Tool for the development of a Food Safety Program – For Food Service to Vulnerable Populations

A step-by-step guide to help you develop a Food Safety Program

NORTHERN TERRITORY GOVERNMENT

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Disclaimer

While care has been taken in producing this document, NT Health gives no warranty that the information contained in this Tool is correct or complete for individual business operations. NT Health shall not be liable for any incidental or consequential damages and loss due to negligence or otherwise arising from the use of or reliance on this Food Safety Program Tool.

This Tool is non-mandatory and contains general information and instructions on how the Tool is best used. The advice includes appropriate practical steps on how to create and develop your own specific Food Safety Program. It is not intended to be a substitute for the professional judgement of the individual supervisor or manager responsible for food safety. Supervisors or managers should study and read instructions, support materials and/or training to help understand the Tool and to seek assistance as required. It is recommended to check the appropriateness of the developed Food Safety Program before implementing it, for example by the Local Environmental Health Officer.

Acknowledgements

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There is also acknowledgment of the following resources:

'Draft Tool for the Development of a Food Safety Program for Delivered Meals Organisations' – Queensland Health, 2006.

'Draft Tool for the Development of a Food Safety Program for Nursing Homes' – Western Australia (WA) Health, 2006

'Draft Tool for the Development of a Food Safety Program for Small to Medium Hospitals' – WA Health, 2006

'Industry Guide to Developing a Food Safety Program (Hospitals and Aged Care)' - New South Wales (NSW) Food Authority, 2005.

'Food Safety Program Template for SA Aged Care Facilities' Version 1 – Government of South Australia, Department of Health, Draft.

'Model Food Safety Program For Food Businesses Having Food Service Processes' – Department of Human Services Victoria, 1999.

'FoodSmart' – Department of Human Services Victoria (http://www.foodsmart.vic.gov.au).

'Food Safety Programs A guide to Standard 3.2.1 Food Safety Programs' – Food Standards Australia New Zealand (FSANZ).

'Food Safety: Framework for the Development of Food Safety Program Tools' - Australia New Zealand Food Authority (ANZFA), July 2001.

'Safer Food Better Business' – Food Standards Agency, United Kingdom (UK), 2006.

'Assured Food Safety Management System' – Assured Environmental Health Services, UK, 1994.

'CookSafe Food Safety Assurance System' - Food Standards Agency, Scotland, 2004.

Contents

1. Introduction, purpose and using this tool

1.1. Introduction

Section 20 of the *Northern Territory Food Act* requires that a person must comply with the Australia New Zealand Food Standards Code. *Standard 3.3.1 – Food Safety Programs for Food Service to Vulnerable Populations* requires food businesses that sell food to vulnerable persons to have a Food Safety Program.

Vulnerable persons are those that are in a facility listed below or clients of a delivered meals organisation:

- Acute care hospitals
- Psychiatric hospitals
- Nursing homes for the aged
- Hospices
- Same day establishments for chemotherapy and renal dialysis services
- Respite care establishments for the aged
- Same day aged care establishments
- Low care aged care establishments; and
- Child care centres

More information can be found in the *FSANZ Guide to Standard 3.3.1 – Food Safety Programs for Food Service to Vulnerable Persons*[1].

1.2. Purpose

The purpose of this document is to assist Northern Territory food businesses that service vulnerable populations, to comply with the national Food Safety Standards and to develop and implement their own Food Safety Program. The focus is on small to medium sized businesses as they may not have the necessary expertise and staff to develop a Food Safety Program on their own.

1.3. Scope

A Food Safety Program (FSP) is a documented system that identifies the hazards to food within a business and describes the actions that need to be taken by the business to control and manage these hazards. A FSP is therefore an important component in the overall approach a food business takes to ensure food safety. It must be written in English and a copy kept on the premises at all times.

A FSP must comply with Standard 3.2.1 and hence must:

a) Systematically identify the potential hazards that may be reasonably expected to occur in all food handling operations of the food business;

b) Identify where, in a food handling operation, each hazard identified under paragraph (a) can be controlled and the means of control;

[1] https://www.foodstandards.gov.au/sites/default/files/food-standards-code/userguide/Documents/Std%20331-Food%20Safety%20Prog%20Vul%20Pers-guideFNL1.pdf

c) Provide for the systematic monitoring of those controls;

d) Provide for appropriate corrective action when that hazard, or each of those hazards, is found not to be under control;

e) Provide for the regular review of the program by the food business to ensure its adequacy; and

f) Provide for appropriate records to be made and kept by the food business demonstrating action taken in relation to, or in compliance with, the Food Safety Program.

This FSP Tool is a step-by-step guide specifically designed to help develop a FSP to address the food safety hazards associated with their operation.

It is important to realise that a certain amount of food safety knowledge is required to implement a food safety program.

More information can be found in *FSANZ Guide to Standard 3.2.1 – Food Safety Programs*[2].

2. How to use this tool

This Tool provides the format and content for a generic Food Safety Program that can be customised to create your own Food Safety Program specific for your business.

It is up to you to modify, add or delete information, as is appropriate for your business.

The **NT Food Safety Program Template** will help businesses to identify the content and framework of a Food Safety Program and by following the guidelines in this Tool, the business will be able to customise and develop the Template into their own unique Food Safety Program.

It is worthwhile to have a brief look at the Template first, especially the table of contents included at the start of the document, as it gives you an idea of the content required in a Food Safety Program.

In some of the steps you will need to amend and copy documentation into the Template. In other steps you will just need to complete information already detailed in the Template.

If you are a childcare business, delete any information relating to hospitals and aged care, and vice versa.

Delete all text indicated in red once replaced with your specific content as this is to guide you through the development of your food safety program.

Action to be taken	Date Completed
1. Read *Section 1* as it will guide you through the introduction, purpose and scope of the Food Safety Program Tool.	
2. Read *Section 3.1 Business details (example)* and then go to **Section 1** of the **NT Food Safety Program Template** and complete details for your business on the cover page as well as **Section 1**.	
3. Read *Section 3.2 Food service roles and responsibilities*. Go to **Section 2** of the **NT Food Safety Program Template**. Now add any additional information or responsibilities or amend where appropriate.	

[2] https://www.foodstandards.gov.au/sites/default/files/food-standards-code/userguide/Documents/Guide%20321%20FINAL.pdf

4. Read *Section 3.3 Food safety team (Example)*. Go to **Section 3** of the **NT Food Safety Program Template**. Complete details of your food safety team.	
5. Read *Section 3.4 Food handling steps table (Example)*. Go to **Section 4** of the **NT Food Safety Program Template**. Complete details of your food handling steps.	
6. Read *Section 3.5 Flow charts*. From the *Food Handling Steps Table* you have completed in the Template, and using the example flow charts provided, go to **Section 5** of the **NT Food Safety Program Template**. Design your own specific flow charts to fit your organisation. (The most relevant flow chart can be copied from the Tool and pasted into your Food Safety Program and then edited if needed)	
7. Review *Section 3.6 Hazard analysis*. This lists the definitions of 'Hazards' and details the general types of potential hazards that may be reasonably expected to occur in your business. Go to **Section 6** of the **NT Food Safety Program Template**, review the content and add or amend where appropriate. There is industry specific information in this section that can be deleted if not applicable. There is guidance text indicated in red to assist you.	
8. Review *Section 3.7 Food handling steps chart*. Copy the charts from this section and paste into **Section 7** of the **NT Food Safety Program Template.** Delete any charts where you do not undertake that step in your business. Amend, modify and add any required information to the charts. Records referred to in the food handling steps are numbered and are found in *Section 3.11* of this Tool. We will refer to records later.	
9. Read *Section 3.8 Food safety support programs*. Go to **Section 8** of the **NT Food Safety Program Template**. *8.1 Food suppliers:* Read and add any additional information. *8.2 Health and hygiene requirements:* Read and add any additional information. *8.3 Waste disposal:* Read and add any additional information. *8.4 Cleaning and sanitising:* Read and add any additional information. Develop appropriate cleaning schedules for all areas/equipment. Complete *Record 8 - Cleaning schedules* and *Record 9 – Cleaning and sanitising check list*. *8.5 Pest control:* Read and complete details in the table on *Actions taken to control pests*. *8.6 Facility and equipment maintenance:* Read and complete the *Preventative Maintenance Schedule*. *8.7 Use and accuracy of thermometers:* Read and add any additional information. Regularly calibrate all portable thermometers on *Record 11 – Accuracy and/or calibration of thermometers*. *8.8 Food handler training:* Read and complete the *Food Handler Training Schedule* table. Add any additional information and complete any food safety training on *Record 14 – Food handler training log*. *8.9 Food recall and food disposal:* Read and add any additional information. *8.10 Food brought in by people, visitors, families and friends:* Read and amend or add any additional information. *8.11 Picnics, barbecues and cooking classes:* Read and amend or add any additional information.	
10. *Read Section 3.9 Auditing of food safety programs*. This section describes the external food safety audits and internal checks that may need to be undertaken.	

If your business is required to be externally audited, complete the auditor details in the table marked *Food safety auditing information* in **Section 9** of the **NT Food Safety Program Template**. Read the details about the *Manager's internal check list*. Go to **Section 9** of the **NT Food Safety Program Template**. Complete information on how often the internal check will be undertaken: monthly, quarterly or six-monthly etc. Also detail when this will start.	
11. Read *Section 3.10 Food safety program review*. The program must provide for a regular review to ensure that the content of the Food Safety Program adequately represents the operations undertaken by the food business. All hazards must have been identified and all control measures put in place. It is important that staff are complying with the documented Food Safety Program. Go to **Section 10** of the **NT Food Safety Program Template**. Complete details on who will undertake the review and the date of next review. Add any additional information.	
12. Review *Section 3.11 Food safety program records*. Your operation can use any form of record keeping as long as it demonstrates compliance with the Food Safety Program. If you choose to use the records provided by this Tool, customise the records included in **Section 11** of the **Food Safety Program Template**. It is a good idea to photocopy a stock of blank records for use when needed by your staff or the Manager/FSS. The records in current use should be kept in a folder that is easily accessible; whereas those records that have been used or completed should be kept in such a way so as to make them readily available for review by a food safety auditor. You may choose to implement electronic keeping of records which is also acceptable provided they can be accessed at any time by an Environmental Health Officer.	
13. Read *Sections 4*, *5* and *6*. Section 4 relates to structural requirements concerning the premises and equipment. The other two sections list definitions and contacts and resources relating to food safety and Food Safety Programs.	
14. At the completion of these steps, you should have developed your Food Safety Program. Check that you have page numbers, your business name in the footer, and ensure that the numbering system in the Table of Contents page matches your program. You now need to train your staff. It is important to provide appropriate training for food handlers in the specific tasks and processes they are responsible for, including food safety hazards, controls, monitoring, corrective actions, and relevant Support Programs as described in the Food Safety Program.	

3. Details of a Food Safety Program

3.1. Business details

The business details written below describe an example of how to complete this section.

Business details (Example)	
Name of the business	*Alice Springs Aged Care*
Address and Phone Number of the business	*1 Bath Street, Alice Springs, NT 0870* *08 5555 5555*
Name, Address and Phone Number of the owner	*Smith Incorporated* *PO Box 1111, Alice Springs NT 0870* *08 5555 5555*
Name of Manager	*John Smith*
Name of Supervisor or other relevant position (if applicable)	*Jane Doe*
Name of Food Safety Supervisor (FSS)	*George Taylor*
Qualification of FSS	*SITSS00069*
FSS Qualification due for renewal (every 5 years)	*31/03/27*
Number of food handlers employed *(including full time, part time and volunteers)*	*2 Full time* *6 Part time* *1 volunteer*
Nature of Operation ***(cook fresh, cook-chill, reheat, receipt or delivery of meals, morning and afternoon tea, lunch, tea, etc)***	*Cook fresh, morning and afternoon tea, lunch, tea, supper*
Number of beds / places	*50*
Date of Program Implementation	*1/1/24*
Date of Program Review	*1/7/24*
Endorsement of FSP	*James Hardy* *CEO* *1/1/06*

3.2. Food service roles and responsibilities

Throughout this Tool, there are a number of tasks and responsibilities that have been assigned to various staff positions that might exist within the business. These positions are described below. You may wish to add other responsibilities specific to your business in your Food Safety Program.

3.2.1. Provider/Manager

The person who conducts the business, operation or service, and has authority or control over the business, operation or service.

3.2.2. Food safety supervisor (FSS)

The person who has immediate responsibility for all aspects of food safety and the implementation and review of the Food Safety Program. A FSS must:

- have skills and knowledge in food safety and hygiene matters,
- have the ability and authority to supervise food handling in the food premises,
- ensure that food handlers know how to handle food safely, and
- give directions if unsafe food practices are observed.

Food Safety Standard 3.2.2A, (11) Supervision of food handlers – stipulates that a FSS must have an accredited qualification issued within the proceeding 5 years, and be reasonably available whenever the business is operating. Refer to section 3.8.8.1 for more detail.

3.2.3. Food handler

A person who directly engages in the handling of food, or who handles surfaces likely to come into contact with food. Examples of food handlers could include: nursing and care workers, personal carers, child care workers, family & friends, kitchen staff, food preparation staff, cooks, volunteers and people who clean eating and drinking utensils.

3.3. Food safety team

Writing and implementing a Food Safety Program can at first be overwhelming. This task is difficult to complete alone. A food safety team should be established to review existing procedures and policies, along with developing and implementing the Food Safety Program.

This team can be as little as two and should be no more than five people. Team members should have a good knowledge of food services operations and food safety. You may wish to include a professional food safety consultant to assist you with understanding the various sections in the Tool.

Nominate a Team Leader – this could be the Manager or Head Chef. Nominate a diverse team which could include a number of the following people: management, chef or cook, food handler, cleaning or nursing staff.

The Team Leader must gather all of the appropriate information needed and set aside times and days for meetings to discuss the development of the Food Safety Program. How long this will take will depend on the size of your business. Remember, you need to space the meetings apart so there is time to reflect and complete appropriate documents or research. At the very minimum the Team Leader should gather the following:

- '*Food Safety Standards*: Chapter 3 of the *Australia New Zealand Food Standards Code*[3]' – FSANZ
- '*Safe Food Australia*[4]' – this book details the intent behind every requirement in the Food Safety Standards – FSANZ 4th Edition, February 2023

[3] https://www.foodstandards.gov.au/food-standards-code/legislation#Foodsafetystandards(Australiaonly)
[4] https://www.foodstandards.gov.au/sites/default/files/2023-11/Safe%20Food%20Australia_edn%204%20whole%20book%20-%20271123_0.pdf

- '*Guide to Standard 3.2.1 – Food Safety Programs*[5]' – FSANZ, June 2007
- '*Guide to Standard 3.2.2A – Food Safety Management Tools*[6]' – FSANZ, February 2023
- '*Guide to Standard 3.3.1 – Food Safety Programs for Food Service to Vulnerable Persons*[7]' – FSANZ, February 2008
- '*NT Food Act*[8]'
- '*NT Fit-out of food premises guidelines*[9]' – NT Health, 30 November 2023
- Any present food safety polices and procedures including recipes and menus.

Refer to Section 6 of this document for a full suite of resources.

Once you have assembled the team, the Team Leader must decide how the documentation will be gathered and determine the filing system that will be used for the records, both in the kitchen area and when archiving them. For example, you might use lever arch files, records in plastic pockets, filing drawers, or electronic systems. It is best to set up an area where all of the food safety information can be stored and used.

The team will then need to read and review the various sections of the Food Safety Program Tool.

An example of the team members who may comprise a Food Safety Team is shown below.

Date onto team	Role in Food Safety Team	Names and position
1/4/24	*Team Leader*	*Paula George (Chef)*
1/4/24	*Food Safety Team member*	*Lyn Smith (Food Handler)*
1/4/24	*Food Safety Team member*	*Joe Brown (nurse)*

[5] https://www.foodstandards.gov.au/sites/default/files/food-standards-code/userguide/Documents/Guide%20321%20FINAL.pdf
[6] https://www.foodstandards.gov.au/sites/default/files/2023-12/Standard%203.2.2A%20Food%20Safety%20Management%20Tools-%20corrected%20271123.pdf
[7] https://www.foodstandards.gov.au/sites/default/files/food-standards-code/userguide/Documents/Std%20331-Food%20Safety%20Prog%20Vul%20Pers-guideFNL1.pdf
[8] https://legislation.nt.gov.au/en/Legislation/FOOD-ACT-2004
[9] https://nt.gov.au/__data/assets/word_doc/0019/1329040/fit-out-food-business-guidelines-.docx

3.4. Food handling steps table

It is important to document the types of processes or food handling steps that you undertake. Your menus and recipes will help you do this. This table is completed by ticking the appropriate boxes which list the food handling steps undertaken. In the example table below, the business does not go out and pick up food from a supplier, it is all delivered directly to them. The business does not undertake any cook chill processes. Now go to **Section 4** of the **NT Food Safety Program Template** and complete your ***Food Handling Steps Table***.

Food Handling Steps						
	Purchase	Delivery/Transport (from supplier to kitchen)	Receipt	Storage (Dry)	Storage (Cold)	Storage (Frozen)
	1	2	3	4	4	5
Indicate (✓) food handling steps applicable to your operation	✓	*NO*	✓	✓	✓	✓

Food Handling Steps										
	Preparation	Sanitising of Raw Vegetables	Cooking (Cook Fresh)	Cook Chill	Cooling	Reheating	Hot Holding (Bain-marie)	Vitamising	Plating/ Serving	Delivery
	6	7	8	9	10	11	12	13	14	15
Indicate (✓) food handling steps applicable to your operation	✓	✓	✓	*NO*	✓	✓	✓	✓	✓	✓

3.5. Flow charts

After completing the food handling steps table, you will need to construct flow charts.

A flow chart is a stepwise sequence of events which provide a simple and clear way to show all of the food handling operations that your business undertakes: from the purchasing of food from a supplier to the delivery or serving of food to the person.

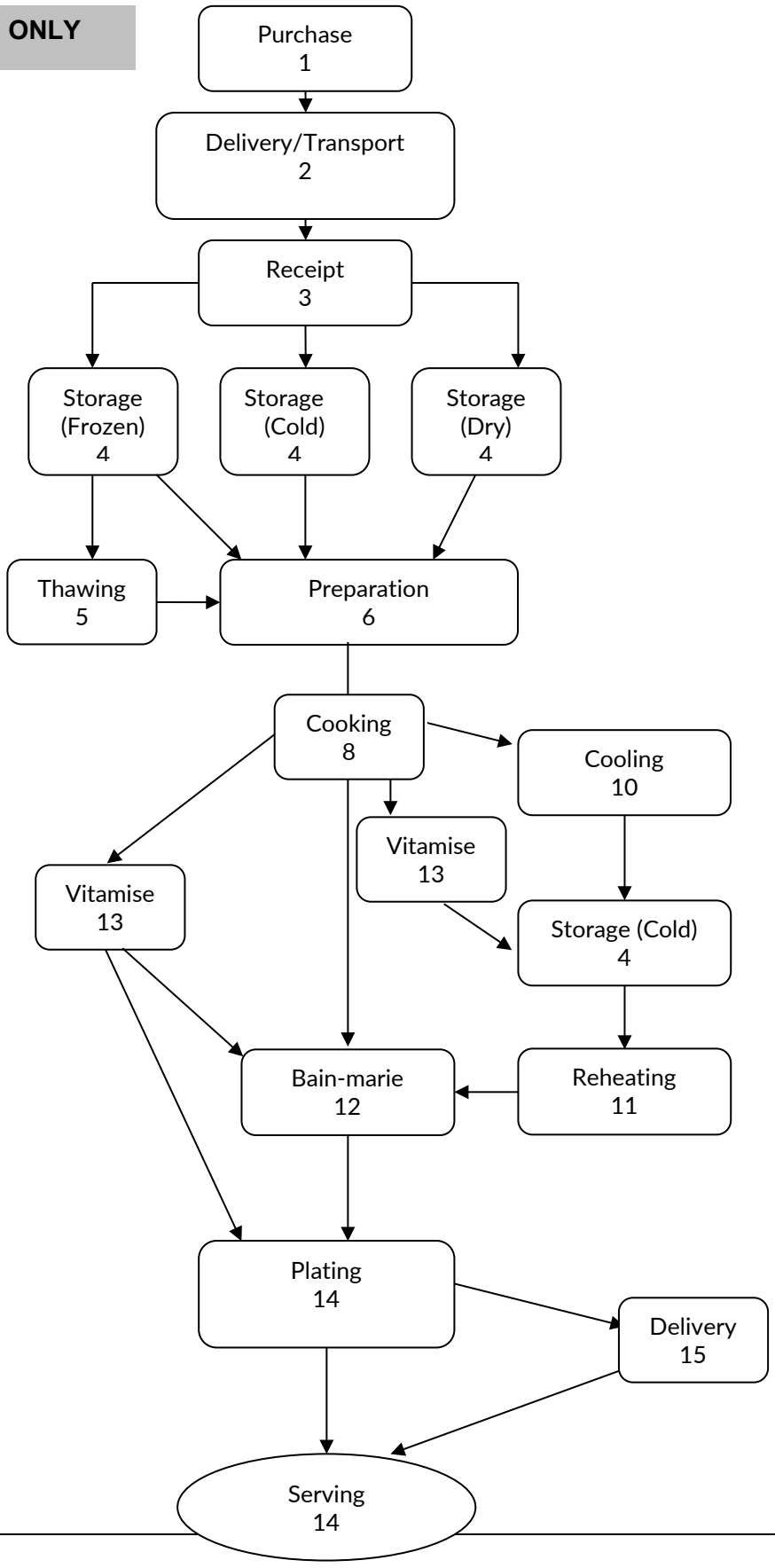
Examine the three sample flow charts on the following pages. These flow charts have been designed to encompass the three main types of food services, namely the production of hot and cold foods and cook chill.

Modify the flow charts to fit your organisation. Ensure that your flow charts are correct and that staff on different shifts or on weekends follow the same food handling steps. You could do this by going through your menu and checking that the process for preparing each item is covered by a flow chart.

Now go to **Section 5** of the **NT Food Safety Program Template** and copy or develop the desired flow charts for your business.

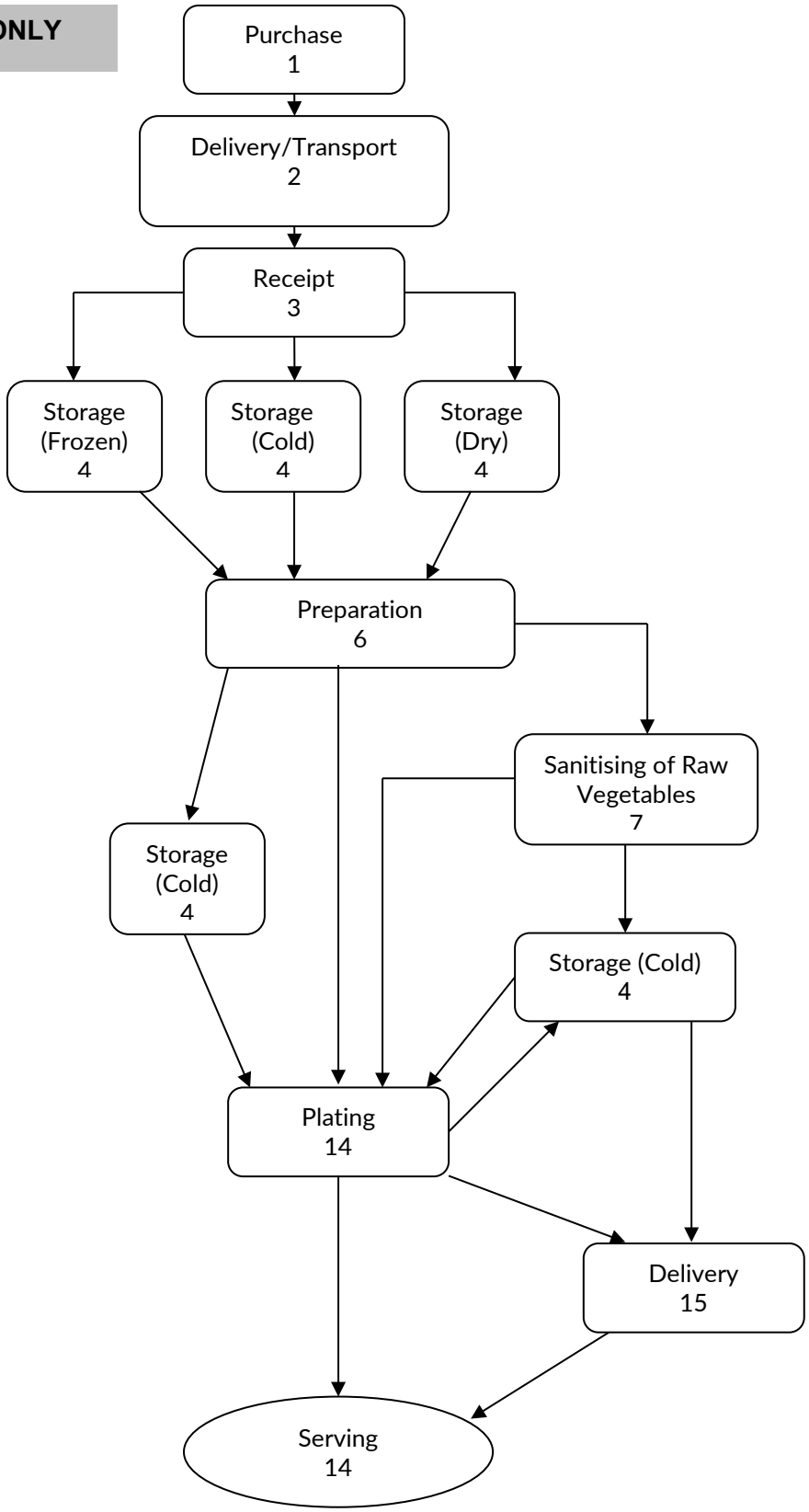
3.5.1. Flow chart for hot foods

EXAMPLE ONLY



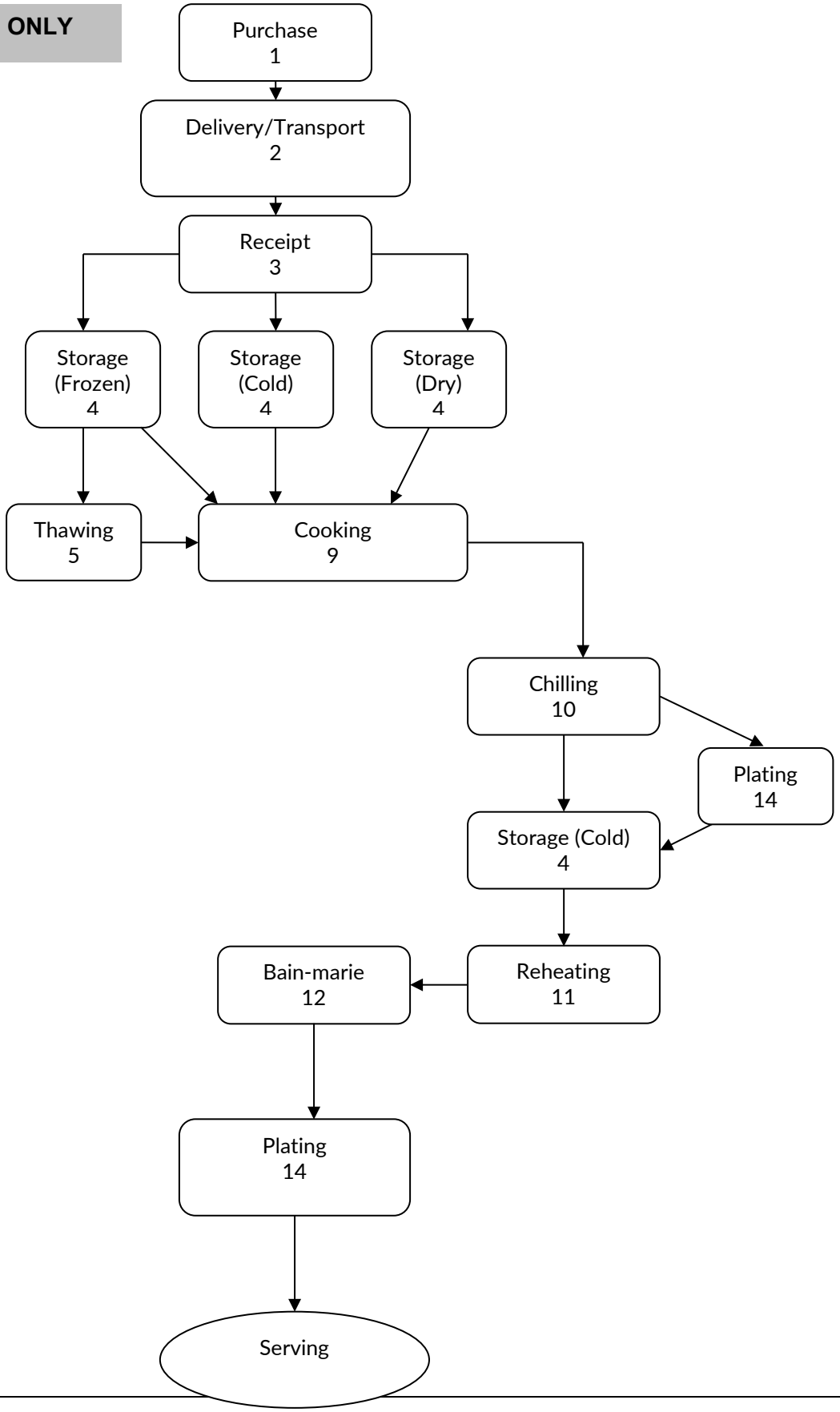
3.5.2. Flow chart for cold foods

EXAMPLE ONLY



3.5.3. Flow chart for cook chill foods

EXAMPLE ONLY



3.6. Hazard analysis

Once you have identified your food handling steps and developed your flow charts, it is now important to determine what food safety hazards are likely to occur in each step of your operation. Before identifying the hazards, it is important to understand what the term 'hazard' actually means. It must be noted that the list of hazards below is not exhaustive.

3.6.1. Hazards

A hazard is a substance or foreign agent that has the potential to cause food to be unsafe – that is, it can cause illness or injury. Hazards can be classified into three main areas as listed below.

This short (under 2 minute) video on youtube provides an overview of the different types of food hazards:

https://www.youtube.com/watch?v=IEZbSaikBTw

3.6.1.1. Biological Hazards

Biological hazards can be either macrobiological or microbiological. Macrobiological hazards, such as the presence of flies or insects, while unpleasant, rarely pose a risk themselves, except for a few exceptions such as poisonous insects. However, there may be an indirect risk caused by the insects, such as harbouring pathogenic micro-organisms and introducing them to the product. Usually macrobiological hazards are considered to be physical contaminants, rather than biological hazards.

Microbiological hazards are living organisms such as bacteria and their toxins, viruses, parasites and moulds. Specific examples of such organisms include:

- Food poisoning bacteria such as *Salmonella spp*., *Campylobacter jejuni*, *Escherichia coli*, *Listeria monocytogenes*, *Staphylococcus aureus*, *Bacillus cereus* and *Clostridium perfringens*.
- Foodborne viruses such as *hepatitis A* and *noroviruses*.
- Foodborne parasites such as *Taenia saginata* (beef tapeworm) and protozoa such as *Cryptosporidium parvum* and *Giardia lamblia*.
- Moulds such as *Aspergillus flavus (aflatoxin)*.

When designing menus for vulnerable persons, it is important to identify the types of potentially hazardous foods that are of particular concern and may not be appropriate to be served.

In aged care, hospitals, and organisations that deliver food to vulnerable persons, *Listeria monocytogenes* is of particular concern as it can cause serious illness or even fatalities in the elderly and people with weakened immune systems. (Listeria is also a risk for pregnant women as it can harm the baby). Even a small amount of *Listeria monocytogenes* can cause illness and it can grow even under refrigeration. *Listeria monocytogenes* is associated with particular foods, and the easiest way to manage the risk to avoid these foods and use safer alternatives. Refer to *FSANZ – Listeria and food – advice for people at risk*[10] for more information and a list of high risk foods and recommended alternatives. Where these foods cannot be avoided in menu's it is important that the risk is managed, for example by sanitising fruit and vegetables. Case by case management may be another option where individual high risk people are not served these foods. (this may be appropriate and manageable in a hospital setting)

[10] https://www.foodstandards.gov.au/sites/default/files/consumer/safety/listeria/Documents/listeria-1.pdf

In childcare, enterohaemorrhagic *Escherichia coli* can cause serious illness in young children (haemolytic uraemic syndrome). Food associated include uncooked fermented meats i.e. salami, unpasteurised fruit juice and milk, and raw or undercooked meats. These foods should be avoided in childcare menu's. Safer alternatives are available such as pasteurised products, and ensuring any meat is cooked thoroughly (to 75°C).

Food poisoning bacteria are found mainly in the faeces of animals and in soil. Humans can also have these bacteria in their faeces, mouth, nose and ears, and in infected sores. Viruses are present in humans, animals, faeces, polluted water and shellfish. They are excreted in large numbers in the faeces of people who are infected.

Bacteria can grow and multiply in the food if it is not kept under correct temperature control, they can also survive inadequate cooking or reheating processes. They can contaminate food through cross contamination, such as storing raw and ready-to-eat foods together or using the same knives, boards etc without cleaning and sanitising them between use. Poor personal hygiene or ill food handlers can contaminate food and water with bacteria or viruses. Food can also become contaminated if it is washed or grown in water that may contain human or animal sewage.

Parasites live in or on people and animals. Contaminated food and water can be a source of parasite infection for humans. They can also be contracted by direct contact with infected pets or animals, or when fruit and vegetables grown in soil fertilised with contaminated manure are consumed.

A mould is a type of fungus that can grow very quickly on food. Most are harmless, but some types produce poisons in food. These poisons can make a person ill straight away or they could cause illness at a later time.

Water is also a potential source of contamination. If a business obtains all of its water to be used on the premises from the mains water system, potential hazards are not likely to occur from the use of this water. However, if the water is sourced from non-mains supplies such as rain water tanks or bores, then the water may be a source of hazards. If using private water supplies it is important to ensure the water is potable and meets the Australian Drinking Water Guidelines. Refer to the following website for further information:

'*NT Private water supplies: food or accommodation businesses*[11]' – webpage – NT Health

3.6.1.2. Chemical Hazards

Food can become contaminated with the following types of chemicals:

- Agricultural chemicals (pesticides, herbicides, insecticides, rodenticides etc)
- Cleaning chemicals
- Chemicals leaching from non-food grade containers
- Naturally occurring poisons

Raw foods may be contaminated with agricultural chemicals from sprays used in crop production and it is important to thoroughly wash these types of foods before preparation and use. Do not use fly sprays, cockroach baits and other insecticides where they could contaminate food.

[11] https://nt.gov.au/industry/hospitality/accommodation-and-food-businesses/private-water-supplies-businesses

Cleaning chemicals can contaminate food if they are transported in the same vehicle, if they are stored with food, or if they are sprayed in the same area where food is being prepared.

Staff must follow proper cleaning schedules with regards to the cleaning, sanitising and rinsing off of chemicals, to ensure that no residue remains on equipment etc. After handling chemicals, staff must wash their hands thoroughly and remove any protective clothing before handling any foods.

Staff must use proper food-grade containers and materials when storing foods – not garbage bins or garbage bags.

When sanitising raw vegetables for salads, ensure that staff follow the manufacturers' instructions on dilution rates and how to prepare and use the product to prevent the vegetables from becoming contaminated.

There are naturally occurring poisons and toxins found in some foods. For example, green potatoes may contain glycoalkaloids, which at high levels (200mg/kg) make the food unsafe.

Some fish are poisonous as toxins can accumulate in their body due to temperature abuse of the fish. Other fish become poisonous when they consume smaller herbivorous fish that have fed on toxic algae etc. Some seafood, such as mussels and oysters that have fed on poisonous plankton, can cause paralytic shellfish poisoning if consumed by humans.

Food safety training should include these concerns, and also deal with choosing reputable suppliers and how to handle, store or discard these types of foods.

3.6.1.3. Physical hazards

Food can become contaminated with physical hazards which are also called foreign objects, foreign bodies or food adulteration. Examples of these are glass, metal, plastic, insects, wire, bolts and screws, adhesive dressings, cigarette butts and jewellery. Foods contaminated by a physical hazard may physically harm the consumer, such as choking, laceration and broken teeth.

It is important that food handlers undertake random checks on all incoming foods as they could already be contaminated with physical hazards when received from suppliers.

Food handlers can also contaminate the food through bad house-keeping and carelessness. It is therefore important that food handlers follow the *Support Program on Health and Hygiene requirements* with regards to jewellery etc.

Food handlers must take care to remove packaging, string etc as soon as they open packages to keep surfaces free of debris. 'Clean as you go' and following the *Support Program on Cleaning and Sanitising* will assist in removing any food that can attract pests.

Staff must perform regular checks on equipment while using and cleaning it since no damaged, broken or chipped equipment should be used. Damaged equipment should be removed or tagged immediately. Because items could fall from damaged equipment or temporary repairs, ensure that they are properly fixed as soon as possible.

3.6.1.4. Allergens

Allergens can be considered a 'chemical hazard' however, to highlight the importance of allergen management they have been listed in this guide as a separate hazard. Allergies affect almost 20% of the Australian population and are increasing in prevalence. Allergies can be environmental or linked to food. Allergic reactions can differ in severity but can be life threatening. Although any food can cause an allergic

reaction, in Australia 90% of food allergies are linked to 13 different food types. These food types are declared in the *Food Standards Code* as allergens to assist people with managing their sensitivities and allergies to these foods. Any food business is required to manage these allergens within their food business. However, it is particularly important in childcare or when serving food to children in hospital, due to the potential severity of allergic reactions in children, and that without parental oversight they may not be able to identify allergens in food that they are served. Therefore, the food business needs to be able to identify food allergies in people that will be consuming the food, and have systems in place to manage the risk.

It should be noted that there are differences between allergies and intolerances, as well as cultural or personal preferences to certain types of food. Allergic reactions themselves can differ greatly in severity, from minor skin irritations to life threatening responses like anaphylaxis.

The declared allergens are listed *Schedule 9 of the Food Standards Code (S9-3)*[12]. They are:

- egg
- crustaceans - e.g. crabs, lobsters, crayfish, shrimp
- fish
- mollusc - e.g. clams, mussels, oysters, scallops, octopus, squid
- peanut
- milk
- sesame seed
- soybean - e.g. soy, soya
- tree nut - e.g. almond, brazil nut, cashew, hazelnut, macadamia, pecan, pine nut, pistachio, walnut
- wheat
- cereals containing gluten
- lupin
- added sulphites.

The easiest way to remove the risk is to not allow certain food types into the childcare centre. Food such as nuts, egg, fish, crustaceans are simple to deal with through avoidance. A good idea is to review these policies whenever a new child enrols in the childcare, that has a severe food allergy.

For those foods that cannot be kept out of the kitchen, the focus should be on identifying individuals with allergy's and having robust systems to ensure the person is not served that particular food type. Focus should also be on care when handling the allergen in the kitchen, as cross contamination can be enough to cause life threatening reactions in some people.

It is important that all food handlers have appropriate skills and knowledge in allergens and allergen management. Free allergen training is available online such as '*All about Allergens*' which has industry specific courses including for child care and hospitals.

Food Allergy Training also has a handy '*resources webpage*' which includes industry specific templates, posters and other resources.

[12] https://www.legislation.gov.au/F2015L00479/latest/text

3.6.1.5. Cook chill

Cook chill is a process where foods are specifically prepared for extended refrigerated storage of greater than 5 days (including the day of production). Product intended to be stored between 5 and 10 days is referred to as short shelf life (SSL) cook chill. Product to be stored longer than 10 days is referred to as extended shelf life (ESL) cook chill.

Cook chill presents additional food safety risks and there are many factors to consider as part of the process. Controls include rapid cooling of product (below 3°C within 90 minutes), heat treatment (90°C for 10 minutes) for ESL, lower storage temperatures (<3°C) and ongoing validation of process i.e. shelf-life testing.

Cook chill should not be undertaken (especially ESL) without engaging specialist advice, developing a written cook chill procedure and implementing an ongoing validation program through product testing using a NATA accredited food laboratory.

A safer alternative to cook chill in food businesses serving vulnerable persons is to cook serve, or having short shelf life on cooled products i.e. 24-48 hours. Freezing products that require longer shelf-life is another alternative. (Provided the frozen food will have a cook or reheat step prior to consumption).

3.7. Food handling step charts

The following charts cover the different food handling steps listed in *Section 3.4 Food Handling Steps Table*. You may need to include all or some of these charts in your Food Safety Program.

It is important that you understand how to read these charts. There are four columns in each chart (these columns are described below) and each heading helps you identify the issues that are the key to food safety, what can go wrong and what you must do to prevent it from happening. The information contained in the food handling steps charts is an important part of your food safety program. Each chart looks at an individual food handling step that could occur in your business.

As some people find it difficult to set out the information required in the charts, the Tool provides you with completed charts covering the processes found in typical food businesses that serve vulnerable persons. Once you have read through all of the charts, identify any additional hazards, controls, monitoring and corrective actions that may be applicable to your operation. Make any changes to the existing information to suit your operations' needs and use the charts that are relevant to your business. For example, if you do not sanitise raw vegetables, you do not have to add the chart *Food Handling Step 7: Sanitising of Raw Vegetables for Salads* to your Food Safety Program.

Hazards - What could go wrong

This column identifies the main types of hazards that are reasonably expected to occur and could cause the food to become unsafe. This means they are foreseeable, typical or likely to occur. Examples include microbiological, physical or chemical hazards.

Hazard controls - What to do to prevent things going wrong

This column states how you can control, minimise or prevent the hazards identified in the first column. These include common good food safety practices. More details on how to control these hazards are also included in the section on '*Food Safety Support Programs*'.

Monitoring of controls - Checking that everything is right

This column shows how these controls must be monitored. This could include 'inspecting, checking, observing or measuring' in order to maintain control. The FSP must indicate:

Who: Someone must be responsible for monitoring the controls. It could be the Manager, FSS or person in charge.

What: You monitor to ensure that the identified controls are being met. This could be visual observation or taking temperatures of food. Records may be required. Records referred to in the food handling steps are numbered and are found in *Section 3.11* of this Tool.

When: How often you monitor will depend on the size of your business. Note that the frequency of the monitoring of controls outlined in the charts is a recommendation only.

Corrective actions - What to do when things go wrong

If the monitoring detects things are going wrong, then actions must be taken to correct the situation and make it safe. Corrective actions have two functions:

1. To take immediate action to deal with the food in question by making it safe or by stopping its use and
2. To investigate into the cause of the problem and to prevent the problem from happening again.

The things that went wrong and the actions taken must be **recorded**. These records could be a separate 'Corrective Actions form' or could be included on other monitoring forms.

3.7.1. Food handling step 1: Purchase

Hazards *What could go wrong*	**Hazard Controls** *What to do to prevent things going wrong*	**Monitoring of Controls** *Checking that everything is right*	**Corrective Actions** *What to do when things go wrong*
Growth of food poisoning bacteria due to inadequate temperature control.	You must purchase potentially hazardous food from refrigerated or heated units, and purchase this food last when shopping. Frozen food must be frozen hard, not partially thawed.	**Who**: Person in charge. **What**: Visual observation. **When**: On purchase of food. Manager to complete ***Record 17 – Managers internal check list*** *quarterly.*	Do not purchase food that does not meet the stated controls. Discard or return to the supplier any purchased food that is subsequently found to be out-of-date, damaged or deteriorated. Discard or return to the supplier any packaged foods that are broken or not intact. If staff are not following the controls or monitoring correctly, they may require retraining. Complete ***Record 14 – Food handler training log***. Record all actions taken on the ***Record 16 – Corrective actions form***
Food is damaged, deteriorated or perished.	Do not buy food that shows any sign of damage or deterioration. Packaged food must be within the use-by or best-before date.		
Contamination of food.	Ensure any packaging is intact.		

3.7.2. Food handling step 2: Delivery/Transport (from supplier to kitchen)

Hazards *What could go wrong*	**Hazard Controls** *What to do to prevent things going wrong*	**Monitoring of Controls** *Checking that everything is right*	**Corrective Actions** *What to do when things go wrong*
Growth of food poisoning bacteria due to inadequate temperature control.	Food must be transported quickly within one hour. If transporting food for longer than one hour, you must keep potentially hazardous food under temperature control. Use one of the following methods: • eskies or other insulated containers must contain ice or dry ice; and hot food must be kept hot with heat packs or heated units. • If using refrigerated vehicles, ensure refrigerated units are turned on and reach the temperature of 0°C before any transportation of food occurs.	**Who:** Person in charge **What:** Visually check vehicle and food to ensure controls are met. **When:** Before and during transport. Manager to randomly observe staff, vehicle and complete ***Record 17 – Managers internal check list*** quarterly.	If potentially hazardous food is within the temperature danger zone (5°C – 60°C) for more than one hour but less than two hours, refrigerate immediately. If the food has been above 5°C or below 60°C for more than a total of two hours, but less than four hours, use on the day. If the food has been in the danger zone for more than four hours, discard it. Review the transportation method. Contact the Manager if vehicles and/or staff are not in a clean condition. Discard any food that has been contaminated or damaged. If staff are not following the controls or monitoring correctly, they may require retraining. Complete ***Record 14 – Food handler training log***. Record all actions taken on the ***Record 16 – Corrective actions form***.
Contamination of food.	Transport vehicle and staff must be clean. Food should be kept covered and placed into clean bags in eskies or containers. Do not transport food with any animals or chemicals. Take care when transporting food to ensure it does not become damaged.		

3.7.3. Food handling step 3: Receipt

Hazards *What could go wrong*	**Hazard Controls** *What to do to prevent things going wrong*	**Monitoring of Controls** *Checking that everything is right*	**Corrective Actions** *What to do when things go wrong*
Growth of food poisoning bacteria due to inadequate temperature control during transport.	Potentially hazardous food must be 5°C or below, or 60°C or above, and cook chill foods at 3°C or below. Frozen food must be hard and not partially thawed. A food handler should be present to accept all deliveries and they must store the food in appropriate areas as soon as possible.	**Who**: Person in charge. **What**: Visually check and take random temperatures of potentially hazardous food using a probe thermometer. Document details on ***Record 3 – Incoming goods form***. **When**: Often enough to have confidence that food delivered is safe and suitable. Upon receipt of foods is recommended. Manager to randomly observe staff, vehicle and temperature of food. Complete ***Record 17 – Managers internal check list*** quarterly.	If the potentially hazardous food (other than cook chill) is >5°C or <60°C, reject the food, unless the supplier can demonstrate that the food is safe. If the temperature of cook chill products is between 3°C and 5°C, you can accept them but they must be used on that day. If the temperature is above 5°C, reject and replace the food. Reject food that is partially thawed. Reject food that is delivered when no staff are present to check its delivery. Contact food supplier to discuss delivery times. Reject foods that are not within date code and show signs of damage or deterioration. Reject foods that may become contaminated such as foods that are not covered or intact. Reject foods that are transported with substances that could contaminate the food such as pests and chemicals, when parts of the vehicle used to transport food are not clean, etc. If staff are not following the controls or monitoring correctly, they may require retraining. Complete ***Record 14 – Food handler training log***. Complete all corrective actions taken on ***Record 3 – Incoming goods form***.
Food is damaged, deteriorated or perished.	Do not accept food that shows any sign of damage or deterioration. Packaged food must be within the use-by or best before date.		
Contamination of food from foreign bodies, chemicals, pests, dirt etc,	Ensure any packaged food is intact. Transport vehicles, refrigerated units or hot boxes must be in a clean and undamaged condition. Ensure food has not being transported with chemicals.		

3.7.4. Food handling step 4: Storage (Dry)

Hazards *What could go wrong*	**Hazard Controls** *What to do to prevent things going wrong*	**Monitoring of Controls** *Checking that everything is right*	**Corrective Actions** *What to do when things go wrong*
Contamination of food from foreign bodies, moulds, pests, chemicals, dirt etc.	Food must be stored in a cool dry area. Food must be covered or sealed and stored in food grade containers with tight-fitting lids. Chemicals must not be stored with food. Foods must be stored off the floor with a gap that allows for air flow and easy access for cleaning. Keep area clean and free of pests.	**Who**: Person in charge **What**: Visually check food and ensure that the area is free from signs of pest infestation. **When**: Daily. Manager to complete ***Record 17 – Managers internal check list*** quarterly.	Discard food that has become contaminated, is outside its date code, damaged or deteriorated. Remove all chemicals from the food storage area and discard any contaminated food. Notify Manager/FSS if necessary. If pests are sighted or found to be contaminating food, discard the contaminated food and instigate pest control measures as per the Support Program on Pest Control and complete ***Record 12 – Pest control log***. If staff are not following the controls or monitoring correctly, they may require retraining. Complete ***Record 14 – Food handler training log***. Complete all corrective actions taken on ***Record 16 – Corrective actions form***.
Bacterial growth if stored for too long.	Ensure all food is date coded. Rotate stock and use food within its date code.		

3.7.5. Food handling step 4: Storage (Cold)

Hazards *What could go wrong*	Hazard Controls *What to do to prevent things going wrong*	Monitoring of Controls *Checking that everything is right*	Corrective Actions *What to do when things go wrong*
Growth of food poisoning bacteria if temperature too high.	The temperature of refrigerated units* must be 5°C or below, and 3°C or below for cook chill foods.	**Who**: Person in charge **What**: Visually check that the foods are stored according to the stated controls, and randomly take the temperature of units and/or food. Temperatures must be documented on ***Record 4 – Temperature control log***. **When**: Twice daily is recommended. Manager to complete ***Record 17 – Managers internal check list*** quarterly.	If units are above 5°C check the temperature of food and if it is found to be above 5°C, but less than 10°C, recheck in 30 minutes. Check that the unit is not in defrost mode. You could also adjust the thermostat setting of the unit. If the temperature has not decreased, move food to another unit that is operating correctly. Notify the Manager/FSS regarding maintenance of the unit. If maintenance is required, complete ***Record 10 – Equipment maintenance log***. If food is above 10°C you would follow the **4-hour/2-hour rule**: Any ready-to-eat potentially hazardous food that is stored between 5°C and 60°C for less than 2 hours, refrigerate or use immediately; between 2 hours and 4 hours, use immediately; longer than 4 hours, discard. For other potentially hazardous foods, you may change the menu and cook the food immediately or discard. See FSS or Manager for advice. Check that the thermometer you are using is accurate; refer to the Support Program on Accuracy of Thermometers. Cover/wrap food, transfer food to a food grade container and discard food that is suspected of having become contaminated. Reorganise layout of food (i.e. cooked food above raw food). Date food and discard food that has passed its use-by date. If staff are not following the controls or monitoring correctly, they may require retraining. Complete ***Record 14 – Food handler training log***. Complete all corrective actions taken on ***Record 16 – Corrective actions form*** or ***Record 4 – Temperature control log***.
Bacterial and mould growth if stored for too long.	Store food according to the manufacturer's instructions. Use within date code. Products once opened should be used or excess decanted into food grade containers and stored in the cool room. Ensure all food is dated and used within 48 hours. Left overs should be used within 24 hours. Rotate stock.		
Cross-contamination of food by bacteria from raw food to ready-to-eat food.	Store cooked and ready-to-eat food above raw food products or well separated.		
Contamination of food from foreign bodies, moulds, dirt etc.	Food must be stored in food grade containers or covered with appropriate materials. Foods must be stored off the floor with a gap that allows for air flow and easy access for cleaning.		

*It is suggested that a small labelled bottle or container of water be kept in the refrigerated unit to enable food handlers to more accurately take the temperature. The water should be the same as the food temperature.

3.7.6. Food handling step 4: Storage (Frozen)

Hazards *What could go wrong*	Hazard Controls *What to do to prevent things going wrong*	Monitoring of Controls *Checking that everything is right*	Corrective Actions *What to do when things go wrong*
Growth of food poisoning bacteria if temperature too high.	Potentially hazardous foods must be stored frozen solid, and not partially thawed. (Recommend refrigeration unit be −15°C or below.)	**Who**: Person in charge. **What**: Visually check the foods to ensure they are stored according to controls stated, and randomly take the temperature of units or ensure food is frozen solid. Temperatures must be documented on ***Record 4 – Temperature control log***. **When**: Twice daily is recommended. Manager to complete ***Record 17 – Managers internal check list*** quarterly.	If frozen food is showing signs of thawing, adjust the thermostat-setting and recheck in one hour. If food is under 5°C, transfer food to a refrigerated unit. You can refreeze food if ice crystals are still present in food and it is under 5°C. You can change the menu and use food immediately. Also see corrective actions under cold storage. Avoid freezing foods that are ready-to-eat and do not require a cook or reheating step prior to consumption. The freezer may be faulty – notify the Manager/FSS regarding maintenance of freezer. If maintenance is required, complete ***Record 10 – Equipment maintenance log***. If you suspect that food is contaminated or out of date, discard it. Cover or wrap food in proper materials or containers. Ensure all food is dated. Place food off the floor on shelves. If staff are not following the controls or monitoring correctly, they may require retraining. Complete ***Record 14 – Food handler training log***. Complete all corrective actions taken on ***Record 16 – Corrective actions form*** or ***Record 4 – Temperature control log***.
Product deterioration if stored too long.	Ensure all food is labelled and dated and used within the date code. Rotate stock. Ensure food is stored according to the manufacturer's instructions. Any food that staff wrap and place into the freezer must be labelled, dated and used within 2 months.		
Contamination of food from foreign bodies, mould, dirt etc.	Food must be adequately wrapped or covered, stored in food grade containers and stored on shelves.		

3.7.7. Food handling step 5: Thawing

Hazards *What could go wrong*	Hazard Controls *What to do to prevent things going wrong*	Monitoring of Controls *Checking that everything is right*	Corrective Actions *What to do when things go wrong*
Growth of food poisoning bacteria due to lack of temperature control.	Potentially hazardous food must be thawed in a refrigerated unit at 5°C or below. Once food is thawed, use within 24hrs. You can also thaw food in a microwave, but it must be cooked immediately as the surface of some foods becomes partially cooked and hence the food is within the temperature danger zone.	**Who**: Person in charge. **What**: Visual checks on food and temperature monitoring of refrigerated units. Temperatures must be documented on ***Record 4 – Temperature control log***. **When**: Twice daily is recommended. Manager to complete ***Record 17 – Managers internal check list*** quarterly.	If food has been thawed incorrectly, discard it or continue to thaw it if the temperature is at 5°C or below. If thawed food is ready-to-eat potentially hazardous food, follow the 4-hour/2-hour rule stated in corrective actions under cold storage. If refrigerated units are not maintaining a temperature of 5°C or below, notify the Manager/FSS regarding maintenance. If maintenance is required, complete ***Record 10 – Equipment maintenance log***. Foods that are not covered or dated should be checked for possible contamination, and then either discarded or covered, dated and continued to be thawed. If food has not completely thawed, either do not use until it has or adjust cooking times to ensure adequate cooking occurs. If staff are not following the controls or monitoring correctly, they may require retraining. Complete ***Record 14 – Food handler training log***. Complete all corrective actions taken on ***Record 16 – Corrective actions form***.
Inadequate thawing of foods may result in under-cooking of food.	Ensure food is thawed completely. There must be no ice crystals present in the food.		
Cross-contamination of food from raw to cooked foods.	Place on the correct shelf in the refrigeration unit and date. (Raw below cooked food.)		
Contamination of food from foreign bodies, dirt etc.	Ensure all food is placed in a food grade container or tray and covered with appropriate food grade materials or lid.		

3.7.8. Food handling step 6: Preparation

Hazards *What could go wrong*	Hazard Controls *What to do to prevent things going wrong*	Monitoring of Controls *Checking that everything is right*	Corrective Actions *What to do when things go wrong*
Growth of food poisoning bacteria due to lack of temperature control.	Limit exposure time at room temperature. Ensure that potentially hazardous food is not kept within the temperature danger zone for more than one hour.	**Who**: Person in charge. **What**: Visual observation. **When**: Daily. Manager to complete ***Record 17 – Managers internal check list*** quarterly.	If potentially hazardous foods are found to be at room temperature for more than one hour, but less than two hours, staff must follow the 4 hour/2 hour rule. Seek advice from FSS or Manager. Discard food suspected of being contaminated. Rewash fruit and vegetables that are still visibly dirty. Discard out-of-date food or food showing signs of deterioration. If staff are not following the controls or monitoring correctly, they may require retraining. Complete ***Record 14 – Food handler training log***. Complete all corrective actions taken on ***Record 16 – Corrective actions form***.
Cross-contamination from raw to cooked foods or surfaces.	Wherever possible prepare raw foods in a separate area using separate equipment, different coloured boards etc, to that used for ready-to-eat food. If not possible, ensure all equipment and work surfaces are clean, sanitised and dry before preparing ready-to eat foods.		
Contamination of food from bacteria, foreign bodies etc from food handlers.	Food handlers must thoroughly wash and dry their hands before preparing food and follow the Support Program on Health and Hygiene Requirements.		
Contamination by foreign bodies, dirt, insects and chemicals from food.	Remove packaging from food areas as soon as possible. Wash all fruits and vegetables thoroughly to remove contaminants. Ensure that food is within date code, not damaged or deteriorated etc.		
Contamination of allergen free foods	Make sure allergen free foods are prepared separately using separate utensils. Use different cooking equipment where contamination may occur.		

3.7.9. Food handling step 7: Washing/sanitising of raw fruit and vegetables

Hazards *What could go wrong*	**Hazard Controls** *What to do to prevent things going wrong*	**Monitoring of Controls** *Checking that everything is right*	**Corrective Actions** *What to do when things go wrong*
Presence of food poisoning bacteria in the food.	Inspect fruit and vegetables and remove any dirty, cut, mouldy or bruised stock. All fruit and vegetables should be washed using potable water prior to processing. For fruit and vegetables that will not be cooked prior to consumption, sanitising will reduce bacterial levels. The chemical that you use must be fit for its intended purpose and may be ineffective or contaminate food if it is not used strictly in accordance with the manufacturer's instructions. Wash and/or sanitise fruit and vegetables in a dedicated food preparation sink to avoid contamination.	**Who**: Person in charge. **What**: Visual observation. **When**: On undertaking procedure. Manager to observe staff to ensure they are correctly washing and/pr sanitising and to confirm dilution rates are correct. Manager to complete ***Record 17 – Managers internal check list*** quarterly.	If staff are not sanitising food correctly, re-sanitise food or discard. If staff are not following the controls or monitoring correctly, they may require retraining. Complete ***Record 14 – Food handler training log***. Complete all corrective actions taken on ***Record 16 – Corrective actions form***.
Contamination by chemicals if excess chlorine is used when preparing solution.	Follow manufacturer's instructions. After soaking the vegetables, it is recommended that you rinse them off to remove excess chlorine, unless this is not required by the chemical manufacturer.		
Contamination by foreign bodies like dirt and pests in the food.	Wash all raw fruit and vegetables thoroughly in potable water to remove visible dirt.		

*Sanitising raw fruit and vegetables is only necessary in aged care, hospitals, and organisations that deliver food to vulnerable persons. (not required in childcare) Refer to sanitiser manufacturer for dilution rates. You will need to develop your own specific procedures as to how to make up the solution (such as using tablets or liquid in a small plastic tub or vegetable preparation sink, etc). It is important that you first validate that the dilution rate is accurate before commencing vegetable sanitisation. You can obtain advice from the chemical supplier or local Environmental Health Officer. Add this information to Section 8 of the NT Food Safety Program Template.

3.7.10. Food handling step 8: Cooking (Cook fresh)

Hazards *What could go wrong*	**Hazard Controls** *What to do to prevent things going wrong*	**Monitoring of Controls** *Checking that everything is right*	**Corrective Actions** *What to do when things go wrong*
Survival of food poisoning bacteria.	Potentially hazardous food must have an internal cooking temperature of 75°C or greater. Ensure food is thoroughly cooked to the core with no pink juices. Turn meat and poultry during cooking, stir liquids frequently, and so on.	**Who**: Person in charge. **What**: Record the internal temperature of cooked potentially hazardous food. Complete ***Record 5 – Cooked food temperature log***. Visual observation to ensure food is thoroughly cooked and free of foreign bodies. **When**: Twice daily. Manager to complete ***Record 17 – Managers internal check list*** quarterly.	If food is not adequately cooked, continue cooking until the food is 75°C or greater. Review cooking times and temperatures. Cook in smaller quantities. If concerned that cooking equipment is faulty, notify the Manager/FSS regarding maintenance. If maintenance is required, complete ***Record 9 – Equipment maintenance log***. Review your cooking method: you might need to increase the time or temperature, or use different equipment or a different method. If staff are not following the controls or monitoring correctly, they may require retraining. Complete ***Record 14 –Food handler training log***. Complete corrective actions taken on ***Record 5 – Cooked food temperature log***.
Contamination by bacteria and foreign bodies from food handlers.	Food handlers must thoroughly wash and dry their hands before cooking food, and they must follow the Support Program on Health and Hygiene Requirements.		

3.7.11. Food handling step 9: Cook chill

Hazards *What could go wrong*	Hazard Controls *What to do to prevent things going wrong*	Monitoring of Controls *Checking that everything is right*	Corrective Actions *What to do when things go wrong*
Survival of food poisoning bacteria	**Cook –** Cook potentially hazardous food thoroughly by ensuring the internal cooking temperature is 75°C or greater. (90°C for Extended shell life i.e. >10 days) Ensure food is thoroughly cooked to the core with no pink juices.	**Who**: Person in charge. **What**: Record temperature checks of cooked foods. Complete ***Record 6 – Temperature monitoring of cook chill foods***. **When**: Each batch is recommended. Follow recommendations from the manufacturer of the cook chill equipment or the code of practice as to how often. Manager to complete ***Record 17 – Managers internal check list*** quarterly. **Who**: Person in charge. **What**: Product testing. **When**: Frequency as determined appropriate. Prior to undertaking cook chill and on an ongoing schedule – monthly good practice for a large facility.	If food is not adequately cooked, this process should continue until the food is thoroughly cooked and notify the Manager/FSS for a review of the cooking method. Reduce volume of food in trays. Check depth of containers. If maintenance of equipment is required, complete ***Record 10 – Equipment maintenance log***. If staff are not following the controls or monitoring correctly, they may need to be retrained. Complete ***Record 14 – Food handler training log***. Complete corrective actions taken on ***Record 5 – Cooked food temperature log***. If food is not reaching desired time/temperature requirements, re-chill the food or use product within 12 hours. If the blast chiller is not maintaining desired temperatures, notify the Manager/FSS. Contact manufacturer of equipment for advice. If maintenance is required, complete ***Record 10 – Equipment maintenance log***. If staff are not following the controls or monitoring correctly, they may require retraining. Complete ***Record 14 – Food handler training log***. Complete corrective actions taken on ***Record 5 – Cooked food temperature log***.
Contamination by bacteria and foreign bodies from food handlers.	Food handlers must thoroughly wash and dry their hands before cooking food, and they must follow the Support Program on Health and Hygiene Requirements.		
Growth of surviving food poisoning bacteria if cooling is extended.	**Chilling –** After the cooking process, rapidly chill the food as recommended by the manufacturer of the cook chill equipment. (It is usual that food must achieve 3°C within 90 minutes.)		

3.7.12. Food handling step 10: Cooling

Hazards *What could go wrong*	Hazard Controls *What to do to prevent things going wrong*	Monitoring of Controls *Checking that everything is right*	Corrective Actions *What to do when things go wrong*
Growth of food poisoning bacteria if time of cooling is extended.	Potentially hazardous food must be cooled from 60°C to 21°C in 2 hours, and then from 21°C to 5°C within 4 hours. Once cooked, place food in clean shallow trays or small metal containers at a maximum of 5 cm depth and then place them in the cool room within one hour or when food has cooled to 60°C. Use metal containers for the cooling of foods – not glass or plastic containers. To cool food quickly, use chilled trays or the water bath method: put a small amount of water and ice in the bottom of the sink and place the tray of food into the sink (the water should not come into contact with the food) for 30 minutes, drain water, repeat procedure, and then place food in the refrigeration unit. Ensure food is dated. Cool on racks. Ensure that the unit is not overcrowded. Ensure your method of cooling meets the required temperature requirements listed above.	**Who**: Person in charge **What**: Visually check and record temperature of foods during the six hour cooling process. Monitoring must start when food reaches 60°C. Complete ***Record 7 – Temperature cooling log***. **When**: Weekly or monthly. (This will depend on the volume of food you cool.) Manager to complete ***Record 17 – Managers internal check list*** *quarterly*.	Discard food that has not cooled from 60°C to 21°C in 2 hours and 21°C to 5°C within 4 hours. Review cooling methods. For example, adjust the refrigeration thermostat, place empty cooling trays in the freezer prior to use, or use the water bath method. Cut food into smaller portions or use smaller metal containers. Reduce volume of food cooked and cooled or cook fresh instead of cooling food. Food handlers must monitor and record temperature of foods more often until they are confident that the method they follow achieves the correct temperatures within the appropriate times. Discard any food suspected of being contaminated. Unlabelled food to be discarded unless the date can be determined and it is within 48 hours. If staff are not following the controls or monitoring correctly, they may require retraining. Complete ***Record 14 – Food handler training log***. All corrective actions taken are recorded on ***Record 7 – Temperature cooling log***.
Contamination from bacteria and foreign bodies from food handlers.	Food handlers must thoroughly wash and dry their hands before cooling food, and they must follow the Support Program on Health and Hygiene Requirements.		
Contamination by foreign bodies.	Food must be covered, but not sealed completely to assist in the cooling process. For example, put small holes in the plastic wrap or allow the sides not to be completely sealed. When the food has cooled down to 21^{0}C, cover it over completely.		

3.7.13. Food handling step 11: Reheating

Hazards *What could go wrong*	Hazard Controls *What to do to prevent things going wrong*	Monitoring of Controls *Checking that everything is right*	Corrective Actions *What to do when things go wrong*
Growth and survival of food poisoning bacteria.	Potentially hazardous food, which will be served for immediate consumption, must be reheated rapidly to at least 75°C. Food that will be held hot in a bain-marie or oven before service, it must be reheated rapidly to an internal temperature of at least 60°C. Turn and stir food periodically for thorough and even distribution of heat. Reheat food as quickly as possible. Reheated potentially hazardous food must be consumed on the day of reheating. Do not reheat food twice.	**Who**: Person in charge. **What**: Record the internal temperature of cooked potentially hazardous food. Complete ***Record 5 – Cooked food temperature log***. Visual observation to ensure food is free of foreign bodies. **When**: Daily. Manager to complete ***Record 17 – Managers internal check list*** quarterly.	If food for immediate consumption has not reached an internal temperature of 75°C at the end of the reheating period, continue reheating it until this temperature is reached. Discard all food that has not been reheated to at least an internal temperature of 60°C within 2 hours. Review reheating methods and monitor daily until you are confident that the reheating methods achieve appropriate temperatures within an acceptable time. Speed up the reheating process by dividing the food into smaller quantities. Check that the equipment is functioning properly. Notify the Manager/FSS if equipment maintenance is required. Complete ***Record 10 – Equipment maintenance log***. If staff are not following the controls or monitoring correctly, they may require retraining. Complete ***Record 14 – Food handler training log***. Complete corrective actions taken on ***Record 5 – Cooked food temperature log***.
Contamination by bacteria and foreign bodies from food handlers.	Food handlers must thoroughly wash and dry their hands before reheating food, and they must follow the Support Program on Health and Hygiene Requirements.		

3.7.14. Food handling step 12: Hot holding (Bain-marie)

Hazards *What could go wrong*	**Hazard Controls** *What to do to prevent things going wrong*	**Monitoring of Controls** *Checking that everything is right*	**Corrective Actions** *What to do when things go wrong*
Growth of food poisoning bacteria due to inadequate temperature control.	Potentially hazardous food must be held hot (at or above 60°C). Preheat hot holding equipment (eg, bain-marie, soup kettle or oven) before placing any food into it. It is recommended that the unit should be on high and at least 80°C or above. (Determine a setting that suits your business.) Only place hot cooked food into the hot holding equipment.	**Who**: Person in charge. **What**: Visual observation. Take the internal temperature of cooked potentially hazardous food and document in ***Record 5 – Cooked food temperature log***. **When**: The first or last meal must be taken at least three times a week. Daily is recommended. Manager to complete ***Record 17 – Managers internal check list*** quarterly	If food is held below 60°C, reheat the food until it reaches an internal temperature of 75°C. Review your hot holding method. Try using a higher temperature setting or smaller quantities of food. Record actions taken on ***Record 5 – Cooked food temperature log***. Check your equipment is working properly, notify the Manager/FSS regarding equipment maintenance. Record actions taken on ***Record 10 – Equipment maintenance log***. If staff are not following the controls or monitoring correctly, they may require retraining. Complete ***Record 14 –Food handler training log***. Record actions taken on ***Record 16 –Corrective actions form***.
Contamination by bacteria, foreign bodies from food handlers and the environment.	Food must be covered until service. Food handlers must thoroughly wash and dry their hands, and they must follow the Support Program on Health and Hygiene Requirements.		

3.7.15. Food handling step 13: Vitamising

Hazards *What could go wrong*	Hazard Controls *What to do to prevent things going wrong*	Monitoring of Controls *Checking that everything is right*	Corrective Actions *What to do when things go wrong*
Growth of food poisoning bacteria due to lack of temperature control.	Staff must vitamise food quickly and keep food either hot or cold or serve immediately. Vitamised food should be 60°C or above.	**Who**: Person in charge **What**: Document a vitamising procedure. Visual observation. Take the internal temperature of cooked potentially hazardous food and document in ***Record 5 – Cooked Food temperature log***. **When**: Before vitamising, visually check to ensure that the vitamiser is clean and the blades are intact prior to and after the preparation process. Temperature checks should be taken at least 3 times a week. Daily is recommended. Manager to complete ***Record 17 – Managers internal check list*** quarterly.	If the food temperature is less than 60°C, reheat to 75°C or more. Vitamised food found to be at room temperature for more than one hour, but less than two hours, can be reheated and used immediately or discarded. Food held for more than two hours must be discarded. A dirty vitamiser must be cleaned and sanitised according to the Support Program on Cleaning and Sanitising. Discard any food suspected of being contaminated. If the equipment is broken, notify the Manager/FSS regarding equipment maintenance. Record actions taken on ***Record 10 – Equipment maintenance log***. If staff are not following the controls or monitoring correctly, they may require retraining. Complete ***Record 14 –Food handler training log***. Record actions taken on ***Record 16 – Corrective action form***.
Contamination by foreign bodies from food handlers and equipment.	Food handlers must check that the vitamiser is clean and not broken or damaged. Vitamiser must be cleaned and washed between uses and sanitised at the end of the day. (When cleaning/sanitising stick blenders – ensure they are fully disassembled to remove all food in crevices/gaps and sanitise effectively.) Food handlers must thoroughly wash and dry their hands before vitamising food and they must follow the Support Program on Health and Hygiene Requirements.		

3.7.16. Food handling step 14: Plating and serving

Hazards *What could go wrong*	**Hazard Controls** *What to do to prevent things going wrong*	**Monitoring of Controls** *Checking that everything is right*	**Corrective Actions** *What to do when things go wrong*
Contamination by food poisoning bacteria and viruses from food handlers and equipment.	Staff must plate food quickly and use separate spoons for different foods. Serve food immediately. Ensure minimal contact between hand and plate etc. Use gloves, tongs or spoons. If food is to be consumed later, it must be covered, dated, refrigerated and used within 24 hours.	**Who**: Person in charge. **What**: Visual observation. **When**: Daily. Manager to complete ***Record 17 – Managers internal check list*** quarterly.	If food is plated and service is more than one hour, but is less than two hours, reheat food to an internal temperature of 75°C and above. Review plating and serving procedures. Discard food that has been plated but not served within two hours. Discard food that has become contaminated. Record all actions taken on ***Record 16 – Corrective actions form***. If staff are not following the controls or monitoring correctly, they may require retraining. Complete ***Record 14 – Food handler training log***.
Contamination by bacteria and foreign bodies from food handlers.	Food handlers must thoroughly wash and dry their hands before plating and serving food and they must follow the Support Program on Health and Hygiene Requirements. It is recommended that gloves and aprons be worn when serving food to people.		

3.7.17. Food handling step 15: Delivery

Hazards *What could go wrong*	**Hazard Controls** *What to do to prevent things going wrong*	**Monitoring of Controls** *Checking that everything is right*	**Corrective Actions** *What to do when things go wrong*
Growth of food poisoning bacteria due to lack of temperature control.	Food must be delivered to people quickly.	**Who**: Person in charge. **What**: Visual check. **When**: Before and during transport. Manager to randomly observe staff, equipment and temperature of food. Manager to complete ***Record 17 – Managers internal check list*** quarterly.	If food is delivered and not eaten for up to one hour, it can be reheated to an internal temperature of 75°C or be discarded. Alternatively replace the meal. Review transport procedure. Discard contaminated food. Any return of leftover food must be discarded. If staff are not following the controls or monitoring correctly, they may require retraining. Complete ***Record 14 – Food handler training log***. Cover food. Record all actions taken on ***Record 16 – Corrective actions form***.
Contamination by foreign bodies from food handlers.	Food must be kept covered while being transported.		

3.8. Food safety support programs

In addition to the specific controls described in the Section 3.7 - *Food Handling Steps*, a number of general controls are provided in the following Support Programs. It is important to realise that these are only a guide and you may wish to add more detailed requirements.

3.8.1. Food suppliers

Problems could arise from contaminated foods and ingredients supplied to the business from food suppliers. Businesses should set up a system for approving and reviewing food suppliers on a yearly basis. It is recommended that you enter into a formal arrangement with your supplier regarding the supply of food products to your premises. This agreement could include your standard for ensuring that delivered food is safe and suitable. See *Record 2 - Preferred Food Supplier Agreement Form*. Once you have approved the supplier, a record of Preferred Food Suppliers can be set up. See *Record 1 – Preferred Food Suppliers List*.

If there are any problems, concerns or conversations with food suppliers, record details of these, as well as any actions taken on *Record 16 – Corrective Actions Form*. If improvements are not made, you should consider no longer using this supplier.

3.8.2. Health and hygiene requirements

To ensure food safety, food handlers must implement measures to make sure food that is prepared and served is safe, and food handling is of a high standard at all times. Food could become contaminated by microbiological, physical and chemical hazards caused by poor personal hygiene of staff.

The following information is an example of a policy which outlines the responsibilities for basic health and hygiene requirements for all food handlers prescribed under the Food Safety Standards, in particular *Food Safety Standard 3.2.2 - Food Safety Practices and General Requirements*[13]. You may wish to make copies of this information guide to use in food handler training.

3.8.2.1. Food handler health and hygiene responsibilities

A food handler must take all reasonable measures not to handle food or surfaces likely to come into contact with food in a way that is likely to compromise the safety and suitability of food.

A food handler must notify his or her supervisor if the food handler knows or suspects that he or she may have contaminated food whilst handling food.

Fingernails, jewellery and hair

- Keep fingernails short and clean. Do not wear nail polish or nail decorations or artificial fingernails.
- Wear minimal jewellery (for example, plain wedding rings, sleepers - no studs or dangly earrings) no bracelets or bangles.
- Hair should be clean, neat and tidy. Tie back or cover hair so as to prevent hair from falling into the food or onto food contact surfaces.

Clothes and personal items

[13] https://www.foodstandards.gov.au/sites/default/files/publications/SiteAssets/Pages/safefoodaustralia3rd16/Standard%203.2.2%20Food%20Safety%20Practices%20and%20General%20Requirements.pdf

- Wear outer clothing that will not contaminate food or food contact surfaces, and ensure that the level of cleanliness of the outer clothing is appropriate for the handling of food that is undertaken.
- Wear a clean apron or similar, and remove it when going to the toilet, on a break or away from food handling duties.
- Personal belongings not required for food handling must be stored in allocated staff areas.

Exposed cuts or sores

- Cover cuts or sores on exposed parts of the body with a brightly-coloured, waterproof dressing. If the cuts are on the hands, cover with disposable gloves.

Bad habits

- Smoking and eating must not occur within food handling or preparation areas.
- Do not sneeze, blow or cough over unprotected food or surfaces likely to come into contact with food.

Pets and animals

- Live animals are not permitted in areas where food is handled, and assistance animals only should be permitted in dining and drinking areas and other areas used by customers.
- Keep pets out of the food preparation and serving areas.

Visitors

- All volunteers and visitors to the food handling or preparation area must observe all rules of health and hygiene responsibilities.

Hand washing

A food handler must wash his or her hands:

- Whenever his or her hands are likely to be a source of contamination of food;
- Immediately before working with ready-to-eat food, after handling raw food;
- Before putting on and after removing gloves;
- Immediately after using the toilet;
- Prior to handling unprotected/uncovered food or when touching surfaces that will come into contact with food;
- Before commencing or re-commencing the handling of food;
- Immediately after smoking, coughing, sneezing, using a handkerchief or disposable tissue, eating, drinking or using tobacco or similar substances; and
- After touching his/her hair, scalp or body opening (eg: nose, mouth etc).

Whenever washing his or her hands, a food handler must:

- Use the hand washing facilities provided;
- Thoroughly clean his or her hands using soap and warm running water;
- Thoroughly dry his or her hands on single use towel such as paper towel.

Food handling and gloves

Limit direct handling of food with bare hands – use gloves, tongs, forks or other implements.

If gloves are used:

- Wash and dry hands first before putting on gloves.
- Do not wear gloves outside the kitchen.
- Change between each task or when they are torn. Be careful when dealing with hot equipment.
- Do not wash hands with gloves on.

Foodborne disease and other illnesses

A food handler who knows that they are suffering from a foodborne disease (or if they are a carrier of a foodborne illness), or if they have any symptoms associated with a foodborne illness, must, if at work:

- Report the illness to their supervisor;
- List the details in *Record 13 – Staff illness form*;
- Not engage in any handling of food where there is reasonable likelihood of contamination; and
- If continuing to engage in other work on the premises – take all practicable measures to prevent food from being contaminated as a result of the disease.

The symptoms of foodborne illness may include: diarrhoea, nausea, vomiting, abdominal cramps, fever and headache. A person suffering from a foodborne illness may have one or more of these symptoms.

A food handler can resume handling food only after they have been symptom-free for 48 hours. But, if a food handler is a carrier or has been diagnosed with suffering from a foodborne disease, they must obtain a medical certificate that states that they are no longer suffering from, or are a carrier of a foodborne disease.

A food handler, who knows or suspects that he or she may have a 'condition' which may result in food contamination, must notify his or her supervisor if at work. A 'condition' means an infected skin lesion or a discharge from the ear, nose or eye. Examples are boils, acne, cuts or abrasions, colds, flu, etc. List details in *Record 12 – Staff illness form*.

The food handler must also take all practical measures to prevent food from being contaminated as a result of the condition. This may mean, performing other jobs that don't involve food and not working in, or entering, food preparation areas.

3.8.3. Waste disposal

A food business must maintain its food premises to a standard of cleanliness where there is no accumulation of garbage (except in garbage containers), recycled matter (except in containers), food waste, dirt, grease, or other visible matter.

Therefore, an adequate number of internal garbage bins must be provided for the storage of kitchen wastes. Each bin should be lined and emptied at least once per day. They must be pest-proof and cleaned regularly as part of the cleaning schedule.

External garbage bins must be kept in a designated area away from entry and exit points to the building. They must be pest-proof with tight-fitting lids and should be cleaned and emptied regularly.

Managers/FSS must regularly check that staff are keeping garbage disposal areas clean and tidy.

3.8.4. Cleaning and sanitising

You must ensure that the premises, fixtures, fittings and equipment are maintained to an acceptable standard of cleanliness. There must be no accumulation of garbage, recycled matter, food waste, dirt, grease or other visible matter. Furthermore, cutlery and crockery must be cleaned and sanitised and protected from contamination. They must be in a clean and sanitary condition immediately before each use. Food contact surfaces of equipment must also be cleaned and sanitised to avoid contaminating the food that will come into contact with these surfaces.

Cleaning and sanitising are separate procedures. Cleaning removes visible contamination such as food waste, dirt and grease from a surface. Sanitising is a process that destroys micro-organisms (germs) that may remain after cleaning. The table below outlines the steps that should be undertaken to effectively clean, sanitise and dry equipment and utensils.

3.8.4.1. Cleaning and sanitising steps

Step	Process	Cleaning Equipment
1. Pre-clean	Scraping, rinsing, wiping, sweeping or soaking.	Cloth, broom, brush, water
2. Main clean	Washing in hot water and detergent.	Scourer, cloth, brush, mop, sponge, hot water and detergent
3. Sanitising	Hot water rinse (77°C for 30 seconds or manufacturer's instructions) or chemical sanitising rinse. Spraying surface with sanitiser as per manufacturer's instructions.	Hot water, chemical sanitiser, cloth
4. Drying	Allow all surfaces to air dry. Smaller utensils are stacked on a clean dish rack to air dry.	Clean drain boards or dish racks etc

3.8.4.2. Notes on cleaning and sanitising

1. When cleaning cutlery, crockery, pots, pans, utensils, or tables where food is served, the above steps apply when cleaning is done by hand or in a dishwasher. In addition, any tea towels or paper towels used for drying should be sent for laundering or discarded after each task.
2. The food contact surfaces of an appliance used to prepare or process foods, particularly potentially hazardous foods, must be cleaned between batches or jobs to avoid the risk of cross contamination. Equipment that are assembled such as stick blenders & meat slicers should be pulled apart for cleaning and sanitising to ensure food in crevices and gaps is removed and effectively sanitised. Outbreaks of illness have been linked to these types of equipment being cleaned/sanitised without disassembling first.
3. Single-use items must not be cleaned or sanitised for reuse but must be discarded. Examples of single-use items are disposable gloves, drinking straws, disposable eating and drinking utensils, plastic containers for takeaway food or other disposable packaging materials used in contact with food. Single-use items must not come into contact with food or the mouth of a person if they are contaminated. Most importantly, single-use items must be protected from the likelihood of contamination until use and must never be reused.

4. To achieve an adequate level of sanitisation manually, equipment must be in contact with hot water at 77°C for a minimum of 30 seconds. This temperature cannot be maintained in the sink unless the sink has a heating element. It is however not recommended that food businesses manually sanitise using hot water due to occupational health and safety concerns. It is recommended that you use a glass washer or dishwasher where possible as they are the most effective way to clean and sanitise equipment.
5. Chemical sanitisers – you can obtain advice on suitable chemical sanitisers from chemical manufacturers and suppliers. Chlorine and quaternary ammonium-based compounds are commonly used as chemical sanitisers in the food industry. Sanitisers will only work effectively if the surface is clean and if you use them in the correct concentration and in accordance with the manufacturer's directions (e.g. some sanitisers must be rinsed off with clean water, while others must be air dried - in other words, you must read the label).
6. Ensure all chemical containers and spray bottles are appropriately labelled.
7. All chemicals must be stored in a designated chemical storage area. It is important to ensure that Material Safety Data Sheets (MSDS) are available on site for all cleaning agents used in the business. You can obtain MSDS by contacting the manufacturer of the cleaning agents.

3.8.4.3. Preparing your cleaning schedule

A cleaning schedule is a way of making sure that food premises and equipment have been cleaned satisfactorily.

Examples of items to be cleaned at various frequencies include:

- Daily - food contact surfaces, surfaces of equipment such as fridges, freezers, stoves, ovens, bain-marie, utensils, crockery, vitamisers, blenders, equipment, floors, counters, benches, wash hand basin etc.
- Weekly - rubbish bins.
- Monthly - inside of equipment such as fridges, cool rooms, freezers, cupboards, shelves, walls, light fittings, windows etc.
- Annually - ceilings throughout the premises, including internal rooms and toilets.

The following two tables show an example of a daily and monthly cleaning schedule.

3.8.4.4. Daily cleaning schedule (example)

Equipment/Area	Person responsible	Method	Product and equipment used
Preparation benches	Kitchen Hand, Cook	1. Remove food scraps 2. Wash with hot water and detergent 3. Apply sanitiser 4. Allow to dry	Detergent No-rinse sanitiser Cloth
Floors	Kitchen Hand	1. Sweep floor to remove any food scraps 2. Mop with hot water and detergent 3. Mop over with clean water 4. Air dry	Detergent Mop and bucket

3.8.4.5. Monthly cleaning schedule (example)

Equipment/Area	Person responsible	Method	Product and equipment used
Cool rooms, fridges and storage racks	Kitchen Hand	1. Remove food to one side of cool room. 2. Wash racks and all interior surfaces with hot water and detergent. Clean rubber seals. Clean handles and outside of unit. 3. Rinse off with clean water. 4. Dry with paper towel. 5. Replace food and remove food to other side of the cool room. Repeat process. 6. Wipe over handles with sanitiser. 7. Dry with paper towel before replacing food.	Scrubbing brush Detergent No-rinse sanitiser Cloth

With reference to the above examples, develop your own Cleaning Schedules by completing *Record 8 - Cleaning and sanitising schedules*. You will need to list all areas/equipment that must be cleaned (e.g. floors, utensils), the person responsible for each cleaning task (e.g. Kitchen Hand, Manager etc), how often each area/equipment must be cleaned (e.g. daily, weekly, monthly, yearly), and the cleaning agents to be used. Make multiple copies of the blank form as necessary.

You can use your completed cleaning schedules to complete *Record 9 - Cleaning check list*. Use this check list to record the items to be cleaned, the food handler responsible for the cleaning task(s) and the timeframe for cleaning premises and equipment (eg. daily, weekly, etc). This record allows food handlers to sign off each cleaning task after it has been completed.

3.8.5. Pest control

All practicable measures must be taken to prevent pests from entering and harbouring on the premises. Any pests or evidence of pests observed by staff must be detailed in *Record 12 - Pest Control Log* and reported to the FSS. The Manager/FSS should conduct inspections for evidence of pests and also detail their inspection and findings on *Record 12 – Pest Control Log*. It is recommended that the Manager/FSS consult with a pest management contractor to determine the appropriate course of action when dealing with pest problems.

Examples of other practical pest control measures include:

- ensuring staff follow good stock rotation practices and that no food scraps are left in the kitchen overnight;
- providing screens to doors and windows;

- ensuring that rubbish bins have tight-fitting lids;
- keeping premises clean;
- not storing food items on the floor;
- providing fly traps or fly zappers;
- using fly strips;
- performing quarterly checks by the Manager of all food and lounge areas; and
- employing the services of a Pest Control Company to do regular inspections.

Go to **Section 8.5** of the **NT Food Safety Program Template** to detail the types of actions that will be taken to control pests.

3.8.6. Facility and equipment maintenance

You must maintain the premises, fixtures, fittings, equipment and food storage areas of food vehicles in a good state of repair and in good working order. This means undertaking preventative measures, such as the regular servicing of equipment and visual checks of the above mentioned items while they are being used or cleaned. These items must not be broken, split, chipped, worn out or rusted. Effective maintenance helps prevent contamination and allows for effective cleaning and sanitising.

Fixtures and fittings include items such as benches, shelves, sinks, hand wash basins and cupboards. Equipment includes all equipment used in food handling, as well as the equipment used to clean food premises. Examples of food handling equipment include refrigerators and cool rooms, cooking, processing and serving equipment, and thermometers. Examples of equipment used to clean food premises are dishwashers, brooms, mops and buckets.

As food handlers routinely operate dishwashers, they are likely to recognise when the unit is not operating properly. But, it is best practice to visually check that the dishwasher's washing and rinsing cycles are achieving the correct temperatures required for cleaning and sanitising. (See the manufacturer's instructions for this information.)

Maintenance of the food preparation and storage areas and servicing of kitchen equipment must be carried out by an appropriate service provider. It is recommended that certain key equipment be serviced on an annual basis, including fridges, cool rooms, freezers, blast chillers, bain-maries and dishwashers.

The example schedule below identifies the areas/equipment that requires regular maintenance, the frequency of maintenance and the service providers' name and contact details.

3.8.6.1. Preventative maintenance schedule (example)

Area/Equipment	Frequency of maintenance	Service provide name, address and contact details
Dishwasher	*Annually*	*Randall Dishwashers,* *1 Larapinta Drive, Alice Springs, NT, 0870.* *Ph: 08 5555 1111* *contactus@randalldishwashers.com*

Cool room and freezer	*Annually*	*Fridge Mechanics,* *1 Smith Street, Alice Springs, NT, 0870.* *Ph: 08 5555 2222* *admin@fridgemechanics.com*

You may already have your own Preventative Maintenance Schedule and Maintenance Book in place. In that case, you could replace the included forms with your existing ones.

Any malfunction or breakdown of equipment between regular servicing visits must be reported immediately to the Manager/FSS and also detailed in *Record 10 – Equipment Maintenance Log*.

Go to **Section 8.6** of the **NT Food Safety Program Template** and list the types of equipment that will be serviced throughout the year.

3.8.7. Use and accuracy of thermometers

The Food Safety Standards require all businesses that store, transport, prepare, cook or sell potentially hazardous food to have a temperature measuring device (thermometer) to measure the temperature of the food. The thermometer must be readily accessible on the premises and be able to accurately measure the temperature of the food to +/- 1°C. A probe thermometer is best suited to measure the internal temperature of the food. An infrared/surface thermometer will only measure the surface temperature of the food, not the internal temperature, and should only be used supplementary to a probe thermometer. Some infrared thermometers are also not accurate to +/- 1°C. Please refer to the suppliers' thermometer specifications.

3.8.7.1. Using a probe thermometer

1. Take the thermometer out of its clean container and sanitise. The thermometer can be sanitised by wiping it with a single-use sanitising wipe or by immersing the probe in a container of boiling water for 1 minute, and then air dried or wiped dry with clean paper towel.
2. Place the probe of the thermometer into the thickest part of the food and allow time for the thermometer to stabilise before reading the temperature. Write down the actual temperature on the appropriate temperature monitoring form. (When receiving packaged foods, place the thermometer between the individual food packages – don't pierce the packages.)
3. Remove the probe from the food and immediately wash the probe using hot water and sanitise.
4. Repeat steps 1 to 3 to check the temperature of other foods, or immediately place the thermometer in a clean place for future use. It is recommended to store the thermometer in a small plastic lidded container with spare wipes, battery and instructions for use.
5. If taking the temperatures of hot and then cold foods ensure the thermometer reaches room temperature before taking other temperatures.

3.8.7.2. Using an infrared/surface thermometer

1. Point the thermometer at the food to measure the surface temperature of the food and follow directions for use as stated by the manufacturer.
2. Write down the actual temperature on the appropriate temperature monitoring form.
3. Do not point the thermometer at another person as this could be dangerous.

4. Remember that the surface temperature of the food may differ from its internal or core temperature.
5. Do not use in place of a probe thermometer.
6. Remember some infrared thermometers cannot accurately take temperatures of hot foods.

3.8.7.3. Accuracy of thermometers

You must ensure that all of your thermometers can accurately measure the temperature of potentially hazardous foods to +/- 1°C. This may include probe thermometers, infra-red and small thermometers that hang or sit in your fridges.

To check the accuracy of thermometers, it is recommended that you contact your thermometer supplier to confirm that the following methods are acceptable.

If you are using your thermometer for taking temperatures of hot and cold foods, then you should check it using both the Ice Point and Boiling Point methods. If doing both calibrations one after the other, ensure that the thermometer reaches room temperature between each method. Record the details of the calibration on *Record 11 – Accuracy and/or calibration of thermometers*.

Ice Point Method (to check the accuracy of the thermometer at 0°C):

1. Prepare a container of ice and a little water (preferably crushed ice).
2. Immerse the probe of the thermometer into the ice slurry and allow the thermometer to stabilise. Stir well.
3. Record the reading on *Record 11 - Accuracy and/or calibration of thermometers*.
4. The thermometer should read between -1°C and +1°C. If the thermometer is outside this range, change the battery and retest, or contact the supplier. It may need to be recalibrated, serviced or replaced.

Boiling Point Method (to check the accuracy of the thermometer at 100°C):

1. Bring a container of water to a rolling boil.
2. Immerse the probe of the thermometer into the boiling water and allow the thermometer to stabilise.
3. Record the reading on *Record 11 – Accuracy and/or calibration of thermometers*.
4. The thermometer should read between 99°C and 101°C. If the thermometer is outside this range, contact the supplier. It may need to be recalibrated, serviced or replaced.

Thermometers used to measure food temperatures and air temperatures must be checked for accuracy on a regular basis. As a guide, thermometers should be checked every three months or when dropped or suspected of being faulty. Replace batteries regularly.

Calibration of thermometers is best performed by the supplier of the thermometer or a laboratory that is accredited to perform this task. If a food business performs its own calibration, the temperature of the instrument itself should not be altered but rather the business should record how far the instrument is out and immediately organise for it to be recalibrated, serviced or replaced.

3.8.8. Food safety supervisor and food handler skills and knowledge

Food handlers (both paid and voluntary) undertaking or supervising food handling activities must have appropriate skills and knowledge of food safety and hygiene matters appropriate to the level of food handling they undertake. The requirements for skills and knowledge are contained in the following:

- *Food Safety Standard 3.2.2, Division 2 (3) Food Handling – Skills and Knowledge*
- *Food Safety Standard 3.2.2A, (10) Food safety training for food handlers engaged in a prescribed activity.*
- *Food Safety Standard 3.2.2A, (11) Supervision of food handlers*

Standard 3.2.2A is a newer standard (implemented in 2023) which provides more prescriptive food handler and food safety supervisor training requirements where the business undertakes a 'prescribed activity'. A prescribed activity refers to the handling of unpackaged potentially hazardous foods that are used to prepare ready-to-eat food to a person. These foods are identified as requiring more stringent skills and knowledge as they present the highest risk of contamination that can lead to food borne illness.

For clarity, any food business that undertakes food service to vulnerable populations will most likely undertake 'prescribed activities' as the nature of the food handling involves the preparation of meals for immediate consumption. The only exception to this would be smaller facilities that for example provide packaged snack foods. If you are unsure speak with an Environmental Health Officer or refer to the following webpage:

'*NT Skills and knowledge for food workers webpage*[14]' – NT Health

3.8.8.1. Food safety supervisor

Standard 3.2.2A requires a food business that is undertaking 'prescribed activities' to appoint a food safety supervisor. A food safety supervisor (FSS) must:

- hold a food safety supervisor certificate that have been issued within the last 5 years;
- be reasonably available when the food business is operating;
- have the authority in the business to make decisions and instruct staff regarding any food handling activities that may impact food safety.

A food safety supervisor qualification for a food business serving vulnerable persons must be one of the following skill sets:

- SITSS00069 *Food Safety Supervision Skill Set*[15] (units SITXFSA005 & SITXFSA006); or
- HLTSS00061 *Food Safety Supervision Skill Set – for Community Services and Health Industries*[16] (units HLTFSE001, HLTFES005 & HLTFSE007)

If a food business is running seven days a week, multiple food safety supervisors may be required in order to make sure a FSS is reasonably available at all times. Larger facilities that have multiple shifts and a large number of food handlers would also require multiple FSS' to meet this requirement. For smaller facilities where there are only two or three staff handling food, or where food handling staff frequently turn over, it

[14] https://nt.gov.au/industry/hospitality/accommodation-and-food-businesses/food-safety-and-regulations/food-handler-hygiene/skills-and-knowledge-for-food-workers
[15] https://training.gov.au/Training/Details/SITSS00069
[16] https://training.gov.au/Training/Details/HLTSS00061

may be worth the facility manager completing a FSS course to ensure there is always someone reasonably available to advise on food safety.

3.8.8.2. Food handlers

Standard 3.2.2A requires any food handler that is undertaking 'prescribed activities' to have undertaken a food safety training course, if they do not possess the skills and knowledge commensurate to the food handling they are undertaking.

Food handler training courses do not necessarily need to be accredited, however, the training content must cover the following four topics; safe handling of food, food contamination, cleaning and sanitising of food premise and equipment, and personal hygiene.

NT Health promotes two free online food handler training courses which can be accessed from the following webpage:

'*NT Skills and knowledge for food workers webpage*[17]' – NT Health

A list of NT based Registered Training Organisations for certified training is also available on the above webpage.

As part of complying with the food safety program, the business will need to:

- Tell employees what their responsibilities are within the food safety program;
- Train employees in how to follow the food safety program;
- Supervise employees as necessary to make sure they follow the program.

Strategies for ensuring food handlers have the skills and knowledge required can include:

- Managers providing new and existing food handlers with a copy of the *Health and hygiene requirements (Section 3.8.2 of the Food Safety Program Tool)* and advising them of their obligations as food handlers.
- Food handlers, FSS and Managers attending food safety courses (accredited or non-accredited), refer to *Section 6 – Contacts and resources for food safety information* later in this document.
- Conducting food safety and chemical safety sessions regularly for all food handlers via in-house training and/or hiring a consultant to provide advice and answer questions on food safety and the Food Safety Program.
- Distributing food safety information, and viewing relevant food safety resources.
- The Manager/FSS regularly observing food handling practices, and providing one-on-one instruction to reinforce food safety skills and knowledge.
- Having operating procedures in place to clarify the responsibilities of food handlers and food safety supervisors.
- All training provided to food handlers must be listed on *Record 14 – Food Handler Training Log*. This must be kept up-to-date.

[17] https://nt.gov.au/industry/hospitality/accommodation-and-food-businesses/food-safety-and-regulations/food-handler-hygiene/skills-and-knowledge-for-food-workers

- Identifying which food handlers require training, and noting their position title, the type of training planned and potential contact hours. See the Food Handler Training Schedule in the example below.

3.8.8.3. Food handler training schedule (example)

Food handler	Position title	Type of training provided	Contact hours	Date
Leonie James	*Cook*	*Accredited Food Hygiene Course* *Accredited Food Safety Supervisor Course*	*1 day* *2 days*	*05/07/23* *21/09/23*
Sue Jones	*Kitchen Assistant*	*'I'm Alert' online training*	*2 hours*	*07/08/23*
Kate Hill	*Personal Care Assistant*	*'Do Food Safely' online training*	*2 hours*	*07/01/23*

3.8.9. Food recall and food disposal

Food will be recalled if the product is deemed to be unsafe or unsuitable. A food recall is conducted to protect public health and safety. Details of food recalls that impact the NT are posted on the NT Health webpage, but you may be contacted by your food supplier directly. You can also get food recall details by accessing the following webpage:

'*NT Food recalls*[18]' webpage – NT Health

The purpose of this support program is to outline the requirements and steps that must be taken to remove the product from your stock and dispose of it as advised.

Furthermore, if you become aware that a product produced by your business is unsafe, you must make sure any product is removed from service and disposed of. For manufacturing businesses that provide meals to vulnerable persons, such as a delivery meal organisation you will need to have a recall procedure in place. For guidance on developing a food recall procedure or plan refer to *Food Industry – Food Recall Protocol – Guidance on recalling food in Australia and writing a food recall plan – May 2023*[19].

Food for disposal is food that is subject to recall, has been returned, is not safe or suitable, or is reasonably suspected of not being safe or suitable. Examples include:

- Food that is reasonably suspected of being contaminated by foreign matter;
- Food that is reasonably suspected of being damaged, deteriorated or perished;
- Potentially hazardous food that has been at temperatures between 5°C and 60°C too long and may be unsafe; and
- Food that has not been processed correctly and may therefore be unsafe.

[18] https://nt.gov.au/industry/hospitality/accommodation-and-food-businesses/food-safety-and-regulations/food-contamination/food-recalls
[19] https://www.foodstandards.gov.au/sites/default/files/2023-10/Food%20Industry%20Food%20Recall%20Protocol%20May%202023%20edition.pdf

External: If your business sells or stocks a food product that is subjected to a food recall:

- Inspect all stock and identify any implicated product, or food containing that ingredient that is subject to the recall notice.
- Label the product or container holding the product with 'Food for disposal' or 'Not for sale' and store separately in an appropriate environment (eg. dry store, cool room or freezer).
- Notify the supplier as soon as possible. The recall notice will stipulate whether the product can be returned to the supplier or can be disposed of onsite. Notify all staff and if necessary contact customers or their families/carers if there is concern for food consumed.
- If possible, estimate the amount of product already used. You may need to seek advice from the doctor or Environmental Health Officers as to what action needs to be taken where implicated food has been consumed.
- Follow any directions by Environmental Health Officers, suppliers and manufacturers.
- Record all details and actions taken on *Record 15 – Food Recall Form*.

If you suspect food produced by your operation may lead to a recall:

- Withdraw the food from production and remove suspect food items if located in other areas. Retain food or any food that contains foreign bodies.
- Determine whether anyone has consumed the food.
- Notify the FSS, Manager and all staff of the recall. If necessary contact customers or their families/carers if there is a concern.
- An Environmental Health Officer may be contacted at an early stage for advice and investigation that may be required to identify or confirm the cause and determine any need for follow-up action.
- Investigate the problem and determine the source of contamination and actions to be taken.
- Clearly identify the recalled product by labelling the product or container holding the product with 'Food for disposal' or 'Not for sale' and store separately in an appropriate environment (eg. dry store, cool room or freezer).
- Follow advice from an Environmental Health Officer or Manager concerning the disposal of the contaminated food.
- If the food is known to be or suspected of being contaminated by chemicals, seek advice from the Poisons Information Centre on 13 11 26 (operates 24 hours a day, seven days a week).
- Complete all details of actions taken on *Record 15 – Food Recall Form*.

3.8.10. Food brought in by people, visitors, family and friends

Depending on the type of facility, customers or their families and friends may wish to bring in foods, perhaps to celebrate an occasion or a culturally specific food. This can be a concern particularly where the food is intended to be shared with others in the facility. Specific concerns relate to people with severe allergies, or the risk of certain types of foods for the elderly or immunocompromised people in health care. It is up to the business to make a decision on how to handle foods brought into the premises.

It may be a good idea to have a policy restricting high risk foods from being brought in. For example, in a children's service restricting common allergens, or in an aged care facility restricting foods that are higher risk for *Listeria monocytogenes*. Refer to section 3.6.1 for further detail on *Listeria monocytogenes*.

Where food being brought in is unrestricted, it is important to have management in place for individuals with allergies or special dietary requirements to make sure they do not consume these foods.

Suggested guidelines for food being brought in

- Food should be brought in a sealed container/bag, labelled and dated (particularly if it is to be stored). Food should be discarded 48 hours after being received or if it is outside its use-by-date.
- Cold food being brought in should be kept cold by bringing it in an esky with ice. Hot food should be brought hot by bringing it in a thermos flask or kept hot in an insulated bag, and served immediately.
- Food should not be shared with other residents. (Aged care specific)
- Food must be reheated thoroughly so that it is piping hot.
- Avoid bringing in high risk foods, restrict to whole fruit and vegetables, and low-risk foods like biscuits, cakes etc.
- Avoid sharing high risk foods or foods that contain the most common allergens.
- It is suggested that information about any food being brought in could be detailed in a 'Food Record Book'. This could include the date when food was brought in, date food was prepared, main ingredients, type of food etc, name and signature of the person bringing in the food.
- For aged care refer to *Food Safety Information Council – Do you cook and bring food to an elderly relative or friend in an aged care facility?*[20]

3.8.11. Picnics, barbeques and cooking classes

If you are undertaking picnics and barbecues, they should follow the procedures outlined below.

- All food must be purchased from the suppliers listed on the preferred Food Suppliers' List.
- All staff involved in the preparation, cooking, handling and serving of food, must comply with the Personal Hygiene Policy. Any volunteers must be under supervision of staff. Picnic lunches will be prepared by the Cook/food handler. All potentially hazardous foods will be packed in insulated containers.
- Potentially hazardous foods will be kept in the cool room and delivered in covered containers to the BBQ immediately prior to cooking.
- The Cook must ensure that clean plates are available for cooked meats. Plates holding raw meats must not then be used for holding cooked foods.
- All food and beverages not consumed on the outing or at the BBQ must be discarded.

On occasions for functions or special events, you may purchase food from a take away shop or restaurant. Staff must follow the guidelines outlined earlier in **Food Handling Step 1 – Purchase**.

When providing cooking classes, ensure that this is a supervised activity and that low risk foods, such as cakes, pancakes, scones etc, are involved.

Supervising staff must ensure all hands are washed, gloves are worn when required, and good personal hygiene practices are followed.

[20] https://foodsafety.asn.au/wp-content/uploads/2016/05/Aged-Care-food-safety-tips-brochure_crop-copy.pdf

3.9. Auditing of food safety programs

3.9.1. External food safety audit

NT Health specifies when a Food Safety Program is required to be audited by an external food safety auditor and how often. Contact an Environmental Health Officer to determine auditing requirements.

All auditors must meet specified criteria and be approved by NT Health to undertake food safety program audits.

Therefore, if the Food Safety Program is subject to independent auditing, the Manager must arrange for these audits to be conducted.

If required, full details of the Food Safety Program auditor may need to be listed in the Food Safety Program.

3.9.2. Manager's internal check list

To assist with verifying that staff are following the Food Safety Program, a Manager's Internal Check List must be undertaken. See *Record 17 – Manager's internal check list*. How often this is completed depends on the business. If possible, monthly or at least a quarterly check list would be best practice.

The Check List will assist the Manager to identify whether key elements outlined in each of the food handling steps and support programs are being followed and associated records are being completed.

Dates when the Manager's Internal Check List is undertaken must be included in the Food Safety Program.

3.10. Food safety program review

Standard 3.2.1 of the Australian New Zealand Food Standards Code requires that a Food Safety Program must provide for the annual review of the program by the food business to ensure its adequacy. The review process aims to ensure that:

1. The content of the Food Safety Program adequately represents the processes, procedures and operations undertaken by the food business.
2. All hazards have been identified and all control measures are in place.
3. Staff are complying with the documented Food Safety Program.

Your Food Safety Program should be reviewed, at a minimum, every twelve months. A review must also be undertaken if new processes or equipment are introduced.

There are two parts to the review: validation and verification.

Validation is the action taken by the business to confirm that the control measures are effective in controlling the hazards.

Verification is the action taken by the business to confirm that the practices and procedures in the FSP are happening.

The review must assess the latest Managers Internal Check List, to see whether any issues raised need to be discussed and reviewed.

The Manager must make changes to the Food Safety Program based on inputs from staff and regulators and the results of any audits. This information, and any amendments required, must be detailed on *Record 18 – Food Safety Program Review*. Staff should be briefed on changes at staff meetings.

Dates when the Manager's review will be undertaken, and who will be reviewing it, must be included in the Food Safety Program.

3.11. Food safety program records

The food business must keep appropriate records demonstrating action taken in relation to, or in compliance with, the Food Safety Program.

The following pages detail information about the records required for the Food Safety Program and show examples of completed records.

Record 1 – Preferred food suppliers list

If you order, purchase and have food delivered, use this record to set up a list of your suppliers. Record details such as the supplier's name, contact details, and the goods purchased from the supplier.

Record 2 - Preferred food supplier agreement form

To ensure that the food supplied to you is safe, it is recommended that you have each of your suppliers agree to the specifications on this record. This specification lists the food safety requirements you expect the supplier to meet when they supply and deliver food to your operation. If you change suppliers, make sure the new supplier completes *Record 2 - Preferred supplier agreement form* and that you update *Record 1 – Preferred food suppliers list*.

If there are any problems or concerns with food suppliers, record details of conversations on *Record 16 – Corrective actions form*, as well as any actions taken.

Record 3 - Incoming goods form

When the food handler is purchasing or receiving food from the supplier, they must complete this record. Using the 'Visual Check' guidelines stated on the Incoming Goods Form, food handlers must check the food upon receipt at the premises. Every column must be completed. If the goods are satisfactory then place a tick in the appropriate box; if they are unsatisfactory, enter a cross and record the actions taken in the Corrective Actions section on the form. If it is not appropriate (for example, no frozen foods are received on the day), then put **N/A** (not applicable) in the column. See the example on the form.

Record 4 - Temperature control log

Record the air or food temperatures of refrigerators, cool rooms and freezers on this form. You can also record any corrective actions on this form.

Record 5 - Cooked food temperature log

Document on this form, the time and internal temperature of cooked, vitamised and reheated foods, and the time and temperature of the first or last meal held in a bain-maire. By completing this record, food handlers can prove that they are cooking or reheating food to the correct temperature which ensures the food is safe. By taking the temperature of foods in the bain-marie, they are proving that they are also serving safe food to their customers.

Record 6 - Temperature monitoring of cook chill foods

Document the time and temperature of foods undergoing the cook chill process on this record. Within 30 minutes after the cooking process has been completed, food must be rapidly chilled in a controlled environment to under 3°C within a 90 minute time period.

Record 7 - Temperature cooling log

Document the time and temperature when cooling potentially hazardous foods on this record. Food should be cooled from 60°C to 21°C within two hours, and then from 21°C to 5°C within a further four hours. It is recommended that you do a history of all foods that you cool first. This could include soups, custard, roasts, lasagne and other pasta dishes, and rice dishes.

Record 8 - Cleaning schedules

Document all areas/equipment that must be cleaned and/or sanitised on a daily, weekly, monthly or annual basis on this record.

Record 9 - Cleaning and sanitising check list

Use this record to list the areas, equipment and food contact surfaces that require cleaning and sanitising on a daily, weekly, monthly or annual basis.

Record 10 - Equipment maintenance log

List repair and maintenance activities undertaken for food service equipment, such as refrigeration units and appliances on this record.

Record 11 - Accuracy and/or calibration of thermometers

It is important that your thermometer(s) measure food and air temperatures accurately. Use this record to show that you have checked the accuracy of your thermometers. This can be achieved by the manufacturer/supplier, a laboratory accredited for this purpose or the food handler following directions outlined in the Tool. All thermometers, except for permanent ones fixed to the unit, must be checked for accuracy.

Record 12 - Pest control log

This record must be completed when checking for any evidence of pests, such as mice or insects, and as a record showing that appropriate steps have been taken to eradicate the pests.

Record 13 - Staff illness form

Use this record to record any illnesses reported by food handlers. Food handlers must notify their Supervisor if they are ill, and particularly if they suffer from symptoms of food poisoning. The Manager must ensure that these details are not kept in the Food Safety Program, but in a secure location in the Manager's office.

Record 14 - Food handler training log

This record allows you to record all food handler instruction or training in food hygiene and food safety, and other areas such as 'Handling Chemicals' etc.

Record 15 - Food recall form

If a supplier sells a food product to your business that is subject to a food recall or your operation produces a product that may have to be recalled, your business should withdraw the product from stock and you must detail actions taken on this record.

Record 16 - Corrective actions form

This record is a general corrective actions form. When a hazard is identified during a food handling step, corrective actions must be implemented to eliminate the hazard and to prevent the hazard from recurring. All corrective actions that are not documented on any of the records mentioned above should be detailed on this form.

Record 17 - Manager's internal check list

The Managers Internal Check List is undertaken to assist with validating that staff are following the Food Safety Program. For example, at each of the food handling steps, are appropriate controls being undertaken, is monitoring occurring consistently as per the Food Safety Program, and are corrective actions being taken and recorded as required?

How often the Managers Internal Check List is completed depends on the business, a quarterly check list would be best practice, while monthly would be even better.

Record 18 - Food safety program review

Your Food Safety Program requires an annual review and you use this record to show when you review the Food Safety Program and what changes you make. The Manager/FSS can use this record to check that staff are following controls in the Food Safety Program and that the appropriate records are being completed. Each food handling step, and all records should be checked regularly. Any follow-up action should also be noted.

Record 1 – Preferred food suppliers list

Details of supplier (Name, address, contact details)	Product description	Recent licensing/registration certificate	Date supplier approved	Approved by Manager
Brown's Bakery *10 Smith Street, Alice Springs NT 0870* *08 5555 6666*	*Bread and cakes*	*Yes (sighted)*	*01/04/24*	*T Brown*

Record 2 – Preferred food supplier agreement form

Date:	
Supplier:	
Address:	
Phone:	
E-mail:	
Good supplied:	
Registered food business:	☐ Yes ☐ No
Frequency of delivery:	☐ daily ☐ weekly ☐ fortnightly ☐ monthly ☐ irregularly
Time of delivery:	

General requirements for the products

All food products must be supplied in a good, fresh condition, free from any odour, discolouration, or signs of spoilage or contamination, and under appropriate temperature control (i.e. 5°C or below, or 60°C or above).

Package and labelling requirements

All food products whether purchased or delivered must be in clean packaging or in food grade containers that are free from chemical, physical or other contaminants. Labelling must comply with the requirements of the Food Standards Australia and New Zealand (FSANZ) Food Standards Code.

Transport requirements

- Any food products transported must be in clean food transport vehicles.
- Vehicles must be designed and constructed to protect food from contamination and to enable adequate cleaning.
- The foods must not be transported in direct contact with animals, plants, pests, chemicals or exposed to sunlight.
- All potentially hazardous foods (dairy foods, meat, fish and smallgoods) must be transported under refrigeration at/or below 5°C, or above 60°C.
- Frozen food must be delivered frozen hard (not partially thawed).
- If food is transported between 5°C and 60°C, it must be demonstrated that the temperature of the food, having regard to the time taken to transport the food, will not adversely affect the microbiological safety of the food.
- Food must be delivered directly to a staff member where possible and must not be left unattended at any time.
- Food transport vehicles will be made available for inspection by a responsible person at any reasonable time.

Conditions for supply

It is required that all foods supplied comply with the *NT Food Act 2004* and the *FSANZ Food Standards Code* at all times. Failure to do so will result in rejection of the goods.

Supplier's acceptance		**Business acceptance**	
Name:		Name:	
Date:		Date:	
Signature:		Signature:	

Record 3 – Incoming goods form

Date	Time	Supplier Name	Product	Temp PHF 5°C or less, or 60°C + Cook chill 3°C or less	Frozen rock hard	Visual check	Vehicle check	Completed by
01/04/24	*11am*	*Berts Butcher*	*Raw meats*	*Sausages 4°C*	*N/A*	✓	✓	*LC*

(✓) = Satisfactory (X) = Unsatisfactory N/A = Not applicable

Visual Check

- Food with date code. Use-by date (foods past this date are prohibited from being sold)
- Best before date (foods past this date can be sold provided the food is not damaged, deteriorated or perished)
- Packaging (not damaged, deteriorated, perished or be packaged with inappropriate material)
- Labelling (name of food, name and address of supplier, lot identification etc)
- No evidence of pest contamination (no droppings, eggs, webs, feathers etc)
- No evidence of foreign bodies (no dirt, metal, hair etc)
- Delivery truck (clean, not carrying chemicals, animals or other contaminants in the same area as food)

Corrective actions

Record 4 – Temperature control log

Month/Year:

Date	Time AM	Cool room 5°C or less	Fridge 5°C or less	Freezer -15°C or less (guide only)	Completed by	Time PM	Cool room 5°C or less	Fridge 5°C or less	Freezer -15°C or less (guide only)	Completed by
01/04/24	*9:30*	*3°C*	*5°C*	*-15°C*	*KL*	*14:20*	*4°C*	*5°C*	*-15°C*	*KL*

Note: as a guide, temperatures must be logged twice per day.

Corrective actions

Record 5 – Cooked food temperature log

Date	Time	Responsible person	Description of cooked food	Temp 75°C or greater	Vitamised temp 60°C or greater	Reheated temp 75°C or greater	Time	First or last meal in bain-marie 60°C or greater	Completed by
20/11/24	*11:45 am*	*Cook*	*Chicken casserole*	*80 °C*	*75°C*	*N/A*	*12:15 pm*	*70 °C*	*KL*
20/11/24	*11.45am*	*Cook*	*Rice*	*90 °C*	*N/A*	*N/A*	*12.15pm*	*75 °C*	*KL*
20/11/24	*11:45am*	*Cook*	*Green beans*	*85 °C*	*75 °C*	*N/A*	*12:15pm*	*72 °C*	*KL*
20/11/24	*4:45pm*	*Cook*	*Vegetable soup*	*N/A*	*82 °C*	*91 °C*	*N/A*	*N/A*	*KL*
20/11/24	*4:45pm*	*Cook*	*Fish and Chips*	*94 °C*	*N/A*	*N/A*	*N/A*	*N/A*	*KL*

Potentially hazardous foods include cooked meat, poultry, fish, egg dishes, soups, gravies, pasta, rice, potato and custard.
Note: It is recommended that all food temperatures are taken on a daily basis

Corrective actions

Record 6 – Temperature monitoring of cook chill foods

Date	List of food items to be cooked	Time food cooked	Temp cooked food (75°C and greater)	Completed by	Time into blast chiller	Completed by	Time out of blast chiller	Final chilled temp (3°C or less)	Completed by
20/11/24	*Beef stew*	*8:00am*	*90°C*	*AK*	*8:30am*	*AK*	*10:00am*	*3 °C*	*AK*
20/11/24	*Mashed potato*	*8:00am*	*85 °C*	*AK*	*8:30am*	*AK*	*10:00am*	*3 °C*	*AK*
20/11/24	*Peas*	*8:00am*	*83 °C*	*AK*	*8:30am*	*AK*	*10:00am*	*3 °C*	*AK*

Note: It is generally accepted that the Temperature of food must chill to 3°C within 90 minutes. As a guide, the temperature of a range of meals (provided on that day) must be undertaken daily or when the cook chill process is being undertaken.

Corrective actions

Record 7 – Temperature cooling log

Date	Responsible person	Food description	Time	Finished cooking temp 75°C and greater	Time food put into cool room	Temp °C	Time two hours later	Temp °C two hours later	Time four hours later	Temp °C four hours later	Completed by
23/11/24	*Cook*	*Pumpkin soup*	*9:00 am*	*84°C*	*10 am*	*62°C*	*12:00 noon*	*21°C*	*4:00 pm*	*5°C*	*KL*

Note: As a guide, the cooling process for various foods should be monitored once per week/month depending on the volume of food cooled.
Food must cool from 60°C to 21°C within two hours and from 21°C to 5°C within a further four hours.

Corrective actions

Record 8 – Cleaning schedules

Equipment/ Area	Person Responsible	Method	Product and equipment used
Preparation bench	*Food handler*	1. *Remove food scraps from bench* 2. *Wash with detergent and hot water. Rinse off with clean water.* 3. *Spray with sanitiser* 4. *Air dry*	*Detergent X* *Sanitiser Y* *Cloth*

Record 9 – Cleaning and sanitising check list

Month: **Week:** ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 **Year:** Staff must complete with printed initial once cleaning has been completed.

Item	Responsible person	How often	Monday *01/01/24*	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Checked by
Preparation benches	*Cook*	*Daily*	*TP*							*KL*
Floors	*Kitchen Hand*	*Daily*	*JK*							*KL*
Inside of fridges and cool room	*Kitchen Hand*	*Monthly – 1st day of every month*	*FS*							*KL*

Please list all areas, equipment etc to be cleaned on a daily, weekly, monthly and annual basis (as per your cleaning schedule), identify the responsible person and how often the equipment is to be cleaned. Make copies of this record as necessary.

Corrective actions

Record 10 – Equipment maintenance log

Date	Area/Equipment checked	Completed by	Result (Repair or service required?)	Corrective action	Signature and date
12/11/23	*Fridge*	*VD*	*Seal around fridge door found to have perished and requires replacing.*	*'Fletcher's Fridge Repairs' engaged and seal on fridge door has been replaced.*	*Matt Charles 11/12/23*

Note: Record areas or equipment checked for defects, e.g. floors, walls and ceilings could be checked monthly for any cracks or crevices.

Record 11 – Accuracy and/or calibration of thermometers

Date	Description of thermometer and serial number	Water and ice 0°C (+/-1°C)	Boiling water 100°C (+/-1°C)	Satisfactory/ Unsatisfactory	Corrective action or comments	Completed by
04/01/24	*Probe thermometer 1*	*0°C*	*100°C*	*Satisfactory*	*Nil*	*KL*
04/01/24	*Infra red*	*0°C*	*N/A*	*Satisfactory*	*Infra red is not used for hot foods.*	*KL*

Note: All thermometers must be tested (except permanent ones) and they must be accurate to at least +/- 1°C.

Record 12 – Pest control log

Date	Area checked	Completed by	Results (pests found)	Corrective action	Signature and date
17/12/23	*Kitchen, dry stores and outside*	*PM*	*German cockroaches found in pantry*	*Pest management contractor 'Pest attack' treated entire premises for German cockroaches*	*Pam Millist 17/12/23*

Note: Record internal inspections conducted by your business, e.g. once a week. Record external inspections/treatments conducted by your pest management contractor, e.g. once every 3 months.

Checked by Manager/Food Safety Supervisor:

Record 13 – Stall illness form

Food handler	Date of absence	Type of illness	Medical certificate provided	Date returned to work	Action taken	Signature and date
Shirley Fletcher	*24-26 Nov 2023*	*Gastrointestinal illness*	*Yes*	*27 Nov 2023*	*Staff member excluded from food handling tasks until 48 hours after symptoms have ceased.*	*L Smith (Manager)*

Note: Food handlers should not return to food handling tasks until they have received clearance from a medical practitioner. The completed Staff Illness Form must be kept in the Manager's Office.

Record 14 – Food handler training log

Staff members name	Position	Date	Accredited food safety course (Name and contact hours)	Accredited food safety supervisor's course (Name and contact hours)	Non-accredited food safety course	Induction to Food Safety Program	Other
Jenny Gamble	*Kitchen hand*	*01/11/23*	*CDU – 1 day*	*CDU – 2 days*	'Do Food Safely' online training	*4/8/23*	
Liz Smith	*Personal Care Assistant*	*04/01/22*			*2 hrs In-house session*	*4/8/23*	

Record 15 – Food recall form

Supplier/manufacturer/DMO details	Reason for recall	Product name	Batch no.	Use-by date	No. of units in stock	Corrective action	Completed by
Allied Distributions, 14 Bath Street, Alice Springs, NT, 0870	*Glass found in product*	*Dried pasta*	*1867 10:59*	*16/01/24*	*12 x 12 cartons*	*Returned all cartons – none had been opened. Spoke to staff regarding the recall.*	*KL*

Record 16 – Corrective actions form

Date	Problems/issues/concerns	Corrective actions taken	Signature of person taking corrective actions	Supervisor or managers signature
12/01/24	*Bakery left bread at back door of kitchen.*	*Rang supplier to come and take back bread and replace with new bread. This is not acceptable. Arranged for bakery to ring bell and night staff will put food into the kitchen.*	*L Smith*	*P Millist*

Record 17 – Managers internal check list

Date of review:

Performed by:

Program Component (To be checked by Manager, FSS, etc)	✓	X	Observations/corrective action(s)
RECORDS Have the following records been completed? • Record No. 1 – Preferred food suppliers list • Record No. 2 – Preferred food supplier agreement form • Record No. 3 – Incoming goods form • Record No. 4 – Temperature control log • Record No. 5 – Cooked food temperature log • Record No. 6 – Temperature monitoring of cook chill foods • Record No. 7 – Temperature cooling log • Record No. 9 – Cleaning and sanitising check list • Record No. 10 – Equipment maintenance log • Record No. 11 – Accuracy and/or calibration of thermometers • Record No. 12 – Pest control log • Record No. 13 – Staff illness form • Record No. 14 – Food handler training log • Record No. 15 – Food recall form • Record No. 16 – Corrective actions form • Record No. 17 – Managers internal check list • Record No. 18 – Food safety program review			
1. Purchase and Transport ✓ Are food handlers undertaking visual examination of foods on purchase? ✓ Are transport vehicles and food handlers in a clean condition? ✓ Is the temperature of the refrigerated vehicle 00C before food is placed into it? (If applicable). ✓ Are foods transported under temperature control and protected from contamination? ✓ Is the purchased food been delivered within one hour? If not, take a temperature of the food – it must be 50C or less.			
2. Receipt ✓ Are food handlers monitoring and recording temperatures of incoming potentially hazardous foods? ✓ Are staff members present for deliveries of food?			
3. Dry Storage ✓ Are foods covered and date coded? ✓ Are foods stored off the floor? ✓ Is the storage area free from pests?			
4. Cold Storage ✓ Are foods dated, covered or wrapped? ✓ Are raw products stored below cooked ready-to-eat-foods? ✓ Are foods being stored cold at or below 50C? Take a food temperature! ✓ Are cook chill foods being stored at or below 30C?			
5. Frozen Storage ✓ Are foods dated, covered or wrapped? ✓ Is the storage area in a clean and sanitary condition? ✓ Are foods being stored frozen hard (not partially thawed)?			
6. Thawing			

✓ Are foods being thawed in containers or on trays in the cool room/fridge? ✓ Are foods covered? ✓ Are foods being thoroughly thawed – ask staff process and timing?			
7. Preparation ✓ Are raw and cooked foods being kept separately? ✓ Are food contact surfaces, utensils, equipment and chopping boards properly cleaned and sanitised before use? ✓ Are potentially hazardous foods being kept out of temperature control for a maximum of one hour?			
8. Sanitising ✓ Are staff washing raw vegetables properly before sanitising? ✓ Do staff know the guidelines and procedure for sanitising raw vegetables? ✓ Is the sanitising solution made up according to instructions and is it the appropriate dilution rate? (use test strips etc)			
9. Cooking ✓ Are all equipment and utensils used in the cooking process in a clean and sanitary condition prior to use? ✓ Are foods being thoroughly cooked, i.e., by bringing foods to a rolling boil or ensuring the core temperature reaches 75°C or greater?			
10. Cooling ✓ Is food being cooled in small shallow containers? ✓ Are containers cleaned and sanitised prior to use? ✓ Is food covered and date coded? ✓ Are food handlers maintaining good hygiene practices?			
11. Reheating ✓ Are all equipment and utensils in a clean and sanitary condition prior to use? ✓ Are food handlers ensuring the internal temperature of food is 60°C or greater? ✓ Is food covered and in clean containers?			
12. Hot Holding (Bain-marie) ✓ Are holding trays in a clean condition prior to use? ✓ Is food covered with a lid (preferably stainless steel) during the holding process? ✓ Is food being held hot at or above 60°C?			
13. Vitamising ✓ Are staff vitamising within one hour? ✓ Are staff checking for cleanliness and maintenance before use? ✓ Is the temperature of food at least 60°C?			
14. Packaging ✓ Are packaging materials stored in a clean and dry area? ✓ Are packaging containers in a clean condition?			
15. Single Use items ✓ Are single use items stored in a clean and dry area? ✓ Are single use items not reused?			
16. Plating and Serving ✓ Is food served within one hour? ✓ Is the temperature of food at least 60°C? ✓ Are staff serving and plating food correctly?			
17. Delivery ✓ Are trolleys and plates, utensils etc clean? ✓ Is food being transported under appropriate temperature control or delivered quickly? ✓ Is the temperature of the meal greater than 60°C?			

18. Others ✓ Have there been any changes in staff, processes or activities? ✓ If so, have the necessary amendments to the Food Safety Program, records and task allocations been made? ✓ Are any new or replacement utensils/appliances/equipment needed? ✓ Have there been any changes to the cleaning schedules? ✓ Have there been any problems with waste disposal? ✓ Is the external waste area clean and tidy? ✓ Have any food handlers/volunteers been ill, particularly with a foodborne illness? ✓ Were there any food complaints/incidents/recalls?			
19. Facility and Equipment Maintenance ✓ Has all equipment been checked? ✓ Is all equipment operating correctly? ✓ Does any of the equipment require replacing? ✓ Has the entire food premises been thoroughly checked for structural problems? ✓ Are there any structural problems?			
20.Temperature Measuring Devices ✓ Have all temperature measuring devices been checked for calibration? ✓ Are all temperature measuring devices calibrated? ✓ Do all staff know how to take accurate temperatures with each temperature measuring device?			
21.Pest Control ✓ Are all areas clean and free from food particles and other waste that may attract pests? ✓ Have measures been implemented to control pests as per the Pest Control Support Program?			
22. Cleaning ✓ Are floors, ceilings and walls in all areas clean? ✓ Are the insides and outsides of fridge, cool room and freezer clean? ✓ Is equipment like mixers, microwave ovens, slicers, clean? ✓ Are ovens, bain-marie, hot boxes and the salamander clean? ✓ Are utensils, cutlery, plates, containers etc clean? ✓ Check that spray bottles are labelled correctly?			
23.Food Handler Training ✓ Have all food handlers (particularly new food handlers) including volunteers been provided with training so that they have the appropriate skills and knowledge in food hygiene and handling for the tasks they perform? ✓ Do food handlers/volunteers understand their food safety responsibilities?			
24.Health and Hygiene Requirements ✓ Are food handlers/volunteers washing hands prior to handling food whenever their hands are likely to be a source of contamination? ✓ Are food handlers/volunteers wearing clean protective clothing? ✓ Are food handlers/volunteers wearing protective waterproof brightly coloured bandages and gloves to cover cuts or sores? ✓ Do food handlers ensure that long hair is tied back or covered during food handling? ✓ Are food handlers/volunteers wearing minimal jewellery? ✓ Do food handlers/volunteers appear to be healthy and not suffering from or a carrier of foodborne disease?			
25. Others ✓ Have all food incidents/recalls been addressed?			

✓ Are there any recurring problems identified as a result of corrective actions? ✓ Have there been any changes in staff or processes? ✓ If so, have the necessary amendments to the Food Safety Program, records and task allocations been made? ✓ Are the records (to be completed) accessible to staff? ✓ Are the completed records being stored correctly (i.e. allow ready access for review by an auditor)?			

Please record the details of any other issues identified and the corrective action(s) taken:

Program Component (To be checked by Manager, FSS, etc)	✓	X	Observations/corrective action(s)

Record 18 – Food safety program review

Program Component (To be checked by Manager, FSS, etc)	✓	X	Observations/corrective action(s)
Food Safety Program ✓ Have there been any changes to the Food Safety Program, any new equipment or processes? ✓ Have all potential hazards that are reasonably expected to occur been identified, and are the controls in place effective? ✓ Are extra copies of the Food Safety Program Tool needed? If so, is the latest version of the Tool available? ✓ Have any problems identified in the external or internal audits being resolved?			
Record Keeping ✓ Are all records legible and being completed? ✓ Are corrective actions taken where problems have been identified? ✓ Are completed records being stored correctly (i.e. allow ready access for review by an auditor)? ✓ Are records being kept for the last 5 years?			
Comments from staff ✓ Have staff any issues or concerns regarding the Food Safety Program? ✓ Have internal audits being undertaken within the last 6 months?			

Please record the details of any other issues identified and the corrective action(s) taken:

Program Component (To be checked by Manager, FSS, etc)	✓	X	Observations/corrective action(s)

4. Premises and equipment guide

The following section provides a summary of the general requirements specified in *Food Safety Standard 3.2.3 - Food Premises and Equipment*.

Food preparation and storage areas and food premises generally need to be designed and maintained so as to minimise opportunities for food contamination. All food businesses are required to ensure that the premises, fittings, fixtures and equipment are designed and maintained so that they can be readily cleaned and where necessary, sanitised. In addition, a food business must also be provided with appropriate services.

Food business premises must:

- have enough space for their equipment and the work that they do;
- be protected from pests and other contaminants such as dirt and fumes;
- be easy to clean and keep clean;
- have enough clean water available at the right temperature for the work to be done;
- have a disposal system for garbage, sewage and waste water;
- have adequate lighting and ventilation; and
- have adequate equipment for the production of safe and suitable food.

Food business fixtures, fittings and equipment must be:

- appropriate for the work of the business;
- suitable for the jobs they are used for;
- easy to clean and, if necessary, sanitise; and
- made of material that does not contaminate food.

Food businesses must make sure that they have:

- hand basins in work areas so staff can wash their hands in warm running water if their hands are likely to contaminate food;
- hand basins near the toilets;
- access to toilets; and
- storage areas for personal belongings and clothing, and also for the office equipment and papers and any chemicals used by the business.

For more detailed information on food premises and equipment refer to the NT *Fit-out food premises guidelines*[21].

[21] https://nt.gov.au/__data/assets/word_doc/0019/1329040/fit-out-food-business-guidelines-.docx

5. Glossary

Term	Definition
Aged care home	Establishments which provide long-term care involving regular basic nursing care to aged persons.
Audit	An independent examination of objective evidence performed by competent personnel, to establish the capability of the auditee to achieve the requirements of Chapter 3 of the *Australia New Zealand Food Standards Code*, fulfil legal obligations and employs the operational systems to achieve the above.
Bacteria	Bacteria are living organisms that are invisible to the naked eye. Some types of bacteria are harmful if they, or the toxins they produce, are present in food.
Best before date	In relation to a package of food, the date which signifies the end of the period during which the intact package of food, if stored in accordance with any stated storage conditions, will remain fully marketable and will retain any specific qualities for which express or implied claims have been made.
Calibration	Calibration is the process of checking that measuring equipment is working effectively, and correcting/adjusting the equipment if it is not reading accurately. In the case of a thermometer, it is the checking to ensure that the thermometer is measuring temperatures accurately (to at least +/- 1°C).
Child care	Child care includes those operations involved in regular care of children for fee or reward, in which food is sold to children in their care. Sale of food includes the handling or supply of food whether or not the food was prepared on the premises. This does not include the care of children in their own home by a nanny.
Clean	Clean to touch, free from visible foreign matter and free from objectionable odour. For example, free from grease, dirt, foreign matter etc
Cleaning checklist	A record to document the completion of cleaning activities.
Cleaning schedule	A list of detailed cleaning activities that is required throughout the premises. For equipment, for example, how often cleaning is to be done, how this cleaning is to be carried out, who is to carry out each cleaning task, and what chemicals are required. If your business transports food, your cleaning schedule must also include cleaning tasks for these transport containers or vehicles.
Contamination	The introduction or occurrence of a biological or chemical agent, foreign matter or other substance that may compromise food safety or suitability. These agents are referred to as contaminants.
Control	A check, limit, restraint or any action or activity taken to eliminate potential hazards or reduce them to an acceptable level.
Cook chill	A process whereby perishable foods undergo a heating or pasteurisation process in a controlled environment and are then rapidly chilled to 3°C within a 90 minute time period. Following chilling, these foods have a shelf life of more than 5 days and need to be kept at 3°C or below to maintain the safety of the food. Short shelf life cook chill (5-10 days), Extended shelf life cook chill (more than 10 days).
Cook fresh	A process whereby perishable foods undergo a heating or pasteurisation process to destroy micro-organisms. Foods are then served (more or less) straight away.

Cool	The process undertaken to reduce the internal temperature of a food, i.e. by placing food in a cool room/refrigerator after the cooking process.
Corrective action	The action to be taken when monitoring indicates that a control is not being met.
Cross contamination	Is the transfer of a contaminant from one food, surface or utensil to another.
Date code	A data code is either a use-by or best before date found on a packaged product.
Delivery	The process of transporting food.
Detergent	Agent/chemical used to assist in the removal of food particles, grease and dirt from surfaces such as cutlery and crockery.
Dry goods	Food ingredients which can be stored at room temperature (not chilled or frozen) without being a risk to food safety, eg. flour, sugar, rice, jars and bottles of sauce, canned fruit and raw vegetables.
Dry storage	Storing dry goods at room temperature.
Equipment	A machine, instrument, apparatus, utensil or appliance (other than a single-use item) used in connection with food handling. It includes any equipment used to clean food premises or equipment.
Food allergies	An unusual sensitivity to the consumption of particular foods which can be potentially life-threatening for some individuals.
Foodborne illness	Sickness resulting from the consumption of food or water contaminated with micro-organisms, chemicals or natural poisons.
Foodborne pathogen	An organism capable of causing foodborne illness.
Food handler	A person who is directly engaged in the handling of food or who handles surfaces likely to come into contact with food.
Food recall	An action taken to remove from sale, distribution and consumption, foods that pose a safety hazard to consumers.
Food Safety Program	A documented system that identifies the hazards to food within a business and describes the actions that need to be taken by the business to control and manage these hazards, including monitoring the controls and what actions are to be undertaken when things go wrong. Maintaining records that demonstrate the effectiveness of the Food Safety Program is a key element.
Food Safety Program Tool	A step-by-step guide to help you develop a Food Safety Program for your business.
Food Safety Standards	The National Food Safety Standards are the legislative requirements for all food businesses in Australia and form Chapter 3 of the *Food Standards Australia and New Zealand (FSANZ) Food Standards Code*. See the Food Standards Australia New Zealand website for further information, www.foodstandards.gov.au.
Food Standards Code	The *Food Standards Australia and New Zealand (FSANZ) Food Standards Code* is the principal piece of legislation regulating food in Australia. See above for further information.
Food transport vehicle	A vehicle used to transport food.
Freeze	Preserve food by making it solid or until (frozen) solid by refrigerating below freezing point or using specific freezing equipment.
Frozen products	Foods made solid by refrigeration below freezing point.

Frozen storage	Controlled storage conditions that will maintain products frozen until required for use.
FSANZ	Food Standards Australia New Zealand (FSANZ) is the Australian Government authority responsible for developing food standards, including those relating to food safety and Food Safety Programs. The food standards are contained within the document, the *Food Standards Code* and those covering food safety are contained within Chapter 3 of this Code. (Formerly known as ANZFA – Australia New Zealand Food Authority.). www.foodstandards.gov.au.
Handling of food	Making, manufacturing, producing, collecting, extracting, processing, storing, transporting, delivering, preparing, treating, preserving, packing, cooking, thawing, serving or displaying of food.
Hazard Analysis Critical Control Point (HACCP)	Hazard Analysis Critical Control Point is a hazard management system that can be applied to food and is the basis for Food Safety Programs. The principles underpinning the HACCP approach include the identification of hazards; critical control points and critical limits; establishing monitoring, corrective action and verification processes; and developing a record system to demonstrate compliance.
Hazards	A substance or foreign agent that has the potential to cause food to be unsafe, i.e. it can cause illness or injury. Hazards are classified as biological (living organisms like parasites, bacteria and viruses), chemical (cleaning agents, pesticides, fertilisers, veterinary chemicals and natural toxins found in some products such as, green potatoes, fungi, poisonous fish and shellfish) and physical (dirt and materials like metal, wood and plastic).
Hold	Keep or reserve; keep in a specified condition.
Hospital	Establishment that provides at least minimal medical, surgical or obstetric services for inpatient treatment or care, and which provides round-the-clock comprehensive qualified nursing services as well as other necessary professional services.
Hot hold	Keep food at, or above, 60°C using appropriate equipment such as hot lamps and bain-maries.
Lot identification	Information which indicates, in a clearly identifiable form, the premises where the food was packed or prepared and the lot of the food in question.
Safety Data Sheet (SDS)	A document which contains important information about a hazardous substance, including a hazardous substance's product name, the chemical name of ingredients, the chemical and physical properties of the substance, health hazard information, precautions for safe use and handling, and the manufacturer's or importer's name, address and telephone number.
Micro-organism	Organism not visible to the unaided eye, for example, bacteria, viruses, some fungi and parasites.
Monitoring	Checking, observing or supervising in order to maintain control.
NATA	National Association of Testing Authorities
Nursing home	See **Aged Care Home**.
Ordering	A direction or instruction to buy, sell or supply food.
Pest control	Measures taken to eradicate and prevent the entry and harbourage of pests in a food premise.
Pests	Birds, rodents, insects and arachnids.

Pest management technician	An individual who holds a licence to undertake a pest control activity.
Post-processing	The process of holding (hot, cold or frozen) prepared meals and then undertaking thawing and reheating steps to prepare these meals for plating and/or assembling prior to delivery to a consumer.
Potable water	Water that is acceptable for human consumption.
Potentially hazardous foods	Any food that has to be kept under temperature controlled conditions (generally below 5°C or above 60°C) so as to minimise the growth of micro-organisms or the formation of toxins in the food. Generally, potentially hazardous foods include dairy products, ready-to-eat prepared fruit and vegetables, sprouts, cooked grain products, meats, poultry, fish and shellfish, and any food made up using these foods.
Preferred food supplier	A person or company who provides food ingredients, prepared foods or ready-to-eat foods to your business in accordance with your specifications or agreement letter. A preferred food supplier must be able to comply with the requirements under the *FSANZ Food Standards Code*.
Preparation	The process of making food ready for human consumption.
Process	In relation to food, means any activity conducted to prepare food for sale, including cooking, heating, cooling, freezing, thawing, washing, storing, packing, assembling, transporting and delivering. These are often referred to as process steps.
Procedure	Established method for staff to follow which ensures food and food processes remain safe.
Proprietor	A proprietor of a food business means the person carrying on the food business or if that person cannot be identified, the person in charge of the food business.
Purchase	To buy products (including the physical purchase of products) for a monetary fee.
Raw materials	Food in its original state before it is changed or processed.
Ready-to-eat food	Food that is consumed in the same state as that in which it is sold and will not undergo further processing.
Receipt	Action of receiving or taking possession of food ordered through a supplier.
Record	A documented account of observations and/or actions undertaken to meet the requirements of a Food Safety Program.
Refrigerated storage	The storage of potentially hazardous food at a temperature between 0°C and 5°C.
Reheat	This refers to the heating of food that has previously been cooked and cooled. Food should be reheated once only.
Residential Aged Care Service	A building or group of buildings that comprise an aged care service, including associated external areas (commonly known as Aged Care Home, Hostel, Nursing Home or Aged Care Facility).
Residential care	Personal and/or aged care that is provided to a person in a residential setting that includes appropriate staffing, meals, cleaning services, furnishings and equipment.
Review	The process of examining the performance of the Food Safety Program based on records and other information and making necessary changes to further improve the program.

Sanitise	To apply heat or chemicals, or other processes to a surface so that the number of micro-organisms on the surface is reduced to a level that does not compromise the safety of food with which it may come into contact, and does not permit the transmission of infectious disease. This is generally achieved through the use of hot water (above 77°C for 30 seconds) or through the use of chemical sanitisers (eg. chlorine-based compounds).
Single-use item	An instrument, apparatus, utensil or other item to be used only once in connection with food handling.
Stock rotation	A systematic way of storing food so that the most recent stock is stored behind existing stock, ensuring that existing stock is used first.
Support programs	Support programs provide additional information to help control hazards across all areas of the Food Safety Program. These include pest control, maintenance, good personal hygiene, cleaning and sanitising, etc.
Temperature control	Maintaining food at a temperature of 5°C or below, or 60°C or above. This will minimise the growth of infectious or toxigenic micro-organisms in the food to ensure that the microbiological safety of the food will not be adversely affected for the time the food is at that temperature. A food operation may maintain food at a different temperature to the above if they can demonstrate that the maintenance of the food at this temperature, for the period of time for which it will be so maintained, will not adversely affect the microbiological safety of the food.
Temperature danger zone	Temperatures which support the growth of foodborne bacteria i.e. between 5°C – 60°C.
Thawing	The act of passing food from a frozen state to a liquid or unfrozen state.
Toxins	Toxins are poisonous substances formed by some micro-organisms. Some toxins may not be destroyed by cooking.
Training	The act or process of teaching or learning a skill.
Transport	To take or carry goods from one location to another.
Use-by date	The last date on which the food may be consumed safely, provided that it has been stored in accordance with any stated storage conditions. After this date, the food should not be consumed because of health and safety reasons. Food cannot be sold after this date as the food may no longer be safe.
Vulnerable person	A person who is in care in a facility listed in the Schedule (*Standard 3.3.1 Food Safety Programs for Food Service to Vulnerable Persons*) or a client of a delivered meals organisation.

6. Contacts and resources for food safety information

The following is a list of contacts for obtaining food safety information and resources/equipment. It has been compiled from a range of sources. No representation is made or warranty given as to the suitability of any of the material for any particular purpose or to the professional qualifications of any person or company.

Food safety equipment

You can buy thermometers and other equipment from companies that supply electronic testing equipment or catering equipment. These companies are listed under '*Thermometers*' or '*Catering Suppliers*' in the Yellow Pages.

Pest control

These companies are listed under '*Pest Control*' in the Yellow Pages.

Maintenance

These companies are listed under '*Refrigeration – Commercial and Industrial – Retail and Service*' and '*Dishwashing Machines – Service*' in the Yellow Pages.

Food safety resources

'*Agents of foodborne illness – Listeria*' – FSANZ

'*All about Allergens Resource Hub*' website – National Allergy Council

'*All about Allergens – Food Allergen Training*' – National Allergy Council

'*Compendium of Microbiological Criteria for Food*' – FSANZ, March 2022

'*Do you cook and bring food to an elderly relative or friend in an aged care facility?*' - Food Safety Information Council.

'*Food allergen cards*' – Allergy & Anaphylaxis Australia

'*Food allergens*' – NT government webpage

'*Food Industry – Food Recall Protocol – Guidance on recalling food in Australia and writing a food recall plan*' – *FSANZ, May 2023*.

'*Food Safety Programs for Food Service to Vulnerable Populations - Final Assessment Report Proposal P288'*, FANZA, August 2006.

Food Safety Standards: Chapter 3 of the *Australia New Zealand Food Standards Code* – FSANZ

'*Food Standards Code - Schedule 9 (S9-3) – Mandatory declarations (Allergens)*' - FSANZ

'*Guide to Standard 3.2.1 – Food Safety Programs*' – FSANZ, June 2007

'*Guide to Standard 3.2.2A – Food Safety Management Tools*' – FSANZ, February 2023

'*Guide to Standard 3.3.1 – Food Safety Programs for Food Service to Vulnerable Persons*' – FSANZ, February 2008

'*InfoBites factsheets'* – FSANZ

'*Listeria and food – advice for people at risk*' brochure – FSANZ

'*Listeria and food – advice for people at risk'* webpage - FSANZ

'*Listeria in food*' webpage – FSANZ

'*NT Fit-out of food premises guidelines*' – NT Health, 30 November 2023

'*NT Food Act*'

'*NT Food recalls*' webpage – NT Health

'*NT Food Safety Programs*' webpage – NT Health

'*NT Private water supplies: food or accommodation businesses*' webpage – NT Health

'*NT Skills and knowledge for food workers webpage*' – NT Health

Safe Food Australia – this book details the intent behind every requirement in the Food Safety Standards – FSANZ 4th Edition, February 2023

Food safety organisations

Australian Institute of Food Science and Technology - www.aifst.asn.au

Environmental Health Australia – www.eh.org.au

Food Legal – www.foodlegal.com.au/

Food Safety Information Council - www.foodsafety.asn.au

International Association for Food Protection - www.foodprotection.org