ENVIRONMENTAL HEALTH AUSTRALIA

Food Safety Standard of Practice

(Incorporating Australian Food Safety Assessment)

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FOOD SAFETY *For goodness sake*

Developed with assistance from the Department of Human Services (South Australia)

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Introduction

Unsafe food is a major cause of food-borne illness on both a local and global scale. Recent national and international food safety laws have focussed attention on developing a system of food safety regulation that prevents food contamination across the food chain with the aim of reducing food-borne illness.

Environmental Health Australia (EHA) supports national food safety laws that are based upon the management of food safety risks.

This Food Safety Standard of Practice has been developed to assist Environmental Health Practitioners (EHPs) apply their knowledge and skills in a professionally responsible, accountable and consistent manner to enhance environmental health standards and the professional standing of members.

The status of the food law reform process in each state and territory was researched during development of the Practice Standard. By way of a survey, information was collected to ensure national relevance of the final product.

The Practice Standard and assessment form references the Food Safety Standards of the Australia New Zealand Food Standards Code. While it is recognised that food safety programs are not recognised by law in the majority of states/territories, use of a food safety program by business is addressed in relation to the food safety assessment process.

This Practice Standard will undergo regular review, due to the new and evolving food safety regulatory requirements in Australia.

Purpose

- To provide guidance to EHPs in assessing outcome based standards, responding to non compliance (in particular serious non compliance) and allocate resources on a risk management basis.
- To promote consistency in the assessment of all food handling activities by EHPs against the Food Safety Standards.
- To provide a tool that enables comprehensive assessment of all food handling activities by EHPs.

- To inform the food industry of the minimum standards against which food handling activities are assessed.

Application of Practice Standard

This Practice Standard may be used for the assessment of any operation involving the sale of food in any setting whether commercial, community, permanent or temporary.

Acknowledgments

This practice standard and assessment tool has been developed the field experience of EHP's, the FSANZ Food Safety Standards (Safe Food Australia) and other technical information.

Each have undergone trial and review in consultation with EHA membership, and federal, state/territory and local government.

The project was an initiative of the Food Safety Special Interest Groups of the South Australian and Victorian Divisions. EHA is grateful for the funding assistance and contribution provided by the Department of Human Services (South Australia).

Environmental Health Practitioners

Professional EHPs must conduct themselves in a consistent and accountable way. The National Food Safety Standards provide an opportunity for EHPs across Australia to achieve consistency, with the food safety outcomes required in the Standards forming the basis of that consistency.

The assessment of food safety must focus on whether the food business is achieving or able to achieve the required food safety outcomes. This requires identification of risks within food handling operations that may compromise the safety of the food. Compliance with prescriptive structural requirements should not be the specific focus of a food safety assessment.

If a required outcome is not being met, consideration should first be given to process and operational improvements as a means of achieving the required outcome before requiring structural improvements.

All non compliance with the Food Safety Standards needs to be resolved with action focusing on non compliance likely to lead to a serious or imminent risk to public health.

EHPs should provide guidance and assistance as to how compliance may be achieved, however mandating any one particular option should be avoided.

EHPs need to be aware of industry resources and measures available to assist food businesses to understand hazards, corrective measures and how to comply with the Food Safety Standards.

Enforcement Agencies

Enforcement agencies have a legal responsibility to administer and implement the legislation and ensure that food businesses are meeting their obligations.

This is done through a number of methods including inspection, sampling, investigation of complaints and education strategies performed by appropriately qualified and appointed environmental health practitioners in accordance with:

- Professional practice standards (Australian Food Safety Assessment System being one of them).

- Legal advice from qualified legal practitioners acting in the interests of Local Government from both risk management and interpretation.

Food Businesses

The National Food Safety Standards place a clear responsibility on the food business to ensure it is selling safe and suitable food.

The food business should be able to demonstrate that they are effectively managing the food safety risks at any time.

Compliance with the Food Safety Standards is based on achieving specified outcomes. Because outcomes can be achieved in a number of ways, the food business should choose the most suitable option for achieving the required outcome that is appropriate for their operation.

A food safety program (whether mandated or not) is a mechanism for a food business to demonstrate and provide written evidence that they are effectively managing the food safety risks and complying with the Food Safety Standards.

A food business is responsible for ensuring all non-compliance is resolved.

Three
Food Safety Assessment & Management

This practice standard provides EHPs with the method and tools for a common and consistent approach to assess food safety risk management in any food business.

WHAT IS AFSA?

AFSA is promoted for the purposes of this Standard of Practice as a tool for the assessment of food safety outcomes and risk management, and determination of assessment frequency in a uniform and consistent manner. It is designed to reduce subjectivity without oversimplifying the assessment process.

The new regulatory regime makes it possible to apply a consistent approach throughout Australia. AFSA uses the requirements of the Food Safety Standards as the basic framework to conduct food safety assessment and determine compliance.

As the Food Safety Standards are outcome based standards as opposed to prescriptive requirements, AFSA requires EHPs to assess against the outcome that the Standards require. AFSA focuses on non compliance that impacts on the safety of food.

AFSA assesses all food handling processes that are undertaken in a food business and includes:

- Receiving
- Storage
- Processing
- Display/Serving
- Packaging
- Transportation
- Food Recall and Disposal

AFSA also assesses the following activities that support food safety:

- Health, Hygiene and Knowledge of Food Handlers
- Premises Hygiene and Maintenance
- Temperature Measuring and Recording

The AFSA form is divided into four sections:

1. Business and Inspection Details - basic information related to the business and time and date of inspection is recorded.
2. Assessment Checklist - the framework for assessment of food safety.
3. Comments/Action to be Taken – where food safety risks are not effectively controlled EHPs can list any observed non-compliances and provide guidance on how these may be rectified.
4. Further Action Information and Proprietor/Officer Signature – any required further action and negotiated dates for follow up can be recorded. The EHP and Proprietor sign the assessment report.

The AFSA forms are produced in duplicate which enables immediate written feedback to the proprietor and an office copy for records management/data input purposes. A page is also provided for officer's remarks.

AFSA can be used for any type of food handling process. When assessing smaller operations with limited food handling simply disregard the non-applicable factors and prompts. For larger operations that include multiple food handling processes (e.g. public events, large supermarkets), individual assessment forms for each separate operation may be required.

The *Explanation Guide* (appendix D) can be used as a reference for EHPs to obtain clarification of the intent of the individual prompts on the assessment form. ***It is recommended that this be read by EHPs prior to using AFSA for the first time.*** The *Explanation Guide* is not intended to be a detailed checklist.

For comprehensive information and interpretation, the EHP should refer to the Food Safety Standard referenced next to the prompt or *Safe Food Australia* (FSANZ).

Businesses Operating with a Food Safety Program

It is recognised that there are a number of food safety systems that may be utilised by individual businesses. Businesses that use such systems must still comply with the Food Safety Standards. AFSA can still be used to assess the businesses. The only difference is that the business will be able to demonstrate compliance in accordance with its own food safety system.

Where it is legislated that a business is required to have a food safety program, in addition to considering compliance with the Food Safety Standards, the food safety assessment should assess:

- Whether the business is operating in accordance with its FSP,
- Whether the FSP is still appropriate to the business being carried on; and
- Records or documentation kept that demonstrate compliance with the FSP.

In the event that the business is subject to accredited independent food safety audit, compliance with the Food Safety Standards and FSP can be guided by the results of such a system. Accreditation in this context refers to government approved or JASANZ (Joint Accreditation System of Australia and New Zealand) approved auditor reports or certification.

How to use AFSA to conduct a Food Safety Assessment

- On arrival advise the senior business staff member/proprietor of your identity and your intentions.

- It is important that the EHP observes all security, occupational health and safety, and food safety policies in operation on the site.

Assessment

- Perform the assessment in the usual manner. Use the prompts on the assessment form to ensure that you have considered all food safety issues. It is important to establish that the outcomes of the food safety standards are being complied with over time.

- Complete the assessment report by placing a tick (✓) for compliance or a cross (x) for non-compliance in the appropriate column. Where serious non-compliance is noted, another x is placed in the serious non-compliance column.

- Appendix B provides examples of situations that may be regarded as serious non-compliances.

- Record any positive or negative findings in the comments section. Where non-compliances are found these need to be documented clearly and concisely against the specific requirements of the Food Safety Standards including identification of any *serious non-compliances* for immediate action.

- Discuss record keeping, monitoring procedures and/or food safety programs with the proprietor.

- Suggestions for improvement in food safety management practices should be recorded as recommendations and care must be taken to differentiate these from non-compliance with legislation.

- Several assessment forms (eg sheet 1 of 2, 2 of 4) can be used in the event that many non-compliances are identified. In such circumstances it is generally accepted that a letter or order/notice would be required.

Feedback

- Discuss the report findings with the proprietor and agree upon time frames for compliance if needed. The timing of any reassessment is determined on the basis of the severity, scale or importance of any non-compliance and the amount of time needed to effect the corrective action.

- After the report has been signed, leave the proprietor with the white customer copy. In circumstances where the proprietor or manager is unavailable to sign the inspection report, have the staff member in charge print their name and sign report. Inform them to pass the report on to the manager or proprietor. N.B Serious non-compliances need to be followed up with the proprietor immediately.

- It is recommended that a copy of the *Explanation Guide* (appendix D) is supplied with the report at least on the first occasion that an assessment is performed. The *Explanation Guide* is designed to inform business operators of what is considered during an assessment. It also provides options for demonstrating compliance. EHPs should be mindful that the options provided are not exhaustive and may not be relevant to all business types. Additionally businesses may apply alternative systems eg: temperature control of food.

Correcting non compliances

- All non-compliances must be resolved. Section 5 suggests how an EHP may respond to serious non-compliances.

- It is the responsibility of the food business to determine the corrective action that they need to take to rectify any non-compliances. The EHP can provide advice in relation to this corrective action.

- This document does not attempt to suggest the way in which non-compliance should be enforced, however it does give the enforcement agency a food safety risk basis for any enforcement action.

- The way the enforcement agency addresses non-compliances will depend on the legislation in operation in that state or territory. As with any enforcement, the approach should include education, warnings and penalties.

Assessment frequency

A complete assessment or inspection should be carried out as frequently as required by local food safety legislation, where prescribed.

Where assessment frequency is not established by law, resources may be allocated on the basis of risk. Two factors determine assessment frequency – the nature of the business (intrinsic risk) and the level of compliance.

The FSANZ Priority Classification System gives businesses a risk classification based on the intrinsic risk. A business in a higher classification represents a greater potential that a failure to comply with Food Safety Standards will result in serious consequences or harm to the consumer. As a result businesses in higher classifications require higher levels of surveillance than those in a lower classification.

EHPs are referred to the document '*Food Safety: The Priority Classification System for Food Businesses*' to determine the intrinsic risk (priority classification) of food businesses.

The Priority Classification System provides a 'starting point' assessment frequency for each priority classification – see appendix C. This 'starting point' can also be seen as the standard frequency for businesses that remain in substantial compliance with legislation. The 'starting point' is based on the assumption there is no previous compliance history. Where there is a record of compliance for a business, this 'starting point' can be varied to reflect that record.

Maximum and minimum assessment frequencies are established by the Priority Classification System. To enable objective adjustment of assessment frequency in line with the Priority Classification System, this Standard of Practice provides a model for guidance. The model included in appendix C is based on the number of non-compliances identified during a food safety assessment. Where fees are linked with assessment frequency, the model provides an open and transparent process.

In the absence of compliance history (eg: new premises), the outcome of two complete assessments should be used to base a decision as whether to adjust assessment frequency.

It is recommended assessments do not occur less frequently than shown under the heading 'Minimum'. Compliance history may demonstrate a need for higher frequency of assessment than indicated under heading 'Maximum'.

While it is recognised that that the Priority Classification System was intended to support a framework of auditing, the model has been developed upon the view that the System provides an appropriate risk basis for traditional inspection regimes.

Australian food safety assessment

The Australian Food Safety Assessment (AFSA) form and contents of the form is copyrighted to the Environmental Health Australia and must not be copied in full or in part without permission. Copies of forms in a duplicate pad are available for purchase from Environmental Health Australia.

Australian Food Safety Assessment ©

Business Name		Ref No		Scheduled	
Manager/Proprietor		Date	/ /	Follow Up	
Premises Address		Time		Complaint	
Business Phone		Officer		Other	

Indicate compliance using ✓ in "Complies?" column. If non-compliance is *serious* indicate by also inserting a ✓ in the "Serious N/C" column.

#		Complies?	Serious N/C	#		Complies?	Serious N/C
	Receiving				**Recalls/Food Disposal**		
1	Protection from contamination (5(1) of 3.2.2)			18	Food for disposal not sold/recall process (11,12 of 3.2.2)		
2	Identification/traceability of food (5(2) of 3.2.2)				**Health, Hygiene & Knowledge**		
3	Temperature control of PHF (5(3) and (4) of 3.2.2)			19	Health of food handlers – responsibilities (14 of 3.2.2)		
	Storage			20	Hygiene of food handlers - responsibilities (13, 15 of 3.2.2)		
4	Protection from contamination (6(1) (a) of 3.2.2)			21	Food business – responsibilities (16,18 of 3.2.2)		
5	Appropriate environmental conditions (6(1)(b) of 3.2.2)			22	Adequate handwashing facilities (17 of 3.2.2)		
6	Temperature control of PHF inc frozen (6(2) of 3.2.2)			23	Food handling – skills & knowledge (3 of 3.2.2)		
	Processing				**Premises and Hygiene**		
7	Safe and suitable food (7(1)(a) of 3.2.2)			24	Cleanliness of premises, fittings, equipment (19 of 3.2.2)		
8	Protection from contamination (7(1)(b)(i) of 3.2.2)			25	Cleaning/sanitising of food contact surfaces (20 of 3.2.2)		
9	Adequate cooking/processing (7(1)(b)(ii) of 3.2.2)			26	Suitability and maintenance of premises, fittings		
10	PHF out of temp. control for min. time (7(2) of 3.2.2)				and equipment (21 of 3.2.2 and 3,10,11 & 12 of 3.2.3)		
11	Cooling of PHF (7(3) of 3.2.2)			27	Temperature measuring device (22 of 3.2.2)		
12	Reheating of PHF (7 (4) of 3.2.2)			28	Use of "single use" items (23 of 3.2.2)		
	Display			29	Control of animal and pests (24 of 3.2.2)		
13	Protection from contamination (8(1),(2),(3) & (4) of 3.2.2)			30	Water supply adequate and potable (4 of 3.2.3)		
14	Temperature control of PHF incl. frozen (8(5) of 3.2.2)			31	Disposal of sewage and waste water (5 of 3.2.3)		
	Packaging			32	Storage of refuse & recyclable matter (6 of 3.2.3)		
15	Appropriate materials and process (9 of 3.2.2)			33	Adequate ventilation and lighting (7 & 8 of 3.2.3)		
	Transportation and Distribution			34	Storage of personal effects/chemicals (15 of 3.2.3)		
16	Protection from contamination (10(a) of 3.2.2)			35	Adequate toilet facilities (16 of 3.2.3)		
17	Temperature control of PHF (10(b) & (c) of 3.2.2)				PHF means Potentially Hazardous Food. See over for definition		

#	COMMENTS/ACTION TO BE TAKEN
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Further Action?	Nil	Reinspection	Letter	Order/Notice	Expiation Notice	
Your co-operation in attending to any outstanding items by the due date will be appreciated. Should any of these matters require clarification or should you require any further assistance, please contact the officer on the number below.						Reinspection date: / /
I have read and I understand the contents of this assessment. Signature of proprietor/staff:			Officer signature:			Officer contact No:

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Procedure for Serious Non-Compliance

When a serious non-compliance is identified, the EHP must act immediately to remove the risk. Following are suggested actions that may be taken however not all are relevant to the various States and Territories. The EHP must ensure that they act only within the powers and delegations conferred upon them.

- Seizure of any unsafe or unsuitable food and/or equipment in accordance with the relevant Act/Regulation; and/or
- Request the premises to voluntarily close or issue an Order or Notice to suspend or restrict the operations of the food business in accordance with the relevant Act/Regulation; and/or
- Issue an Order or Notice requiring immediate rectification and any specified corrective action(s); and/or
- Issue an "on the spot" infringement or expiation notice and/or
- Suspend or revoke the registration; and/or
- Commence prosecution.

In making the decision on the most appropriate course of action, the EHP will need to determine the most appropriate control to remove or reduce the risk to a safe level to ensure that control is maintained. The ability to seize will enable the removal of any compromised food or equipment. The EHP can then issue formal advice or instruction via an Order or Notice.

Situations when an Order/Notice to restrict or suspend the operations of the food business may be warranted include;
- Severe pest or rodent infestation;
- Inability to maintain food at safe temperatures;
- Inability to process food safely;
- Also see appendix B;

Only in urgent circumstances would the power to suspend or revoke without first giving notice be appropriate.

The Order/Notice stands until such time as the EHP is satisfied it has been complied with.

It may be necessary to stop the AFSA once a serious non-compliance has been identified so that appropriate action can be taken.

APPENDICES

A. Technical Standards and Guidelines

ANZFA Code of Practice for Self Service Take Away Salad Bars, FSANZ

ANZFA Food Recall Protocol, FSANZ

Code of Practice for Fermented Meat Products, Victorian Meat Authority

Cold Chain for Supermarkets, Food and Grocery Council Publication

Cook Chill Council Guidelines

Modified Atmosphere Packaging

Safe Food Australia, FSANZ

Useful internet sites:

State and Territory websites

Queensland:	http://www.health.gov.au/pubhlth/strateg/foodpolicy/foodsafety.htm
New South Wales	http://www.safefood.nsw.gov.au/
Victoria	http://www.foodsafety.vic.gov.au/
South Australia	http://www.dhs.sa.gov.au/pehs/food-index.htm
Western Australia	http://www.health.wa.gov.au
Tasmania	http://www.dhhs.tas.gov.au/publichealth/foodsafety/
Northern Territory	http://www.nt.gov.au/health/healthdev/environ_health/environ_health.shtml
ACT	http://www.health.act.gov.au

Other Web Sites

Food and Agriculture Organisation of the United Nations   http://www.fao.org/

Food & Drug Administration Food Code   http://vm.cfsan.fda.gov/~dms/foodcode.html#get99

Food Science Australia   http://www.dfst.csiro.au/

Food Standards Australia New Zealand   http://www.foodstandards.gov.au/

Gateway to Government Food Safety Information (USA)   http://www.foodsafety.gov/

Partnership for Food Safety Education   http://www.fightbac.org/

APPENDICES

B.   Serious Non-Compliance

A serious non-compliance is a situation that poses an immediate risk of unsafe food being sold or if allowed to continue will result in unsafe food being sold.

Unsafe food is food that is likely to cause physical harm to a person who may later consume it.

The following situations may represent serious non-compliances depending on the circumstances but are not exhaustive:

Food Process Step	Process / Activity
Food Receipt	Potentially hazardous, ready-to-eat food that has been delivered outside of temperature control for sufficient time to allow growth of pathogens to levels that may cause illness.
Food Storage	Potentially hazardous, ready-to-eat food is stored in such a way so that it has been cross contaminated. Potentially hazardous, ready to eat foods stored outside temperature control for sufficient time to allow growth of pathogens to levels that may cause illness.
Preparation	• Unclean or unsanitised food contact surfaces have contaminated ready-to-eat food. • "Ready to eat" potentially hazardous out of temperature control for sufficient time to allow growth of pathogens to levels that may cause illness.
Cooking	Potentially hazardous food that requires thorough cooking but not thoroughly cooked.
Cooling	Cooked potentially hazardous food left to cool at temperatures above 5°C for sufficient time to allow growth of pathogens to levels that may cause illness.
Display	Potentially hazardous ready to eat food displayed out of temperature control for sufficient time to allow growth of pathogens to levels that may cause illness.
Food Transportation	Potentially hazardous ready-to-eat food transported outside of temperature control for sufficient time to allow growth of pathogens to levels that may cause illness.
Food Handling	Food handlers with food borne illness or conditions <u>have</u> handled food in a manner that is likely to have contaminated it.
Pest Infestation	Evidence of rodent or cockroach infestation that <u>has lead</u> to food contamination.
Food premises in a poor structural condition	Food premises , fixtures, fittings and equipment in a state of disrepair that <u>will</u> contaminate food.

APPENDICES

C. Guidelines For Setting and Adjusting Assessment Frequency

The Priority Classification System and following Model provides Environmental Health Practitioners with guidance to make an objective determination of business assessment frequency.

FSANZ Priority Classification System
(Source - FSANZ 'Food Safety: The Priority Classification System for Food Businesses'. Please refer to this document to determine business classification.)

Classification	*Frequencies (every x months)*		
	Starting point	*Maximum*	*Minimum*
Low	*18*	*12*	*24*
Medium	*12*	*6*	*18*
High	*6*	*3*	*12*

Assessment Frequency Adjustment Model

Adjustment	*Non Compliance - number and type*
Increase if	➢ Ten (10) or more non compliances (*not* including serious) ➢ Two (2) or more serious non compliances ➢ Six (6) or more non compliances (including serious)
Decrease if	➢ Not more than one (1) non compliance (*not* including serious)

Notes:

- ▪ The FSANZ 'starting point' assessment frequency should be maintained if the number of non compliances identified during the assessment does not meet the above criteria to increase or decrease the frequency.
- ▪ The results of two (2) complete assessments are required to adjust the assessment frequency of new food premises.
- ▪ If there is a documented compliance history available, this may be taken into consideration after one scheduled assessment and frequency adjusted accordingly.

D.   Explanation Guide

National Food Safety Standards have been adopted throughout Australia to replace previous individual State, Territory and Local Government food hygiene regulations. The National Food Safety Standards reflect international best practice, based on a preventative, rather than reactive, approach to food borne illness.

The Australian Food Safety Assessment (AFSA) system aims to provide a nationally consistent tool for Environmental Health Professionals (EHPs) to assess compliance with National Food Safety Standards 3.2.2 and 3.2.3 and record and communicate the results of the assessment to food business operators and food handlers. The AFSA system may also be used by food business operators to conduct their own regular in-house assessments.

This explanatory guide provides food business operators and food handlers with guidance on what factors are considered during the assessment. The statement in italics under each numbered assessment point indicates the outcome that the EHP is assessing against. The dotted points under this statement provide options or methods for how a food business or food handler may demonstrate compliance. The relevant Food Safety Standard is referenced in brackets.

Food businesses are permitted to put in place alternative systems for the temperature control of potentially hazardous foods. This is relevant to food receipt, storage, cooling, reheating, display and transportation. If a food business wishes to use an alternative system they must be able to demonstrate that this alternative system will not adversely affect the microbiological safety of the food. A food business may demonstrate this through documented, sound, scientific evidence or a process set out in written guidelines based on sound, scientific evidence that are recognised by the relevant food industry and health authority.

All non-compliances marked on the assessment form indicate a failure to comply with the corresponding Food Safety Standard. The way the enforcement agency enforces non-compliances will depend on the legislation in operation in that state or territory.

RECEIVING

01   PROTECTION FROM CONTAMINATION
      (5 (1) of 3.2.2)

"All food is protected from contamination when delivered."
- Wherever possible is food only delivered when someone is at the business to assess and accept the items?
- Are food deliveries checked randomly for signs of contamination?
- Is packaging of food sound and undamaged?
- Are all foods protected from animals, dust, etc?
- Is food protected from cross-contamination, ie: raw and ready to eat foods stored separately?
- Is food stored in containers suitable for food contact?

02   IDENTIFICATION/TRACEBILITY OF FOOD
      (5 (2) of 3.2.2)

"All foods are labelled, or if unlabelled the source and content of the food is able to be identified."
- Can the following be produced upon request:
  - Name & business address in Australia of vendor, manufacturer or packer (in the case of imported food, the name & business address in Australia of importer)?
  - Prescribed name of the food (if no prescribed name, an appropriate designation of the food)?

03   TEMPERATURE CONTROL OF POTENTIALLY HAZARDOUS FOOD
         (5 (3) & (4) of 3.2.2)

"*Potentially hazardous foods are delivered under temperature control.*"
- ♦ Are potentially hazardous foods only accepted at a temperature of 5°C or below or 60°C or above, or at another temperature if the delivery has been for a controlled period of time that has not affected the safety of the food (must be documented)?
- ♦ Are foods that are intended to be received frozen, frozen when accepted, ie: food not thawing?

STORAGE

04   PROTECTION FROM CONTAMINATION
         (6 (1) (a) of 3.2.2)

"Food is stored so that it is protected from contamination."
- ♦ Is food stored to protect from cross-contamination, ie: raw foods stored separately or kept away from ready to eat foods?
- ♦ Is food covered to protect it from contamination?
- ♦ Is food stored in food grade containers?
- ♦ Is food stored off the floor?
- ♦ Is unlabelled food date marked to assist with stock rotation?

05   APPROPRIATE ENVIRONMENTAL CONDITIONS
         (6 (1) (b) of 3.2.2)

"Food is stored under proper environmental conditions."
- ♦ Is food stored in such a way that the environmental conditions, eg: heat, humidity, light, will not adversely affect the safety and suitability of the food?

06   TEMPERATURE CONTROL OF POTENTIALLY HAZARDOUS FOOD AND FROZEN FOOD
         (6 (2) of 3.2.2)

"Potentially hazardous foods are stored under temperature control."
- ♦ Are potentially hazardous foods stored at or below 5°C or at or above 60°C or at another temperature for a controlled period of time that will not affect the safety of the food (must be documented)?
- ♦ Do potentially hazardous foods that are intended to be stored frozen remain frozen during storage?

PROCESSING

07   SAFE AND SUITABLE FOOD
         (7 (1) (a) of 3.2.2)

 "All practical steps are taken to produce safe and suitable food."
- ♦ Is food checked prior and during processing for signs of contamination and deterioration?
- ♦ Are ingredients sourced from reputable suppliers?
- ♦ Is stock rotated adequately so foods with expired 'useby' dates are not used?

08   PROTECTION FROM CONTAMINATION
         (7 (1) (b) (i) of 3.2.2)

"Adequate procedures are in place to prevent contamination."
- ♦ Is preparation equipment and food effectively protected from contamination during preparation (eg. people, dust, animals)?
- ♦ Are food handlers taking all reasonable measures to minimise handling food or food contact surfaces, ie: minimise bare hand contact through use of tongs, gloves, etc?
- ♦ Are separate cutting boards, utensils and work surfaces used, or washed and sanitised between use, to prevent transfer of bacteria from raw to cooked food during preparation?
- ♦ Are chemicals kept separate from food processing areas?

09   ADEQUATE COOKING/PROCESSING
     (7 (1) (b) (ii) of 3.2.2)

"Potentially hazardous foods requiring cooking or processing are adequately cooked or processed."
- ◆ Is a process step used that is reasonably known to achieve the microbiological safety of the food (eg cooking, pickling, fermenting)?
- ◆ Is this process step used adequately (eg: cooking time long enough)?

10   TEMPERATURE CONTROL OF POTENTIALLY HAZARDOUS FOOD
     (7 (2) of 3.2.2)

"The time that potentially hazardous foods are kept outside temperature control is minimised during preparation/processing, including thawing."
- ◆ Are potentially hazardous foods thawed in the coolroom/refrigerator, microwave or using an alternative method that will not affect the safety of the food?
- ◆ Is the time food is stored outside of temperature control kept to a minimum? Eg: foods returned to coolroom as soon as processed.

11   COOLING OF POTENTIALLY HAZARDOUS FOOD
     (7 (3) of 3.2.2)

"Cooling of potentially hazardous foods is done safely."
- ◆ Can the business demonstrate that it can achieve the cooling temperature/time requirements for foods cooked? Ie: from 60ºC to 21ºC within 2 hours, and from 21ºC to 5ºC within a further 4 hours
- ◆ Are large volumes of food divided into smaller portions to aid cooling?

12   REHEATING OF POTENTIALLY HAZARDOUS FOOD
     (7 (4) of 3.2.2)

"Potentially hazardous food is reheated safely."
- ◆ Is potentially hazardous food that is being reheated to be held on hot display reheated rapidly (ie: not greater than 2 hours) to a temperature of 60ºC or above?
- ◆ Is potentially hazardous food reheated once only?

DISPLAY

13   PROTECTION FROM CONTAMINATION
     (8 (1), (2), (3) & (4) of 3.2.2)

"Food on display is protected from contamination."
- ◆ Is packaging of foods on display intact?
- ◆ Is the display of unpackaged ready-to-eat food for self service;
  - • effectively supervised?
  - • provided with separate utensils for each food?
  - • provided with protective barriers?
- ◆ Is ready-to-eat food on display that is <u>not</u> intended for self-service enclosed, contained or wrapped? (eg: cakes, slices, biscuits on a counter)

14   TEMPERATURE CONTROL OF POTENTIALLY HAZARDOUS FOOD, INCL. FROZEN
     (8 (5) of 3.2.2)

"Potentially hazardous food on display is under temperature control."
- ◆ Are potentially hazardous foods maintained at or below 5ºC or at or above 60ºC or at another temperature for a controlled period of time that will not affect the safety of the food (must be documented)?
- ◆ Does food intended to be displayed frozen remain frozen during display?"

PACKAGING

15   APPROPRIATE MATERIALS AND PROCESS
(9 of 3.2.2)

"Appropriate packaging material is used."
- ♦ Is packaging material appropriate for food contact use?
- ♦ Is packaging material clean and free from foreign matter?
- ♦ Is packaging equipment maintained so as not to potentially contaminate the food? (eg: free from grease, dust, metal).

TRANSPORTATION AND DISTRIBUTION

16   PROTECTION FROM CONTAMINATION
(10 (a) of 3.2.2)

"All foods are protected from contamination during transportation."
- ♦ Is care taken to ensure packaging does not become damaged? eg: through poor handling, exposure to rain, etc?
- ♦ Is care taken to ensure packaging does not become contaminated? eg: through exposure to chemicals.
- ♦ Is food transported so as to protect it from cross-contamination, ie: ready to eat foods protected from raw foods?

17   TEMPERATURE CONTROL OF POTENTIALLY HAZARDOUS FOOD
(10 (b) & (c) of 3.2.2)

"Potentially hazardous foods are transported and distributed under temperature control."
- ♦ Are potentially hazardous foods maintained at or below 5ºC or at or above 60ºC or at another temperature for a controlled period of time that will not affect the safety of the food (must be documented)?
- ♦ Are potentially hazardous foods intended to be transported frozen, kept frozen?

RECALLS/FOOD DISPOSAL

18   FOOD FOR DISPOSAL/RECALL PROCESS
(11 & 12 of 3.2.2)

"There is an adequate system in place to ensure that unsafe or unsuitable food is not sold or used."
- ➢ *Food Disposal (All food businesses)*
    - ♦ Is food for disposal separated and identified so it is not accidentally sold or used?
    NB: food for disposal includes food subject to recall, returned food, food that is not safe or suitable (eg: contaminated by foreign matter, pathogenic bacteria or perished).
- ➢ *Food Recall (Wholesale suppliers/manufacturers/importers only)*
    - ♦ Is there a system in place to ensure the recall of unsafe food?
    - ♦ Is there written documentation available upon request?
    - ♦ Is the system complied with when recalling unsafe food?

HEALTH, HYGIENE & KNOWLEDGE

19 HEALTH OF FOOD HANDLERS - RESPONSIBILITIES
(14 of 3.2.2)

"Food handlers meet their responsibilities regarding their health."

♦ Are food handlers aware that if they are diagnosed as suffering from food poisoning, or know that they are a carrier of a food poisoning disease, they must:
  • report this to their supervisor?
  • not engage in any handling of food?
♦ Are food handlers aware that if they have a symptom that indicates they <u>may</u> be suffering from food poisoning (eg: vomiting and/or diarrhoea), they:
  • must report this to their supervisor?
  • should not be handling food until at least 48 hours after symptoms have ceased?
♦ Are food handlers aware that if they engage in other work on the food premises (eg: administrative duties, general cleaning duties), they must take all practicable measures to prevent food from being contaminated? ie: ensure these duties do not include contact with eating and drinking utensils or food contact surfaces.
♦ Are food handlers aware that if they are suffering from a condition, such as infected skin sores or discharges from the ear, nose or eye (eg: from colds, flu and other eye infections), they must:
  • report this to their supervisor?
  • take all practicable measures to prevent food being contaminated as a result of the condition? eg: completely cover infected skin lesions with bandages or dressings.
♦ Are food handlers aware that they must notify the supervisor if they know or suspect that they may have contaminated food whilst handling food? eg: bandaid has fallen into food, glass has been broken into or near food, etc.

20 HYGIENE OF FOOD HANDLERS – RESPONSIBILITIES
(13 & 15 of 3.2.2)

"Food handlers use safe food handling procedures."

Clean Person
♦ Are food handlers clean in appearance and wearing clothing appropriate for the handling of food being conducted? eg: wear aprons and suitable footwear.
♦ Do food handlers tie back long hair or wear appropriate hair covering? eg: hats or hair nets
♦ If bandages and dressings are located on the hand, are they covered with a waterproof covering, eg: glove?
♦ Are fingernails clean and short and false nails and fingernail polish avoided?
♦ Is the wearing of jewellery avoided or minimised (plain wedding bands may be acceptable depending upon workplace policy)?

Habits
♦ Are all practicable measures taken to prevent unnecessary contact with ready-to-eat food? (eg: using tongs, gloves, paper barrier).
♦ Do food handlers ensure they do not eat over unprotected food or food surfaces?
♦ Do food handlers ensure they do not sneeze, blow or cough over unprotected food or food surfaces?
♦ Do food handlers ensure they do not spit, smoke or use tobacco or similar substances in food handling areas?

Hand Washing
- Do food handlers wash their hands:
  - before commencing or recommencing handling food?
  - whenever they are likely to be a source of contamination of food, eg: after handling garbage or performing cleaning duties?
  - before handling ready to eat food and after handling raw food?
  - after using the toilet?
  - after smoking, coughing, sneezing, using a handkerchief/tissue, eating, drinking or using tobacco or similar substances?
  - after touching their hair, scalp or a body opening?
- Do food handlers use the hand washing facilities provided? ie: use only the designated hand washing facilities, warm water, soap and single use towels.

21   FOOD BUSINESS - RESPONSIBILITIES
(16 & 18 of 3.2.2)

"Management ensures that food handlers are aware of and meet their health and hygiene responsibilities."
Health of persons who handle food
- Does management ensure that food handlers that are either:
  - known to be suffering from food poisoning, or
  - known to be a carrier of a food poisoning disease, or
  - have a symptom that may indicate they may be suffering from food poisoning (eg: vomiting and/or diarrhoea)

  do not engage in handling of food?
- Does management only permit a food handler diagnosed as suffering from food poisoning, or as a carrier of a food poisoning disease, to resume handling food only after receiving advice from a medical practitioner that the person no longer is suffering from, or is a carrier of, a food poisoning disease?
- Does management ensure that food handlers suffering from a condition, such as infected skin sores or discharges from the ear, nose or eye (eg: from colds, flu and other eye infections), take all practicable measures to prevent food being contaminated as a result of the condition? eg: completely cover infected skin lesions with bandages or dressings, use medication to dry up discharges.

Hygiene of all persons
- Does management take measures to ensure that all people on the food premises (incl. food handlers, tradespeople, visitors, etc) do not contaminate food? eg: ensure people do not sneeze, blow cough or eat over food, provide protective clothing and hair covering, ensure people wash their hands before entering food processing areas.
- Does management take measures to ensure people do not spit, smoke or use tobacco in food handling areas? eg: place signs alerting that smoking is not permitted.

22   ADEQUATE HAND WASHING FACILITIES
(17 of 3.2.2 and 14 of 3.2.3)

"Hand washing facilities are adequate."
- Are hand washing facilities specifically designated as being for hand washing purposes only?
- Are the hand washing facilities easily accessible at all times?
- Are the hand washing facilities supplied with warm running water, soap and single use towels?
- Is a container supplied near the hand washing facility for used towels?
- Are the hand washing facilities adequate in size?

23   FOOD HANDLING – SKILLS & KNOWLEDGE
(3 of 3.2.2)

"Food handlers and their supervisors have appropriate skills and knowledge in food safety and food hygiene commensurate with their work activities."

♦ Do food handlers and their supervisors understand the principles of food safety and hygiene? eg: know the correct storage temperatures for potentially hazardous food, know that raw foods (eg: chicken) can cross-contaminate ready to eat foods, know the difference between detergents and sanitisers etc.

♦ Do food handlers and their supervisors have the ability to perform those tasks necessary to ensure the safety of the food? eg: able to determine if equipment is set at the right temperature, able to examine food to ensure it is cooked thoroughly, etc.

♦ Is there evidence of ongoing education of food handlers and their supervisors in food safety and hygiene? eg: in-house training, distribution of relevant documents, attendance at food safety courses, watching of relevant videos, etc.

PREMISES AND HYGIENE

24   CLEANLINESS OF PREMISES, FITTINGS AND EQUIPMENT
(19 of 3.2.2)

"The premises is maintained to an acceptable standard of cleanliness."

♦ Is the premises maintained so there is no accumulation of garbage, recycled matter, food waste, dirt, grease or other visible matter?

♦ Are all fixtures, fittings and equipment maintained so there is no accumulation of food waste, dirt, grease or other visible matter?

♦ Is there adequate space between and under fittings and appliances for cleaning?

♦ Are appliances on castors where possible to assist in cleaning?

♦ Are appropriate cleaning chemicals used for different surfaces?

♦ Are chemicals clearly labelled and used in accordance with the manufacturers instructions?

25   CLEANING & SANITIZING OF FOOD CONTACT ITEMS
(20 of 3.2.2)

"All food contact surfaces and equipment are effectively cleaned and sanitised."

♦ Are eating and drinking utensils cleaned, sanitised and protected from contamination between uses?

♦ Are food contact surfaces of equipment cleaned and sanitised between being used for raw food and ready to eat food? eg: chopping boards, slicers, display units.

26   SUITABILITY AND DESIGN AND MAINTENANCE OF PREMISES, FITTINGS AND EQUIPMENT
(21 of 3.2.2 and 3,10,11 & 12 of 3.2.3)

"The premises is designed and constructed in a way that is appropriate for the activities conducted."

♦ Are floors, walls and ceiling constructed of materials which are smooth, impervious and easy to clean?

♦ Are fixtures, fittings and equipment made of materials that enable easy and effective cleaning and that will not contaminate food?

♦ Are fixtures, fittings and equipment easily accessible so they can be effectively cleaned and if necessary sanitised?

♦ Are there adequate facilities such as refrigerators, food preparation equipment, sinks, benches etc to cope with demand?

♦ Does the flow of product ensure that cross contamination is minimised (delivery – storage – preparation etc)?

"Fixtures, fittings and equipment are maintained in a good state of repair and working order."
- ♦ Are floors, walls & ceilings in maintained in good condition? eg: no flaking paint, broken glass, holes in walls, cracked tiling, etc.
- ♦ Are fixtures and fittings (eg: benches, sinks, cupboards, pipes) in good condition?
- ♦ Are chipped, broken or cracked eating or drinking utensils discarded so they cannot be   used for handling food?

27   TEMPERATURE MEASURING DEVICE
(22 of 3.2.2)

"An accurate and suitable thermometer is on site where potentially hazardous food is handled."
- ♦ Is a thermometer readily available?
- ♦ Can the thermometer accurately measure to +/- 1°C?
- ♦ Is the thermometer a probe thermometer?
- ♦ Can the business demonstrate the correct use of the thermometer?
- ♦ Is the thermometer maintained in a good state of repair and working order? eg: flat batteries replaced, calibrated regularly, etc.

28   USE OF "SINGLE USE" ITEMS
(23 of 3.2.2)

"Single use items are used and disposed of safely."
- ♦ Are utensils (including eating and drinking utensils) equipment and packaging effectively protected from contamination? eg: dirt, chemicals, food waste, insects & rodents.
- ♦ Are single use items immediately discarded so that they cannot be reused?

29   CONTROL OF ANIMALS AND PESTS
(24 of 3.2.2)

"Effective procedures are in place to keep the premises free of animals and pests."
- ♦ Are doors, windows and other areas adequately sealed against entry of pests?
- ♦ Are adequate measures taken to eradicate and prevent the harbourage of pests on the food premises? eg: professional pest controller or using sprays, baits or traps.
- ♦ Are animals restricted from food preparation and storage areas?

30   WATER SUPPLY ADEQUATE & POTABLE
(4 of 3.2.3)

"There is an adequate supply of water"
- ♦ Does the food premises have an adequate supply of potable water? ie: acceptable for drinking.
- ♦ Is water pressure and/or volume adequate to carry out food operations and cleaning and sanitising?
- ♦ Can the food business demonstrate that the use of non-potable water will not adversely affect the safety of the food handled, where used for a specific purpose?

31   DISPOSAL OF SEWAGE & WASTEWATER
(5 of 3.2.3)

"Sewage and wastewater is properly disposed of."
- ♦ Does the food premises have a sewage and wastewater disposal system that effectively disposes of all sewage and wastewater? eg: does not jeopardise food safety through leaks, blockages, overflow, etc.
- ♦ Is dirty cleaning water properly disposed of into a sewer outlet? eg: outside gully trap, not to food/utensil sink.
- ♦ Is the grease arrestor frequently cleaned out?

32   STORAGE OF REFUSE & RECYCLABLE MATTER
(6 of 3.2.3)

"Garbage and recyclable matter is properly and safely stored."
♦ Are the facilities for the storage of garbage and recyclable matter (including waste cooking oil) adequate for the volume produced?
♦ Are the facilities designed and constructed so they can be easily cleaned?
♦ Are the bins designed to keep pests and animals away from the refuse?
♦ Is the refuse removed at sufficiently frequent intervals?
♦ Is refuse stored in sealed containers within the bin?
♦ Is refuse bin located in a suitable location?

33   ADEQUATE VENTILATION AND LIGHTING
(7 & 8 of 3.2.3)

"The premises has adequate ventilation."
♦ Does the food premises have sufficient natural or suitable mechanical ventilation to effectively remove fumes, smoke, steam and vapours from the food premises?

"The premises has adequate light."
♦ Is sufficient natural or artificial light provided for the activities conducted on the food premises? eg: able to see whether areas and equipment are clean, inspect food, etc
♦ Are shatterproof fluorescent tubes or covers installed to ensure that lighting is not a potential source of contamination? ie: broken glass does not contaminate food

34   STORAGE OF PERSONAL EFFECTS/CHEMICALS
(15 of 3.2.3)

"There is adequate and safe storage for chemicals, clothing and personal belongings that may contaminate food."
♦ Are cleaning equipment, chemicals and other hazardous materials properly stored in an area separate (e.g. room or cupboard) to food preparation and storage?
♦ Is a designated storage area provided for storing clothing and personal items, which is separate from food preparation and storage areas?
♦ Is adequate storage provided for dirty linen? (eg: tea towels, aprons, etc)

35   ADEQUATE TOILET FACILITIES
(16 of 3.2.3)

"There are adequate toilet facilities for food handlers."
♦ Are there adequate toilets available for the use of food handlers?
♦ Are toilets opening into food preparation areas constructed in accordance with Part F4 of the Building Code of Australia?

ATTENTION FOOD BUSINESS PROPRIETORS!

Would you like to demonstrate that your business practices a high level of food hygiene?
Would you like to have a symbol that gives your customers confidence in your premises and procedures?
If so, ask your Environmental Health Practitioner about FoodSafe[®].

FoodSafe[®] is a voluntary, low cost, in-house food handler training package. Developed by Environmental Health Officers, it contains tools that can help you protect your business. Using the video and workbook your staff can be trained in food safety without having to attend costly courses. Use the temperature monitoring and cleaning schedule templates to demonstrate your commitment to compliance. Ask your Environmental Health Practitioner about FoodSafe[®] today!