



# Environmental & Public Health

Food Business Licence  
Licensee Guide

Introduction.....	5
Relevant Legislation.....	5
Licensee Obligations .....	5
Food Business Licence .....	6
What are my obligations as a licensable food business?.....	6
What happens when my Food Business Licence expires?.....	6
What do I need to do if I want to renovate or alter the food premises? .....	6
What do I need to do if I am selling my food business? .....	7
What do I do if I am closing my food business? .....	7
Can I get a replacement Food Business Licence? .....	8
When will my food business be inspected? .....	8
How can I self assess my premises for compliance? .....	8
If I have a mobile food business can I operate outside the Rockhampton Region? ....	9
Food Safety Supervisors.....	10
Do I need a food safety supervisor?.....	10
What does reasonably available mean? .....	10
Do I have to notify Council about my food safety supervisor? .....	10
Food Safety Programs.....	12
What is a food safety program? .....	12
Do I need a food safety program?.....	12
What must a food safety program contain? .....	12
What are the benefits of a food safety program?.....	13
How do I develop a food safety program? .....	13
How do I get my food safety program accredited? .....	13
What happens after my food safety program is accredited?.....	13
How do I find an approved auditor? .....	13
What happens after an audit? .....	13
Food Safety – Food Handling .....	15
Receiving food.....	15
Storing Food .....	16
Processing Food.....	17
Thawing Food.....	18
Cooking Food.....	18
Cooling Food .....	18
Reheating Food.....	19
Displaying Food.....	19
Food Packaging .....	20

Transporting Food .....	20
Disposing of Food .....	21
Recalling Food.....	21
Alternative Methods of Compliance.....	21
Thermometers and Temperature Monitoring.....	21
Cross contamination .....	24
Food Safety – Skills and Knowledge.....	26
What do skills and knowledge mean for your food business? .....	26
What do staff and supervisors have to know? .....	26
How do I make sure that staff have appropriate skills and knowledge?.....	26
Free Online Training Program .....	27
Should I keep staff training records? .....	27
Food Safety – Health and Hygiene .....	27
What are the health and hygiene responsibilities of food businesses? .....	27
How do I make sure people on the premises do not contaminate food?.....	27
What are the health requirements for persons who handle food and preventing food contamination?.....	28
What do I have to advise my food handlers of?.....	28
Protecting the Privacy of Food Handlers.....	28
What are the health and hygiene responsibilities of food handlers? .....	29
Hand Washing.....	29
Wearing Gloves.....	30
Food Safety – Cleaning, Sanitising and Maintenance.....	31
Cleaning and Sanitising .....	31
Maintenance.....	33
Food Safety – General.....	35
Stock Rotation.....	35
Single Use Items .....	35
Pest Control.....	35
Doggy bags.....	35
Animals on the premises.....	36
Food Safety – Record Keeping.....	37
Do I need to keep records? .....	37
What records do I need to keep? .....	37
What is considered a record? .....	37
How long do I have to keep the records?.....	37
Appendix 1 – Glossary .....	39

Appendix 2 – Food Safety Supervisors.....	41
What training does a food safety supervisor need?.....	41
Where can I get the required training or recognition of prior competency? .....	42
Appendix 3 – Food Safety Management Records .....	43
Appendix 4 - Incoming Goods Record .....	46
Appendix 5 – Approved Food Supplier List / Agreement.....	47
Appendix 6 – Cooking and Cooling Log.....	49
Appendix 7 – The 4 Hour / 2 Hour Guide.....	50
Appendix 8 – Food Recall Record .....	52
Appendix 9 – Temperature Control Record.....	53
Appendix 10 – Calibration of Thermometers Record.....	55
Appendix 11 – Staff Induction and Training Record .....	56
Appendix 12 – Staff Illness and Accident Record.....	58
Appendix 13 – Cleaning and Sanitising Schedule.....	59
Appendix 14 – Cleaning and Sanitising Procedure.....	61
Appendix 15 – Maintenance Schedule .....	62
Appendix 16 – Pest Control Record.....	63

## About This Guide

This guide is intended for new licensees operating a food business. Please note it is not intended for temporary food business licensees.

It has been developed to provide information on the licensing requirements and general information to assist licensees in preparing safe and suitable food for sale.

For more information visit Council's [website](#) or contact our Customer Service Centre on 4932 9000.

## Introduction

Becoming a food business operator comes with legislative responsibilities and a requirement to provide safe and suitable food for consumption.

Each year it is estimated that more than four million Australians become ill from eating food that was not safe. Food safety is an important issue, that is why food businesses are required to ensure the food they handle, store, display and sell is safe and suitable.

Council monitors the standard of operation of food businesses through licensing, education, inspections and enforcement to ensure food businesses comply with the *Food Act 2006* and the Food Safety Standards.

## Relevant Legislation

Anyone operating a food business is required to comply with the *Food Act 2006* and the Food Safety Standards.

You can obtain a copy of the *Food Act 2006* from Council's [website](#) or the Queensland Legislation website <https://www.legislation.qld.gov.au> or through TIMG, orders can be submitted through the legislation website or TIMG can be contacted on (07) 3223 9202.

The Food Safety Standards is available on Council's [website](#) or the Food Standards Australia New Zealand website [www.foodstandards.gov.au](http://www.foodstandards.gov.au).

## Licensee Obligations

The licensee has a responsibility to ensure the sale of safe and suitable food and an obligation to comply with the *Food Act 2006* and Food Safety Standards.

## Food Business Licence

### What are my obligations as a licensable food business?

The licensee must ensure:

- they comply with the *Food Act 2006* at all times,
- the food business has an accredited food safety program (FSP) if required under Section 99 of the *Food Act 2006*,
- they comply with the accredited food safety program at all times and allow an auditor to have reasonable access to the premises to conduct regular audits (if required),
- the licence or a copy of the licence is displayed at the premises in a prominent position so that it is easily visible to persons at the premises,
- the premises comply with the Food Standards Code, Standard 3.2.3 (Food Premises and Equipment),
- they allow an authorised person to have reasonable access to the premises during normal trading hours for the food business, and
- they comply with the conditions of the Food Business Licence, which Council has approved.

### What happens when my Food Business Licence expires?

Food business licenses expire on 30 June every year and must be renewed. An Application for Renewal of Food Business Licence will be issued to licensees at least sixty days prior to expiry of the licence. The renewal application must be fully completed and returned to Council with the annual fee by 30 June.

If the Food Business Licence is not renewed by 30 June, the licence will expire. If the food business continues to operate, the Food Business Licence may be restored by 31 July. An Application for Restoration of Food Business Licence will be issued to licensees. The restoration application must be fully completed and returned to Council with the relevant fee by 31 July.

If the restoration application is not received by 31 July and the food business continues to operate, the business owner will be required to submit a new Food Business Licence Application Form to Council with the relevant fee. A letter will be issued to the business owner requesting a new application. Additional fees may apply after the renewal date has expired.

Mobile food premises licensed by Rockhampton Regional Council that operate outside the region are required to be inspected annually by Council's Environmental Health Officers. Failure to present your mobile food premises for inspection may result in your Food Business Licence not being renewed as officers need to assess the suitability of the premises.

### What do I need to do if I want to renovate or alter the food premises?

If you are making changes to your premises, you should contact Council before undertaking any work for advice on the legislative requirements and the approval process to ensure the design, materials and equipment you select will comply with the Food Safety Standards and Australian Standard AS4674-2004.

The licensee may be required to submit an Amendment of Food Business Licence Application Form to Council with the relevant fee. This form is available on Council's website or from the Customer Service Centres.

If your plans are approved, you can make the changes. Once the work is complete, you must contact Council's Environmental Health Officers to organise a final inspection.

You may also be required to obtain a Development Approval, Trade Waste Approval, Building and Plumbing Approval from other areas of Council depending on the changes to your premises. For advice on which additional approvals may be required please contact Council's Customer Service Centre on 4932 900.

### **What do I need to do if I am selling my food business?**

If someone is taking over your licensed food business, you will need to submit an Amendment of Food Business Licence Application Form to Council with the relevant fee. Please note the amendment application must be signed by you (the current licensee of the food business) and proposed licensee to change the licence to the new operator's name. Otherwise, the new operator must submit an Application for Food Business Licence Form to Council. These forms are available on Council's website or from the Customer Service Centres.

### **Health and Environment Records Search**

A prospective buyer can request an Environment and Public Health Records Search from Council prior to purchasing or taking over a licensed food business.

The following searches are available:

- Activity / Facility Records Search,
- Single Activity / Facility Records Search and Inspection,
- Multiple Activity / Facility Records Search and Inspection.

The Activity Records Search will provide the current licence details and status only. The Single and Multiple Activity / Facility Search and Inspection will provide the current licence details, status, non compliance with the licence conditions and a full inspection report for the premises. Please note the Property Search Form must be signed by the current licensee of the food business to consent to release the information to the applicant. This form is available on Council's website or from the Customer Service Centres.

### **What do I do if I am closing my food business?**

If you are intending to close your food business, you can surrender your Food Business Licence. The licensee must notify Council in writing that the food business is closing and advise the final day of trading. You are also required to attach the original current Food Business Licence to the notice for surrender. If you decide to reopen or start a new food business, you will be required to submit a Food Business Licence Application Form. This form is available on Council's website or from the Customer Service Centres.

## Can I get a replacement Food Business Licence?

If your licence has been damaged, destroyed, lost, or stolen you can request a replacement Food Business Licence. There is no cost to replace your food business licence, requests can be made directly to your Environmental Health Officer or Customer Service.

## When will my food business be inspected?

Licensed food businesses are inspected annually to ensure compliance with the *Food Act 2006* and Food Safety Standards. Please be aware that Environmental Health Officers are not required to make appointments to conduct an inspection of your food business. Under the *Food Act 2006* an Environmental Health Officer is allowed to enter your food business whenever it is open to the public or conducting food handling practices.

Additional inspections that may be performed include:

- complaint inspections are conducted following a complaint received by Council,
- follow up inspections are conducted to ensure action(s) required for an approval, renewal or complaint have been completed.

When the inspection is completed the licensee will be advised in writing of any non compliance, action(s) required and timeframes in which you must comply. If you are unable to meet the specified timeframes, please contact the inspecting Environmental Health Officer.

Some common areas of non compliance include:

- potentially hazardous food stored at incorrect temperatures,
- not having a thermometer or thermometer not working,
- other items stored in the hand basin,
- no soap or paper towel at the hand basin,
- incorrect cleaning and sanitising procedures and / or chemicals,
- cracked or chipped tiles,
- flaking paint, holes or gaps in ceilings or walls,
- missing light covers,
- not cleaning items up high, down low and under equipment,
- tears, split seams, or other faults in flooring,
- lack of staff knowledge on hygiene and food safety.

## How can I self assess my premises for compliance?

You can use the booklet *Know Your Food Business – A Self Assessment Guide to the Food Safety Standards* to assess your premises for compliance. This guide is available on Council's website or the Queensland Health website [www.health.qld.gov.au](http://www.health.qld.gov.au). It has been developed to provide information and is a guide only. For advice on the food handling practices of your food business and compliance with the Food Safety Standards please contact an Environmental Health Officer.



## **If I have a mobile food business, can I operate outside the Rockhampton Region?**

Mobile food premises licensed by Rockhampton Regional Council can operate in all areas of Queensland. Please note the mobile food premises may be inspected by an authorised person in the area where you are operating.

When operating in more than one local government area, the licensee must hold a valid food business licence and comply with the licence conditions from the issuing Council and any additional conditions from the Council in the area where you are operating.

## Food Safety Supervisors

### Do I need a food safety supervisor?

All licensed food businesses are required to nominate one or more food safety supervisors. Anyone including the business owner, the licensee, an employee, or external contractor can be a food safety supervisor for a food business.

The food safety supervisor must:

- meet the required competencies depending on the food business,
- be reasonably available to advise and supervise each food handler at a food premises on a day-to-day basis,
- have the ability to supervise food handling practices at the premises,
- have the authority to supervise and direct food handlers, and
- For category one or category two food businesses, the food safety supervisor must have obtained their certification within the past 5 years, after this time recertification is required.

A food safety supervisor will add an onsite level of protection for day-to-day food safety, as they have the experience and expertise relevant to the licensable food business. The food safety supervisor is an important contact for both Council's Environmental Health Officers and food handlers at the food business.

The required competencies for a food safety supervisor are available in Appendix 2. The minimum competencies apply regardless of whether the food business has a food safety program.

### What does reasonably available mean?

'Reasonably available' generally means that the food safety supervisor physically works on-site and oversees the day-to-day food handling operations of the food business.

A food safety supervisor should be located on the premises whenever handling of high-risk unpackaged food is being conducted.

In the event the food safety supervisor is absent, there must be a documented procedure to ensure directions about matters relating to food safety are available for those who handle food. If there are extended leaves of absences, another food safety supervisor needs to be appointed.

A food safety supervisor is not required to be reasonably available when the food business is operating but not handling food.

### Do I have to notify Council about my food safety supervisor?

The licensee must nominate a food safety supervisor(s) in writing within thirty days of the Food Business Licence being issued if not nominated at the time of application. The Nomination or Amendment of Food Safety Supervisor form is available on Council's website or from the Customer Service Centres.

If a new Food Safety Supervisor(s) is nominated a copy of the Statement of Attainment for the relevant qualification must also be submitted. The statement of Attainment must be dated within the past 5 years to be accepted for Category 1 and 2 businesses.

They must also advise Council of any changes to the food safety supervisor including changes to their contact details or when the person is no longer a food safety supervisor within fourteen days of the change.

## Food Safety Programs

### What is a food safety program?

Under the *Food Act 2006*, certain licensable food businesses in Queensland must have an accredited food safety program, which is a documented system that identifies and controls food safety hazards in within a food business.

### Do I need a food safety program?

Under the *Food Act 2006* only certain licensable food businesses require a food safety program accredited by Council.

You are required to have an accredited food safety program if your food business undertakes one or more of the following:

- provides offsite catering (does not include delivery of food) for functions and serve potentially hazardous food at various locations,
- provides onsite catering as the primary activity of the food business,
- provides onsite catering as the primary activity of the food business at part of the premises such as a function room at a large hotel,
- produces potentially hazardous food for vulnerable populations at child care, aged care, and hospital facilities, or
- operates as part of a private hospital under the *Private Health Facilities Act 1999*.

Onsite catering means preparing and serving potentially hazardous food, to all consumers of the food at the premises from which the business is carried on, under an agreement where type of food, number of persons, time served at, and the cost is predetermined.

Onsite catering does not include preparing and serving food at a restaurant, cafe, or similar business on the order of a person for immediate consumption by the person or preparing and displaying food for self service by consumers such as buffets.

Where onsite catering is the primary activity at part of the premises, only those businesses that use a section of their business to cater to two hundred or more people on twelve or more occasions per year are required to have a food safety program.

### What must a food safety program contain?

A food safety program must:

- systematically identify the food safety hazards that are reasonably likely to occur in food handling practices of the food business,
- identify where each food safety hazard can be controlled and the means of control,
- provide systematic monitoring of the means of control,
- provide appropriate corrective action to be taken when a hazard identified is not under control,
- provide regular review of the program to ensure it is appropriate for the food business,
- provide appropriate record keeping for the food business including action taken to ensure the food business is conducted in compliance with the program, and

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

### **What are the benefits of a food safety program?**

A well developed and implemented food safety program will help ensure the food you sell is safe. It can also assist a food business to demonstrate that all due diligence was exercised to prevent a breach of the *Food Act 2006*.

A food safety program is a proven system for managing food safety and can also improve record keeping and cost control.

### **How do I develop a food safety program?**

There are various food safety program templates available to help you develop a food safety program that is tailored to your food business. There are a number of food safety program templates available on the Queensland Health website. However, you are able to use any food safety program template to develop your food safety program provided the completed program meets the necessary criteria under the *Food Act 2006*.

### **How do I get my food safety program accredited?**

The local government that issues your food business licence is responsible for accrediting the food safety program for your food business. The licensee must submit a Food Safety Program Accreditation and Amendment form to Council with the relevant fee. This form is available on Council's website or from the Customer Service Centres.

A 'Notice of Written Advice' from an approved auditor as to whether the food safety program meets the necessary criteria under Section 104 of the *Food Act 2006* must also be submitted.

### **What happens after my food safety program is accredited?**

Once your food safety program has been approved, you must arrange for an approved auditor to conduct the first compliance audit within six months of the accreditation. It is the licensee's responsibility to ensure compliance audits are conducted at the frequency specified by Council in your Food Safety Program Accreditation Approval.

### **How do I find an approved auditor?**

A register of approved auditors under the *Food Act 2006* is available on the Queensland Health website. The register contains the name and contact details of approved auditors, the conditions of the auditor's approval and the term of approval.

### **What happens after an audit?**

The approved auditor is required to provide a report identifying any non compliance with the accredited food safety program to the licensee and Council within fourteen days of conducting the audit. If there are any non compliances of a serious nature that

could result in unsafe food, the auditor will refer the issue to Council within twenty four hours, who may take further action.

Council Environmental Health Officers will assess the audit report and advise you of any changes to your audit frequency.

## Food Safety – Food Handling

### Receiving food

#### What are the requirements for receiving food?

Food businesses are expected to take all practicable measures to ensure that they do not receive unsafe or unsuitable food.

This means that you must make sure that the food you receive:

- is protected from contamination during transportation,
- can be identified while it is on the premises, and
- is at the correct temperature when it arrives at your food business.

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

You may not always be able to tell if the food coming into your food business is contaminated, but you must take practical steps to minimise the possibility of contamination of potentially hazardous food.

- Check that your supplier has their own Food Safety Program in place,
- Ask your suppliers to send the food in packages or containers (where possible) to ensure it is protected from contamination during transportation,
- Arrange for the food to be delivered when someone is at the premises to inspect the food,
- Check that the food is at the correct temperature when it arrives. If the food is not at the correct temperature do not accept it,
- Check that the food packaging or covering is not damaged when it arrives. If the packaging or covering is damaged do not accept it,
- Check the best before or use by date on the food. If the use by date has passed do not accept it, and
- Once inspected pack the food directly into the freezer or refrigerator or other appropriate storage container / area.

Depending on your type of food business, it might be difficult to check every item of food at the time of delivery. However, you should inspect the food received from your suppliers on a regular basis, particularly from suppliers whose products are potentially hazardous food.

The Incoming Goods Record in Appendix 4 is available on Council's website.

#### What do I do if I receive food that is contaminated or I think may be contaminated?

If food delivered to your food business is contaminated or you think it may be contaminated, do not accept it. Contamination is likely if the food packaging or covering is damaged, or the food has obviously spoilt or the food contains insects, rodent droppings, glass, metal, or other foreign matter.

You should return the food to the supplier or with the agreement of the supplier destroy the food. Food intended to be returned to the supplier or to be destroyed

should be marked and stored separate to the food intended to be used by your food business.

### **How do I ensure that potentially hazardous food arrives at my food business at the correct temperature?**

Potentially hazardous food delivered to your food business must be or frozen solid and not partly thawed; at 5°C or below; at 60°C or above. You must take practical steps to ensure potentially hazardous food is safe when it is delivered to your food business.

- discuss acceptable temperatures for food delivered to your food business with the transporters and formally agree that food will be delivered frozen or chilled or hot, or within safe time limits,
- check food is frozen solid and not partly thawed when it arrives,
- check the food when it arrives to ensure it at the correct temperature (frozen, cold, or hot), and
- check the records of delivery departure and arrival times to ensure the transportation was within the agreed time limit.

If potentially hazardous food is not at the correct temperature when it arrives or that has been outside temperature control for longer than safe time limits do not accept it.

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

You must be able to provide Council's Environmental Health Officers with information on what food is on your premises and the supplier of the food if requested. This information is required in case food on your premises is found to be unsafe or contaminated in some way and the food has to be returned to the supplier or destroyed. Do not accept any food unless you can identify it and trace it back to the supplier.

Most food you buy (if not all) will be labelled with the name of the product, the name and address of the manufacturer, importer, or packager of the food, but you may also have unpackaged or unlabelled food on your premises. You must keep a record of your suppliers, what products you buy from them and when to ensure you can prove what the food is and where it came from such the supplier's invoices.

The Approved Food Suppliers List and Agreement in Appendix 5 are available on Council's website.

## **Storing Food**

### **What are the requirements for storing food?**

Food businesses must store food in such a way that:

- it is protected from the likelihood of contamination,
- the environmental conditions under which it is stored will not adversely affect the safety and suitability of the food, and
- it is under temperature control either frozen solid and not partly thawed; at 5°C or below; at 60°C or above.



## How do I ensure stored food is protected from contamination?

To ensure food is stored correctly and protected from contamination:

- store food in clean food grade containers,
- cover food with aluminium foil, plastic film, or container lids,
- ensure the container / covering used does not contain any chemicals,
- keep storage areas clean and free of pests,
- store food on shelves, not on the floor,
- store raw meats and ready to eat food separately.

## What are environmental conditions?

Certain food needs to be stored under specific conditions to prevent it becoming unsafe or unsuitable. The manufacturer's label usually specifies environmental conditions like temperature, humidity, lighting, atmosphere for storage of the product to ensure its expected shelf life.

What temperature should I store food at?

Potentially hazardous food must be stored under temperature control to prevent bacterial growth and food poisoning. Frozen food should be solid and not partly thawed; cold food at 5°C or below; and hot food at 60°C or above.

## Do I have to store ready to eat food within these temperatures?

If potentially hazardous food has been stored between 5°C and 60°C for:

- a total of less than two hours, it can be refrigerated or used immediately,
- longer than two hours but less than four hours, it must be used immediately,
- a total of four hours or longer, it must be discarded.

This is known as the "4 Hour/2 Hour Rule" which includes the total time out of temperature for preparation, storage, display, and transport. When using this method of temperature control appropriate records should be kept to demonstrate adequate control is in place.

The 4 Hour/2Hour Guide in Appendix 6 is available on Council's website.

## Processing Food

### What are the requirements for processing food?

Food businesses must take all practicable measures to process only safe and suitable food and when handling food take all necessary steps to prevent the likelihood of contamination.

Temperature control and time are critical as some bacteria can produce toxins that will not be destroyed when the food is cooked or reheated. When processing potentially hazardous food you must ensure that the time the food remains out of temperature control is minimised to prevent the growth of bacteria on the food.

Where a control step is needed to reduce to safe levels any bacteria that may be present in the food, you must use a process that according to documented sound scientific evidence is known to restore the safety of the food.

## Thawing Food

### How should I thaw food?

You must ensure that when frozen potentially hazardous food is thawed that the time it remains out of temperature control is minimised. Thawed or partially thawed food must not be refrozen.

To ensure safe thawing of food:

- thaw frozen food in the microwave ensuring that it is not cooked during the thawing process,
- thaw frozen food in a refrigerator or cold room in a container and store below cooked, ready to eat and raw food,
- thaw food completely before cooking unless the food can be completely cooked from a partially or fully frozen state.
- Thaw food as part of the cooking process is appropriate where thorough and timely cooking can be ensured. Foods typically cooked from frozen include single portion food such as chicken nuggets, vegetables, and pizza.

## Cooking Food

### How should I cook food?

You must ensure the food is cooked thoroughly. Do not partially cook food and then warm it up later. Cook chicken until juices run clear – steaks can be cooked to preference.

Thorough cooking will reduce dangerous bacteria to safe levels. Some food poisoning pathogens can protect themselves from cooking, so while they will not be present in enough numbers to make someone sick just after the food is cooked, they can start growing again if the cooked food is left at temperatures between 5°C and 60°C for too long. This is why minimising time food is at unsafe temperatures is so important.

The Cooking & Cooling Food Record in Appendix 6 is available on Council's website.

## Cooling Food

### How should I cool cooked food?

You must cool cooked potentially hazardous foods as quickly as possible. The temperature should fall from:

- 60°C to 21°C in a maximum of two hours, and
- 21°C to 5°C within a further maximum period of four hours.

This is known as the 2 Hour/4 Hour Rule. Alternatively, if you want to cool food over a longer time period you must be able to show that you have a safe alternative system in place.

There may be poisonous bacteria in food even though it has been cooked. The faster food is cooled the better to minimise the time when the bacteria are able to grow or form toxins.

If you store food in shallow containers and not overfill them it will cool more rapidly. If you don't know how fast your food is cooling, use a probe thermometer to measure the warmest part of the food which is usually in the centre. When using this method to cook and cool food appropriate records should be kept to demonstrate adequate control is in place.

The Cooking & Cooling Food Record in Appendix 6 is available on Council's website.

## **Reheating Food**

### **How should I reheat food?**

Potentially hazardous food that has previously been cooled (which is to be served hot) needs to be quickly and thoroughly heated to or above 60°C and then kept hot until it is served. Use your probe thermometer to check that the internal temperature of all the food to ensure it reaches this temperature.

To ensure the safe reheating of food:

- only reheat food once and where possible reheat in small portions,
- ensure the time taken to reheat cooked food to temperature is not more than two hours,
- reheat cold food before placing into bain maries, pie warmers or display units,
- hot food should be stored in heating equipment to ensure the correct temperature is maintained.

## **Displaying Food**

### **What are the requirements for displaying food?**

Food businesses are required to take all practicable measures to protect food from the likelihood of contamination and ensure potentially hazardous food is under temperature control at all times when being displayed.

### **How should I display food so it does not become contaminated?**

When displaying food, you must:

- not display ready to eat food on a counter or bar unless it is enclosed, contained, or wrapped,
- provide separate serving utensils for different types of food,
- provide protective barriers like sneeze guards that minimise the likelihood of contamination by customers,
- ensure the food is effectively supervised and remove anything that is contaminated by a customer or is likely to be contaminated immediately,

- Separate ready-to-eat food from raw foods,
- Avoid topping up dishes on display to prevent cross contamination between batches of food.

### **What temperature should I display food at?**

Potentially hazardous food must be stored in a way that ensures:

- Frozen must be solid and not partly thawed,
- Cold food must be displayed at 5°C or below,
- Hot food must be displayed at 60°C or above.

If potentially hazardous food is stored **outside these temperatures the food business must be able to demonstrate how the food is safely displayed e.g. time.**

The 4 Hour / 2 Hour rule in Appendix 7 and the Temperature Control Record in Appendix 9 is available on Council's website.

## **Food Packaging**

### **What are the requirements for packaging food?**

Food businesses must:

- only use packaging material that is fit for its intended use (check with your supplier),
- only use material that is not likely to cause food contamination,
- ensure that there is no likelihood that food may be contaminated during the packaging process.

## **Transporting Food**

### **What are the requirements transporting food?**

Food businesses are required to take all practicable measures to ensure that food is protected from contamination, frozen food is solid and not partly thawed, cold food is kept at 5°C or below and hot food hot food at 60°C or above when being transported.

Food must not be transported in the same part of a vehicle that is carrying live animals, other than live fish, shellfish, or other live seafood.

### **How do I ensure food is transported at the correct temperature?**

To maintain the temperature for short periods:

- cold food may be transported in insulated containers with ice bricks,
- hot food may be transported in insulated containers with heat packs.

To maintain the temperature for longer periods, or if it is a hot day:

- a portable refrigerator may be required to keep food cold,
- a portable oven may be required to keep food hot.

The container must be in good condition, be kept clean at all times and be used for food only. It must have a close fitting lid to help maintain the correct temperature. The food must be preheated or cooled before transportation.

## Disposing of Food

### What are the requirements for disposing of food?

Food businesses must ensure that food that has been recalled or is to be returned to the supplier or to be destroyed is marked and stored separate to the food intended to be used by your food business until a decision is made about what to do with the food, in accordance with the food disposal requirements.

The food may be:

- further processed in a way that ensures its safety and suitability,
- resold if the food is ascertained to be safe and suitable,
- returned to the supplier or destroyed with the agreement of the supplier,
- destroyed, disposed of, or used for purposes other than human consumption.

## Recalling Food

### What are the requirements for recalling food?

Wholesale suppliers, manufacturers and importers of food must have a documented system for the recall of unsafe food. In the event of a recall, you may find it useful to draw on the guide in the Food Standards Australia New Zealand (FSANZ). The Food Industry Food Recall Protocol is available on the Food Standards Australia New Zealand website or call 02 6271 2222.

The Food Recall Record in Appendix 8 is available on Council's website.

## Alternative Methods of Compliance

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

- a food safety program that meets the requirements under the *Food Act 2006*, regulations under the Act, or a Food Safety Standards,
- a documented process that according to sound scientific evidence is a method that will not adversely affect the safety of the food, or
- a documented process or guidelines based on sound scientific evidence that are recognised by the relevant food industry.

## Thermometers and Temperature Monitoring

### Why is it important to maintain potentially hazardous food at the correct temperature?

Potentially hazardous food needs to be kept at the appropriate temperature to prevent food poisoning bacteria, which may be present in the food, from multiplying to dangerous levels.

The Food Safety Standards specifies that potentially hazardous food must be stored, displayed, and transported at safe temperatures being 5°C or below and 60°C or

above. The Food Safety Standards also specifies at what temperature food should be cooled and reheated as also outlined in this guide.

### **How do I ensure food is stored at the correct temperature?**

To maintain potentially hazardous food under temperature control you must ensure that your cold and hot storage such refrigerators, cool rooms, bain maries and display units are working and operating effectively.

If your equipment is not working efficiently, it may be struggling to keep potentially hazardous foods at safe temperatures. It is important to check your equipment regularly and arrange servicing or maintenance as required.

Some storage and display equipment have hot and cold spots which could compromise your temperature control. If there are hot and cold spots rearrange potentially hazardous foods to ensure it is kept at the correct temperature.

### **What type of thermometer do I need?**

Food businesses which store, transport, prepare, cook, or sell potentially hazardous food are required to have a probe thermometer on the premises which can be inserted into food to monitor the internal temperature. It is recommended that you use a thermometer with a digital display.

The thermometer must be accurate to  $\pm 1^{\circ}\text{C}$  which means that when the thermometer shows that the food is at a temperature of  $5^{\circ}\text{C}$ , the actual temperature of the food will be between  $4^{\circ}\text{C}$  and  $6^{\circ}\text{C}$ . Check the packaging to ensure the accuracy of the thermometer is  $\pm 1^{\circ}\text{C}$  or request the information from the manufacturer.

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

To measure the temperature of food:

- clean and sanitise the thermometer between uses to prevent cross contamination,
- place the probe thermometer into the food and wait until the temperature reading has stabilised before reading the temperature,
- measure different parts of the food as the temperature may not be the same in the middle as the top or outside,
- if using the thermometer to measure hot and cold food, wait for the thermometer to return to room temperature between measurements,
- measure the temperature of different foods in a refrigerator or display unit, as there will be cold and hot spots within the equipment,
- measure the temperature of packaged chilled food or frozen food, by placing the length of the thermometer between two packages which will give an approximate temperature, but the packaging will remain intact.

Equipment that is used to store and display food such as refrigerators, cool rooms, bain maries and display units may already have a thermometer fixed to the equipment. However, these thermometers measure the operational temperature of the unit, and it does not measure the temperature of the food. The internal temperature of the food in the equipment must still be checked with a probe thermometer.

## **How often should I monitor the temperature of potentially hazardous food?**

You should monitor the temperature of potentially hazardous food that is being stored or displayed at least twice each day. You should also monitor the temperature of potentially hazardous food being cooked, cooled, or reheated.

## **Should I keep a record of the temperature monitoring?**

Potentially hazardous food should be checked on a regular basis and appropriate records should be kept to demonstrate adequate control is in place. You should also record any corrective action taken if the temperature of the food is outside the acceptable range.

The Food Safety Standards require all Category 1 food businesses to keep appropriate temperature records.

The Temperature Control Record in Appendix 9 is available on the Council's website.

## **How do I clean and sanitise my thermometer?**

The probe on the thermometer that will be inserted into food must be cleaned and sanitised after measuring the temperature of one food and before measuring the temperature of another food to prevent cross contamination.

To clean and sanitise a probe thermometer:

- clean your thermometer in detergent and warm water,
- sanitise appropriately with an alcoholic swab or similar, and
- allow to air dry or dry with a disposable towel before using.

## **How do I know if my thermometer is accurate?**

To ensure your thermometer is giving an accurate temperature reading, it should be calibrated on a regular basis in accordance with the manufacturer's advice. You should replace batteries if they are low and replace the thermometer if it breaks.

To check the thermometer is calibrated to the correct temperature (cold method):

- using cold water, crush ice into several pieces in a small container,
- add some water ensuring that ice cubes are not floating and stir the ice,
- let the ice and water stand for five minutes,
- place the thermometer into the ice water and allow reading to stabilise,
- record the temperature – it should be 0°C,
- take a further three readings at least one minute apart,
- keep a record of all calibration readings.

If the temperature is lower than -1°C or higher than 1°C replace or service the thermometer.

To check the thermometer is calibrated to the correct temperature (boiling method):

- using boiling water, bring water to a rapid boil in a small container,
- place the thermometer into the boiling water and allow reading to stabilise,
- record the temperature – it should be 100°C,

- take a further three readings at least one minute apart,
- keep a record of all calibration readings.

If the temperature is lower than 99°C or higher than 101°C replace or service the thermometer.

The Calibration of Thermometers Record in Appendix 10 is available on Council's website.

## **Cross contamination**

### **What is cross contamination?**

Cross contamination is when the bacteria from one type of food is transferred or crosses over to another food, either by direct or indirect contact with the food.

Food poisoning can be caused by cross contamination when bacteria is transferred onto food that is ready to eat. For example, if raw meat comes into contact with cooked chicken on a sandwich, the customer will consume the bacteria that was on the raw meat.

### **How does cross contamination occur?**

Cross contamination may occur in many ways, but the most common activities are:

- using the same knife or chopping board to cut raw meat and ready to eat or cooked foods,
- storing food uncovered or on the floor of the refrigerator or cool room,
- storing raw food above ready to eat or cooked foods,
- not washing fruit and vegetables to remove soil and other residues,
- keeping cleaning chemicals next to dry and canned foods,
- reusing a cloth to wipe benches, tables, utensils, and equipment,
- not washing hands or changing gloves between handling raw and ready to eat foods,
- using a tea towel to dry hands then using it to dry utensils and equipment.

### **How do I prevent cross contamination?**

To prevent cross contamination:

- wash your hands when starting work, returning from a break, changing tasks or when hands become contaminated,
- dry hands after washing with disposable paper towel or with a hot air dryer,
- only use gloves for one continuous task and then discard them,
- avoid unnecessary contact with ready to eat foods, processed fruit and vegetable, raw and cooked meat,
- use food grade containers when storing and keep food covered,
- store food off the floor,
- store raw foods especially meat, fish, and poultry at the bottom of the refrigerator or cool room to prevent raw meat juices dripping onto ready to eat foods,
- use separate utensils for different types of food,
- clean and sanitise utensils between handling raw and ready to eat foods,
- allow utensils and equipment to air dry after cleaning and sanitising or use a clean dry cloth,
- store cleaning chemicals and other non food items stored away from food,



- regularly change or clean and sanitise cloths used for wiping benches, tables, or other equipment,
- never use cloths used for cleaning toilets or other areas for cleaning anything that may come in contact with food.

## Food Safety – Skills and Knowledge

### What do skills and knowledge mean for your food business?

Skills means your staff and their supervisors must be competent to carry out their work in a way that ensures your food business produces safe food.

Knowledge means your staff and their supervisors must understand food safety issues and food hygiene practices that is relevant to your food business and the work they do.

### What do staff and supervisors have to know?

The licensee must ensure that persons undertaking or supervising food handling practices have appropriate skills and knowledge in food safety, health and hygiene that are relevant to their responsibilities.

Please note they do not need skills and knowledge for other work in the food business that they do not carry out unless they help with other work when staff are away, or sometimes supervise other food handlers.

Food safety skills include what staff, and their supervisors must do to keep food safe.

Food hygiene practices include what your staff and their supervisors must do to keep things clean, so they do not contaminate food.

The following example shows the difference between food safety skills and food hygiene practices.

Examples of food safety skills and knowledge include:

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

Examples of food hygiene skills and knowledge include:

- knowing that hands, gloves, or the equipment used to handle raw chickens can contaminate cooked chickens,
- knowing that other things such as dirty cloths or dirty work benches could contaminate the cooked chickens,
- skills to wash hands and equipment and keep the work area clean in a way that minimise the potential for contamination.

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

To ensure that your staff and their supervisors have the skills and knowledge to carry out their work:

- provide food safety and food hygiene information for staff to read,
- set out operating rules for the responsibilities of food handlers and their supervisors,
- provide internal training by other staff or the licensee of the food business,
- employ a consultant to conduct a course for the staff of your food business,
- recruiting staff with formal industry based training qualifications,
- provide formal training courses / qualifications through a Registered Training Organisation,
- attend food safety courses conducted by industry associations,
- complete the I'm Alert Food Safety Free Online Training Program available on Council's website.

## Free Online Training Program

Council is assisting food businesses to meet their obligations under the Food Act and Food Safety Standards by providing free access to the [I'm Alert Food Safety online training](#) program via our website. This training will assist food handlers in developing or revising the required skills and knowledge to ensure food is handled in a safe and hygienic manner.

A training acknowledgement certificate can be printed upon completion and be kept as a part of your food safety records. Please note that completing I'm Alert Food Safety online training does not fulfil the required competencies for a food safety supervisor.

Other free training for food handlers may include [DoFoodSafely](#) through the Victorian department of health.

This training is not suitable for your food safety supervisor qualification.

## Should I keep staff training records?

It is important to keep records of any training your staff receive including their induction or training with other staff / the licensee, information and / or instructions relevant to your food business, free training programs, external courses and formal qualifications. The Staff Induction and Training Record in Appendix 11 is available on Council's website.

## Food Safety – Health and Hygiene

### What are the health and hygiene responsibilities of food businesses?

The licensee is required to take all practicable measures to ensure that that food is not contaminated and food handlers know their food safety, health and hygiene obligations.

### How do I make sure people on the premises do not contaminate food?

Food businesses must take all practicable measures to ensure that people on the premises do not contaminate food including food handlers, staff, supervisors, cleaners, trades people, contractors and customers.

To ensure that food is not contaminated:

- only allow food handlers to access areas where food is exposed such as kitchens,
- supervising others who are required to access food preparation areas to ensure they do not handle, sneeze, blow, cough or eat over exposed food or food contact surfaces,
- erect 'No Smoking' signs on the walls and ensure that there are no ashtrays in and around food preparation areas,
- ensure food for display is protected from contamination and that any buffet style areas are adequately supervised
- if spitting is a problem, erect signs to say that spitting is also prohibited in and around food preparation areas.

## **What are the health requirements for persons who handle food and preventing food contamination?**

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

A person who has a food borne illness, vomiting, diarrhoea, fever or jaundice, sore throat with fever, infected skin sore or have discharges from eyes, nose or ears must be excluded from food handling practices and cannot resume work until they produce a medical clearance.

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

## **What do I have to advise my food handlers of?**

The licensee must advise all your food handlers specifically of their food safety, health and hygiene requirements, which can be demonstrated by providing information, displaying posters or viewing an industry training video.

## **Protecting the Privacy of Food Handlers**

Food handlers must advise their supervisor if they are suffering from or carrying a food borne illness; have a skin sore or discharges from their ears, nose or eyes which may potentially contaminate food or they know or suspect they have contaminated food while handling it.

If a food handler notifies his or her supervisor of any of the above, the supervisor must not disclose this information to anyone without the consent of the food handler, with the exception of the licensee of the food business or Council's Environmental Health Officer. A record of staff illness and accidents should be kept but this information must not be used for any purpose other than to protect food from contamination.

The Staff Illness and Accident Record in Appendix 12 is available on Council's website.

## What are the health and hygiene responsibilities of food handlers?

Food handlers must take all practicable measures with personal hygiene and cleanliness to minimise the risk of food contamination, they must:

- wear clean outer clothing, appropriate for the type of work they do,
- ensure their body, anything from their body or anything they are wearing does not come into contact with food or food contact surfaces,
- avoid unnecessary contact with ready to eat foods, processed fruit and vegetables, raw and cooked meat,
- advise their supervisor when they are ill with vomiting, diarrhoea, fever or jaundice, sore throat with fever, infected skin lesions or have discharges from eyes, nose or ears,
- ensure bandages or dressings on any exposed parts of the body have a waterproof covering,
- not sneeze, blow or cough over unprotected food or food contact surfaces,
- not spit or eat over unprotected food or food contact surfaces,
- not smoke or use tobacco or similar preparations where food is handled,
- not urinate or defecate except in a toilet.

## Hand Washing

Food businesses must provide hand basins that are easily accessible, of adequate size and located in the places where food handlers need to wash their hands such as in food preparation areas and near the staff toilets.

Antibacterial sanitisers are not appropriate alternatives to hand washing. The hand basins must be supplied with soap, clean warm running water, paper towels and a disposal unit so staff can thoroughly wash and dry their hands. Hand basins must not be used for anything other than washing hands, arms and face, nor should sinks used to prepare food or wash dishes be used to wash hands.

## When should food handlers wash their hands?

Food handlers must wash their hands immediately, whenever their hands are likely to contaminate food including:

- before they start handling food or return after other work,
- before working with ready to eat food,
- after handling raw meat or cut fruit or vegetables,
- after eating or drinking or smoking,
- after coughing, sneezing, using a handkerchief or disposable tissue,
- after touching their hair, scalp or a body opening,
- after using the toilet.

## How should food handlers wash their hands?

There are five steps that should be followed when washing hands:

- Step 1: Wet hands thoroughly with warm water,
- Step 2: Dispense an adequate amount of soap into hands,
- Step 3: Rub front and back of hands, between fingers, wrists and forearms,
- Step 4: Rinse hands thoroughly with warm water,
- Step 5: Dry hands thoroughly on paper towel.

## Wearing Gloves

There is not a requirement under the *Food Act 2006* for food handlers to use gloves, but if gloves are used:

- hands should be washed and dried before putting gloves on,
- gloves should be used for one task only,
- disposable gloves must not be reused,
- gloves used for cleaning and handling chemicals should not be used for food preparation.

Gloves must be removed, discarded and replaced with a new pair at any time they may become contaminated or dirty including:

- before they start handling food or return after other work,
- before working with ready to eat food,
- after handling raw meat or cut fruit or vegetables,
- after eating or drinking,
- after coughing, sneezing, using a handkerchief or disposable tissue,
- after touching their hair, scalp or a body opening,
- after smoking or using tobacco or similar substances,
- after using the toilet.

In many situations, it is preferable to use utensils such as tongs or spoons, even when wearing gloves.

## Food Safety – Cleaning, Sanitising and Maintenance

### Cleaning and Sanitising

#### What are the requirements for cleaning and sanitising?

Food businesses must maintain a high standard of cleanliness and hygiene at their premises. This includes fixtures, fittings, equipment and vehicles used to transport food. There must be no accumulation of garbage or recycling, food waste, dirt, dust, grease or visible matter.

Processing fresh food on or with dirty utensils and equipment will transfer bacteria onto the food. Utensils and equipment must be cleaned and sanitised before each and after each use or at regular intervals if being used continuously to prepare, process or serve food. Surfaces that food may come in contact with must also be cleaned and sanitised.

It is important that you understand that cleaning and sanitising are different and should be done as separate processes. A surface needs to be thoroughly cleaned before it is sanitised, as the presence of food, residue and detergents will reduce the effectiveness of sanitisers.

Clean means the removal of any food, dirt, dust, grease or visible matter and smells or clean to the touch.

Sanitise means to apply heat and / or chemicals (or other processes) to a surface so that the number of bacteria is reduced to a level that is safe for food contact.

#### What are cleaning procedures and records?

A cleaning procedure documents the tasks that need to be done daily, weekly, monthly, quarterly and annually to keep your food business clean. It includes the tasks of cleaning and sanitising, what materials and chemicals will be used, how often each task needs to be done, how it should be done and who should do it. The Cleaning and Sanitising Procedure in Appendix 14 is available on Council's website.

You should keep a record of the cleaning and sanitising tasks that have been undertaken at your food business. The Cleaning and Sanitising Schedule in Appendix 13 is available on Council's website.

#### When developing a cleaning procedure what should I consider?

Start at the back of your premises and work towards the front documenting every piece of equipment and area that needs to be cleaned. Remember to work from the ceiling and down to the floor. Then document how you will clean it, what materials and chemicals will be used, how often you will clean it and who will do the cleaning.

- educate your staff on correct cleaning and sanitising procedures,
- use food grade detergents and sanitisers in accordance the manufacturer's instructions,
- keep cleaning chemicals away from food storage areas,

- ensure all equipment used for cleaning such brooms, mops, buckets, cloths, etc are clean,
- single use paper towels are better than cloths (if you use cloths, they must be washed in hot not warm water and allowed to dry after every use),
- disassemble equipment such as meat slicers before starting to clean them,
- do regular checks on cleaning that has been completed and instruct staff where required.

### **What are the six steps to proper cleaning?**

There are six steps that should be followed when cleaning and sanitising:

- Step 1: Pre clean the surface by scrapping, wiping or sweeping away any food or visible matter then rinse with water,
- Step 2: Wash the surface with hot water and detergent to take off any dirt, dust or grease and soak if required,
- Step 3: Rinse any loose matter or detergent foam off the surface,
- Step 4: Use a sanitiser on the surface to kill any remaining germs,
- Step 5: Thoroughly rinse off the sanitiser if required (as per the manufacturer's instructions),
- Step 6: Allow the surface to air dry where possible or use a clean cloth to dry if required.

### **How do I sanitise?**

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

To sanitise surfaces, utensils or equipment either:

- soak in hot water at 77°C for thirty seconds,
- use food grade sanitisers in accordance with the manufacturer's instructions,
- use a 70% alcohol solution as a sanitiser (740ml of alcohol diluted with 260ml of water),
- soak in water and bleach solution as a sanitiser (dilution rate as below).



The following table shows the minimum water temperature and the amount of bleach required.

Water	Household bleach (4% chlorine)			Household bleach (10% chlorine)		
5 Litres	3.12ml	6.25ml	12.5ml	1.25ml	2.5ml	5ml
10 Litres	6.25ml	12.5ml	25ml	2.5ml	5ml	10ml
50 Litres	31.25ml	62.5ml	125ml	12.5ml	25ml	50ml
Concentration required (ppm)	25 ppm	50 ppm	100 ppm	25 ppm	50 ppm	100 ppm
Minimum Water Temperature	49oC	38oC	13oC	49oC	38oC	13oC

### What are the requirements for sanitising with a dishwasher?

Commercial dishwashers can be used to sanitise utensils or equipment but they must use hot water over 77°C for thirty seconds or more during the cycle. You should contact the suppliers or manufacturer of the dishwasher you are or intend using for sanitising to establish whether its cycle times and water temperature meet these requirements.

The dishwasher must only operate when the water is at the sanitising temperature, as it is not possible to assess the effectiveness of the sanitising process even if you can see that the item has been machine cleaned thoroughly. The requirement prevents the operation a machine shortly after they are switched on and either before the water has had the time to heat up or when the water supplied to the machine is not at a sanitising temperature.

## Maintenance

### What are the requirements for maintaining my premises?

Food businesses must maintain the premises including the fixtures, fittings, equipment and vehicles used to transport food in good repair and working order to:

- prevent contamination of food from flaking paint, plaster, timber, broken glass, leaking pipes,
- prevent pests and / or animals from accessing the premises through holes in walls or ceilings,
- enable effective cleaning and sanitising of the whole premises.

You should also keep a record of the maintenance tasks that have been completed at your food business in addition to regular cleaning and sanitising.

The Maintenance Schedule in Appendix 15 is available on Council's websites.

### Can I use chipped, broken or cracked eating and drinking utensils?

Food businesses must not use any chipped, broken or cracked eating and drinking utensils for any purpose relating to food handling. These items cannot be effectively

cleaned and sanitised and therefore may contaminate food directly with broken or chipped pieces of the utensil or allow the transmission of infectious bacteria to food.

## Food Safety – General

### Stock Rotation

As new food is received by the food business, it is best to rotate all stock so that the older food is at the front of the storage area and will be used first. Before using any food the use by date should be checked to ensure that the products are still safe to consume.

When rotating stock you should also clean the shelves on which the food is stored. There must be separate storage areas for any chemicals used by the food business, office equipment, uniforms and personal belongings.

### Single Use Items

Food businesses must take all practicable measures to ensure single use items do not come into contact with food or the mouth of a person if they are contaminated or reasonably suspected of being contaminated. Single use items should be stored in enclosed containers and if the packaging has been broken or damaged they should not be used or reused.

### Pest Control

Food businesses must not permit live animals in areas in which food is handled, other than fish or shellfish or other seafood.

To assist in maintaining the premises free of pests:

- store all food materials and ingredients in sealed containers,
- remove bulk cardboard packaging from the premises,
- keep exits and windows closed or screened to stop access to pests,
- seal all gaps, cracks and crevices where pests could harbour,
- arrange regular services by a pest control operator and keep records,
- remove all dead pests from the premises immediately.

A licensed pest control operator should conduct regular inspections of your premises particularly the food preparation areas for signs of pests and undertake appropriate treatment. The pest control operator should provide you with documentation proving that the inspection and treatment has been completed. They will also be able to provide advice on the products used and advise you on how often pest inspections should be conducted.

The Pest Control Record in Appendix 16 is available on Council's website.

### Doggy bags

Food businesses should be aware of the potential risks associated with giving doggy bags to customers for food not consumed at the food business and how these risks can be minimised.

Food purchased by a customer at a food business becomes the property of that customer. It is not illegal to provide doggy bags and may be seen as poor customer

service if a food business bans doggy bags. In the interests of public health, both your staff and your customers should be aware of the risks associated with taking away uneaten food from a restaurant in doggy bags for human consumption.

### **What are the risks of doggy bags?**

Doggy bags differ from normal takeaway foods, because takeaway foods are intended to be eaten away from the premises and are served in a takeaway container by the food business at the correct temperature being 5°C or below for cold food and 60°C or above for hot food.

Food for doggy bags can be exposed to the following hazards:

- time food in not at correct temperature,
- handling by the customer,
- contamination with food borne bacteria,
- cross contamination between cooked and uncooked foods.

### **What are the possible solutions?**

If a customer requests a doggy bag, the risks may be minimised by:

- documenting the procedure for doggy bags
- educating staff on the correct procedure for doggy bags
- transferring the food into a new, food grade container
- writing the date, time and a code on the container and in a record book
- putting a sticker on the container or giving the customer information on the risks of doggy bags, suitable storage and reheating the food.

Recording this information may be helpful to the food business in the case of a customer taking legal action against the licensee for selling unsafe food to demonstrate that responsible actions were taken on their part.

Doggy bag information stickers are available for online.

## **Animals on the premises**

### **Can I have animals on the premises?**

Food businesses must not permit live animals in areas in which food is handled (other than fish, shellfish or other seafood). Assistance animals can be in customer areas of the food business.

## Food Safety – Record Keeping

### Do I need to keep records?

All food businesses are encouraged to keep records regarding food safety in their business.

The *Food Act 2006* and the Food Safety Standards require category 1 food businesses to keep records to substantiate the food safety management of certain food handling activities.

### What records do I need to keep?

The Food Safety Standards require category 1 food businesses to keep the following records for the following food handling steps:

- receipt of food
- storage of food
- steps in processing food that reduce any pathogens to an acceptable level eg. cooking, acidification, time/temperature of pasteurisation,
- processing food outside of temperature control,
- cooling food,
- reheating food,
- displaying food
- transporting of food
- cleaning and sanitising equipment and surfaces.

The table in Appendix 3 details what needs to be recorded and how often they need to be recording for these steps.

### What is considered a record?

A record means a document or object (including electronic) that is kept for the information it contains. Examples of what can be kept as a record for substantiate food safety management for your business:

- Entries on a paper or electronic template
- Written instructions that have been verified to achieve food safety outcomes (eg. a validated recipe or standard operating procedure).
- Notes on invoices
- Data logger information in graph format
- Photos or video footage
- Information recorded in another way which allows for the required information to be captured and kept.

The record templates in Appendices 4-16 are available on Council's website.

### How long do I have to keep the records?

Records required to be kept by the Food Safety Standards are required to be kept for a minimum of 3 months. This allows for the records to be available in the event of a food borne illness outbreak investigation.



## Appendix 1 – Glossary

**Best before** means the date would be used for shelf stable foods, dry goods such as biscuits and confectionery, frozen foods, most raw foods that will be cooked before being eaten such as meat, chicken, fish; or foods that will noticeably spoil before becoming a safety issue. Food marked with a best before date can still be sold after the expiry of that date, provided it is safe and suitable for consumption.

**Category One Food Business** is a food business that:

- a) is a caterer or a food service; and
- b) processes unpackaged potentially hazardous food, into a food that is
  - a. potentially hazardous food; and
  - b. ready-to-eat food.

Examples include restaurants, takeaway outlets, caterers and bakeries

**Category Two Food Business** is a food business that offers food for retail sale that is:

- a) potentially hazardous food; and
- b) ready-to-eat food, where that food:
  - a. was received unpackaged by the food business or was unpackaged by the food business after receipt; and
  - b. was not made or processed (other than slicing, weighing, repacking, reheating or hot-holding the food) by the business.

Examples may include delicatessens, market stalls, service stations and convenience stores.

**Clean** means 'clean to the touch', that is, free from any dirt, dust or food particles that you can see and does not necessarily smell. Cleaning is the removal of these particles and / or smells.

**Cross contamination** means when the bacteria from one type of food is transferred or crosses over to another food, either by direct or indirect contact.

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

**Pests** include birds, rodents, insects and arachnids.

**Potentially hazardous food** means food that must be kept at a particular temperature –

- a) to minimise the growth of pathogenic micro-organisms that may be in the food; or
- b) to stop the formation of toxins in the food.

The following are examples of potentially hazardous foods:

- raw and cooked meat or foods containing meat, such as casseroles, curries and lasagne

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

**Sanitise** means to apply heat and / or chemicals (or other processes) to a surface so that the number of bacteria on the surface is reduced to a level that is safe for food contact.

**Use by** means the date by which food must be consumed. If food must not be consumed after a certain date for health and safety reasons, the use by form of date mark must be used. Foods labelled use by cannot be sold after the date has expired. This includes giving away food past the used by date to charitable or community organisations.



## Appendix 2 – Food Safety Supervisors

### What training does a food safety supervisor need?

A food safety supervisor must have a Statement of Attainment issued by a Registered Training organisation (RTO) for the relevant competencies or have demonstrated to an RTO that they have the prior skills, experience or training to meet these competencies.

The following table shows the minimum competency standards for a food safety supervisor.

Food Sector	Competency Code	Competency Title
Food Processing	FBPFSY2002	Apply food safety procedures; OR
	FBPFSY1002	Follow work procedures to maintain food safety
Retail & Hospitality	SITXFSA005	Use hygienic practices for food safety ; and
	SITXFSA006	Participate in safe food handling practices; OR
	SIRRFSA001A	Apply retail food safety practices
Health & Community Services	HLTFSE001	Follow basic food safety practice
	HLTFSE007	Oversee the day-to-day implementation of food safety in the workplace
	HLTFSE005	Apply & monitor food safety requirements
Transport & Distribution	SITXFSA005	Use hygienic practices for food safety; and
	SITXFSA006	Participate in safe food handling practices

The following table shows examples of the types of food businesses under each food sector.

Food Processing	Retail & Hospitality	Health & Community Services	Transport & Distribution
Flour Mills	Supermarkets	Hospitals	Warehouses
Canneries	Convenience Stores	Childcare Centres	Bulk Food Distribution Centres
Packers	Grocers	Nursing Homes	
Wholesale Bakers	Delicatessens	Hostels	
Breweries	Restaurants	Meal on Wheels	
Catering for Airlines	Hotels	Catering for Public or Private Hospitals or nursing homes	
Ice manufacturing	Takeaway & Cafes		
Wine Production	Catering for Private Functions		
Pre Prepared Meals	Retail Markets & Stalls		

### Where can I get the required training or recognition of prior competency?

Food safety supervisor training is conducted by RTOs across Australia. The RTOs who deliver the required food safety supervisor training or assess applications for recognition of prior learning are available on the National Training Information Service website [www.ntis.gov.au](http://www.ntis.gov.au) or the Queensland Health website [www.health.qld.gov.au/foodsafety](http://www.health.qld.gov.au/foodsafety).

## Appendix 3 – Food Safety Management Records

Category 1 food business are required to keep records for the food handling steps included in the following table.

Standard 3.2.2 Clause	Food Handling Step	What needs to be shown	What needs to be recorded	Suggested frequency
5(3)	<p>Receipt</p> <p>A food business must, when receiving potentially hazardous food, take all practicable measures to ensure it only accepts potentially hazardous food that is at a temperature of:</p> <p>(a) 5°C or below; or (b) 60°C or above</p> <p>unless the food business transporting the food demonstrates that the temperature of the food, having regard to the time taken to transport the food, will not adversely affect the microbiological safety of the food.</p>	<p>The temperature of potentially hazardous food (PHF) when received OR</p> <p>The time arrangement with the supplier showing the food safety has not been adversely affected during food transport.</p>	<p>Date, food received and food temperature OR</p> <p>the time taken to deliver food</p>	Each delivery
6(2)(a)	<p>Storage</p> <p>A food business must, when storing potentially hazardous food store it under temperature control</p>	<p>The temperature of PHF during storage.</p>	<p>The temperature of PHF during storage, date.</p>	Daily
7(1)(b)(ii)	<p>Processing – Pathogen Reduction Step</p> <p>A food business must, when processing food, where a process step is needed to reduce to safe levels any pathogens that may be present in the food – use a process step that is reasonably known to achieve the</p>	<p>That a pathogen reduction step (killing or reduction step) has been used on PHF to achieve safety of the food (i.e. destroying pathogens potentially present)</p>	<p>The date and outcome of the pathogen reduction step e.g.</p> <ul style="list-style-type: none"> <li>• temperature of cooked food</li> <li>• pH of acidified/fermented food</li> <li>• time &amp; temperature of pasteurised or sous vide food</li> </ul>	Per batch or as often as instructed in a standard operating procedure (SOP)

	microbiological safety of the food.		• water activity ( $a_w$ ) of dried foods.	
7(2)	<p>Processing – Minimising time out of temperature control</p> <p>A food business must, when processing potentially hazardous food that is not undergoing a pathogen control step, ensure that the time the food remains at temperatures that permit the growth of infectious or toxigenic microorganisms in the food is minimised</p>	The time that ready-to-eat PHF is in the temperature danger zone (between 5°C and 60°C) is minimised and does not make the food unsafe.	The time taken to prepare and then re-refrigerate ready-to-eat PHF or the method used to thaw ready-to-eat PHF, and date.	Per batch and/or as often as instructed in a SOP
7(3)	<p>Cooling</p> <p>A food business must, when cooling cooked potentially hazardous food, cool the food:</p> <p>(a) within two hours – from 60°C to 21°C; and</p> <p>(b) within a further four hours – from 21°C to 5°C</p> <p>unless the food business demonstrates that the cooling process used will not adversely affect the microbiological safety of the food.</p>	That cooked PHF has cooled to prescribed temperatures within the required timeframes.	The time and temperatures of the food during the cooling process i.e. the length of time taken for food to cool from 60°C to 21°C, and the time then taken to cool food from 21°C to 5°C, and date	Per batch and/or as often as instructed in a SOP
7(4)	<p>Reheating</p> <p>A food business must, when reheating previously cooked and cooled potentially hazardous food to hold it hot, use a heat process that rapidly heats the food to a temperature of 60°C or above, unless the food business demonstrates that the heating process used</p>	That cooked and cooled PHF is reheated rapidly (within 2 hours) to 60°C or above.	The length of time taken to reheat the food and the temperature the food is reheated to, and date.	Per batch and/or as often as instructed in a SOP

	will not adversely affect the microbiological safety of the food.			
8(5)(a)	Display A food business must, when displaying potentially hazardous food display it under temperature control.	That PHF is displayed at 5°C or below; or 60°C or above, or total time out of temperature control does not exceed 4 hours	The temperature of PHF on display or the length of time foods are on display, and date.	Daily or as often as instructed in a SOP
10(b)	Transport A food business must, when transporting food transport potentially hazardous food under temperature control.	That PHF is transported at 5°C or below; or 60°C or above, or total time out of temperature control does not exceed 4 hours	The temperature of PHF transported or the length of time food is transported for, date	Daily or as often as instructed in a SOP
20	Cleaning & Sanitising (1) A food business must ensure the following equipment is in a clean and sanitary condition in the circumstances set out below- (a) eating and drinking utensils - immediately before each use; and (b) the food contact surfaces of equipment - whenever food that will come into contact with the surface is likely to be contaminated.	That eating and drinking utensils and food contact surfaces have been cleaned and sanitised when required.	If using heat, the temperature the water reaches to sanitise the surfaces, date. If using chemicals, how and when the chemicals are used to sanitise the food contact surfaces, date. If using a commercial dishwasher, the setting recommended by the manufacturer for sanitising.	Daily or as often as instructed in a SOP





## APPROVED FOOD SUPPLIER AGREEMENT

Supplier: \_\_\_\_\_

Address: \_\_\_\_\_ Phone /

Fax: \_\_\_\_\_

Good Supplied: \_\_\_\_\_

Frequency of delivery: Daily / Weekly / Fortnightly / Monthly / Irregularly

## General Product Requirements:

All food products must be fresh and supplied in good condition, free from any odour, discolouration or signs of spoilage or contamination and under temperature control.

During transportation frozen food must remain solid and not partly thawed; cold food at 5°C or below; hot food at 60°C or above. 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.

## Package / Labelling Requirements:

All food products are to be delivered in food grade containers that are free from chemical or physical contaminants. Labelling shall comply with the requirements of the Food Standards Code.

## Transport Requirements:

All food products are to be transported in clean food delivery vehicles. The foods are not to be transported in direct contact with meat, animals, plants, pests or chemicals or exposed to sunlight. All potentially hazardous foods (dairy foods, meat, fish, small goods, etc) must be transported under refrigeration.

## Conditions for Supply:

It is required that all foods supplied comply with the Food Standards Code at all times and failure to do so will result in the food being refused.

## Supplier Acceptance:

Name: \_\_\_\_\_

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

## Business Acceptance:

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_







## 1 Time out of and 2 time into temperature control

### Temperature Control

- maintain potentially hazardous food at the correct temperature being 5°C or below / 60°C or above.

If food is kept between 5°C and 60°C, this temperature must be monitored and recorded.

- remember when using the 4 Hour / 2 Hour Guide that the time are cumulative and each period that food is kept **between 5°C and 60°C has to be added up to reach a total time.**

### Corrective Actions

- potentially hazardous food that has been kept between 5°C and 60°C for less than two hours must be refrigerated or used immediately.
- potentially hazardous food that has been kept between 5°C and 60°C for longer than two hours but less than four hours must be used immediately.

Potentially hazardous food that has been kept between 5°C and 60°C for longer than four hours must be disposed of / destroyed.





### Temperature Requirements

- frozen foods must be solid and not partly thawed
- cold foods must be stored at 5°C or below
- hot foods must be stored at 60°C or above.

### Visual Check

- raw foods must be stored below ready to eat or cooked foods to prevent cross contamination
- use by date – foods past this date are prohibited from being sold **or used to make other products**
- best before date – foods past this date can be sold provided the food is not damaged, deteriorated or perished
- packaging must not be damaged, deteriorated or perished
- food must be stored covered to protect it from contamination
- pest contamination – food must not contain droppings, eggs, webs, feathers, etc
- foreign objects – food must not contain dirt, metal, hair, etc.







## Food Handling – Skills and Knowledge

Food Safety Standard 3.2.2 requires that a food business must ensure that persons undertaking or supervising food handling practices have appropriate skills and knowledge in food safety and food hygiene matters for their level of food handling. This clause of the standard does not require specific mandatory training to demonstrate appropriate skills and knowledge, but recognises that skills and knowledge can be obtained in different ways.

- Examples for obtaining the skills and knowledge required include:
- in house training by other staff or the licensee
- provide food safety and food hygiene information to staff
- having operating procedures in place that clarify the responsibilities of food handlers and supervisors
- attendance at food safety courses conducted by local councils or other bodies such as industry associations
- completing online food safety training courses such as I'm Alert
- employing a consultant to conduct a course to staff and
- formal training courses / qualifications through an RTO.

Category one and two food businesses must ensure that they also meet the requirements of Standard 3.2.2.A which requires a food handling who engages in a prescribed activity to have:

- a) Completed a food safety training course; or
- b) Skills and knowledge of food safety and hygiene commensurate with that specific prescribed activity.



## Appendix 13 – Cleaning and Sanitising Schedule

Daily Cleaning and Sanitising		Week Starting ___ / ___ / ___						
Area / Equipment to be Cleaned	Responsible Person	Completed						
		M	T	W	T	F	S	S
Checked By:								

Weekly Cleaning and Sanitising		Week Starting ___ / ___ / ___						
Area / Equipment to be Cleaned	Responsible Person	Completed						
		M	T	W	T	F	S	S
Checked By:								

Monthly Cleaning and Sanitising						Month _____	
Week starting ___/___/___		Week starting ___/___/___		Week starting ___/___/___		Week starting ___/___/___	
Area / Equipment	R / P <sup>1</sup>	Area / Equipment	R / P <sup>1</sup>	Area / Equipment	R / P <sup>1</sup>	Area / Equipment	R / P <sup>1</sup>
Checked by:		Checked by:		Checked by:		Checked by:	

1 Responsible Person

Quarterly / Yearly Cleaning and Sanitising			Year _____	
Area / Equipment to be Cleaned	Responsible Person	Date Scheduled	Date Completed	Checked By

## Appendix 14 – Cleaning and Sanitising Procedure

Item / Equipment	How Often	Cleaning Method	Sanitising Method	Responsibility	Comments











## Rockhampton Regional Council

PO Box 1860 | Rockhampton QLD 4700

4932 9000

[enquiries@rrc.qld.gov.au](mailto:enquiries@rrc.qld.gov.au)

[www.rrc.qld.gov.au](http://www.rrc.qld.gov.au)