

FoodSmart

yourcompany pty ltd

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Food handling practices

#1 Purchasing and receiving food

Issues

1. Contamination of food with bacteria, chemicals or other things that should not be in food.

Food and ingredient suppliers

What can I do?	<ul style="list-style-type: none"> • Only buy from reliable suppliers. • Write or speak to your suppliers detailing the conditions you want the food to be delivered in. • Maintain a current list of your food suppliers.
How can I check?	<ul style="list-style-type: none"> • Inspect all food deliveries from your suppliers. • Observe whether the driver and the truck are clean and check that the vehicle is not carrying animals or chemicals in the same area as the food.
What if it is not right?	<ul style="list-style-type: none"> • Reject suppliers that don't provide food the way you want it. • Reject deliveries if the inside of the delivery vehicle is dirty, has animals on board or is carrying chemicals with food.

Packaging

What can I do?	<ul style="list-style-type: none"> • Make sure food is protected by proper packaging and/or containers. • Transfer all deliveries into a suitable storage area as soon as possible.
How can I check?	<ul style="list-style-type: none"> • Examine the packaging to see if it is damaged. • Make sure that all products are properly labelled, including the product name and address of the manufacturer, a batch code or date code, an ingredient list and allergen and food intolerance information. • All products should be within their 'best before' or 'use-by' dates. • Look for any visible signs of insects, insect eggs or other items that should not be in or near food, such as dirt, glass and rubbish.
What if it is not right?	<ul style="list-style-type: none"> • Reject products in damaged packaging. • Reject pre-packaged foods that don't have the name and address of the supplier, a batch code or date code, and an ingredient list on the label. • Reject packaged food if the supplier cannot provide accurate information about ingredients and allergens. • Reject any product that is contaminated.

Food quality

What can I do?	<ul style="list-style-type: none"> • Don't buy cracked or dirty eggs.
How can I check?	<ul style="list-style-type: none"> • Check to see whether eggs are cracked or dirty.
What if it is not right?	<ul style="list-style-type: none"> • Reject any cracked or dirty eggs received from suppliers. Do not use them.

Food handling practices

#1 Purchasing and receiving food

2. Growth of bacteria in food that spends too long in the temperature danger zone of 5 °C to 60 °C.

Temperature control	
What can I do?	<ul style="list-style-type: none"> • Make sure cold food is kept at 5 °C or colder. • Make sure frozen foods are frozen hard. • Make sure hot food is kept at 60 °C or hotter.
How can I check?	<ul style="list-style-type: none"> • Use a probe thermometer to regularly measure the temperature of food deliveries from each supplier of high-risk food. • For new suppliers, check the temperature of deliveries more often until you are sure that the food is meeting temperature requirements. • Check the temperature of each delivery for any supplier you feel is not consistently meeting temperature requirements. • Tap frozen foods to test that they are frozen hard. Make sure an employee of your business is available to check when goods are delivered. If you have an arrangement with your suppliers for food to be delivered outside business hours, check the food before storing it. • If you collect food from your supplier and transport it yourself, check that it is safe and kept at the right temperature during transport and storage.
What if it is not right?	<ul style="list-style-type: none"> • If food is delivered in the temperature danger zone of 5 °C to 60 °C, ask the delivery person to show you evidence of the temperature of the food for the previous two hours. • Reject high-risk foods that are delivered at the wrong temperature or where evidence of the temperature is not provided. • Stop purchasing food from the supplier if it does not meet your requirements. • Improve your transport and storage arrangements.

Food handling practices

#1 Purchasing and receiving food



Required records

1. My food suppliers

To check

All my suppliers

How often

It must be up to date. Ensure it includes current suppliers and also all your suppliers for the previous two years.

Food handling practices

#1 Purchasing and receiving food



What are the risks?

- Unsafe food may contaminate other foods and may result in the sale of unsafe food to your customers. To protect your business, check all food received from your suppliers.
- High-risk foods delivered at the wrong temperature can allow bacteria to multiply. This can reduce shelf life and cause food poisoning.
- Damaged packaging may allow bacteria to contaminate food or may be a sign that insects, mice or rats have eaten or contaminated the food inside. Pests can carry disease and insects can lay eggs on food.
- Food past its use-by date can be unsafe.
- Pre-packaged food received from suppliers must be labelled and the ingredients listed so that you can give your customers accurate information about the food you sell. A label will also help you identify food if it is recalled. This includes information about the ingredients that are a known source of, or contain allergens.
- You must also be able to provide information to customers about all other food, including food that is packaged on-site (and not required to be labelled) or that is supplied unpackaged, such as ready-to-eat food served to customers.
- Foods stored near chemicals can become unsafe and their flavour can be affected.
- All food must be protected from contamination.

Food handling practices

#1 Purchasing and receiving food



Tips

- Check food when you buy it. You need to know whether you are getting what you ordered and paid for.
- Satisfy yourself that your suppliers know that they are required by law to comply with the Australia New Zealand Food Standards Code Part 1.2.1 Application of labelling and other information requirements, including the standard on mandatory warning and advisory statements and declarations. All pre-packaged food must be labelled according to the Code. For more information see www.foodstandards.gov.au.
- Food you receive should be in good condition, with enough time to sell or use it before its 'best-before' or 'use-by' dates.
- To find out more about food allergens and intolerances and how you may help customers with questions see www2.health.vic.gov.au/public-health/food-safety/food-businesses/food-allergen-awareness.
- For tips on using a probe thermometer to take food temperatures see **Support program 5: Thermometers and equipment.**

Food handling practices

#2 Storage

Issues

1. Food poisoning bacteria can grow quickly in high-risk foods if they are not stored at the correct temperature.

Cold food

What can I do?	<ul style="list-style-type: none"> • Store cold food at or below 5 °C. • Make sure the freezer and refrigerator or cool room can keep food at the right temperature. Check that thermometers are reading accurately. • Keep high-risk foods (such as meat and seafood), and any raw egg products (such as chocolate mousse or mayonnaise), or raw eggs used to make such products under refrigeration when not in use.
How can I check?	<ul style="list-style-type: none"> • Measure core temperatures of high-risk food stored in the refrigerator using a probe thermometer regularly (at least one check per day). Record results in Record 2: My temperature checks of food in cold or hot storage. • Check your completed food temperature records (Record 2) to ensure that safe food temperatures are maintained. • If using remote temperature monitoring IT systems, refer to the Department of Health and Human Services Guide to remote monitoring of temperatures in food storage units for advice on how to check and monitor the operation of your system. Access the guide at https://www2.health.vic.gov.au/public-health/food-safety/food-businesses/food-how-to-keep-it-safe/remote-temperature-monitoring-food
What if it is not right?	<ul style="list-style-type: none"> • If refrigeration units are not keeping food at or below 5 °C, adjust the settings or contact a refrigerator specialist. • Throw out high-risk foods if you suspect they have not been stored at the correct temperature.

Food handling practices

#2 Storage

Frozen food	
What can I do?	<ul style="list-style-type: none"> • Store frozen food at or below -15 °C. • Make sure the freezer can keep food at the right temperature. Check that thermometers are reading accurately.
How can I check?	<ul style="list-style-type: none"> • Measure core temperatures of high-risk food stored in the freezer using a probe thermometer regularly (at least one check per day). Record results in Record 2: My temperature checks of food in cold or hot storage. • Check your completed food temperature records (Record 2) to ensure that safe food temperatures are maintained. • If frozen food is warmer than -15 °C, test whether it is frozen hard. If it is frozen hard it can still be used. • If using remote temperature monitoring IT systems, refer to the Department of Health and Human Services Guide to remote monitoring of temperatures in food storage units for advice on how to check and monitor the operation of your system. Access the guide at https://www2.health.vic.gov.au/public-health/food-safety/food-businesses/food-how-to-keep-it-safe/remote-temperature-monitoring-food
What if it is not right?	<ul style="list-style-type: none"> • If frozen food shows signs of thawing, either continue thawing and use it immediately, or discard the food. • Throw out high-risk foods if you suspect they have not been stored at the correct temperature.

Food handling practices

#2 Storage

2. Growth of food poisoning bacteria in food.

Shelf life	
What can I do?	<ul style="list-style-type: none">• Make sure high-risk food is date coded, including the date the product was opened/repacked.• Follow the manufacturer's instructions for storing opened products.• Mark food prepared on the premises with the date it is made.• Rotate stock and use older stock first to make sure foods are not kept beyond their use-by date.
How can I check?	<ul style="list-style-type: none">• Examine use-by dates regularly.
What if it is not right?	<ul style="list-style-type: none">• Throw out food once the use-by date has passed.

Food handling practices

#2 Storage

3. Food can be affected by non-food contaminants (chemicals, pests, other materials) or allergens.

Opened food	
What can I do?	<ul style="list-style-type: none"> • After opening food, reseal the container or put food into clean, food grade containers. Label containers with the product, batch number, ingredients and use-by date or keep the ingredient information on file. This will ensure you know the ingredients of the food (for example, to identify any possible allergens). • Store foods known to contain allergens in a way that prevents them from contaminating other foods. • If food is not packaged, ensure it is adequately protected from contaminants. • Store food away from chemicals.
How can I check?	<ul style="list-style-type: none"> • Regularly check that stored foods are not at risk of contamination.
What if it is not right?	<ul style="list-style-type: none"> • Dispose of any unlabelled food you cannot identify, or which you suspect has become contaminated. • If non-allergenic food may have been contaminated with an allergen, make sure that it is not used in the preparation of food that is intended to be allergen free. • Throw out food if you suspect it has been contaminated. • If food may include allergens, refer to Support program 1: Food allergens, intolerances and general information for customers about making information available to customers and staff.
Storage areas	
What can I do?	<ul style="list-style-type: none"> • Keep all storage areas clean and keep food off the floors so that you can clean them easily and regularly.
How can I check?	<ul style="list-style-type: none"> • Check storage areas.
What if it is not right?	<ul style="list-style-type: none"> • Improve cleaning and layout of storage areas.
Pest control	
What can I do?	<ul style="list-style-type: none"> • Protect food from pests. • To keep pests out of storage areas, keep the walls, doors and windows of the building and any vehicles in good repair.
How can I check?	<ul style="list-style-type: none"> • Regularly check premises and vehicles for signs of pests. • Inspect bait stations and look for signs of pest activity, such as droppings, webs and feathers.
What if it is not right?	<ul style="list-style-type: none"> • Repair premises and vehicles to prevent entry of pests. • Lay baits where appropriate. • Throw out food that shows signs of pest damage or which you suspect may be contaminated.

Food handling practices

#2 Storage

Non-food items	
What can I do?	<ul style="list-style-type: none">• Store packaging, utensils, equipment and tableware so that they remain clean and are protected from contamination.• Dispose of tableware that is chipped, broken or cracked.
How can I check?	<ul style="list-style-type: none">• Regularly check that food, utensils, equipment and tableware are clean and stored away from chemicals.
What if it is not right?	<ul style="list-style-type: none">• Clean and sanitise any utensils, equipment or tableware if you think may have been contaminated.• Replace damaged utensils and equipment.

Food handling practices

#2 Storage

4. Cold ready-to-eat food can be cross-contaminated with food poisoning bacteria.

Ready-to-eat food	
What can I do?	<ul style="list-style-type: none">• Store ready-to-eat food separately from raw food in a separate refrigerator or freezer.• If this is not possible, store ready-to-eat food:<ul style="list-style-type: none">◦ above raw food◦ in a separate part of the refrigerator/ freezer◦ in covered containers.
How can I check?	<ul style="list-style-type: none">• Regularly check stored food to see that it is not at risk of contamination.• Make sure that water and condensation from one food cannot drip onto other food.
What if it is not right?	<ul style="list-style-type: none">• Throw out ready-to-eat food if you suspect it has been contaminated.

Food handling practices

#2 Storage



Required records

2. My temperature checks of food in cold or hot storage

To check

The temperature of high risk food.

How often

Check and record the temperature at least once a day of a high-risk food that is kept in each freezer, refrigerator and cool room.

Food handling practices

#2 Storage



What are the risks?

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

Food handling practices

#2 Storage



Tips

- Store food in accordance with the manufacturer's instructions.
- To find out more about storing foods containing allergens and how you may help customers with questions, see www2.health.vic.gov.au/public-health/food-safety/food-businesses/food-allergen-awareness.
- Don't crowd the storage area (including the cool room or freezer).
- If you are concerned about pests, consider hiring a professional pest control service.
- Store whole eggs in cool rooms or refrigerators wherever possible and make sure they are kept dry and clean.
- Don't overload freezers or refrigerators.
- Have refrigerators and cool rooms regularly checked and serviced by a qualified technician.
- During a power failure, keep all cool room and refrigerator doors closed. Check the temperatures of all food when the power is restored.

Food handling practices

#3 Thawing frozen food

Issues

1. Growth of food poisoning bacteria.

Defrosting food

What can I do?	<ul style="list-style-type: none"> • Make sure that frozen foods – especially poultry, seafood, large joints of meat or kebab spits – are thoroughly defrosted before cooking, or follow the manufacturer's instructions.
How can I check?	<ul style="list-style-type: none"> • Ensure that foods are fully defrosted by: <ul style="list-style-type: none"> ◦ checking for ice in the food using a skewer or a probe thermometer ◦ checking that poultry joints are flexible.
What if it is not right?	<ul style="list-style-type: none"> • Defrost for a longer period. • Defrost small amounts, which will defrost more quickly.

Refreezing food

What can I do?	<ul style="list-style-type: none"> • Do not refreeze defrosted or partially cooked food a second time. Use it immediately or date mark and refrigerate it.
How can I check?	<ul style="list-style-type: none"> • Regularly look at where and how food is being defrosted.
What if it is not right?	<ul style="list-style-type: none"> • Defrost only the amount of food you plan to cook. • Use any refrigerated defrosted food by the use-by date.

Food handling practices

#3 Thawing frozen food

2. Defrosting raw meat and seafood can cross contaminate cooked and ready-to-eat foods.

Cross-contamination	
What can I do?	<ul style="list-style-type: none">• Keep defrosting food from touching cooked and ready-to-eat foods and make sure raw meat or seafood juices do not drip onto other foods.
How can I check?	<ul style="list-style-type: none">• Regularly inspect defrosting food to ensure it is kept separate from cooked and ready-to-eat foods.
What if it is not right?	<ul style="list-style-type: none">• Dispose of ready-to eat foods that may be contaminated by defrosting food.• Throw away thawed food if uncovered or in damaged packaging.• Clean and disinfect contaminated areas.

Food handling practices

#3 Thawing frozen food



What are the risks?

- Food poisoning bacteria can grow in food that is not defrosted properly. If food is still frozen or partially frozen, it will take longer to cook. The outside of the food could be cooked, but the centre might not be, which means it could contain food poisoning bacteria.
- The safest place to thaw frozen food is in the refrigerator or cool room. This takes longer than at room temperature so you have to plan ahead. Some food can take as long as two days to thaw completely.
- To prevent cross-contamination when defrosting, keep meat, poultry and seafood separate from other food and in suitable containers. Make sure juices from thawing food do not drip onto or contact other food as this can cause cross-contamination.

Food handling practices

#3 Thawing frozen food



Tips

- Food must be thoroughly defrosted before cooking, unless the manufacturer's instructions tell you to cook it from frozen (for example, ready-to-eat foods, such as frozen meals or individual quick-frozen foods).
- Whatever method you use to defrost food, try to use the food as soon as it is defrosted.
- If you defrost a lot of foods in your business, consider setting aside refrigerator space specifically for defrosting or using a special defrosting cabinet.
- If food is thawed using cold running water, it should be placed in a clean container that does not retain water (such as a colander), and the water should be of drinkable quality. This method is not recommended as it uses a lot of water.
- Food can be defrosted quickly in a microwave oven using the 'defrost' setting. Foods defrosted in this way should be cooked immediately, as the temperature of the outside of the food is usually different to the temperature of the inside of the food. This method allows food poisoning bacteria to grow rapidly. Throw away any high-risk food thawed in a microwave oven and left to stand for more than two hours.
- When it's not possible to defrost food in the refrigerator or chiller, defrost it on a bench. Make sure the food does not stay in the temperature danger zone of 5 °C to 60 °C for more than a total of four hours before it is eaten. Place food in a covered dish or container to make sure it does not get contaminated and does not contaminate other foods.

Food handling practices

#4 Preparation

Issues

1. Growth of food poisoning bacteria in food.

Temperature control

What can I do?	<ul style="list-style-type: none">• Make sure that the time high-risk food spends in the temperature danger zone of 5 °C to 60 °C is as short as possible – up to a cumulative total of four hours, or use the 2 hour/4 hour rule.
How can I check?	<ul style="list-style-type: none">• Regularly look at how food is being prepared.• Measure the amount of time that the preparation processes take.• Refer to Support program 8: Time control to use the 2 hour/4 hour rule.
What if it is not right?	<ul style="list-style-type: none">• Only take from the refrigerator the amount of food you can prepare within a safe time period.• Return food to the refrigerator if there are delays.

Food handling practices

#4 Preparation

2. Cross-contamination of ready-to-eat food with food poisoning bacteria from hands, utensils, cloths, surfaces, foods (for example, high-risk foods such as meat, seafood, poultry or eggs, or raw vegetables) or other items.

Cross-contamination of ready-to-eat food	
What can I do?	<ul style="list-style-type: none"> • Wash hands before handling ready-to-eat food, equipment and utensils and use gloves correctly where appropriate. • Handle food as little as possible. Use tongs or other utensils where appropriate. • Check with your council environmental health officer if you need advice about using gloves properly.
How can I check?	<ul style="list-style-type: none"> • Regularly look at how food is being prepared.
What if it is not right?	<ul style="list-style-type: none"> • Dispose of food if you are not confident that it has been safely handled. • If non-allergenic food may be contaminated with an allergen, make sure that it is not used in the preparation of food that is intended to be allergen free. • If food may include allergens, refer to Support program 1: Food allergens, intolerances and general information for customers about making information available to customers and staff.
Cross-contamination from cleaning and equipment	
What can I do?	<ul style="list-style-type: none"> • Use clean, sanitised equipment and utensils. • Clean and sanitise cleaning cloths regularly and replace them when they are no longer suitable for use. • Throw away single-use items (for example, disposable food containers or gloves) after using them.
How can I check?	<ul style="list-style-type: none"> • Inspect equipment, utensils and cleaning cloths regularly to make sure they are clean. • Check that single-use items are not re-used.
What if it is not right?	<ul style="list-style-type: none"> • Replace with clean equipment, utensils and cleaning cloths. • Review cleaning schedules and practices. • Repair or replace equipment that cannot be properly cleaned. • Train staff.

Food handling practices

#4 Preparation

Cross-contamination from raw foods

What can I do?	<ul style="list-style-type: none">• If possible, use clearly defined chopping boards and benches for raw and ready-to-eat foods.• If benches, chopping boards and other equipment are used for raw and ready-to-eat foods, you must separate raw foods and ready-to-eat-foods by preparing them at different times.• Wash and sanitise all equipment and benches between uses.
How can I check?	<ul style="list-style-type: none">• Inspect any benches and chopping boards intended to be used solely for ready-to-eat foods and ensure they are only used for that purpose.• Check that all equipment and surfaces are washed and sanitised.
What if it is not right?	<ul style="list-style-type: none">• Review cleaning schedules and practices.

Food handling practices

#4 Preparation

3. Cross-contamination of ready-to-eat fruit and vegetables with food poisoning bacteria found in soil (from manure or bad quality water).

Preparing fruit and vegetables	
What can I do?	<ul style="list-style-type: none">• When preparing fruit, vegetable and salad ingredients:<ul style="list-style-type: none">◦ peel, trim or remove the outer parts, as appropriate◦ wash them thoroughly in clean drinking water (ideally in a separate sink used only for food preparation. If this is not possible, thoroughly clean the equipment used afterwards)◦ clean and sanitise chopping boards and work surfaces before preparing other foods.
How can I check?	<ul style="list-style-type: none">• Inspect the food to see that it is free of dirt.
What if it is not right?	<ul style="list-style-type: none">• Wash thoroughly or throw out.

Food handling practices

#4 Preparation

4. Cross-contamination of non-allergenic foods with allergens from other foods, cooking equipment and surfaces that have been in contact with allergens.

Cross-contamination from allergens	
What can I do?	<ul style="list-style-type: none"> • Clean equipment after each use. • Use separate utensils to handle foods containing allergens. • Wash hands after handling foods containing allergens.
How can I check?	<ul style="list-style-type: none"> • Regularly look at how food is being prepared. • Inspect equipment and cloths regularly to make sure they are clean
What if it is not right?	<ul style="list-style-type: none"> • Dispose of food if you are not confident that it has been safely handled. • If non-allergenic food may be contaminated with an allergen, make sure that it is not used in the preparation of food that is intended to be allergen free. • If food may include allergens, refer to Support program 1: Food allergens, intolerances and general information for customers about making information available to customers and staff. • Train staff.

Food handling practices

#4 Preparation

5. Eggs can contain Salmonella bacteria which causes food poisoning. Bacteria on the outside of the shell can enter the egg through cracks that are sometimes too fine to see. Once inside the egg, bacteria can grow, increasing the risk of illness.

Spreading Salmonella bacteria from raw egg to ready-to-eat foods through handling or the use of contaminated kitchen implements (such as blenders).

Contamination from raw eggs

What can I do?	<ul style="list-style-type: none"> • Handle and store eggs and raw egg products safely. • Do not top up raw egg products from different batches. • Once eggs are broken, use them immediately wherever possible. • Do not wash eggs – the shell becomes more porous when wet, making it easier for bacteria to get into the egg. If you are using your own eggs and they need to be cleaned refer to http://agriculture.vic.gov.au/agriculture/livestock/poultry-and-eggs/poultry-legislation-regulations-and-standards/food-safety-for-egg-producers/producing-safe-eggs-at-home
How can I check?	<ul style="list-style-type: none"> • Check that only clean, uncracked eggs are being used. • Ensure staff know not to top up batches of raw eggs. • Ensure staff know how to handle raw egg products safely, including not topping up batches of raw egg product.
What if it is not right?	<ul style="list-style-type: none"> • Throw out raw egg mixtures and raw egg products if you suspect they have been in the temperature danger zone of 5 °C and 60 °C for more than four hours. • Throw out raw egg products if you suspect they have come from batches that have been mistakenly topped up. • If you cannot prepare raw egg products safely then consider alternatives, such as pasteurised egg products.

Food handling practices

#4 Preparation



What are the risks?

- Raw food contains bacteria, so it's important to follow hygienic practices to prevent food poisoning and keep food safe.
- Preparation brings food out of safe storage and exposes it to food safety risks:
 - If food is left too long out of refrigeration, bacteria can quickly multiply and cause food poisoning.
 - Bacteria can be transferred to food from unwashed hands and from clothing - this contamination can occur even when using gloves.
 - Bacteria can be transferred to food from equipment and utensils and contaminate it.
 - Bacteria on raw food, including food used for garnishes, can contaminate cooked or ready-to-eat food.
 - Foreign objects, such as dust or pest droppings, can come into contact with uncovered food and contaminate it.
 - Allergens can spread from one type of food to another from surfaces, hands and equipment.

2 hour/4 hour rule

The 2 hour/4 hour rule uses time and temperature control to keep food safe during preparation. If you use this rule in your business, refer to **Support program 8: Time control** for more details.

Food handling practices

#4 Preparation



Tips

- Wash ready-to-eat fruit and vegetables on the day you intend to use them.
- Make raw egg products daily in small batches rather than in large containers.
- When using eggs, minimise contact between the shell and the contents of the egg.
- To find out more about allergens and food intolerances and how you may help customers with questions see www2.health.vic.gov.au/public-health/food-safety/food-businesses/food-allergen-awareness.

Food handling practices

#5 Cooking food

Issues

1. Food poisoning bacteria can survive and cause illness if food is not properly cooked

Cooking food

What can I do?	<ul style="list-style-type: none"> Cooking food thoroughly will kill most food poisoning bacteria. To do this you must ensure that the core temperature reaches 75 °C or hotter.
How can I check?	<ul style="list-style-type: none"> Use a probe thermometer to measure the temperature of the thickest part or centre of the food. Record results in Record 3 my cooking temperature checks. Check your completed food temperature records (Record 3) to ensure that safe cooking temperatures are maintained.
What if it is not right?	<ul style="list-style-type: none"> Cook the food for longer. Increase the temperature of the cooking equipment.

Cooking equipment

What can I do?	<ul style="list-style-type: none"> Use cooking time and cooking equipment temperatures to ensure that food reaches 75°C or hotter and is cooked to the manufacturer's instructions. To ensure it is completely cooked, grill or fry meat (including chicken) that has been cooked on a kebab/spit on a hot plate before serving it to the customer. This is to make sure it is fully cooked and safe to eat.
How can I check?	<ul style="list-style-type: none"> Regularly measure the temperature of the thickest part of the food using a probe thermometer. Look at how it is being cooked: <ul style="list-style-type: none"> Liquids should bubble rapidly when stirred. Ensure the largest piece of meat in stews and curries is cooked through. Combination dishes (for example, Shepherd's pie) should be steaming in the centre. Processed meat products (for example, sausages and burgers) should be hot through with no pink or red in the centre. Poultry should be fully cooked through to the thickest part of the leg. Monitor the serving of food.
What if it is not right?	<ul style="list-style-type: none"> Review your cooking method. Increase the time or temperature, use different equipment or reduce portion sizes. Repair or replace equipment.

Food handling practices

#5 Cooking food

Food cooked to rare	
What can I do?	<ul style="list-style-type: none"> Some foods can be cooked to customer preference (for example, rare or medium-rare steaks or fish). In such cases the internal temperature does not have to reach 75°C.
How can I check?	<p>Monitor how food is cooked:</p> <ul style="list-style-type: none"> All outside surfaces of whole fish, whole joints of meat or steaks should be fully cooked (for example, by sealing in a pan). The colour and texture of fish should change at the centre or near the bone during cooking. Shellfish such as prawns and crabs should change colour and texture during cooking. The shells of shellfish (for example, mussels and clams) should open and the flesh inside should have shrunk during cooking. If any high risk food is not thoroughly cooked it is very important to ensure that the time it remains in the temperature danger zone of 5°C to 60°C is as short as possible. Serve these foods as quickly as possible. For more information on keeping high risk food out of temperature control refer to Support program 8: Time control.
What if it is not right?	<ul style="list-style-type: none"> Cook the food for longer. Review your cooking method.

Food handling practices

#5 Cooking food

2. Food poisoning bacteria can survive on meat cooked on a spit and cause illness if food is not properly cooked.

Cooking and cooling	
What can I do?	<ul style="list-style-type: none">• All meat on a spit needs to be thoroughly cooked once cooking has started.• Do not leave it out overnight.• Left-over cooked meat must be stored safely.
How can I check?	<ul style="list-style-type: none">• Use a probe thermometer to measure the temperature of the thickest part or centre of the food.• Check your completed food temperature records (Record 3) to ensure that safe cooking temperatures are maintained.• Follow Practices 6 Cooling and freezing food to keep the food safe.
What if it is not right?	<ul style="list-style-type: none">• If food does not reach 75°C on the spit then either:<ul style="list-style-type: none">◦ complete the cooking on a hotplate or pan,◦ discard the meat.• Partially cooked meat must not be stored for later use.

Food handling practices

#5 Cooking food

3. Some dried pulses (such as red kidney beans) contain natural toxins that could make people ill unless they are destroyed by soaking and cooking

Directions for use	
What can I do?	<ul style="list-style-type: none">• Follow the instructions on packaging for soaking and cooking.
How can I check?	<ul style="list-style-type: none">• Monitor how the food is prepared.
What if it is not right?	<ul style="list-style-type: none">• Ensure the instructions are followed. If there are no instructions with the product, check in a reliable recipe book.

Food handling practices

#5 Cooking food



Required records

3. My cooking temperature checks

To check

To check that the cooking temperature reaches 75 °C or above

How often

At least once a month

Food handling practices

#5 Cooking food



What are the risks?

- Raw or under-cooked foods are the main source of bacteria in the kitchen. Food poisoning bacteria multiply rapidly when they are in the temperature danger zone of 5 °C and 60 °C, if food is not thoroughly cooked or when cooked foods come into contact with raw food.
- Boiling soups, sauces, gravies and casseroles can reduce bacteria. However, some bacteria can survive this and must be handled with care. If food is not handled safely before cooking, it may still be unsafe to eat even after cooking.
- Allergens can contaminate non-allergenic food via equipment, surfaces and hands.

2 hour/4 hour rule

The 2 hour/4 hour rule uses time and temperature control to keep food safe during preparation. If you use this rule in your business, refer to **Support program 8: Time control** for more details.

Food handling practices

#5 Cooking food



Tips

- Create recipe cards for staff with clear instructions on cooking times and temperatures and adjust if necessary.
- Preheat cooking equipment before use; otherwise food will take longer to cook and cooking times in recipes or the manufacturer's instructions may not be long enough to kill bacteria.
- To check a pork joint or rolled meat joint, insert a skewer into the centre until juices run out. The juices should not have any pink or red in them. Turn meat and poultry during cooking as this helps it to cook more evenly. Check the core temperature of foods with a probe thermometer.
- Avoid cold spots in liquid dishes by stirring frequently.
- Before cooking mussels and clams, throw away any with open or damaged shells.
- For more information on allergens and food intolerances see www2.health.vic.gov.au/public-health/food-safety/food-businesses/food-allergen-awareness.

Food handling practices

#6 Cooling and freezing food

Issues

1. Growth of food poisoning bacteria if food takes too long to cool.

Cooling food

What can I do?	<ul style="list-style-type: none"> • Reduce the temperature of cooked food to below 5 °C as quickly as possible after cooking. • Within two hours, place cooked food in cold storage. A longer initial cooling time may be required for large whole meat joints – more than 2.5kg – to ensure that they do not increase the temperature of the cold storage unit when refrigerated. • Cool high-risk food from 60 °C to 21 °C within two hours. Once food has cooled to 21 °C, put it in the refrigerator or freezer and cool to 5°C or colder within the next four hours. • When food stops giving off steam it can be placed in cold storage.
How can I check?	<ul style="list-style-type: none"> • Use a clean and sanitised probe thermometer to check the temperature at the centre of food. • Use it every hour or so to measure the drop in temperature over time.
What if it is not right?	<ul style="list-style-type: none"> • If food is above 21 °C after two hours place on top of an ice tray. • Where possible, reduce the volume of the food to assist with faster cooling. Monitor the temperature drop and ensure safe handling. • Throw away high-risk food if the cooling time from 60 °C to 21 °C exceeds two hours, or exceeds four hours to 5°C. • Improve cooling procedures and facilities.

Food handling practices

#6 Cooling and freezing food

2. Cross-contamination of cooked food with food poisoning bacteria from raw food or other non-food contaminants or allergenic materials.

Cross-contamination of cooked food

What can I do?

- Cool food in clean food grade containers in an area away from raw food or other sources of contamination.
- Place food over an ice tray to cool and protect from contamination.
- Food handlers must follow good standards of personal hygiene in order to avoid contamination – especially if food has to be handled while still warm.

How can I check?

- Check that cooling food is not at risk of contamination.

What if it is not right?

- Throw out any cooled food you suspect has been contaminated.
- If non-allergenic food may be contaminated with an allergen, make sure that it is not used in the preparation of food that is intended to be allergen free.
- If food may include allergens, refer to **Support program 1: Food allergens, intolerances and general information for customers** about making information available to customers and staff.

Food handling practices

#6 Cooling and freezing food



What are the risks?

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

2 hour/4 hour rule

The 2 hour/4 hour rule uses time and temperature control to keep food safe during preparation. If you use this rule in your business, refer to **Support program 8: Time control** for more details.

Food handling practices

#6 Cooling and freezing food



Tips

- Remove cooked food from the heat source and allow it to stand until the temperature drops to approximately 60°C.
- Spread food out to cool it faster or divide it into smaller batches in shallow containers (less than 10 cm deep).
- If you have access to a blast chiller, use it to chill hot foods quickly and safely.
- Stir hot liquid while it is being chilled.
- Place containers of hot food in cold water or an ice bath to cool the contents more quickly. Move hot food to a cooler area where it will cool more quickly.
- Do not put hot food straight from the oven or stove into the refrigerator, coolroom or freezer because it can raise the temperature of other food and allow bacteria to grow.
- Label food that has been cooled and placed in covered containers, including the type of food and the time and date, before placing it in the refrigerator, coolroom or freezer.
- To find out more about storing food containing allergens and how you may help customers with questions, see <https://www2.health.vic.gov.au/public-health/food-safety>.

Food handling practices

#7 Serving and displaying cold food

Issues

1. Growth of food poisoning bacteria in ready-to-eat food if cold holding units break down, are not turned on, or are not at the correct temperature.

Temperature control	
What can I do?	<ul style="list-style-type: none"> Keep cold food at 5 °C or below.
How can I check?	<ul style="list-style-type: none"> Measure the core temperature of food in display units by measuring its core or surface temperatures. Record results in Record 2: My temperature checks of food in cold or hot storage. Check your completed food temperature records (Record 2) to ensure that safe food temperatures are maintained.
What if it is not right?	<ul style="list-style-type: none"> If the temperature of food is greater than 5 °C for: <ul style="list-style-type: none"> less than two hours, use the food immediately or return to refrigerated storage more than two hours, and less than four hours, use the food immediately more than four hours, discard the food. Adjust equipment if necessary and discuss with your staff.

Food handling practices

#7 Serving and displaying cold food

2. Contamination of displayed food by staff handling practices.

Cross-contamination from food handlers

What can I do?	<ul style="list-style-type: none"> • Use separate display units or physical barriers between raw and cooked or ready-to-eat foods. • Make sure that staff use a different serving tool or utensil for each food item or dish. • Make sure the display unit, utensils and cloths are clean and sanitised before use. • Do not reuse single-use items after use, such as paper towels, cups and plates. • Use clean, dry labels on food.
How can I check?	<ul style="list-style-type: none"> • Check that food display units are being used correctly. • Check that utensils are being used correctly. • Inspect equipment, utensils and cloths regularly to make sure they are clean and sanitised. • Check that single-use items are thrown out after use. • Check labels.
What if it is not right?	<ul style="list-style-type: none"> • Ensure staff know how to keep raw and cooked or ready-to-eat foods separate. • Ensure utensils are used correctly. • Replace used or dirty equipment with clean equipment, utensils and cloths. • Repair or replace equipment that cannot be properly cleaned. • Throw out food if you are not confident that it is safe. • Remove food that may have been contaminated immediately and discard.

Food handling practices

#7 Serving and displaying cold food

3. Cross contamination of food with food poisoning bacteria.

Cross-contamination of food	
What can I do?	<ul style="list-style-type: none">• Replace food displays with completely fresh batches of food.• Never mix old food with fresh batches of food (for example, sandwich ingredients, salads, pizza toppings or foods containing uncooked egg).
How can I check?	<ul style="list-style-type: none">• Check that batches of food are not mixed.
What if it is not right?	<ul style="list-style-type: none">• Ensure staff know not to mix batches of food.• Throw food out if you suspect it may be unsafe.

Food handling practices

#7 Serving and displaying cold food

4. Food is contaminated by allergens, and a person who is allergic becomes sick.

Cross-contamination from allergens

What can I do?	<ul style="list-style-type: none"> • Ensure that unpackaged and ready-to-eat foods containing known allergens are stored, processed and displayed separate from other foods. • Use separate utensils. • Train staff so they know how to handle and serve food in a way that prevents foods becoming contaminated with allergens. • Ensure accurate information about ingredients is available for customers with allergies or food intolerances.
How can I check?	<ul style="list-style-type: none"> • Check that staff are handling food correctly. • Check that displays and serving of food prevent cross-contamination of foods with allergens by staff. • Check that allergen information is either displayed with food, or that staff can answer customer queries about ingredients.
What if it is not right?	<ul style="list-style-type: none"> • Train staff. • If non-allergenic food may be contaminated with an allergen, make sure that it is not used in the preparation of food that is intended to be allergen free. • If ready-to-eat food served at the premises may include allergens, make sure that information about the allergens is displayed with the food or is available on request.

Food handling practices

#7 Serving and displaying cold food



Required records

2. My temperature checks of food in cold or hot storage

To check

The temperature of high risk food.

How often

Check and record the temperature at least once a day of a high-risk food that is kept in each freezer, refrigerator and cool room.

Food handling practices

#7 Serving and displaying cold food



What are the risks?

The display of food can be a high-risk practice. Food can become contaminated in a number of ways.

- Food poisoning bacteria can multiply if food spends too long in the temperature danger zone of 5 °C to 60 °C.
- The mixing of new and old batches of food can spread food poisoning bacteria.
- Foreign objects that fall into, or come into contact with, uncovered food may contaminate the food.
- Poor food handling can contaminate food.
- Cross-contamination can occur if raw and ready-to-eat foods are stored in the same area.
- Cross-contamination can occur if utensils, surfaces or equipment come into contact with both allergenic and non-allergenic foods.
- If high-risk cold food is stored near lights in the cold display unit, it may become too warm, which may cause food poisoning bacteria to multiply.

Food handling practices

#7 Serving and displaying cold food



Tips

- Inform suppliers that they are required by law to comply with the Australia New Zealand Food Standards Code – labelling and other information requirements, including Mandatory warning and advisory statements and declarations. All packaged food must be labelled according to the Code. For more information, check <http://www.foodstandards.gov.au>.
- Pre-cool display units to 5 °C or cooler before use.
- Don't prepare food too far ahead of when it will be served.
- If using remote temperature monitoring IT systems, refer to the Department of Health and Human Services' Guide to remote monitoring of temperatures in food storage units for advice on how to check and monitor the operation of this system. See <https://www2.health.vic.gov.au/public-health/food-safety>.

Food handling practices

#8 Serving and displaying hot food

Issues

1. Food poisoning bacteria can grow over time if hot holding units are not set to the correct temperature, are not turned on, or break down.

Temperature control	
What can I do?	<ul style="list-style-type: none"> • Serve reheated food as quickly as possible – or maintain it at 60 °C or hotter. • Check that hot holding equipment is hot before use and use a temperature setting that will keep the food at 60 °C or hotter.
How can I check?	<ul style="list-style-type: none"> • Measure the temperature regularly (at least once a day) in Record 2: My temperature checks of food in hot or cold storage. • Check your completed food temperature records (Record 2) to ensure that safe food temperatures are maintained.
What if it is not right?	<ul style="list-style-type: none"> • If food sits at less than 60 °C for less than two hours: <ul style="list-style-type: none"> ◦ reheat it to 75 °C or hotter, serve immediately and discard any leftovers, or ◦ reheat it to 75 °C or hotter, maintain at 60 °C or above during service and discard any leftovers, or ◦ cool it to 5 °C or colder and refrigerate it. Remember you should only reheat food once. • If the temperature of the food is less than 60 °C for more than two hours, discard it. • Adjust equipment if necessary and discuss with your staff.

Food handling practices

#8 Serving and displaying hot food

2. Contamination of displayed food by staff

Cross-contamination from food handlers

What can I do?	<ul style="list-style-type: none"> • Use separate display units or physical barriers between raw and cooked or ready-to-eat foods. • Make sure that staff use a different serving tool or utensil for each food item or dish. • Make sure the display unit, utensils and cloths are clean and sanitised before use. • Do not re-use single-use items after use, such as paper towels. • Use clean, dry labels on food.
How can I check?	<ul style="list-style-type: none"> • Check that food display units are being used correctly. • Check that utensils are being used correctly. • Inspect equipment, utensils and cloths regularly to make sure they are clean and sanitised. • Check that single-use items are thrown out after use. • Check labels.
What if it is not right?	<ul style="list-style-type: none"> • Ensure staff know how to keep raw and cooked, or ready-to-eat, foods separate. • Ensure utensils are used correctly. • Replace used or dirty equipment with clean equipment, utensils and cloths. • Repair or replace equipment that cannot be properly cleaned. • Throw out food if you are not confident that it is safe. • Remove food that may have been contaminated immediately and discard.

Food handling practices

#8 Serving and displaying hot food

3. Cross-contamination of food with food poisoning bacteria.

Cross-contamination of food	
What can I do?	<ul style="list-style-type: none">• Replace food displays with completely fresh batches of food.• Never mix old food with fresh batches of food (for example, sandwich ingredients, salads, pizza toppings or foods containing uncooked egg).
How can I check?	<ul style="list-style-type: none">• Check that batches of food are not mixed.
What if it is not right?	<ul style="list-style-type: none">• Throw out unused self-serve food. Ensure staff know not to reuse it.• Ensure staff know not to mix batches of food. Throw food out if you suspect it may be unsafe.

Food handling practices

#8 Serving and displaying hot food

4. Food is contaminated by allergens, and a person who is allergic becomes sick.

Cross-contamination from allergens

What can I do?	<ul style="list-style-type: none"> • Ensure that unpackaged and ready-to-eat foods containing known allergens are stored, processed and displayed separate from other foods. • Use separate utensils. • Train staff so they know how to handle and serve food in a way that prevents foods becoming contaminated with allergens. • Ensure accurate information about ingredients is available for customers with allergies or food intolerances.
How can I check?	<ul style="list-style-type: none"> • Check that staff are handling food correctly. • Check that displays and serving of food prevent cross-contamination of foods with allergens by staff or customers. • Check that self-serve areas are actively supervised. • Check that allergen information is either displayed with food, or that staff can answer customer questions about ingredients.
What if it is not right?	<ul style="list-style-type: none"> • Train staff. • If non-allergenic food may be contaminated with an allergen, make sure that it is not used in the preparation of food that is intended to be allergen free. • If ready-to-eat food served at the premises may include allergens, make sure that information about the allergens is displayed with the food or is available on request.

Food handling practices

#8 Serving and displaying hot food



Required records

2. My temperature checks of food in cold or hot storage

To check

The temperature of high risk food.

How often

Check and record the temperature at least once a day of a high-risk food that is kept in each freezer, refrigerator and cool room.

Food handling practices

#8 Serving and displaying hot food



What are the risks?

The display of food can be a high-risk practice. Food can become contaminated in a number of ways:

- Food poisoning bacteria can multiply if food spends too long in the temperature danger zone of 5 °C to 60 °C.
- The mixing of new and old batches of food can spread food poisoning bacteria.
- Foreign objects that fall into, or come into contact with, uncovered food may contaminate the food.
- Poor food handling can contaminate food.
- Cross-contamination can occur if utensils, surfaces or equipment come into contact with both allergenic and non-allergenic foods.
- If hot food is not fully cooked before being placed in hot holding units, food poisoning bacteria will increase in large numbers and may cause food poisoning.
- If hot food is held at lower than 60 °C, bacteria can multiply and cause food poisoning. Bain-maries or hot holding units are designed to keep hot food hot, but must not be used for reheating food as they cannot reach 75 °C within one hour. If a bain-marie tray is overloaded, the temperature of the food may not be maintained at 60 °C or hotter.

Food handling practices

#8 Serving and displaying hot food



Tips

- Inform suppliers that they are required by law to comply with the Australia New Zealand Food Standards Code – labelling and other information requirements, including Mandatory warning and advisory statements and declarations. All packaged food must be labelled according to the Code. For more information, check <http://www.foodstandards.gov.au>.
- Do not overload bain-maries.
- Review the amount of food held in bain-maries or call a technician if they cannot maintain food at 60 °C or hotter.

Food handling practices

#9 Packaging



Issues

1. Contamination of food from inappropriate or damaged containers or packaging.

Safe packaging

What can I do?	<ul style="list-style-type: none">• Store and package food in food grade containers or packaging that is suitable for the food and for any processes that follow (for example, refrigeration, freezing or microwaving). Follow the manufacturer's instructions for use.
How can I check?	<ul style="list-style-type: none">• Regularly check that containers and packaging are intact and undamaged.• Check that the label and product information is accurate.
What if it is not right?	<ul style="list-style-type: none">• Throw out food that has been contaminated.• Repackage foods appropriately.

Food handling practices

#9 Packaging

2. Cross-contamination of food with food poisoning bacteria or foreign matter or allergens in the packaging area or by equipment.

Cross-contamination of food	
What can I do?	<ul style="list-style-type: none"> • Use clean food grade containers and equipment. • Clean and sanitise the food packaging area and machinery before starting work and make sure it is free from things that could contaminate food such as dirt, dust, insects, glass, metal and plastic. • Maintain food packaging machinery with food-grade lubricants and make sure these products do not contaminate food.
How can I check?	<ul style="list-style-type: none"> • Inspect the quality and function of packaging areas, vehicles and equipment. • Inspect premises and vehicles to see whether different foods are stored separately and in food-grade containers.
What if it is not right?	<ul style="list-style-type: none"> • Throw out any food that may be unsafe. • Improve vehicles, containers, packaging, equipment and procedures. • If non-allergenic food may be contaminated with an allergen, make sure that it is not used in the preparation of food that is intended to be allergen-free. • If food may include allergens, refer to Support program 1: Food allergens, intolerances and general information for customers regarding making information available to staff and customers.

Food handling practices

#9 Packaging

3. Misleading or causing harm to customers due to incorrect labels or information.

Labelling	
What can I do?	<ul style="list-style-type: none"> The Australia New Zealand Food Standards Code applies in different ways, depending on how food is handled and sold on site. Correctly label any pre-packaged food that under the Code that must bear a label and meet requirements. For example, any - <ul style="list-style-type: none"> ◦ pre-packaged food you sell in the original packaging that you received it in from another food business, or ◦ food which you made and packaged at another site. For other food, make sure the required information is available as set out in the Code. For more information, go to the Support program 1: Food allergens, intolerances and general information for customers.
How can I check?	<ul style="list-style-type: none"> Check that practices and labels meet the requirements that apply to your business. Review regularly, especially for new foods.
What if it is not right?	<ul style="list-style-type: none"> Change practices and labels so that they comply with the Code.

Food handling practices

#9 Packaging



What are the risks?

Sound and reliable packaging is important because:

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

Useful links

Food Safety Australia New Zealand (FSANZ) food labelling page:

<www.foodstandards.gov.au/consumer/labelling/>.

Australia New Zealand Food Standards Code. Part 1.2 Labelling and other information requirements <www.foodstandards.gov.au/code>. The Code has several requirements relating to food packaging. Standard 1.4.3 requires that articles and materials that may be placed in contact with food are not likely to cause bodily harm, distress or discomfort. The Code, in Standard 1.4.1, also sets maximum levels for some chemical contaminants that may be present in food as a result of migration from packaging materials.

Food handling practices

#9 Packaging



Tips

Store packaging materials, in their original containers if possible, in an area set aside for the purpose away from chemicals, allergens and other possible contaminants.

Food handling practices

#10 Transporting food

Issues

1. Contamination of food with food poisoning bacteria, non-food contaminants or allergens during transport.

Cross-contamination while transporting food

What can I do?	<ul style="list-style-type: none"> • Load vehicles so that different foods remain separate and cannot be mixed. • Minimise the time food is in transit. • Only transport food in vehicles that are designed for food transport. • Only prepare food in vehicles set up for food preparation. • Ensure vehicles used for transport, preparation or sale of food are cleaned regularly (this should be included in your cleaning arrangements). • Cover all food with food grade covers. (If you use tea towels, make sure they are only used to cover food – not for cleaning – as this can contaminate the food). • Keep cooked or ready-to-eat food separate from raw food.
How can I check?	<ul style="list-style-type: none"> • Check vehicles and containers. • Check travel times.
What if it is not right?	<ul style="list-style-type: none"> • Dispose of any food that you suspect has become contaminated. • If non-allergenic food may be contaminated with an allergen, make sure that it is not used in the preparation of food that is intended to be allergen-free. • If food may include allergens, refer to Support 1: Food allergens, intolerances and general information for customers about making information available to staff and customers.

Food handling practices

#10 Transporting food

2. Growth of food poisoning bacteria from food being transported in the temperature danger zone of 5 °C to 60 °C.

Temperature control	
What can I do?	<ul style="list-style-type: none">• Use vehicles and equipment capable of maintaining food within required temperatures.• Ensure staff are skilled in transporting food appropriately and safely.• Minimise the time food is in transit.• If the food transport vehicle does not have a refrigeration system, use insulated boxes to maintain food that requires temperature control at safe temperatures. Don't pack this food into the vehicle until it is time to deliver it. Ensure that the food is delivered as quickly as possible.
How can I check?	<ul style="list-style-type: none">• Measure the temperature and quality of food at dispatch and delivery.• Inspect the quality and function of vehicles and equipment.
What if it is not right?	<ul style="list-style-type: none">• Throw out any food that has spent too long in the temperature danger zone of 5°C to 60°C.• Improve vehicles, equipment and procedures.

Food handling practices

#10 Transporting food



What are the risks?

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

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

Food handling practices

#10 Transporting food



Tips

If using remote IT monitoring equipment refer to the Department of Health and Human Services' Guide to remote monitoring of temperatures in food storage units for advice on how to check and monitor the operation of this system. Access the guide at <https://www2.health.vic.gov.au/public-health/food-safety/food-businesses/food-how-to-keep-it-safe/remote-temperature-monitoring-food>.

Food handling practices

#11 Food vans, stalls, events and off-site catering

Issues

1. Growth of food poisoning bacteria from food being in the temperature danger zone of 5 °C to 60 °C while in transit and/or at the event or function.

Temperature control	
What can I do?	<ul style="list-style-type: none">• Use vehicles and equipment capable of maintaining food within the required temperatures.• Minimise the time food is in transit.• Organise a backup power supply in the event that power supply is interrupted.• Make sure equipment is maintained.
How can I check?	<ul style="list-style-type: none">• Measure the temperature and quality of food at dispatch and delivery to the venue.• Inspect the quality and function of vehicles and equipment.• Inspect equipment before and ensure availability of any backup equipment.
What if it is not right?	<ul style="list-style-type: none">• Throw out any food that may have been contaminated or if safe temperatures have not been maintained.• Improve vehicles, equipment and procedures.• Repair or replace equipment that breaks down.

Food handling practices

#11 Food vans, stalls, events and off-site catering

2. Cross-contamination of food with food poisoning bacteria.

Cross-contamination of food	
What can I do?	<ul style="list-style-type: none"> • When transporting food, keep raw foods in separate sealed containers and keep cold where necessary. • Use clean food grade containers and equipment. • Ensure that all food is securely and appropriately stored, is protected from pests and contamination and, where possible, cannot be tampered with. • Set up your stall, van or catering so that your food products and operations are protected from contamination by guests, the public, the environment, dust, rain, pests, clothing and other non-food items. • Ensure cleaning agents and equipment are available at wash stations, all work surfaces and utensils are cleaned and sanitised and products and workflow move in one direction – from raw to cooked to serving area.
How can I check?	<ul style="list-style-type: none"> • Check that all food arrives intact and that no spillages, breakages or contamination have occurred in the transport vehicles or packages. • Check that all equipment is clean and working properly. • Check that the set up prevents cross-contamination. • Check that rubbish and waste is removed from the site at regular intervals.
What if it is not right?	<ul style="list-style-type: none"> • Throw out any food that may have been contaminated. • Clean and improve vehicles, equipment and procedures.

Food handling practices

#11 Food vans, stalls, events and off-site catering

3. Growth of food poisoning bacteria when food is not cooled appropriately.

Cooling food	
What can I do?	<ul style="list-style-type: none">• When you transport food to the venue, cool it as much as possible beforehand.• If you prepare all food at the venue, or if you are catering at a large event, make sure food is cooled quickly and safely and not left in the temperature danger zone of 5 °C to 60 °C beyond the safe period.
How can I check?	<ul style="list-style-type: none">• Inspect food to see whether it has been thoroughly cooled before being transported.• Inspect food prepared earlier to see whether it has been thoroughly cooled.• Make sure cooled food is stored appropriately and made ready for later final preparation and serving.
What if it is not right?	<ul style="list-style-type: none">• Throw out any food that may have not been cooled appropriately.

Food handling practices

#11 Food vans, stalls, events and off-site catering

4. Growth of bacteria in dirty water.

Clean water	
What can I do?	<ul style="list-style-type: none">• Ensure an adequate and reliable supply of drinking water is available at the stall for hand washing and that a separate supply is available for equipment washing.• If safe drinking water is not available, use quality bottled water or an alternative, safe, potable water supply.
How can I check?	<ul style="list-style-type: none">• Ask your local council about the quality and volume of the water supply at the location.• Inspect alternative water supplies to ensure they will be of guaranteed quality.
What if it is not right?	<ul style="list-style-type: none">• Use bottled water or water of guaranteed quality.

Food handling practices

#11 Food vans, stalls, events and off-site catering



What are the risks?

- When you are catering or selling in an open environment, the temperature and the weather can be unpredictable and sources of contamination numerous.
- Waste materials can attract pests and increase the risk of food contamination.
- Food can be contaminated by pests if storage facilities are not provided or are inadequate.
- If using remote monitoring equipment refer to the Department of Health and Human Services' Guide to remote monitoring of temperatures in food storage units for advice on how to check and monitor the operation of this system. Access the guide at <https://www2.health.vic.gov.au/public-health/food-safety/food-businesses/food-how-to-keep-it-safe/remote-temperature-monitoring-food>.

About this section

The food vans, stalls, events and off-site catering section applies if you prepare, serve or sell unpackaged high-risk food as a class 2 premises:

- at festivals, street festivals, markets or food exhibitions
- from a portable stall, tent or marquee
- from a van
- as off-site catering.

It applies whether you:

- prepare all of the food at these sites, or
- part prepare food at a premises such as a café, and reheat and serve that food at a stall, tent, marquee
- or van; or
- are a caterer who part prepares food at your main kitchen and serves it off-site at a variety of functions.

You must:

- comply with the advice in the previous sections of this document about how food is handled at the van, stall, event or catering activity, and also beforehand. Use all Records relevant to your operations. If Records 2, 3 or 4 apply to your van, stall, event or catering, they will need to be completed when this activity is being conducted
- use this section as it contains extra information to ensure food is safe.

Food handling practices

#11 Food vans, stalls, events and off-site catering



Tips

Planning before the activity

These steps will ensure you meet the general obligations described in this food safety program template.

- Research the venue:
 - Ask the event organiser, market coordinator or catering client for details about what space or areas will be available to you to set up your stall, marquee or van, and what services and storage facilities are available, including cold frozen storage.
 - Find out how many people or guests are expected.
 - Decide what food you will serve or sell.
- If you plan to serve or sell any pre-packaged food, label the packaging according to the Australia New Zealand Food Standards Code (the Food Standards Code) before the event. In this way you will be able to provide customers or guests with accurate information about the food, especially regarding food allergens. Prepare any food labels you will need for food that will be on display.
- If operating at an outdoor venue that is open to the public, contact the environmental health officer at the council where the event will be held. Ask about their past experiences of the event or venue, or ask other event participants about their experiences at the venue.
- Make plans for access to electricity, safe drinkable (potable) water, waste disposal, wastewater drainage, toilet facilities, hand washing, rubbish and waste removal and other facilities at the venue.
- Work out what access you will have to food storage facilities at the venue and how you will manage the security of these storage units on the day.
- Work out what additional food preparation you need to do beforehand (beyond your normal business preparation requirements) and how you will safely prepare food at the venue.
- If any of the food to be used is purchased from new suppliers, check that they are registered as food businesses with their local councils.
- Work out how you will set up hand washing and equipment washing areas with a hot water supply.
- Organise a kit that contains a temperature probe, cleaning agents and other necessary equipment. Hire anything you don't have. The goal is to ensure food will be stored, prepared, cooked and displayed at the venue in line with your food safety program.
- Check that you have additional copies of record sheets from this food safety program template to complete at the venue. Check that your staff know what records are required, how to fill them in and how to check temperatures.
- Inform staff about the instructions in your food safety program for keeping food safe when preparing food for the event.
- Inform staff about their primary contact if they need assistance on a food safety question at the venue – for example, the food safety supervisor, event coordinator, and hire equipment people.
- If staff are not familiar with working with food, show them how to handle food safely and keep their work areas clean.
- Train staff to handle inquiries about allergens.

Food handling practices

#11 Food vans, stalls, events and off-site catering

At the activity

- Brief staff about allergens in food being prepared so that they can give customers or guests comprehensive information about it.
- Check that all staff are familiar with your food safety program, their roles and responsibilities at the venue, and what to do if something goes wrong.
- To limit exposure of food to the environment, remove foods from the refrigerator, cool room or other cold storage only when needed.
- Keep an eye on the weather and conditions. If they change, make any necessary changes to protect your set up and food from contamination.

Afterwards

- Review your operations to identify what worked well and what could be done better next time.

Support programs

#1 Food allergens, intolerances and general information for customers

Issues

1. Some people have a reaction to food containing allergens. These people may buy food from you which they do not react to, but the food may be cross-contaminated with allergens from foods they do react to.

Cross-contamination from allergens	
What can I do?	<ul style="list-style-type: none"> • Manage food preparation and display to prevent cross-contamination from food containing allergens. • When handling foods that contain known allergens, take extra care not to contaminate other foods or equipment.
How can I check?	<ul style="list-style-type: none"> • Observe storage, preparation and display practices to avoid the risk of allergen contamination.
What if it is not right?	<ul style="list-style-type: none"> • Inform staff about the importance of using clean utensils at all times and of avoiding cross-contamination of food and equipment, particularly when staff switch from working with foods containing allergens to other foods during the same preparation session. • If non-allergenic food may be contaminated with an allergen, make sure that it is not used in the preparation of food that is intended to be allergen-free. • If food may include allergens, follow the instructions on the following pages about making information available to customers and staff.

Support programs

#1 Food allergens, intolerances and general information for customers

2. Cleaning might not be preventing cross-contamination of foods containing allergens with other foods.

Cleaning	
What can I do?	<ul style="list-style-type: none">• Thoroughly clean and sanitise equipment and work areas.• Ensure staff clean and sanitise all equipment and surfaces that come into contact with allergens.
How can I check?	<ul style="list-style-type: none">• Ask staff whether they understand how to prevent cross-contamination during cleaning.
What if it is not right?	<ul style="list-style-type: none">• Include clear instructions in your cleaning arrangements to prevent cross-contamination during cleaning.

Support programs

#1 Food allergens, intolerances and general information for customers

3. Not meeting requirements in the Australia New Zealand Food Standards Code to include important information for customers about allergens. Failure can cause harm to some customers and may mislead others.

Allergens	
What can I do?	<ul style="list-style-type: none"> • Make sure the presence of allergens is declared on any food that is required to bear a label. For example, pre-packaged food you sell that you received in that package from another food business, or that you made and packaged at another site. • Where the food is not required to be labelled, provide information about any allergens: <ul style="list-style-type: none"> ◦ on the label (if you choose to label the food) or ◦ next to or associated with the display of the food (for example, use a sign or ticket or a brochure) or ◦ provide it to a purchaser or customer upon request. • Keep a copy of the ingredient information of any foods that have been removed from their original packaging or labelling.
How can I check?	<ul style="list-style-type: none"> • Check that label and product information is accurate and meets the requirements. • Inspect labels of ingredients for the presence of allergens. • Review practices and labels regularly, especially for new foods. • Check ingredients listed in items on menus. • Make sure information about allergens is displayed or available on request about ready-to-eat food that is served to customers or is on display.
What if it is not right?	<ul style="list-style-type: none"> • Change practices and re-label food so that any label complies with the Code. • Revise information so it is correct. • Insist on getting accurate information about ingredients from your suppliers.

Support programs

#1 Food allergens, intolerances and general information for customers

4. Not meeting requirements of the Australia New Zealand Food Standards Code to include other important information for customers about the product. Such as, the name of the food, the directions for use, or storage, included on the food label.

Provision of information	
What can I do?	<ul style="list-style-type: none">The Code applies in different ways, depending on how food is handled and sold on site. Read and follow the advice that applies to you in the 'Food labelling and information requirements'.
How can I check?	<ul style="list-style-type: none">Check that practices and labels meet the requirements that apply to your business. Review regularly, especially for new foods.
What if it is not right?	<ul style="list-style-type: none">Change practices and labels so that they comply with the Code.

Support programs

#1 Food allergens, intolerances and general information for customers

5. Customers may ask about whether a food has allergens or contains ingredients which they have an intolerance to and staff may not know what to tell them. This could be about foods listed in the 'what foods cause allergic reactions or food intolerances' the "what are the risks" part of this section, or other foods that your customer reacts to. Untrained staff could provide incorrect information which could cause harm to some customers.

Staff training	
What can I do?	<ul style="list-style-type: none"> • Inform staff about the importance of providing accurate information about food and the ingredients in food. • Make accurate information about the food and all ingredients available to your staff for them to refer to when serving food or when a customer enquires about any ingredients or allergens.
How can I check?	<ul style="list-style-type: none"> • Check staff knowledge and understanding of known allergens, and what allergens and ingredients are present in the food being served.
What if it is not right?	<ul style="list-style-type: none"> • Re-train staff on allergens and ensure that they can provide accurate information to customers about the food and what allergens and ingredients are present. Require that they check if they are not sure.
Allergen awareness	
What can I do?	<ul style="list-style-type: none"> • When naming food for display or on a menu, where possible include known allergens or include specific ingredients in the description of the food (for example, 'fish with almond butter'). • Inform customers about any food that may contain allergens. • If customers request food suitable for special dietary requirements due to allergies or food intolerances, or other food that the customer reacts to, either: <ul style="list-style-type: none"> ◦ ensure your business complies with the request or, ◦ if you cannot do so, explain this to your customer, so they know not to purchase the food. Do not put your customers' health or life at risk.
How can I check?	<ul style="list-style-type: none"> • Check allergen information on displays or your menu is correct. • Check staff knowledge and understanding of known allergens, and what allergens and ingredients are present in the food being served.
What if it is not right?	<ul style="list-style-type: none"> • Redo your displays or menu with all the correct allergens. • Re-train staff on allergens and ensure that they can provide accurate information to customers about the food and what allergens and ingredients are present. Require that they check if they are not sure.

Support programs

#1 Food allergens, intolerances and general information for customers



What are the risks?

- Some people have a reaction to food containing allergens. People's reactions to food allergens vary but they can be severe and even life threatening. Some people can have a severe reaction to even the smallest trace amount of certain allergenic foods.
- People's reactions to food intolerances are commonly less severe but eating these foods can make them unwell.

Victorian food laws require that your business complies with the Australia New Zealand Food Standards Code (the Code). You must understand and follow the requirements of the Code, including Standards 1.2.1 and 1.2.3. Visit <http://www.foodstandards.gov.au> for information on the current national standards.

What foods or ingredients cause allergic reactions or intolerances?

Allergens are foods known to cause reactions in allergic people due to an immune response. This can be life threatening.

Allergens in foods must be clearly communicated to customers.

As distinct to food allergies, some people experience intolerance to certain foods or ingredients due to a chemical reaction. People's reactions to food intolerances are commonly less severe, but eating these foods can make them unwell.

The most common causes of food allergic reactions or food intolerances are:

- cereals containing gluten and their products, that is: wheat, rye, barley, oats and spelt and their hybridised strains, other than where these substances are present in beer and spirits and in some cases glucose syrups as described in Standard 1.2.3-4 of the Code.
- shellfish, crustaceans and their products
- eggs and egg products
- fish and fish products
- milk and milk products
- peanuts and peanut products
- soybeans and soybean products
- sesame seeds and sesame seed products
- tree nuts and tree nut products (this does not include coconut)
- lupin and lupin products (all products, including existing ones out on shelves, will need to comply with the new labelling requirements for declaring lupin by 26 May 2018.)
- added sulphites in concentrations of 10 mg/kg or more (typically in dried nuts, soft drinks and sausages).

Support programs

#1 Food allergens, intolerances and general information for customers

NOTE: The term 'products' means foods that have this item in their ingredients.

The Code requires that the presence of any of these products in a food must be declared when present as:

- an ingredient
- an ingredient of a compound ingredient
- a food additive or component of a food additive
- a processing aid or component of a processing aid.

Food labelling and information requirements

The Code includes labelling and information requirements for food. The requirements vary depending upon the nature of the activity and the type of food, such as whether it is packaged and what is required if it is packaged.

Most businesses using food safety program template this template will be small to medium-sized businesses preparing ready-to-eat food for immediate consumption, to be consumed on site, or as take-away by the customer. The information below summarises key requirements in the Code that these businesses must follow for these activities.

Information requirements about food which is ready for immediate consumption by a customer on-site, or as take-away by the customer

Labelling

This food is NOT required to bear a label if any of the following apply:

- the food is not in a package (such as fruit or vegetables, or ready-to-eat food that is served)
- the food is made and packaged at the premises from which it is sold (such as any sandwiches, bread or hot food prepared at the food premises and sold in a package)
- the food is packaged in the presence of the purchaser (such as being placed in a bag)
- whole or cut fresh fruit or vegetables (other than sprouting seeds or similar products) are sold in mesh bags
- or clear plastic, or other packaging that does not obscure the nature of the food
- the food is delivered packaged, and ready for consumption, at the express order of the purchaser
- the food is displayed in a cabinet from which a person serves food as requested by the purchaser
- the food is sold to the public at a fundraising event (which raises funds solely for a community or charitable cause and not for personal financial gain).

For example:

- you run a deli and you put the deli items in a bag or container in the presence of a customer
- you run a cafe or restaurant and you only prepare and serve ready-to-eat food
- you run a sandwich bar and you make and package your sandwiches on-site and sell them at the sandwich bar
- you run a bakery and you package your bread on-site for direct sale to customers at the bakery.

Information requirements for food that is not required to bear a label

Support programs

#1 Food allergens, intolerances and general information for customers

In the above situations, the Code still requires that you make some important information available to the purchaser, such as:

- Name of the food – this must indicate the true nature of the food so the purchaser knows what they are buying.
 - Display information on any label (if food is packaged and you must, or choose to label) **or** next to or associated with the display of the food (for example use a sign, ticket or brochure) **or** provide to the purchaser on request.
- Directions for use or storage – but only if food is of such a nature as to warrant such directions for reasons of health and safety. (This will not be the case if the food is intended to be eaten on-site or straight away when purchased.)
 - On any label or in information accompanying the food.
 - Example: for packaged high-risk food that is expected to be stored and will be reheated by the purchaser later on at home - 'Keep refrigerated and cook as directed'.

You must comply with these requirements.

The information is based on key requirements of the Code, as at June 2014.

To check for any future updates on these requirements go to the FSANZ website <http://www.foodstandards.gov.au>

If you handle foods in different ways to described here, check the FSANZ website for more specific requirements about labelling and the provision of information to customers. For example if:

- you pre-package food at one place to sell at another
- you wholesale food
- you sell raw bamboo shoots or cassava (for customers to take-away)
- you use substances such as lactitol or maltitol, or kava or royal jelly
- you formulate caffeinated beverages (this does not include making and serving tea or coffee or selling or serving cans of drink)
- food is produced using gene technology
- you make nutrition, health or related claims
- you sell raw meat, offal, or fish to customers
- you prepare food and supply it to someone else who offers it, or uses it to prepare food for immediate consumption (such as a caterer, restaurant, canteen, school or hospital)

Support programs

#1 Food allergens, intolerances and general information for customers



Tips

- Set aside a time or work area that is used solely for the preparation of allergen-free foods and use separate utensils for foods that are designated to be allergen-free.
- If you are placing your own food business label on a pre-packaged item that is already labelled, make sure you don't cover the existing label as it contains important information for consumers.
- To find out more about allergens and food intolerances and how you can help customers with questions about them, visit <https://www2.health.vic.gov.au/public-health/food-safety/food-businesses/food-allergen-awareness>.
- For more information on the current national standards on food labelling and allergens, visit the Food Standards Australia New Zealand website <http://www.foodstandards.gov.au>.

Support programs

#2 Cleaning and sanitising

Issues

1. Food may be contaminated if premises, equipment, vehicles, containers and cleaning cloths are not cleaned and sanitised properly.

Effective cleaning	
What can I do?	<ul style="list-style-type: none">• Ensure appropriate cleaning products and equipment are used.• Ensure effective cleaning arrangements are developed and implemented. Staff should know how to clean, what to clean, and when to clean.• Ensure staff have the required skills.• Replace cleaning cloths and cleaning equipment regularly.
How can I check?	<ul style="list-style-type: none">• Confirm cleaning product details with manufacturers.• Confirm contents and implementation of cleaning arrangements.• Observe staff cleaning practices.
What if it is not right?	<ul style="list-style-type: none">• Review cleaning products and change them if they are not adequate.• Review and modify cleaning arrangements.• Conduct staff training. Ensure staff know what needs to be done.• Raise poor cleaning practices with staff.

Support programs

#2 Cleaning and sanitising



What are the risks?

- Food may be contaminated and become unsafe to eat if the food premises, food preparation equipment, food vans and any food transport vehicles and containers are not cleaned and sanitised properly.
- Dirty equipment used in food preparation may transfer bacteria and cause food poisoning.
- Dirty cloths can spread bacteria in food preparation areas. Bacteria from cleaning cloths could spread to food preparation areas if staff do not follow basic hygiene practices.
- Most food poisoning bacteria are killed if they are exposed to chemical sanitisers, heat or a combination of both.

Support programs

#2 Cleaning and sanitising



Tips

Cleaning tips

Six steps for food contact surfaces and equipment

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

Other tips

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

Sanitising and chemical usage tips

- Know what your cleaning products are designed for and how to get the best from them before you use them. If you use cleaning products that are not chlorine-based, read the information from the manufacturer to check the effectiveness of the product.
- Check with your chemical supplier for advice about what cleaning agents are suitable for your food premises, vehicles, food contact surfaces and equipment.
- Follow the manufacturer's instructions when using a sanitiser. Some sanitisers work as a detergent and a sanitiser and some may need to be applied more than once when used for heavy cleaning work.
- Clean surfaces before sanitising. Unclean surfaces cannot be sanitised. Sanitising small equipment may be done via heat or steam. Heat the surface to above 77 °C with boiling water or spray or swab the surface with a food surface chemical sanitiser. Work surfaces and food contact surfaces can be

Support programs

#2 Cleaning and sanitising

sanitised using chemical sanitisers where it is not appropriate to use heat.

- Sanitise smaller items using a dishwasher that operates a wash cycle at 80 °C. If your dishwasher does not have this function, immerse small items for 30 seconds in a solution containing 50 ppm chlorine at 50 °C or equivalent. Dishwasher filters need to be cleaned and the dishwasher also needs to be cleaned and sanitised.
- Make up your bleach and water solutions every 24 hours because the chemical breaks down and becomes ineffective after this time. Prepare solutions away from food and food preparation areas. Old batches or out-of-date chemicals should be disposed of safely.
- To sanitise equipment at 100 parts per million chlorine, use appropriate bleach and water solution ratios: 2.5 ml (1/2 teaspoon of bleach) to 1 litre of water for household bleaches or 1 ml of bleach to 1 litre of water for commercial bleaches. (Check ratios on product labels or with your supplier).
- Change types of sanitiser on a regular basis, especially non-chlorine-based cleaning chemicals, as some bacteria can become resistant to the active agents.
- Store chemicals in clearly labelled containers that are free from damage or leaks and away from food. Keep them in a designated area separate from food preparation and food storage areas. Never store chemicals in food or drink containers.

Support programs

#3 Supervision of food handlers



Issues

1. Food safety may be at risk if staff are not supervised and managed appropriately.

Food safety supervisor training

What can I do?	<ul style="list-style-type: none"> • Ensure the business has at least one food safety supervisor (FSS). A class 2 community group is not required to have a FSS under the Victorian Food Act 1984, if the group: <ul style="list-style-type: none"> ◦ only operates a food premises or vehicle for a maximum of two consecutive days or less at any one time, and ◦ those handling the food are mostly volunteers. • However, the community group may still choose to have a FSS if they wish. They may also be required to do so by other organisations or supplier requirements.
How can I check?	<ul style="list-style-type: none"> • Check that appropriate policies, procedures, staff training and operational systems are in place. • The FSS must be able to recognise and prevent food safety risks and be able to supervise other people handling food. • You must be able to provide the name and qualifications of your current FSS to your council if requested to do so. Include details of the minimum competency codes.
What if it is not right?	<ul style="list-style-type: none"> • Make sure your food safety supervisor has the right competencies – see https://www2.health.vic.gov.au/public-health/food-safety/food-businesses/food-safety-training-skills-knowledge/food-safety-supervisors. • Ensure that staff handling food know that they must follow the FSS's advice about how to handle food safely. • Modify policies and procedures, staff training and operational systems as appropriate.

Support programs

#3 Supervision of food handlers

2. Staff do not know how to handle food safely.

Train and manage food handlers

What can I do?	<ul style="list-style-type: none">• Ensure staff members understand the circumstances that may lead to food being unsafe and what action they can take to avoid it. By:<ul style="list-style-type: none">◦ providing information about food hygiene and personal hygiene techniques◦ providing information about preparing and managing specific foods based on the tasks staff perform◦ making sure staff understand and can implement cleaning schedules, record keeping and food recall procedures◦ making sure staff understand the operating and cleaning requirements of equipment, including how to use and clean thermometers.
How can I check?	<ul style="list-style-type: none">• Observe the personal hygiene and food handling practices of all staff.
What if it is not right?	<ul style="list-style-type: none">• Improve staff supervision and training.• Address non-compliant staff behaviour.

Support programs

#3 Supervision of food handlers

3. Food safety may be at risk if staff are ill and/or do not use good personal hygiene practices.

Good handling practices	
What can I do?	<p>Inform staff:</p> <ul style="list-style-type: none"> • that they must report any food-related illness and ensure they understand the risks of continuing to work when ill. • that they must take additional precautions not to contaminate food when they return to work after an illness. • about the importance of hand washing in preventing food contamination. <p>Ensure staff wash their hands frequently, including when they have been:</p> <ul style="list-style-type: none"> • to the toilet • handling any food that may potentially contaminate other food products (including raw ingredients and foods containing allergens) • eating or drinking • smoking, licking fingers, biting nails, touching pimples or sores • coughing, sneezing, using a handkerchief or disposable tissue • disposing of, or handling, waste • handling animals • handling anything other than food (for example, money, cleaning cloths, cleaning equipment) • away from the workplace (such as starting a shift or returning from a break).
How can I check?	<ul style="list-style-type: none"> • Observe the personal hygiene and food handling practices of all staff. • Be alert for symptoms of any food poisoning or gastroenteritis-type illness (gastro) or foodborne disease. • If someone has been off work due to illness, check they have a medical certificate that states they no longer suffer from, or are not a carrier of, a foodborne disease.
What if it is not right?	<ul style="list-style-type: none"> • Improve staff supervision and training. • Address non-compliant staff behaviour. • Exclude food handlers who have certain symptoms from the food handling business for up to 48 hours after their symptoms cease. This includes diarrhoea, vomiting, sore throat with fever, and fever or jaundice.

Support programs

#3 Supervision of food handlers



What are the risks?

- Inadequate staff supervision and leadership within a business may result in poor food handling practices and standards.
- Members of the public may consume contaminated or unsafe food and become unwell.

Support programs

#3 Supervision of food handlers



Tips

- Steps you can take to ensure staff members understand what may lead to food being unsafe, and action they can take to avoid it, include:
 - informing new staff about your business' food safety program
 - developing and implementing a training plan for staff. See dofoodsafely, the Department of Health and Human Services' free, online, food handler's learning program at dofoodsafely.health.vic.gov.au.
- Keep records of staff illness (for example, note in your business diary whether the staff member was absent due to a gastro-related illness). Authorities may require this information after a food-related incident or outbreak.
- Check the Department of Health and Human Services' Communicable Disease Prevention and Control Unit website for more information at <https://www2.health.vic.gov.au/public-health/infectious-diseases>.
- Keep up-to-date with food safety requirements by regularly checking the Food Safety Unit's website at <https://www2.health.vic.gov.au/public-health/food-safety>.
- Put up posters near sink areas to remind staff to wash their hands.
- Lead by example – wash your hands frequently.

Support programs

#4 Food handlers' responsibilities

Issues

1. Food safety may be at risk if staff are ill and/or do not use good personal hygiene practices.

Managing staff illness

What can I do?	Inform staff: <ul style="list-style-type: none"> • that they must report any food-related illness and ensure they understand the risks of continuing to work when ill. • that they must take additional precautions not to contaminate food when they return to work after an illness.
How can I check?	<ul style="list-style-type: none"> • Observe the personal hygiene and food handling practices of all staff. • Check staff are aware they must not come to work if suffering from any food-related illness.
What if it is not right?	<ul style="list-style-type: none"> • Improve staff supervision and training. • Address non-compliant staff behaviour. • Develop and implement a staff training plan.

Staff responsibilities

What can I do?	<ul style="list-style-type: none"> • Inform staff of their responsibilities when handling food. Ensure they follow your food safety program. • Inform visitors of personal hygiene rules.
How can I check?	<ul style="list-style-type: none"> • Observe the personal hygiene and food handling practices of all staff.
What if it is not right?	<ul style="list-style-type: none"> • Improve staff supervision and training. • Address non-compliant staff behaviour. • Develop and implement a staff training plan.

Support programs

#4 Food handlers' responsibilities

Good hand washing practices	
What can I do?	<ul style="list-style-type: none"> • Inform staff about the importance of hand washing in preventing food contamination. • Ensure staff wash their hands frequently, including when they have been: <ul style="list-style-type: none"> ◦ to the toilet ◦ handling any food that may potentially contaminate other food products (including raw ingredients and foods containing allergens) ◦ eating or drinking ◦ smoking, licking fingers, biting nails, touching pimples or sores ◦ coughing, sneezing, using a handkerchief or disposable tissue ◦ disposing of, or handling, waste ◦ touching animals ◦ handling anything other than food (for example, money, cleaning cloths, cleaning equipment) ◦ away from the workplace (starting a shift or returning from a break). • Ensure staff know how to effectively wash their hands.
How can I check?	<ul style="list-style-type: none"> • Observe the personal hygiene and food handling practices of all staff.
What if it is not right?	<ul style="list-style-type: none"> • Improve staff supervision and training. • Address non-compliant staff behaviour. • Develop and implement a staff training plan. • See dofoodsafely.health.vic.gov.au, the free online food handler's learning program.

Support programs

#4 Food handlers' responsibilities

Good personal hygiene habits	
What can I do?	<p>Ensure that all staff who handle food:</p> <ul style="list-style-type: none"> • bathe or shower regularly • keep fingernails trimmed, clean and free from nail polish • avoid touching their nose, mouth, hair and skin during food preparation • do not cough, spit or sneeze directly onto any food • tie back long hair and wear head gear (such as hats or disposable hair nets) to prevent hair getting into food • use disposable tissues to blow their noses and wash their hands after each use • wear minimum jewellery (a plain wedding band is acceptable) • do not wear uniforms outside the food area • wear suitable protective clothing while preparing and handling food • use disposable gloves appropriately • do not change clothes or eat or drink in food preparation areas • cover cuts or sores with a bright coloured (preferably blue) waterproof adhesive bandage.
How can I check?	<ul style="list-style-type: none"> • Observe the personal hygiene and food handling practices of all staff.
What if it is not right?	<ul style="list-style-type: none"> • Improve staff supervision and training. • Address non-compliant staff behaviour. • Develop and implement a staff training plan. • See dofoodsafely.health.vic.gov.au, the free online food handler's learning program.

Support programs

#4 Food handlers' responsibilities



What are the risks?

- Food handlers who have poor personal hygiene practices or may be sick can contaminate the food they handle.
- Food handlers with poor hand washing knowledge or practice may contaminate foods which may result in food poisoning of customers.

Support programs

#4 Food handlers' responsibilities



Tips

Four steps for effective hand washing:

1. Use soap to work up a lather.
 2. Wash palms, fingers, thumbs, nails and wrists. Use a clean nail brush if necessary.
 3. Rinse off soap by washing hands under warm running water for at least 20 seconds.
 4. Dry with paper towel then air dry. Never wipe wet hands on clothes, uniforms or aprons to dry them.
- Ensure that all staff complete dofoodsafely.health.vic.gov.au, the department's free online food handler' learning program, or other relevant food handling training programs.

Support programs

#5 Thermometers and equipment

Issues

1. If adequate hand washing facilities are not available, food may be contaminated.

Hand washing facilities

What can I do?	<ul style="list-style-type: none"> • Ensure hand washing facilities are available at buildings and in food vans where food is prepared or sold; this includes warm running water, soap and single-use towels. • Wash and dry any non-disposable towels after each use. • Supply a container for used towels near the hand washing facility. For further information ask your local environmental health officer. • If you are operating a stall, or similar set up where full hand washing facilities cannot be supplied, check the Food vans, stalls, events and off-site catering section of this template for advice about how food handlers can keep their hands clean.
How can I check?	<ul style="list-style-type: none"> • Check facilities, including whether soap and towels are restocked.
What if it is not right?	<ul style="list-style-type: none"> • Make sure handwashing facilities are maintained and restocked regularly.

Support programs

#5 Thermometers and equipment

2. If equipment is not operating effectively it may be difficult to clean. This can cause food to become contaminated or not be prepared safely.

Equipment maintenance

What can I do?	<ul style="list-style-type: none">• Maintain equipment and replace when defective. Some equipment, such as slicers and mincers, must be regularly checked to ensure they are operating safely and can be adequately cleaned.• Make sure pest control screens and refrigerators are working properly at all times to maintain the safety of the food you produce.• Make sure equipment, such as weighing scales, are calibrated or adjusted so that they are reliable and accurate.
How can I check?	<ul style="list-style-type: none">• Check equipment regularly.
What if it is not right?	<ul style="list-style-type: none">• Replace or adjust equipment as necessary.

Support programs

#5 Thermometers and equipment

3. If thermometers are not accurate, food may be in the temperature danger zone of 5 °C to 60 °C and allow food poisoning bacteria to grow.

Thermometer accuracy	
What can I do?	<ul style="list-style-type: none">• Have probe thermometers calibrated annually or as per the manufacturer's specifications (they should measure potentially hazardous food to +/-1 °C).• If you are using remote temperature monitoring IT systems, check that all temperature probes are replaced when damaged or malfunctioning.
How can I check?	<ul style="list-style-type: none">• Conduct cold temperature and/or hot temperature testing. Record results in Record 5: My probe thermometer accuracy checks.• Have equipment calibrated by the manufacturer, supplier or external contractor.• If using an automated system ensure that calibration is included in any service agreements.
What if it is not right?	<ul style="list-style-type: none">• Have faulty probe thermometers repaired or replaced.

Support programs

#5 Thermometers and equipment

4. Thermometers may contaminate food if not cleaned and sanitised properly.

Adequate cleaning	
What can I do?	<ul style="list-style-type: none">• Clean and sanitise probe thermometers before and after each use. When inserting a probe into food, clean and sanitise after each item of food is checked.• Use alcohol swabs available from chemists, or another suitable form of cleaning.
How can I check?	<ul style="list-style-type: none">• Inspect probe thermometers to see whether they have been cleaned and sanitised.
What if it is not right?	<ul style="list-style-type: none">• Modify cleaning and sanitising practices.• Remind staff to clean and sanitise probe thermometers before and after each use.

Support programs

#5 Thermometers and equipment

5. Thermometers must be available and used correctly to check that food is kept at the correct temperature to prevent the growth of food poisoning bacteria.

Use of equipment

What can I do?

- Keep thermometers easily accessible at your business premises. If you have several premises (such as a shop and a food van) have a thermometer at each of them.
- Use a thermometer that can be inserted into the food to measure its temperature in the middle. (This means the thermometer must have a probe.) Take the core temperature of the food by inserting the probe into the centre of the food.
- Do not use thermometers attached to cool rooms, hot holding units and sandwich display units when checking the temperature of food. (These thermometers measure the operational temperature of the unit, but not the actual temperature of the food.)

How can I check?

Check that thermometers are being used correctly.

What if it is not right?

Remind staff how to use thermometers, and the dangers of incorrect usage.

Support programs

#5 Thermometers and equipment



What are the risks?

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

Support programs

#5 Thermometers and equipment



Tips

Maintenance of equipment

- Create a maintenance schedule to track when equipment has been serviced and note when the next service is due. You may wish to note it in your business diary as well.

Use of equipment

- Ensure that all of the equipment you use in your premises is operated in accordance with the manufacturer's instruction booklet or operating manual. This includes all equipment used in your business – such as cooking equipment, blenders, vitamisers and cutters. If you do not have the operating manual for a piece of equipment you should obtain it. Manuals can typically be downloaded from the internet or obtained directly from the manufacturer.
- An example of where manuals are important is in the case of conveyor-belted ovens. These are commonly used to cook pizzas. They can also be used to cook a wide variety of other foods. They are designed to put food through the oven once, after the operator has made sure that the settings for the cooking time and the temperature are appropriate for the type of food being cooked. These ovens have been incorrectly used in the past, which has led to foods being cooked inadequately, or put through the oven more than once on the wrong temperature. Outbreaks of illness resulted when the operating manual was not available on-site.
- To ensure food is thoroughly cooked, it is critical that equipment is used in accordance with the manufacturer's specifications at all times.

Probe thermometers

- Use a probe thermometer that is accurate to $\pm 1^{\circ}\text{C}$. This means that when the thermometer reads 5°C , the actual temperature of the food is between 4°C and 6°C . The accuracy of the thermometer will be stated in the documents or packaging that came with it. If you don't have any documents, contact the thermometer's manufacturer and ask about its accuracy.
- Purchase thermometers from companies that supply probe thermometers or electronic testing equipment.

Using a probe thermometer

- Before reading the temperature wait approximately 30 seconds until the temperature reading stabilises.
- Measure the surface temperature of vacuum packed or frozen foods by placing the length of the probe thermometer between two vacuum packs or frozen items.

Support programs

#6 Pest control

Issues

1. Contamination of food by pests and other animals.

Pest control

What can I do?	<ul style="list-style-type: none"> • Prevent pests from entering premises. • Design and maintain the premises and vehicles so that pests cannot get into any place where there is food or any place where they can nest or breed. Install screens on doors and windows that can be opened. Install pest exclusion strips on doors. • Make sure that buildings with kitchens where the dining areas are open to the street are insect and vermin proof. • Install door and window fittings to secure food areas. • Remove rubbish and store securely. • Protect food and ingredients from pests. • Engage a pest control monitoring service or create your own plan to check for pest activity and take action as necessary.
How can I check?	<ul style="list-style-type: none"> • Regularly inspect premises, vehicles, food storage areas and rubbish storage areas for signs of activity by pests. • Read and act on pest controller reports if a contractor is used.
What if it is not right?	<ul style="list-style-type: none"> • Repair premises and food and rubbish storage areas. • Increase pest controls by reviewing current control measures. • Promptly treat any pest infestation, including maintenance work or cleaning. • Set up more bait stations or seek professional help to reduce pest activity.

Animals in food areas

What can I do?	<p>Do not allow live animals in any part of the premises where food is handled except the following permitted animals:</p> <ul style="list-style-type: none"> • shellfish and fish intended for food • dogs in an outdoor eating area if it is business policy to allow them in these areas (it is your choice). • assistance animals (such as guide dogs, hearing guide dogs, mobility support animals, medical alert animals and psychiatric service animals). You are required by law to allow them into indoor and outdoor areas used by customers.
How can I check?	<ul style="list-style-type: none"> • Check to make sure prohibited animals are not allowed into the premises.
What if it is not right?	<ul style="list-style-type: none"> • Make sure staff and customers understand when animals are allowed in the premises. • Enforce these rules.

Support programs

#6 Pest control



What are the risks?

- Food may be contaminated by pests and be unsafe to eat. Pests include mice, rats, cockroaches, flies, ants, birds, beetles and weevils.
- Controlling pests and throwing out contaminated food can be costly for the business.

Support programs

#6 Pest control



Tips

- Safely position ultraviolet insect killers. These should not be located above food preparation benches.
- Label bait stations with the date of service and secure them to the ground.
- Use a diary or create a log sheet to record what bait was used and note any pest activity and areas that need to be cleaned or repaired to keep the premises secure from pests.
- Ensure regular pest inspections. Consider hiring a licensed pest controller to visit the premises regularly. Licensed pest controllers must ensure their service complies with legislative requirements and best practice guidelines for the use of pesticide. If you hire a licensed pest controller, ask them for an inspection report. This report should give written results of each visit to the food business premises.
- Protect food from possible contamination if chemicals are used for pest control.

Support programs

#7 Food recalls

Issues

1. The health of the public may be at risk if food recalls are not managed quickly and appropriately. These foods may put people who eat them at risk.

Action recalls	
What can I do?	<ul style="list-style-type: none">• Act immediately and follow instructions given when a food recall occurs.• Know the name and address of the suppliers of all your foods. Record this in your Record 1: My Food Suppliers.• Take recalled goods off the shelf, store them in a segregated area and label them not to be sold. Ensure staff understand food recall procedures.
How can I check?	<ul style="list-style-type: none">• Check that supplier or council instructions have been followed.
What if it is not right?	<ul style="list-style-type: none">• Follow the recall instructions.• Make sure your supplier list is up to date.

Support programs

#7 Food recalls



What are the risks?

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

Support programs

#7 Food recalls



Tips

- If you supply food to other businesses, obtain a copy of the Food Standards Australia New Zealand (FSANZ) food industry recall protocol at: www.foodstandards.gov.au/industry/foodrecalls/.
- Subscribe to FSANZ on their website to receive information on food recalls from their website www.foodstandards.gov.au/industry/foodrecalls/.
- Keep invoices or delivery dockets that contain a prescribed name or description of the food, batch numbers, date markers or other information, wherever possible.
- When you receive a food recall notice, take immediate action to remove food from use or display in your business.
- Follow all other instructions given by the supplier or the local council.

Support programs

#8 Time control

Issues

1. Growth of food poisoning bacteria from food being in the temperature danger zone of 5 °C to 60 °C.

Time control

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

Support programs

#8 Time control



Required records

4. How I use the 2 hour/4 hour rule for high-risk food

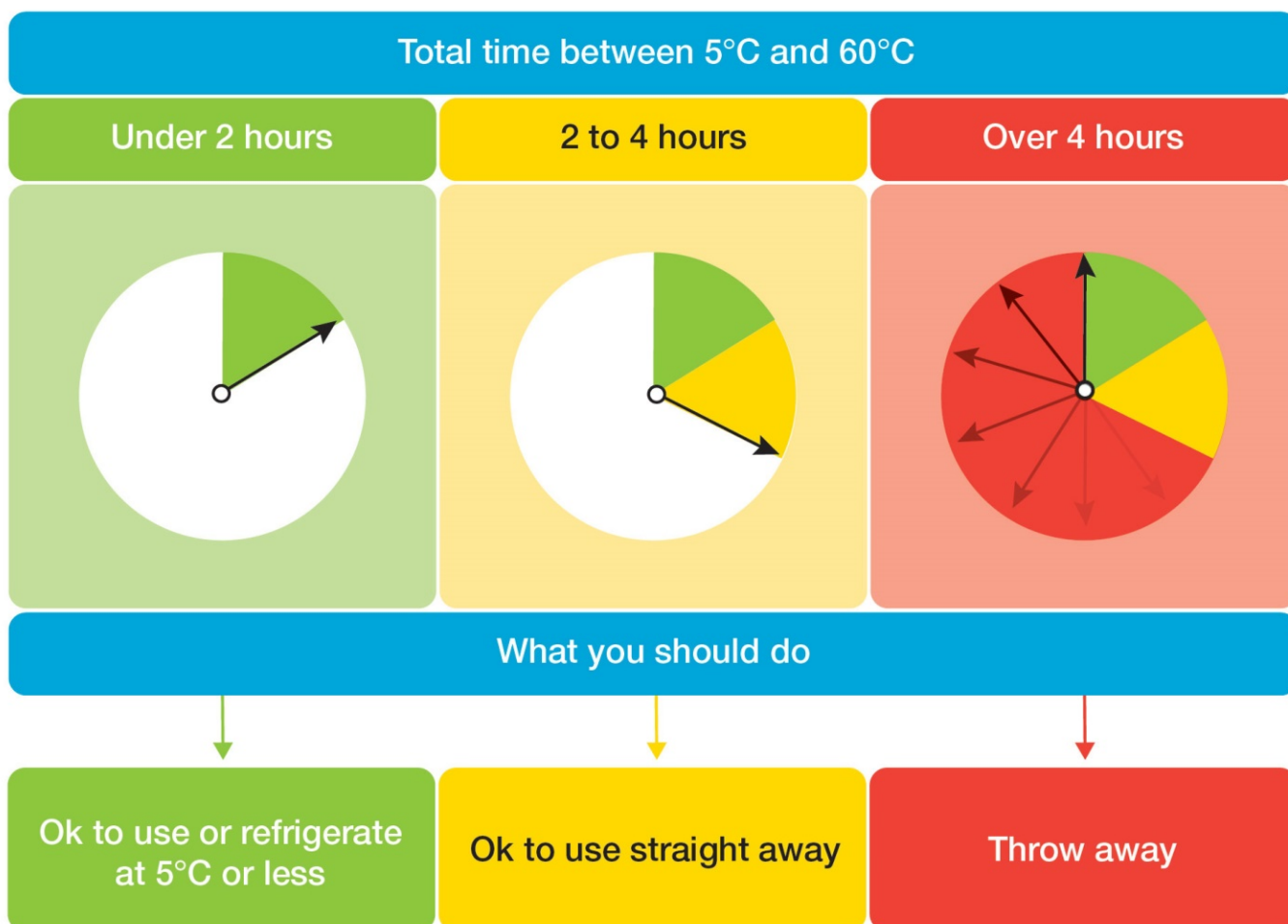
To check

If high-risk food, that is kept out of temperature control, is safe

How often

Write down your usual practice. Update it if your practice changes.

How to complete this record



The total time includes all the time the food has been at room temperature. For example, during delivery, display, preparation and transportation. Make sure you and your staff understand how you are using this practice.

Example practice 1:

Support programs

#8 Time control

Premises: Bean and Gone Café

1. Sandwiches are prepared daily between 10.30 and 11.30am.
2. They are put on display until 2.30pm – total time out of refrigeration is four hours.
3. At 2.30pm all left over sandwiches are thrown out.

Example practice 2:

Premises: Big Belly Buffet Restaurant

Monday to Saturday

1. Freshly cooked food is transferred to the bain-marie daily at 11.50am for lunch service – food is held at 50 °C.
2. All food is brought back to the kitchen at 2.30 pm.
3. As the food has been in the temperature danger zone of 5 °C to 60 °C for longer than two hours, it is either used immediately (some staff eat it for lunch before the four-hour mark is reached) or it is thrown out.

Sunday

1. Freshly cooked food is transferred to the bain-marie daily at 11.50am for lunch service – food is held at 50 °C.
2. Leftover food is brought back into the kitchen after lunch service at 1.30pm where it cooled rapidly in shallow containers in the refrigerator for use the next day.

Note: In Example practice 2, the one hour and 40 minutes that the food is held in the bain-marie on Sunday is part of the total amount of time the food can be held in the temperature danger zone the next day. That is, on Monday, after reheating to over 75 °C, the food can be displayed for two hours and 20 minutes before being thrown out. The total time in which the food is kept in the temperature danger zone is four hours.

Support programs

#8 Time control



What are the risks?

- Bacteria can multiply rapidly in food held at room temperature (that is in the temperature danger zone of 5 °C to 60 °C).
- This can cause gastro-type illnesses. Both time and temperature contribute to bacteria growth.
- Even food which looks safe and has no off odour, smell or taste can be very unsafe to eat.
- 'Best-before' and 'use-by' dates on cooked, ready-to-eat and high-risk foods will be void if the food is not kept at the recommended storage temperature.
- If your business has not stored the food as directed, you will be legally at fault if the food becomes unsafe.

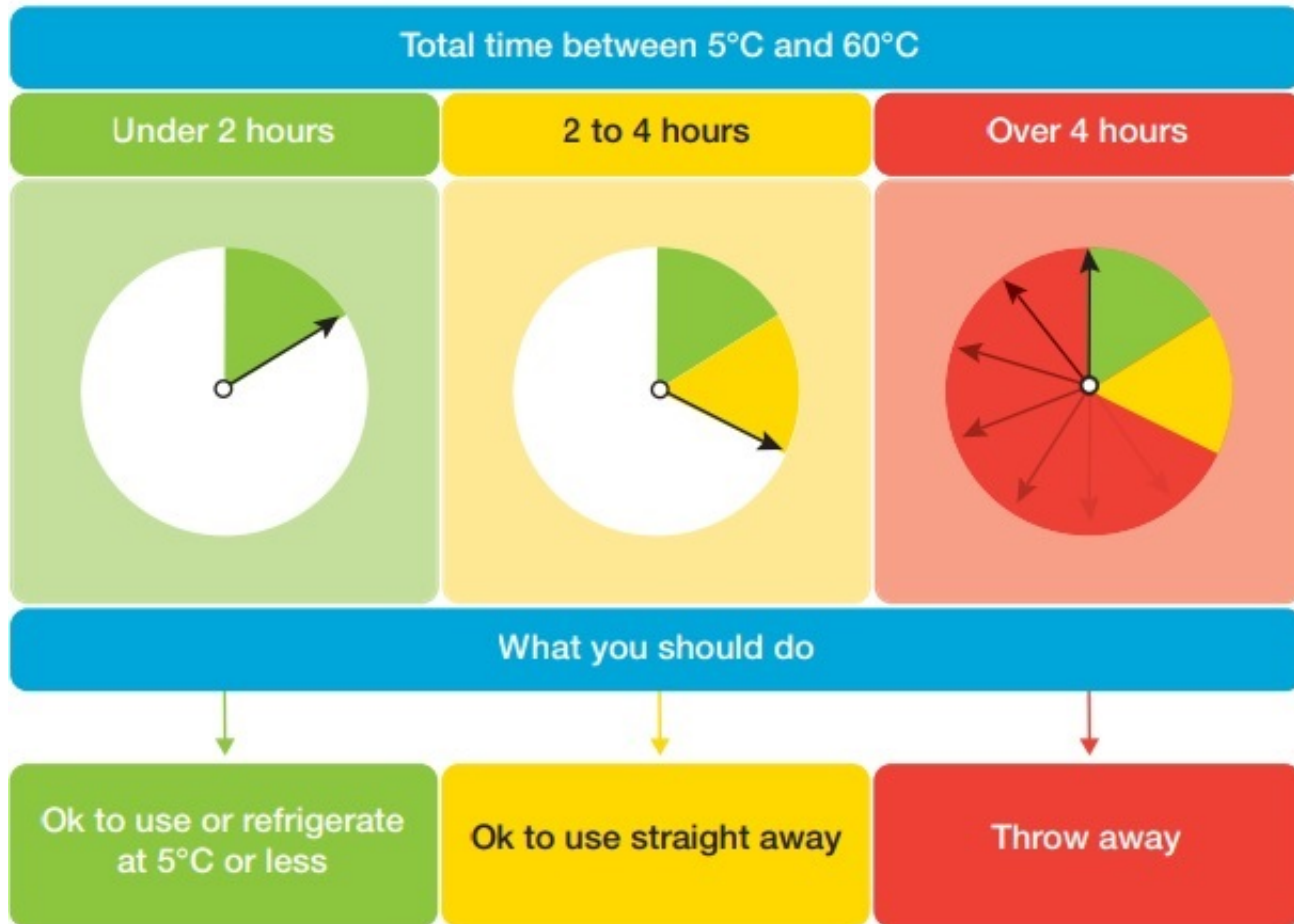
What is the 2 hour/4 hour rule?

The 2 hour/4 hour rule uses time and temperature control to keep food safe by monitoring the time that high-risk food spends in the temperature danger zone of 5°C to 60°C.

If you are using the 2 hour/4 hour rule in your business, follow the steps below:

Support programs

#8 Time control



The total time includes all the time the food has been at room temperature, for example during delivery, display, preparation and transportation.

Before using this rule, check:

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

Support programs

#8 Time control



Tips

- Place a label on the food or the tray to record the time it spends at room temperature.
- When preparing raw high-risk food for cooking, make sure that the time it is held at room temperature is kept to a minimum. Return food to the refrigerator during delays.

Support programs

#9 Waste disposal

Issues

1. The health of the public may be at risk if waste disposal is not managed appropriately.

Control waste

What can I do?	<ul style="list-style-type: none"> • Manage waste food. • Separate waste food from foods to be used for human consumption. • Dispose of all food that: <ul style="list-style-type: none"> ◦ has been served to a customer and not eaten ◦ has been held in hot storage for longer than six hours, and you suspect that it is unsafe to consume ◦ is past its 'use-by' or 'best-before' date ◦ you suspect may have been contaminated by pests, dirt, dust or cleaning chemicals ◦ you are required to dispose of under an order or as a result of a food recall. • Clean and sanitise waste food areas. • Use signage that makes it clear where waste is to be disposed of.
How can I check?	<ul style="list-style-type: none"> • Check that staff are disposing of food that should not be used or served to customers. • Regularly inspect waste storage areas.
What if it is not right?	<ul style="list-style-type: none"> • Take corrective action by fixing the problems you have identified.

Support programs

#9 Waste disposal



What are the risks?

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

Support programs

#9 Waste disposal



Tips

- Place waste disposal bins conveniently around the food preparation area.
- Clearly label waste disposal bins to make them clearly distinguishable from food storage containers.
- Use plastic bin liners in waste disposal bins in food preparation areas.
- Regularly empty rubbish bins in food preparation areas to avoid over-filling or spillages.
- Tie all bin liners before placing them in waste disposal storage.
- Clean waste disposal bins in preparation areas on a daily basis and leave overnight to air dry.
- Clearly identify the waste disposal storage area, and regularly clean it.
- Ensure regular collection of waste from your premises.

Your records



Required records

0. Foodsmart Food Safety Program Records

To check

Refer to instructions in each record.

How often

Refer to instructions in each record.

How to complete this record

About the FoodSmart Records Section

Make copies of the blank records to use. You can do this by photocopying the records or printing them from the Records section your FoodSmart Food Safety Program.

If the format of the records provided in the FoodSmart Food Safety Program do not suit your business, you can design your own.

This might include setting out the information differently. If you use an alternative record, you must make sure that:

- You collect the same information as the example records(s) you are replacing.
- Your written records are in English.
- If using remote IT systems to monitor cold storage, discuss this with your local council environmental health officer.

Keep your completed records onsite at your business as they must be available if requested by an authorised officer, eg council environmental health officer. The food safety supervisor of the business will also need to regularly review the records.

All completed records must be kept for 2 years from the date of making the record.

Your records



Required records

1. My food suppliers

To check

All my suppliers

How often

It must be up to date. Ensure it includes current suppliers and also all your suppliers for the previous two years.

The minimum information required for this record is:

- An up-to-date list of your current food suppliers and also all your suppliers for the previous two years. It must include the supplier's:
 - trading name
 - business address
 - contact phone number

If you pick food up from a supplier they must also be included in this record.

You can keep this information in any way you like as long as your local council environmental health officer can see it on request and your staff can access it in your absence.

Use the attachments below if you do not already have this information in your existing records. If you have received this record template as part of your FoodSmart food safety program, you can upload your own record template into your FoodSmart food safety program via the upload button below.

If you have accessed this record template from the 'Record keeping' menu above, without logging into the FoodSmart system, you will only be able to download this record template.

How to complete this record

This is an example of how you should fill in Record 1: My food suppliers.

Trading name	Business address	Contact phone number
J. Smith Smallgoods	999 Street st Suburb, Victoria	9999 2000
Green Grocers	333 street st Suburb, Victoria	9999 3000
.....

Trading name	Business address	Contact phone number

Your records



Required records

2. My temperature checks of food in cold or hot storage

To check

The temperature of high risk food.

How often

Check and record the temperature at least once a day of a high-risk food that is kept in each freezer, refrigerator and cool room.

The minimum information required for this record is:

- Details to clearly identify which hot or cold unit the record is for.
- The date the temperature was taken.
- Temperature of food. Cold food must be kept at 5 °C or less, frozen food at -15 °C or colder, and hot food at 60 °C or hotter. Vary the items checked over the course of the week. The thermometer used must be an calibrated probe-type thermometer accurate to +/-1 °C. Refer to **Record 5: My probe thermometer accuracy checks** on how to calibrate your thermometer.
- Any corrective action that you have taken.
- If you are keeping the record for more than one location, make sure it is clear which premises, van, stall or off-site location it relates to.

You can choose the way you keep this information, such as in the record below, in your daily business diary, or somewhere that the information can be retrieved quickly, if requested. Use the attachment below if you do not already have this information in existing records. If you have received this record template as part of your FoodSmart food safety program, you can upload your own record template into your FoodSmart food safety program via the upload button below.

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How to complete this record

Example 1

Your records

Premises:	City Restaurant	
Unit name:	Cool room	
Week starting: 13/07/2014	Temperature of food (1 x item)	Corrective action taken if temperature is wrong. Cold food must be kept at 5°C or less and hot food at 60°C or hotter.
Sunday	3°C	
Monday	4°C	
Tuesday	5°C	
Wednesday	4°C	
Thursday	6°C	Temperature adjusted
Friday	4°C	
Saturday	5°C	

Example 2

Premises:	Food van (Rego: TVL 341)	
Unit name:	Food van fridge	
Week starting: 13/07/2014	Temperature of food (1 x item)	Corrective action taken if temperature is wrong. Cold food must be kept at 5°C or less and hot food at 60°C or hotter.
Sunday	10°C	Fixed by technician
Monday	4°C	
Tuesday	5°C	
Wednesday	4°C	
Thursday	6°C	Temperature adjusted
Friday	4°C	
Saturday	5°C	

Example 3

Your records

Premises:	Stall or marquee	
Unit name:	Pie warmer	
Week starting: 13/07/2014	Temperature of food (1 x item)	Corrective action taken if temperature is wrong. Cold food must be kept at 5°C or less and hot food at 60°C or hotter.
Sunday	N/A	
Monday	N/A	
Tuesday	N/A	
Wednesday	N/A	
Thursday	52°C	Pies microwaved and returned to the warmer. Core temperature is now 76°C. Updated practice communicated to all staff.
Friday	64°C	
Saturday	65°C	

Example 4

Premises:	Catering set up for parties	
Unit name:	Soup tureen	
Week starting: 13/07/2014	Temperature of food (1 x item)	Corrective action taken (if temperature wrong)
Sunday	N/A	
Monday	N/A	
Tuesday	N/A	
Wednesday	N/A	
Thursday	22°C	
Friday	72°C	
Saturday	66°C	

Premises		
Unit name		
Week starting		
Day	Temperature of one food item	Corrective action take if temperature is wrong
Sunday		
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		

Your records



Required records

3. My cooking temperature checks

To check

To check that the cooking temperature reaches 75 °C or above

How often

At least once a month

The minimum information required for this record is:

- date
- the food item - vary the items checked over the course of the year. Whole cuts of fish or steak can be cooked to preference and do not need to reach a core temperature of 75 °C. If all of the food you cook is fried, you do not need to conduct this check or complete the record
- temperature - **high-risk food must be cooked to at least 75 °C to be safe**
- any corrective action taken to ensure food reaches more than 75 °C
- if you are keeping the record for more than one location, make sure it is clear which premises, van, stall or off site location it relates to.

The thermometer used must be an calibrated probe-type thermometer accurate to +/-1 °C. Refer to **Record 5: My probe thermometer accuracy check** on how to calibrate your thermometer.

You can choose the way you keep this information, such as in the record below, in your daily business diary, or somewhere that the information can be retrieved quickly, if requested. Use the attachments below if you do not already have this information in existing records. If you have received this record template as part of your FoodSmart food safety program, you can upload your own record template into your FoodSmart food safety program via the upload button below.

If you have accessed this record template from the 'Record keeping' menu above, without logging into the FoodSmart system, you will only be able to download this record template.

Whole cuts of fish or steak can be cooked to preference and do not need to reach a core temperature of 75 °C.

Your records

How to complete this record

High risk food must be cooked to at least 75°C to be safe.

Premises:	Restaurant		
Date	Menu item to verify cooking temperature	Internal cooking temperature reached is greater than 75°C (✓ or ✗)	Any changes to cooking practice to reach greater than 75°C
21/10/2014	Beef rendang curry	✗	If 10L pot used then cook for 2 hours, recipe card updated to show this.
21/11/2014	Chicken casserole	✓	N/A

Premises:			
Date	Menu item to verify cooking temperature	Internal cooking temperature reached is greater than 75 °C (✓ or ✗)	Any changes to cooking practice to reach greater than 75 °C

Your records



Required records

4. How I use the 2 hour/4 hour rule for high-risk food

To check

If high-risk food, that is kept out of temperature control, is safe

How often

Write down your usual practice. Update it if your practice changes.

Minimum information required for this record:

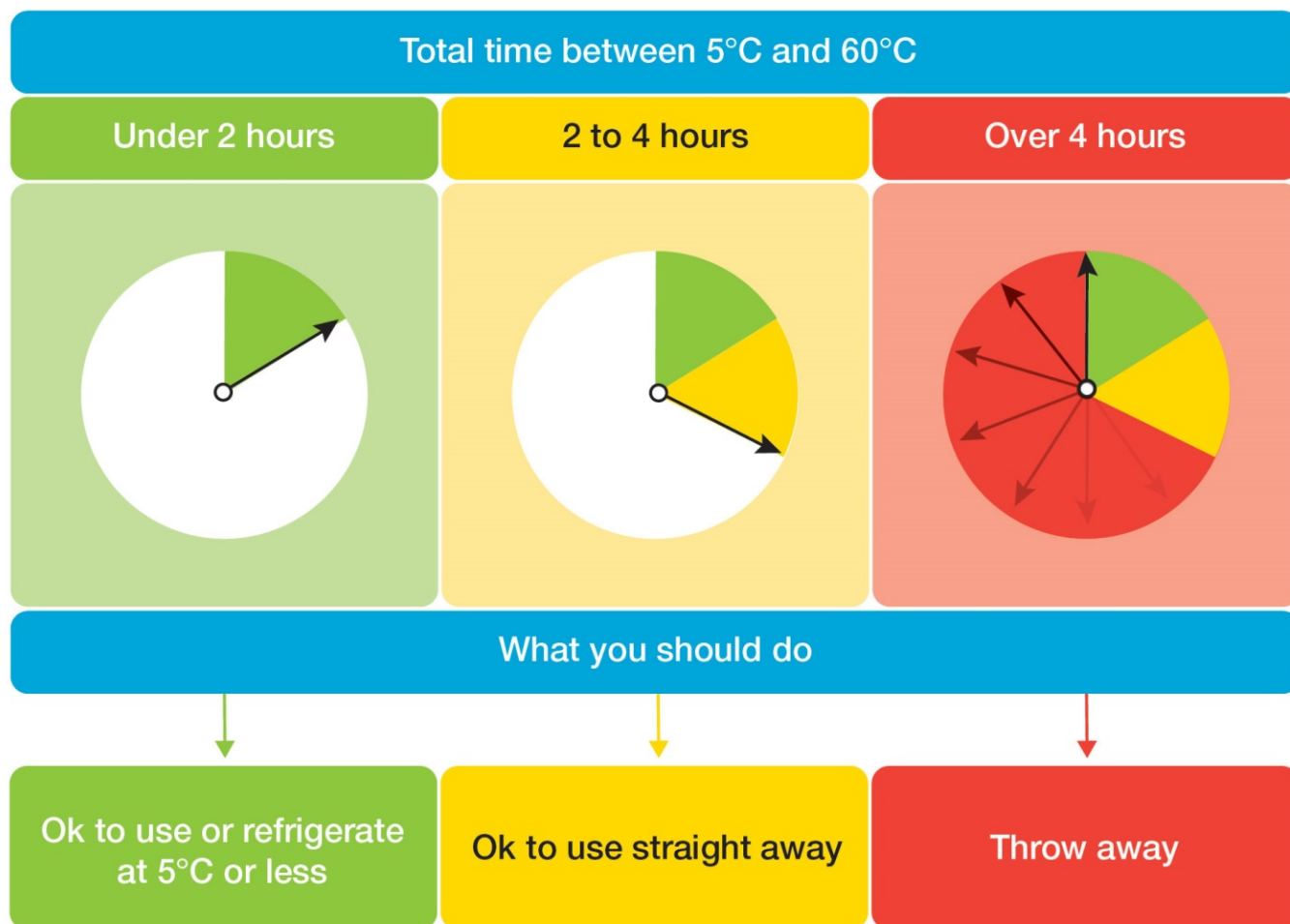
- If you keep high-risk food on display in the temperature danger zone of 5 °C to 60 °C, write down your usual practice for using the 2 hour/4 hour rule. See diagram and examples below.
- If you are keeping this record for more than one location, make sure it is clear which premises, van, stall or off-site location it relates to.

Use the attachments below if you do not already have this information in existing records. If you have received this record template as part of your FoodSmart food safety program, you can upload your own record template into your FoodSmart food safety program via the upload button below.

If you have accessed this record template from the 'Record keeping' menu above, without logging into the FoodSmart system, you will only be able to download this record template.

How to complete this record

Your records



The total time includes all the time the food has been at room temperature. For example, during delivery, display, preparation and transportation. Make sure you and your staff understand how you are using this practice.

Example practice 1:

Premises: Bean and Gone Café

1. Sandwiches are prepared daily between 10.30 and 11.30am.
2. They are put on display until 2.30pm – total time out of refrigeration is four hours.
3. At 2.30pm all left over sandwiches are thrown out.

Example practice 2:

Premises: Big Belly Buffet Restaurant

Monday to Saturday

1. Freshly cooked food is transferred to the bain-marie daily at 11.50am for lunch service – food is held at 50 °C.
2. All food is brought back to the kitchen at 2.30 pm.
3. As the food has been in the temperature danger zone of 5 °C to 60 °C for longer than two hours, it is either

Your records

used immediately (some staff eat it for lunch before the four-hour mark is reached) or it is thrown out.

Sunday

1. Freshly cooked food is transferred to the bain-marie daily at 11.50am for lunch service – food is held at 50 °C.
2. Leftover food is brought back into the kitchen after lunch service at 1.30pm where it cooled rapidly in shallow containers in the refrigerator for use the next day.

Note: In Example practice 2, the one hour and 40 minutes that the food is held in the bain-marie on Sunday is part of the total amount of time the food can be held in the temperature danger zone the next day. That is, on Monday, after reheating to over 75 °C, the food can be displayed for two hours and 20 minutes before being thrown out. The total time in which the food is kept in the temperature danger zone is four hours.

Your practice: Time and temperature control (2 hour/4 hour rule)

Write down your usual practice here for using the 2 hour/4 hour rule.

Your records



Required records

5. My probe thermometer accuracy checks

To check

Thermometer accuracy

How often

Annually

Minimum information required for this record:

- date
- thermometer ID, if you have more than one, name it, for example T1, T2, T3 and label it
- temperature the thermometer displays
- any corrective action taken if the temperature displayed is incorrect

The thermometer used must be a probe-type thermometer accurate to $\pm 1^{\circ}\text{C}$.

You can choose the way you keep this information, such as in the record below, in your daily business diary, or somewhere that the information can be retrieved quickly, if requested. Use the attachments below if you do not already have this information in existing records. If you have received this record template as part of your FoodSmart food safety program, you can upload your own record template into your FoodSmart food safety program via the upload button below.

If you have accessed this record template from the 'Record keeping' menu above, without logging into the FoodSmart system, you will only be able to download this record template.

How to complete this record

Date	Thermometer ID If you have more than one, name it, e.g. T1, T2, T3, and label it	Temperature $^{\circ}\text{C}$ ice water Temperature that the thermometer displays	Temperature $^{\circ}\text{C}$ boiling water Temperature that the thermometer displays	Corrective action (if temperature wrong) Record the action taken to fix problem
01/10/2013	T1	0°C	97°C	New thermometer purchased.
01/10/2013	T2 (used in food van)	0°C	99°C	N/A

Detailed below are instructions on how to complete accuracy checks. If you measure the temperature of:

- hot food, complete the boiling water check
- cold food, complete the ice water check

Your records

- both hot and cold food, complete both checks.

Ice water check

1. Mix ice and water in a container. Let it sit for a few minutes. This will chill the water to 0 °C.
2. Insert the thermometer for at least 10 seconds until the reading is stable.
3. An accurate thermometer will show a temperature between -1 °C and +1 °C.
4. If it shows a temperature greater or less than -1 °C and + 1 °C, the thermometer is inaccurate and needs to be replaced immediately.

Boiling water check

1. Boil some water.
2. Insert the thermometer for at least 10 seconds until the reading is stable.
3. An accurate thermometer will show a temperature between 99 °C and 101 °C.
4. If it shows a temperature greater or less than 99 °C and 101 °C, the thermometer is inaccurate and needs to be replaced immediately.

Date	Thermometer ID If you have more than one, name it, for example T1, T2, T3 and label it	Temperature °C ice water Temperature that the thermometer displays	Temperature °C boiling water Temperature that the thermometer displays	Corrective action (if temperature wrong) Record the action taken to fix problem