Food Safety Program Template

for Retail and Food Service Businesses (edition 1.1)

Victoria
The Place To Be

Food Safety Program Template for Food Service and Retail Businesses

Table of contents

Introduction

In Australia every year, more than 7,000,000 people get sick from the food they eat, which makes food safety one of the most important issues for any Government.

Victoria is lucky that we have a very good history when it comes to safe food. We have a high quality food supply, a good transport system and well trained food handlers. These advantages don't mean that we can forget about improving our efforts in making food even safer.

The Victorian Government has joined with the other Australian States and Territories in a joint approach to making food safer. One of the most important parts of this approach is that all food businesses need to have a Food Safety Program.

A Food Safety Program is a document which shows what steps you and your business are taking to make sure that all the food you sell is safe.

Having a Food Safety Program not only means that you will comply with the Victorian food laws, it will also help you run your business better.

The laws were written after the Victorian Government spoke to hundreds of food businesses, local government, charities and other interested people to find out the best way of making sure that the food that Victorians eat is as safe as it can be.

The laws let most businesses choose between writing a Food Safety Program specially for your business or using a book like this one, called a template, to write a Food Safety Program which has already been approved by the Government. You should check with your local Council whether you are permitted to use a template. You will also need to check whether the things you do in your business mean that you must also comply with other relevant legislation.

The book you are now reading is a simple guide targeted at food service and retail businesses to write and then implement a Food Safety Program. In it there are a number of sections. Some of them will apply to what you do in your business, and some won't.

All you need to do is work out which sections apply to what you do in your business, fill them in, then put them together to make your own Food Safety Program, and send a copy to your Council.

But that's just the start. Now that you have done all the hard work, it's time to use your Food Safety Program to help you run your business by implementing all the actions.

If you have ever had any food go bad while it's been in your business, you'll know how much that can cost. But who should pay? Was the food already bad when it arrived? Perhaps your fridge was too warm.

Using your Food Safety Program will not only help you make your food safer, it will also help you work out why things like this happen. You can show your customers why they should shop with you. You can improve your reputation with your customers for selling safe food.

Now, have a look at the rest of the template, beginning on the next page, which tells you how to use this book. Then you can begin to improve your business, and meet the food safety laws.

Good Luck!

How to use this book

Your Food Safety Program

This book is in the form of a template. This means that you can take the parts which apply to your business and the activities that go on in your business, and not use the rest.

There are five easy steps for you to follow to create a Food Safety Program.

1. Begin by filling in the questions about your business on page 9, its name, address and so on.

2. Tick 'yes' or 'no' to the questions on page 10 about the sorts of activities that go on in your business. These questions are easy but they will help you work out which sections of the Template to use.

3. Now take those sections that have a tick in the 'yes' column, and put them together.

4. Finally, read the support programs. You will need to make sure these are followed by everyone in your business so that everyone does what they need to do to make food safe. Choose the records you need to keep to prove that you're doing everything right.

5. Photocopy all the pages, keeping one for your business and one for your local Council. You need to keep a copy of your Food Safety Program at your business at all times… it's not only a legal requirement, but you'll need to look at it from time to time to make sure everything is still being done correctly.

It's that easy!

Implementing your Food Safety Program

Once you have a Food Safety Program, you will need to implement all the instructions and use it in your business to help improve your food safety. This means that you have to follow all the applicable points on the hazard pages and support programs and write some things down on the record sheets.

In this book, there are forms which you can photocopy and use to keep your records. Put these records in the same folder as your Food Safety Program otherwise you can develop your own records as long as they contain the information required by this template.

Your Food Safety Program needs to be reviewed regularly so that it reflects the activities and processes of your business. If there are any changes in your business processes that change your template you'll need to tell your local Council.

Other information and regulations

All businesses can benefit from reading *Safe Food Australia* which has information about Australia's new Food Safety Standards. You can get this book from FSANZ's website: www.foodstandards.gov.au

If your business sells, transports or prepares mainly meat (like a butcher) or seafood (like a fishmonger) then you should be registered with Primesafe (they can be contacted on 9685 7333).

If your business sells, makes, transports or prepares mainly dairy products (like a dairy or cheesemaker), then you should be registered with Dairy Food Safety Victoria (they can be contacted on 9810 5900 or at their website www.dairysafe.vic.gov.au).

However, if you run a butchers operation within a mixed premises, e.g. a supermarket, you still need to registered with your local Council under the *Food Act,* but you will need to read and comply with the *Victorian Standard for the Hygienic Production of Meat at Retail Premises* (November 1988) which you can get from Primesafe (they can be contacted on 9685 7333).

Where can I get help?

If you need help with any part of the process of putting a Food Safety Program together, there are a number of places you can ask for help.

First you can speak with an Environmental Health Officer at your local Council. They understand your business and can help answer your questions.

Second, there is a dedicated Template Assistance Hotline (Ph: 1300 888 498)

Third, many Industry Associations have experts who you can speak with. Look in the *Yellow Pages* under 'Industry Associations'.

Part 1 Business details

About your business

This is Department of Human Services Registered Food Safety Program Template no 1

What is your Council registration number? (This will be on your Council registration certificate)	
What is the name of the owner of the business?	
How long has the owner owned the business?	
What is the name of the business?	
What is the address of the business?	
What is the postcode of the business?	
What is the telephone number of the business?	
What is the email address of the business?	
What sort of a business is it? (For example, fruit shop, restaurant, café, deli, supermarket, manufacturer)	
What is the name of the council the business is in?	
What is the name of the Manager of the business? (If different from the name of the owner)	
What is the name of the Food Safety Supervisor of the business? (See page 53)	

I _____ (proprietor) declare that my business will adhere to this Food Safety Program and all its components by implementing all the instructions listed in each selected section, and completing all records required.

Signed: _____   Date: _____

What activities happen at the business?

Read each of the questions carefully. Answer all the questions by ticking either 'yes' or 'no'. When you have answered all the questions you can remove the corresponding sections marked 'no' and put them in the back of the folder marked 'Unused Section'. Keep these sections in case you need them later.

Question	Yes	If 'yes' use section	No
Purchasing & receiving			
Do you buy food from other businesses?		1	
Do you buy food from other businesses and deliver it yourself to your premises?		12	
Do you buy food from other businesses and have it delivered to your premises?		1	
Storage			
Do you store dry food?		2a	
Do you store cold food?		2b	
Do you store frozen food?		2c	
Do you thaw frozen food ?		3	
Preparation			
Do you prepare food?		4	
Do you prepare food and store it to be used later that day or on another day?		7	
Do you prepare food that is transported somewhere else for sale or consumption?		12	
Cooking			
Do you cook food?		4 & 5	
Do you cook food and hold it under hot storage? for example, warming in a pot on a stove, store it in insulated containers		9	
Cooling			
Do you cook food, cool it and store it to be used later that day or on another day?		6	
Reheating			
Do you reheat food that has already been cooked?		8	
If you reheat food, is it held under hot storage? for example, in a bain marie or pie warmer		9	
Display and serving			
Do you display food?		10a	
Do you serve food?		10a	
Are customers able to help themselves?		10b	

Question	Yes	If 'yes' use section	No
Food packaging			
Do you wrap or package food for customers to take away? for example, takeaway or home delivery, wrapping deli products		11	
Do you wrap, package, or repackage food within your business? for example, slice a leg of ham, repackage and store in cool-room to use later?		11	
Transportation			
Do you transport or deliver food?		12	
Specific foods			
Do you prepare food from rotating spits? for example, kebabs		Supplement A	
Do you prepare sushi? for example, nori rolls and/or nigiri pieces		Supplement B1	
Do you receive sushi? for example, nori rolls and/or nigiri pieces		Supplement B2	
Do you display sushi? for example, nori rolls and/or nigiri pieces		Supplement B3	
Do you prepare and sell chinese style roast duck?		Supplement C1	
Do you prepare and sell chinese style chicken?		Supplement C2	
Do you prepare and sell chinese style roast/BBQ pork?		Supplement C3	

If you require a supplement please visit the Food Safety website (www.foodsafety.vic.gov.au) and download the relevant supplements free of charge. Alternatively, you can contact the DHS Food Safety Unit on 1300 364 352 and arrange for a supplement to be mailed to you.

Have you read
'How to use this Book'
(p6) yet?

Part 2 Hazard sections

What do I need to do?

This part of the book contains the sections that describe the activities which may occur in your business. Answering the questions on the previous page will help you identify which of these sections you need.

Step 1

Select the sections that correspond to your 'yes' answers to the questions on page 10.

Take out any sections you answered 'no' to and put them in the section named 'Unused Sections' at the back of the book. (If your business changes, you might need to use them in the future).

Step 2

Each section contains information that explains how you can **prevent, control** and **monitor** possible problems (hazards) in your business, identified by the activities you do.

What do I need to check? – This is how you will prevent a problem (hazard) occurring.

Why do I need to check these? – This explains what can happen if the checks aren't done properly.

How do I avoid these problems? – This explains what you can do to stop the problems from happening.

What do I do if something goes wrong? – This is what you need to do if things go wrong.

Here are the records you need to keep for this section – Some of the sections require you to write down some details so that you can keep track of a process or hazard. This section refers you to the page that has the record to write the details in. Not all sections need to have a record. There are also boxes which you can use to write down **extra** things you do to avoid problems and what **extra** things you do if something goes wrong. (You only have to write in these boxes **if you do something more** than is already in the section)

Activity checklist

If you have this activity	Then use this section	On page
Purchasing and receiving goods	Section 1	15
Dry storage	Section 2A	17
Cold storage	Section 2B	19
Frozen storage	Section 2C	21
Thawing frozen Food	Section 3	23
Preparation	Section 4	25
Cooking food	Section 5	29
Cooling hot food	Section 6	31
Cold holding – prepared food	Section 7	33
Reheating prepared food	Section 8	35
Hot holding – prepared food	Section 9	37
Serving and displaying food	Section 10A	39
Self-service	Section 10B	41
Food packaging	Section 11	43
Transporting food	Section 12	45

Section 1
Purchasing and receiving goods

If someone gets sick after eating your food, it may be hard to prove that it wasn't your fault if you didn't check the ingredients. You should check all food you buy or receive from a supplier to protect yourself.

It's a good idea to check food when you buy it. You need to know whether you are getting what you paid for. You need to know that it is in good condition, with enough time to sell or use it before the 'best before' or 'use-by' date.

Most importantly for food safety, some food needs to **always** be at the right temperature to keep it safe. These foods are called 'High Risk Foods'. The right temperature means 5°C or colder for cold food or, 60°C or hotter for hot food. An employee of the business needs to be there when the goods are delivered to carry out the checks.

'High Risk Foods' includes meat, seafood, poultry, eggs, dairy products and smallgoods, or foods which contain these foods, for example: sandwiches, quiche and prepared salads.

What do I need to check?

- For a new supplier check and record the temperature of **all** deliveries of High Risk Foods using a thermometer, until you are confident the supplier is delivering correctly. If the cold food is always 5°C or colder and the hot food is always 60°C or hotter, then check as though the supplier is an **existing** supplier (see next point).

- For all **existing** suppliers of High Risk Foods check and record at least 1 in every 5 deliveries with a thermometer. You need to check a sample of items within this 1 delivery.

- Check that frozen foods are frozen hard.

- Check that packaging isn't damaged.

- Check that all products are within their 'best before' or 'use-by' date.

- Check that all products are properly labelled with the name and address of the manufacturer and a batch code or a date code.

- Check that there are no insects, insect eggs or other things that should not be on food such as dirt, glass and stones.

- Check that the driver and the truck is clean, and isn't carrying chemicals in the same area as the food.

Why do I need to check these?

- High Risk Foods which are delivered at the wrong temperature can allow bacteria to multiply. This can reduce shelf life and cause food poisoning.

- Damaged packaging may let germs onto the food, or might be a sign that insects, mice or rats have been able to eat or contaminate the food inside.

- Food past its 'best before' or 'use-by' date can affect other food if it used as an ingredient.

- A label will help you identify the food in case it is recalled.

Section 1
Purchasing and receiving goods continued

- Pests can carry disease and insects can eat or lay their eggs in other food.
- Foods which are stored near chemicals can become unsafe or change their flavour.

How do I avoid these problems?

- Only buy from reliable suppliers.
- Write to your suppliers with the conditions you want the food to be delivered in.
- Put all deliveries into the right type of storage as soon as you can.
- Check all suppliers and keep good records.

What do I do if something goes wrong?

- Reject High Risk Foods which are delivered at the wrong temperature:
  - Cold deliveries need to be 5°C or colder, unless you can be confident that the food has been in the Temperature Danger Zone of between 5°C and 60°C for less than two (2) hours.
  - Frozen deliveries need to be hard frozen.
  - Hot deliveries need to be at least 60°C or hotter, unless you can be confident that the food has been in the Temperature Danger Zone of between 5°C and 60°C for less than two (2) hours.
- Reject products in damaged packaging.
- Reject goods which don't have the name and address of the supplier and a date or batch code.
- Reject deliveries if the inside of the delivery vehicle is dirty or is carrying chemicals together with the food.
- Reject suppliers which can't or won't provide food in the way you want.

Here are extra things I do to avoid problems:

_____

_____

_____

Here are extra things I would do if something goes wrong:

_____

_____

_____

Here are the records you must keep for this section

- Record No. 1 – Approved Food Suppliers List on page 67.
- Record No. 2 – Goods Receiving Form on page 69.

Section 2A
Dry storage

Storing dry products properly can ensure that they are usable when you need them. Examples of dry products include: cereals, flour, rice, fruit and vegetables, tinned products and packaged foods that do not require temperature control.

What do I need to check?

- Look for signs of pest activity where you store dry products: for example; droppings, eggs, webs, feathers and smells.
- Check that your dry storage area is cleaned properly.
- Check that you use the oldest stock first and that it is still within 'best before' or 'use-by' dates.
- Check that packaging is not damaged.
- Check that chemicals, like cleaning products are stored away from food.
- Check that all food is stored off the floor.

Why do I need to check these?

- Insects and animal pests can contaminate or eat food.
- Pests can breed in unclean storage areas.
- Bacteria can multiply in old stock.
- Damaged packaging can let pests into food.
- Foods which are stored near chemicals can become unsafe or change their flavour.
- Storing food on the floor can make it easier for pests to contaminate it.

How do I avoid these problems?

- Make it hard for pests to get into storage areas– Get a pest controller to help.
- Put packaged products into clean foodgrade containers or reseal the container or package.
- Store food off the floor so you can clean around it.
- Keep the storage area clean.
- Don't crowd the storage area. This will make it easier to keep the area clean.
- Make sure food does not stay in storage too long by using the oldest stock first. This is called *stock rotation*.
- Make sure that packaging isn't damaged.
- Store food in accordance with manufacturer's specifications.

Section 2A
Dry storage continued

What do I do if something goes wrong?

- Throw away food which has signs of pest activity, for example, droppings, eggs, webs, feathers and smells.

- Throw away contaminated food or food that has been identified as unsafe or unsuitable.

- Check your storage area regularly, and throw away food past its 'best before' or 'use-by' date.

- Throw away food with damaged packaging.

Here are extra things I do to avoid problems:

_____

_____

_____

Here are extra things I would do if something goes wrong:

_____

_____

_____

Here are the records you must keep for this section

- None

Section 2B
Cold storage

In this age of antibacterial everything, from surface cleaners to cloths, keeping food cold remains one of the best ways of reducing the risk of food poisoning and extending the life of food.

Left unchecked, at the 'wrong temperature', a single bacterium can multiply to more than 2 million after seven hours.

The 'wrong temperature' means within the Temperature Danger Zone of between 5°C and 60°C. This is the temperature range where bacteria multiply most quickly in High Risk Foods. High Risk Foods are meat, seafood, poultry, eggs, dairy products and smallgoods; and foods which contain these foods, for example: quiche, sandwiches and prepared salads. Other foods become High Risk Food when they are cooked, such as rice and pasta.

What do I need to check?

- Store all High Risk Food in cold storage areas like a refrigerator or coolroom.
- Check the temperature inside the refrigerator using a thermometer – it should always be 5°C or colder.
- Where possible, make sure food is stored covered in clean, uncontaminated containers or in a protective covering, like plastic wrapping. It should be clearly labelled and dated with the date it was stored.
- Store food so that the cold air can circulate around it.
- Make sure that raw food is stored away from, and **below** ready to eat food.
- Check the inside of the fridge or coolroom is clean and free from mould.
- Check that water and condensation from other foods will not drip onto the food.
- Never store food on the floor of a coolroom.

Why do I need to check these?

- High Risk Food needs to be stored at 5°C or colder to stop bacteria from multiplying.
- Contaminants can fall into uncovered food.
- Bacteria from raw food can drip onto ready to eat food and contaminate it. This is called 'cross-contamination'.

How do I avoid these problems?

- Make sure that the refrigerator or coolroom can keep food at 5°C or colder, even on the hottest days.
- Don't put too much into the refrigerator or coolroom.
- Cover all food before putting it into the refrigerator or coolroom.
- Store raw food below and away from ready to eat food.
- Store food off the floor.
- Make sure food does not stay in refrigeration too long by using the oldest stock first. This is called 'stock rotation'.
- Don't use food past its 'best before' or 'use-by' date.
- Keep refrigerators and coolrooms clean.
- Adjust the temperature controls and check the temperature again within one hour.

Section 2B
Cold storage continued

What do I do if something goes wrong?

- Call a mechanic if a refrigerator or coolroom can't keep food at 5°C or colder.
- Throw away High Risk Food that has been between 5°C and 60°C for more than four (4) hours.
- Throw away ready to eat food that has been cross contaminated by raw food.
- Check refrigerators and coolrooms regularly, and throw away food past its 'best before' or 'use-by' date.
- Clean refrigerators and coolrooms regularly.
- Throw away contaminated food or food that has been identified as unsafe or unsuitable.
- Have a refrigeration mechanic check and service refrigerators and coolrooms regularly.

Time, temperature and food safety

Bacteria in food can grow to huge numbers if they get conditions that suit them. Ready–to–Eat High Risk Food held at a temperature of between 5°C and 60°C (The Temperature Danger Zone) is the ideal place for bacteria to multiply. When thinking about the safety of food, it is important to remember the two hour/four hour rule:

Ready–to–Eat High Risk Food which has been kept between 5°C and 60°C

- for a total of 4 hours or longer must be thrown out.
- for a total of less than 2 hours must be refrigerated or used immediately;
- for a total of more than 2 hours, but less than 4 hours must be used immediately.

Remember that these times are **cumulative** – each period in the Temperature Danger Zone has to be added up to reach a total time

REMEMBER – IF IN DOUBT– THROW IT OUT!

Here are extra things I do to avoid problems:

_____

_____

_____

Here are extra things I would do if something goes wrong:

_____

_____

_____

Here are the records you must keep for this section

- Record No. 3 - Storage Units Temperature Log on page 71.

Section 2C
Frozen storage

Freezing is an excellent way of keeping High Risk Foods for long periods.

There is a danger that if frozen food is thawed, and then refrozen, bacteria can multiply to huge numbers when the food is thawed a second time. If frozen food begins to thaw, it should be used straight away, and never refrozen. Use the freezer only to store food.

What do I need to check?

- Check the temperature inside the freezer using a thermometer – it should **always** be -15°C or colder (or the food frozen hard) even on the hottest days.
- Make sure food is stored covered in clean, uncontaminated containers. It should be clearly labelled and marked with the date it was frozen.
- Store food so that the cold air can circulate around it.
- Check that freezer thermometers are reading accurately.
- Check that frozen food is frozen hard.
- Never store food on the floor of a freezer room.

Why do I need to check these?

- Frozen food needs to be stored at -15°C or colder (or frozen hard) to stop bacteria from multiplying.
- Contaminant can fall into uncovered food.
- If the temperature rises above -15°C, the food may start to thaw and allow bacteria to multiply.
- Food can become contaminated if not properly wrapped or covered.

How do I avoid these problems?

- Check the temperature of the freezer regularly.
- Check that the freezer always keeps all food frozen hard.
- Make sure that packaging isn't damaged.
- Make sure food does not stay frozen too long by using the older stock first. This is called *stock rotation*.
- Keep freezers clean.

What do I do if something goes wrong?

- Call a refrigeration mechanic if a freezer can't keep -15°C or colder (or the food frozen hard).
- If the freezer stops working properly and food partly thaws, place food in the refrigerator until it is completely thawed, then use as a refrigerated food.
- If food is completely thawed, but is 5°C or colder, place food in the refrigerator and use as a refrigerated food, or use straight away.

Section 2C
Frozen storage continued

- If food has been between 5°C and 60°C for less than four (4) hours, use straight away.
- If you're not sure how long the freezer hasn't been working properly, or you are unsure about the safety of any food, you should throw the food away.
- Throw away contaminated food or food that has been identified as unsafe or unsuitable.
- Check the food in your freezer regularly and throw away food that is past its 'best before' or 'use-by' date.

Here are extra things I do to avoid problems:

_____

_____

_____

Here are extra things I would do if something goes wrong:

_____

_____

_____

Here are the records you must keep for this section

- Record No. 3 – Storage Units Temperature Log on page 71.

Section 3
Thawing frozen food

Thawing food safely is important.

Thawing food safely means you are less likely to have to throw food away. The safest place to thaw frozen food is in the refrigerator or coolroom. Because this will take longer than at room temperature, you'll have to plan ahead. Some food can take as long as one or two days to completely thaw.

Remember to thaw frozen raw food **below** ready to eat food, so that the juices from the thawing food do not fall onto the ready to eat food. This is called *cross-contamination*.

What do I need to check?

- Thaw food in the refrigerator or microwave. If you use a microwave to thaw, use the food immediately after thawing.

- Check that ready to eat foods are protected from cross contamination by thawing foods.

- Food should be covered while thawing and the food or its container should be clearly labelled and dated.

- Food should be completely thawed before cooking.

Why do I need to check these?

- Thawing food out of refrigeration can allow bacteria to multiply.

- The centre of partially frozen food may not cook properly, allowing bacteria to survive.

- Food may become contaminated during thawing.

How do I avoid these problems?

- Plan ahead, and thaw food in the refrigerator or coolroom.

- If you thaw food in a microwave, you must use it immediately.

- Keep all food covered, wrapped or in a container while thawing.

- Never re-freeze thawed food.

- Thaw food below ready-to-eat food.

What do I do if something goes wrong?

- Do not use food until it is completely thawed.

- Throw away food thawed in a microwave that has been left to stand for more than four (4) hours.

- Throw away food that has been thawed uncovered or in damaged packaging.

- Throw away any food that has been frozen more than once.

Section 3
Thawing frozen food continued

Time, temperature and food safety

Bacteria in food can grow to huge numbers if they get conditions that suit them. Ready-to-Eat High Risk Food held at a temperature of between 5°C and 60°C (The Temperature Danger Zone) is the ideal place for bacteria to multiply. When thinking about the safety of food, it is important to remember the two hour/four hour rule:

Ready-to-Eat High Risk Food which has been kept between 5°C and 60°C

- for a total of 4 hours or longer must be thrown out.
- for a total of less than 2 hours must be refrigerated or used immediately;
- for a total of more than 2 hours, but less than 4 hours must be used immediately.

Remember that these times are **cumulative** – each period in the Temperature Danger Zone has to be added up to reach a total time

REMEMBER – IF IN DOUBT– THROW IT OUT!

Here are extra things I do to avoid problems:

_____

_____

_____

Here are extra things I would do if something goes wrong:

_____

_____

_____

Here are the records you must keep for this section

• Record No. 6 - Process Temperature Log on page 77.

Section 4
Preparation

Raw food contains bacteria right from the start, so it's important to follow the steps to stop food poisoning. Preparation means preparing food for cooking, packaging, reheating, serving or transporting.

There are three possible causes of food poisoning:

1. **Biological** – in the right conditions, bacteria will multiply.
2. **Physical** – caused by things which should not be on food, like dirt, hair, glass or stones.
3. **Chemical** – caused by chemicals like, cleaning agents, detergents and pesticides.

By preventing each of these, you can break the food poisoning chain and prevent food poisoning.

What do I need to check?

- Make sure that people who prepare food have the skills and knowledge for the tasks they need to do.
- Check that food preparation surfaces are cleaned and sanitised before you use them.

(Refer to 'Support Program 1' on page 49)

- Only wear or change into clean clothes before touching food.
- Wash your hands properly before touching food. (Read *Personal Hygiene for People Working with Food* which you can get from your local Council for information on washing your hands properly).
- Keep the time that food is out of the refrigerator as short as you can, up to a maximum cumulative total of four hours.
- Check that all equipment and utensils are properly cleaned, sanitised and dry before you use them.
- Make sure that ready to eat food is kept apart from raw ingredients during preparation.

Why do I need to check these?

- Bacteria can be transferred to food from unwashed hands and clothing and contaminate it.
- If food is left too long out of refrigeration, bacteria can multiply and cause food poisoning.
- Bacteria can be transferred to food from equipment and utensils and contaminate it.
- Bacteria on raw food, including food used for garnishing, can contaminate ready to eat food.
- Foreign objects may fall into uncovered food.
- People who do not understand safe food preparation can accidentally contaminate food.

Section 4
Preparation continued

Time, temperature and food safety

Bacteria in food can grow to huge numbers if they get conditions that suit them. Ready-to-Eat High Risk Food held at a temperature of between 5°C and 60°C (The Temperature Danger Zone) is the ideal place for bacteria to multiply. When thinking about the safety of food, it is important to remember the two hour/four hour rule:

Ready-to-Eat High Risk Food which has been kept between 5°C and 60°C

- for a total of 4 hours or longer must be thrown out.
- for a total of less than 2 hours must be refrigerated or used immediately;
- for a total of more than 2 hours, but less than 4 hours must be used immediately.

Remember that these times are **cumulative** – each period in the Temperature Danger Zone has to be added up to reach a total time

REMEMBER – IF IN DOUBT– THROW IT OUT!

How do I avoid these problems?

- Limit the time food is in the Temperature Danger Zone of between 5°C and 60°C to less than a cumulative total of four (4) hours and return food to the refrigerator during delays.
- Use clean, sanitised and dry cutting boards, equipment and utensils.
- Change any wiping cloths frequently and clean and rinse after each use.
- Keep raw and ready to eat food separate.
- Wash ready to eat fruit and vegetables intended for same day consumption and sanitise ready to eat fruit and vegetables intended for future consumption.
- If possible, use separate utensils and cutting boards when preparing raw food and ready to eat food, or prepare ready to eat food before raw food, and wash and sanitise utensils between uses.
- People handling food should know and practice good personal hygiene, hand washing and/or correct use of gloves.
- Throw away single use items after using them.

Section 4
Preparation continued

What do I do if something goes wrong?

- Throw away food that has been between 5°C and 60°C for more than four (4) hours.

- Throw away or sanitise wiping cloths regularly.

- Throw away any food contaminated by dirty equipment.

- Throw away food where there is any chance of contamination or *cross-contamination.*

- Look at how people prepare food and make changes to improve procedures.

- Remind people preparing food of good hygiene practices and retrain where necessary.

Here are extra things I do to avoid problems:

_____

_____

_____

Here are extra things I would do if something goes wrong:

_____

_____

_____

Here are the records you must keep for this section

- Record No. 3 – Storage Units Temperature Log on page 71.

- Record No. 4 – Ready to Eat Food on Display Log on page 73.

- Record No. 6 – Process Temperature Log on page 77.

Section 5
Cooking food

Cooking food thoroughly is very important because food poisoning bacteria cannot survive at temperatures above 75°C.

What do I need to check?

- Check that the food is thoroughly cooked or the centre of the cooked food has reached 75°C, using a thermometer. When cooking solid pieces (cutlets, steaks and roasts) of red meat and oily fish, the internal temperature does not need to reach 75°C, but can be cooked to preference.
- Check that soups, sauces, gravies and casseroles boil.
- Check that only clear juices run from thoroughly cooked minced meats, poultry, chicken or rolled roasts.

Why do I need to check these?

- The centre or the thickest part of the food needs to reach 75°C to kill any food poisoning bacteria and to thoroughly cook the entire product.
- Boiling soups, sauces, gravies and casseroles will prevent bacteria surviving the cooking process.
- Most foods need thorough cooking to the centre to kill food poisoning bacteria.

How do I avoid these problems?

- Use a thermometer to make sure that foods are cooked so that the centre reaches 75°C.
- Once cooked, food should be served or kept at 60°C or hotter.

What do I do if something goes wrong?

- If the temperature in the centre of the food does not reach 75°C, return the food to the cooker until it has.
- Look at recipes and change cooking times if the centre of the food does not reach 75°C.

Section 5
Cooking food continued

Here are extra things I do to avoid problems:

_____

_____

_____

Here are extra things I would do if something goes wrong:

_____

_____

_____

Here are the records you must keep for this section

• Record No. 6 – Process Temperature Log on page 77.

Section 6
Cooling hot food

Cooling hot food too slowly can help bacteria multiply and cause food poisoning.

Food that has just been cooked, or taken out of the oven to cool should not be left out too long. The rule is that food must cool from 60°C to 21°C in the first two (2) hours, and then to 5°C in the next four (4) hours. Once it has cooled to 21°C it should be put in the refrigerator or freezer.

It takes longer to cool large portions of food, so it is better to divide large portions into smaller batches before cooling it.

What do I need to check?

- Using a thermometer, check that the temperature at the centre of food reduces from 60°C to 21°C after two (2) hours and 5°C after another four (4) hours.

- Check that the food is cooling in an appropriate clean, uncontaminated storage container. Cover and mark with the type of food and the time and date before placing it into the coolroom, refrigerator or freezer.

- Check that the temperature inside the refrigerator is 5°C or colder while cooling food.

Why do I need to check these?

- Food that is not cooled quickly enough can allow bacteria to multiply.

- Foreign objects may fall into uncovered food.

- Other High Risk Food can be affected if the temperature inside the refrigerator rises above 5°C.

How do I avoid these problems?

- Aim to cool the food from 60°C to 21°C within two (2) hours and then to 5°C or colder within the next four (4) hours. If it is a hot day, refrigerate the food once it is at room temperature.

- Do not put hot food straight from the oven or stove into the refrigerator, coolroom or freezer, because it can cause the temperature inside the refridgerator, coolroom or freezer to rise.

- Divide food into smaller batches in shallow containers (less than 10cm deep) to help it cool quicker.

- Make sure there is adequate air circulation around containers.

- Do not overload refrigerators, coolrooms or freezers.

- Food may be left at room temperature until it drops to 21°C, so long as it reaches this temperature within two hours.

- Once the food has reached 5°C, it can be placed in the freezer.

Section 6
Cooling hot food continued

Time, temperature and food safety

Bacteria in food can grow to huge numbers if they get conditions that suit them. Ready-to-Eat High Risk Food held at a temperature of between 5°C and 60°C (The Temperature Danger Zone) is the ideal place for bacteria to multiply. When thinking about the safety of food, it is important to remember the two hour/four hour rule:

Ready-to-Eat High Risk Food which has been kept between 5°C and 60°C

- for a total of 4 hours or longer must be thrown out.
- for a total of less than 2 hours must be refrigerated or used immediately;
- for a total of more than 2 hours, but less than 4 hours must be used immediately.

Remember that these times are **cumulative** – each period in the Temperature Danger Zone has to be added up to reach a total time

REMEMBER – IF IN DOUBT– THROW IT OUT!

What do I do if something goes wrong?

- Throw away food if the above cooling times and temperatures have not been reached.
- Make sure that temperature inside refrigerators is maintained at 5°C or colder and that the freezer temperature is below -15°C or colder.
- Throw out High Risk Food left at room temperature for more than four (4) hours.

Here are extra things I do to avoid problems:

_____

_____

_____

Here are extra things I would do if something goes wrong:

_____

_____

_____

Here are the records you must keep for this section

• Record No. 6 - Process Temperature Log on page 77.

Section 7
Cold holding – prepared food

There are ways of storing and displaying food which reduce the risk of food poisoning.

What do I need to check?

- Store all High Risk Food in cold storage areas like a refrigerator or coolroom.
- Check the temperature inside the refrigerator using a thermometer– it should always be 5°C or colder.
- Keep all food stored in refrigerators and coolrooms in foodgrade containers.
- Check that you use food before its 'best before' or 'use-by' date.
- Store food so that the cold air can get to it.
- Make sure that raw food is stored away from, and **below** ready to eat food.
- Never store food on the floor of a coolroom.

Why do I need to check these?

- High Risk Food needs to be stored at 5°C or colder to stop bacteria from multiplying.
- Foreign objects can fall into uncovered food.
- Bacteria in juices from raw food can drip on to ready to eat food and contaminate it. This is called 'cross contamination'.

How do I avoid these problems?

- Make sure that the refrigerator or coolroom can keep food at 5°C or colder, even on the hottest days.
- Place prepared food into the fridge as soon as possible – keep High Risk Food out of the Temperature Danger Zone of between 5°C and 60°C.
- Label food you have prepared with the date you should use the food by.
- Don't put too much into the refrigerator or coolroom.
- Cover all food or place in clean and uncontaminated containers before putting it into the refrigerator or coolroom.
- Store raw food **below** and away from ready to eat food.
- Make sure food does not stay in refrigeration too long by using the oldest stock first. This is called *stock rotation*.
- Store food off the floor.
- Don't use food past its 'best before' or 'use-by' date.
- Keep refrigerators and coolrooms clean.

What do I do if something goes wrong?

- Call a refrigeration mechanic if a refrigerator or coolroom can't keep food at 5°C or colder.
- Throw away High Risk Food that has been warmer than 5°C for more than four (4) hours.
- Throw away ready to eat food that has been cross contaminated by raw food.

Section 7
Cold holding – prepared food continued

- Check your refrigerator and coolrooms regularly, and throw away foods past their 'best before' or 'use-by' date.
- Clean refrigerators and coolrooms well, and throw out any food which smells 'off' or has become slimy or discoloured.
- Have a refrigeration mechanic check and service refrigerators and coolrooms regularly.

Time, temperature and food safety

Bacteria in food can grow to huge numbers if they get conditions that suit them. Ready-to-Eat High Risk Food held at a temperature of between 5°C and 60°C (The Temperature Danger Zone) is the ideal place for bacteria to multiply. When thinking about the safety of food, it is important to remember the two hour/four hour rule:

Ready-to-Eat High Risk Food which has been kept between 5°C and 60°C

- for a total of 4 hours or longer must be thrown out.
- for a total of less than 2 hours must be refrigerated or used immediately;
- for a total of more than 2 hours, but less than 4 hours must be used immediately.

Remember that these times are **cumulative** – each period in the Temperature Danger Zone has to be added up to reach a total time

REMEMBER – IF IN DOUBT– THROW IT OUT!

Here are extra things I do to avoid problems:

_____

_____

_____

Here are extra things I would do if something goes wrong:

_____

_____

_____

Here are the records you must keep for this section

- Record No. 3 - Storage Units Temperature Log on page 71.
- Record No. 6 - Process Temperature Log on page 77.

Section 8
Reheating prepared food

Any bacteria in food can easily survive reheating unless the temperature that kills bacteria (75°C) is reached.

What do I need to check?

- Using a thermometer, check that temperature at the centre of the food is heated to at least 75°C. Bain maries should never be used to reheat food because they cannot achieve this temperature within one hour.

- Check that all equipment and utensils are properly cleaned, sanitised and dry before you use them.

- Wash and dry hands properly before touching food.

Why do I need to check these?

- Bacteria can survive in food which does not reach at least 75°C in the centre.

- Bacteria that may have survived the cooking process, or bacteria may have been introduced since the cooking process may multiply if the reheating process is inadequate.

- Bacteria can be transferred to food from unwashed equipment and utensils.

- Bacteria can be transferred to food from unwashed hands.

How do I avoid these problems?

- Rapidly reheat food so that the temperature in the centre reaches at least 75°C.

- Maintain reheated food at 60°C or hotter.

- Use clean, sanitised and dry cutting boards, utensils and equipment.

What do I do if something goes wrong?

- Return food to cooking if the temperature at the centre has not reached at least 75°C.

- Use food immediately that has been in the Temperature Danger Zone of between 5°C and 60°C for more than two (2) hours, but discard food that has been between 5°C and 60°C for more than four (4) hours.

Section 8
Reheating prepared food continued

Time, temperature and food safety

Bacteria in food can grow to huge numbers if they get conditions that suit them. Ready-to-Eat High Risk Food held at a temperature of between 5°C and 60°C (The Temperature Danger Zone) is the ideal place for bacteria to multiply. When thinking about the safety of food, it is important to remember the two hour/four hour rule:

Ready-to-Eat High Risk Food which has been kept between 5°C and 60°C

- for a total of 4 hours or longer must be thrown out.

- for a total of less than 2 hours must be refrigerated or used immediately;

- for a total of more than 2 hours, but less than 4 hours must be used immediately.

Remember that these times are **cumulative** – each period in the Temperature Danger Zone has to be added up to reach a total time

REMEMBER – IF IN DOUBT– THROW IT OUT!

Here are extra things I do to avoid problems:

_____

_____

_____

Here are extra things I would do if something goes wrong:

_____

_____

_____

Here are the records you must keep for this section

• Record No. 6 - Process Temperature Log on page 77.

Section 9
Hot holding – prepared food

Holding food at temperatures where bacteria can multiply can cause food poisoning.

Bain-maries or hot holding units are designed to keep hot food hot, not for reheating food. For best food safety:

1. Clean and preheat the bain-marie before using it.

2. Preheat food to 75°C before putting it into the bain-marie.

3. Use a temperature setting that keeps the food 60°C or hotter.

4. Use a clean thermometer to check the temperature of food.

5. Make sure the food does not fall below 60°C.

6. Do not overload the bain-marie.

7. When refreshing food in the bain-marie, never add to food– instead, replace the whole tray.

8. Don't let labels, price tags, etc. touch the food.

What do I need to check?

• Using a thermometer, check that temperature at the centre of food is being maintained at 60°C or hotter or by maintaining records and using the 2 hr/4 hr **time temperature and food safety** rule.

• Check that food held in bain-maries is stirred.

• Check that foreign objects cannot fall into food held in bain-maries.

Why do I need to check these?

• Food must be kept at 60°C or hotter to stop bacteria from multiplying.

• Food held in hot holding units not stirred can heat unevenly, allowing bacteria to multiply.

• Foreign objects can contaminate uncovered food.

How do I avoid these problems?

• Refresh food displays with completely fresh batches of food. Never mix old food with fresh batches.

• Keep food in bain-marie until it is served.

• Keep bain-maries clean.

• Do not overload bain-maries. Do not pile food above the level of the trays or place on plates above the trays.

Section 9
Hot holding – prepared food continued

Time, temperature and food safety

Bacteria in food can grow to huge numbers if they get conditions that suit them. Ready-to-Eat High Risk Food held at a temperature of between 5°C and 60°C (The Temperature Danger Zone) is the ideal place for bacteria to multiply. When thinking about the safety of food, it is important to remember the two hour/four hour rule:

Ready-to-Eat High Risk Food which has been kept between 5°C and 60°C

- for a total of 4 hours or longer must be thrown out.
- for a total of less than 2 hours must be refrigerated or used immediately;
- for a total of more than 2 hours, but less than 4 hours must be used immediately.

Remember that these times are **cumulative** – each period in the Temperature Danger Zone has to be added up to reach a total time

REMEMBER – IF IN DOUBT– THROW IT OUT!

What do I do if something goes wrong?

- If temperature falls below 60°C, throw away food after four (4) hours.
- Look at your cleaning schedule to ensure that the bain-marie is kept clean.
- If bain-marie cannot maintain food temperature of 60°C or hotter call a mechanic, review reheating technique and/or the amount of food held in the unit.

Here are extra things I do to avoid problems:

_____

_____

_____

Here are extra things I would do if something goes wrong:

_____

_____

_____

Here are the records you must keep for this section

- Record No. 3 - Storage Units Temperature Log on page 71.
- Record No. 6 - Process Temperature Log on page 77.

Section 10A
Serving and displaying food

Serving food safely relies on the people working with food knowing about food safety, including avoiding cross contamination and good personal hygiene practices.

What do I need to check?

- Check that food is served as quickly as possible.
- Make sure that people who serve food have enough skills and knowledge for the tasks they need to do.
- Use a clean and sanitised thermometer to check that the temperature at the centre of hot food is 60°C or hotter. (You do not need to check every dish, just a representative sample).
- Use a clean and sanitised thermometer to check that the temperature at the centre of cold food is 5°C or colder.
- If you are serving frozen food, it must be -15°C or colder (or frozen hard) or as the manufacturer specifies.

Why do I need to check these?

- Delays in serving food can allow food poisoning bacteria to multiply.
- Food may become contaminated through poor handling by the people serving the food.
- Food poisoning bacteria can multiply if food falls into the Temperature Danger Zone of between 5°C and 60°C.

How do I avoid these problems?

- Don't prepare food too far in advance of serving.
- Refrigerate cold food during delays in production and before serving.
- Only use clean, uncontaminated storage and serving utensils and containers.
- Throw away single use items after using them, including straws, paper towels, cups and plates.
- Keep pre-prepared food out the Temperature Danger Zone of between 5°C and 60°C. If food is kept between these temperatures, throw it out after four (4) hours.
- Make sure that people serving food wash their hands properly.
- Make sure that if the people serving food are using gloves, they understand how to use them safely.
- Keep hot food at 60°C or hotter.
- Keep cold food cold at 5°C or colder.

Section 10A
Serving and displaying food

Time, temperature and food safety

Bacteria in food can grow to huge numbers if they get conditions that suit them. Ready-to-Eat High Risk Food held at a temperature of between 5°C and 60°C (The Temperature Danger Zone) is the ideal place for bacteria to multiply. When thinking about the safety of food, it is important to remember the two hour/four hour rule:

Ready-to-Eat High Risk Food which has been kept between 5°C and 60°C

- for a total of 4 hours or longer must be thrown out.
- for a total of less than 2 hours must be refrigerated or used immediately;
- for a total of more than 2 hours, but less than 4 hours must be used immediately.

Remember that these times are **cumulative** – each period in the Temperature Danger Zone has to be added up to reach a total time

REMEMBER – IF IN DOUBT – THROW IT OUT!

What do I do if something goes wrong?

- Throw away High Risk Food which has been in the Temperature Danger Zone for four (4) hours or longer.
- Review the way people serving food work if High Risk Food is left in the Temperature Danger Zone of between 5°C and 60°C for four (4) hours or longer.
- Throw away contaminated food or food that has been identified as unsafe or unsuitable.
- Food which has been in the Temperature Danger Zone of between 5°C and 60°C for more than two (2) hours should not be kept or refrigerated.

Here are extra things I do to avoid problems:

_____

_____

_____

Here are extra things I would do if something goes wrong:

_____

_____

_____

Here are the records you must keep for this section

- Record No. 3 – Storage Units Temperature Log on page 71.
- Record No. 4 – Ready to Eat Food on Display Log on page 73.
- Record No. 6 – Process Temperature Log on page 77.

Section 10B
Self-service

Self-service is a high risk practice because untrained people may have access to the food. This means that you need to check the way people use the food regularly and change it often.

What do I need to check?

- Use a thermometer to check the temperature at the centre of the food. Cold food should be 5°C or colder, hot food should be at 60°C or hotter and frozen food should be at -15°C or colder (or frozen hard).
- Refresh food displays with completely fresh batches of food. Never mix old food with fresh batches.
- Make sure that all High Risk Food is thrown out after four (4) hours if not kept at correct temperatures.
- Make sure that each food item or dish has its own serving tool or utensil.
- Make sure that people who supervise self-service food displays have enough skills and knowledge for the tasks they need to do.
- Make sure that protective barriers (like sneeze-guards) are installed to protect food.

Why do I need to check these?

- Food poisoning bacteria can multiply if food falls into the Temperature Danger Zone of between 5°C and 60°C.
- Food poisoning bacteria can be transferred from an old batch of food to a new batch if they are mixed together.
- Food may be contaminated by foreign objects which have fallen into uncovered food.
- Poor food handling may have contaminated food.
- Customers may contaminate food.

How do I avoid these problems?

- Don't prepare food too far in advance of serving.
- Refrigerate cold food during delays in production and before serving.
- Keep pre-prepared food out the Temperature Danger Zone of between 5°C and 60°C. If food is kept between these temperatures, throw it out after four (4) hours.
- Make sure that staff serving food wash their hands properly.
- Make sure that if the staff serving food are using gloves, they understand how to use them safely.
- Throw away single use items after using them, including straws, paper towels, cups and plates.
- Keep hot food at 60°C or hotter.
- Keep cold food cold at 5°C or colder.
- Protect food from contamination by customers as far as practicable.
- Never reuse any self-serve food.

Section 10B
Self-service continued

Time, temperature and food safety

Bacteria in food can grow to huge numbers if they get conditions that suit them. Ready-to-Eat High Risk Food held at a temperature of between 5°C and 60°C (The Temperature Danger Zone) is the ideal place for bacteria to multiply. When thinking about the safety of food, it is important to remember the two hour/four hour rule:

Ready-to-Eat High Risk Food which has been kept between 5°C and 60°C

- for a total of 4 hours or longer must be thrown out.
- for a total of less than 2 hours must be refrigerated or used immediately;
- for a total of more than 2 hours, but less than 4 hours must be used immediately.

Remember that these times are **cumulative** – each period in the Temperature Danger Zone has to be added up to reach a total time

REMEMBER – IF IN DOUBT– THROW IT OUT!

What do I do if something goes wrong?

- Throw away High Risk Food which has been in the Temperature Danger Zone for four (4) hours or longer.
- Food which has been in the Temperature Danger Zone of between 5°C and 60°C for more than two (2) hours should not be kept or refrigerated.
- Review the way people serving food work if High Risk Food is left in the Temperature Danger Zone of between 5°C and 60°C for four (4) hours or longer.
- Remove contaminated food from display and throw away.
- Replace soiled serving utensils with clean ones if there has been any possibility of misuse.
- Throw away any food which may have been contaminated by customers.

Here are extra things I do to avoid problems:

_____

_____

_____

Here are extra things I would do if something goes wrong:

_____

_____

_____

Here are the records you must keep for this section

- Record No. 3 - Storage Units Temperature Log on page 71.

Section 11
Food packaging

If you package food (including for takeaway), you have to ensure that the process, including the packaging material, does not compromise food safety.

What do I need to check?

- Check for any damaged packaging materials, and throw any damaged ones out.
- Store packaging material in a specific clean area, away from cleaning chemicals, and things which might contaminate them.
- Check if any packaging material has come in contact with dust, dirt, chemicals, pests, or other contaminating matter, and if it has, throw it out.
- Check that materials being used for packaging are appropriate to the food being packed.
- Make sure that the area used for packing is clean and sanitary before starting work.

Why do I need to check these?

- Damaged packaging materials may not protect the food being packed properly.
- Packaging material that has come into contact with chemicals may contaminate or change the flavour or safety of the food being packed. Dirty packaging material may make the food unsafe.
- Some food types may react with or be contaminated by some types of packaging material, for example; some packaging material may not be appropriate for acidic foods.
- Make sure that the packaging material being used will not contaminate the food being packed, including physical and chemical contamination.
- Any dirt in the area being used for packaging may contaminate the food being packed.

How do I avoid problems?

- Use only clean and uncontaminated packaging materials.
- Store packaging materials in an area set aside for the purpose, away from chemicals and other possible contaminants.
- Keep packaging materials in original packaging to keep dust and other contaminants away. Contamination may occur from dust, dirt, chemicals and pests.
- Use packaging that is suitable for the food being packed, and any processes that follow, for example; refrigeration, freezing or microwaving. Sometimes chemical substances from the packaging material can be transferred to the food, contaminating it. Information about this can be obtained from the manufacturer of the packaging material.
- Do not store packaging material not intended for food with food packaging material.
- Clean and sanitise the food packaging area and machinery before starting work.
- Make sure packaging area is free from things which should not be there and may contaminate food, for example: dirt, dust, insects, glass, metal and plastic.

Section 11
Food packaging continued

- Maintain food packaging machinery with appropriate lubricants and make sure these products do not contaminate food.
- Food handlers should observe high levels of personal hygiene and not directly or indirectly contaminate food during packaging.
- Labelling must comply with the Food Standards Code (see the Food Standards Australia New Zealand website – www.foodstandards.gov.au/foodstandardscode

What do I do if something goes wrong?

- Contact supplier or manufacturer of packaging material.
- Revise cleaning schedule.
- Contact registered pest control operator.
- Check packing area for any structural maintenance.
- Check packing machinery for servicing.
- Throw out food that has been contaminated by packaging or during packaging process.

Here are extra things I do to avoid problems:

_____

_____

_____

Here are extra things I would do if something goes wrong:

_____

_____

_____

Here are the records you must keep for this section

• None

Section 12
Transporting food

Transporting High Risk Food without proper temperature control can allow bacteria to multiply while the food is being transferred from one place to another. The temperature and condition of the food transport vehicle is important in keeping food safe.

What do I need to check?

- Regularly check that the food transport vehicle can maintain the correct temperatures for the type of food it carries.
- Check that cold food is transported at 5°C or colder.
- Check that frozen food is transported at –15°C or colder (or frozen hard).
- Check that hot food is transported at 60°C or hotter, or that it can be delivered within two hours from cooking.
- Make sure that the delivery vehicle and transport boxes are clean and food is packaged properly.
- Make sure that the food is transported away from any chemicals which might contaminate the food.
- Check temperature of food on delivery to ensure systems are working.

Why do I need to check these?

- Food poisoning bacteria can multiply if food falls into the Temperature Danger Zone of between 5°C and 60°C.
- Food poisoning bacteria can be transferred from raw food to ready to eat food if transported incorrectly. This is called 'cross contamination'.

How do I avoid these problems?

- Keep hot food at 60°C or hotter.
- Keep cold food cold at 5°C or colder.
- Keep frozen food at –15°C or colder (or frozen hard).
- If the food transport vehicle does not have a heating or cooling system, use insulated boxes to maintain food at safe temperatures.
- Don't pack food into the food transport vehicle until it is ready to deliver.
- Cover all food.
- Keep ready to eat food separate from raw food.
- Deliver food as quickly as possible.
- Make sure the food transport vehicle is kept clean.
- Make sure that food transport containers are kept clean.

What do I do if something goes wrong?

- Throw away High Risk Food which has been in the Temperature Danger Zone of between 5°C and 60°C for four (4) hours or longer.
- Review the way people transport food if High Risk Food is left in the Temperature Danger Zone of between 5°C and 60°C for four (4) hours or longer.

Section 12
Transporting food continued

- Throw away food that has not been kept at the correct temperature by the delivery system.
- Throw away ready to eat food which has been contaminated by raw food.
- Hot High Risk Food which has been in the Temperature Danger Zone for less than two (2) hours may be reheated, but throw away hot High Risk Food which has been in the Temperature Danger Zone of between 5°C and 60°C for more than four (4) hours.
- Throw away individual meals if packaging has not remained intact.

Time, temperature and food safety

Bacteria in food can grow to huge numbers if they get conditions that suit them. Ready-to-Eat High Risk Food held at a temperature of between 5°C and 60°C (The Temperature Danger Zone) is the ideal place for bacteria to multiply. When thinking about the safety of food, it is important to remember the two hour/four hour rule:

Ready-to-Eat High Risk Food which has been kept between 5°C and 60°C

- for a total of 4 hours or longer must be thrown out.
- for a total of less than 2 hours must be refrigerated or used immediately;
- for a total of more than 2 hours, but less than 4 hours must be used immediately.

Remember that these times are **cumulative** – each period in the Temperature Danger Zone has to be added up to reach a total time

REMEMBER – IF IN DOUBT– THROW IT OUT!

Here are extra things I do to avoid problems:

_____

_____

_____

Here are extra things I would do if something goes wrong:

_____

_____

_____

Here are the records you must keep for this section

- Record No. 6 - Process Temperature Log on page 77.

Part 3 Support programs

Your Food Safety Program is almost finished.

To be able to make food safely, you need to have certain programs in place. These supporting programs form part of your Food Safety Program.

There are seven support programs in this book which you need to have in place.

You should read each program. You then need to make sure that everyone in your business who is involved with the processes in the support programs understands what they will need to do to follow the support program to make sure the food you sell is safe.

As a minimum, at the end of the 12 months, you will need to review your Food Safety Program and your declaration on each support program.

What do I need to do?

Read Program 1 – Cleaning and sanitising

Read the information about cleaning and sanitising, then write in the declaration what you will clean on a daily, weekly and monthly basis and how you will clean it.

Read Program 2 – Food handling – skills and knowledge

Ensure that everyone working with food in your business has the appropriate skills and knowledge.

Read Program 3 – Health of food handlers

Make sure that you and everyone working with food in your business understand that this information is necessary and important to meet your legislative requirements.

Read Program 4 – Equipment maintenance and calibration

Detail who will calibrate your equipment and thermometers and when it will be done.

Read Program 5 – Using a thermometer

Read the information about thermometers, how to use, chose and care for temperature measuring equipment.

Read Program 6 – Pest control

Make sure you pest-proof your premises to prevent contamination by pests.

Read Program 7 – Food recall

Make sure you and your staff know how to deal with food if you are involved in a recall.

What do I have to do next?

Review each the above supporting programs when necessary during the year and make sure everyone working with food in your business is aware of these programs. Re-examine your declarations after 12 months when you review your food safety program.

Support program checklist

To put this program in place	Read this	On page
Cleaning and sanitising	Program 1	49
Food handling skills & knowledge	Program 2	53
Health and hygiene of food handlers	Program 3	55
Equipment maintenance and calibration	Program 4	57
Using a thermometer	Program 5	59
Pest control	Program 6	61
Food recalls	Program 7	63

Program 1
Cleaning and sanitising

Food businesses must maintain their premises and their food transport vehicles (if any) to a high standard of cleanliness, so there is no build-up of rubbish, recycling material, food-waste, dirt or grease. This standard also applies to all the fixtures, fittings, equipment and vehicles used to transport food.

Preparing fresh food on dirty equipment will transfer bacteria. Food utensils and equipment must be cleaned and sanitised before each use. The surfaces that food may come in contact with must also be cleaned and sanitised.

Cleaning is removing unwanted visible material such as grease, food, dust, stains and other contamination including smells and tastes.

Sanitising is the killing of food poisoning bacteria, or reducing them to a minimum possible level.

Every part of the business, from the receiving dock to the front door needs to be maintained in a clean and good working order. Throw away all chipped, broken or cracked eating or drinking utensils.

When planning your cleaning and sanitising program, remember the following points:

- Start at the back and work towards the front. Start high and work your way down.
- Single use paper towels are better than cloths. If you use cloths, they must be washed in hot water and detergent after every use.
- Use the right size brush for each task.
- Use food safe detergents and sanitisers.
- Clean as you go.
- Keep cleaning chemicals away from food storage areas.
- A commercial dishwasher will sanitise most equipment and customer contact items.
- Air-dry equipment or use clean dry tea towels where this is not possible.
- Educate staff on correct cleaning and sanitising procedures, check their knowledge and re-educate staff if required.
- Make sure there are containers for garbage and recycled matter.

Cleaning schedules

Just like the rest of your Food Safety Program, a cleaning schedule is a way of making sure that everything that needs to be done to make sure your business is clean, is done. It sets out the tasks of cleaning, how often each job needs to be done, how it should be done, and who should do it.

What does a cleaning schedule look like?

Begin at the back of your premises and write down everything that needs to be cleaned as you walk towards the front (for example: write down all equipment, walls, benches, hand basins and fridges).

Then, using the example shown on the next page, write down how you will clean that piece of equipment, how often you will clean it, what materials and chemicals will be used and who will do the cleaning. There is a page of cleaning job sheets after this page you can photocopy and then use to write down how you will clean each piece of equipment. Keep all these together with the rest of your Food Safety Program to make your cleaning schedule.

Six steps to proper cleaning

1. Preclean
   Scrape, wipe or sweep away food scraps and rinse with water.

2. Wash
   Use hot water and detergent to take off any grease and dirt. Soak if needed.

3. Rinse
   Rinse off any loose dirt or detergent foam.

4. Sanitise
   Use a sanitiser to kill any remaining germs.

5. Final rinse
   Wash off sanitiser. (Read sanitiser's instructions to see if you need to do this)

6. Dry
   Allow to air dry.

An example of a cleaning job sheet	
What is to be cleaned	Bain-marie
How to clean:	1. Drain water from unit.
	2. Remove and throw out food, etc. from trays
	3. Remove detachable trays and grids
	4. Rinse in warm water 5. Wash in warm water with detergent, use brush and scourer as needed. Soak if needed. 6. Rinse with clean water.
	7. Apply sanitiser and soak detachable trays and grids. 8. Allow to air dry.
How often:	Every day after use.
Products used:	Scraper, brush, scourer, detergent, sanitiser.
Who will clean:	Kitchen hand

How to sanitise

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

To sanitise small items, soak them for at least 5 minutes in a sink of water at 50°C with bleach. If using household bleach then add 1.25 mls to every litre of water used. For commercial bleach add 0.5 mls per litre of water used. Alternatively, you can soak the items for 2 minutes in clean water at a temperature of 82°C or hotter.

To sanitise surfaces like floors, walls and hand basins, use 2.5 mls of household bleach for every litre of water. If you are using commercial bleach, then add 1 ml for every litre of water.

Here are extra things I do to clean and sanitise:

_____

_____

_____

Photocopy the following page before use.

Program 1
Cleaning and sanitising table

What is to be cleaned	
How to clean:	
How often:	
Products used:	
Who will clean:	

What is to be cleaned	
How to clean:	
How often:	
Products used:	
Who will clean:	

What is to be cleaned	
How to clean:	
How often:	
Products used:	
Who will clean:	

What is to be cleaned	
How to clean:	
How often:	
Products used:	
Who will clean:	

Program 2
Food handling skills and knowledge

Every food business must ensure that people undertaking or supervising food handling operations have the skills and knowledge of food safety and food hygiene they need for the work they do.

An important part of having a Food Safety Program is having one person who can oversee the Program and the way it is used in your business. This person is called a Food Safety Supervisor (FSS). The FSS must have the food safety skills and knowledge appropriate to the processes your business does. The FSS must also have the authority to ensure that each employee who handles food has the skills and knowledge appropriate to the things they do. Your business must name someone to be a Food Safety Supervisor (FSS).

The FSS must:

- Have a certificate or statement of attainment which shows that they have obtained the required competencies from a Registered Training Organisation;

- Be able to supervise food handling on the premises;

- Have the authority to supervise food handlers and the authority to give directions if unsafe food practices are observed; and

- Ensure food handlers know how to handle food safely.

Employees who handle or work around food are required to have skills and knowledge at the level that corresponds with the work that they do. The skills and the knowledge must cover food safety and food hygiene.

Examples of skills and knowledge that a food handler may need to have about food safety include:

- Knowledge that raw meat is likely to be contaminated with food poisoning bacteria.

- Knowledge that eating uncooked ingredients can cause food poisoning.

- Knowledge of the time and temperature required to thoroughly cook an ingredient or product.

- Skill to check that an ingredient or product is thoroughly cooked.

- Knowledge of the correct storage temperatures for both raw and ready to eat products.

- Skill to check that cooling or cooking equipment is set at right temperature.

- Skill to check the temperature of cooked products.

- Knowledge and skill to check cooking and storage equipment is operating satisfactorily.

Examples of the skills and knowledge that a food handler may need to have about food hygiene include:

- Knowledge that hands, gloves or equipment used to handle raw food can be a source of food poisoning bacteria.

- Knowledge that raw food can cross contaminate ready to eat food with food poisoning bacteria.
- Skill to wash hands or equipment to reduce the chance of cross-contamination.
- Awareness of good hygiene practices like clean hands and fingernails, removing jewellery and tying back long hair.
- Following high levels of personal hygiene including handwashing with warm running water and soap, and hand drying thoroughly.
- Knowledge of other sources of possible contamination of ready to eat food, like dirty clothes or dirty work surfaces.
- Skill to maintain a clean work area.

  There are many ways that a business can ensure that the people who handle food get the skills and knowledge they need to make sure that the food is safe. These could be:

- Formal training courses.
- In-house training.
- Hiring a consultant to present a course or material.
- Following basic food safety practices.
- Applying and monitoring food safety requirements.
- Distributing food safety documents to employees.
- Putting procedures in place that clarify the responsibilities of employees who handle food.
- Attending food safety courses run by local councils or other bodies such as Industry Associations.

Food handlers are not required to undertake any formal training in order to comply with the Skills and Knowledge requirements. However, businesses may decide that formal training is the best option to ensure that employees handle food safely.

If you haven't done this already, you should write the name of your FSS in the space provided on page 9.

You can get more information about Food Handling Skills and Knowledge by reading the Department's brochure *What Businesses Need to Know about Food Safety Supervisors and Food Handlers' Skills and Knowledge,* available from your local Council, or on the Food Safety website www.foodsafety.vic.gov.au

Here are extra things I do to make sure everyone hs the appropriate skills and knowledge:

_____

_____

_____

Program 3
Health and hygiene of food handlers

Health

Every food business must take all reasonable steps to ensure that everyone in your business working with food does not handle food if they are sick. This is because illnesses can be transferred to other people on the food.

Everyone working with food in your business must notify the manager, supervisor or proprietor if they suspect that they they are suffering or suspected to be suffering from a food borne or certain other **illnesses or conditions**.

There is a table on the next page which lists illnesses which exclude sufferers from working with food.

Symptoms that may indicate a food-borne illness include:

- diarrhoea
- vomiting
- sore throat with fever
- fever
- jaundice (yellowing of the skin).

Conditions may include an infected cut or discharges from ears, nose or eyes. Examples of conditions which should be of concern include:

- infected skin sores
- boils
- acne
- cuts or abrasions.

A food handler who has any discharge from the ears, nose or eyes due to an infection (for example; colds, flu, and styes) or an allergy is considered to be suffering from a 'condition'.

Every food business must make sure that everyone working with food in your business who is suffering or is suspected to be suffering from a food-borne illness does not handle food where there is a reasonable likelihood of food contamination. A food handler who has been excluded from handling food must not go back to handling food until they have received a medical certificate from a medical practitioner (doctor) to say that they are fit to return to work

You will also need to keep these medical certificates for at least two years. You might want to develop a register to record sickness among your employees.

Here are extra things I do to make sure sick people don't handle food:

_____

_____

_____

Disease/organism	Period of Exclusion for Case
Typhoid and Paratyphoid	Exclude from food handling until three consecutive negative specimens of faeces are obtained. Specimens should be taken each week for 3 weeks. If the urine was positive on initial diagnosis or the person has a history of urinary tract disease, urine samples should be collected in addition to faeces. A person who is a typhoid carrier (that is, any person who continues to excrete Salmonella typhi organisms for 90 days or longer) must not engage in the preparation, manufacturing or handling of food for consumption by others. [Health (Infectious Diseases) Regulations 1990 S24].
Cholera, VTEC and Shigella dysenteries	Exclude until three consecutive faecal specimens taken at least 24 hours apart are found to be negative.
Hepatitis A and E	Exclude from food handling until one week after the onset of jaundice. (Any person with acute hepatitis must be excluded from work until the laboratory tests have revealed the condition not to be Hepatitis A or E).
Taenia solium (Pork tapeworm infection)	Exclude until treated.
Tuberculosis	Exclude until rendered non-infectious.
Gastroenteritis (acute diarrhoea and/or vomiting where causative organism is unknown) **or** Gastroenteritis caused by the following organisms: Salmonella Staphylococcus aureus, Clostridium perfringens, Entamoeba histolytica (amoebiasis), Giardia lamblia, Shigella (other than Sh. dysenteriae), Vibrio parahaemolyticus, other bacterial gastroenteritis **or** Norwalk or Norwalk-like virus and other viral gastroenteritis	Any person with gastroenteritis must be excluded from food handling. Exclude until 48 hours after symptoms have ceased and counsel on returning to work regarding good personal hygiene.
Boils, abscesses and other purulent lesions of hands, face or nose	Exclude unless lesion is covered with a coloured waterproof dressing / wound strip.

Hygiene

An important way to prevent food contamination is to maintain a high standard of personal hygiene and cleanliness.

- Wash your hands before handling food, and wash them frequently during work.

- Thoroughly dry your hands with a disposable paper towel, or under an air dryer, immediately after you wash them.

- Do not smoke, chew gum, spit, eat or change a baby's nappy in food handling or food storage areas.

For further information call your local Council or alternatively the Food Safety Hotline on 1300 364 352 and ask for the pamphlet called '*Personal Hygiene for People Working with Food*'.

Program 4
Maintenance and calibration

Every business needs to maintain its equipment to keep it safe and in correct working order.

For safe food production, your business may need to plan ahead to maintain and replace equipment from time to time. Often, having a maintenance plan can save you money in the long term. You must replace or repair food equipment if you find a defect.

Some equipment, like slicers and mincers need to be checked that they are operating safely, while other parts of your premises, like pest control screens and refrigerators need to be working properly to maintain the safety of the food you produce. Some other pieces of equipment, like thermometers and weighing scales need calibration or adjustment to make sure readings are reliable and accurate.

A suggested maintenance schedule is on the next page.

Thermometer calibration

Every food business that sells High Risk Foods must have a thermometer that is easily accessible and is in a good state of repair and working order.

You must make sure flat batteries are replaced, thermometers are fixed or replaced if they break and that each is maintained to an accuracy of at least ±1°C (±1°C means plus or minus one [1] degree Celsius).

An external contractor, the manufacturer or distributor will be able calibrate this equipment at least once each year. You can test thermometers using the following methods:

Cold temperature testing

- Pour a mixture of 50% crushed ice and 50% water into a suitable container.
- Let the mixture stand for a period of 5 minutes to allow the temperature of the mixture to become evenly distributed.
- Place the probe of the thermometer into the mixture.
- Wait for approximately 2 minutes.
- Write down the reading of the thermometer. It should read 0°C.

  If the thermometer reads more than ±1°C difference it will need to be recalibrated or replaced.

Hot temperature testing

- Boil tap water and place the thermometer temperature probe into the boiling water.
- Wait for a few minutes to allow the temperature to stabilise.
- Write down the temperature of the thermometer. It should read 100°C.

  If the thermometer differs more than ±1°C it will need to be recalibrated, serviced or replaced.

Here are the records you must keep for this section

• Record No. 5 – Equipment Calibration Log on page 75.

Preparing a maintenance schedule

Begin at the back of your premises and write down everything that needs to be maintained as you walk towards the front. As in the example below, write down how often the equipment needs to be checked.

This is also a good place to keep track of when the equipment was last serviced or repaired and the person/company that did the work. Update the record whenever you get a new piece of equipment.

Equipment Maintenance   Photocopy this page before use

Name of equipment	Manufacturer and model	How often is this to be checked	Repairs carried out and date	Name of repairer
Slicer	Brisbane Q10	Weekly	New motor 10/03/02	Al's Appliances

Program 5
Using a thermometer

Many of the parts of a Food Safety Program involve having to measure and write down the temperature of foods. In a food business, monitoring temperatures is necessary to show that you are making sure that the food you sell is safe.

If your food business stores, transports, prepares, cooks or sells High Risk Foods– meat, seafood, eggs, dairy products and smallgoods or foods which contain these foods, like sandwiches, quiche, and prepared salads – then you must have a thermometer so you can measure the temperature of these foods.

Keep the thermometer at your food premises so that it can be used by staff who need to use it. If you have several premises, you will need a thermometer at each premises.

Why do I need a thermometer ?

A thermometer will let you check if High Risk Foods have been cooked well enough, are being kept at the correct temperatures in a refrigerator or display unit, or are being cooled and reheated safely.

A thermometer will also let you check that High Risk Food is at the correct temperature when it arrives at your business.

Australia's food standards also require you to keep High Risk Food foods at 5°C or colder or at 60°C or hotter when being stored, displayed and transported.

There are other temperature requirements which apply to the cooling and reheating of cooked high risk food.

What sort of thermometers do I need?

Probe thermometer

You must have a thermometer that can be inserted into the food to measure its core temperature, (in the middle) which means the thermometer must have a probe.

The thermometer must also be accurate to ±1°C (±1°C means plus or minus one [1] degree Celsius). This means that when the thermometer reads 5°C, the actual temperature of the food will be between 4°C and 6°C. The accuracy of the thermometer will be shown in the documents that came with the thermometer. If you don't have any documents you will need to contact the thermometer's manufacturer and ask about its accuracy.

Further information about thermometers

Although infrared thermometers can be very useful to measure the outside temperature of food, you will still require a probe thermometer to measure the internal temperature of the food.

Some coolrooms, bain-marie units, and sandwich display units may have a thermometer attached to them. These thermometers measure the operational temperature of the unit but not the actual temperature of the food. So, to measure the temperature of the food you'll need to use a probe thermometer.

You can buy a probe thermometers from companies that supply electronic testing equipment or catering equipment. These companies are listed under '*Thermometers*' or '*Catering suppliers*' in the Yellow Pages. Or you can contact your local Council Environmental Health Officer for advice.

Using and maintaining a thermometer

You need to be sure that the thermometer you are relying on to ensure the safety of the food you serve is accurate, is used in a way that gives reliable readings and does not contaminate the food you are checking. The following tips may be useful when using your thermometer:

- Make sure the thermometer is calibrated regularly. (You may need to contact the supplier).

- Make sure the probe on the thermometer is cleaned and sanitised before and after measuring the temperature of every food. (Use alcohol swabs, available from chemist shops).

- The core temperature of food should be taken by inserting the probe into the food and waiting approximately 10–60 seconds until the temperature reading has stabilised before reading the temperature.

- If you are using the thermometer to measure hot and cold food, wait for the reading to return to room temperature between measurements.

- If a food is vacuum packed or frozen you can measure the surface temperatures by placing the length of the probe thermometer between two vacuum packs or frozen items – the temperature will be approximate, but the package will remain intact.

You must maintain the thermometer in good working order. This means replacing batteries when they become flat, repairing or replacing the thermometer when it breaks. Thermometers are sensitive pieces of equipment which will break, or lose their accuracy if they are dropped or handled roughly.

To maintain the accuracy of the thermometer you need to calibrate it on a regular basis (see 'Program 4 Maintenance and Calibration' for instructions).

Program 6
Pest control

Every food premises must be kept free of pests. The design and construction of food premises must not allow the entry of pests and not encourage a place for pests to nest or breed.

Every food business needs to take a preventative approach to pest control by pest proofing the premises as far as practicable. Proprietors need to regularly inspect their premises for signs of pests and ensure that the premises are adequately pest proofed.

Food businesses may hire a licensed pest controller to visit the premises on a regular basis.

If chemicals are used for pest control, you should ensure that food is protected from possible contamination.

Effective pest control means complying with the following key points:

- Not permitting live animals (other than shellfish and fish intended for food) on to the premises.
- Maximising the use of sealed containers.
- Storing ingredients in covered pest proof containers.
- Providing a separate garbage enclosure for storage of rubbish prior to collection.
- Treating or arranging for the treatment of any pest infestation.
- Regularly removing rubbish.
- Strategically and safely positioning ultra violet insect killers (should not be located above food preparation benches) if necessary, to prevent the entry of pests into your premises.
- Screens on all openable windows and doors or pest exclusion strips on all doors.
- Bait stations should be labelled with the date of service.

If you run a cafe with a dining area open to the street you must make sure the kitchen is insect and vermin proof and that any food on display outside the kitchen is always completely covered.

If a licensed pest controller is hired, the written results of each visit should be given to the food business proprietor. It is the controller's responsibility to ensure compliance with safety and legal requirements at all times.

Here are extra things I do to keep my business free of pests:

_____

_____

_____

Program 7
Food recalls

Every food business needs to be able to remove any food or ingredient that has been declared unsafe or unsuitable from sale or stock.

A supplier, food manufacturer or a government official may notify you that a particular food is unsafe. If you stock that food, you are required by legislation to remove that food from sale and dispose of it as advised. This is known as a 'food recall'.

If your business supplies foods or ingredients to other businesses, you should obtain a copy of the *Food Standards Australia New Zealand (FSANZ) Food Industry Recall Protocol* by telephoning FSANZ on (02) 6271 2222 or you can find it on the internet at www.foodstandards.gov.au/recallssurveillance

Food service businesses and food retail businesses generally will not need to recall food, but they need to have a procedure in place to deal with food or ingredients that have been recalled. For this to occur it is helpful if you:

- Know the name and address of the supplier of food.
- Retain invoices or delivery dockets that contain a prescribed name or description of the food, batch numbers or date markers or other identifiers.

In the event of a food recall, the business needs to follow all instructions given by either the supplier or the local Council Environmental Health Officer.

Part 4 Records to keep

By now you should have all the sections which apply to the activities in your business, together with the support programs.

It is very important to keep your records safe to prove that you are complying with the law. You may need to show them to the Environmental Health Officer from your local Council, so you need to keep them on the premises. You might need to show them to a court. Should a food safety problem occur in your business, records are the only way to demonstrate that you did everything that you should have done.

You'll need to keep the records for at least two years.

The shaded box at the end of each Hazard section identifies the records you will need to keep for each activity.

What do I need to do?

This part of the book contains example forms you may photocopy and use to record information you must keep to make sure the food you produce is safe. Don't use the original example forms. Instead, photocopy them so that you have them when you need them. Some of the records may need to be photocopied often, because you will use up the forms quickly.

Keep all these pages together with your Food Safety Program.

Remove all the hazard modules you have not selected and place these in the section named 'Unused Sections' at the back of this folder. (Don't throw them away, because you may need them later).

Each of the records has an example on the first line to show you how to use the form.

Record checklist

If you need to keep this record	Copy this section	On page no
Approved food suppliers list	Record 1	67
Goods receiving form	Record 2	69
Storage units temperature log	Record 3	71
Ready to eat food on display log	Record 4	73
Equipment calibration log	Record 5	75
Internal review – process temperature log	Record 6	77

Record 1
Approved food suppliers list

An approved supplier is a business or individual approved by you that supplies food to you and that you are confident has food safety procedures which are adequate. You should ask them for:

- Their local Council food business registration number, or if the business is a butcher, meat or seafood business their Primesafe (formerly the Victorian Meat Authority) number or if the business is a dairy, the Dairy Food Safety Victoria number.

- If the business is outside Victoria or if you don't know their registration number, write down their ABN.

Write the details of where you get your products and ingredients in this record.

You will need to write down:

- What the food is.

- Where or who it comes from.

- Address and phone number of this supplier.

- Date you started using the supplier on a regular basis.

Write this in the record whether someone delivers the food to your businesses or you purchase the food yourself from a shop or market. The list is kept so that if there is a problem or a recall with one of the foods you use, you can quickly find out where you got it.

You should complete these details as soon as you get a product and update it as you use a new supplier or stop using one on this list.

PHOTOCOPY THE EXAMPLE FORM OVER THE PAGE.
DO NOT WRITE ON THE EXAMPLE FORM.

If you wish to develop your own record format you must include each of the dot points listed above. Your record form must be in English, easy to read, in a table or grid format, and printed in black or blue ink on at least A4 sized paper. Any alternate record you create must be acceptable to your Local Council.

Record 1 Approved food suppliers list

Foods (for example, canned fruit, meat)	Details of supplier (Name, address, phone)	Food business registration number (if in Victoria). Other registration number /quality system (outside Victoria) or ABN	Date approved as your supplier
Salamis	Giovanni's Smallgoods P/L 7 Sausage St, Hamburg, 2345 6789	abc 123	January 14, 2001

Record 2
Goods receiving form

For a **new** supplier check and record the temperature of **all** deliveries of High Risk Foods using a thermometer, until you are confident the supplier is delivering correctly. If the cold food is always 5°C or colder and the hot food is always 60°C or hotter, then check as though the supplier is an **existing** supplier (see below)

For all **existing** suppliers of High Risk Foods check and record at least 1 in every 5 deliveries with a thermometer. You need to check a sample of items within this 1 delivery.

• Write down the time and date of the delivery.

• Who is the supplier?

• What is the food?

• Write down the temperature.

• Write down 'best before' or 'use-by' date.

• Did you accept the delivery, or reject it?

• Write down any comments or corrective actions.

Of course, not every food needs to have the temperature checked. Some, like dry goods and fruit and vegetables can be delivered at room temperature.

High Risk Foods should be delivered at 5°C or colder, unless you can be confident that the food has been in the Temperature Danger Zone of between 5°C and 60°C for less than two (2) hours.

If a food's packaging is damaged and you think it has affected the food's safety and suitability, you should reject the delivery.

Frozen foods should always be delivered frozen hard.

PHOTOCOPY THE EXAMPLE FORM OVER THE PAGE.
DO NOT WRITE ON THE EXAMPLE FORM.

If you wish to develop your own record format you must include each of the dot points listed above. Your record form must be in English, easy to read, in a table or grid format, and printed in black or blue ink on at least A4 sized paper. Any alternate record you create must be acceptable to your Local Council.

Record 2 Goods receiving form

Photocopy this page before use

Date	Time	Supplier (Write 'Self' if you are buying and transporting food yourself (eg. from market)	Food type	Food temperature (High Risk Foods)	Best before/ Use by date	Accept (A) or reject (R)	Initials	Problems and corrective actions
15/3/01	1.00pm	Giovanni Smallgoods	salami	4°C	Jan 2003	A	JB	

Record 3
Storage units temperature log

Place a copy of this record near where you have hot or cold food stored or displayed.

You should check and record the temperature of your food storage units at least twice every day. Of course, if your business does not operate some days (for example, weekends) you are not expected to record those days. Just write 'N/A' (Not Applicable). If you do not keep this record, you have no way of knowing whether your storage units are keeping the correct temperature.

Things to note are:

- The inside temperature of your refrigerator or coolroom should be 5°C or colder.
- The temperature of your freezer should be -15°C or colder (or the food frozen hard).
- If food is between 5°C and 60°C for more than 4 hours you must throw away the food.
- Throw away ready to eat food where there has been the possibility of cross contamination.
- Document any corrective actions taken on the record form.

You may also use this record to write down the temperature of food display units, like refrigerated displays, bain maries and pie warmers. For food safety, food needs to be maintained at the correct temperature; for cold food this is 5°C or colder, for hot foods, this is 60°C or hotter.

Sometimes the temperature of hot food may fall below 60°C for short periods. If this happens you must throw the food out after cumulative total time of four hours.

You will need to write down any corrective actions you take on the record form.

PHOTOCOPY THE EXAMPLE FORM OVER THE PAGE.
DO NOT WRITE ON THE EXAMPLE FORM.

If you wish to develop your own record format you must include each of the dot points listed above. Your record form must be in English, easy to read, in a table or grid format, and printed in black or blue ink on at least A4 sized paper. Any alternate record you create **must** be acceptable to your Local Council.

Record 3 Storage units temperature log

Photocopy this page before use

Record the time and the temperature in the box. Take corrective action if temperatures are wrong

For the week starting   /   /

Check the temperature of all units at l east twice a day.

Correct temperature:
- Freezers should be –15°C or frozen hard
- Cold holding units should be 5°C or colder
- Hot holding units should be 60°C or hotter

Unit	Monday Time am/pm	Temp	Tuesday Time am/pm	Temp	Wednesday Time am/pm	Temp	Thursday Time am/pm	Temp	Friday Time am/pm	Temp	Saturday Time am/pm	Temp	Sunday Time am/pm	Temp
Big fridge	11.00am	5°C	10.30am	4°C	10.20am	4.5°C	11.10am	2°C	9.30am	5°C	11.30am	4°C	N/a	N/a

Corrective actions (date and action taken)

Record 4
Ready to eat food on display log

This record is to be used if you display High Risk Food outside temperature control, in the Temperature Danger Zone (between 5°–60°C). The food poisoning bacteria in High Risk Food multiply best in the Temperature Danger Zone of between 5°C and 60°C.

Use this record to make sure that High Risk Food kept in the Temperature Danger Zone of between 5°C and 60°C is not on display for more than four (4) hours. You should record:

- Date.

- Type of food or dish.

- Time that food was removed from temperature control (for example, when it was removed from the fridge).

- Time the food was returned to temperature control (for example, when food is prepared and returned to the fridge).

- Time the food is to be thrown away.

If High Risk Food is in the Temperature Danger Zone for longer than two (2) hours but less than four (4) hours it must be used immediately, but if food is in the Temperature Danger Zone for more than four (4) hours the food must be thrown out. The time that food is out of temperature control must be added together. For example, if the food on display is sandwiches, and they took 20 minutes to prepare, you must include that 20 minutes in the 2 hours you have before they can be returned to the fridge, or the 4 hours after which you must throw them away.

This record helps you know when you need to use the food by or throw it out. Write down any corrective actions taken on the record form.

PHOTOCOPY THE EXAMPLE FORM OVER THE PAGE.
DO NOT WRITE ON THE EXAMPLE FORM.

If you wish to develop your own record format you must include each of the dot points listed above. Your record form must be in English, easy to read, in a table or grid format, and printed in black or blue ink on at least A4 sized paper. Any alternate record you create must be acceptable to your Local Council.

Record 4 Ready to eat food on display log

Cold High Risk ready to eat food should be held at 5°C or colder

Hot High Risk ready to eat food should be held at 60°C or hotter.

High Risk ready to eat food may be held outside of these temperatures for up to a cumulative total of four hours. If, for example it takes 1 hour to prepare a product outside of refrigeration, it can only be on display for a further 3 hours.

You need to keep records of how long high risk foods are displayed in the Temperature Danger Zone of between 5°C and 60°C. You should record:

• Date.

• Type of food or dish.

• Time that food was removed from temperature control (for example, when it was removed from the fridge).

• Time the food was returned to temperature control (for example, when food is prepared and returned to the fridge).

• Time the food is to be thrown away.

Photocopy this page before use

Date	Type of Ready to Eat food For example: sandwiches, quiche, platters, prepared salads, or foods including meat, seafood, poultry, eggs and dairy products	Time in Temperature Danger Zone	Time out Temperature Danger Zone	Time food used or discarded after 4 hours (cumulative time)
15/01	Coleslaw salad (prep)	10.40am	11.40am	
15/01	Coleslaw salad	12.00pm	3.00pm	3.01pm

Record 5
Equipment calibration log

You can use this record to make sure that the equipment and temperature measuring devices (thermometers) you use are accurate enough to ensure safe food. You should do this at least twice each year.

You may need to plan ahead to maintain and replace equipment from time to time. Often, having a maintenance plan can save you money in the long term. You must replace or repair food equipment if you find a defect.

You must make sure flat batteries are replaced, thermometers are fixed or replaced if they break and that each is maintained to an accuracy of at least ±1°C (±1°C means plus or minus one [1] degree Celsius).

An external contractor, the manufacturer or distributor will be able to calibrate this equipment at least once each year. Write down the test results on the record form.

The following needs to be recorded:

- The piece of equipment.
- The name of the contractor that is calibrating the equipment.
  (Write 'Self' if you are doing this).
- The date.
- Whether the equipment passes or fails the calibration testing.
- Any corrective action taken.

  You can calibrate some types of thermometers yourself. Page 57 describes how you can do this. You should always follow the manufacturer's instructions.

PHOTOCOPY THE EXAMPLE FORM OVER THE PAGE.
DO NOT WRITE ON THE EXAMPLE FORM.

If you wish to develop your own record format you must include each of the dot points listed above. Your record form must be in English, easy to read, in a table or grid format, and printed in black or blue ink on at least A4 sized paper. Any alternate record you create **must** be acceptable to your Local Council.

Record 5   Equipment calibration log

Photocopy this page before use

Piece of equipment	Name of calibration contractor (Write 'Self' if doing own check)	Date of service	Pass or fail	Corrective actions taken (if any)
Probe Thermometer	Thermometers R Us	12/10/01	Fail	Batteries replaced

Record 6
Process temperature log

You can use this record as a tool to make sure that processes you use to make food in your business meet the times and temperatures in your Food Safety Program.

There is no need to fill this record in every day. Instead, choose one day each month where you can follow at least two items you are preparing that day, to make sure you are doing what your Food Safety Program says you are going to do.

You should choose items which reflect typical menu/food items in your business, then check the time and temperature of each process involved in the production from start to finish. Choose different High Risk items over a full year. The Food Safety Supervisor will then check the progress of those items selected through each process in your business as shown in your Food Safety Program. If one of the menu/food items chosen fails to meet the time and/or temperature requirements, then the processes should be checked and re-recorded the next time the item chosen is made.

This record will help you identify where problems may be occurring and where staff may need to be trained about temperatures and handling procedures.

In the example Process Temperature Log provided, two menu/food items are used – roast beef and meat sauce. With each of these menu items the log records the process as the food changes from raw ingredients to ready to serve. At each step along the way write down the name of the process, the start time and start temperature. At the end of the process, write down the end time and end temperature.

Your Process Temperature Log should focus on High Risk Food components of the dish such as meat, dairy products, seafood, eggs, smallgoods or any foods that contain these components. It is these foods that need to be monitored carefully.

In the example sheet, the name of all the processes being checked are written down. In the meat sauce example, the first process is 'Preparation'. The moment you start preparing the ingredients for the sauce, you should write the time and the temperature in the Log. In this instance, the start of the preparation process is when you remove the vegetables and the meat from their storage areas. The temperature of the meat is recorded, because it is the High Risk component.

Preparation is a process that occurs at any stage, which includes handling the food. In this example, preparation prior to cooking is monitored. When you have finished preparation, and are about to move onto the next stage – in the example sheet, this next stage is 'Cooking' – you should again write down the time and temperature.

When you have finished the cooking process, write down the end time and end temperature of the meat sauce.

When the meat sauce is removed from heat for cooling, write down the temperature and time when the cooling process starts. Follow the rule in the 'Section 6 Cooling' in your Food Safety Program and ensure that the cooling process is adequate by checking the temperature. Write down that temperature and time in the Process Temperature Log.

In this example the Food Safety Supervisor recorded the temperature twice and noted that cooling could be less dangerous if the sauce is cooled in a shallow tray.

The Process Temperature Log example shows the meat sauce was then reheated on a different day. Again, the time and temperature is written down at the start and end of this process.

The Process Temperature Log is an important record. Without it you would need to use individual records for each process stage.

PHOTOCOPY THE EXAMPLE FORM OVER THE PAGE.
DO NOT WRITE ON THE EXAMPLE FORM.

If you wish to develop your own record format you must include all information from the form on page 80. Your record form must be in English, easy to read, in a table or grid format, and printed in black or blue ink on at least A4 sized paper. Any alternate record you create **must** be acceptable to your Local Council.

Record 6 Internal review – process temperature log

This record is to be used by the Food Safety Supervisor at least once a month.

The Record verifies that your food making processes are meeting the requirements of your Food Safety Program time and temperature controls.

You should complete this record by logging the processes of at least two menu items or products on a set date, once a month. Photocopy the record sheet before using it.

Full instructions are contained on page 77.

Month: September

Menu item	Process	Thawing		Preparation		Cooking		Cooling		Reheating		Display		Serving	
	Date	25/09/01		26/09/01		26/09/01		26/09/01		27/09/01		27/09/01		27/09/01	
		Start	End	Start	End	Start	End	Start	End	Start	End	Start	End	Start	End
Roast beef	Time	6pm	9am	11am	12pm	12pm	2pm	2pm	4pm	12.30	13.30	13.30	13.40	13.40	
	Temp°C	-15	0	3	5	5	75	75	21	5	75	75	72	72	
	Time							4pm	8pm						
	Temp°C							21	5						

Comments/observations: All OK

Corrective action:

Signed: Danny Ritterman

Menu item	Process	Preparation		Cooking		Cooling		Reheating	
	Date	26/09/01		26/09/01		26/09/01		27/09/01	
		Start	End	Start	End	Start	End	Start	End
Meat sauce for lasagne	Time	10am	12pm	12pm	1pm	1pm	3pm	12.30	13.30
	Temp °C	5	8	8	95	95	23	5	75
	Time					3pm	5pm		
	Temp °C					23°C	5°C		

Comments/observations: Only just cooled in time

Corrective action: Use shallow trays for better cooling

Signed: Danny Ritterman

EXAMPLE ONLY

Record 6 Internal Review – Process Temperature Log

Photocopy before use

This record is to be used by the Food Safety Supervisor once a month.

The Record verifies that your food making processes are meeting time and temperature controls.

You should complete this record by logging the processes of at least two menu items or products on a set date, once a month. Photocopy the record sheet before using it. Full instructions are contained on page 77.

Month:

Menu item	Process												
	Date												
		Start	End	Start	End	Start	End	Start	End	Start	End	Start	End
	Time												
	Temp °C												
	Time												
	Temp °C												

Comments/observations: Signed:

Corrective action:

Menu item	Process												
	Date												
		Start	End	Start	End	Start	End	Start	End	Start	End	Start	End
	Time												
	Temp °C												
	Time												
	Temp °C												

Comments/observations: Signed:

Corrective action:

Appendix 1
Glossary of common food terms

Bacteria	Commonly known as germs. Microorganisms are found in and on food, people, surfaces, untreated water, dirt, soil, plants, animals and pests.
Food borne illness	Illness caused though eating contaminated food. Such as chemical contamination or virus, food poisoning bacteria etc.
Calibration	To ensure the accuracy of the readings of a measuring instrument are consistent with a known standard (for example, a thermometer). See 'Support Program Maintenance and Equipment'.
Clean	The action of making equipment, utensils, crockery, etcetera in a condition free from visible matter. To be clean – free from visible matter, such as food waste, dirt and grease, and free from objectionable odour.
Cleaning schedule	A 'to-do-list' of the cleaning activities that are required throughout the premises and equipment: how often cleaning is to be done, how this cleaning is carried out (for example: chemicals and equipment required) and recording the completion of these cleaning activities. If your business transports food your cleaning schedule must also include a cleaning schedule for the transport containers or vehicles.
Contaminant	The introduction or occurrence of either a biological, chemical or physical matter that may lead to a food safety risk. (e.g. physical matter, such as glass in food)
Contamination	The introduction or occurrence of a contaminant in food.
Cool	To lower the temperature.
Corrective action	The steps to be taken by your staff where a breach of a control measure occurs. (i.e. if the hazard is not controlled)
Cross contamination	Contamination from one food, surface or utensil to another e.g. juices of raw chicken onto a knife which is then used to chop lettuce for salad.
Customer complaint record	A record of customer complaints about food safety and action taken subsequent to that complaint.
Delivery	The receipt of goods from a supplier at which time the proprietor then takes responsibility for the food.
Detergent	Chemical used to assist the removal of grease and dirt from utensils or equipment. Detergents do not kill bacteria. Detergents work best in clean hot water.
Dry goods	Food ingredients that can be stored at room temperature (not chilled or frozen) without being a risk to food safety e.g. flour, sugar, rice, jars and bottles of sauce, canned fruit and raw vegetables.
Dry storage	Storing dry goods at room temperature.
Equipment	A machine, instrument, apparatus, utensil or appliance (other than a single-use item) used in connection with food handling. Includes any equipment used to clean a food premises or equipment.
Equipment and maintenance program	A record of work completed in the upkeep of equipment including repairs, disposal and replacement of equipment.
Food grade	Container, covering or wrap that will not contaminate food products especially by leaching chemicals into the food.
Food Handling	The making, manufacturing, producing, collecting, extracting, processing, storing, transporting, delivering, preparing, treating, preserving, packing, cooking, thawing, serving or displaying of food.
Food handling skills	A program that covers food handling, hygiene of personnel, cleaning of the equipment and monitoring of these practices to ensure the safe production of food.

Food poisoning	When an individual is sick from eating food which has been contaminated by either: • Biological Contamination: of a food with food poisoning bacteria or where the food has been badly handled which has caused the numbers of the bacteria to grow to large numbers. • Physical Contamination: things found in food that should not be present such as stones, wound strips, hair, glass, insects, wood etc. • Chemical Contamination: where cleaning agents, detergents or fly sprays come in contact with the food.
Food recall	An action taken to remove from sale, distribution and consumption of foods that pose a safety hazard to consumers including its retrieval and disposal.
Food safety supervisor	Person(s) within your business who is responsible for looking after food safety. The food safety supervisor knows how to recognise, prevent and alleviate the potential hazards associated with handling of food. They must have met the appropriate food safety competency standards for their type of premises and have the ability and authority (of the proprietor) to supervise other people handling food, ensuring it is done safely.
Freeze	Preserve food by making solid by refrigerating below freezing point or using blast freeze equipment.
Frozen products	Foods made solid by refrigeration below freezing. Food must not be partially thawed and are to be frozen solid.
Frozen storage	Controlled storage conditions that will maintain frozen products until it is required for use.
Garnish	To decorate or embellish food. For example: addition of parsley to the top of lasagne.
Hazard	A biological, chemical or physical agent in, or a condition of, food that has the potential to cause an adverse health effect in humans.
High Risk Food	Foods which include meat, seafood, poultry, eggs, dairy, products, smallgoods, cooked rice or any food product that contains these foods (for example, sandwiches, quiche and prepared salads).
Hold	Keep or reserve; keep in a specified condition.
Hot-hold	Keep food at, or above, 60°Celsius. Using appropriate equipment such as hot lamps, bain-marie.
Microbial organisms	Any living organism that can survive as a single cell. This includes bacteria, viruses, yeasts and moulds.
Microwave	To microwave: to cook or heat in a microwave oven. A microwave: an oven which uses high frequency electromagnetic waves to cook or heat food.
Mix	To combine two or more substances.
Monitoring procedures	A method to be followed by staff to check and record a food handling activity.
Ordering	A direction or instruction to buy, sell or supply food.
Peel	To remove the outer covering of a foodstuff (e.g. fruit, vegetable, prawn)
Pest Control	The elimination of pests from a food premises and the prevention of pests entering the premises.
Pests	Birds, rodents, insects.
Pest controller	A service provided by specialists to businesses for pests elimination methods such as bait boxes and other pesticides suitable for use in a food premises.
Potential hazard	Something that could make food unsafe, but has not yet done so.

Potentially hazardous food	Food that as to be kept at certain temperatures to minimise the growth of any pathogenic micro-organisms that may be present in the food, or to prevent the formation of toxins in the food. This food must be handled hygienically and correctly to limit the risk of food poisoning.
Process	In relation to food: any activity that involves preparation of food for sale.
Processed fruit and vegetables	Fruit and vegetables that have been altered from their original state.
Raw materials	Food before it is changed or processed.
Ready-to-eat food	Food that is ordinarily consumed in the same state as which it is sold and that does not include nuts in the shell and whole, raw fruits or vegetables that are intended for hulling, peeling or washing by the consumer.
Refrigerated storage	The storage of potentially hazardous food at a temperature between 0°C and 5°C.
Reheat	The heating of food that has already been cooked and cooled, heated to a temperature that will kill microbial organisms that may be growing in that food. Food to be reheated only once.
Sanitise	To apply heat or chemicals, or a combination of heat and chemicals so that the number of microorganisms on a surface is reduced.
Self-service	A process where customers serve themselves.
Standard operating procedure	Established method for staff to follow which ensures food and food processes remain safe.
Stock rotation	Storage of food so that the most recent stock is placed behind existing stock. This good practice ensures oldest stock will be used first and food is used before it passes its best before date.
Food supplier	A person or company who provides food ingredients, prepared foods or ready to eat foods to your business, which can clearly demonstrate good food management practices and procedures.
Temperature control	The methods used by a business to maintain the temperature of food at less than 5°C for chilled foods and hot foods higher than 60°C.
Thawing	Using the appropriate thawing procedure. Removing food(s) from frozen storage (-15°C) and brought to a chilled state (0 to 5 °C) prior to preparation, cooking, etc.
Transport	Take or carry goods from one place to another.
Thermometer	An instrument used to measure the temperature, such as a probe thermometer. (See Program 5, p59)
Wash	Cleanse with liquid, especially detergent and water.