Food Safety Program Template

(insert business name)

Version: (insert version number)

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# Business details

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

|  |  |
| --- | --- |
| Business details | |
| **Name of the business** |  |
| **Address and Phone Number of the business** |  |
| **Name, Address and Phone Number of the owner** |  |
| **Name of Manager** |  |
| **Name of Supervisor or other relevant position (if applicable)** |  |
| **Name of Food Safety Supervisor (FSS)** |  |
| **Qualification of FSS** |  |
| **FSS Qualification due for renewal (every 5 years)** |  |
| **Number of food handlers employed *(including full time, part time and volunteers)*** |  |
| **Nature of Operation *(cook fresh, cook-chill, reheat, receipt or delivery of meals, morning and afternoon tea, lunch, tea, etc)*** |  |
| **Number of beds / places** |  |
| **Date of Program Implementation** |  |
| **Date of Program Review** |  |
| **Endorsement of FSP** |  |

## 

# Food service roles and responsibilities

There are a number of tasks and responsibilities that have been assigned to various staff positions within the food business. These positions are described below.

## Provider/Manager

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

## Food Safety Supervisor

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

* have skills and knowledge in food safety and hygiene matters;
* hold a Food Safety Supervisor certification issued in the preceding 5 years;
* 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 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, family & friends, childcare workers, kitchen staff, food preparation staff, cooks, volunteers and people who clean eating and drinking utensils.

*(insert additional food service roles and responsibilities relevant to your business if identified)*

# Food safety team

The food safety team is an internal group of staff that have knowledge and skills in food safety and are responsible for developing, implementing, reviewing and managing the food safety program. The food safety team is responsible to ensure the food safety program effectively manages all food safety risks in the business. The food safety team should represent all food service roles and responsibilities listed in section 2 above. This can include management, chef or cook, food handler, cleaning, nursing and/or child care staff. A team leader needs to be nominated.

The food safety team is:

|  |  |  |
| --- | --- | --- |
| Date onto team | Role in Food Safety Team | Names and position |
|  |  |  |
|  |  |  |
|  |  |  |

# Food handling steps table

The information below details the food handling steps that we undertake in the food business:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 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 |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 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 |  |  |  |  |  |  |  |  |  |  |

# Flow charts

*(Using the example flow charts in section 3.5 of the Food Safety Program Tool, design your own flow charts relevant to your business. \*Note: Flow charts can be copy and pasted from the Tool and edited as required. This text indicated in red can be deleted once flow chart is inserted here)*

# Hazard analysis

*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.*

## 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*](https://www.foodstandards.gov.au/sites/default/files/consumer/safety/listeria/Documents/listeria-1.pdf)*[[1]](#footnote-2)* 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) *(Delete this paragraph if your business is a child care)*

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 75oC). *(Delete this paragraph if your business is aged care or a hospital)*

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*](https://nt.gov.au/industry/hospitality/accommodation-and-food-businesses/private-water-supplies-businesses)*[[2]](#footnote-3)‘* – webpage – NT Health

*(insert additional biological hazards relevant to your business if identified)*

## 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.

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.

*(insert additional chemical hazards relevant to your business if identified)*

## 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*](#_Health_and_hygiene_1) 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*](#_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.

*(insert additional physical hazards relevant to your business if identified)*

## 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)*](https://www.legislation.gov.au/F2015L00479/latest/text)*[[3]](#footnote-4)*. 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*](https://foodallergytraining.org.au/)’ which has industry specific courses including for child care and hospitals.

Food Allergy Training also has a handy ‘[*resources webpage*](https://foodallergytraining.org.au/resources/)’ which includes industry specific templates, posters and other resources.

*(insert additional relevant allergen information relevant to your business if identified)*

## Cook chill *(delete this section altogether if cook chill is not undertaken in your business)*

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 3oC within 90 minutes), heat treatment (90oC for 10 minutes) for ESL, lower storage temperatures (<3oC) 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).

*(insert your step-by-step cook chill process including validation program)*

# Food handling step (insert number): (insert name of food handling step)

*(Copy and modify the relevant charts for each food handling step identified in section 4. Base the content off the examples in the Food Safety Program Tool and add your own specific information and remove anything that is not relevant. This text indicated in red can be deleted once completed.)*

|  |  |  |  |
| --- | --- | --- | --- |
| 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* |
|  |  | *.* |  |
|  |  |
|  |  |

# Food safety support programs

In addition to the specific controls described in [*Section 7 - Food handling step charts*](#_Food_handling_step_1), a number of general controls are provided in the following Support Programs.

*(Review information in this section and amend as required. This text can be deleted once completed.)*

## 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*](#_Record_2_–_1). Once you have approved the supplier, a record of Preferred Food Suppliers can be set up. See [*Record 1 – Preferred Food Suppliers List*](#_Record_1_–).

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*](#_Record_16_–). If improvements are not made, you should consider no longer using this supplier.

*(insert additional food supplier information relevant to your business if identified)*

## 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*](https://www.foodstandards.gov.au/sites/default/files/publications/SiteAssets/Pages/safefoodaustralia3rd16/Standard%203.2.2%20Food%20Safety%20Practices%20and%20General%20Requirements.pdf)*[[4]](#footnote-5)*. You may wish to make copies of this information guide to use in food handler training.

### 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

* 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*](#_Record_13_–);
* 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*](#_Record_12_–).

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.

*(insert additional health and hygiene information relevant to your business if identified)*

## 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.

*(insert additional waste disposal information relevant to your business if identified)*

## 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.

### Cleaning and sanitising steps

|  |  |  |
| --- | --- | --- |
| Step | Process | Cleaning Equipment |
| 1. Pre-clean | Scraping, rinsing, wiping, sweeping or soaking. | Cloth, broom, brush, water |
| 1. Main clean | Washing in hot water and detergent. | Scourer, cloth, brush, mop, sponge, hot water and detergent |
| 1. 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, chemicalsanitiser, cloth |
| 1. 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 |

### 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 77oC 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.

### Preparing your cleaning schedule

A cleaning schedule is a way of making sure that food premises and equipment have been cleaned satisfactorily. These have been developed; see [*Record 8 – Cleaning schedules*](#_Record_8_–).

See also [*Record 9 - Cleaning and sanitising check list*](#_Record_9_–). This check list is used to record the items to be cleaned, the food handler responsible for the cleaning task(s) and the time frame 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.

*(insert additional cleaning and sanitising information relevant to your business if identified)*

## 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*](#_Record_12_–) 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*](#_Record_12_–). 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.

*(insert additional pest control information relevant to your business if identified)*

## 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.

### Preventative maintenance schedule

|  |  |  |
| --- | --- | --- |
| Area/Equipment | Frequency of maintenance | Service provide name, address and contact details |
|  |  |  |
|  |  |  |

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*](#_Record_10_–).

## 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 +/- 1oC. 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 +/- 1oC. Please refer to the suppliers’ thermometer specifications.

### 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.

### 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.

### 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*](#_Record_11_–).

*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*](#_Record_11_–).
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*](#_Record_11_–).
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.

*(insert additional thermometer information relevant to your business if identified)*

## 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*](https://nt.gov.au/industry/hospitality/accommodation-and-food-businesses/food-safety-and-regulations/food-handler-hygiene/skills-and-knowledge-for-food-workers)*[[5]](#footnote-6)*’ – NT Health

### 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*](https://training.gov.au/Training/Details/SITSS00069)[[6]](#footnote-7) (units SITXFSA005 & SITXFSA006); or
* HLTSS00061 [*Food Safety Supervision Skill Set – for Community Services and Health Industries*](https://training.gov.au/Training/Details/HLTSS00061)[[7]](#footnote-8) (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 may be worth the facility manager completing a FSS course to ensure there is always someone reasonably available to advise on food safety.

### 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*](https://nt.gov.au/industry/hospitality/accommodation-and-food-businesses/food-safety-and-regulations/food-handler-hygiene/skills-and-knowledge-for-food-workers)*[[8]](#footnote-9)*’ – 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)*](#_Health_and_hygiene) 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*](#_Contacts_and_resources) 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*](#_Record_14_–). This must be kept up-to-date.
* 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.

### Food handler training schedule

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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 |  |
| Sue Jones | Kitchen Assistant | ‘I’m Alert’ online training | 2 hours |  |
| Kate Hill | Personal Care Assistant | ‘Do Food Safely’ online training |  |  |

*(insert additional food handler training information relevant to your business if identified)*

## 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*](https://nt.gov.au/industry/hospitality/accommodation-and-food-businesses/food-safety-and-regulations/food-contamination/food-recalls)*[[9]](#footnote-10)*’ 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*](https://www.foodstandards.gov.au/sites/default/files/2023-10/Food%20Industry%20Food%20Recall%20Protocol%20May%202023%20edition.pdf)*[[10]](#footnote-11)*.

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.

**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*](#_Record_15_–).

**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*](#_Record_15_–).

*(insert additional food recall information relevant to your business if identified)*

## 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](#_Biological_Hazards) 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?*](https://foodsafety.asn.au/wp-content/uploads/2016/05/Aged-Care-food-safety-tips-brochure_crop-copy.pdf)*[[11]](#footnote-12)*

*(insert additional information about bringing in food by visitors, relevant to your business if identified)*

## 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.

*(insert additional picnic, BBQ and cooking class information relevant to your business if identified)*

# Auditing of food safety programs

## 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.

*(Delete table if not applicable)*

|  |  |
| --- | --- |
| Food safety auditing information | |
| Auditing frequency |  |
| Date of last audit completed |  |
| Auditor’s name |  |
| Auditor’s contact details |  |

## 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*](#_Record_17_–). 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.

**The manager’s internal check list is to be undertaken by (insert name)**

**Next check list will be done on (insert date)**

# 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.

**The review will be undertaken by (insert name)**

**Next review will be on (insert date)**

# 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*](#_Record_2_–) and that you update [*Record 1 – Preferred food suppliers list*](#_Record_1_–)*.*

If there are any problems or concerns with food suppliers, record details of conversations on [*Record 16 – Corrective actions form*](#_Record_16_–), 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 3oC 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 60oC to 21oC within two hours, and then from 21oC to 5oC 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 |
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### 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. 5oC 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 5oC, or above 60°C.
* Frozen food must be delivered frozen hard (not partially thawed).
* If food is transported between 5oC 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

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Date | Time | Supplier Name | Product | Temp PHF 5oC or less, or 60oC + Cook chill 3oC or less | Frozen rock hard | Visual check | Vehicle check | Completed by |
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| (✓) = 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)

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| Corrective actions |
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### Record 4 – Temperature control log

**Month/Year:**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Date | Time  AM | Cool room 5oC or less | Fridge 5oC or less | Freezer -15oC or less (guide only) | Completed by | Time  PM | Cool room 5oC or less | Fridge 5oC or less | Freezer -15oC or less (guide only) | Completed by |
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**Note:** as a guide, temperatures must be logged twice per day.

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| Corrective actions |
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### Record 5 – Cooked food temperature log

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Date | Time | Responsible person | Description of cooked food | Temp  75oC or greater | Vitamised temp 60oC or greater | Reheated temp  75oC or greater | Time | First or last meal in bain-marie 60oC or greater | Completed by |
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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

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| Corrective actions |
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### Record 6 – Temperature monitoring of cook chill foods

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Date | List of food items to be cooked | Time food cooked | Temp cooked food  (75oC and greater) | Completed by | Time into blast chiller | Completed by | Time out of blast chiller | Final chilled temp  (3oC or less) | Completed by |
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**Note:** It is generally accepted that the Temperature of food must chill to 3oC 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.

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| Corrective actions |
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### Record 7 – Temperature cooling log

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Date | Responsible person | Food description | Time | Finished cooking temp  75oC and greater | Time food put into cool room | Temp  oC | Time two hours later | Temp oC two hours later | Time four hours later | Temp oC four hours later | Completed by |
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**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.**

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| Corrective actions |
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### Record 8 – Cleaning schedules

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| --- | --- | --- | --- |
| Equipment/  Area | Person Responsible | Method | Product and equipment used |
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### 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.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Item | Responsible person | How often | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday | Checked by |
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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.

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| Corrective actions |
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### Record 10 – Equipment maintenance log

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Date | Area/Equipment checked | Completed by | Result  (Repair or service required?) | Corrective action | Signature and date |
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**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 0oC  (+/-1oC) | Boiling water 100oC  (+/-1oC) | Satisfactory/  Unsatisfactory | Corrective action or comments | Completed by |
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**Note:** All thermometers must be tested (except permanent ones) and they must be accurate to at least +/- 1°C.

### Record 12 – Pest control log

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| --- | --- | --- | --- | --- | --- |
| Date | Area checked | Completed by | Results (pests found) | Corrective action | Signature and date |
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**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 |
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**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

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| --- | --- | --- | --- | --- | --- | --- | --- |
| 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 |
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### Record 15 – Food recall form

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| --- | --- | --- | --- | --- | --- | --- | --- |
| Supplier/manufacturer/DMO details | Reason for recall | Product name | Batch no. | Use-by date | No. of units in stock | Corrective action | Completed by |
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### Record 16 – Corrective actions form

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| --- | --- | --- | --- | --- |
| Date | Problems/issues/concerns | Corrective actions taken | Signature of person taking corrective actions | Supervisor or managers signature |
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### Record 17 – Managers internal check list

**Date of review:**

**Performed by:**

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| --- | --- | --- | --- |
| 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 75oC 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 60oC 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 60oC? |  |  |  |
| **13. Vitamising**   * Are staff vitamising within one hour? * Are staff checking for cleanliness and maintenance before use? * Is the temperature of food at least 60oC? |  |  |  |
| **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 60oC? * 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 60oC? |  |  |  |
| **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:**

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| Program Component  (To be checked by Manager, FSS, etc) | ✓ | X | Observations/corrective action(s) |
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### Record 18 – Food safety program review

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| 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:**

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| --- | --- | --- | --- |
| Program Component  (To be checked by Manager, FSS, etc) | ✓ | X | Observations/corrective action(s) |
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1. <https://www.foodstandards.gov.au/sites/default/files/consumer/safety/listeria/Documents/listeria-1.pdf> [↑](#footnote-ref-2)
2. <https://nt.gov.au/industry/hospitality/accommodation-and-food-businesses/private-water-supplies-businesses> [↑](#footnote-ref-3)
3. <https://www.legislation.gov.au/F2015L00479/latest/text> [↑](#footnote-ref-4)
4. <https://www.foodstandards.gov.au/sites/default/files/publications/SiteAssets/Pages/safefoodaustralia3rd16/Standard%203.2.2%20Food%20Safety%20Practices%20and%20General%20Requirements.pdf> [↑](#footnote-ref-5)
5. <https://nt.gov.au/industry/hospitality/accommodation-and-food-businesses/food-safety-and-regulations/food-handler-hygiene/skills-and-knowledge-for-food-workers> [↑](#footnote-ref-6)
6. <https://training.gov.au/Training/Details/SITSS00069> [↑](#footnote-ref-7)
7. <https://training.gov.au/Training/Details/HLTSS00061> [↑](#footnote-ref-8)
8. <https://nt.gov.au/industry/hospitality/accommodation-and-food-businesses/food-safety-and-regulations/food-handler-hygiene/skills-and-knowledge-for-food-workers> [↑](#footnote-ref-9)
9. <https://nt.gov.au/industry/hospitality/accommodation-and-food-businesses/food-safety-and-regulations/food-contamination/food-recalls> [↑](#footnote-ref-10)
10. <https://www.foodstandards.gov.au/sites/default/files/2023-10/Food%20Industry%20Food%20Recall%20Protocol%20May%202023%20edition.pdf> [↑](#footnote-ref-11)
11. <https://foodsafety.asn.au/wp-content/uploads/2016/05/Aged-Care-food-safety-tips-brochure_crop-copy.pdf> [↑](#footnote-ref-12)