

# FOOD SAFETY PROGRAM

**William Angliss Institute**  
**555 La Trobe Street**  
**Melbourne Victoria 3000**

|                            |  |
|----------------------------|--|
| <b>Nature of Business:</b> | TRAINING & EDUCATION<br>RESTAURANTS & BUSINESS RETAIL FOOD<br>OUTLETS  |
| <b>Mission:</b>            | Through the influence of William Angliss Institute the hospitality, tourism and food industries are populated by outstanding individuals who challenge existing practices and seek opportunities to excel. |
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## SITE SPECIFIC INFORMATION

|  |                                    |
|--|------------------------------------|
| Flow Chart, Hazard Identification, Monitoring Forms, Cleaning schedules & Food Safety Supervisor Certificate |                                    |
| <b>A</b>   | <b>Café 555</b>                    |
| <b>B</b>   | <b>Bake Shop</b>                   |
| <b>C</b>   | <b>Conference Rooms</b>            |
| <b>D</b>   | <b>Central Stores</b>              |
| <b>E</b>   | <b>Patisserie &amp; Bakery</b>     |
| <b>F</b>   | <b>Restaurants</b>                 |
| <b>G</b>   | <b>Bistro</b>                      |
| <b>H</b>   | <b>Short Courses</b>               |
| <b>I</b>   | <b>Confectionary</b>               |
| <b>J</b>   | <b>Cleaners</b>                    |
| <b>K</b>   | <b>Generic Food Safety Program</b> |
| <b>I</b>   | <b>Spare Documentation</b>         |

## AREA MAP

William Angliss Institute  
555 La Trobe Street  
Melbourne  
Victoria 3000

## CONTACT DETAILS

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David Musgrove Manager Food Processing Programs  
Phone: 03 9606 2458  
Email: [davidmu@angliss.vic.edu.au](mailto:davidmu@angliss.vic.edu.au)

## INTRODUCTION

William Angliss Institute of TAFE operates under a Government Approved Food Safety Program. The program has been fully implemented since 2002.

This training organization conducts training in Commercial Cookery, Butchery, Bakery, Food Safety and Food Safety Auditing and Short Courses in all related cooking practices.

The food is prepared on-site and consumed by the students or sold to the General Public through the Butchers, Bake Shop, Central Kitchen (Retail), Conference Centre, Angliss Restaurant, Occasions Restaurant, Bistro, Café 555 and Coffee Academy.

Amendments to the Monitoring forms have been adapted to be site specific and policies and procedures have been introduced to support the Food Safety Program.

Central Stores purchases all food and beverage supplies and distributes to class rooms and shops. Approved Suppliers are sourced, assessed and documented. Copies of their Business Registrations under the Food Act and HACCP Food Safety Certifications are filed by Central Stores. Only suppliers on the approved supplier list are to supply food and beverage to this establishment.

## PURPOSE

The purpose of this manual is to ensure on-going consistency of quality and safety of our product by providing a service that meets student and client expectations by:

- ◆ Training all students in a Best Practice and good management practice (GMP) environment regarding Food Safety practices, principles and procedures.
- ◆ Maintaining a consistently high standard of food service.
- ◆ Ensuring continuous quality improvement.
- ◆ Meeting the food safety requirements of the food safety program and the Victorian Food Act through the education of teachers, students and food service providers.

## SCOPE OF FOOD SAFETY PROGRAM

1. Café 555
2. Bakeshop
3. Conference Centre
4. Central Kitchen (Retail)
5. Central Stores
6. Patisserie/Bakery
7. Restaurants
8. Unit Kitchens
9. Chocolate and Confectionery

## SUPPORT PROGRAMS

1. Cleaning schedules
2. Nominate Food Safety Supervisors
3. Training requirements of Teachers
4. Policies for Students
5. Maintenance Program (Building Services)
6. Pest Control Program
7. Calibration of refrigeration units and probes
8. Team Meetings-Monthly
9. Internal Audits-Quarterly

## PROGRAM MANAGEMENT

The food safety processes are from the initial purchasing of raw, frozen or pre-prepared products through to the end user. Policies and procedures are in place for:

1. Procedures, work instructions and documentation at each stage of the process.
2. Records
3. Team meetings and evaluations
4. Internal Audits (Conducted by an external consultant).
5. Monitoring of progress and non conformances
6. Monitoring of customer complaints and product recalls.
7. Follow up with Corrective Actions to any non-conformance.
8. Management, Staff and Teacher involvement.

All records relating to this program are kept on file for legislative and audit purposes.

Information supporting the Food Safety Program is designed for William Angliss Institute to provide confidence the food produced and sold to the general public is safe wholesome and free from adulteration. It is based on the requirements in the Food (Amendment) Act 1997, with guidelines from the Human Services Department & FSANZ.

## HAACP PRINCIPLES

The Food Safety Program is based upon the principles of HACCP (Hazard Analysis Critical Control Points) which is a systematic approach to the identification and control of hazards at each step of the food preparation chain.

Systematically identify and analyse the potential hazards involved in the activities conducted at these premises;

Identify where, in each operation of our activities, each hazard can be controlled and how each hazard is to be controlled;

Provide for the systematic supervision and monitoring of controls;

Specify how a hazard that is found not to be under control is to be brought under control;

Provide for the making and keeping of records to facilitate an audit of the food safety program;

Provide for the training of all staff to ensure that they have the skills and competencies in food safety matters appropriate for the work they do, and that these are maintained; and

Provide appropriate arrangements for the recall of food that is produced or sold that may be adulterated or unfit for human consumption.

As part of the development and ongoing maintenance of the Food Safety Program, particular attention has been paid to:

the receiving and holding of food prior to distribution, production and service

the processes involved in the production of both hot and cold foods having regard to foods that fit into the category of being “potentially hazardous”;

whether the foods are produced, strictly adhering to the Victorian Food Act legislation and under the guidelines from Food Standards Australia New Zealand (FSANZ),

The process environment, in which the production takes place, including hygiene practices, cleaning and sanitation programs.

Strategies have been developed to control the identified potential hazards.

The Hazard Analysis Table contained within the program outlines the specific controls for all potential hazards for each area.

## INTENDED USE

The food is distributed predominantly to the students, staff and general public.

## FOOD SAFETY TEAM & FOOD SAFETY SUPERVISORS (FSS) AREA SPECIFIC

| <b>Name</b>  | <b>Position</b><br>& Nominated Food Safety Supervisors (FSS),<br>accredited auditors (FSA) in the specific<br>areas  | <b>Phone</b>              | <b>Proxy Team</b><br>Member or<br>Nominated Food<br>Safety Supervisor |
|--|--|---------------------------|---|
| Chris Coates                                       | Director   | 9606 2158                 |   |
| Denise Stevens                                     | Director   | 9606 2135                 |   |
| David Musgrove                                     | Manager Food Processing<br>Programs (nominated FSS)  | 9606 2458                 | Gordon Talty  |
| Jim Gleeson  | Manager (FSS) <ul style="list-style-type: none"> <li>• Café 555</li> <li>• Bake Shop</li> <li>• Conference Centre</li> <li>• Central Kitchen (Retail)</li> </ul>   | 9606 2489                 | Helen Anastasiadis  |
| Peter Brereton                                     | Manager – Central Stores (FSS) (FSA)   | 9606 2679                 | Mike Scott (FSS)  |
| Greg Fountain                                      | Senior Educator- Patisserie (FSS)  | 9606 2657                 | Ron Smith   |
| Gordon Talty                                       | Culinary Academy (FSS)   | 9606 2162                 | Mark Agius  |
| Mark Agius   | Senior Educator – Professional Cookery<br>(FSS)  | 9606 2160                 | Graham Dark   |
| Kim Blamey   | Cleaning Services<br>Pest Control (FSS)  | 9606 2371<br>0423 002 902 | David Karczub   |
| Jason Schumacher                                   | Food & Beverage Operations (FSS)   | 9606 2360                 | Peter McDonald  |
| Jim Stoikos  | Property Services (FSS)  | 9606 2152                 |   |
| Pauline Dine                                       | Short Courses (FSS)  | 9606 2233                 |   |
| Corinna Hebdon                                     | Acting Coordinator – Bakery (FSS)  | 9606 2591                 | Ken Winnell   |
| Cheryl Baker                                       | Bake Shop  | 9606 2409                 |   |
| Helen Anastasiadis                                 | Café 555 (FSS)   | 9606 2148                 |   |
| Fiona Simpkin                                      | Central Kitchen (Retail) Coordinator (FSS)   | 9606 2492                 |   |
| Manny Kaiafas                                      | Conference Centre Coordinator (FSS)  | 9606 2562                 |   |
| <b>Food Safety Consultant:</b><br>Contact Details: | Marjorie Harvey<br>Australian Food Hygiene Services Pty Ltd<br>PO Box 2125 Bayswater Village, Victoria 3153<br>Phone: 03 9779 3626 Mobile: 041 612 1664 Fax: 03 9720 0225<br>email: <a href="mailto:marjharvey@afhs.net.com.au">marjharvey@afhs.net.com.au</a> |                           |   |

## FOOD SAFETY TEAM MEETINGS

The Food Safety Team, representing their areas of this organization, meets on a Monthly basis to discuss issues relating to this program and its implementation.

Items are listed, discussed and recorded following each meeting.

These include:

- Reports from the internal audit
- Student/Customer Complaints
- Food recalls
- Supplier complaints
- Packaging problems
- Monitoring procedures
- New equipment
- Introducing new systems  
i.e. machinery, cleaning schedules, cleaning equipment, contractors.
- Planned future improvements
- Staff training requirements
- Follow up corrective actions from previous meetings
- Discussion resulting from the internal audits.
- Follow up and close off actions from Internal Audits &/or Melbourne City Council (EHO) Environmental Health Officer reports.
- New staffing arrangements involving their knowledge and requirements for implementation of the food safety program
- New issues arising for on going improvements related to Food Safety
- Microbiological testing result (if applicable)

## TEAM MEETING REPORT PROCEDURE

Reports from the internal audits and meetings are forwarded through the intranet and maintained electronically. Hard copies are filed by the nominated Food Safety Officer David Musgrove. Chris Coates and Denise Stevens also hold copies on file.

Audit reports are strictly confidential to the Food Safety Team and must not be printed or copied without written permission from Chris Coates, Denise Stevens or David Musgrove.

David Musgrove is the authorised person to follow up procedures and recommendations from the meeting outcomes.

Copies of minutes from the team meetings are to be forwarded by David Musgrove to Chris Coates, Denise Stevens, and the Food Safety Team within one week.

## FOOD SAFETY TEAM MEETING (Agenda)

(David Musgrove to Copy & Send to Team)

AGENDA: TYPE MEETING NAME HERE

Day Date Month Year  
00:00am – 00:00pm  
Level Room  
Building

---

### Distribution List      List names in alphabetical order

Acceptance of Minutes – Day Date Month Year

Business Arising

#### Acceptance minutes from previous meeting -----

1. Reports from the internal audit
2. Student/Customer Complaints
3. Food recalls
4. Supplier complaints
5. Packaging problems
6. Monitoring procedures
7. New equipment
8. Introducing new systems i.e. machinery, cleaning schedules, cleaning equipment, contractors.
9. Planned future improvements
10. Staff training requirements
11. Follow up corrective actions from previous meetings
12. Discussions resulting from the internal audits.
13. Follow up and close off actions from Internal and Melbourne City Council (EHO) Environmental Health Officer reports.
14. New staffing arrangements involving their knowledge and requirements for implementation of the food safety program
15. New issues arising for on going improvements related to Food Safety
16. Microbiological testing result (if applicable)

#### Other Business

Time meeting closed -----Next Meeting date-----

## **DOCUMENT CONTROL**

The following personnel are authorised to undertake changes to the Food Safety Program, policies, procedures, signage and monitoring forms.

|                |                                      |
|----------------|--------------------------------------|
| Chris Coates   | Director                             |
| Denise Stevens | Director                             |
| David Musgrove | Manager Food Processing and Programs |

Food Safety Documentation is to be filed and archived for 7 years.

## **MICROBIOLOGICAL TESTING**

Microbiological testing programs will be developed by the Food Science and Technology students throughout 2008 and implemented in 2008. These procedures will include external verification.

## **CONTRACTUAL AGREEMENTS**

All copies of the contractual agreements are maintained and held by Chris Coates.

## **CALIBRATION OF EQUIPMENT**

The temperature probes are calibrated every six months by the nominated Food Safety Supervisor for each department.

The calibration of refrigeration, dishwashing and glass washing machines is the responsibility of the Property Services Manager in accordance with the calibration schedule.

## **BUILDING MAINTENANCE**

The building is maintained by the Property Services Manager and requests are forwarded from each Food Safety Supervisor or teaching staff on duty at the time.

A preventive maintenance system is in place with routine checks of the building monthly.

## **ORGANISATIONAL CHART – Food Safety**

## KEY RESPONSIBILITIES

Key responsibilities are outlined in Position Descriptions, which also specify food safety administration duties, work place/teaching duties and essential skills/qualifications.

The Manager for Food Processing and Programs, David Musgrove is the nominated personnel to oversee the implementation of the Food Safety Program.

| NAME           | POSITION                                   | RESPONSIBILITIES   |
|----------------|--|--|
| Chris Coates   | Director                                   | Attend Food Safety Team Meetings (optional)<br>Authorize contractors and maintain records<br>Liaise with the City of Melbourne Health Department<br>Media representation (if applicable)<br>Handle Product Recalls (if applicable)   |
| Denise Stevens | Director                                   | Attend Food Safety Team Meetings (optional)<br>Oversee serious student or consumer complaints regarding food safety issues<br>Liaise with Chris Coates over Recalls and Health laws<br>Set policies for training requirements for teachers in food safety  |
| David Musgrove | Manager:<br>Food<br>Processing<br>Programs | Arrange & attend Food Safety Team Meetings<br>Observe supplier & product recalls and notify areas where product may be held<br>Notify Chris Coates of an internal product recall and of supplier recalls if serious.<br>Notify Chris Coates and Denise Stevens of students or consumer complaints regarding food safety<br>Collate minutes from the meetings and distribute to the team members within one week.<br>Implement the Food Safety Program<br>Maintain Food Safety Records and audit reports<br>Maintain Recall records<br>Arrange for an annual Mock recall, in random areas<br>Maintain Mock recall results.<br>Assist Central Stores with supplier audits annually<br>Respond to Food Safety Non-conformances<br>Schedule Internal Audits conducted by the contractor & notify areas of the time frame<br>Report pest sightings to Kim Blamey and have documentation available for area of sighting & pest type<br>Observe labeling laws for selling food<br>Arrange for replacement of damaged equipment and utensils<br>Report Maintenance requests<br>Ensure product labeling requirements are met for selling food to the general public (FSANZ) |

| NAME        | POSITION   | RESPONSIBILITIES  |
|-------------|--|---|
| Jim Gleeson | Manager: <ul style="list-style-type: none"> <li>• Café 555</li> <li>• Bake Shop</li> <li>• Conference</li> <li>• Central Kitchen (Retail)</li> </ul> | Attend Food Safety Team Meetings<br>Food Safety Implementation-site specific<br>Maintain Food Safety Records-site specific.<br>Respond to Food Safety recalls<br>Respond to Non-conformances<br>Respond to Pest sightings-site specific<br>Ensure Cleaning & Maintenance requirements are met<br>File records of Staff training<br>Request evidence of Agency staff food safety training<br>Oversee all aspects of Food Safety-site specific<br>Make available records for audit purposes<br>Inform Central Stores of any supplier issues in relation to direct delivered product<br>Observe product labeling requirements when selling<br>Arrange for replacement of damaged equipment/utensils<br>Report Maintenance requests   |
| Mike Scott  | Manager:<br>Central Stores   | Attend Food Safety Team Meetings<br>File and keep current approved suppliers details<br>Review supplier certification annually<br>Ensure that supplier specifications are continually met<br>Instruct staff on correct stock receipt, storage, rotation & food handling practices especially when repacking.<br>Maintain Food Safety Records<br>File Staff Food Safety Qualifications and keep current<br>Oversee all aspects of Food Safety-site specific<br>Make available ongoing monitoring documents<br>Report pest sightings to Kim Blamey and have documentation available for area of sighting & pest type<br>Maintain cleaning schedule and check lists<br>Ensure safe stock rotation and temperature controls<br>Arrange for site inspections to Suppliers for verification of the contractual standards and agreements.<br>Randomly inspect supplier delivery vehicles for cleanliness<br>Notify Suppliers of non conformance to food safety<br>Document follow up action taken on returned goods<br>Cancel supplier if three non-conformances to food safety are noted.<br>Label and seal all stored products<br>Handle and store separate allergen products<br>Notify all areas within the facility, via intranet, notices or phone, of recalled goods and arrange for <b>safe holding</b> until disposal or pickup.<br>Inspect stock returned from rooms & dispose of immediately if food safety is compromised<br>Report Maintenance requests<br>Routinely clean outgoing trolleys |

| <b>NAME</b>   | <b>POSITION</b>                              | <b>RESPONSIBILITIES</b>  |
|---------------|--|--|
| Greg Fountain | Senior Educator,<br>Patisserie               | Attend Food Safety Team Meetings<br>Oversee correct product receipt, handling and storage conditions<br>Return to Central Stores- Non compliant stock<br>Document reason and action taken for returned stock.<br>Instruct staff of hygiene practices<br>Instruct students of the food handling policies<br>Address on-site non-compliance's to food safety<br>Arrange for monitoring of cooking temperatures<br>Arrange for monitoring of refrigeration temperatures<br>Check stock rotation and use by dates-site specific<br>Report pest sightings to Kim Blamey and have documentation available for area of sighting & pest type<br>Label and seal all stored products<br>Oversee cleaning practices<br>Arrange for replacement of damaged equipment and utensils<br>Action recalled products<br>Observe product labeling requirements when selling<br>Report Maintenance requests |
| Gordon Talty  | Manager:<br>Culinary Academy                 | Attend Food Safety Team Meetings<br>Address non-compliance's to food safety<br>Report pest sightings to Kim Blamey and have documentation available for area of sighting & pest type<br>Oversee cleaning practices<br>Report Maintenance requests<br>Manage or oversee senior educators responsibilities regarding food safety   |
| Mark Agius    | Senior Educator –<br>Professional<br>Cookery | Attend Food Safety Team Meetings<br>Oversee correct product receipt, handling and storage conditions<br>Return to Central Stores- Non compliant stock<br>Document reason and action taken for returned stock.<br>Instruct staff of hygiene practices<br>Instruct students of the food handling policies<br>Address on-site non-compliance's to food safety<br>Arrange for monitoring of cooking temperatures<br>Arrange for monitoring of refrigeration temperatures<br>Check stock rotation and use by dates-site specific<br>Report pest sightings to Kim Blamey and have documentation available for area of sighting & pest type<br>Label and seal all stored products<br>Oversee cleaning practices<br>Arrange for replacement of damaged equipment and utensils<br>Action recalled products<br>Observe product labeling requirements when selling<br>Report Maintenance requests |

| NAME             | POSITION                          | RESPONSIBILITIES  |
|------------------|-----------------------------------|---|
| Kim Blamey       | Cleaning Services<br>Pest Control | Attend Food Safety Team Meetings<br>Maintain Contracts for Chemicals Suppliers, Cleaning & Pest Contractors<br>Instruct cleaning staff and contractors of food safe policies & practices when working near food or food equipment<br>Document refrigeration temperatures & file<br>Document cleaning procedures & file<br>Action pest sighting reports-all sites<br>Document action taken for pest sightings<br>Notify pest contractor of the pest sightings<br>Retain records for pest inspections and findings<br>Oversee cleaning practices<br>Maintain & display current data on all chemicals<br>Maintain safe and appropriate storage for chemicals<br>Store cleaning equipment; "clean".<br>Report Maintenance requests<br>Arrange for replacement of damaged cleaning equipment<br>Clean dish wash machines & filters after each session<br>Include glass wash machines for cleaning – <i>site specific</i><br>Empty, clean & reline waste bins after each session<br>Check stock rotation and use by dates-site specific<br>Manage waste removal and keep outside bin lids flush |
| Jason Schumacher | Food & Beverage Operations        | Attend Food Safety Team Meetings<br>Oversee correct product receipt, handling and storage conditions<br>Return to Central Stores- Non compliant stock<br>Document reason and action taken for returned stock.<br>Design and keep updated; student food handling policies<br>Address non-compliance's to food safety<br>Oversee monitoring of bar refrigeration units<br>Oversee correct food storage and stock rotation<br>Report pest sightings to Kim Blamey and have documentation available for area of sighting & pest type<br>Oversee that the cleaning checklist is adhered to<br>Arrange for replacement of damaged equipment and utensils<br>Action recalled products<br>Report Maintenance requests<br>Ensure customer complaint processes are observed   |

| <b>NAME</b>  | <b>POSITION</b>                  | <b>RESPONSIBILITIES</b>   |
|--------------|----------------------------------|---|
| Jim Stoikos  | Manager:<br>Property<br>Services | <ul style="list-style-type: none"> <li>Attend Food Safety Team Meetings</li> <li>Maintain Building in compliance with the Victorian Food Act &amp; FSANZ Building requirements</li> <li>Action all maintenance requests</li> <li>Document actions taken</li> <li>File contractual arrangements for outside contractors</li> <li>Instruct Contractors of Food Safety requirements if working near food or food utensils to avoid potential cross contamination or adulteration risks.</li> </ul>   |
| Pauline Dine | Manager:<br>Short Courses        | <ul style="list-style-type: none"> <li>Attend Food Safety Team Meetings</li> <li>Ensure Sessional Teaching Staff have a current food handling certificate</li> <li>Maintain records of current food safety training</li> <li>Have available Food Safety Policies &amp; Procedures for each teacher to read on orientation</li> <li>Adhere to all requirements for monitoring of refrigeration &amp; cooking temperatures</li> <li>Arrange cleaning requirements for weekend &amp; evening sessions</li> <li>Report Maintenance requirements</li> <li>Report pest sightings to Kim Blamey &amp; document area of sighting &amp; pest type</li> <li>Address Non-compliance to food safety</li> <li>Adhere to purchasing and receipt of food policies and procedures</li> <li>Maintain safe perishable food transportation</li> <li>Dispose of uneaten perishable food after sessions</li> <li>Store ingredients hygienically.</li> <li>Maintain current use by dates and correct stock rotation</li> <li>Ensure teachers adhere to standard food safety requirements</li> </ul> |

| <b>NAME</b>       | <b>POSITION</b>            | <b>RESPONSIBILITIES</b>   |
|-------------------|----------------------------|---|
| Corinna<br>Hebdon | Teacher Bakery             | <p>Attend Food Safety Team Meetings</p> <p>Oversee correct product receipt, handling and storage conditions</p> <p>Return to Central Stores- Non compliant stock</p> <p>Document reason and action taken for returned stock.</p> <p>Instruct staff of hygiene practices</p> <p>Instruct students of the food handling policies</p> <p>Address on-site non-compliance's to food safety</p> <p>Arrange for monitoring of cooking temperatures</p> <p>Arrange for monitoring of refrigeration temperatures</p> <p>Check stock rotation and use by dates-site specific</p> <p>Report pest sightings to Kim Blamey and have documentation available for area of sighting &amp; pest type</p> <p>Label and seal all stored products</p> <p>Oversee cleaning practices</p> <p>Arrange for replacement of damaged equipment and utensils</p> <p>Action recalled products</p> <p>Observe product labeling requirements when selling</p> <p>Report Maintenance requests</p>                             |
| Cheryl Baker      | Site-Manager:<br>Bake Shop | <p>Attend Food Safety Team Meetings</p> <p>Document &amp; maintain food safety monitoring records</p> <p>Instruct Staff, Casuals or Agency staff of safe food handling practices and policies</p> <p>Store food hygienically</p> <p>Check for current use by dates &amp; stock rotation</p> <p>Return stock to Central Stores if non compliant on receipt</p> <p>Dispose of food if food safety is compromised in any way.</p> <p>Report and document Pest sightings</p> <p>Report Maintenance requests</p> <p>Observe product labels and food handling practices for special dietary requests</p> <p>Request replacement of damaged utensils or equipment</p> <p>Keep staff updated with current food handling training</p> <p>Action product recalls</p> <p>File monitoring records</p> <p>Ensure customer complaint processes are observed</p> <p>Monitor and document all in-house receipts</p> <p>Oversee monitoring of cooking/heating/holding temperatures and refrigeration units</p> |

| <b>NAME</b>        | <b>POSITION</b>                            | <b>RESPONSIBILITIES</b>  |
|--------------------|--|--|
| Helen Anastasiadis | Site Manager:<br>Café 555                  | Attend Food Safety Team Meetings<br>Document & maintain food safety monitoring records<br>Instruct Staff, Casuals or Agency staff of safe food handling practices and policies<br>Store food hygienically<br>Check for current use by dates & stock rotation<br>Return stock to Central Stores if non compliant on receipt<br>Dispose of food if food safety is compromised in any way.<br>Report and document Pest sightings<br>Report Maintenance requests<br>Observe product labels and food handling practices for special dietary requests<br>Arrange for replacement of damaged equipment and utensils<br>Keep staff updated with current food handling training<br>Action product recalls<br>File monitoring records<br>Request replacement of damaged utensils or equipment<br>Ensure customer complaints are documented<br>Oversee monitoring of cooking/heating/holding temperatures and refrigeration units<br>Ensure customer complaint processes are observed |
| Fiona Simpkin      | Coordinator<br>Central Kitchen<br>(Retail) | Attend Food Safety Team Meetings<br>Document & maintain food safety monitoring records<br>Instruct Staff, Casuals or Agency staff of safe food handling practices and policies<br>Store food hygienically<br>Check for current use by dates & stock rotation<br>Return stock to Central Stores if non compliant on receipt<br>Dispose of food if food safety is compromised in any way.<br>Report Pest sightings to Jim Gleeson<br>Report Maintenance requests to Jim Gleeson<br>Observe product labels and food handling practices for special dietary requests<br>Arrange for replacement of damaged equipment and utensils<br>Keep staff updated with current food handling training<br>Action product recalls<br>File monitoring records<br>Request replacement of damaged utensils or equipment   |
| Manny Kaiafas      | Coordinator<br>Conference<br>Centre        | Attend Food Safety Team Meetings – on request<br>Ensure all coordinators/conference centre staff comply with all Food Safety requirements  |

| <b>NAME</b>     | <b>POSITION</b>  | <b>RESPONSIBILITIES</b>  |
|-----------------|--|--|
| Marjorie Harvey | Food Safety Consultant<br>(Internal Auditor)<br><br><i>Reports to:<br/>Chris Coates<br/>&amp;<br/>David Musgrove</i> | Attend Food Safety Team Meetings <i>–on request</i><br>Recommend modification to Food Safety Program from audit related incidents &/or from Team Meeting outcomes<br>Notify Chris Coates & David Musgrove of Internal Audit schedule<br>Conduct Internal Audits as required by Chris Coates.<br>Liaise with David Musgrove of legislative changes and updates to the program <i>if applicable</i><br>Liaise with the Melbourne City Council Health Department over Food Safety Program changes and Environmental Health Officer site inspection reports<br>Forward Food Safety Program changes to City of Melbourne Health Department when applicable. |

## HAZARDS ANALYSIS AND CONTROL - DESCRIPTION OF PROCESS

Processes identified in the operation of the catering facilities are as follows:

- Foods to be purchased, displayed & served to the general public with no further process
- Food is purchased, held cold, distributed from Central Stores, held cold, prepared, displayed cold & sold to the general public as take away food or beverage
- Food is purchased, held cold, distributed from Central Stores, held cold prepared, cooked, displayed hot & sold to the general public as take away food
- Food is purchased, held cold, distributed, displayed cold and sold to the general public
- Food is purchased, held, distributed, reheated, displayed hot and sold to the general public
- Foods to be purchased, held cold, distributed to training rooms, prepared, cooked and consumed by students
- Food is purchased, held, distributed prepared, cooked and served to the general public in a dining room
- Food is purchased, held, distributed prepared, cooked, chilled and served to the general public in a dining room

All supplies are ordered and distributed from the Central Stores to each site facility.

The food or beverages are pre ordered, and stacked onto trolleys each morning, where perishable items are held in a cold holding unit until ready for distribution to training rooms, conference facility, restaurants or shops.

On receipt food and beverages are immediately unloaded by Teachers/students/Central Stores staff or Site Managers. Perishable goods are transferred to refrigerated units until ready for preparation &/or service. Unused foods or beverages are returned to Central Stores at the end of the training session, assessed for safety then stored appropriately and redistributed or disposed of if the safety of the food has been compromised in any way.

Monitoring forms, policies and procedures are in place to ensure the processes are documented as safe.

Internal Audits are conducted by an outside contractor on a bi-annually basis to verify the Food Safety Systems are in place. (State bi-annually, then if we achieve more, then good!)

Food Safety Team Meetings discuss and review the reports for non conforming practices that require action or for opportunities for improvement.

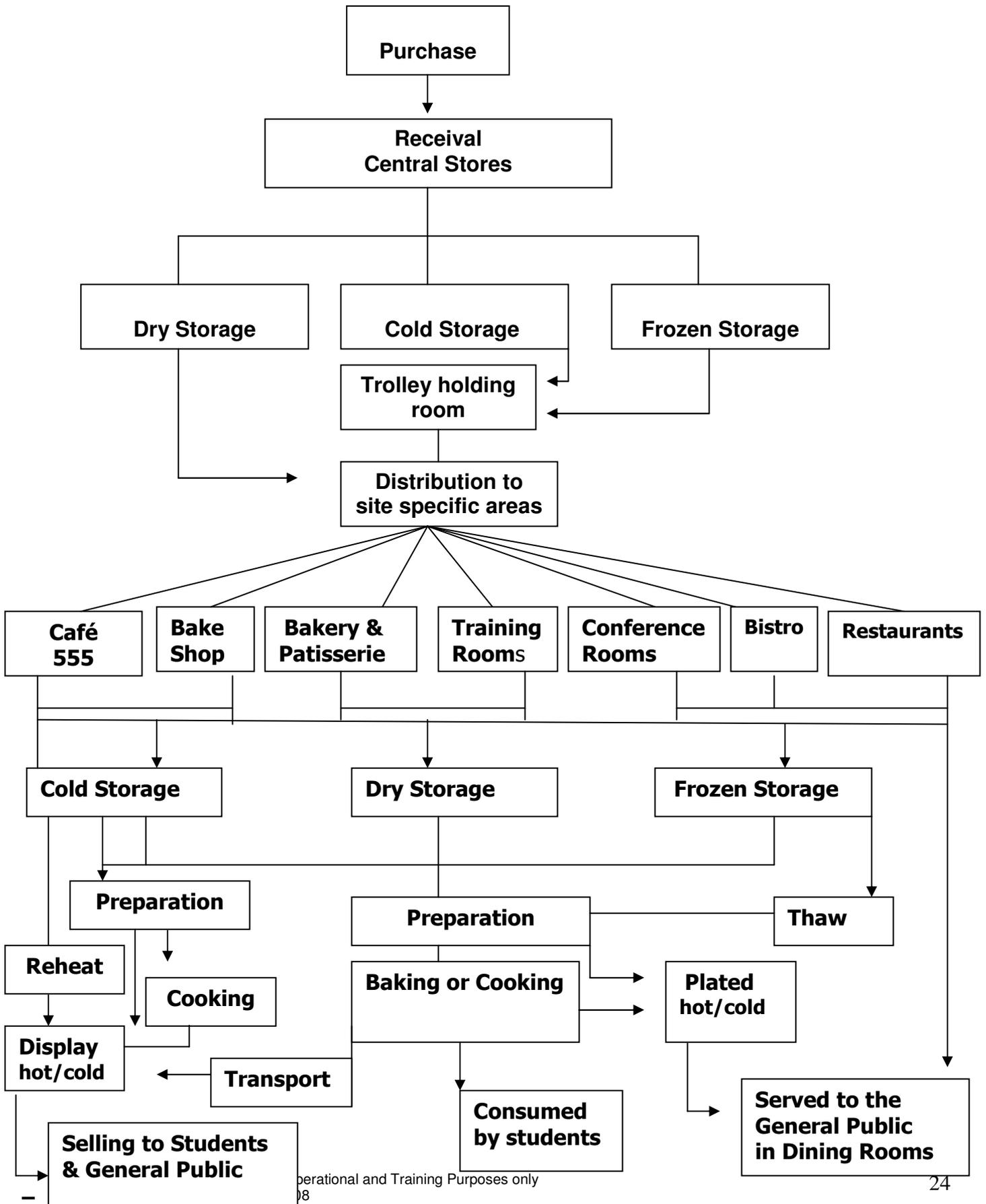
Allergen and labeling legislative requirements are strictly adhered to (reference [www.FSANZ.com.au](http://www.FSANZ.com.au))

Liquor is also provided under legislative requirements (reference **Liquor Control Act – Vic**)

All suppliers to William Angliss Institute are contracted to meet legislative requirements. Reviews of suppliers are conducted annually.

Verification of approved and contracted suppliers is held by Central Stores.

**FLOW CHART OF THE FOOD PROCESS**



Operational and Training Purposes only

## HAZARD ANALYSIS – HAZARDS

### Definition

This Food Safety Program has identified all potential hazards at each step of the flow diagram.

A hazard is anything that can cause harm to a consumer.

There are three categories of hazards. These are:

1. Microbiological
2. Chemical
3. Physical

### 1. Microbiological

Small living organisms that can contaminate food include bacteria, yeast, mould and viruses.

Food can be contaminated through poor handling and storage practices and also through poor personal hygiene by the people who produce it. Food poisoning bacteria are very widespread and can be found in the soil, on animals and on people. Because of this, it is possible for foods such as the raw materials to contain these bacteria from the start.

Food can also become contaminated through cross- contamination, i.e. the transfer of material from “dirty” surfaces to food.

Two common ways are:

1. During food preparation: hands, utensils and equipment can become contaminated with bacteria from raw materials. If these utensils, equipment and hands are then used to prepare ready-to-eat or cooked food without first being washed, this food can become contaminated by bacteria from the raw materials. As this food may not be cooked again before being eaten, the bacteria in it will not be killed.
2. During storage: bacteria from raw food can contaminate ready-to-eat food if these foods are not stored separately. All food stored should be covered, labelled and dated.

If storage conditions are not correct (5°C or below for perishable foods or above 60°C for hot food) then:

- food poisoning bacteria may multiply
- bacterial spores may germinate to produce live bacteria
- bacteria may produce toxins (poison)

Inadequate cooking, chilling or regenerating is also a hazard. If food is not cooked, chilled or regenerated to the correct temperature, bacteria may survive and multiply.

Some bacteria form spores and toxins that may survive normal cooking temperatures. In considering microbiological hazards in your process you need to consider the following questions:

- Could foods, especially ready-to-eat, become contaminated?
- Could harmful bacteria grow to dangerous levels in food?
- Could germs survive a process, such as cooking?

## 2. Chemical

Chemical contamination can arise from:

- Agricultural chemicals remaining in foods;
- Cleaning materials or pesticides contacting food;
- Food additives or preservatives inappropriately added to food;
- Naturally occurring plant toxins or fish toxins.

When looking at chemical hazards in your operation you need to consider the following questions:

- Are raw materials clean/safe?
- Are harmful chemicals stored or used near food?
- Are chemicals stored in unlabelled bottles or food containers?
- Are chemical residues left on surfaces after cleaning?

## 3. Physical

Physical contamination of food can include glass, metal, rodent droppings, hair, wood splinters and rust.

When looking at physical hazards in your operation you need to consider the following question:

- Could pieces of glass, wood, pests or other foreign objects get into the food at any stage from the raw material to the finished product?

*Source: Adapted from:  
Department of Human Services; Food Safety Program Guide 1998 (p.7).*

## HAZARD IDENTIFICATION-CHART

| Step No. | Process Step  | Type of Hazard   | Potential Hazard  |
|----------|---|--|---|
| 1 & 2    | Purchase and receipt of raw materials and ingredients | <ul style="list-style-type: none"> <li>• Microbiological,</li> <li>• Chemical,</li> <li>• Physical.</li> </ul> | <ul style="list-style-type: none"> <li>• Contamination with food poisoning bacteria or toxins</li> <li>• Defective packaging leading to product deterioration and adulteration</li> <li>• Perishable food not stored immediately</li> <li>• Goods left unattended at risk of sabotage</li> <li>• Food items delivered with chemicals</li> </ul> |
| 3        | Dry Goods Storage                                     | <ul style="list-style-type: none"> <li>• Chemical,</li> <li>• Physical,</li> <li>• Microbiological.</li> </ul> | <ul style="list-style-type: none"> <li>• Contamination with bacteria, moulds, fungi, chemicals and physical objects</li> </ul>  |
| 4 & 5    | Cold and Frozen Storage –                             | <ul style="list-style-type: none"> <li>• Microbiological,</li> <li>• Chemical,</li> <li>• Physical.</li> </ul> | <ul style="list-style-type: none"> <li>• Growth of food poisoning bacteria and possible production of toxins during storage</li> <li>• Further contamination with bacteria, moulds, fungi, chemicals and physical objects</li> </ul>  |
| 6        | Preparation/ Production                               | <ul style="list-style-type: none"> <li>• Chemical,</li> <li>• Physical,</li> <li>• Microbiological.</li> </ul> | <ul style="list-style-type: none"> <li>• Contamination of food with bacterial, chemical or physical contaminants</li> <li>• Cross contamination of food</li> <li>• Growth of bacteria already present in foods</li> </ul>   |
| 7        | Thawing   | <ul style="list-style-type: none"> <li>• Microbiological,</li> <li>• Chemical,</li> <li>• Physical.</li> </ul> | <ul style="list-style-type: none"> <li>• Growth of bacteria already present in food if food becomes warm during thawing</li> <li>• Contamination of food with chemical and physical contaminants</li> </ul>   |
| 8        | Cooking/ Baking                                       | <ul style="list-style-type: none"> <li>• Microbiological.</li> </ul>   | <ul style="list-style-type: none"> <li>• Survival of live bacteria</li> <li>• Survival of spores</li> <li>• Toxins not destroyed</li> </ul>   |
| 9        | Chilling  | <ul style="list-style-type: none"> <li>• Microbiological,</li> <li>• Chemical,</li> <li>• Physical.</li> </ul> | <ul style="list-style-type: none"> <li>• Germination of spores or bacteria during prolonged time in the “danger zone”</li> <li>• Production of toxins during prolonged time in the “danger zone”</li> <li>• Bacterial cross contamination</li> <li>• Contamination with chemical or physical objects</li> </ul>                                 |
| 10       | Transporting on-site                                  | <ul style="list-style-type: none"> <li>• Microbiological,</li> <li>• Physical.</li> </ul>                      | <ul style="list-style-type: none"> <li>• Germination bacteria during prolonged time in the “danger zone”</li> <li>• Foreign objects from environment if food uncovered</li> </ul>   |
| 11       | Reheating   | <ul style="list-style-type: none"> <li>• Microbiological</li> </ul>  | <ul style="list-style-type: none"> <li>• Germination of bacteria if reheated too slow</li> </ul>  |
| 1        | Holding hot/cold                                      | <ul style="list-style-type: none"> <li>• Microbiological.</li> </ul>   | <ul style="list-style-type: none"> <li>• Germination of spores or bacteria during prolonged time in the “danger zone”</li> </ul>  |
| 13       | Plating or packaging                                  | <ul style="list-style-type: none"> <li>• Microbiological,</li> <li>• Chemical,</li> <li>• Physical.</li> </ul> | <ul style="list-style-type: none"> <li>• Microbial growth during prolonged plating in room temperature</li> <li>• Bacterial cross contamination from poor food handling practices or incorrectly stored packaging</li> <li>• Contamination with physical objects</li> </ul>   |
| 14       | Service   | <ul style="list-style-type: none"> <li>• Microbiological,</li> <li>• Physical.</li> </ul>                      | <ul style="list-style-type: none"> <li>• Bacterial cross contamination</li> <li>• Contamination with physical objects</li> </ul>  |

## HAZARD ANALYSIS AND CONTROL TABLE (realign table)

| Process Step                                   | Hazard(s)   | Preventative Measures  | Monitoring Procedures  | Corrective Action   | Records   |
|--|---|--|--|---|---|
| 1 & 2<br>Purchasing and receiving of materials | <p>Growth of FPSO's (M)</p> <p>Cross contamination (M)</p> <p>Foreign matter, dust &amp; dirt (P)</p> <p>Damaged packaging (M, P, C, Q)</p> | <p>Food sourced from approved suppliers.<br/>Perishable food delivered below 5 °C.</p> <p>Frozen food delivered at minus 18°C (-18° C) or colder</p> <p>Food wrapped in protective packaging.</p> <p>Vehicle appropriately designed &amp; maintained- checked randomly.</p> <p>Deliveries checked on arrival and immediately placed in storage</p> | <p>Purchase food only from this companies approved suppliers.</p> <p>Measure temperature of all perishable and frozen foods (one item each delivery)</p> <p>Visually check for damaged packaging</p> <p>Visually inspect &amp; document use by dates</p> <p>Visually inspect packaging for foreign matter or other contamination risks</p> <p>Randomly check suppliers vehicle for suitability</p> | <p>Reject food from unapproved suppliers</p> <p>Notify supplier or reject product if food not delivered at the correct temperature</p> <p>Frozen food delivered @ or colder than -15° C or rock hard</p> <p>Perishable food- delivered @ or below 5° C</p> <p>Dry goods- delivered dry</p> <p>Reject food that has visual signs of contamination with foreign matter or if transported with chemicals.</p> <p>Reject food if out of date or displays a short shelf life</p> <p>Reject if vehicle not suitably maintained</p> <p>Reject if poor hygiene practices from delivery personnel.</p> <p>Reject if left on loading dock unattended.</p> | <p>Goods Receiving</p> <p>Corrective Action</p> |

HAZARD ANALYSIS AND CONTROL TABLE

| Process Step   | Hazard(s)  | Preventative Measures   | Monitoring Procedures  | Corrective Action  | Records   |
|----------------|--|---|--|--|---|
| 3. Dry storage | <p>Foreign matter &amp; pests (P)</p> <p>Out of date stock (M)</p> <p>Chemicals stored incorrectly (C)</p> <p>Damaged or opened packaging (P, M, C, Q)</p> | <p>Store all items hygienically</p> <p>Store off the floor or on wheels</p> <p>Rotate stock on a first in first out basis</p> <p>Store wet foods below dry goods</p> <p>Ensure packets are not left open</p> <p>Re-date &amp; re-label decanted goods</p> <p>Handle unpackaged items with gloves.</p> <p>Store allergen foods separate</p> <p>Store rejected goods for return in a separate and clearly defined area marked for “out of use” or “returned stock”.</p> <p>Store chemicals away from food storage</p> | <p>Regular visual checks</p> <p>Document stock checks daily</p> <p>Check that stock is not stored directly on the floor</p> <p>Dispose of allergen ingredients if cross-contamination has occurred</p> <p>Include on monitoring &amp; policies for wet food to be stored below dry food.</p> <p>Store chemicals in a segregated area</p> <p>Arrange for pest control</p> | <p>Re-organise layout</p> <p>Streamline stock rotation</p> <p>Review pest control &amp; cleaning procedures</p> <p>Reposition food off the floor or if wet food is stored above dry goods.</p> <p>Dispose of out of specification stock</p> <p>Dispose of opened packets as they are at risk of contamination from foreign objects or pest contamination</p> <p>Seal or decant opened packaging</p> <p>Dispose of out of date, contaminated or adulterated food.</p> <p>Clean spillages to prevent vermin attraction</p> <p>Remove chemicals</p> <p>Dispose of food if affected by vermin or other pests</p> | <p>Dry Storage - <i>Record daily</i></p> <p>Cleaning Schedules</p> <p>Pest Control</p> <p>Corrective Action</p> |

## HAZARD ANALYSIS AND CONTROL TABLE

| Process Step    | Hazard(s)   | Preventative Measures  | Monitoring Procedures  | Corrective Action  | Records   |
|-----------------|---|--|--|--|---|
| 4. Cold Storage | Growth of FPSO's (M)<br><br>Cross contamination (M) | Quickly move food to storage area.<br>Maintain perishable below 5°C.<br><br>Do not use food beyond use-by- or best before dates<br><br>Rotate stock<br><br>Ensure all food is covered, date coded and labeled<br><br>Separate food types; store raw food away or below cooked or ready to eat food<br><br>Dispose of left over food after 2 days.<br><br>Re-date and label ingredients of decanted foods prior to storage<br><br>Read changed storage conditions on goods once opened and shorter shelf life products require re-dating once opened. | Measure temperature of refrigeration units twice daily<br><br>Regular visual checks of temperature gauges<br><br>Check for correct storage and use by dates<br><br>Label and cover all stored food.<br><br>Maintain units in a clean and hygienic condition<br><br>Replace corroded shelving<br><br>Maintenance to carry out routine validation of alarm compliance checks <i>where applicable</i> | If product is above 5°C for less than 2 hours cook immediately or transfer all food into another suitable holding unit and/or adjust storage temperature or repair refrigeration unit if required.<br><br>If product above 5°C for more than 2 hours – discard<br><br>Discard food not covered, labeled or dated<br><br>Document validation of alarm compliance checks (Maintenance) | Refrigeration Temperature record<br><br>Corrective Action<br><br>Cleaning schedule<br><br>Maintenance schedule for alarm validation <i>where applicable</i> |

## HAZARD ANALYSIS AND CONTROL TABLE

| Process Step         | Hazard(s)   | Preventative Measures  | Monitoring Procedures   | Corrective Action   | Records   |
|----------------------|---|--|---|---|---|
| 5.<br>Frozen storage | <b>Growth of FPSO's (M)</b><br><br><b>Cross contamination (M)</b> | Maintain food at -18° C.<br>Promptly move frozen raw materials to freezer. Do not allow product to stay at room temperature<br><br>Do not re freeze thawed or partially thawed products<br><br>Do not use food beyond use-by-date<br><br>Add a 2 Month self life to products stored without a validated manufacturers use by date.<br><br>Rotate stock<br><br>Food sealed and wrapped in appropriate packaging<br><br>Staff training in correct thawing procedures | Measure temperature of freezer units where alarms are not fitted - twice daily<br><br>Check use-by-dates<br><br>Regular visual checks<br><br>Monitor stock rotation<br><br>Visually check thawing process.<br><br>Maintenance to carry out routine validation of alarm compliance checks. | If freezer malfunctions, hold frozen food in another freezing unit.<br><br>If icicles remain or the food has thawed, refrigerate and use as per perishable refrigerated food, <b>providing temperature has not risen above 5°C</b><br><br>Discard food if outside use-by-date or above minus -15°C<br><br>Dispose of unwrapped or out of date goods.<br><br>Document validation of alarm compliance checks (Maintenance)<br><br>Dispose of frozen food if not dated correctly | Refrigeration Temperature record<br><br>Corrective Action<br><br>Cleaning schedule<br><br>Maintenance schedule for alarm validation |

**Hazards (M) Microbiological (P) Physical (C) Chemical (Q) Quality FPSO's- Food Poisoning Spoilage Organisms**

## HAZARD ANALYSIS AND CONTROL TABLE

| Process Step               | Hazard(s)  | Preventative Measures  | Monitoring Procedures  | Corrective Action  | Records   |
|----------------------------|--|--|--|--|---|
| 6. Preparation /Production | <p><b>Growth of FPSO's (M)</b></p> <p><b>Cross contamination (M)</b></p> <p><b>Chemical (C)</b></p> <p><b>Physical (P)</b></p> | <p>Correct personal hygiene rules apply as per policy manual</p> <p>Limit high risk food preparation time to one hour.</p> <p>Dispose of perishable foods if left out of the refrigerator for more than 2 hours (accumulative).</p> <p>Premises appropriately designed &amp; maintained.</p> <p>Preparation utensils &amp; equipment to be in good order &amp; thoroughly cleaned and sanitised before use.</p> <p>Thoroughly wash vegetables and fruit not being cooked or peeled.</p> <p>Sanitise bean shoots and garnishes</p> <p>Correct food preparation procedures followed</p> <p>No wooden items allowed</p> <p>Cover hair &amp; limit buttons and jewelers</p> <p>Limit buttons and jewellery</p> <p>Store chemicals away from food</p> | <p>Visual audit of staff food handling and food hygiene processes practices</p> <p>Regular check of premises</p> <p>Train staff in food preparation and sanitising practices</p> <p>Check for correct storage of chemicals</p> <p>Ensure high risk food is returned to refrigeration quickly after use.</p> <p>Management monitoring</p> | <p>Reinforce personal hygiene rules</p> <p>If ready to eat food is prepared incorrectly, throw out.</p> <p>Organise repair of defective equipment and surfaces.</p> <p>Retraining of staff.</p> <p>Replace unattended food back into refrigeration before taking breaks.</p> <p>Dispose or repair damaged utensils or equipment.</p> <p>Dispose of high-risk food not stored correctly</p> | <p>Teaching staff &amp;/or Site Manager to supervise and check for food delays</p> <p>Corrective Action</p> <p>Cleaning Schedules</p> |

## HAZARD ANALYSIS AND CONTROL TABLE

| Process Step | Hazard(s)   | Preventative Measures   | Monitoring Procedures  | Corrective Action  | Records  |
|--------------|---|---|--|--|--|
| 7<br>Thawing | <b>Growth of FPSO (M)</b><br><br><b>Cross contamination (M)</b> | <p>Frozen foods are transferred from a freezer to the refrigerator for thawing over several hours at a maximum of 5°C.</p> <p>All thawing of food is carried out in correct conditions where food is stored on the bottom of the refrigeration unit on a tray to avoid contaminating other food.</p> <p>All thawing is day dated and covered.</p> <p>Frozen food thawed in a microwave must be cooked immediately.</p> <p>Thawed or partially thawed foods are never refrozen.</p> <p>All food must be covered to avoid the risk of physical contamination.</p> | <p>Check food is fully thawed by temperature probe or by feel.</p> <p>Supervise and monitor the thawing of food.</p> <p>Train students/staff in correct thawing procedures</p> | <p>If food not fully thawed replace in refrigeration and allow further time to complete thawing</p> <p>Food that has been thawed incorrectly is discarded</p> <p>Food that is correctly thawed and not used within 3 days is discarded</p> <p>Discard food that has not been cooked immediately after thawing in a microwave</p> <p>Retrain staff/students</p> | <p>Teachers /Site Managers to supervise thawing process</p> <p>Corrective Action</p> |

**Hazards (M) Microbiological (P) Physical (C) Chemical (Q) Quality FPSO's- Food Poisoning Spoilage Organisms**

## HAZARD ANALYSIS AND CONTROL TABLE

| Process Step                               | Hazard(s)                     | Preventative Measures  | Monitoring Procedures   | Corrective Action   | Records                                      |
|--|-------------------------------|--|---|---|--|
| 8<br>Cooking                               | <b>Survival of FPSO's (M)</b> | Foods must be cooked to above 75° C core temperature<br><br>Ensure products are thoroughly cooked internally   | Use a clean, sanitised calibrated thermometer to check for correct temperature.<br><br>Visual supervision of cooking procedures | Keep cooking until required temperature, review cooking procedures and modify to achieve correct cooking temperature  | Cooking Temperature<br><br>Corrective Action |
| 9<br>Chilling<br><i>(where applicable)</i> | <b>Growth of FPSO's (M)</b>   | Place food in shallow containers.<br><br>Do not leave in room temperature longer than one hour before chilling<br><br>Chill to 3° C within 90 minutes (As per Cook-chill guidelines)<br><br>Alternatively:- chill from 60° C to 21° C in 2 hours then to 5° C in the next 4 hours = 6 (as per FSANZ) | Use a clean, calibrated thermometer to measure temperature of food<br><br>Visual supervision.                                   | Discard food if not chilled correctly.<br><br>Discard of chilled food if left in the danger zone for more than two hours<br><br>Calibrate thermometers to verify temperatures<br><br>Retrain staff<br><br>Maintenance of chilling units | Chilling record<br><br>Corrective action     |

**Hazards (M) Microbiological (P) Physical (C) Chemical (Q) Quality FPSO's- Food Poisoning Spoilage Organisms**

## HAZARD ANALYSIS AND CONTROL TABLE

| Process Step                    | Hazard(s)  | Preventative Measures  | Monitoring Procedures   | Corrective Action   | Record  |
|---------------------------------|--|--|---|---|---|
| 10<br>Transporting<br>(on-site) | <b>Growth of FPSO's (M)</b><br><br><b>Cross contamination (M)</b>                                  | Ensure food remains cold if pre stored on trolleys or stack just prior to transporting<br><br>Cover all transported food items<br><br>Supervise trolley for the duration of the delivery service<br><br>Delivery time not to exceed 30 minutes | Monitoring from the time trolley left Central Stores until time food was dispatched | Remove food if contaminated in any way.<br><br>Dispose of food if the duration of the delivery exceeded 60 minutes  | Time and temperature process records<br><br>Corrective action               |
| 11 Reheating                    | <b>Microbiological</b>   | Thoroughly reheat food so that the internal core temperature reaches 75° C within 60 minutes   | Monitor the time and temperature of the reheating process                           | Dispose of reheated products not reaching correct temperatures<br><br>Retrain staff.  | Reheating record<br><br>Corrective action                                   |
| 12<br>Hot & Cold Holding        | <b>Growth of FPSO's (M)</b><br><br><b>Cross contamination (M)</b><br><br><b>Foreign matter (P)</b> | Maintain cold food between 0° C & 5° C.<br><br>Maintain hot food above 60° C   | Regular temperature checks of food  | If potentially hazardous foods are held at incorrect temperatures –for more than 2 hours - throw out.<br><br>Organise repair of defective unit.<br><br>Retrain staff<br><br>Fill in a Corrective Action report <i>if applicable</i> . | Hot & Cold holding record<br><br>Cleaning Schedule<br><br>Corrective Action |

## HAZARD ANALYSIS AND CONTROL TABLE

| Process Step               | Hazard(s)  | Preventative Measures   | Monitoring Procedures   | Corrective Action  | Record   |
|----------------------------|--|---|---|--|--|
| 13<br>Plating or packaging | <p><b>Growth of FPSO's (M)</b></p> <p><b>Cross contamination (M)</b></p> <p><b>Maximise shelf life (Q)</b></p> | <p>Thorough understanding of the food handling &amp; personal hygiene policies</p> <p>Maintain food during plating below 5 ° C or above 60° C</p> <p>Limit time in room temperature to 30 minutes.</p> <p>Monitor appearance, times, temperatures (one each service)</p> <p>Ensure thorough cleaning &amp; sanitising of hot and cold holding units or plating benches and utensils.</p> <p>Ensure chemicals are not stored near food packaging or plating processes.</p> <p>Maintain temperature and cleaning records.</p> <p>Store packaging hygienically</p> | <p>Monitoring of plating times and temperatures one each service</p> <p>Regular visual checks of product, packaging, benches and equipment for cleanliness.</p> <p>Document cleaning schedule checklists</p> <p>Ensure stock rotation</p> | <p>Re organize plating procedure if the time exceeds 30 minutes</p> <p>Dispose of meals if procedure exceeds 1 hour</p> <p>Dispose of meals if they become contaminated during the plating process</p> <p>Re-plate meal if lacking visual presentation</p> <p>Re-clean benches &amp; equipment</p> <p>Dispose of contaminated packaging and reorganize alternative safe holding storage</p> <p>Retrain Staff</p> | <p>Process service record</p> <p>Cleaning Schedules</p> <p>Corrective Action</p> |

## HAZARD ANALYSIS AND CONTROL TABLE

| Process Step             | Hazard(s)   | Preventative Measures   | Monitoring Procedures  | Corrective Action  | Record (s)  |
|--------------------------|---|---|--|--|---|
| 14<br>Service to Clients | <p><b>Growth of FPSO's (M)</b></p> <p><b>Cross contamination (M)</b></p> <p><b>Foreign matter (P)</b></p> | <p>Full food service is completed within one hour.</p> <p>Good personal hygiene practices and correct use of food handler gloves</p> <p>Cleanliness of surfaces and utensils.</p> <p>Ensure adequate utensils for serving at each container.</p> <p>Ensure all food is sealed &amp; cannot be contaminated by clients/ general public, students &amp;/or staff during service</p> | <p>All students &amp; staff are to be trained in basic food hygiene and food safety</p> <p>Teachers or Site Managers are to check that there are no food service delays.</p> <p>Monitor temperature of meals at service daily.</p> | <p>If service takes longer than one-hour perishable food is disposed of.</p> <p>Food prepared for service is held under controlled conditions immediately and if not consumed within two hours the food is disposed of</p> <p>All Food Service staff trained in basic food handling practices.</p> <p>Food is only to be served once.</p> <p>If meals not served at correct temperatures or contaminated in any way, they must be disposed of and practices reviewed.</p> <p>Retrain staff/students</p> <p>Complete Corrective Action Report</p> | <p>Process record</p> <p>Cleaning schedule</p> <p>Corrective action reports</p> |

## **INDIVIDULISED HAZARDS (SITE SPECIFIC) SITES: BAKE SHOP, CAFÉ 555 & CONFERENCE**

| <b>Process Step</b> | <b>Hazard(s)</b>  | <b>Preventative Measures</b>   | <b>Monitoring Procedures</b>   | <b>Corrective Action</b>  | <b>Records</b>  |
|---------------------|---|--|--|---|---|
| Displaying Food     | <p><b>Growth of FPSO's (M)</b></p> <p><b>Cross contamination (M)</b></p> <p><b>Maximise shelf life (Q)</b></p> <p><b>Physical (P)</b></p> | <p>Display Food to avoid the risk of contamination from foreign objects, chemicals and customers.</p> <p>Supervise all displayed food. (Functions)</p> <p>Perishable food should be serviced within one hour or held above 60° C or below 5° C.</p> <p>Bake Shop &amp; Café display: All food on display should be placed behind screens or in a manner which prevents clients from touching, sneezing or coughing directly onto the food</p> <p>Food must not be displayed in a manner that allows it to become contaminated from other food and equipment</p> <p>Food handlers must not contaminate food while they are serving</p> <p>Raw and ready to eat food must be kept separate to prevent food poisoning organisms contaminating food which will be eaten without further cooking.</p> <p>Tags must not pierce food</p> <p>All ingredients for food items must be available on request or on packaging. This must be factual (as per Legislative requirement)</p> <p>Food handlers must follow personal hygiene practices set out in the company policy manual</p> <p>Dispose of left over food after a function.<br/>Do not handle food and money with the same gloves or hands</p> | <p>The person responsible for placing food on display must ensure it is protected from risks of contamination</p> <p>The temperature of hazardous food must be checked regularly (at each service) and recorded</p> <p>Ensure staff/students complying with the personal hygiene policies</p> <p>Make available food service tools or food handling gloves</p> <p>Contain or tie back long hair during food preparation and service.</p> | <p>If hot or cold food is found to be held at incorrect temperatures for over one hour it is to be discarded</p> <p>If ready to eat food has been contaminated with raw food it must be thrown out</p> <p>Retrain students or staff members observed handling food in an incorrect manner</p> <p>Dispose of food if handled unhygienic ally</p> | <p>Process log</p> <p>Temperature record</p> <p>Corrective action</p> <p>Cleaning schedules</p> |

## **FOOD SAFETY SUPPORT PROGRAMS**

## **PURCHASING AND RECEIPT OF FOOD**

All goods purchased are delivered from approved suppliers, under the specified conditions stated in the Victorian Food Act.

Letters are to be sent out to each of the suppliers with a copy of the Terms and Conditions for supplying goods.

Records of these suppliers are retained in the Central Store Manager's Office.

Goods not meeting the required specifications will be rejected. A follow up phone call and letter will be sent to the offending company's representative.

Sample food should only be received from Approved Suppliers and must meet the following specifications for contact details, ingredients, storage conditions and use by dates. It must be stored and labelled as "Sample Only". Samples sourced from non approved suppliers must be stored and labelled as "Sample Only" and if used must not be consumed or made available for consumption

Problems and corrective actions are recorded on the goods receipt sheet.

Any supplier who fails to meet the required standard will be replaced if more than three incidences have occurred.

Good left unattended on the loading dock will not be accepted and the supplier will be required to collect such items at the time of replacement.

Any suppliers found to be putting the students, staff or general public at risk of food poisoning or food adulteration will be reported to the local Council Health Department and removed from our list of preferred suppliers.

Samples of letters, terms and conditions for suppliers, are included with this program.

All inward consignment of food has to be managed in accordance with the Food Safety Program. Returns will not be accepted at Central Stores. This food must not be circulated or used in any food premises. Food received in this manner must not be used for any other purposes.

## Terms, Conditions and Standards for Food Supply

### Quality and Freshness

- ❑ All food items ordered must be of premium freshness and quality;
- ❑ All foods supplied must conform with the "Food Act 1984", "The Australian New Zealand Food Standard Code" or any other relevant codes;
- ❑ All Food items must be clearly labelled and display Use By and Best Before Codes on each individual product;
- ❑ Delivery of out of date or close to out of date product will not be accepted;
- ❑ Products that have damaged packaging or that are inadequately labelled will not be accepted.

### Food Transport

- ❑ All food items are to be delivered via an approved Food Transport Vehicle clearly designated for food transport;
- ❑ Refrigerated food must be delivered in a refrigerated vehicle which is maintained at 5°C or below;
- ❑ Vehicles delivering fresh fish/seafood/shellfish must be maintained at 2°C. or below, but not freezing the products;
- ❑ All refrigerated and frozen food is to be packed in the vehicle in a manner that allows the circulation of air around the outer surrounds of the outer most containers of the mass;
- ❑ Frozen foods must be delivered in a vehicle which is maintained at -18°C

### Product Temperatures

- ❑ Foods are required to be delivered according to the attached schedule;
- ❑ Should they be outside the required temperatures, then the procedure shown on the schedule will apply.

### Product Specification

- ❑ All food items ordered are to be supplied with a product specification data sheet. The data sheet should contain the following (where applicable):
  - ❑ Product Description
  - ❑ Chemical Specification
  - ❑ Physical Specification (including species type)
  - ❑ Micromicrobiological Specification
  - ❑ List of ingredients in the product (in descending order of magnitude/amount). With the relevant food code numbers where applicable
  - ❑ Handling Precautions
  - ❑ Packaging Size/Weight/Type/s
  - ❑ Storage conditions
  - ❑ Coding
  - ❑ Shelf Life

## Guidelines for Perishable Food Delivery Temperatures

| <b>PRODUCT TEMPERATURE FOR DELIVERY OF GOODS</b>   |  |                        |  |
|--|--|------------------------|--|
| <b>Product Category</b>  | <b>Required Temperature</b>                | <b>Notify Supplier</b> | <b>Reject Goods</b>  |
| Fresh Meat<br>(Beef, Lamb, Game etc)   | Below 5 Degrees C                          | When 6 Degrees C       | If above 6° C  |
| Fresh Poultry  | Below 5 Degrees C                          | When 6 Degrees C       | If above 6° C  |
| Fresh Fish/Seafood/Shellfish   | Below 2 Degrees C                          | When 3-5 Degrees C     | If above 5° C  |
| Fresh Fruit/Vegetables<br>This has not been a requirement in many businesses, including HACCP certified businesses | Below 20 Degrees C                         | N/A                    |  |
| Pre-prepared/cut fruit and vegetables.   | Below 8 Degrees C                          | N/A                    | If above 8° C  |
| Dairy/Eggs   | Below 5 Degrees C                          | When 6-9 Degrees C     | If above 6° C  |
| Frozen Goods   | Below -18 Degrees C<br>Or rock hard frozen | N/A                    | If above -15 Degrees C<br>& if thawed or partially thawed. |

## Letters and Documents for Suppliers

Sample Only

*Date*

Peter's copy to be inserted

Address

----- are reviewing suppliers as part of  
our Food Safety Program.

We value your business and would like to continue with the service you  
provide. Could you please fill in the enclosed questionnaire to enable us  
keep this information on our records, and mail or fax it back by -----  
-----

A copy of verification of your Business Registration and Food Safety  
Program or Quality Assurance Program (HACCP) will be required.

Signature

## Supplier Questionnaire (Mike to supply copy)

COMPANY NAME -----

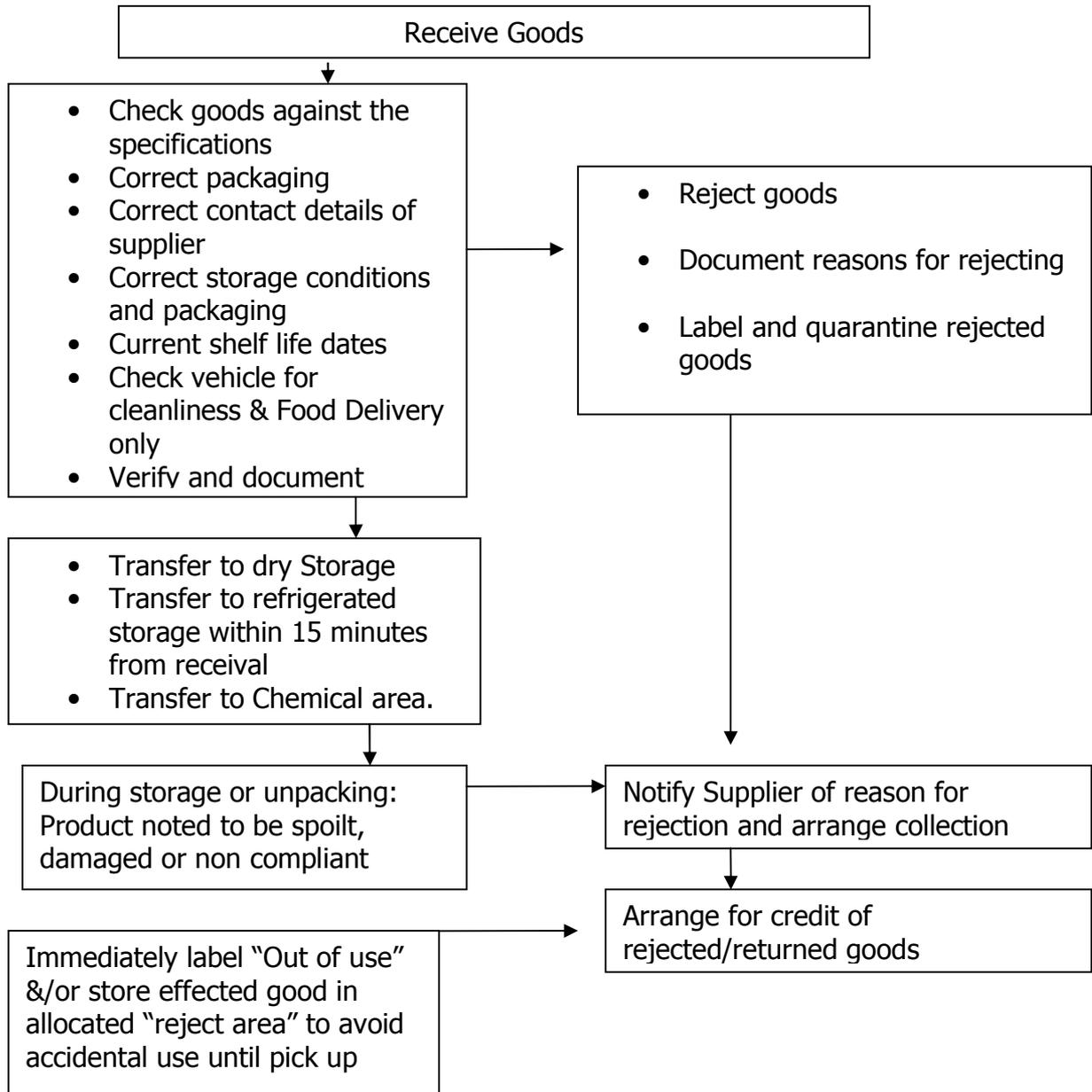
CONTACT NAME-----

TITLE-----

DATE-----

1. Are you currently certified or working towards a Quality Assurance Management System or Food Safety Plan?
2. Is it a H.A.C.C.P. based system?
3. Are your products produced according to the specifications under the Victorian Food Act?
4. What preventative processes do you have in place to control food poisoning?
5. Do you have an action plan in place if supplies are incorrectly delivered?
6. Are your production and delivery staff trained in food handling and personal hygiene practices?
7. Are your suppliers approved businesses with Quality Assurance programs or H.A.C.C.P. based Food Safety Plans?
8. Would you object to a representative from our company visiting your site?
9. Would you object to a representative from our company inspecting your vehicle on delivery of food to our site?

## Flow Chart of Reival of Goods – Central Stores



## **TRAINING PLAN**

### ***Training requirements of Teachers or and Site Managers***

Training in basic food handling and practices is essential to the successful implementation of the Food Safety Program. All staff will have a basic understanding of the new legislation and HACCP principles for ensuring food is maintained at high standards in food safety and handling practices. All staff or visitors entering the kitchens/food processing areas shall wear the full designated uniform for that section, or they shall wear disposable hair cover and a gown, ensuring all hair is covered. Students wear their designated uniforms.

Support policies for students have been written to ensure the practices are on going.

All staff are expected to attend courses in food hygiene and handling, and as a minimum obtained a Food Handling Certificate or equivalent qualification. Team Leaders, managers and Food Safety Supervisors are expected to have obtained a current Food Safety Supervisors Certificate. This certificate must remain with 3 years of currency.

Records of training are kept maintained in the Human Resources Department.

### **Training Agreement**

Site Managers are to arrange orientation of new staff, agency staff of casual teachers. or refresher training courses for staff that already have accredited training in Food Hygiene . This certificate must remain with 3 years of currency.

All new employees will be required to have completed an Accredited Food Handling Course to the required level before beginning employment or arrangements for the training will take place within 3 months of beginning the position. Institute Food hygiene policies will have to be understood before or shortly after commencement of duties. Strict supervision of new staff will take place until training is completed.

## Training Matrix

| <b>Competency Standards for Persons working in the Food Service Sector</b> |                                      |                             |   |                                  |                                      |   |   |  |   |
|--|--------------------------------------|-----------------------------|---|----------------------------------|--------------------------------------|---|---|--|---|
| Competency Element   | Apply Basic Food Safety Practices    |                             |   | Implement Food Safety Program    |                                      | Monitor implementation of Food Safety Program         |   | Staff Orientation                                    | OH&S                                      |
| <b>Occupation</b>  | Conduct self within hygiene standard | Handle product hygienically | Maintain work area in clean and orderly state | Monitor food safety in work area | Contribute to continuous improvement | Monitor the implementation of the Food Safety Program | Respond to occurrences of non-conformance | Review Job Description & Company work ethic policies | Respond to occurrences of non-conformance |
| <b>Food Safety Team<br/>Teachers and Site Managers</b>                     | ✓                                    | ✓                           | ✓   | ✓                                | ✓                                    | ✓   | ✓   | ✓  | ✓   |
| <b>Agency &amp; Casual Staff</b>   | ✓                                    | ✓                           | ✓   | ✓                                |                                      | ✓   |   |  |   |
| <b>Food Service Assistants (Cleaners)</b>                                  | ✓                                    | ✓                           | ✓   | ✓                                | ✓                                    | ✓   |   |  |   |

## Assessment for Teaching and Food Service Staff

| Competency Element                                 | Apply Basic Food Safety Practices    |                             |   | Implement Food Safety Program        |                                      | Monitor Implementation of Food Safety Program     |  |                                      | Staff Orientation                                    | OH&S                                      |
|--|--------------------------------------|-----------------------------|---|--------------------------------------|--------------------------------------|---|--|--------------------------------------|--|---|
|  | Conduct self within hygiene standard | Handle product hygienically | Maintain work area in clean and orderly state | Monitor Food safety in the work area | Contribute to continuous improvement | Monitor implementation of the Food Safety Program | Respond to occurrences of non-compliance | Contribute to continuous improvement | Review Job Description & Company work ethic policies | Respond to occurrences of non-conformance |
| <b>Food Safety Team Teachers and Site Managers</b> | ✓                                    | ✓                           | ✓   | ✓                                    | ✓                                    | ✓   | ✓  | ✓                                    | ✓  |   |
| <b>Agency &amp; Casual Staff</b>                   | ✓                                    | ✓                           | ✓   |                                      |                                      |   |  |                                      |  |   |
| <b>Food Service Assistants (Cleaners)</b>          | ✓                                    | ✓                           | ✓   | ✓                                    | ✓                                    | ✓   |  |                                      |  |   |

## Training Compliance

| Occupation   | Entry Assessment Describe |          | Induction to Procedures |          | Prior Experience Attach | Self Training Describe or List Aides | In-house Training |          | Accredited Food Hygiene Course |          | Orientation | OH&S Course |          |
|--|---------------------------|----------|-------------------------|----------|-------------------------|--------------------------------------|-------------------|----------|--------------------------------|----------|-------------|-------------|----------|
|  | Target Date               | Sign Off | Target Date             | Sign Off |                         |                                      | Target Date       | Sign Off | Target Date                    | Sign Off | Date        | Target Date | Sign Off |
| <b>Food Safety Team Teachers and Site Managers</b> |                           |          |                         |          |                         |                                      |                   |          |                                |          |             |             |          |
| <b>Agency &amp; Casual Staff</b>                   |                           |          |                         |          |                         |                                      |                   |          |                                |          |             |             |          |
| <b>Food Service Assistants) (Cleaners)</b>         |                           |          |                         |          |                         |                                      |                   |          |                                |          |             |             |          |

**Comments:**

## Teachers or Food Handling Staff Assessment Checklist

| Date-----<br>Area -----<br>Name of Training Assessor -----<br>Name of Teacher, staff member or Site Manager -----<br>Area of employment----- |                   |        |          |        |         |
|--|-------------------|--------|----------|--------|---------|
| Assessment Criteria  | Assessment Method |        | Outcome  |        | Remarks |
|  | Oral              | Direct | Satisfy. | Unsat. |         |
| Has read and understood the Food Safety Program  |                   |        |          |        |         |
| Understanding of Cleaning and Sanitation procedures  |                   |        |          |        |         |
| Understanding monitoring requirements for maintaining records  |                   |        |          |        |         |
| Understanding of the food handling policies and procedures   |                   |        |          |        |         |
| Understanding Time and Temperature in Relation to Food Safety  |                   |        |          |        |         |
| Understands the policies for storing, returning or disposing of left over food   |                   |        |          |        |         |

## **CLEANING AND SANITATION PROGRAM**

A detailed cleaning and sanitation schedule has been implemented. This details the cleaning procedures for all items in the food service areas or training rooms includes when, how and who is to clean.

All equipment will be cleaned and sanitised at the end of sessions or more often if required.

All Standard Operating Procedures (SOP'S) concerning cleaning and sanitising will be strictly adhered to. They have been developed in conjunction with the Cleaning Manager and Chemical Supplier to most efficiently clean specific equipment and environments.

Dust is to be removed from all surfaces.

The cleaning program is checked on a daily basis by the Food Service Assistants and contract cleaners.

### **Tea-towels and wash cloths**

Single use cloths are disposed of after use.

### **Dishwashing**

Pots, utensils and equipment are washed in a commercial dishwasher using the recommended chemicals. The dishwasher temperatures are visually checked daily by the food service assistants and monitored on daily record.

Maintenance is notified immediately if the temperatures are incorrect.

Equipment and utensils are air dried where possible. The use of cloth for drying is discouraged. All items are dried prior to storage.

Disposable gloves are to be changed between handling soiled dishes/equipment, waste and between removing/storing washed dishes and equipment.

Mops and buckets are removed from the kitchens after use and are colour coded to avoid accidental use in non kitchen areas.

Chemicals are stored separately and correctly in labelled chemical containers away from the food storage and food preparation areas.

### **Garbage**

Refuse is removed at the end of each session or meal service. At the end of the day, the bins are washed. All rubbish is transported to a dump master, which is under a contract for regular removal. Recycling standards are strictly adhered to. The cleaning routines for rubbish bins are monitored and recorded daily on cleaning schedules.

Cleaning staff adhere to good hygiene practices after rubbish disposal.

## **Floors**

All floor areas are to be kept clean of debris and dangerous substances. If anything occurs that may compromise the quality of the product or lead to a hazard or personal safety, it must be dealt with before recommencing production.

All spillages are to be cleaned up immediately, as per the Institute spills policy and procedure

## **Water**

Only potable water is used for cooking, washing fruit & vegetables, beverages and sanitising food.

## MAINTENANCE PROGRAM

All equipment, walls, plumbing and fittings are maintained in good condition to avoid the risk of pests entering or foreign objects adulterating foods.

A maintenance program is carried out and documented. (refer to maintenance schedule)

Any waste from mechanical or electrical work on any equipment is to be completely removed from the area, by the person doing the work, when a break is taken or work completed. All pieces that are removed from equipment (screws, bolts, nuts, plates, brackets, wires, etc) are to be placed in a secure place.

## CALIBRATION

Calibration is carried out every 6 months to check that temperatures are correct on

- Fridge's/Freezers
- Coolroom
- Ovens/Microwave units
- Bain Marie (& other hot holding units)
- Dishwasher & Glass wash temperatures
- Temperature probes/Scales

Calibration of hand held probes are to be calibrated as per manufacturer's instructions or with methods as follows:

**A. Ice point method** (to calibrate thermometer at 0 °C)

*Prepare a container of slushy iced water (at least 60% ice)*

*Stir well and allow to stand for several minutes*

*Immerse the thermometer into water and allow to stabilise*

*Adjust the thermometer to 0 °C.*

*Record results on probe calibration record sheets.*

**B. Boiling point method** (to calibrate thermometer at 100 °C)

*Bring container of water to boil*

*Immerse the thermometer into the water and allow to stabilise.*

*Adjust the thermometer to 100 °C*

*Record the results on probe calibration record sheets.*

(Variation allowance for calibration of probe is > or < 1 °C)

If the probe thermometer fails to stabilise on a reading or is unreadable, the battery is replaced and the calibration repeated. If it still fails to stabilise, the thermometer is returned to the supplier for replacement.

The Maintenance monitoring records are to be documented and filed

Repairs and maintenance work is documented by the Building Manager

Steam compressed air and other gases that come in contact with food or food contact surfaces:

1. Must have a filtered intake
2. Must not contain any oil or other substance hazardous to health.
3. Must not contaminate the food in which they come in contact.

## **WASTE MANAGEMENT**

Any waste will be disposed of into clearly identified containers and kept away from areas where materials and in process product may become contaminated.

Waste Management will take into account the Local Council requirements for recycling materials.

## **PEST CONTROL**

Authorised and registered pest exterminators are contracted to control the preventative pest maintenance system at William Angliss Institute of TAFE. Controls are in place throughout the facility and building surrounds. Records of the contractual arrangement, current registration and insurance verification are held on file by the Building Services Manager. Records of site inspections and pest sightings are documented and held at the front reception desk.

The frequency of the contractors on-site inspections is monthly.

An on-call service is contracted should the company be notified of a pest sighting that pose an immediate or potential risk to food safety.

Staff must notify Kim Blamey of a sighting and have documented the type of pest and the area.

### **General Pest Control Measures**

Accredited Pest Contractors oversee the pest control procedures.  
Records of pest inspection are monitored and filed for audit reference.

The person or company engaged to provide this service must identify themselves and obtain permission before entering any food storage or processing areas.

Documentation of any process must include:

- The pest removal process.
- The date.
- Areas checked.
- Baits laid.
- Evidence of infestation.
- Action taken.
- Signature of Manager.

The bait must be laid where there is no risk of contamination of food, utensils, equipment or humans.

Procedures are in place for the Staff to notify of a pest sighting.

Action is immediate and documented.

## PRODUCT RECALL PROCEDURES

If a Staff member or Student identifies a likely health risk to food  
or  
A customer complaint is received about the safety of food  
Notify

**David Musgrove**  
(Manager Food Processing Programs)

Who will: Notify  
**Chris Coates or Denise Stevens**  
(Depending on the severity of the report)

Stop distribution of affected product.  
Gather all relevant details regarding possible food contamination or adulteration  
What is affected, ingredients or prepared food? How much?  
Search and remove product from all areas of storage or areas of distribution *if applicable*.  
Is there any identification such as date codes involved?  
What caused the problem?

Then:

Assess risk to public health  
There will be 3 possible courses of action:  
Where there is no public risk **Do nothing**  
If there **is** a known or suspected risk to the consumer  
**Withdraw product** (where all product is on-site)  
**Recall product** from all services *if applicable*.

Then: (Depending on the severity)

Notify  
**City of Melbourne - Health Department**

Notify staff and recover affected product  
Isolate all recovered product in a secure location  
Destroy Goods under council supervision (*If Applicable*)

***In all food safety related complaint and recall events, staff or students are not permitted to speak with media.  
Chris Coates is the only authorized personnel to liaise with Media.***

## Food Recall Notification Form

**Institute Directors (Chris Coates and Denise Stevens are the only officers authorized to send this form.)**

COMPLETE AND FAX THIS FORM TO THE HEALTH DEPARTMENT

Date .....

Company.....

Contact.....

Address.....

.....

Telephone ..... Fax .....

Person Responsible .....

Food Type .....

Quantity of product affected.....

Brand Name .....

Product Size .....

Date marking/Batch Code.....

Nature of Hazards .....

Has any testing been done? YES  NO

If yes, result.....

### LEVEL OF RECALL

Student  Supplier  General Public  Staff Member

ACTION PROPOSED AND ACTION TAKEN.....

.....

DISPOSAL OF PRODUCT (What do you want done with the affected product?)

.....

OTHER RELEVANT INFORMATION .....

Sign..... Title.....

## Customer Complaints Procedures

IF A STUDENT, STAFF MEMBER OR CUSTOMER LODGES A COMPLAINT, IT IS TO BE LOGGED ON THE FOLLOWING CUSTOMER REPORT FORM AND SUBMITTED TO DAVID MUSGROVE.

### WHO WILL

**GATHER ALL RELEVANT DETAILS AND ENSURE DETAILS ARE RECORDED ON THE CUSTOMER COMPLAINT FORM**

- What is affected,
- Product or packaging?
- How many complaints
- Is there any identification such as batch or date codes involved?
- Where is affected product now?
- What was the nature of the problem?

**THEN  
ARRANGE A MEETING WITH RELEVANT PERSONNEL,  
WHO WILL**

- Review the problem
- Decide on the course of action to be taken
- Help to construct a letter of explanation to send to the complainant.
- Notify the consumer to inform them as to the action taken to rectify the complaint.
- Close out complaint if resolved

**IF PROBLEM NEEDS TO BE FURTHER ADDRESSED**

**CONTACT  
CHRIS COATES OR DENISE STEVENS (Depending on the severity)  
or**

- Arrange a meeting with the Food Safety Team to discuss how to rectify the problem
  - Review the course of action and arrange further testing if required
  - Close out complaint on Corrective Action Report Forms and File findings
  - Review & adjust the Food Safety Program *if applicable*
  - Notify Council of Changes to the Food Safety Program *–if applicable*
- Alternatively:
- Arrange a product recall if the problem will cause a health risk to the public Follow Product Recall Procedures

## Customer Complaint Form

Name of personnel taking complaint -----

Date Complaint Lodged-----

Complainants Name-----

Address-----

Contact Telephone Number-----

Product details-----

Label-----

Batch code number & or use by date -----

Purchased from-----

Purchased date-----

Reason for Complaint -----

Quantity of complaints reported -----

Was a medical doctor consulted? -----

If yes, please provide name and address of doctor-----

-----

Referred to-----

Action Taken-----

When-----

How-----

Stock to be replaced -----Yes/No -----

Product to be collected -----Yes/No-----

Letter of results sent to complainant -----Time----- Date-----

Phone call made to complainant -----Time-----Date-----

Signed by -----

Full Name in Print-----

Position -----

Comment \_\_\_\_\_

—

## MONITORING RECORDS

Monitoring Record Sheets are required to be completed by the nominated Food Service Staff to assist in identifying whether our controls are in place and providing opportunities for improvement, as well as demonstrating the effectiveness our Food Safety Program.

### **CONTENTS:** Record (*\* Individualised at each site*)

- 1) \*Stock Receival
- 2) \*Refrigeration Storage Record (*Individualised at each site*)
- 3) \*Dry Storage Record
- 4) \*Cooking & Reheating Temperature Record
- 5) \*Chilling/Cooling Record
- 6) \*Hot and Cold Holding (*Café 555 & Bake Shop*)
- 7) \*Pest sighting form
- 8) \*Maintenance Service requests
- 9) Illness records (as per company policy)
- 10) Internal Audit
- 11) Corrective Action Record

## Monthly – Internal Audit Reports

| Name of Food Safety Supervisor -----  |   |                  |         |                   |      |
|---|---|------------------|---------|-------------------|------|
| Area-----   |   | Date-----        |         | Page 1 of 2       |      |
| <b>Monitoring documents to be checked are as follows:-</b>  |   |                  |         |                   |      |
| Checklists  | Check procedures  | Pass<br>Yes<br>✓ | No<br>X | Non<br>Compliance | Sign |
| <ul style="list-style-type: none"> <li>• <b>Goods received:</b></li> </ul>  | <ul style="list-style-type: none"> <li><input type="checkbox"/> Refrigerated trucks where stated</li> <li><input type="checkbox"/> Correct temperatures recorded</li> <li><input type="checkbox"/> Correct Packaging</li> <li><input type="checkbox"/> Goods As Ordered</li> <li><input type="checkbox"/> Current Use by Dates</li> <li><input type="checkbox"/> Dry goods checked, documented and in good condition</li> <li><input type="checkbox"/> Clean well maintained trucks</li> <li><input type="checkbox"/> The food delivery personnel must display high standards of personal hygiene practices.</li> </ul> |                  |         |                   |      |
| <b>Storage of goods:-</b>   |   |                  |         |                   |      |
| <ul style="list-style-type: none"> <li>• <b>Dry Goods Storage</b></li> </ul>  | <ul style="list-style-type: none"> <li><input type="checkbox"/> All food sealed, clearly labelled &amp; dated</li> <li><input type="checkbox"/> Foods stored in correct food grade containers</li> <li><input type="checkbox"/> Storage rotated / First in- First out</li> <li><input type="checkbox"/> Clean storage areas-for dry goods</li> <li><input type="checkbox"/> No Visible sign of pests</li> <li><input type="checkbox"/> Items stored off floor</li> <li><input type="checkbox"/> Check labels for changed storage conditions once product is opened</li> </ul>   |                  |         |                   |      |
| <ul style="list-style-type: none"> <li>• <b>Refrigeration</b></li> <li><b>All listed fridge's &amp; Freezers</b></li> </ul> | <ul style="list-style-type: none"> <li><input type="checkbox"/> Correct Temperatures</li> <li><input type="checkbox"/> Foods Covered, clearly labelled &amp; dated</li> <li><input type="checkbox"/> No out- of- date foods or use- by- dates</li> <li><input type="checkbox"/> Correct storage (always keep raw food separated and stored <b>below</b> cooked foods)</li> <li><input type="checkbox"/> Clean &amp; tidy</li> <li><input type="checkbox"/> Items stored off floor area</li> </ul>   |                  |         |                   |      |
| <b>Cleaning Storage and Schedules:-</b>   |   |                  |         |                   |      |
| <ul style="list-style-type: none"> <li>• <b>Chemical Products</b></li> </ul>  | <ul style="list-style-type: none"> <li><input type="checkbox"/> Chemicals stored correctly and away from food storage areas</li> <li><input type="checkbox"/> Chemicals sealed and correctly labelled chemical containers only</li> <li><input type="checkbox"/> Mops and Buckets stored up side down to dry correctly</li> <li><input type="checkbox"/> Hazard Alert Data visible</li> <li><input type="checkbox"/> Equipment stored clean &amp; in good condition.</li> </ul>   |                  |         |                   |      |
| <ul style="list-style-type: none"> <li>• <b>Cleaning schedules :-</b></li> </ul>  | <ul style="list-style-type: none"> <li><input type="checkbox"/> All cleaning procedures carried out daily – weekly – monthly.</li> <li><input type="checkbox"/> Correct cleaning of equipment</li> <li><input type="checkbox"/> Correct use of cleaning equipment &amp; Chemicals</li> <li><input type="checkbox"/> Correct documentation of problems &amp; Correct Action procedures</li> </ul>  |                  |         |                   |      |
| <ul style="list-style-type: none"> <li>• <b>Garbage</b></li> </ul>  | <ul style="list-style-type: none"> <li><input type="checkbox"/> Bins emptied out each day then washed out, sanitised and stored to air dry.</li> <li><input type="checkbox"/> Waste disposal area kept clean to avoid attraction to pests.</li> <li><input type="checkbox"/> Rubbish being correctly stored for re-cycle laws</li> <li><input type="checkbox"/> Rubbish not stored in thoroughfares</li> <li><input type="checkbox"/> Contractor meeting company contractual standards</li> </ul>   |                  |         |                   |      |
| <ul style="list-style-type: none"> <li>• <b>Maintenance</b></li> </ul>  | <ul style="list-style-type: none"> <li><input type="checkbox"/> Check that all equipment has been checked, maintained and recorded.</li> <li><input type="checkbox"/> Lights covered</li> <li><input type="checkbox"/> No Paint peeling from walls or ceilings</li> <li><input type="checkbox"/> All equipment n good repair</li> <li><input type="checkbox"/> High fittings in good repair &amp; cleaned</li> <li><input type="checkbox"/> Cooling vents serviced regularly</li> </ul>   |                  |         |                   |      |
| <ul style="list-style-type: none"> <li>• <b>Monitoring record forms</b></li> </ul>  | <ul style="list-style-type: none"> <li><input type="checkbox"/> Check that all monitoring forms have been documented correctly and are available for on-going month.</li> <li><input type="checkbox"/> Check all completed records have been correctly filed. (Tick below once checked.</li> </ul>  |                  |         |                   |      |

| <b>INTERNAL AUDIT CONTINUED</b>   |  | <b>Page 2 of 2</b>  |         |                   |      |
|---|--|---|---------|-------------------|------|
| Checklists  | Check procedures   | Pass<br>Yes<br>✓  | No<br>X | Non<br>Compliance | Sign |
| • <b>Staff Personal Hygiene:-</b>   | <input type="checkbox"/> Correct & clean uniform/shoes/aprons<br><input type="checkbox"/> Long hair tied back or contained under hair cover net<br><input type="checkbox"/> Correct use of food handling gloves<br><input type="checkbox"/> Jewellery-Only plain wedding bands allowed & sleeper earrings ( no visible necklaces)<br><input type="checkbox"/> No nail polish or false nails<br><input type="checkbox"/> Band-aids coloured and covered with a glove if on hands<br><input type="checkbox"/> Illness records documented<br><input type="checkbox"/> All food handling & personal hygiene practices adhered to<br><input type="checkbox"/> Policies understood- compliance forms documented. |   |         |                   |      |
| • <b>Staff training records</b>   | <input type="checkbox"/> Every member of Food Service staff must have food hygiene and handling training.<br><input type="checkbox"/> Revise training sessions every 12 months<br><input type="checkbox"/> Ensure training records are kept update<br><input type="checkbox"/> Casuals or work experience students-correctly informed of standards. (Uniform & Hygiene)  |   |         |                   |      |
| • <b>Calibration</b>  | <input type="checkbox"/> Check with maintenance for calibration of following equipment and monitor findings on the temperature probes  |   |         |                   |      |
| • <b>Pest Control</b>   | <input type="checkbox"/> Check sighting records have been completed, action & filed correctly.<br><input type="checkbox"/> Check documentation on pest control/ file if applicable.<br><input type="checkbox"/> Check for action taken.  |   |         |                   |      |
| • <b>Suppliers</b>  | <input type="checkbox"/> Check Suppliers are meeting company policy for delivery, receipt and quality of goods<br><input type="checkbox"/> Ensure records of approved supplier's list are kept updated.<br><input type="checkbox"/> Arrange for letters to be sent of terms and conditions to new suppliers<br><input type="checkbox"/> Make changes to list with the introduction of new suppliers.   |   |         |                   |      |
| • <b>Customer Complaints and Food Recall Policy</b>   | <input type="checkbox"/> Check all complaints and recalls to be documented<br><input type="checkbox"/> Contact consultant and review food safety program if required.<br><input type="checkbox"/> Check all returns are documented and follow up advice or refunds received.<br><input type="checkbox"/> EHO notified & follow up if product recall/complaint serious  |   |         |                   |      |
| <b>CHECKLIST OF MONITORING RECORDS.</b>   |  |   |         |                   |      |
| <input type="checkbox"/> Refrigerators & Freezer<br><input type="checkbox"/> Dry storage<br><input type="checkbox"/> Displayed foods<br><input type="checkbox"/> Stock Receipt<br><input type="checkbox"/> Cleaning schedules |  | <input type="checkbox"/> Illness records<br><input type="checkbox"/> Approved suppliers<br><input type="checkbox"/> Staff training records<br><input type="checkbox"/> Pest sighting<br><input type="checkbox"/> Food complaints<br><input type="checkbox"/> Calibration<br><input type="checkbox"/> Maintenance requests |         |                   |      |
| <b>Please record all problems and corrective actions on the "Corrective Action Report"</b>  |  |   |         |                   |      |

## Corrective Actions Taken from Monthly Internal Audit Report

| DATE | AREA | NON CONFORMANCE | CORRECTIVE ACTION TAKEN | ACTION FINALISED DATE | SIGN |
|------|------|-----------------|-------------------------|-----------------------|------|
|      |      |                 |                         |                       |      |
|      |      |                 |                         |                       |      |
|      |      |                 |                         |                       |      |
|      |      |                 |                         |                       |      |
|      |      |                 |                         |                       |      |
|      |      |                 |                         |                       |      |

Audit Verification

Signed by -----Title-----Date-----

-

## **SIGNAGE FOR DISPLAY PURPOSES**

## **CLEANING OF FOOD PREPARATION BENCHES**

- 1. Remove food scraps**
- 2. Wash down thoroughly with hot water, detergent and a clean cloth.**
- 3. Rinse with clean water**  
Sanitise with (name) sanitising product as per manufacturers instructions.
- 4. Dry with clean paper towel**

***Benches should be clean to look  
at and clean to touch***

## **ALL PERSONNEL**

**Hair & clothes cover  
must be worn when  
entering the food  
preparation  
kitchens**

# HAND WASHING

- ❑ Hand washing must be carried out in the correct manner:
- ❑ Wet hands with warm water
- ❑ Apply liquid soap
- ❑ Rub hands together for 20 seconds
- ❑ Rinse thoroughly
- ❑ Dry hands on single use paper towel or air dry
- ❑ Wash Hands:
  - ❑ before commencing food any preparation
  - ❑ after using the toilet
  - ❑ after all breaks
  - ❑ after handling raw foods
  - ❑ after using a handkerchief or sneezing
  - ❑ after any other activity where hands may be soiled
- ❑ WASH HANDS IN THE DESIGNATED HANDWASH BASIN
- ❑ NEVER WASH FOOD ITEMS IN A HAND-WASH BASIN
- ❑ NEVER WASH HANDS IN FOOD PREPARATION SINKS

# **RE-HEATING OF FOOD**

**It is important to destroy bacteria which may be present in high risk foods**

- 1. Food must be re-heated to 60° C. or above within one hour from cold storage**
- 2. Re-heat in small quantities at a time**
- 3. Always stir foods to speed up re-heating**
- 4. Check and record temperature with a thermometer**
- 5. Never re-heat or freeze leftovers which have been reheated**
- 6. Never re-heat food in a bain marie**
- 7. Ensure the food has been heated to over 60° C. prior to placing into a preheated bain marie or unit.**
- 10 . Never mix old batches of food with new**
- 11. Never reheat more than you need.**

# **COLOUR CODED** **CHOPPING BOARDS**

**WHITE - Sandwiches**

**RED - Raw Meat**

**BLUE - Seafood**

**YELLOW - Poultry**

**BROWN - Cooked Meats**

**GREEN - Fruit and Vegetables**

# **GOODS RECEIVAL**

**All products received must be visually checked on arrival against the delivery docket.**

**Goods showing signs of contamination from dirt, broken packaging, chemical contact, adulteration, mould, pest invasion or incorrect temperatures must be rejected.**

**Perishable food must be delivered at 5° C or below.**

**Frozen foods –Rock Hard- 15° C or colder @ - 18° C**

**Food must be correctly packaged, sealed, dated and have suppliers contact name and address on each carton.**

**Goods found to be doubtful in quality must not be accepted.**

**Goods must only be received from approved suppliers**

**Deliveries must arrive at a time specified when inspection can be made.**

**Check account adjustments and returns**

**Report and document poor practices.**

# **STORAGE OF FOOD**

***All Stored Food Must Be:***

**COVERED**

**LABELLED**

**AND**

**DATED**

# **DISPLAYING FOOD**

- 1. Displayed food area must be supervised at all times.**
- 2. Provision of separate serving utensils must be provided (tongs/spoons)**
- 3. Provide protective barriers to prevent food becoming contaminated by customers or aerosols.**
- 4. Potentially hazardous food should not be displayed outside of correct temperature control.**
- 5. Food held in a bain marie should be disposed of after 2 hours.**
- 6. New batches of food must not be mixed with old.**
- 7. Hot food must be displayed and sold at above 60° C**
- 8. Cold food must be displayed and sold below 5° C**
  - 1. CAREFULLY CLEAN UP SPILLAGE'S IMMEDIATELY**

## **POLICIES TO SUPPORT FOOD SAFETY PROGRAM (can be used for student and staff orientation)**

Documented and updated policies and procedures consistent with relevant regulations and requirements of statutory authorities reflect current knowledge and principles for Food Service.

A stock control system is in place for the efficient ordering and rotation of foodstuffs and materials.

Documentation has been produced in respect to the procedures for the efficient storage and handling of food as contained in the Food Safety Program, including:

- (a) Food temperature controls
- (b) Cleanliness of facilities
- (c) Food labelled, covered with use by dates.
- (d) Rotation of stock

Requirements are in line with the new National Food Safety Standards from FSANZ and the Victorian Food Act 1984 as amended.

Foods will be prepared, held and served to preserve nutritional value and food safety.

Policies have been developed in the Food Safety Program for the correct handling, production, transporting and service of foods according to strict hygienic practices.

Cross - contamination from storage of raw and cooked foods is handled and stored separately and monitored.

All staff will be oriented on employment commencement and trained within 3 Months or previously experienced in the use of correct safe food handling techniques.

Daily cleaning schedules are in place for the care and cleaning of all areas and equipment.

Specific procedures for dishwashing and hand washing are included in the Food Safety Program.

Garbage disposal is handled according to the Government recycling policies and food safety policies.

Food Safety Program Policies are provided to as part of staff & student induction and to provide instructions to assist our staff in assisting with performing essential activities that may impact upon the safety of food provided.

1. Goods Receiving
2. Storage - Cold – Frozen
3. Storage - Dry Goods

## Hygiene and Food Safety

4. Personal Hygiene Practices
5. Hand Washing Procedures
6. Handling Money
7. Students or Staff working with Illness
8. Dish Washing Machine Operators
9. Laundry Procedures

## Food Preparation

10. Food Preparation: Avoiding cross-contamination
11. Thawing Food
12. Preparation and Cooking
13. Blast Chilling
14. Fruit and Vegetable Preparation
15. Reheated Foods

## Food Storage and Display

15. Eggs
16. Storing Cooked and Ready to Eat Food
17. Selling Food
18. Displaying Food: Hot & Cold
19. Food Packaging

## Food Handling and Spoilage

20. Transporting to Training rooms, Café 555, Bake Shop & Functions
21. Returned Foods from Training rooms, Shops or Functions
22. Refrigeration Failure
23. Food Recall
24. Discarded Food
25. Food Bought from Outside of Premises
26. Removal of Food from Premises

## Support Functions

27. Chemical Storage
28. Temperature Probe Sanitising Procedure
29. Monitoring Documents
30. Customer Complaint Procedure
31. Garbage and Disposal
32. Pest Control
33. Maintenance

**All food must be fit for human consumption; that is it shall present the lowest possible health risk to a consumer. Therefore food must be delivered, stored, prepared, cooked and served in a safe and healthy environment.**

## **Goods Receival and Storage**

### ***Goods Receival***

**Only Company Approved Suppliers are to deliver products into these premises.**

**On arrival the goods must be checked for:**

- a) Vehicle marked 'For Food Transport Only' *if applicable*.
- b) Delivery person must be clean and tidy with good personal hygiene practices.
- c) Perishable foods only to be delivered at correct temperatures e.g. frozen goods must be hard frozen between minus 15° C. or colder at minus 18° C. Refrigerated goods at 5° C. or below. Fish and seafood on ice at 2 ° C. but not frozen unless stated.
- d) The vehicle will have a visible temperature monitoring device, and access must be available to sight vehicle temperature monitoring chart on request
- e) Perishable food must be delivered in a refrigerated transport vehicle only.
- f) Raw food and cooked food should not be packaged or delivered together in a way where a risk of cross contamination could occur.
- g) Packaging must be sealed, labelled clearly stating ingredients of goods, storage procedures, use by or best before dates, company name and contact number.
- h) Goods showing signs of foreign objects must be refused e.g. hair, metal objects, pest invasion/droppings and cigarette butts or any other object that could risk harm to the consumer.
- i) Do not accept damaged split packaging or dented tins.
- j) If food is incorrectly packaged or delivered it must be returned and documented in the problem and corrective action columns on goods delivery monitoring sheets.
- k) All foods must be of excellent quality, fresh and delivered as ordered.
- l) Do not accept goods that do not meet the above standards.
- m) Report breaches of poor practices to the Manager Central Stores who will notify the supplier, and the Institute Food Safety Supervisor.
- n) Temperatures of perishable food must be checked using a temperature recording at every delivery. (randomly select one item at each delivery-continue to check other items if products are doubtful)
- o) Perishable foods must be stored within 30 minutes or earlier where possible after the delivery time.
- p) Temperatures must be recorded on a goods receival monitoring checklist.
- q) Delivery personnel and van checks must be carried out randomly, dated and findings recorded.

## ***Storage-Cold: Frozen:***

**Perishable food must be stored below 5°C or Frozen** (less than -18°C degrees)

- a) Refrigeration units must be monitored daily (before food goes into service) then recorded on a refrigeration monitoring checklist.
- b) All perishable foods must be stored below 5°C or kept frozen *if applicable*.
- c) Raw foods such as meats and fish products are to remain in sealed cartons/containers, or must be placed on trays in the refrigerators or coolrooms to avoid juices contaminating other foods.
- d) Cover all foods and stored below or separately from cooked and prepared foods to avoid the risk of cross-contamination.
- e) Frozen foods must be stored in well sealed bags or containers to avoid freezer burn and ice contaminating products.
- f) All food storage containers must be of food grade quality, in good condition, clean and have sealed lids.
- g) All stored foods must be clearly labelled and dated with the approved WAI food labels issued through central stores.
- h) Use by dates must be monitored and goods removed from storage and disposed of if the date has expired.
- i) Rotate stock on a "first in-first out" basis.
- j) Never mix new foods with old foods.
- k) Perishable foods must be disposed of after 48 hours or when use by date is up.
- l) Potentially hazardous left-over foods must be disposed of after 24 hours or as stated on the packaging use by date of opened product.
- m) Eggs must be refrigerated appropriately. Remove and dispose of cracked eggs & used shells from containers.
- n) If food is found to be stored at higher than specified temperature for more than 2 hours, uncovered, out of date, or with any risk of foreign objects, cross-contamination or visible signs of spoilage it must be discarded.

## ***Storage - Dry Goods***

**Storerooms must be maintained in a clean, dry, well ventilated condition away from direct sunlight:**

- a) All dry foods must be clearly labelled and have a use by date (or best before date).
- b) Food must only be stored in quality food grade storage containers.
- c) Food must never be stored in chemical containers.
- d) All foods stored must be sealed securely to prevent risk of adulteration from pests, foreign objects or from any other risks that could cause the food to become adulterated or contaminated.
- e) Chemicals must never be stored near food preparation, in food storage rooms or in cupboard holding food or food utensils. They must be stored in a separate area where it is not possible for them to contaminate food, utensils and cooking equipment.
- f) Chemicals must be clearly labelled in correct containers for chemical use only.
- g) Never store items on the floor of the storeroom as it could restrict thorough cleaning procedures, resulting in vermin attraction from left food scraps.
- h) Storage of cardboard boxes on the floor could also risk chemical contamination from cleaning and water seepage.
- i) Store larger food containers on wheels for easy maneuvering when cleaning.
- j) Clearly label all stored food and storage containers with product name and current use by date.
- k) Ensure thorough cleaning of dry goods storage containers after each use.
- l) When re stocking the newly decanted goods, always re-label with the product and current use by date.
- m) Storerooms must be visually checked daily and monitored weekly on the storage monitoring form.
- n) Rotate stock.
- o) Dispose of stock with expired best before or use by dates.

**(insert paragraphs from handout – referenced)**

## Hygiene and Food Safety

### *Personal Hygiene Practices*

**Strict hygiene is imperative for any food handler working in any food service areas. The following information outlines the key responsibilities of the food handler**

- a) Jewellery is not to be worn in the food preparation area except for plain sleeper earrings and a plain ring. (no stones).
- b) Correct cleanly laundered uniforms only must be worn and all hair must be covered.
- c) Food handling gloves, tongs or spoons must be used when handling ready to eat food. To avoid cross-contamination, change gloves when changing tasks.
- d) Gloves can cause hands to sweat so take care when disposing of used gloves and always wash hands between tasks and between replacing gloves.
- e) Change gloves after working on the same process for more than one hour, or more frequently if soiled
- f) Only use bandaids and dressing that are completely covered with a waterproof dressing. If the wound is on your hand it must be covered with a brightly coloured bandaid, covered by a glove.
- g) If a wound cannot be covered, you must not work in the food preparation area.
- h) Staff & students suffering from a virus (flu, diarrhoea, vomiting, hepatitis or other food borne viruses) must not work in food production or food service areas until fit for work.
- i) Never sit, lie, walk or stand on a food contact area surface used for food preparation.
- j) Only authorised staff, students or personnel will be permitted to enter food preparation areas.
- k) All staff and authorised personnel entering the kitchen food preparation area will be provided with a disposable hair net, and a supplied clothing cover.
- l) Eating and drinking are not permitted in food preparation areas unless part of a supervised activity.
- m) Animals are not permitted in food preparation or eating areas.
- n) All students & staff must wash their hands thoroughly in the basins provided before any food preparation begins, and then on an ongoing basis as required.
- o) All food preparation staff must wear a clean uniform and an apron when preparing foods.
- p) Remove aprons, hair cover & gloves when taking a break or leaving the room.
- q) Teaching staff, students and food service personnel must change into a clean uniform and clean apron on commencement of each day's practical work.
- r) Remove items from clothing that could risk adulterating the food e.g. non approved badges, pens, pins, loose threads or buttons not securely attached.
- s) All staff & students to be trained in current food hygiene standards.
- t) Items of clothing or bags are not to be left in food preparation areas. Cupboards or lockers are to be provided.
- u) Nail polish and false nails are not permitted.

## ***Hand Washing Procedures***

**Handwashing must be carried out in the correct manner**

- Wet hands with warm water.
- Apply liquid soap.
- Rub hands together for 20 seconds ensuring thorough cleaning.
- Rinse hands thoroughly.
- Dry hands on single use paper towel or air dry.
- Dispose of paper towel correctly.

**Wash hands in the hand wash basins provided:**

- Before commencing any food preparation
- After using the toilet.
- After all breaks.
- After handling raw foods.
- After using a handkerchief or sneezing.
- After touching any body part.
- After cleaning
- After any other activity where hands may be soiled.
- After smoking
- Before and after eating

**NEVER WASH FOOD ITEMS IN A HAND WASH BASIN  
NEVER WASH HANDS IN FOOD PREPARATION SINKS**

**WHERE PRACTICAL, AUTOMATIC TAPS WITH WARM WATER, LIQUID SOAP AND PAPER TOWEL OR AIR DRYERS SHOULD BE SUPPLIED IN ALL FOOD PREPARATION AREAS**

## ***Handling Money***

- a) Under no circumstances shall persons handle cash, then handle glasses, utensils, cutlery or crockery in a way that could cause cross contamination to these items.
- b) Thoroughly wash hands between processes.
- c) Food handling gloves must be removed prior to handling money or a clean non-gloved hand used.

## ***Students or Staff Working with Illness***

- a) Students are not permitted to work in the food preparation areas if they are unwell.
- b) All students must adhere to the correct uniform and food hygiene requirements when working in food preparation or food service areas.

## ***Dishwashing Machine Operators***

Dish washing machine operators, must wear protective gloves when handling dirty dishes, cutlery or utensils. Alternatively, they must change gloves or thoroughly wash their hands before changing the process of handling dirty then clean dishes.

## ***Laundry Procedures***

- a) Food cover cloths, dish cloths, linen table cloths & tea towels must be laundered
- b) Dishcloths, cleaning cloths & tea-towels must be washed using commercial grade cleaning and sanitising materials. Laundry is a food industry specific laundry.

## Food Preparation

### ***Food Preparation – Avoiding Cross Contamination***

- a) Cleaning chemicals must not be stored in food preparation area.
- b) Ensure chemical contact with food is avoided.
- c) Do not spray chemicals if food is at risk of being contaminated.
- d) Contamination of dirt particles and bacteria come from boxes and crates previously stored in warehouses and delivery vehicles therefore they are not to be placed on food preparation benches.
- e) Benches and food preparation equipment must be thoroughly cleaned and sanitised after each procedure.

After correct cleaning, the benches should be clean to look at and clean to touch

#### **Procedure for bench cleaning:**

- 1. Remove all food scraps
  - 2. Wash benches down with hot water and detergent
  - 3. Rinse off with clean hot water
  - 4. Sanitise
  - 5. Allow to air dry or use clean paper towel  
(Do not use a tea- towel or dirty dishcloth)
- f) Tea- towels are not to be used to dry or cover foods.
  - g) Cover foods with a food grade plastic wrap or a clean food cover cloth.
  - h) Allow all food preparation benches or equipment to air dry where possible.
  - i) Equipment, crockery and cutlery must be thoroughly dry before being stored.
  - j) Never use your fingers to taste food.
  - k) Tasting of food must only be carried out by using a single use disposable spoon.
  - l) The cutting boards are washed in hot water and detergent, rinsed with clean hot water then sanitised between each use or put through a dishwasher. Boards are stored freestanding in order to allow them to air dry.
  - m) Raw foods and cooked foods must be stored separately to avoid the risk of cross contamination.
  - n) Raw meats/products must always be stored on trays and stored below or separate from cooked meats/products.

## ***Thawing Food***

- a) Thawing of foods must be carried out under refrigeration and used within 3 days from beginning the process.
- b) Dispose of thawed food not used within 3 days.
- c) Thaw frozen foods on trays in the bottom of the fridge and cover to avoid fluids dripping into other foods.
- b) **Never** thaw on a bench or sink or at room temperature.
- d) Foods found thawing at room temperature must be disposed of.
- e) A microwave oven can be used for thawing only if the food is to be cooked immediately.
- f) Food should be thoroughly thawed before cooking.
- g) Never re-freeze thawed or partially thawed foods.

## ***Preparation and Cooking***

- a) Benches, equipment and hands must be thoroughly clean and sanitised before commencement of any food preparation.
- b) High-risk food is to be kept out of the danger zone (between temperatures of 5° C. and 60° C. for as short a period as possible. One hour for preparation before returning to the oven or the refrigeration should be the aim. Food is to be discarded if left out of correct conditions for a **total time** of 4 hours).
- c) Food must be cooked to a temperature of above 75° C. The temperature of the food must be monitored and recorded immediately after being removed from the oven or hot plate. Food not reaching 75° C. must be returned for further cooking until the temperature is reached.
- d) Food must be held in correct temperatures before serving. Hot food - above 60° C cold food - below 5° C.
- e) High-risk foods must be monitored and recorded at cooking and holding temperature
- f) Hot buffet and/or Bain Marie's must be pre-heated on high before holding hot foods.
- g) Buffets or Bain Marie's must never be used to pre-heat food as this process is slow and could cause food poisoning bacteria to grow.
- h) Hot foods must be transported quickly to other areas/functions so that the temperature doesn't drop to below 60° C.
- i) All food must be covered before leaving the food service areas.
- j) Never re-heat food twice.
- k) Replace food if still remaining in the buffet after three hours as the quality of the food could be affected after that time.
- l) Never mix new food in the buffet containers with old food. Remove old food and replace with fresh food in a clean container.
- m) Do not load buffet up too high so that temperature of foods on the top cannot be held at 60° C, or above (cold foods must be held below 5° C)
- n) Dispose of any returned food that has been served to guests. Dispose of foods found to be held at in-correct temperatures for more than 2 hours.

## ***Fruit and Vegetable Preparation***

- a) Fruit and vegetables must only be of top grade quality on receipt.
- b) Do not accept green potatoes, bruised, discoloured or limp vegetables.
- c) All fruit and vegetables must be washed thoroughly in a clean designated sink before food preparation and double wash ready to eat fruit and vegetables intended for future consumption. Sanitise garnishes used for food decoration and drinks (sanitising can be carried out using a food safe sanitiser or (50ppm chlorine) as directed by manufacture instructions)
- d) Do not dry fruit or vegetables with a tea towel. Allow air-drying or using clean paper towel.

## ***Re-heating Food***

- a) Food must be re-heated to reach at least 75° C. (As per Vic Food Safety Template)
- b) The reheated temperature must be reached within one hour from cold storage.
- c) Re-heat in small quantities at a time.
- d) Always stir foods where applicable to hasten the re-heating process.
- e) Check and record temperature with a clean, sanitised thermometer.
- f) Cook foods such as meats on the day required for consumption where possible.
- g) Never reheat leftover food that has already been reheated.
- h) Never use a Bain Marie or Buffet to heat food.
- i) Never mix old batches of food with new.
- j) Never reheat more than you need.

## **Food Storage and Display**

### ***Eggs***

- a) Eggs must be kept under refrigeration.
- b) Do not use cracked eggs.
- c) Treat any prepared product containing uncooked raw egg as high risk food and hold in refrigerated conditions.
- d) Rotate stock & check use by dates.
- e) Unused eggs that have been removed from shells must be refrigerated and clearly labelled, and disposed of if not used within 24 hours.

## ***Storing Cooked and Ready to Eat Food***

**All food must be correctly stored in food grade containers, labelled, covered and dated.**

- a) High risk left over foods such as sandwich fillings and fish dishes must be disposed of after 24 hours. Cooked meats and other stored food must be used or disposed of after 3 days or by the use by date on packaging once opened.
- b) Cooked foods must be cooled to below 5° C within 6 hours of cooking if not being served immediately. Monitoring of cooling procedure is to be recorded at times stated on record form. (Cool from 60° C, to 21° C, within 2 hours then to 5° C, within the next 4 hours = 6hours). Place food into shallow containers to help achieve this cooling process.
- c) Disposable food and drink containers must never be re-used.
- d) Never store or serve food if you have any doubts of the risk of spoilage, contamination, adulteration, quality or freshness.
- e) Food storage areas must be kept clean, tidy and well maintained.
- f) Report maintenance or pest problems immediately.

*When Cooling Hot Food Monitor on Process Temperature Log (Record 8)*

**IF IN DOUBT – THROW IT OUT!**

**\*(see Appendix 1 for “High-risk” food” clarification.)**

## ***Selling Food***

- a) Potentially hazardous food ready for sale must be maintained either at or below 5° C or at or above 60° C unless the food business displaying the food can demonstrate that the micromicrobiological safety of the food will not be adversely affected by displaying the food at another temperature.
- b) Food is never to be served with your bare hands. Use clean gloves, tongs or spoons.
- c) All high-risk foods left in the display after two hours must be removed and disposed of.
- d) Fresh food must not be stored on top of old foods.
- e) All foods must be covered or served in a manner to avoid risk contamination from staff, students or customers through coughing, sneezing or touching. If this should occur, remove food immediately and dispose of it. How do buffets work then?
- f) All pre-packaged food must have use by dates, ingredients, company name, address and storage conditions listed. Broken packaging must be returned or discarded.
- g) All foods delivered must be from approved suppliers only. Goods must be checked, monitored and recorded for correct delivery conditions.
- h) Food not delivered in the correct manner must be returned.

## ***Displaying Hot and Cold Food***

**All food must be displayed in a manner to avoid contamination from raw and cooked foods, human contamination, dust or chemical sprays.**

- a) Separate utensils must be used in a self- service or food display unit to avoid the risk of utensils cross contaminating foods.
- b) A food business must not display for sale on any counter or bar, any ready to eat food that is not intended for self service unless is enclosed, contained or wrapped so that the food is protected from likely contamination.
- c) Closed units are installed in Café 555 and The Bake Shop as a protection from contamination by the customer coughing or sneezing on foods.
- d) Buffets and self service functions must be supervised should the food or utensils become contaminated they can be immediately removed.
- e) Hot and cold food must be held at correct temperatures.
- f) Food found to be left out of the correct temperatures for longer than 2 hours must then be disposed of.
- g) Animals are not allowed in any food areas.
- h) Eating, drinking or smoking is not permitted in food service or preparation area
- i) (see company policy on smoking in the building).
- j) Buffets, bain marie's or pie warmers must be pre-heated on high before placing hot foods in them.
- k) Raw and ready to eat foods must be displayed separately to avoid cross-contamination.
- l) Temperatures of perishable foods displayed must be checked and recorded frequently during service times.
- m) All food storage areas must be cleaned down washed and sanitised after each service.
- n) Tables, chairs and floors in dining areas must be frequently cleaned (see cleaning schedules). The tables must be sanitised after the cleaning process.
- o) Bins must be emptied after each meal service. Replace bin liners.
- p) Crockery, cutlery, glasses & single use products must be stored hygienically.
- q) Do not handle eating or drinking part of glasses, crockery or cutlery with bare hands.
- r) Do not handle money then handle food items. Always thoroughly wash hands between handling money then food. Never handle prepared food without using clean disposable gloves. Alternately in place of gloves always use clean tongs or other serving spoon/utensils.

## ***Food Packaging***

- a) Store and handle packaging hygienically.
- b) Store packaging materials and take away drinking cups and straws
- c) in a specific clean area away from food storage, glass metal, plastic dust, dirt, chemicals, pests or any other contaminating matter.
- d) If packaging is damaged or contaminated in any form-throw it out.
- e) Only use packaging that is suitable for the type of food being wrapped or packaged.

## **Food Handling and Storage**

### ***Functions***

- a) All food being delivered to function rooms must be covered before leaving the food preparation areas.
- b) Perishable foods displayed at room temperature must be removed and disposed of after 2 hours.
- c) Food from functions must not be removed by anyone other than delegated and supervised food service personnel.
- d) All food returned from functions must be disposed of immediately or as directed by the Teaching Staff.

### ***Returned Food***

- a) All food items, left on plates returning from dining rooms, must be disposed of.
- b) All unused crockery, cutlery & glasses on set tables where customers have sat must be removed and washed as for dirty dishes.

### ***Refrigeration Failure***

- a) In the event of refrigeration failure, all food is to be removed immediately and
- b) transferred into another suitable cold storage unit.
- c) Maintenance must be notified as per company procedures.
- d) If the breakdown has caused the food to increase above the correct temperatures, the Manager/Trainer or Supervisor must be notified immediately.

## ***Food Recall***

- a) Goods delivered to the premises that do not meet the standards set out in the delivery specifications for the Food Safety Program must be returned immediately.
- b) Examples are:- dented tins, food having a bad odour, broken packaging, any product not delivered under correct temperatures, out of date, any foreign matter or not visually acceptable.
- c) If the product is found to be a danger to the public, the Health Department must be notified.**
- d) The product is to be clearly labelled "OUT OF USE" immediately, then held over in a designated place where it is impossible to be used accidentally.
- e) The supplier is to be notified immediately or as soon as possible, depending on the severity of the risk. A credit or replacement is to be arranged.
- f) The Central Stores Co-ordinator must follow up the documentation from the company involved.

***In the case of a product being recalled via the media, notification from the offending company or from Human Services Department. The product is to be removed from all areas and from danger of being used, then clearly marked "Recall product out of use" until it is returned to the appropriate source.***

If food prepared or found on the premises to be a danger to the staff, students or customers, all areas including staff rooms must be checked for safety measures.

**Follow recall procedures on Page 50-51 of the Food Safety Program**

**All Recall Records will be maintained by Chris Coates**

## ***Discarded Food***

Any discarded food or food returned to preparation kitchens because of a complaint or for any other reason must be discarded or kept for analysing by the Kitchen Manager. It must be clearly labelled 'out of use' and kept in a safe place where it cannot possibly be accessed for re-use.

## ***Food and Drinks Bought in from Outside the Premises***

Personal food and drinks brought in from outside the premises must not be consumed or stored in any area where food is prepared or sold.

## ***Removal of Food from the Premises***

Food must not be removed from the premises without written authorisation, apart from food supplied through retail outlets

### Security Policy & Procedure

Document: Version: ACP010/07 3.2  
Date of Issue: 29.03.2007  
Review Date: 31.12.2009

#### **8.8. Institute property – food and alcohol**

Food and alcohol stored or prepared on the premises either for a function or training is the property of the Institute. Removal of such items may only occur through payment via the bakeshop or with authorisation by an executive member.

Name of Employee: \_\_\_\_\_

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

Department: \_\_\_\_\_

#### **Description of Goods**

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#### **Authorisation / Executive Approval**

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

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

## Support Functions

### *Chemical Storage*

- a) All cleaning equipment and chemicals must be stored away from the food storage and food preparation areas.
- b) Mops must be rinsed, sanitised and hung upside down to dry.
- c) Never leave mops in buckets of water as this causes bacteria to breed.
- d) Buckets must be emptied, rinsed and stored up side down to dry after each use.
- e) **Never** store chemicals in food containers.
- f) **Never** store food in chemical containers.
- g) Ensure chemical bottles are correctly and clearly labelled.
- h) Clean up chemical spillages immediately.
- i) Never spray or wash areas with chemicals where there is a risk of it contacting food.
- j) Food should be put away or covered before spraying or cleaning is to occur.
- k) Food must be disposed of should a chemical contamination occur.
- l) Display chemical data lists and hazards on the wall (display must include first aid emergency procedures should an accident with chemicals occur).
- m) Copies of all Material Safety Data sheets are also kept in a master file by the Property Services Manager
- n) Seek immediate medical help should an accident with chemicals occur.

### *Temperature Probe Sanitising Procedure*

- a) To sanitise the temperature probe, hold probe in boiling water for 6 seconds or use a sanitising alcohol swab.
- b) Temperatures of the probes must be calibrated and recorded every 6 months.

**Never probe raw food then cooked food without a sanitation procedure in-between**

### *Monitoring Documents*

#### **DOCUMENTS/LOGS/RECORDS**

- a) Monitoring sheets must be filled in correctly.
- b) Falsifying sheets is a serious offence.
- c) It is the designated monitors responsibility to ensure a new sheet is available before the one in use is completed.
- d) Monitoring must be continuous. (see Trainers for replacement sheets).
- e) Completed sheets must be filed according to company policies and archive procedures.

## ***Customer Complaint Procedure***

**In the event of an alleged food poisoning or food adulteration complaint, the following procedures are to be implemented.**

- a) A nominated staff member must complete the food complaint report.
- b) Details of all incidents are to be recorded.
- c) Depending on the severity, the Director must be notified immediately.
- d) Any suspect food is to be retained for analysis.
- e) The food involved must be clearly labelled and stored separately in a designated area where the affected food cannot be accidentally used.
- f) The Director will follow procedures from this point.

*Refer to Customer Complaint Record*

## ***Garbage and Disposal***

- a) Broken cutlery and glassware should be kept in unlined bins and clearly marked.
- b) Garbage bins must have lids, be clean, sanitised and lined before being used in food preparation area.
- c) Garbage must be emptied into a designated outside garbage area or compactor after each session, meal service or when full
- d) The liner must be tied securely and checked for leakage before being removed.
- e) Bins must be washed with detergent, hosed out and disinfected thoroughly at the end of each day.
- f) Rubbish must never be left in the preparation kitchens or bars overnight.
- g) Hands must be thoroughly washed after removing garbage and before returning to food preparation, bars or food service areas.

## ***Pest Control***

- a) Pests must never be in food industry premises.
- b) Sightings of pests must be reported and documented for immediate attention.
- c) Electronic insect exterminators must be fitted in such a position to prevent food or food utensil being contamination from zapped insect.
- d) All windows and doors must be fly proof.
- e) Cover food if insect spray is being used.
- f) Report to the supervisor, any signs of infestation through gnawing, pest droppings or damaged goods.
- g) A preventative pest control procedure must be in place.
- h) Only authorised pest control exterminators should be used.

## **Maintenance**

- a) All equipment, ceilings, walls, plumbing and fittings must be maintained in good condition to avoid the risk of foreign objects adulterating foods.
- b) A maintenance program must be carried out and documented.
- c) Calibration must be carried out every six months to check that temperatures are correct on
  - Fridges
  - Coolrooms
  - Microwave ovens
  - Dishwasher temperature
  - Temperature probes
  - Freezers
  - Ovens
  - Scales
  - Glass Wash machine Temperature

### **Probes can be calibrated by the following methods:**

- C. **Ice point method** (to calibrate thermometer at 0 degree C.)
  - Prepare a container of iced water (at least 60% ice)
  - Stir well and allow to stand for several minutes
  - Immerse the thermometer into water and allow to stabilise
  - Adjust the thermometer to 0 degree C.
  - Record results on probe calibration record sheets.
- D. **Boiling point method** (to calibrate thermometer at 100 degrees C. )
  - Bring container of water to boil
  - Immerse the thermometer into the water and allow to stabilise
  - Adjust the thermometer to 100 degrees C
  - Record the results on probe calibration record sheets.

If the probe thermometer fails to stabilise on a reading or is unreadable, the battery is replaced and the calibration repeated. If it still fails to stabilise, the thermometer is returned to the supplier for repair.

## Appendix 1: High Risk Food Classification

Potentially hazardous foods: means food that has to be kept at a certain temperature to minimise the growth of any food pathogenic micro-organisms that may be present in the food or to prevent the formation of toxins in the food

Ready to eat foods means food that is ordinarily consumed in the same state as that in which it is sold and does not include nuts in the shell and whole, raw fruits and vegetables that are intended for hulling, peeling or washing by the consumer.  
FSANZ: (Food Standards Australia & New Zealand) 3.3.2 page 22)

Potentially Hazardous foods such as:

- Raw and cooked meat
- Fish, shellfish and poultry
- Low acid sauces and stuffing's
- Cooked rice and pasta
- Milk produce and eggs

## Appendix 2: Health of the Food Handler

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 Hospitality Coordinator, Catering Supervisor or Team Leaders on the day if they suspect that they have contaminated food or if 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 excludes sufferers from working with food.

Staff are requested to sign at the end of the page that they have read the symptoms restricting them from working work food and agree to notify the appropriate Management if suffering from these illnesses.

Symptoms that may indicate a food-borne illness include:

- Diarrhoea
- Vomiting
- Sore throat with fever
- Fever; and/or
- Cuts and abrasions

**Conditions** may include infected cuts or discharges from ears, nose or eyes. Examples of condition, which should be of concern, include:

- Infected skin sores
- Boils
- Acne; and/or
- Cuts or abrasions

A food handler who has any discharge from the ears, nose or eyes due to an infection (for examples: 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 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 the go-ahead from a medical practitioner (Doctor).

You will also need to keep these medical records for at least two years.

## HEALTH OF THE FOOD HANDLER – CONTINUED

(Page 2 of 2)

| Disease/Organism  | Period of Exclusion for Case   |
|---|--|
| Typhoid and Paratyphoid   | <p>Exclude from food handling until three consecutive negative specimens of faeces are obtained.<br/>Specimens should be taken each week for 3 weeks.<br/>If the urine was positive on initial diagnosis, or the person has a history of urinary tract disease, urine samples should be collected in additions 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.<br/>[Health (Infectious Diseases) Regulations 1990S 24]</p> |
| Cholera, VTEC and Shigella dysenteriae  | 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.   |
| Gastroenteritis caused by the following:<br>Organisms<br>Salmonella<br>Staphylococcus aureus<br>Clostridium perfringens<br>Bacillus cereus<br>Yersinia<br>Cryptosporidium<br>Entamoeba histolytica (Amoebiasis)<br>Giardia Lamblia<br>Shigella (other than Sh. Dysenteriae)<br>Vibrio parahaemolyticus<br>Other bacterial gastroenteritis | <p>Any person with gastroenteritis must be excluded from food handling<br/>Excludes until symptoms have ceased and counsel on returning to work regarding good personal hygiene.</p>   |
| Norwalk or Norwalk-like virus and other viral gastroenteritis.  | <p>An person with gastroenteritis must be excluded from food handling<br/>Exclude until 48 hours after symptoms have ceased</p>  |
| Boil, abscesses and other purulent lesions of hands, face or nose.  | Exclude unless lesion is covered with a coloured waterproof dressing/wound strip   |

## Employee Agreement:

I hereby acknowledge I have read and understand the conditions restricting me from working with food and I agree to inform the relevant Teacher or Site Manager if I may be suffering from an illness listed above. I agree that I must return to my doctor and obtain a clearance certificate before returning to work with food. I understand that the information of any illness remains confidential information. I do not have to disclose the illness although it is my legal responsibility to ensure I do not work with these listed medical conditions.

Name-----

Title-----

Signature-----

Date-----

**Managers to file this page for reference -once signed by the staff member**

## **Appendix 3: Policies for Easy Reference for Agency or Casual Staff**

Management have designed this easy reference for the staff of the expectations for:

- Personal grooming,
- OH&S
- Legislative Food Safety requirements:

Please read this flyer carefully to assist us in ensuring that our customers receive food that is well presented, of excellent quality and is safe to eat.

### **Personal hygiene and Grooming**

All staff, including agency staff and casuals must arrive at work; freshly showered, clean shaven, clean teeth and well groomed hair. Long hair must be tied back and ponytails contained.

Nails must be clean and short with no nail polish

Perfumes, after shaves and deodorants must not be overpowering, as they may taint the food.

Only one set of plain sleeper earrings are to be worn. Plain rings are permitted. No body piercing allowed except by discretion of the Manager. Necklaces or chains must not be visible. No watches, studs, stones or dangly bits, as they may end up in the food.

Clothing and uniforms must be freshly laundered on arrival at work and be in good repair (no loose threads or buttons)

## Food Safety Policies

Personal items such as bags, shoes, jackets, umbrella's, food and drink bottles must not be stored in all food preparation and food service areas.

Drinking and eating in preparation and catering areas and in view of the customers are not permitted.

Wash and dry your hands thoroughly in the designated hand wash sink, using warm water, soap and paper towel when arriving at work, and then:

- every time you re-enter the catering areas,
- after breaks and going to the toilet,
- after sneezing &/or blowing your nose,
- after touching your hair or any body part,
- before handling food or utensils,
- after cleaning,
- after handling dirty dishes
- between handling raw and ready to eat foods
- between handling money and food
- and in between every changed practice.

Do not contaminate any food or utensils.

Remove food from sale if it is contaminated in any way.

Dispose of dropped food.

Remove apron prior to going for breaks or to the toilet.

Rotate stock. Remove stock with expired use by or best before dates.

Cover label and date all stored food items.

### **“HEALTH OF THE FOOD HANDLER”**

It is against the law to work with food if you are suffering from a food borne illness.

Do not come to work if you are suffering from a gastro or flu like illness such as diarrhea, vomiting, running nose or sneezing.

Wounds must be covered with a waterproof band aid or dressing. If the wound is on your hand, it must be covered in a coloured band aid and food handling glove. The glove must then be changed after every practice.

The Manager can also use their discretion to send you home if they think you are suffering from any illness that may contaminate the food or environment.

A doctor's clearance certificate must be sighted on returning to work.

## Correct Glove Use

- Do not handle money then food with gloves on.
- The correct way to handle money is with bare hands.
- When handling food, use gloves, tongs or spoons.
- Never touch ready to eat food with your bare hands.
- Wash your hands in between changing gloves.
- Do not handle raw then cooked food with gloves.
- Wash hands thoroughly, after handling raw food.

## Employee Agreement

I hereby acknowledge I have read and understand the policies and conditions

Name-----

Title-----

Signature-----

Date-----

Site Manager or teacher to file this agreement for reference -once signed

## **SITE SPECIFIC PROGRAM**

1. Contact person
2. Map of area
3. Flow chart of practices (Include Bake shop making food in Conference & transporting )
4. Hazard Chart & Analysis
5. Monitoring
6. Policies
7. Calibration
8. Maintenance forms
9. Pest control form
10. Special requirements