food safety program.

3.6.1 Health and Hygiene Requirements

To ensure food safety, food handlers need to implement measures to ensure that food prepared and served is safe and food handling is of a high standard *at all times*. They have to comply with the health and hygiene requirements prescribed under the *Food Safety Standards* and follow the steps outlined in the food safety program.

The following information outlines the responsibilities for basic health and hygiene requirements for all food handlers (both paid and voluntary), and is based on the *Food Safety Standards*, in particular *Food Safety Standard 3.2.2 - Food Safety Practices and General Requirements*. You may wish to make copies of this information guide for use in food handler training.

Responsibility 1

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.

Steps to prevent the contamination of food and food contact surfaces:

- store uncooked and ready-to-eat food separately and always store cooked and ready-to-eat foods above uncooked or unwashed foods
- store foods in waterproof and pest-proof food-grade containers with well-fitting lids
- limit direct handling of food - clean gloves can be used but these must be changed between each task or if they are damaged. Clean tongs or other implements used to handle foods can also be used
- keep raw and cooked foods separate at all times; also ensure that separate utensils and cutting boards are to be used for the preparation of raw and ready-to-eat or cooked foods, and washed and unwashed foods
- use individual serving implements for each dish to reduce direct handling of food
- keep all food preparation areas, work surfaces, equipment and utensils in a clean condition.

3.0 Part 1 - Food Safety Program Sections

Responsibility 2

A food handler must, when engaging in any food handling operation, take all practicable measures to ensure that his/her body, anything from his/her body, and anything he/she is wearing does not contaminate food or surfaces likely to come into contact with food.

Steps to be taken to meet hygiene requirements:

- take all practicable measures (examples below) 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
 - long hair to be tied or clipped back, or otherwise effectively covered so as to prevent contact occurring between hair and food or between hair and food contact surfaces
 - jewellery is limited to plain banded rings and simple sleeper earrings
 - keep finger nails short and clean and do not wear nail polish or false nails
- food handlers must cover any cuts or sores with a waterproof, brightly coloured dressing and ensure that disposable gloves are worn;
- clean protective clothing that effectively provides a barrier between food and ordinary clothing must be worn when handling food. This may be in the form of a uniform worn when handling food only instead of everyday clothing, or an apron or overall worn over everyday clothing
- protective clothing must be worn in the food preparation areas only and not outside the premises
- smoking and eating are not to occur within food handling or preparation areas
- do not sneeze, blow or cough over unprotected food or surfaces likely to come into contact with food.

Responsibility 3

A food handler must wash his or her hands:

- whenever his or her hands are likely to be a source of contamination of food
- immediately before working with ready-to-eat food, and after handling raw food
- before putting on and after removing gloves
- immediately after using the toilet
- prior to handling unprotected/uncovered food or when touching surfaces that will come into contact with food
- before commencing or re-commencing the handling of food
- immediately after smoking, coughing, sneezing, using a handkerchief or disposable tissue, eating, drinking or using tobacco or similar substances
- after touching his/her hair, scalp or body opening.

Whenever washing his or her hands, a food handler must:

- Use the hand washing facilities provided
- Thoroughly clean his or her hands using soap and warm running water
- Thoroughly dry his or her hands on paper towel.

3.0 Part 1 - Food Safety Program Sections

Responsibility 4

A food handler who knows that they are suffering from a food-borne illness (or if they are a carrier of a food-borne illness), or if they have any symptoms associated with a food-borne illness, must:

- report to his or her supervisor that he or she is or may be suffering from (or is a carrier of) the illness
- not engage in any handling of food
- if continuing to engage in other work on the premises - take all practicable measures to prevent food being contaminated as a result of the condition
- 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.

The symptoms of food-borne illness may include: diarrhoea, nausea, vomiting, abdominal cramps, fever and headache. A person suffering a food-borne illness may have one or more of these symptoms. The incubation period (the time between eating the food and the appearance of the first symptoms) may be as short as one hour and up to three to four days or even longer.

Procedure for managing food handlers suffering from food-borne illness:

1. report illness or symptoms to the manager
2. details are listed in *Record 13 - Staff Illness*
3. food handler is excluded from handling food
4. food handler resumes handling food only after they have been symptom free for 48 hrs. However if a food handler has been diagnosed with eg. Salmonella or Hepatitis A, a medical certificate may be required to state that the person is no longer suffering from a food-borne illness or its symptoms
5. record details of return to work in *Record 13 - Staff Illness*.

Procedure for managing open cuts and sores on hands or fingers, or discharges from the ear, nose or eye:

1. report injury/condition to the supervisor
2. record details in *Record 13 - Staff Illness*
3. food handlers must take all reasonable measures not to contaminate food. This may mean, performing other jobs that do not involve food, not working in food preparation areas or if a food handler continues to handle food with a cut/sore hand, a bright coloured waterproof dressing is to be applied to the wound and disposable food gloves are to be worn.

3.6.2 Cleaning and Sanitising

Your DMO must ensure that the premises, fixtures, fittings, equipment and those parts of vehicles that are used to transport food, are maintained to an acceptable standard of cleanliness. There should be no accumulation of garbage (except in garbage containers), recycled matter (except in containers), food waste, dirt, grease or other visible matter. Furthermore, cutlery and crockery must be cleaned and sanitised and protected from contamination. They must be in a clean and sanitary condition immediately before each use. Food contact surfaces of equipment also need to be cleaned and sanitised to avoid contaminating the food that will come into contact with these surfaces.

Cleaning and sanitising are separate procedures. Cleaning removes visible contamination such as food waste, dirt and grease from a surface. Sanitising is a process that destroys micro-organisms that may remain after cleaning.

3.0 Part 1 - Food Safety Program Sections

The table below outlines the steps that should be undertaken to effectively clean, sanitise and dry equipment and utensils

Step	Process	Cleaning Equipment
1. Pre-clean	Scraping, rinsing, wiping, sweeping or soaking	Cloth, broom, brush, water
2. Main clean	Washing in hot water and detergent	Scourer, cloth, brush, mop, sponge, floor cleaning machine Hot water - at least 54°C and detergent
3. Sanitising	1. Hot water rinse; or 2. Chemical sanitising rinse; or 3. Spraying surface with sanitiser and wiping with disposable paper towels	1. Hot water 2. Chemical sanitiser 3. Disposable paper towels
4. Drying	Allow all surfaces to air dry Smaller utensils are stacked on a clean dish rack to air dry	Clean sanitised surfaces on drain boards, dish racks, etc

Notes on Cleaning and Sanitising:

- When cleaning cutlery, crockery, pots, pans, utensils, or tables where food is served, the above steps apply when cleaning is done by hand or in a dishwasher. In addition, any tea towels used for drying should be sent for laundering after use.
- The food contact surfaces of an appliance used to prepare or process foods, particularly potentially hazardous foods, should be cleaned between batches or lots to avoid the risk of cross-contamination.
- It is recommended that the equipment used with potentially hazardous foods be cleaned and sanitized after each use.
- Single-use items are not to be cleaned or sanitised for reuse but are to be discarded. Single-use items are instruments, apparatus, utensils or other things intended to be used only once in connection with food handling. These include disposable gloves, drinking straws, disposable eating and drinking utensils, plastic containers for takeaway food or other disposable packaging materials used in contact with food. Single-use items must not come into contact with food or the mouth of a person if they are contaminated. Most importantly, single-use items should be protected from the likelihood of contamination until use and should never be reused.
- To achieve an adequate level of sanitisation manually, contact with hot water at 77°C for 30 seconds is needed. This temperature cannot be maintained in the sink unless the sink has a heating element. It is however not recommended that food businesses manually sanitise using hot water due to occupational health and safety concerns. The use of a glass washer or dishwasher is recommended where possible as they are the most effective way to clean and sanitise equipment. The manufacturer of the above mentioned equipment will be able to provide you with information regarding rinsing temperatures for your glass washer or dishwasher. It is recommended that this information is provided in writing by the manufacturer and that it is made available upon request by an auditor.

3.0 Part 1 - Food Safety Program Sections

6. Chemical sanitisers - advice on suitable chemical sanitisers can be obtained from chemical manufacturers and suppliers. Chlorine and quaternary ammonium-based compounds are commonly used as chemical sanitisers in the food industry. Sanitisers will only work effectively if the surface is clean and if they are used in the correct concentration and in accordance with the label directions (eg. minimum contact time).
7. All cleaning and sanitising chemicals should be stored in a designated chemical storage area away from food preparation areas.
8. It is important to ensure that Material Safety Data Sheets (MSDS) are made available on site for all cleaning agents used throughout the facility. MSDS provide information regarding precautions for the safe use and handling of hazardous substances and actions to take in the event of poisoning or harmful exposure to the substance. DMOs can request MSDS through their supplier of cleaning agents.

Preparing Your Cleaning Schedule

Just like the rest of your food safety program, a cleaning schedule is a way of making sure that food premises and equipment have been cleaned.

With reference to the example of daily and monthly cleaning schedules below, complete the blank table on page 48, by listing areas/equipment that need to be cleaned (eg. floors, utensils), the person responsible for each cleaning task (eg. kitchen hand, supervisor, etc), how often each area/equipment should be cleaned (eg. daily, weekly, monthly, yearly) and the cleaning agent to be used.

Example Daily Cleaning Schedule:

Equipment/Area	Person Responsible	Method	Product & Equipment Used
Preparation benches	Kitchen Hand, Cook	<ol style="list-style-type: none"> 1. Remove food scraps 2. Wash with hot water and detergent 3. Apply sanitiser 4. Allow to dry 	Detergent No-rinse sanitiser
Esky containers	DMO Driver	<ol style="list-style-type: none"> 1. Remove food scraps 2. Wash with hot water and detergent 3. Wash out with clean water 4. Sanitise 5. Air dry 	Detergent No-rinse sanitiser

Example Monthly Cleaning Schedule:

Equipment/Area	Person Responsible	Method	Product & Equipment Used
Cool rooms, fridges and storage racks	Kitchen Hand	<ol style="list-style-type: none"> 1. Remove food to other side of fridge 2. Clean rubber seals 3. Wash racks and all interior surfaces with hot water and detergent or dishwasher 4. Spray and wipe the walls with wall cleaner 5. Allow to air dry before replacing food 	Scrubbing brush Detergent

3.0 Part 1 - Food Safety Program Sections

_____ Cleaning Schedule:

Equipment/Area	Person Responsible	Method	Product & Equipment Used

Make multiple copies of the table above and use this to record the cleaning procedures for multiple areas/equipment. Information on cleaning procedures should be kept in an easily accessible place (eg. either with the food safety program or with the other records).

You can use the above cleaning schedule to complete *Record 10 - Cleaning and Sanitising*. This record can be used to record the items to be cleaned, the food handler responsible for the cleaning task(s) and timeframe for cleaning premises and equipment (eg. daily, weekly, monthly, annually).

Examples of items to be cleaned at various frequencies include:

- Daily - food contact surfaces, surfaces of equipment such as fridges, freezers, stoves, ovens, bain-marie, utensils, crockery, vitamisers, blenders, equipment, floors, counters, benches, etc
- Weekly - rubbish bins
- Monthly - inside of equipment such as fridges, cool rooms, freezers, cupboards, shelves, walls, light fittings, windows, etc
- Annually - ceilings throughout the premises, including internal rooms and toilets.

This record allows food handlers to sign off each cleaning task after it has been completed.

3.0 Part 1 - Food Safety Program Sections

3.6.3 Pest Control

All practicable measures are to be taken to prevent pests entering and harbouring on the premises. The manager/supervisor should conduct monthly inspections for evidence of pests and detail the findings in *Record 12 - Pest Control*. Any pests or evidence of pests observed by staff should be reported to the manager/supervisor. It is recommended that the manager/supervisor consult with a pest management contractor to determine the appropriate course of action when dealing with pest problems. All actions should be detailed in *Record 12 - Pest Control*.

Examples of other practical pest control measures include:

- ensuring there are no holes or gaps in ceilings, walls and floors
- providing screens to doors
- keeping premises clean
- not storing food items on the floor
- provision of fly traps or fly zappers
- use of fly strips.

With reference to the example below, detail the actions your business will undertake to control pests in the table on page 50.

Example

Please list actions to be taken to control pests.

Weekly inspection to be undertaken by Supervisor for possible pest infestation.

Monthly pest control to be undertaken by 'Pest Attack'.

3.0 Part 1 - Food Safety Program Sections

3.6.4 Facility and Equipment Maintenance

Food businesses must maintain food premises, fixtures, fittings, equipment, utensils, and food storage areas of food vehicles in a good state of repair. This means undertaking visual checks of the above mentioned items regularly while they are being used or cleaned. These items (particularly if made of glass or wood) should not be broken, split, chipped, worn out or rusted. Effective maintenance helps prevent contamination and allows for effective cleaning and sanitising.

Fixtures and fittings include such items as benches, shelves, sinks, hand wash basins and cupboards. Equipment includes all equipment used in handling food as well as equipment used to clean food premises or equipment. Examples of food handling equipment include refrigerators and cool rooms, cooking, processing and serving equipment and thermometers. Examples of equipment used to clean food premises are brooms, mops and buckets.

Maintenance of the food preparation and storage areas and servicing of all kitchen equipment should be carried out in accordance with the equipment specifications and by an appropriate service provider. It is recommended that certain equipment be serviced on an annual basis, including fridges, cool rooms, freezers, blast chiller, blast freezer, bain-marie, dishwasher, etc.

Any malfunction or breakdown of equipment between regular servicing visits should be reported immediately to the manager/supervisor and also detailed in *Record 11 - Equipment Maintenance*.

With reference to the example below, identify areas/equipment that require maintenance within your facility, the frequency for maintenance and the service provider's name and contact details, by completing the blank table on page 52.

Example

Area/Equipment	Frequency of Maintenance	Service Provider Name, Address and Phone Number
Dishwasher	Annually	Randall Dishwashers 63 Kilk St, Dasiy Hill 4127 Ph: 3011 1222
Cool Room	Quartley	Fridge Mechanics 7 Free St, Stanstead 9367 Ph: 2987 1652
Cook Chiller	Quartley	Chillfresh 98 Moot St, Bullara 7342 Ph: 1328 2838

3.0 Part 1 - Food Safety Program Sections

3.6.5 Temperature Measuring Device

The *Food Safety Standards* require all businesses that store, transport, prepare, cook or sell potentially hazardous food to have a temperature measuring device (thermometer) to measure the temperature of the food. The thermometer must be readily accessible on the premises and be able to accurately measure the temperature of the food to $\pm 1^{\circ}\text{C}$. A probe thermometer is best suited to accurately measure the internal temperature of the food and should be purchased by all food businesses. An infrared/surface thermometer will only measure the surface temperature of the food but not the internal temperature; and should only be used supplementary to a probe thermometer.

Using a Probe Thermometer:

- (a) Before taking the temperature of the food, the probe of the thermometer must be effectively cleaned, sanitised and dried. The probe can be cleaned by using hot soapy water, wiped with a single-use sanitising wipe or by immersing in a container of boiling water for 1 minute, and then air dried or wiped dry with clean paper towel.
- (b) Allow several seconds for the thermometer to stabilise before reading the temperature and then write down the result on the temperature monitoring form.
- (c) Remove the probe from the food and immediately wash the probe using hot water.
- (d) Using single-use sanitising wipes (eg. containing 70% Isopropyl Alcohol), thoroughly wipe the probe of the thermometer to effectively sanitise it.
- (e) Repeat steps (a) to (d) to check the temperature of other foods, or immediately insert the probe into the probe cover and store the thermometer in a clean place for future use. Discard the sanitising wipe after use.

Using an Infrared/Surface Thermometer:

- (a) Do not insert thermometer into food.
- (b) Point thermometer at food to measure the surface temperature of the food and follow directions for use as stated by the manufacturer.
- (c) Do not point thermometer at another person as this could be dangerous.
- (d) Remember that the surface temperature of the food may differ from its internal or core temperature.
- (e) Do not use in place of a probe thermometer unless instructed.

3.6.6 Accuracy of Thermometers

To check the accuracy of thermometers, the following methods can be used:

Ice Point Method (to check the accuracy of the thermometer at 0°C):

- (a) Prepare a container of iced water (at least 60% ice).
- (b) Stir well and allow to stand for 5 minutes.
- (c) Immerse the probe of the thermometer into the water and allow to stabilise.
- (d) Stir well.
- (e) *Record the reading in Record 11a - Accuracy and/or Calibration of Thermometers.*
- (f) It should read 0°C . If the thermometer reads more than $\pm 1^{\circ}\text{C}$, it will need to be recalibrated, serviced or replaced.

3.0 Part 1 - Food Safety Program Sections

Boiling Point Method (to check the accuracy of the thermometer at 100°C):

- (a) Bring a container of water to the boil.
- (b) Immerse the probe of the thermometer into the water and allow to stabilise.
- (c) Record the reading in *Record 11a - Accuracy and/or Calibration of Thermometers*.
- (d) It should read 100°C. If the thermometer reads more than $\pm 1^\circ\text{C}$, it will need to be recalibrated, serviced or replaced.

It is recognised that thermometers used to measure food temperatures and air temperatures must be calibrated regularly to ensure their accuracy. Calibration of thermometers is best performed by the supplier of the thermometer or a laboratory that is accredited to perform this task. If a food business performs its own calibration, the temperature of the instrument itself should not be altered but rather the business should record how far the instrument is out and the date, for example by placing a label on the instrument that indicates the date and correction needed. This will allow the business to monitor how inaccurate the instrument becomes. If a correction of more than 1°C is required, the thermometer should be returned to the supplier. As a guide, thermometers should be calibrated every 3 months or when dropped. The supplier of the thermometer should be consulted regarding the frequency of calibration.

3.6.7 Garbage Disposal

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

Therefore, an adequate number of internal garbage bins should be provided for the storage of kitchen wastes. Each bin should be lined and emptied at least once per day. They should be pest-proof and cleaned regularly as part of the cleaning schedule (*Record 10 - Cleaning and Sanitising*).

External garbage bins should be kept in a designated area that is away from entry and exit points to the building. They should be pest-proof with tight-fitting lids and should be cleaned regularly as part of the cleaning schedule (*Record 10 - Cleaning and Sanitising*). They should be emptied regularly in accordance with the services/requirements of the local government authority.

Managers/supervisors should check on a monthly basis that staff are keeping garbage disposal areas clean and tidy.

4.0 Part 2 - General Information Sections

4.1 Food Handler Training

Food handlers (both paid and voluntary) undertaking or supervising food handling activities are required to have appropriate skills and knowledge of food safety and hygiene matters appropriate to the level of food handling they undertake. The requirements for skills and knowledge are contained in *Food Safety Standard 3.2.2, Division 2 (3) Food Handling - Skills and Knowledge*. Specific training competencies in your State or Territory should be checked with the relevant health authority. The strategies for ensuring that food handlers (both paid and voluntary) have the skills and knowledge required can include:

- (a) managers/supervisors providing new and existing food handlers (both paid and voluntary) with a copy of the *Health and Hygiene Requirements (Section 3.6.1)* and advising them of their obligations as food handlers
- (b) managers/supervisors to train and instruct food handlers (both paid and voluntary) on standard food safety procedures for the food handling steps relevant to their delivered meals operation (*Refer Section 3.5 - Food Handling Steps*)
- (c) food handlers (both paid and voluntary), supervisors and managers attending food safety or hygiene courses conducted by local government authorities and industry bodies. Information concerning registered training organisations should be sought from your relevant local government authority or State or Territory health authority, refer to A2 - Contacts and Resources for Food Safety Information
- (d) food safety update sessions are conducted regularly for all food handlers (both paid and voluntary) via in-house training and/or hiring a consultant to provide advice and answer questions
- (e) food handling practices are regularly observed by the manager/supervisor and one-on-one instruction provided to reinforce food safety skills and knowledge
- (f) having operating procedures in place to clarify the responsibilities of food handlers (both paid and voluntary) and supervisors
- (g) with reference to the example below, complete the blank table outlined on page 56 by identifying which food handlers require training, their position title, the type of training planned, contact hours and the scheduled date for the training to occur
- (h) all instructions or training provided to food handlers (both paid and voluntary) are listed in *Record 14 - Food Handler Instruction/Training*.

Example

Food Handler	Position Title	Type of Training Planned	Contact Hours	Date
Michael Lonard	Cook	Accredited Food Hygiene Course	1 day	05/07/06
		Implementation of Food Safety Programs	2 days	27/07/06
Kate Hill	Volunteer	Introduction to Food Safety	2 hrs	07/08/06

Note: Please keep **Record No. 14 - Food Handler Instruction/Training** for this section.

4.0 Part 2 - General Information Sections

4.2 Food Safety Incident Management Procedures

4.2.1 Food Recalls

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

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

- inspect all stock and remove any product from sale if affected by the recall notice
- clearly label the product with 'Food for disposal' or 'Not for sale' and store separately in an appropriate environment (eg. store recalled chilled food in a cool room or refrigerator and store recalled frozen food in the freezer)
- notify the supplier as soon as possible and return the product
- if possible, estimate the amount of product already sold
- if possible, contact all known purchasers of the product
- advise all delivery drivers
- display a recall notice in a prominent position (eg. goods received area)
- complete *Record 15 - Food Incident Form*.

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

- withdraw the product from sale
- clearly label the product with 'Food for disposal' or 'Not for sale' and store separately in an appropriate environment (eg. store recalled chilled food in a cool room or refrigerator and store recalled frozen food in the freezer)
- contact all known purchasers of the product where possible
- if possible, estimate the amount of product already sold.
- if possible, determine the source of contamination for products produced on the premises
- advise all delivery drivers
- notify the suppliers as soon as possible and return the product if necessary
- contact your Local Government's Environmental Health Officer or refer to the FSANZ Food Industry Recall protocol to find out what actions will be required (www.foodstandards.gov.au/recallsafety/)
- complete *Record 15 - Food Incident Form*.

4.0 Part 2 - General Information Sections

4.2.2 Unsafe Food

If the food that has been consumed by consumers is known to be or suspected of being unsafe due to microbiological contamination or other causes, the following procedure should apply:

- (a) consumers should be informed immediately and provided with advice that if they present with symptoms of food poisoning, they should consult their doctor immediately
- (b) all efforts should be made to remove suspect food items from the kitchen and a thorough clean-up of the kitchen should take place
- (c) the appropriate food safety regulator (eg. local government or State/Territory Environmental Health Officer) should be contacted at an early stage for advice and investigation that may be required to identify or confirm the cause and determine any need for follow-up action
- (d) the supervisor should detail all actions taken in *Record 15 - Food Incident Form*.

If the food is known to be or suspected of being contaminated by chemicals, advice from the Poisons Information Service may also be required. It should be noted that a consumer may react to a food that contains a substance he or she is allergic or intolerant to and this would be a matter that should be discussed with the consumer. If a large number of consumers have consumed a food that may contain a foreign object(s), eg. plastic fragments, the food/foreign object(s) should also be retained as it may be required for further investigation by the appropriate food safety regulator.

4.2.3 Food Safety Complaints

The following procedures should be followed upon receipt of a food related complaint:

- (a) staff should enter details in *Record 15 - Food Incident Form* for each case
- (b) staff members should immediately inform the supervisor of each and every allegation of food poisoning or contamination
- (c) the complaint should be thoroughly investigated and procedures/records examined. This may involve investigation by the appropriate food safety regulator (eg. local government authority or State or Territory health authority), who should be contacted at an early stage and advice received on actions to take
- (d) recommendations for improvements are made to the manager/supervisor
- (e) changes are made to procedures, where appropriate, to prevent re-occurrence of the complaint.

4.0 Part 2 - General Information Sections

4.3 Premises and Equipment Guide

The following section provides a summary of the general requirements specified in *Food Safety Standard 3.2.3 - Food Premises and Equipment*.

Food preparation and storage areas and food premises generally need to be designed and maintained so as to minimise opportunities for food contamination. Any food business is required to ensure that the premises, fittings, fixtures and equipment are designed and maintained so that they can be readily cleaned and where necessary, sanitised. In addition, a food business must also be provided with appropriate services.

Food business premises must:

- have enough space for their equipment and the work that they do
- be protected from pests and other contaminants such as dirt and fumes
- be easy to clean and keep clean
- have enough clean water available at the right temperature for the work to be done
- have a disposal system for garbage, sewage and waste water
- have sufficient lighting and ventilation
- have adequate equipment for the production of safe and suitable food.

Food business fixtures, fittings and equipment must be:

- appropriate for the work of the business
- suitable for the jobs they are used for
- easy to clean and, if necessary, sanitise
- be made of material that does not contaminate food.

Food businesses must make sure that they have:

- hand basins in work areas so staff can wash their hands in warm running water if their hands are likely to contaminate food
- hand basins near the toilets
- access to toilets
- storage areas for personal belongings and clothing, and also for the office equipment and papers and any chemicals used by the business.

For a full copy of *Food Safety Standard 3.2.3 - Food Premises and Equipment*, refer to the FSANZ website www.foodstandards.gov.au.

Your local government authority or State or Territory health authority should be contacted to ascertain any legal requirements you may have under the food safety legislation. It is particularly important to contact your local government authority if you are establishing a new delivered meals operation as there are specific requirements relating to the construction and fit-out of food preparation areas.

4.0 Part 2 - General Information Sections

4.4 Transportation of Food and Delivery of Meals

During the transportation of food or meals, transport personnel (including volunteers) should ensure that:

- they maintain a satisfactory standard of personal hygiene practices and follow the health and hygiene requirements prescribed under the *Food Safety Standards* and outlined in the food safety program
- no animals or chemicals are to be carried in the vehicle whilst food is being transported
- food transport containers/eskies should be kept in a clean and sanitary condition before use
- food transport vehicles (including volunteer vehicles) are in a clean condition, your local government authority may have specific requirements regarding food transport vehicles
- all meals must be kept under appropriate temperature controls to prevent the growth of food poisoning bacteria and the production of toxins
- the temperature of a spare meal should be monitored randomly, prior to the delivery of meals and after the last meal is delivered
- food or meals are delivered within a minimal time period (refer to the 4-hr/2-hr guide, Food Handling Step 4: Storage)
- food or meals damaged during transportation are not to be delivered to a consumer
- all damaged food or meals are stored separately from undamaged food or meals in the food transport vehicle
- food or meals are delivered directly to the consumer and are not left unattended at anytime
- all left-over meals should be returned to the facility to be discarded and not left in eskies on the consumer's premises.

There are a number of food safety and hygiene practices that transport personnel need to comply with as specified in *Clause 10 Food transportation of Standard 3.2.2, Division 3 of the Food Safety Standards*. These include ensuring that food or meals are:

- (a) protected from the likelihood of contamination, ie. physical, microbiological and chemical contaminants
- (b) potentially hazardous food is transported under temperature control, ie. hot (at or above 60°C), cold (at or below 5°C) or frozen solid (not partially thawed). Refer to and complete *Record 4 - Temperature Control Log*
- (c) potentially hazardous food which is intended to be transported frozen remains frozen during transportation.

4.0 Part 2 - General Information Sections

4.5 Auditing of Food Safety Programs

In States or Territories where food safety programs are mandatory for this industry sector, DMOs will be required to have their food safety program audited by a food safety auditor at a specified auditing frequency. The relevant health authority in your State or Territory should be contacted to determine whether food safety programs are mandatory for your business operation and if so, the required auditing frequency.

There are three categories of food safety auditors, namely first-party, second-party and third-party auditors. First-party auditors are usually employees of the food business who carry out internal auditing of their food business. Second-party food safety auditors are employed by the government to undertake audits of food businesses on behalf of the government (eg. Environmental Health Officers). Third-party auditors are private contractors and are independent of the government and the food business. For the purposes of *Food Safety Standard 3.2.1*, only second-party and third-party auditors are recognised to perform the role of auditing food safety programs. In addition, all auditors must meet specified criteria and be approved by a State or Territory health authority.

Therefore, if the food safety program is to be subject to independent auditing, the supervisor should make arrangements for these audits to be conducted after seeking the advice of the local government authority or regulator.

If required, please provide full details of your food safety program auditor, the registration number, address and phone number and audit frequency.

4.6 Food Safety Program Review

Standard 3.2.1 of the Australian New Zealand Food Standards Code requires that a food safety program must provide for the regular review of the program by the food business to ensure its adequacy. The review process aims to ensure that:

- (a) the content of the food safety program adequately represents the processes, procedures and operations undertaken by the food business,
- (b) staff are complying with the documented food safety program, and
- (c) control measures are effective in controlling the hazards (ie. they prevent, eliminate or reduce a food safety hazard to an acceptable level).

4.0 Part 2 - General Information Sections

Your food safety program should be reviewed at a minimum every twelve months. The manager/supervisor is to make changes to the food safety program based on any changes to the food services provided, inputs from staff and regulators and the results of any audits. After the review process, changes to the food safety program are to be indicated in the appropriate area(s) in each of the *Food Handling Steps (Section 3.5)* or in *Sections 3.6 to 4.4* and staff should be briefed on changes at staff meetings.

Record 17 - Food Safety Program Review incorporates a monthly internal checklist and annual review that will assist in an effective review of the food safety program. The monthly checklist will assist the manager/supervisor to identify whether key elements outlined in each of the food handling steps, support programs and general information sections are being followed and associated records are being completed. The annual review will assist the manager/supervisor to review and identify any changes to the food safety processes undertaken in the operation, ensure that the food safety program has been audited at the required frequency, ensure that adequate records are being kept and corrective actions taken.

There may be a need for DMOs to apply other methods, procedures, tests and evaluations, in addition to the above, to confirm that the food safety program is working effectively. This needs to include the following checks:

- all potential hazards that are reasonably expected to occur have been identified, and
- the controls in place are effective, ie. they are capable of preventing, eliminating or reducing a food safety hazard to an acceptable level (while controls may have been established when the program was first developed, any changes to these controls or the introduction of new controls needs to be established).

A1 Glossary

Audit

An official process of examining a documented food safety program, and observing the implementation of the program.

Bacteria

Bacteria are living organisms that are invisible to the naked eye. Some types of bacteria are harmful if they or the toxins they produce are present in food.

Best Before Date

In relation to a package of food, the date which signifies the end of the period during which the intact package of food, if stored in accordance with any stated storage conditions, will remain fully marketable and will retain any specific qualities for which express or implied claims have been made.

Calibration

Calibration is the process of checking that measuring equipment is working effectively and correcting/adjusting the equipment if it is not reading accurately. In the case of a thermometer, it is the checking to make sure that thermometer is measuring temperatures accurately (to at least +/- 1°C).

Clean

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

Cleaning Checklist

A record to document the completion of these cleaning activities.

Cleaning Schedule

A list of detailed tasks for cleaning activities that are required throughout the premises and for equipment, for example, how often cleaning is to be done, how this cleaning is carried out, who is to carry out each cleaning task and what chemicals are required. If your business transports food, your cleaning schedule must also include cleaning tasks for these transport containers or vehicles.

Contamination

The introduction or occurrence of a biological or chemical agent, foreign matter or other substance that may compromise food safety or suitability. These agents are referred to as contaminants.

5.0 Appendices

Control

A check, limit, restraint or measure taken to eliminate potential hazards.

Cook Chill

A process whereby perishable foods undergo a heating or pasteurisation process in a controlled environment and are then rapidly chilled to 3°C within a 90-minute time period. The delivery temperature of cook chill foods should be 3°C or less.

Cook Freeze

A process whereby perishable foods undergo a heating or pasteurisation process and are then rapidly frozen in a controlled environment. Follow the time and temperature specifications for this process as recommended by the manufacturer of the cook freeze equipment. Cook freeze foods should be delivered frozen solid (not partially thawed).

Cook Fresh

A process whereby perishable foods undergo a heating or pasteurisation process to destroy micro-organisms. The delivery temperature of cook fresh foods should be cold (50°C or below) or hot (60°C or above).

Cool

The process undertaken to reduce the internal temperature of a food, ie. by placing food in a cool room/refrigerator after the cooking process.

Corrective action

The action to be taken when monitoring indicates that a control is not being met.

Cross-contamination

Is the transfer of a contaminant from one food, surface or utensil to another.

Delivered Meals Organisation (DMO)

An organisation that may produce, organise or deliver (or all three), principally for aged or disabled persons, or those persons who for a variety of reasons are unable to prepare meals themselves, within the community, eg. Meals on Wheels.

Delivery

The process of transporting meals from a supplier to the consumers.

Detergent

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

Dry Goods

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

Dry Storage

Storing dry goods at room temperature.

Equipment

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

Food Allergies

An unusual sensitivity to the action of particular foods.

Food-borne illness

Sickness resulting from the consumption of food contaminated with a food-borne pathogen.

Food-borne pathogen

A micro-organism capable of causing food-borne illness.

Food handler

A person who is directly engaged in the handling of food or who handles surfaces likely to come into contact with food.

Food Recall

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

Food Safety Program

A documented system that systematically identifies the hazards to food within a business and describes the actions that need to be taken by the business to control and manage these hazards, including monitoring the controls and what actions are to be undertaken when things go wrong. Maintaining records that demonstrate the effectiveness of the food safety program is a key element.

Food Safety Program Tool

A step by step guide to help you develop a food safety program for your business.

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Food Safety Standards

The National Food Safety Standards are the legislative requirements for all food businesses in Australia and form Chapter 3 of the *Food Standards Australia and New Zealand (FSANZ) Food Standards Code*.

Food Standards Code

The *Food Standards Australia and New Zealand (FSANZ) Food Standards Code* is the principal piece of legislation regulating food in Australia.

Food Transport Vehicle

A vehicle used to transport food (including volunteer vehicles).

Freeze

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

Frozen products

Foods made solid by refrigeration below freezing point. Such products must be frozen solid and not partially thawed.

Frozen storage

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

FSANZ

"Food Standards Australia New Zealand" is the government authority that is responsible for developing food standards, including those relating to food safety and food safety programs. The food standards are contained within the document, the *Food Standards Code* and those covering food safety are contained within Chapter 3 of this Code. (Formerly known as ANZFA - Australia New Zealand Food Authority).

Handling of food

Purchasing, receiving, storing, transporting, thawing, preparing, cooking, reheating, hot holding, cooling, packaging and delivery of food.

Hazard Analysis Critical Control Point (HACCP)

Hazard Analysis Critical Control Point (HACCP) is a hazard management system that can be applied to food and is the basis for food safety programs. The seven principles underpinning HACCP approaches include identification of hazards, critical control points and critical limits; establishing monitoring, corrective action and verification processes; and developing a record system to demonstrate compliance.

Hazard

A substance or foreign agent that has the potential to cause food to be unsafe, ie. it can cause illness or injury. Hazards are classified as biological (living organisms like parasites, bacteria and viruses), chemical (cleaning agents, pesticides, fertilisers, veterinary chemicals and natural toxins found in some products such as green potatoes, fungi, poisonous fish and shellfish) and physical (dirt and materials like metal, wood and plastic).

Hold

Keep or reserve; keep in a specified condition.

Hot Hold

Keep food at, or above, 60°C using appropriate equipment such as hot lamps and bains-marie.

Lot identification

Information which indicates, in a clearly identifiable form, the premises where the food was packed and prepared and the lot of the food in question.

Material Safety Data Sheet

A document which contains important information about a hazardous substance, including a hazardous substance's product name, the chemical name of ingredients, the chemical and physical properties of the substance, health hazard information, precautions for safe use and handling and the manufacturer's or importer's name, address and telephone number.

Micro-organism

Organism not visible to the unaided eye, for example, bacteria, viruses, some fungi and parasites.

Monitoring

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

Ordering

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

Package

The process of combining food items to form a meal or portion of a meal and to then package and label the product for delivery to a customer.

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Pathogen

A micro-organism capable of causing disease.

Pest Control

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

Pests

Birds, rodents, insects and arachnids.

Pest Management Technician

An individual who holds a licence to undertake a pest management activity.

Post-processing

The process of holding (hot, cold or frozen) prepared meals and then undertaking thawing and reheating steps to prepare these meals for plating and/or assembling prior to delivery to a consumer.

Potable Water

Water that is acceptable for human consumption.

Potentially hazardous foods

Any food that has to be kept under temperature controlled conditions (generally below 5°C or above 60°C) so as to minimise the growth of micro-organisms or the formation of toxins in the food. Generally, potentially hazardous foods include dairy products, ready-to-eat prepared fruit, vegetables, sprouts, cooked grain products, meats, poultry, fish and shellfish and any food made up of these foods.

Preferred Food Supplier

A person or company who provides food ingredients, prepared foods or ready-to-eat foods to your business. A preferred food supplier must be able to comply with the requirements under the *FSANZ Food Standards Code* and clearly demonstrate good food management practices and procedures.

Preparation

The process of making food ready for human consumption.

Process

In relation to food, means any activity conducted to prepare food for sale, including cooking, heating, cooling, freezing, thawing, washing, storing, packing, assembling, transporting and delivery. These are often referred to as process steps.

Procedure

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

Processed fruit and vegetables

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

Proprietor

A proprietor of a food business means the person carrying on the food business or if that person cannot be identified, the person in charge of the food business.

Purchase

To buy products (including physical purchase of products) for a monetary fee.

Raw materials

Food in its original state before it is changed or processed.

Ready-to-eat food

Food that is consumed in the same state as that in which it is sold and will not undergo further processing.

Receipt

Action of receiving or taking possession of food ordered through a supplier.

Record

A documented account of observations and/or actions undertaken to meet the requirements of a food safety program.

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Refrigerated storage

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

Reheat

The heating of food that has previously been cooked and cooled and to a temperature that will kill micro-organisms that may be growing in that food. Food should only be reheated once.

Review

The process of examining the performance of the food safety program based on records and other information and making necessary changes to further improve the program.

Sanitise

To apply heat or chemicals, or other processes to a surface so that the number of micro-organisms on the surface is reduced to a level that does not compromise the safety of food with which it may come into contact and does not permit the transmission of infectious disease. This is generally achieved through the use of hot water (above 77°C for 30 seconds) or through the use of chemical sanitisers (eg. chlorine-based compounds).

Single-use item

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

Stock Rotation

A systematic way of storing food so that the most recent stock is stored behind existing stock, ensuring that existing stock is used first.

Storage

Controlled conditions for retaining food products in safe condition.

Support Programs

Support programs provide additional information about general health and hygiene requirements to ensure food safety. A number of controls based on the HACCP principles of food safety are provided in these support programs, in addition to the specific controls outlined in the Food Handling Steps.

Temperature Control

Maintaining food at a temperature of 5°C or below, or 60°C or above to minimise the growth of infectious or toxigenic micro-organisms 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 at another temperature if the food operation 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.

Temperature danger zone

Temperatures between 5°C - 60°C.

Thawing

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

Toxins

Toxins are poisonous substances formed by some micro-organisms. Some toxins may not be destroyed by cooking.

Training

The act or process of teaching or learning a skill.

Transport

To take or carry goods from one location to another.

Use-by Date

Is the last date on which the food may be consumed safely, provided that it has been stored in accordance with any stated storage conditions. After this date, the food should not be consumed because of health and safety reasons. Food cannot be sold after this date, as the food may no longer be safe.

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A2 Contacts and Resources for Food Safety Information

The following is a list of contacts for obtaining food safety information and resources/equipment. It has been compiled from a range of sources. No representation is made or warranty given as to the suitability of any of the material for any particular purpose or to the professional qualifications of any person or company.

Food Safety Equipment

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

Industry

Australian Meals on Wheels Association	GPO Box 2136 Brisbane QLD 4001 Ph: (07) 3221 9841 Fax: (07) 3229 0340 Email: amow@mealsonwheels.org.au Website: www.mealsonwheels.org.au
Meals Victoria	PO Box 4190 Doncaster Heights VIC 3109 Contact Person: John Minchinton Ph: (03) 9434 5783 Email: john.minchinton@banyule.vic.gov.au Website: www.mealsvictoria.org
NSW Meals on Wheels Association	4/80 Cooper Street SURRY HILLS NSW 2010 Ph: (02) 8219 4200 Fax: (02) 8219 4299 Email: nswmow@nswmealsonwheels.org.au
Aged and Community Care Policy Development and Coordination Unit	189 Royal Street East Perth WA 6004 Contact Person: Rob Wilday A/Manager Email: Rob.Wilday@health.wa.gov.au
Aged and Community Services Western Australia	PO Box 1276 Innaloo WA 6918 Contact Person: Katie Hill Ph: (08) 9443 8233 Email: network@acwa.com.au

Local Governments

Australian Capital Territory	www.act.gov.au
New South Wales	www.dlg.nsw.gov.au
Northern Territory	www.nt.gov.au
Queensland	www.lgaq.asn.au
South Australia	www.lga.sa.gov.au
Tasmania	www.lgat.tas.gov.au
Victoria	www.mav.asn.au
Western Australia	www.dlgrd.wa.gov.au
Australian Local Government Association, Canberra	www.alga.asn.au

State and Territory Health Agencies

<p>Australian Capital Territory Health Protection Service Locked Bag 5 WESTERN CREEK ACT 2611 Phone: (02) 6205 1700 Fax: (02) 6205 1705 www.health.act.gov.au</p>	<p>New South Wales NSW Health Department Food Branch P O Box 798 GLADESVILLE NSW 1675 Phone: (02) 9816 0268 Fax: (02) 9817 7596 www.health.nsw.gov.au</p>
<p>Northern Territory Department of Health and Community Services Environmental Health Unit P O Box 40596 CASUARINA NT 0811 Phone: (08) 8999 2400 Fax: (08) 8999 2700 www.health.nt.gov.au</p>	<p>Queensland Queensland Health G P O Box 48 BRISBANE QLD 4001 Phone: (07) 3234 0938 Fax: (07) 3234 1480 www.health.qld.gov.au</p>
<p>Victoria Department of Human Services Food Safety Unit Level 16, 120 Spencer Street Melbourne Victoria 3000 Phone: 1300 364 352 Fax: (03) 9637 5320 www.health.vic.gov.au</p>	<p>Tasmania Department of Health and Human Services P O Box 125 HOBART TAS 7001 Phone: 1300 135 513 Fax: (03) 6233 6620 www.dhhs.tas.gov.au</p>
<p>South Australia Department of Human Services Food Section P O Box 6 Rundle Mall Adelaide SA 5000 Phone: (08) 8226 7121 Fax: (08) 8226 7102 www.health.sa.gov.au</p>	<p>Western Australia Department of Health Food Safety Section P O Box 8172 Perth Business Centre PERTH WA 6849 Phone: (08) 9222 4222 Fax: (08) 9222 4046 www.health.wa.gov.au</p>

5.0 Appendices

Commonwealth Government Organisations

<p>Food Standards Australia New Zealand (FSANZ) - (Formerly known as ANZFA)</p> <p>This website contains information on:</p> <ul style="list-style-type: none"> • Safe Food Australia: A Guide to the Food Safety Standards • Food Standards Code and Food Safety Standards • Standards Development • Assistance for industry • Assistance for the consumer • Food Safety • Recalls and Surveillance • Nutrition Panel Calculator • Information Service • Media Releases and Publication • Primary Production 	<p>PO Box 7186 CANBERRA MC ACT 2610 Phone: (02) 6271 2222 Fax: (02) 6271 2278 Advice line: 1300 652 166</p> <p>www.foodstandards.gov.au</p>
<p>Australian Government Department of Health and Ageing</p>	<p>GPO Box 9848 Canberra ACT 2601 Phone: 1800 020 103 Fax: (02) 6281 6946</p> <p>www.health.gov.au</p>

Food Safety Resources

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

6.0 Food Safety Program Records

Record 1 - Preferred Food Suppliers List

If you order and have food delivered, use this record to set up a list of your suppliers. The details to be recorded include supplier name, contact details and the goods you purchase.

Record 2 - Preferred Food Supplier Agreement Form

To ensure that the food supplied to you is safe, it is recommended that you have each of your suppliers agree to the specifications on this record. This specification lists the food safety requirements you expect the supplier to meet when they supply and deliver food to your operation. If you change suppliers, make sure the new supplier completes *Record 2 - Preferred Food Supplier Agreement Form* and that you update *Record 1 - Preferred Food Suppliers List*.

Record 3 - Incoming Goods

This record is completed when checking all foods that are purchased directly from a retailer or received by other means, eg. food delivered by a supplier. Food delivered or supplied should comply with the provisions outlined in the *FSANZ Food Standards Code* (see the *FSANZ website: www.foodstandards.gov.au, for a copy of the Code*). Any corrective actions should also be recorded on this form. If you receive bulk orders that already have an itemised receipt, you may wish to attach this to the record sheet.

Record 4 - Temperature Control Log

This is used to record the air temperatures of refrigerators, cool rooms and freezers. Any corrective actions should also be recorded on this form.

Record 5 - Cooked Food Temperature Log

This record is to be used to document the time and internal temperature of cooked, vitamised and reheated foods and the time and temperature of the first or last meal held in a bain-maire. By completing this record, food handlers can prove that they are cooking or reheating food to the correct temperature which ensures the food is safe. By taking the temperature of foods in the bain-marie, they are proving that they are also serving safe food to their customers.

Record 6 - Temperature Monitoring of Cook Chill Foods

This record is used to document the time and temperature of foods undergoing the cook chill process. Food is to be rapidly chilled as recommended by the manufacturer of the cook chill equipment.

Record 7 - Temperature Monitoring of Cook Freeze Foods

This record is used to document the time and temperature of foods undergoing the cook freeze process.

6.0 Food Safety Program Records

Record 8 - Meal Delivery Temperature Log

This record is used to document the time and temperature of meals prior to and upon delivery to the consumer. As a guide, the temperature of a range of meals (provided in a day) should be taken weekly.

Record 9 - Temperature Cooling Log

This record is used to document the time and temperature when cooling potentially hazardous foods. Food should be cooled from 60°C to 21°C within two hours and from 21°C to 5°C within a further four hours.

Record 10 - Cleaning and Sanitising

Use this record to list the areas, equipment and food contact surfaces that require cleaning and sanitising on a daily, weekly, monthly or annual basis.

Record 11 - Equipment Maintenance

This record is for listing repair and maintenance activities undertaken for food service equipment, such as kitchen utensils and appliances.

Record 11a - Accuracy and/or Calibration of Thermometers

With regard to thermometers, it is important that your thermometer(s) measure food and air temperatures accurately. This record is to show that you have checked the accuracy of your thermometers. Calibration of thermometers should be performed by the manufacturer/supplier or a laboratory accredited for this purpose.

Record 12 - Pest Control

This record is completed when checking for any evidence of pests like mice or insects and as a record showing that appropriate steps have been taken to eradicate any pests.

Record 13 - Staff Illness

This record is used to record any illnesses reported by food handlers. Food handlers are required to notify their supervisor if they are ill and particularly if they suffer from symptoms of food poisoning. The manager/supervisor needs to record these details.

Record 14 - Food Handler Instruction/Training

This record allows for the recording of all food handler instruction or training in food hygiene and safety, including any instruction using the *Health and Hygiene Requirements (Section 3.6.1)*.

Record 15 - Food Incident Form

Food Recall

If a supplier sells a food product to your business that is subject to a food recall or your operation produces a product that may have to be recalled, your business should withdraw the product from stock and detail action taken in this record.

6.0 Food Safety Program Records

Complaints/Unsafe Food

This record details any complaints regarding food safety that are brought to your attention. It allows you to describe actions taken regarding the investigation and resolution of complaints. It is also used to record details of actions taken in response to contaminated food being consumed at the facility.

Record 16 - Corrective Actions

This record is a general corrective actions form. When a hazard is identified during a food handling step, corrective actions must be implemented to eliminate the hazard and to prevent the hazard from reoccurring. All corrective actions that are not documented in any of the records mentioned above should be detailed in this form.

Record 17 - Food Safety Program Review

Your food safety program requires an annual review and this record is used to show when you review the food safety program and what changes you make. The manager/supervisor can use this record to check that staff are following controls in the food safety program and that the appropriate records are being completed. Each food handling step and record should be checked regularly, eg. monthly, annually. Any follow-up action should be noted.

Blank record forms are provided at the back of this document. Your DMO may customise the records to suit your operation as required.

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Name of Business _____

Record 2 – Preferred Food Supplier Agreement Form

Date:
Supplier:
Address:
Phone: Fax:.....
Goods Supplied:.....
Licensed and/or Registered Food Business: yes / no
Frequency of delivery: daily / weekly / fortnightly / monthly / irregularly

General requirements for the products:

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

Package and labelling requirements:

All food products are to be delivered in undamaged packaging or in food-grade containers that are free from chemical or physical contaminants. Labelling shall comply with the requirements of the *Food Standards Australia and New Zealand (FSANZ) Food Standards Code*.

Transport requirements:

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

Food must be delivered directly to a staff member at the facility where possible and is not to be left unattended at anytime.

Food transport vehicles will be made available for inspection by a responsible person of the facility at any reasonable time.

Conditions for supply:

It is required that all foods supplied comply with the relevant State or Territory legislation (Food Act) and the *FSANZ Food Standards Code* at all times. Failure to do so will result in rejection of the goods.

Supplier's acceptance:

Name: _____

Date: _____

Signature: _____

Business acceptance:

Name: _____

Date: _____

Signature: _____

Note: This record may be adopted by your operation if you do not have a record keeping system in place. Your operation can use any form of record keeping as long as it demonstrates compliance with the food safety program.

Name of Business _____

Record 4 – Temperature Control Log										
Month/Year:										
Date	Time AM	Cool Room 5 ^o C or less	Fridge 5 ^o C or less	Freezer -15 ^o C or below (this is a guide only)	Completed by	Time PM	Cool Room 5 ^o C or less	Fridge 5 ^o C or less	Freezer -15 ^o C or below (this is a guide only)	Completed by
1	9:30	3 ^o C	1 ^o C	-19 ^o C	KL	14:20	4 ^o C	3 ^o C	-13 ^o C	KL
1										
2										
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Note: As a guide, temperatures are to be logged twice per day.

Corrective Actions:

Checked by Manager/Supervisor: _____

Note: This record may be adopted by your operation if you do not have a record keeping system in place. Your operation can use any form of record keeping as long as it demonstrates compliance with the food safety program.

Name of Business _____

Potentially hazardous foods include meat, poultry, fish, soups, gravies, pasta, rice, potato and custard.

Record 5 – Cooked Food Temperature Log

Date	Time	Responsible Person	Description of Cooked Food	Temp 75°C or greater	Vitamised Temp 60°C or greater	Reheated Temp 75°C or greater	Time	First or last meal in Bain-marie 60°C or greater	Completed by
20/11/04	11:45am	Cook	Cooked chicken	80°C	75°C	N/A	12:15pm	70°C	KL
20/11/04	11:45am	Cook	Roast pumpkin	85°C	N/A	N/A	12:15pm	72°C	KL
20/11/04	4:45pm	Cook	Vegetable soup	N/A	82°C	91°C	N/A	N/A	KL
20/11/04	4:45pm	Cook	Fish and Chips	N/A	N/A	94°C	N/A	N/A	KL

Note: As a guide, the temperature of a range of cooked meals is to be undertaken once per day.

Corrective Actions

Checked by Manager/Supervisor: _____

Note: This record may be adopted by your operation if you do not have a record keeping system in place. Your operation can use any form of record keeping as long as it demonstrates compliance with the food safety program.

Name of Business _____

Temperature of food must be 3°C within 90 minutes

Record 6 – Temperature Monitoring of Cook Chill Foods									
Date	List all food items to be cooked	Time Food Cooked	Temp Cooked Food (75°C & above)	Initials	Time into Blast Chiller	Initials	Time out of Blast Chiller	Final Chilled Temp (3°C or less)	Initials
20/11/04	Rice	8:00am	80°C	AK	8:30am	AK	10:00am	2°C	AK

Note: As a guide, the temperature of a range of meals (provided on that day) is to be undertaken daily or when the cook chill process is being undertaken.

Corrective Actions

Checked by Manager/Supervisor: _____

Note: This record may be adopted by your operation if you do not have a record keeping system in place. Your operation can use any form of record keeping as long as it demonstrates compliance with the food safety program.

Name of Business _____

Record 7 – Temperature Monitoring of Cook Freeze Foods

Date	List all food items to be cooked	Time Food Cooked	Temp Cooked Food (75°C & above)	Initials	Time into Blast Freezer	Initials	Time out of Blast Freezer	Final Chilled Temp (°C or less)	Initials
25/11/04	Sweet Potato	8:00am	80°C	LK	8:30am	LK	11:30am	-15°C	LK

Note: As a guide, the temperature of a range of meals (provided on that day) is to be undertaken daily or when the cook freeze process is being undertaken.

Corrective Actions

Checked by Manager/Supervisor: _____

Note: This record may be adopted by your operation if you do not have a record keeping system in place. Your operation can use any form of record keeping as long as it demonstrates compliance with the food safety program.

Name of Business _____

Record 9 – Temperature Cooling Log

Date	Responsible person	Food Description	Time	Final Cooked Temp °C	Time food put into cool room	Temp °C	Time two hours later	Temp °C two hours later	Time four hours later	Temp °C four hours later	Completed by
23/11/04	Cook	Pumpkin Soup	9:00am	84°C	10am	62°C	12:00 noon	21°C	4:00pm	5°C	KL

Note: As a guide, the cooling process for various foods should be monitored once per week. If food has not been cooled from 60°C to 21°C within two hours and from 21°C to 5°C within a further four hours, it must be discarded.

Corrective Action

Checked by Manager/Supervisor:

Note: This record may be adopted by your operation if you do not have a record keeping system in place. Your operation can use any form of record keeping as long as it demonstrates compliance with the food safety program.

Name of Business _____

Record 15 – Food Incident Form

Food Recall

Supplier/ Manufacturer / DMO details	Reason for recall	Product Name	Batch No.	Use-by Date	No. of units in stock	Corrective action	Completed by
Alvied Distributions, 65 Macroon St., Highvale 4520	Glass sivers found in product	Dried Pasta	1867 10:59	16/01/05	12 x 12 cartons	Returned	KL

Complaint/Unsafe Food

Date	Time	Complainant's Name and Contact Details *	Details of Complaint or Incident	Investigation Details	Corrective Action	Completed by
12/12/04	3:00pm	Ronald Beard, 98 Lamore St. Kensington Grove 4341	Alleged cockroach found in a roast beef meal.	Conducted inspection of all ingredients used in the roast beef meal. No evidence of pest infestation.	Pest nuisance checked. Cleanliness of all storage areas checked and increased staff training.	KL

* Enter details in this column if related to a complaint. **Note:** You may wish to attach further details of the incident/actions taken.

Checked by Manager/Supervisor: _____

Note: This record may be adopted by your operation if you do not have a record keeping system in place. Your operation can use any form of record keeping as long as it demonstrates compliance with the food safety program.

Name of Business _____

Record 17 – Food Safety Program Review

Part 1 – Monthly Internal Checklist

Date of Review: _____

Performed By: _____

Program Component (To be checked by manager, supervisor, etc)	✓	X	Observations/Corrective Action(s)
1. Purchase, transport and receipt of food ✓ Are food handlers undertaking visual examination of goods on purchase? ✓ Are transport vehicles in a clean condition? ✓ Are foods stored so as to be protected from contamination? ✓ Are food handlers monitoring and recording temperatures of incoming potentially hazardous foods? ✓ Are staff members present for deliveries of food? ✓ Have the following records been completed? <ul style="list-style-type: none"> • Record No. 1 - Preferred Food Suppliers List • Record No. 2 – Preferred Food Supplier Agreement Form • Record No. 3 – Incoming Goods • Record No. 14 – Food Handler Instruction/Training • Record No. 16 – Corrective Actions • Record No. 17 – Food Safety Program Review (Monthly Internal Checklist) 			
2. Dry Storage ✓ Are foods covered and date-marked? ✓ Are foods stored off the floor? ✓ Is the storage area free from pests? ✓ Have the following records been completed? <ul style="list-style-type: none"> • Record No. 12 – Pest Control • Record No. 14 – Food Handler Instruction/Training • Record No. 16 – Corrective Actions 			
3. Cold Storage ✓ Are foods dated, covered or wrapped? ✓ Are raw products stored below cooked ready-to-eat-foods? ✓ Are foods being stored cold at or below 5°C? ✓ Are cook chill foods being stored at or below 3°C? ✓ Have the following records been completed? <ul style="list-style-type: none"> • Record No. 4 – Temperature Control Log • Record No. 14 – Food Handler Instruction/Training • Record No. 16 – Corrective Actions 			
4. Frozen Storage ✓ Are foods dated, covered or wrapped? ✓ Is the storage area in a clean and sanitary condition? ✓ Are foods being stored frozen hard (not partially thawed)? ✓ Have the following records been completed? <ul style="list-style-type: none"> • Record No. 4 – Temperature Control Log • Record No. 11 – Equipment Maintenance • Record No. 14 – Food Handler Instruction/Training • Record No. 16 – Corrective Actions 			
5. Thawing ✓ Are foods being thawed in containers or on trays in the cool room/fridge? ✓ Are foods covered? ✓ Have the following records been completed? <ul style="list-style-type: none"> • Record No. 4 – Temperature Control Log • Record No. 11 – Equipment Maintenance • Record No. 14 – Food Handler Instruction/Training • Record No. 16 – Corrective Actions 			
6. Preparation ✓ Are raw and cooked foods being kept separate? ✓ Are food contact surfaces, utensils, equipment and chopping boards properly cleaned and sanitised before use? ✓ Are potentially hazardous foods being kept out of temperature control for a minimal time period? ✓ Have the following records been completed? <ul style="list-style-type: none"> • Record No. 14 – Food Handler Instruction/Training • Record No. 16 – Corrective Actions • Record No. 17 – Food Safety Program Review (Monthly Internal Checklist) 			

Note: This record may be adopted by your operation if you do not have a record keeping system in place. Your operation can use any form of record keeping as long as it demonstrates compliance with the food safety program.

<p>7. Cooking food</p> <ul style="list-style-type: none"> ✓ Are all equipment and utensils used in the cooking process in a clean and sanitary condition prior to use? ✓ Are foods being thoroughly cooked, ie. by bringing foods to a rolling boil or ensuring the core temperature reaches 75°C or greater? ✓ Have the following records been completed? <ul style="list-style-type: none"> • Record No. 5 – Cooked Food Temperature Log • Record No. 6 – Temperature Monitoring of Cook Chill Foods • Record No. 7 – Temperature Monitoring of Cook Freeze Foods • Record No. 14 – Food Handler Instruction/Training • Record No. 16 – Corrective Actions • Record No. 17 – Food Safety Program Review (Monthly Internal Checklist) 			
<p>8. Cooling food</p> <ul style="list-style-type: none"> ✓ Is food being cooled in small shallow containers? ✓ Are containers cleaned and sanitised prior to use? ✓ Is food covered and date-marked? ✓ Are food handlers maintaining good hygiene practices? ✓ Have the following records been completed? <ul style="list-style-type: none"> • Record No. 9 – Temperature Cooling Log • Record No. 14 – Food Handler Instruction/Training • Record No. 16 – Corrective Actions • Record No. 17 – Monthly Food Safety Program Review (Monthly Internal Checklist) 			
<p>9. Reheating</p> <ul style="list-style-type: none"> ✓ Are all equipment and utensils in a clean and sanitary condition prior to use? ✓ Are food handlers ensuring the internal temperature of food is 60°C or greater? ✓ Is food covered and in clean containers? ✓ Have the following records been completed? <ul style="list-style-type: none"> • Record No. 5 – Cooked Food Temperature Log • Record No. 11 – Equipment Maintenance • Record No. 14 – Food Handler Instruction/Training • Record No. 16 – Corrective Actions • Record No. 17 – Food Safety Program Review (Monthly Internal Checklist) 			
<p>10. Hot Holding (Bain-marie)</p> <ul style="list-style-type: none"> ✓ Are holding trays in a clean condition prior to use? ✓ Is food covered with a lid (preferably stainless steel) during the holding process? ✓ Is food being held hot at or above 60°C? ✓ Have the following records been completed? <ul style="list-style-type: none"> • Record No. 5 – Cooked Food Temperature Log • Record No. 11 – Equipment Maintenance • Record No. 14 – Food Handler Instruction/Training • Record No. 16 – Corrective Actions • Record No. 17 – Food Safety Program Review (Monthly Internal Checklist) 			
<p>11. Packaging</p> <ul style="list-style-type: none"> ✓ Are benches and utensils used for packaging cleaned and sanitised prior to use? ✓ Is the cumulative time potentially hazardous foods are kept within the temperature danger zone minimised? ✓ Are packaging containers in a clean condition? ✓ Have the following records been completed? <ul style="list-style-type: none"> • Record No. 14 – Food Handler Instruction/Training • Record No. 16 – Corrective Actions • Record No. 17 – Food Safety Program Review (Monthly Internal Checklist) 			
<p>12. Holding for delivery (hot, cold, frozen)</p> <ul style="list-style-type: none"> ✓ Is food adequately covered during holding? ✓ Are foods being held at desired temperatures prior to delivery? ✓ Have the following records been completed? <ul style="list-style-type: none"> • Record No. 14 – Food Handler Instruction/Training • Record No. 16 – Corrective Actions • Record No. 17 – Food Safety Program Review (Monthly Internal Checklist) 			

Note: This record may be adopted by your operation if you do not have a record keeping system in place. Your operation can use any form of record keeping as long as it demonstrates compliance with the food safety program.

<p>13. Delivery (of food to consumer – hot, cold, frozen)</p> <ul style="list-style-type: none"> ✓ Are transport vehicles cleaned and sanitised before use? ✓ Is food being transported under appropriate temperature control? ✓ Has a sample meal been temperature tested once per week? ✓ Are meals being delivered to consumers within a two-hour timeframe? ✓ Have the following records been completed? <ul style="list-style-type: none"> • Record No. 8 – Meal Delivery Temperature Log • Record No. 14 – Food Handler Instruction/Training • Record No. 16 – Corrective Actions • Record No. 17 – Food Safety Program Review (Monthly Internal Checklist) 			
<p>14. Cleaning and Garbage Disposal</p> <ul style="list-style-type: none"> ✓ Have the cleaning schedules been properly followed? ✓ Have any new or replacement utensils/appliances/equipment been acquired? ✓ Have there been any changes to the cleaning schedules? ✓ Have there been any problems with waste disposal? ✓ Is the external waste area clean and tidy? ✓ Have the following records been completed? <ul style="list-style-type: none"> • Record No. 10 - Cleaning and Sanitising • Record No. 16 – Corrective Actions 			
<p>15. Facility and Equipment Maintenance</p> <ul style="list-style-type: none"> ✓ Has all equipment been checked? ✓ Is all equipment operating correctly? ✓ Does any of the equipment require replacing? ✓ Have the entire food premises been thoroughly checked for structural problems? ✓ Are there any structural problems? ✓ Has the following record been completed? <ul style="list-style-type: none"> • Record No. 11 – Equipment Maintenance 			
<p>16. Temperature measuring devices</p> <ul style="list-style-type: none"> ✓ Have all temperature measuring devices been checked for calibration? ✓ Are temperature measuring devices calibrated? ✓ Do all staff know how to take accurate temperatures with each temperature measuring device? ✓ Has the following record been completed? <ul style="list-style-type: none"> • Record No. 11a – Accuracy and/or Calibration of Thermometers 			
<p>17. Pest Control</p> <ul style="list-style-type: none"> ✓ Are all areas clean and free from food particles and other waste that may attract pests? ✓ Have measures been implemented to control pests as per the Support Program - Pest Control? ✓ Have the following records been completed? <ul style="list-style-type: none"> • Record No. 10 – Cleaning and Sanitising • Record No. 12 – Pest Control 			
<p>18. Food Handler Instruction/Training</p> <ul style="list-style-type: none"> ✓ Have all food handlers (particularly new food handlers) including volunteers been provided with instruction/training so that they have the appropriate skills and knowledge in food hygiene and handling for the tasks they perform? ✓ Do food handlers/volunteers understand their food safety responsibilities? ✓ Has the following record been completed? <ul style="list-style-type: none"> • Record No. 14 – Food Handler Instruction/Training 			
<p>19. Health and Hygiene Requirements</p> <ul style="list-style-type: none"> ✓ Are food handlers/volunteers washing hands prior to handling food whenever their hands are likely to be a source of contamination? ✓ Are food handlers/volunteers wearing clean protective clothing? ✓ Are food handlers/volunteers wearing protective waterproof brightly coloured bandages and gloves to cover cuts or sores? ✓ Do food handlers ensure that long hair is tied back or covered during food handling? ✓ Are food handlers/volunteers wearing minimal jewellery? ✓ Do food handlers/volunteers appear to be healthy and not suffering from or a carrier of food-borne disease? ✓ Have any food handlers/volunteers been ill, particularly with a food-borne illness? ✓ Have the following records been completed? <ul style="list-style-type: none"> • Record No. 13 – Staff Illness • Record No. 14 – Food Handler Instruction/Training • Record No. 16 – Corrective Actions 			

Note: This record may be adopted by your operation if you do not have a record keeping system in place. Your operation can use any form of record keeping as long as it demonstrates compliance with the food safety program.

<p>20. Others</p> <ul style="list-style-type: none"> ✓ Have all the food complaints/incidents/recalls been addressed? ✓ Are there any recurring problems identified as a result of customer complaints? ✓ Have there been any changes in staff, processes or activities? ✓ If so, have the necessary amendments to the food safety program, records and task allocations been made? ✓ Are the records (to be completed) accessible to staff? ✓ Are the completed records being stored correctly (ie. allow ready access for review by an auditor)? ✓ Has the following record been completed? <ul style="list-style-type: none"> • Record No. 15 – Food Incident Form 			
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Please record the details of any other issues identified and the corrective action(s) taken:

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

Note: This record may be adopted by your operation if you do not have a record keeping system in place. Your operation can use any form of record keeping as long as it demonstrates compliance with the food safety program.

Name of Business _____

Record 17 – Food Safety Program Review			
Part 2 - Annual Food Safety Program Review			
Date of Review: _____			
Reviewed By: _____			
Program Component	✓	X	Observations/Corrective Action(s)
Food Safety Program ✓ Have there been any changes to the food handling steps undertaken in the operation? ✓ Are the handling steps identified in the delivered meals organisation table and flow chart/s still applicable to the operation? ✓ Has the food safety program been amended appropriately to account for changes in food handling steps? ✓ Are extra copies of the food safety program Tool needed? If so, is the latest version of the Tool available?			
Food Safety Program Audit ✓ Has an audit been conducted at the correct frequency? ✓ Have any problems been identified? ✓ Have these problems been resolved?			
Record Keeping ✓ Are all records being completed? ✓ Are corrective actions taken where problems have been identified? ✓ Are completed records being stored correctly (ie. allow ready access for review by an auditor)?			

Please record the details of any other issues identified and the corrective action(s) taken:

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

Note: This record may be adopted by your operation if you do not have a record keeping system in place. Your operation can use any form of record keeping as long as it demonstrates compliance with the food safety program.