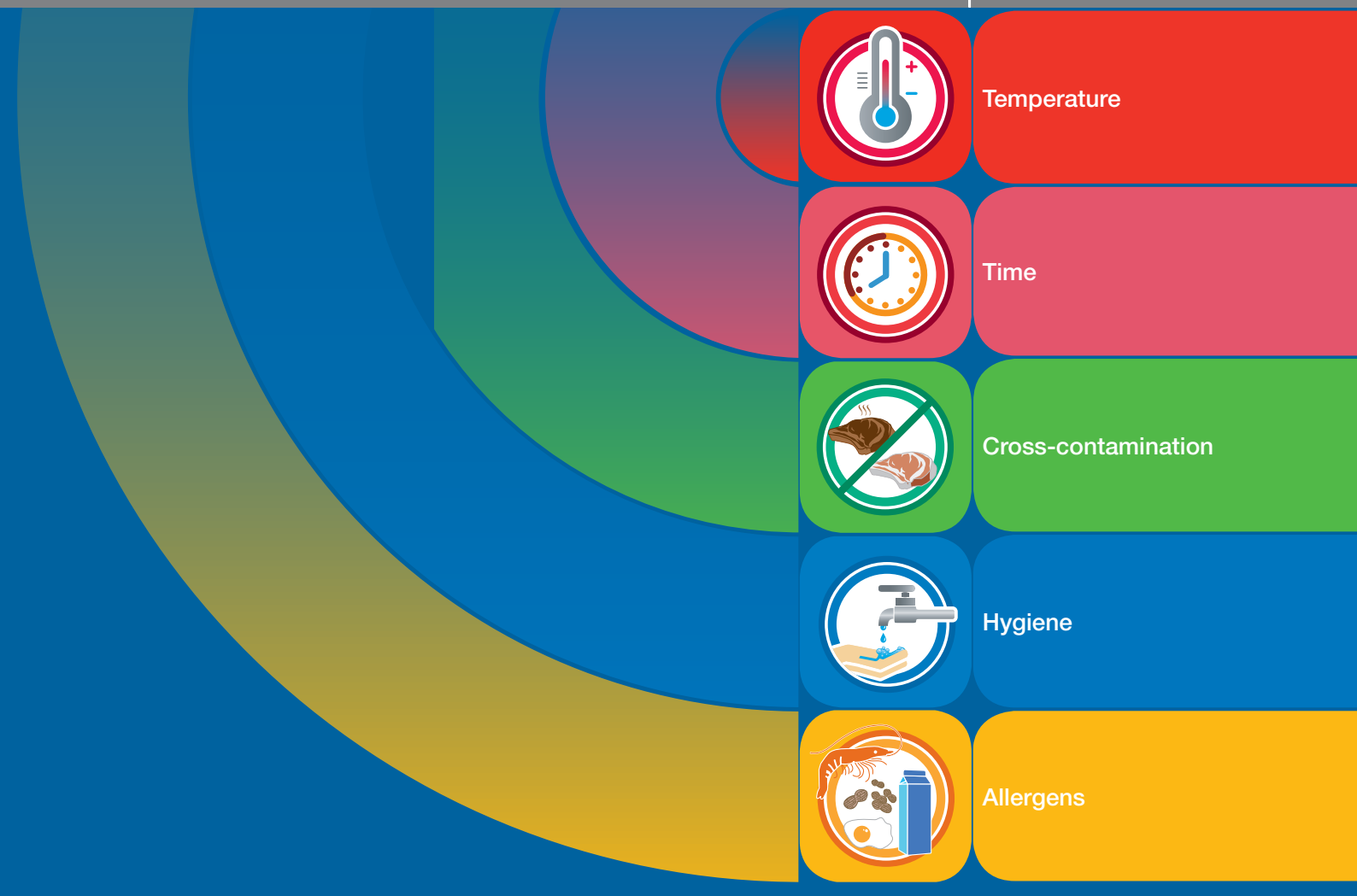
Department of Health

health

Food safety program template

for class 2 retail and food service businesses, no. 1, version 3



State Government Victoria

Food safety program template

for class 2 retail and food service businesses, no. 1, version 3

If you would like to receive this publication in an accessible format please phone 1300 364 352 using the National Relay Service 13 36 77 if required, or email: foodsafety@health.vic.gov.au
This document is available as a PDF on the internet at: www.health.vic.gov.au/foodsafety

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How to use the food safety program template

Why do I need this template?

As a food business owner, you are legally required to sell safe food. The legislation governing the sale of safe food is the *Food Act 1984*, which incorporates the *Australia and New Zealand Food Standards Code*.

A food safety program is a written plan that describes how you will manage food safety in your business. It is a legal requirement for class 2 food premises.

Your food safety program documents how you will identify and control hazards in the production, preparation and handling of food as described in the Hazard Analysis and Critical Control Point (HACCP) system. This program also specifies the records that your business must maintain to demonstrate the implementation of the program and actions taken to keep food safe.

The food safety program will help you to:

- identify when food can become unsafe
- take steps to avoid food becoming unsafe
- follow practices in your business to keep food safe
- use records to monitor food safety and to demonstrate that your business routinely follows these practices
- ensure staff have the knowledge and skills to handle food safely.

As you work through this template you will create your own food safety program for your business.

Using the program, following the advice in it, and keeping the required records will help to ensure that the food you sell is safe for your customers to eat. Before renewing your registration each year, council needs to be assured that you are complying with the law so that your business can continue to operate. Your food safety program will show your council how you are complying with the law.

Updates

This template is one of a number of food safety program templates registered with the Department of Health.

Before using it, check with the department that the version you are reading is still current.

Scope – who can use this template?

This food safety program template is for the following food businesses. If you wish to use it, all of the following must apply to you:

1. Your food business is a **retail** or **food service business**. This includes a premises at which you sell food to the public or prepare food for sale that is ready for immediate consumption. This includes cafés, restaurants, bakeries or catering kitchens.
2. Your registering council has classified the place that you are operating the business from as a **class 2 food premises** under the Food Act.
3. This place might be:
    - a building that you operate from regularly, such as a shop or café
    - a building that you use occasionally, such as a hall or kitchen for hire
    - a food van, vehicle or trailer (a mobile food premises)
    - a portable stall, tent or marquee that you set up at different locations.

This template can be used if you operate retail or food service activities from a variety of sites. You can use this template for all of these class 2 premises. For example, if you:

- part prepare food at a premises, such as a café, and reheat and serve that food at another premises, such as a portable stall, tent, marquee or van, or
- are a caterer who part prepares food at your main kitchen and serves it off-site at a variety of locations.

To check whether your activity is class 2, contact your council for advice or go to <www.health.vic.gov.au/foodsafety>, look under *Food business information* and follow the links about classification.

This template applies, as set out above, to for-profit businesses, and also to **community groups that sell food**. However, if you are a community group, and you sell food **only** from a –

- stall
- vehicle
- building (such as a hall or other location) that you use occasionally –

you may prefer to use a shorter template developed especially for community groups. To access this go to <www.health.vic.gov.au/foodsafety/home/community>.

This template **must never** be used for a food vending machine as it is not designed for this purpose. Go to <www.health.vic.gov.au/foodsafety> to find out what types of programs can be used for these machines.

This template is especially suited to small or medium scale activities. If you are not sure whether this template is suitable for your business (for example, large scale commercial catering, or complex manufacturing) or your food handling activities are different to those outlined in this template, you might need to consider getting an independent food safety program tailored for your business. If you do, the program will need to be audited by an approved auditor. Alternatively, check the department's food safety website to see if there are other registered food safety program templates that may be suitable for your business – go to <www.health.vic.gov.au/foodsafety>. You can also discuss your options with your registering council.

Where can I get more help?

Several organisations can assist you:

- Speak with an environmental health officer from your local council.
- Call the Food Safety Help Line: 1300 364 352.
- Visit the Food Safety website <www.health.vic.gov.au/foodsafety>.
- Visit *dofoodsafely* – the department's free, online learning program recommended for food handlers. It covers basic knowledge of food safety and develops food-handling skills – see <http://dofoodsafely.health.vic.gov.au>.
- *Business Victoria* can assist you with information about setting up a business in Victoria. Call 13 22 15 or visit the website <www.business.vic.gov.au>.

This document has been translated into a number of languages – see <www.health.vic.gov.au/foodsafety>. For further assistance, contact your local council for help accessing interpreter services.

How do I prepare and use a food safety program?

You must keep a copy of your food safety program at your business.

Keep it in the folder provided. (If your copy did not come in a folder, obtain a suitable one for it). As you work through the following steps make sure the pages you need are in the folder.

1 Identify which of the food safety practices in this template your business needs to use

Food safety practices refer to **specific food handling controls** related to food handling and preparation in your business. These include things such as the **receipt**, **storage**, **processing**, **display**, **packaging** and **transportation** of food.

By answering all the questions on page 10–11 (*What practices must I use in my business?*) you will know which sections of this template need to be included in your food safety program.

- Keep the sections that apply to your business together in your folder. Remove unused sections and keep them in the back of your folder in case you change your food products or processes in future.
- If you indicate **Yes** next to the *Supplementary practices* on page 11, you will need to select these from the *Food safety program template supplementary practices section* of the template and add them to the *Practices* section of your folder.
- Read all the information that you now have in your *Practices* section. If you are unsure of any practices check them before you complete this section (page 13).
- Keep the completed program on-site. Follow all of the parts of the program that apply to your business.
- Identify the records you will need to keep as you read each section.

2 Adopt support programs

As well as paying attention to the practices specific to food handling and preparation in your business there are some practices that support food safety. These are called *Support programs* and include things such as cleaning and sanitising, time and temperature controls, pest control, food recalls and waste disposal.

Support programs are an essential part of your food safety program and must be followed by **all** food businesses.

- Read the *Support programs* (pages 45–70). Make sure everyone in your business understands them.
- Keep these in your folder so you can easily refer to them when the need arises (for example, when training new staff).
- **You must keep records** for *Support program 5 Thermometers and equipment.*

3 Compile records

- As you carried out steps 1 and 2 you will have identified the records you must keep under the program.
- Refer to the *Food safety program template records* section in this folder or at <www.health.vic.gov.au/foodsafety> to choose or design the records you will use.
- Make copies of these records and complete them as required.
- Keep your completed records at your business to prove that you are processing and handling food correctly. These records must be kept for two years. They should be available for review by your food safety supervisor or on the request of a council environmental health officer.
- The records required in this program are the minimum that you **must** keep.

- If it will assist you to monitor your premises, you also have the option of conducting other checks or keeping any other records based on the food handling that you conduct. For example, it may help you demonstrate the corrective action you took to fix any problems that have arisen. Some documents can also be handy for day-to-day use, such as a cleaning list or diary. It is your choice as to whether to keep extra records.

4 Review

- When you have completed your food safety program and are putting it into practice at your business, remember to review and update it if your activities change.
- Check your practices and records regularly to identify any problems with equipment or staff knowledge of food practices. If you identify any issues, take corrective action.
- If you change your food products or processes, make sure to update your food safety program with the relevant sections from this *Template*, including the related *Records*. Review your menu or practices at least once a year to make sure any changes are picked up and your food safety program is current.
- You are also required to inform your council of any significant changes to your food handling processes.

5 Use the program

- The program is full of useful information about how to handle food. Use it. Don't let it get dusty on the shelf. Even if your menu and practices do not change, your staff may leave and be replaced. A refresher is a wise way to keep everyone involved in the business up to date.

How can food in my business cause illness?

Food can cause illness in the following ways:

- Harmful bacteria can multiply on food. When high-risk food is stored at the wrong temperature for too long, bacteria increase to dangerous levels. These bacteria produce toxins that cause food poisoning. Cross-contamination of food from raw high-risk foods or unhygienic handling can also cause food poisoning.
- Dangerous substances can contaminate food. This can be caused by chemicals (such as cleaning agents, detergents and pesticides) and other things that should not be in food (such as dirt, hair, glass or stones).
- Allergens are present in some foods. Some people can have a severe or even fatal allergic reaction to common foods which may be present in food as ingredients or as unintended traces.

The risk of food in your business causing illness depends on the types of food you sell and how you and others in the business store, prepare and handle food.

What are ‘high-risk’ foods?

‘High-risk food’ or ‘potentially hazardous food’ means food that contains bacteria that can cause food poisoning if correct handling practices are not observed. Examples are:

- raw or cooked meats, or foods that contain meats such as hamburgers, souvlakis, dim sims and small goods
- seafood
- custard and dairy-based desserts such as cheesecakes, custard tarts and soft serve ice cream
- cakes with fresh cream fillings
- fruit salads and fruit juices
- cooked, ready-to-eat meals such as rice, pasta, casseroles, soup or foods that contain eggs, beans or other protein-rich foods such as quiche
- eggs once cracked open for use, and foods containing raw unpasteurised egg (such as home made mayonnaise, aioli, chocolate mousse, eggnog, hollandaise and béarnaise sauces, and desserts with a custard or créme anglaise base such as tiramisu)
- fresh pasta and soy bean products
- sandwiches and rolls.

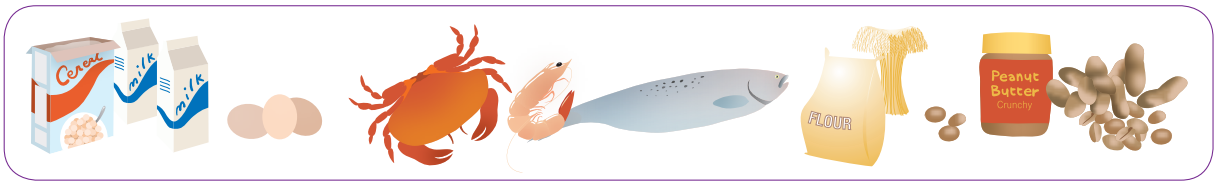
What are allergens and food intolerances?

Allergens are foods known to cause reactions in allergic people due to an immune response. These can be severe or even life threatening. Allergens in foods must be clearly communicated to customers.

As distinct to food allergies, some people experience intolerance to certain foods due to a chemical reaction. People's reactions to food intolerances are usually less severe, but eating these foods can make them unwell.

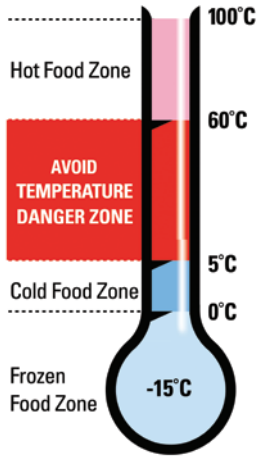
The most common causes of food allergic reactions and food intolerances are:

- cereals containing gluten and their products (that is, wheat, rye, barley, oats and spelt and their hybridised strains) – as described in the national *Food Standards Code.* Go to *Support program 1* on page 46, and *Practice 9* on page 38 for more information.
- shellfish, crustaceans and their products
- eggs and egg products
- fish and fish products
- milk and milk products
- peanuts and soybeans and their products
- added sulphites in concentrations of 10 mg/kg or more (typically in dried nuts, soft drinks and sausages)
- tree nuts and sesame seeds and their products
- any prepared foods that contain these ingredients.



How can I keep food safe in my business?

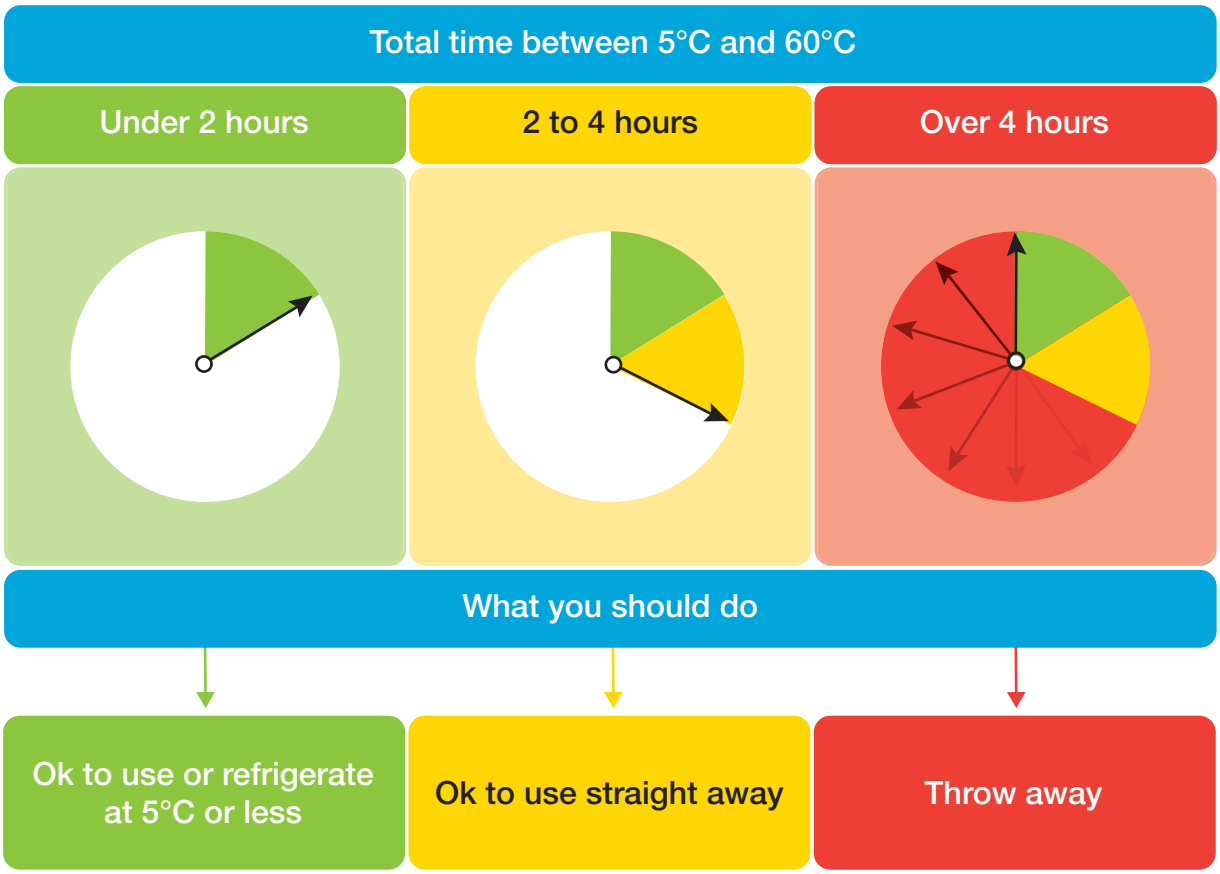
Use time and temperature control to limit bacteria growth



- Limit the time high-risk food is in the temperature danger zone of 5ºC to 60ºC.
- Return high-risk food to the refrigerator during delays.
- If high-risk food is left in the temperature danger zone of 5ºC to 60ºC for a total time of 4 hours or more, throw it out.
- When cooking, the centre or internal point of high-risk food must reach 75ºC.
- Hot food must be kept at 60ºC or hotter.
- High-risk food, if cooled, must cool from 60ºC to 21ºC in the first 2 hours and then to 5ºC or cooler in the next 4 hours.

2 hour/4 hour rule

Your business may use the 2 hour/4 hour rule for displaying high-risk food. The 2 hour/4 hour rule uses time to keep food safe when it is in the temperature danger zone of 5ºC to 60ºC.



The total time includes all the time the food has been at room temperature, for example during delivery, display, preparation and transportation.

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Avoid cross-contamination from other foods, surfaces, hands or equipment

- Keep raw food separate from cooked or ready-to-eat food.
- Use separate utensils and cutting boards when preparing raw and ready-to-eat food.

Handle and store food in hygienic conditions

- Wash hands thoroughly and regularly.
- Use clean, dry, sanitised cutting boards and equipment.
- Rinse cleaning cloths after each use and replace frequently.
- Store food away from contaminants and protected from pests.

Identify or separate foods containing allergens from other foods

- Identify allergens and label or name them in foods on your menu or display.
- Avoid cross-contaminating other foods with foods that contain allergens.
- For more information about food allergies and intolerances visit: <www.health.vic.gov.au/foodsafety> *Allergen awareness and food businesses*.

Identify or separate foods to which some people are intolerant

- Identify common foods that cause food intolerance symptoms in some people after consuming them. Label or name them in foods on your menu or display.
- Avoid cross-contaminating other foods with these foods.

Symbols used in the food safety program template

The following symbols appear in the food safety program template to remind you of specific food safety issues.

Pay attention to the temperature of high-risk food.

Pay attention to the time high-risk food spends in the temperature danger zone of 5°C to 60°C.

Pay attention to cross-contamination.

Pay attention to hygiene.

Pay attention to allergens.

What practices must I use in my business?

Tick in the table below the type of class 2 food premises for which you will use this template.

Class 2 Premises types	Yes ☑
A building you operate from regularly, such as a shop or café	☐
A building you use occasionally, such as a hall or hire kitchen	☐
A food van, vehicle or trailer	☐
A portable stall, tent, marquee or catering activity that you set up at different venues or functions	☐

Protect food from contamination and ensure the food you sell is safe by following the *Practices* on pages 13–44.

1. Work through the table below and tick which *Practices* you need to use in your food safety program. Then read about the *Practices* at the page numbers shown. This template also explains the records you **must** keep about some of these practices.
2. Do you have a class 2 van or stall or provide off-site catering as well as operating a permanent premises, such as a shop, café or restaurant? **Yes** **No** (*circle one*)

   If you answered **Yes**, complete the questions below for each premises based on your food handling activities. Copy and complete pages 10 and 11 for each premises.
3. If you only operate from one premises, answer for that premises.
4. The section of the template indicated in the table will apply to each premises at which you perform the selected food handling activity.

Food business practices	Yes ☑	Section and record	Page
Do you sell food?	☐	Support program 5: Thermometers and equipment Record 5: My probe thermometer accuracy checks	60
Do you buy or receive food or ingredients?	☐	Practices 1: Purchasing and receiving food Record: 1: My food suppliers	14
Do you store dry, cold or frozen food?	☐	Practices 2: Storage Record 2: My temperature checks of food in cold or hot storage	17
Do you prepare food and store it to be used later that day or on another day?	☐		
Do you thaw frozen food?	☐	Practices 3: Thawing frozen food	21

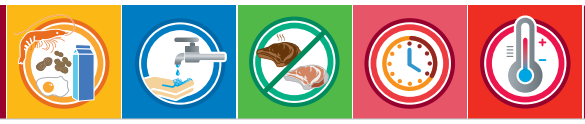
Food business practices	Yes ☑	Section and record	Page
Do you prepare food?	☐	Practices 4: Preparation	23
Do you cook food?	☐	Practices 5: Cooking food Record 3: My cooking temperature checks	26
Do you cook food, then cool it and store it to be used later that day or on another day?	☐	Practices 6: Cooling and freezing food	30
Do you reheat food that has already been cooked?	☐	Practices 7: Reheating prepared food	32
Do you serve hot or cold food?	☐	Practices 8: Serving food and displaying food Record 2: My temperature checks of food in cold or hot storage Record 4: If food is on display or available for customers to serve themselves, *and* the food is out of temperature control.	34
Do you display prepared hot or cold food?	☐		
Can customers serve themselves? (For example, in a self-serve, smorgasbord or salad bar.)	☐		
Do you transport or deliver food?	☐	Practices 9: Packaging and transporting food	38
Do you wrap or package food for customers to take away? (For example, take-away or home delivery.)	☐		
Do you provide food at festivals, street festivals, markets or food exhibitions?	☐	Practices 10: Food vans, stalls, events and off-site catering	41

Supplementary practices*	Yes ☑	Section	See
Do you use water from a source other than a water authority for drinking or food preparation?	☐	Safe water and food	Supp.A
Do you prepare or sell sushi? (For example, nori rolls and nigiri pieces.)	☐	Sushi	Supp.B
Do you prepare and sell Chinese-style chicken, roast duck or BBQ pork?	☐	Chinese-style roast meats	Supp.C

Note: See the *Food safety program template supplementary practices* section of this template.

Practices to keep food safe

1. Purchasing and receiving food
2. Storage
3. Thawing frozen food
4. Preparation
5. Cooking food
6. Cooling and freezing food
7. Reheating prepared food
8. Serving food and displaying food
9. Packaging and transporting food
10. Food vans, stalls, events and off-site catering



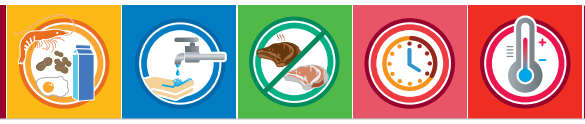
Purchasing and receiving food

Goal: Ensure that food is safe when you purchase and receive it.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Contamination of food with bacteria, chemicals or other things that should not be in food	Only buy from reliable suppliers. Write or speak to your suppliers detailing the conditions you want the food to be delivered in. Maintain a current list of your food suppliers.	Inspect all food deliveries from your suppliers. Observe whether the driver and the truck are clean and check that the vehicle is not carrying animals or chemicals in the same area as the food.	Reject suppliers that don't provide food the way you want it. Reject deliveries if the inside of the delivery vehicle is dirty, has animals on board or is carrying chemicals with food.
	Make sure food is protected by proper packaging and/or containers. Transfer all deliveries into a suitable storage area as soon as possible.	Examine the packaging to see if it is damaged. Make sure that all products are properly labelled, including the product name and address of the manufacturer, a batch code or date code, an ingredient list and allergen and food intolerance information. All products should be within their 'best before' or 'use-by' dates. Look for any visible signs of insects, insect eggs or other items that should not be in or near food, such as dirt, glass and rubbish.	Reject products in damaged packaging. Reject pre-packaged foods that don't have the name and address of the supplier, a batch code or date code, and an ingredient list on the label. Reject packaged food if the supplier cannot provide accurate information about ingredients and allergens. Reject any product that is contaminated.
	Don't buy cracked or dirty eggs.	Check to see whether eggs are cracked or dirty.	Reject any cracked or dirty eggs received from suppliers. Do not use them.

Purchasing and receiving food (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Growth of bacteria in food that spends too long in the temperature danger zone of 5°C to 60°C	Make sure cold food is kept at 5°C or colder. Make sure frozen foods are frozen hard. Make sure hot food is kept at 60°C or hotter.	Use a probe thermometer to regularly measure the temperature of food deliveries from each supplier of high-risk food. For new suppliers, check the temperature of deliveries more often until you are sure that the food is meeting temperature requirements. Check the temperature of each delivery for any supplier you feel is not consistently meeting temperature requirements. Tap frozen foods to test that they are frozen hard. Make sure an employee of your business is available to check when goods are delivered. If you have an arrangement with your suppliers for food to be delivered outside business hours, check the food before storing it. If you collect food from your supplier and transport it yourself, check that it is safe and kept at the right temperature during transport and storage.	If food is delivered in the temperature danger zone of 5°C to 60°C, ask the delivery person to show you evidence of the temperature of the food for the previous two hours. Reject high-risk foods that are delivered at the wrong temperature or where evidence of the temperature is not provided. Stop purchasing food from the supplier if it does not meet your requirements. Improve your transport and storage arrangements.



Record

You must keep the following information about food that you purchase or receive.

To check	Record	How often
All my suppliers	Record 1: My food suppliers	It must be up to date. Ensure it includes current suppliers and also all your suppliers for the previous two years.

What are the risks?

Unsafe food may contaminate other foods and may result in the sale of unsafe food to your customers. To protect your business, check all food received from your suppliers.

High-risk foods delivered at the wrong temperature can allow bacteria to multiply. This can reduce shelf life and cause food poisoning.

Damaged packaging may allow bacteria to contaminate food or may be a sign that insects, mice or rats have eaten or contaminated the food inside. Pests can carry disease and insects can lay eggs on food.

Food past its 'use-by' date can be unsafe.

Pre-packaged food received from suppliers must be labelled and the ingredients listed so that you can give your customers accurate information about the food you sell. A label will also help you identify food in case it is recalled. This includes information about the ingredients that are a known source of, or contain, allergens.

You must also be able to provide this information to customers about all other food, including food that is packaged on-site (and not required to be labelled) or which is supplied unpackaged (such as ready-to-eat food served to customers). For more information go to *Section 9 Packaging and transporting food* and *Support program section 1* on allergens.

Foods stored near chemicals can become unsafe and their flavour can be affected.

All food must be protected from contamination.

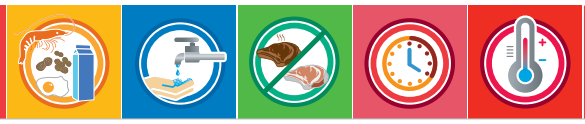
Tips

- ✔ Check food when you buy it. You need to know whether you are getting what you paid for.
- ✔ Satisfy yourself that suppliers know that they are required by law to comply with the national *Food Standards Code Part 1.2.1 Application of labelling and other Information requirements*, including the standard about mandatory warning and advisory statements and declarations. All pre-packaged food must be labelled according to the Code. For more information see <www.foodstandards.gov.au>.
- ✔ Food you receive should be in good condition, with enough time to sell or use it before the 'best before' or 'use-by' dates.
- ✔ To find out more about food allergens and intolerances and how you may help customers with questions see <www.health.vic.gov.au/foodsafety>.
- ✔ For tips on using a probe thermometer to take food temperatures see page 63.

Storage

Goal: Ensure that stored food remains safe.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Food poisoning bacteria can grow quickly in high-risk foods if they are not stored at the correct temperature	Store cold food at or below 5°C. Store frozen food at or below –15°C. Make sure the freezer and refrigerator or cool room can keep food at the right temperatures. Check that thermometers are reading accurately. Keep high-risk foods (such as meat and seafood), and any raw egg products (such as chocolate mousse or mayonnaise), or raw eggs used to make such products under refrigeration when not in use.	Measure core temperatures of high-risk food stored in the refrigerator using a probe thermometer regularly (at least one check a day). If frozen food is warmer than –15°C, test whether it is frozen hard. If yes, then it is still ok to use (page 21). Check your completed food temperature records (Record 2) to ensure that safe food temperatures are maintained. If using remote temperature monitoring IT systems, refer to the Department of Health *Guide to remote monitoring of temperatures in food storage units* for advice on how to check and monitor the operation of your system. Access the guide at <www.health.vic.gov.au/foodsafety>.	If refrigeration units are not keeping food at or below 5°C, adjust the settings or contact a refrigerator specialist. If frozen food shows signs of thawing, either continue thawing and use it immediately, or discard it. Throw out high-risk foods if you suspect they have not been stored correctly.
	Make sure high-risk food is date-coded, including the date the product was opened/repacked. Follow the manufacturer's instructions for storing opened products.	Examine date codes regularly.	Throw out food once its 'use-by' date has passed.

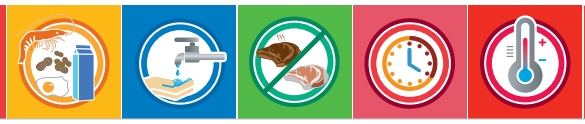


Storage (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
	Mark food prepared on the premises with the date it is made. Rotate stock and use older stock first to make sure foods are not kept too long.		
Food can be affected by non-food contaminants (chemicals, pests, other materials) or allergens	After opening food, reseal the container or put food into clean, food grade containers. Label containers with the product, batch number, ingredients and date or keep the ingredient information on file. This will ensure you know the ingredients (for example, to identify any possible allergens). Store foods known to contain allergens in a way that prevents them from contaminating other foods.	Regularly check that stored foods are not at risk of contamination.	Dispose of any unlabelled food you cannot identify, or which you suspect has become contaminated. If non-allergenic food may be contaminated with an allergen, make sure that it is not used in the preparation of food that is intended to be allergen free. If food may include allergens, follow the instructions on pages 47 and 48 about making information available to customers and staff.
	Keep all storage areas clean and keep food off the floors so that you can clean them easily and regularly. If food is not packaged, ensure it is adequately protected from contaminants.	Check storage areas.	Improve cleaning and layout of storage areas.

Storage (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
	Protect food from pests. To keep pests out of storage areas, keep the walls, doors and windows of the building and any vehicles in good repair.	Regularly check premises and vehicles for signs of pests. Inspect bait stations and look for signs of pest activity, such as droppings, webs and feathers.	Repair premises and vehicles to prevent entry of pests. Lay baits where appropriate. Throw out food that shows signs of pest damage or which you suspect may be contaminated.
	Store food away from chemicals. Store utensils, equipment and tableware so that they remain clean and are protected from contamination. Dispose of tableware that is chipped, broken or cracked.	Regularly check that food, utensils, equipment and tableware are clean and stored away from chemicals.	Throw out food if you suspect it has been contaminated. Clean and sanitise any utensils, equipment or tableware if you think they have been contaminated. Replace damaged utensils and equipment.
Cold ready-to-eat food can be cross-contaminated with food poisoning bacteria	Store ready-to-eat food separately from raw food in a separate refrigerator or freezer. If this is not possible, store ready-to-eat food: • above raw food • in a separate part of the refrigerator/ freezer • in covered containers.	Regularly check stored food to see that it is not at risk. Make sure that water and condensation from one food cannot drip onto other food.	Throw out ready-to-eat food if you suspect it has been contaminated.



Record

To check	Record	How often
Temperature of foods in cold storage	Record 2: My temperature checks of food in cold or hot storage	Check and record the temperature at least once a day of a high-risk food that is kept in each freezer, refrigerator and cool room.

What are the risks?

- Check stored food to ensure that it is not left in dangerous conditions. For example:
  High-risk food held at room temperature, which is in the temperature danger zone of 5°C to 60°C, can promote the growth of food poisoning bacteria and cause illness when eaten.
- Some packaged foods will have a shorter shelf life after they are opened.
- Bacteria from raw or spoiled food can drip onto ready-to-eat food and cross-contaminate it.
- Food that is not properly wrapped or covered in storage can become contaminated by bacteria, foreign objects, dirt, chemicals or allergens.
- Food containing allergens may contaminate other food.

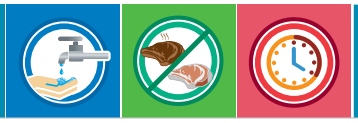
Tips

- ✔ Store food in accordance with the manufacturer's instructions.
- ✔ To find out more about storing foods containing allergens and how you may help customers with questions, see <www.health.vic.gov.au/foodsafety>.
- ✔ Don't crowd the storage area (including the cool room or freezer).
- ✔ If you are concerned about pests, consider hiring a professional pest control service.
- ✔ Store whole eggs in cool rooms or refrigerators wherever possible and make sure they are kept dry and clean.
- ✔ Don't overload freezers or refrigerators.
- ✔ Have refrigerators and cool rooms regularly checked and serviced by a qualified technician.
- ✔ During a power failure, keep all cool room and refrigerator doors closed. Check the temperatures of all food when the power is restored. Follow the advice on the department's website at <www.health.vic.gov.au/foodsafety/bus/emergency_situations>.

Thawing frozen food

Goal: Ensure that food is thoroughly defrosted before cooking, and that defrosting does not contaminate other food.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Growth of food poisoning bacteria	Make sure that frozen foods – especially poultry, seafood, large joints of meat or kebab spits – are thoroughly defrosted before cooking or follow the manufacturer's instructions.	Ensure that foods are fully defrosted by: • checking for ice in the food using a skewer or a probe thermometer • checking that poultry joints are flexible.	Defrost for a longer period. Defrost smaller amounts, which will defrost more quickly.
	Do not refreeze defrosted or partially cooked food a second time. Use it immediately or date code and refrigerate it.	Regularly look at where and how food is being defrosted.	Defrost only the amount of food you plan to cook. Use any refrigerated defrosted food by the date code.
Defrosting raw meat and seafood can cross-contaminate cooked and ready-to-eat foods	Keep defrosting food from touching cooked and ready-to-eat foods and make sure raw meat or seafood juices do not drip onto other foods.	Regularly inspect to see whether defrosting food is kept separate from cooked and ready-to-eat foods.	Dispose of ready-to-eat foods that may be contaminated by defrosting food. Throw away thawed food if uncovered or in damaged packaging. Clean and disinfect contaminated areas.



What are the risks?

Food poisoning bacteria can grow in food that is not defrosted properly. If food is still frozen or partially frozen, it will take longer to cook. The outside of the food could be cooked, but the centre might not be, which means it could contain food poisoning bacteria.

The safest place to thaw frozen food is in the refrigerator or cool room. This takes longer than at room temperature so you have to plan ahead. Some food can take as long as two days to thaw completely.

To prevent cross-contamination when defrosting, keep meat, poultry and seafood separate from other food and in suitable containers. Make sure juices from thawing food do not drip onto or contact other food as this can cause cross-contamination.

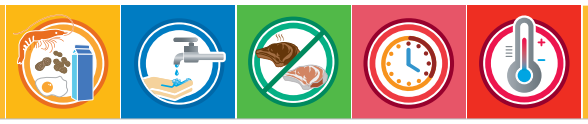
Tips

- ✔ Food must be thoroughly defrosted before cooking, unless the manufacturer's instructions tell you to cook it from frozen (for example, ready-to-eat foods, such as frozen meals or individual quick-frozen foods).
- ✔ Whatever method you use to defrost food, try to use the food as soon as it is defrosted.
- ✔ If you defrost a lot of foods in your business, consider setting aside refrigerator space specifically for defrosting or using a special defrosting cabinet.
- ✔ If food is thawed using cold running water, it should be placed in a clean container that does not retain water (such as a colander), and the water should be of drinkable quality. (This method is not recommended as it uses a lot of water.)
- ✔ Food can be defrosted quickly in the microwave oven using the 'defrost' setting. Foods defrosted in this way should be cooked immediately, as the temperature of the outside of the food is usually different to the temperature of the inside of the food. This allows food poisoning bacteria to grow rapidly. Throw away any high-risk food thawed in a microwave and left to stand for more than two hours.
- ✔ When it's not possible to defrost food in the refrigerator or chiller, defrost it on a bench. Make sure the food does not stay in the temperature danger zone of 5°C to 60°C for more than a total of four hours before it is eaten. Place food in a covered dish or container to make sure it is does not get contaminated and does not contaminate other foods.

Preparation

Goal: Ensure food does not become contaminated during preparation

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Growth of food poisoning bacteria in food	Make sure that the time high-risk food spends in the temperature danger zone of 5°C to 60°C is as short as possible – up to a cumulative total of four hours.	Regularly look at how food is being prepared. Measure the amount of time that preparation processes take.	Only take from the refrigerator the amount of food you can prepare within a safe time period. Return food to the refrigerator if there are delays.
Cross-contamination of ready-to-eat food with food poisoning bacteria from hands, utensils, cloths, surfaces, foods (for example, high-risk foods such as meat, seafood, poultry or eggs, or raw vegetables) or other items. Cross-contamination of non-allergenic foods with allergens from other foods, cooking equipment and surfaces that have been in contact with allergens.	Wash hands before handling ready-to-eat food, equipment and utensils and use gloves correctly where appropriate. Handle food as little as possible. Use tongs or other utensils where appropriate. Check with your council environmental health officer if you need advice about using gloves properly.	Regularly look at how food is being prepared.	Dispose of food if you are not confident that it has been safely handled. If non-allergenic food may be contaminated with an allergen, make sure that it is not used in the preparation of food that is intended to be allergen free. If food may include allergens, follow the instructions on pages 47 and 48 about making information available to customers and staff.
	Use clean, sanitised equipment and utensils. Clean and sanitise cleaning cloths regularly and replace them when they are no longer suitable for use. Throw away single-use items (for example, disposable food containers or gloves) after using them.	Inspect equipment, utensils and cloths regularly to make sure they are clean. Check single use items are not re-used.	Replace with clean equipment, utensils and cloths. Review cleaning schedules and practices. Repair or replace equipment that cannot be properly cleaned. Train staff.



Preparation (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
	If possible, use clearly defined chopping boards and benches for raw and ready-to-eat foods. If benches, chopping boards and other equipment are used for raw and ready to eat foods, you must separate raw foods and ready-to-eat-foods by preparing them at different times. Wash and sanitise all equipment and benches between uses.	Inspect any benches and chopping boards intended to be used solely for ready-to-eat foods and ensure they are only used for that purpose. Wash and sanitise all equipment and surfaces.	Review cleaning schedules and practices.
Cross-contamination of ready-to-eat fruit and vegetables with food poisoning bacteria found in soil (from manure or bad quality water)	When preparing fruit, vegetable and salad ingredients: • peel, trim or remove the outer parts, as appropriate • wash them thoroughly in clean drinking water (ideally in a separate sink used only for food preparation. If this is not possible, thoroughly clean the equipment used afterwards) • clean and sanitise chopping boards and work surfaces before preparing other foods.	Inspect the food to see that it is free of dirt.	Wash thoroughly or throw out.
Eggs can contain salmonella bacteria which causes food poisoning. Bacteria on the outside of the shell can enter the egg through cracks that are sometimes too fine to see. Once inside the egg, bacteria can grow, increasing the risk of illness	Handle and store eggs and raw egg products safely. Do not top up raw egg products from different batches. Once eggs are broken, use them immediately wherever possible.	Check that only clean, uncracked eggs are being used. Ensure staff know not to top up batches of raw eggs.	Throw out raw egg mixtures and raw egg products if you suspect they have been in the temperature danger zone of 5°C and 60°C for more than four hours.

Preparation (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Spreading Salmonella bacteria from raw egg to ready-to-eat foods through handling or the use of contaminated kitchen implements (such as blenders)	Do not wash eggs – the shell becomes more porous when wet, making it easier for bacteria to get into the egg. If you are using your own eggs and they need to be cleaned refer to <www.depi.vic.gov.au/agriculture-and-food/livestock/poultry-and-eggs/poultry-legislation-regulations-and-standards/food-safety-for-egg-producers/producing-safe-eggs-at-home>	Ensure staff know how to handle raw egg products safely, including not topping up batches of raw egg product.	Throw out raw egg products if you suspect they have come from batches that have been mistakenly topped up. If you cannot prepare raw egg products safely then consider alternatives, such as pasteurised egg products.

What are the risks?

Raw food contains bacteria, so it's important to follow hygienic practices to prevent food poisoning and keep food safe.

Preparation brings food out of safe storage and exposes it to food safety risks:

- If food is left too long out of refrigeration, bacteria can quickly multiply and cause food poisoning.
- Bacteria can be transferred to food from unwashed hands and clothing. This can contaminate it, even when using gloves.
- Bacteria can be transferred to food from equipment and utensils and contaminate it.
- Bacteria on raw food, including food used for garnishes, can contaminate cooked or ready-to-eat food.
- Foreign objects, such as dust or pest droppings, can come into contact with uncovered food and contaminate it.
- Allergens can spread from one type of food to another from surfaces, hands and equipment.

2 hour/4 hour rule

The 2 hour/4 hour rule uses time and temperature control to keep food safe during preparation. If you use this rule in your business, refer to page 68 for more details.

Tips

- ✔ Wash ready-to-eat fruit and vegetables on the day you intend to use them.
- ✔ Make raw egg products daily in small batches rather than in large containers.
- ✔ When breaking eggs, minimise contact between the shell and the contents of the egg.
- ✔ To find out more about allergens and food intolerances and how you may help customers with questions, see <www.health.vic.gov.au/foodsafety>.

Cooking food

Goal: Ensure that food is properly cooked.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Food poisoning bacteria can survive and cause illness if food is not properly cooked	Cooking food thoroughly will kill most food poisoning bacteria. To do this you must ensure that the core temperature reaches 75°C or hotter.	Use a probe thermometer to measure the temperature of the thickest part or centre of the food. Check your completed food temperature records (Record 3) to ensure that safe cooking temperatures are maintained.	Cook the food for longer. Increase the temperature of the cooking equipment.
	Use cooking time and cooking equipment temperatures to ensure that food reaches 75°C or hotter and is cooked to the manufacturer's instructions. To ensure it is completely cooked, grill or fry meat (including chicken) that has been cooked on a kebab/spit on a hot plate before serving it to the customer. This is to make sure it is fully cooked and safe to eat.	Regularly measure the temperature of the thickest part of the food using a probe thermometer. Look at how it is being cooked: • Liquids should bubble rapidly when stirred. • Ensure the largest piece of meat in stews and curries is cooked through. • Combination dishes (for example, Shepherd's pie) should be steaming in the centre. • Processed meat products (for example, sausages and burgers) should be hot through with no pink or red in the centre. • Poultry should be fully cooked through to the thickest part of the leg. Monitor the serving of food.	Review your cooking method. Increase the time or temperature, use different equipment or reduce portion sizes. Repair or replace equipment.

Cooking food (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Food poisoning bacteria can survive and cause illness if food is not properly cooked	Some foods can be cooked to customer preference (for example, rare or medium-rare steaks or fish). In such cases the internal temperature does not have to reach 75°C.	Monitor how food is cooked: • All outside surfaces of whole fish, whole joints of meat or steaks should be fully cooked (for example, by sealing in a pan). • The colour and texture of fish should change at the centre or near the bone during cooking. • Shellfish such as prawns and crabs should change colour and texture during cooking. • The shells of shellfish (for example, mussels and clams) should open and the flesh inside should have shrunk during cooking. If any high risk food is not thoroughly cooked it is very important to ensure that the time it remains in the temperature danger zone of 5°C to 60°C is as short as possible. Serve these foods as quickly as possible. Refer to *Support program 8 Time control.*	Cook the food for longer. Review your cooking method.

Cooking food (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Food poisoning bacteria can survive on meat cooked on a spit and cause illness if food is not properly cooked	All meat on a spit needs to be thoroughly cooked once cooking has started. Do not leave it out overnight. Left-over cooked meat must be stored safely.	Use a probe thermometer to measure the temperature of the thickest part or centre of the food. Check your completed food temperature records (Record 3) to ensure that safe cooking temperatures are maintained. Follow *Practices* 6 *Cooling and freezing food* to keep the food safe.	If food does not reach 75°C on the spit then either: • complete the cooking on a hotplate or pan, or • discard the meat. **Partially cooked meat must not be stored for later use.**
Some dried pulses (such as red kidney beans) contain natural toxins that could make people ill unless they are destroyed by soaking and cooking	Follow the instructions on packaging for soaking and cooking.	Monitor how the food is prepared.	Ensure the instructions are followed. If there are no instructions with the product, check in a reliable recipe book.

Records

To check	Record	How often
To check that cooking temperature reaches 75°C or above	Record 3: My cooking temperature checks	At least once a month

What are the risks?

Raw or under-cooked foods are the main source of bacteria in the kitchen. Food poisoning bacteria multiply rapidly when they are in the temperature danger zone of 5°C and 60°C, if food is not thoroughly cooked or when cooked foods come into contact with raw food.

Boiling soups, sauces, gravies and casseroles can reduce bacteria. However, some bacteria can survive this and must be handled with care. If food is not handled safely before cooking, it may still be unsafe to eat even after cooking.

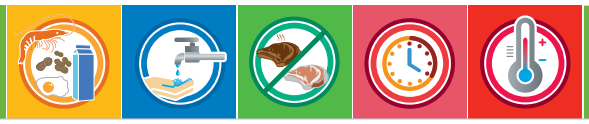
Allergens can contaminate non-allergenic food via equipment, surfaces and hands.

2 hour/4 hour rule

The 2 hour/4 hour rule, which uses time and temperature control to keep food safe, is an important way to keep food safe during cooking. If you use this rule in your business, refer to page 68 for more details.

Tips

- ✔ Create recipe cards for staff with clear instructions on cooking times and temperatures and adjust if necessary.
- ✔ Preheat cooking equipment before use; otherwise food will take longer to cook and cooking times in recipes or the manufacturer's instructions may not be long enough to kill bacteria.
- ✔ To check a pork joint or rolled meat joint, insert a skewer into the centre until juices run out. The juices should not have any pink or red in them. Turn meat and poultry during cooking as this helps it to cook more evenly. Check the core temperature of foods with a probe thermometer.
- ✔ Avoid cold spots in liquid dishes by stirring frequently.
- ✔ Before cooking mussels and clams, throw away any with open or damaged shells.
- ✔ For more information on allergens and food intolerances see <www.health.vic.gov.au/foodsafety>.



Cooling and freezing food

Goal: Ensure cooked food is safely cooled or frozen.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Growth of food poisoning bacteria	Reduce the temperature of cooked food to below 5°C as quickly as possible after cooking. Within two hours, place cooked food in cold storage. (A longer initial cooling time may be required for large whole meat joints – more than 2.5kg – to ensure that they do not increase the temperature of the cold storage unit when refrigerated). Cool high-risk food from 60°C to 21°C within two hours. Once food has cooled to 21°C, put it in the refrigerator or freezer and cool to 5°C or colder within the next four hours. When food stops giving off steam it can be placed in cold storage.	Use a clean and sanitised probe thermometer to check the temperature at the centre of food. Use it every hour or so to measure the drop in temperature over time.	If food is above 21°C after two hours place on top of an ice tray. Where possible, reduce the volume of the food to assist with faster cooling. Monitor the temperature drop and ensure safe handling. Throw away high-risk food if the cooling time from 60°C to 21°C exceeds two hours, or exceeds four hours to 5°C. Improve cooling procedures and facilities.
Cross-contamination of cooked food with food poisoning bacteria from raw food or other non-food contaminants or allergenic materials	Cool food in clean food grade containers in an area away from raw food or other sources of contamination. Place food over an ice tray to cool and protect from contamination. Food handlers must follow good standards of personal hygiene in order to avoid contamination – especially if food has to be handled while still warm.	Check that cooling food is not at risk of contamination.	Throw out any cooled food if you suspect it has been contaminated. If non-allergenic food may be contaminated with an allergen, make sure that it is not used in the preparation of food that is intended to be allergen free. If food may include allergens, follow the instructions on pages 47 and 48 about making information available to customers and staff.

What are the risks?

Cooling hot food too slowly can allow bacteria to multiply and cause food poisoning. To avoid this, high-risk food must be cooled from 60°C to 21°C within two hours and then cooled to 5°C or colder within the next four hours.

2 hour/4 hour rule

The 2 hour/4 hour rule, which uses time and temperature control to keep food safe, is an important way to keep food safe during cooking. If you use this rule in your business, refer to page 68 for more details.

Tips

- ✔ Remove cooked food from the heat source and allow it to stand until the temperature drops to approximately 60°C.
- ✔ Spread food out to cool it faster or divide it into smaller batches in shallow containers (less than 10cm deep).
- ✔ If you have access to a blast chiller, use it to chill hot foods quickly and safely.
- ✔ Stir hot liquid while it is being chilled.
- ✔ Place containers of hot food in cold water or an ice bath to cool the contents more quickly. Move hot food to a cooler area where it will cool more quickly.
- ✔ Do not put hot food straight from the oven or stove into the refrigerator, cool room or freezer because it can raise the temperature of other food and allow bacteria to grow.
- ✔ Label food that has been cooled and placed in covered containers, including the type of food and the time and date, before placing it in the refrigerator, cool room or freezer.
- ✔ To find out more about storing food containing allergens and how you may help customers with questions, see <www.health.vic.gov.au/foodsafety>.

Reheating prepared food

Goal: Ensure food is reheated quickly and thoroughly.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Food poisoning bacteria can survive if food is not properly reheated	Reheat food thoroughly to kill food poisoning bacteria. Always reheat food until it is hot (75°C or hotter) all the way through. Use cooking time and cooking equipment temperatures to achieve this. Do not use bain-maries to reheat food. Reheat according to the manufacturer's instructions. Only reheat food once and discard any left overs.	Use a probe thermometer to regularly measure the temperature of the thickest part of the food. Check that: • reheated food is hot (steaming) all the way through • liquids bubble rapidly when stirred.	Increase the reheating time or temperature. Reduce the portion size of food being reheated. Review your reheating method. Adjust recipe cards or equipment settings if necessary. Repair or replace equipment.
Cross-contamination of food through poor personal hygiene or from raw food to reheated food, or allergenic to non-allergenic foods	Follow the instructions in the Preparation section (pages 23–25) to limit risks of contamination. Protect food from cross-contamination by using clean utensils and equipment during any handling.	Regularly look at how food is being reheated.	Throw away food if you suspect it has been contaminated. If non-allergenic food may be contaminated with an allergen, make sure that it is not used in the preparation of food that is intended to be allergen free. If food may include allergens, follow the instructions on pages 47 and 48 about making information available to customers and staff.

What are the risks?

Reheating food safely means cooking it again, not just warming it up. Bacteria can survive in cooked reheated food if it is not heated to at least 75°C in the centre. Some bacteria can even survive cooking.

Bacteria introduced after cooking may multiply if reheating is inadequate, making the food unsafe. Bacteria can be transferred to food from unwashed equipment, utensils and hands.

Tips

- ✔ Where possible, stir or mix food to make sure there are no cold spots and the food is evenly reheated.
- ✔ Preheat equipment such as ovens and grills before use. If food takes longer to reheat than the recommended reheating times in recipes or the manufacturer's instructions it may not be long enough to kill bacteria.
- ✔ If you are reheating food in a microwave, follow the manufacturer's instructions, including advice on standing and stirring. Manufacturers have tested their instructions to make sure that foods will be properly reheated. When food is microwaved, it can be very hot at the edges and still be cold in the centre. Regular stirring helps to prevent this.
- ✔ To find out more about reheating food containing allergens and how you may help customers with questions, see <www.health.vic.gov.au/foodsafety>.

Serving food and displaying food

Goal: Ensure food is displayed and served in a manner that keeps it safe.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Food poisoning bacteria can grow over time if hot holding units break down, are not turned on or are not set to the correct temperature	Serve reheated food as quickly as possible – or maintain it at 60°C or hotter. Check that hot holding equipment is hot before use and use a temperature setting that will keep the food at 60°C or hotter.	Measure the temperature regularly (at least once a day). Check your completed food temperature records (Record 2) to ensure that safe food temperatures are maintained.	If food sits at less than 60°C for less than two hours: • reheat it to 75°C or hotter, serve immediately and discard any leftovers, or • reheat it to 75°C or hotter, maintain at 60°C or above during service and discard any leftovers, or • cool it to 5°C or colder and refrigerate it. Remember you should only reheat food once. If the temperature of the food is less than 60°C for more than four hours, discard it. Adjust equipment if necessary and discuss with your staff.
Growth of food poisoning bacteria in ready-to-eat food if cold holding units break down, are not turned on or are not at the correct temperature	Display cold food at 5°C or below.	Measure the temperature of food in display units by measuring its core or surface temperatures. Check your completed food temperature records (Record 2) to ensure that safe food temperatures are maintained.	If the temperature of food is greater than 5°C for: • less than two hours, use the food immediately or return to refrigerated storage • more than two hours and less than four hours, use the food immediately • more than four hours, discard the food. Adjust equipment if necessary and discuss with your staff.

Serving food and displaying food (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Contamination of self-service food by staff or customers	Use separate display units or physical barriers between raw and cooked or ready-to-eat foods.	Check that food display units are being used correctly.	Ensure staff know how to keep raw and cooked or ready-to-eat foods separate.
	Make sure that staff and customers use a different serving tool or utensil for each food item or dish.	Check that utensils are being used correctly.	Ensure utensils are used correctly.
	Make sure the display unit, utensils and cloths are clean and sanitised before use.	Inspect equipment, utensils and cloths regularly to make sure they are clean and sanitised.	Replace used or dirty equipment with clean equipment, utensils and cloths.
	Replace soiled cloths and serving utensils with clean ones regularly during service.		Repair or replace equipment that cannot be properly cleaned.
	Do not re-use single-use items after use, including straws, paper towels, cups and plates.	Check that single-use items are thrown out after use.	Throw out food if you are not confident that it is safe.
	Make sure food is protected and/or covered where appropriate (for example, sneeze guards or covers).	Check that food is being protected.	Remove food that may have been contaminated immediately and discard.
	If food is packaged, make sure the packaging is not damaged or broken.	Check packaging.	
	Use clean, dry labels on food and garnishes.	Check labels and garnishes.	
	Have trained staff supervise food areas so they can act immediately if food is contaminated.	Check staff are monitoring the self-service food closely.	

Serving food and displaying food (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Cross contamination of food with food poisoning bacteria	Never reuse self-serve, high-risk food that is either cooked or ready-to-eat. Replace food displays with completely fresh batches of food. Never mix old food with fresh batches of food (for example, sandwich ingredients, salads, pizza toppings or foods containing uncooked egg).	Check that left over self-serve food is not reused. Check that batches of food are not mixed.	Throw out unused self-serve food. Ensure staff know not to re-use it. Ensure staff know not to mix batches of food. Throw food out if you suspect it may be unsafe.
Food is contaminated by allergens, and a person who is allergic becomes sick	Ensure that unpackaged and ready-to-eat foods containing known allergens are stored, processed and displayed separate from other foods. Use separate utensils. Train staff so they know how to handle and serve food in a way that prevents foods becoming contaminated with allergens. Ensure accurate information about ingredients is available for customers with allergies or food intolerances.	Check that staff are handling food correctly. Check that displays and serving of food prevent cross-contamination of foods with allergens by staff or customers. Check that self-serve areas are actively supervised. Check that allergen information is either displayed with food, or that staff can answer customer queries about ingredients.	Train staff. If non-allergenic food may be contaminated with an allergen, make sure that it is not used in the preparation of food that is intended to be allergen free. If ready to eat food served at the premises may include allergens, make sure that information about the allergens is displayed with the food or is available on request.

Records

To check	Record	How often
Temperature of food kept in hot display	Record 2: My temperature checks of food in cold and hot storage	Check and record the temperature at least once a day of one high-risk food in each hot holding unit (such as a bain-marie).
If food is on display or available for customers to serve themselves, *and* the food is out of temperature control.	Record 4: How I use the 2 hour/4 hour rule for high-risk food	Write down your usual practice and make sure you and your staff understand the rule

What are the risks?

The display and self-service of food can be a high-risk practice since untrained people may have access to the food. Food can become contaminated in a number of ways:

- Food poisoning bacteria can multiply if food spends too long in the temperature danger zone of 5°C to 60°C.
- The mixing of new and old batches of food can spread food poisoning bacteria.
- Foreign objects that fall into, or come into contact with, uncovered food may contaminate the food.
- Poor food handling can contaminate food.
- Customers may contaminate food.
- Cross-contamination can occur if raw and ready-to-eat foods are stored in the same area.
- Cross-contamination can occur if utensils, surfaces or equipment come into contact with both allergenic and non-allergenic foods.
- If hot food is not fully cooked before being placed in hot holding units, food poisoning bacteria will increase in large numbers and may cause food poisoning.
- If hot food is held at lower than 60°C, bacteria can multiply and cause food poisoning. Bain-maries or hot holding units are designed to keep hot food hot, but must not be used for reheating food as they cannot reach 75°C within one hour. If a bain-marie tray is overloaded, the temperature of the food may not be maintained at 60°C or hotter.
- If high-risk cold food is stored near lights on the cold display unit it may become too warm, which may cause food poisoning bacteria to multiply.

Tips

Displaying and serving food

✔ Inform suppliers that they are required by law to comply with the *Food Standards Code* – labelling and other information requirements, including *Mandatory warning and advisory statements and declarations*. All packaged food must be labelled according to the Code. For more information, check <www.foodstandards.gov.au>.

✔ For more information about allergens, visit <www.health.vic.gov.au/foodsafety>.

Hot holding of prepared food

✔ Do not overload bain-maries.

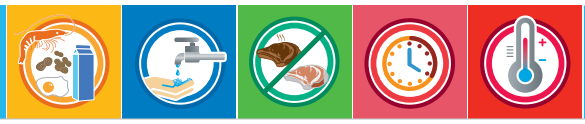
✔ Review the amount of food held in bain-maries or call a technician if they cannot maintain food at 60°C or hotter.

Display and serving of cold food

✔ Pre-cool the display unit to 5°C or cooler before use.

✔ Don't prepare food too far ahead of when it will be served.

✔ If using remote temperature monitoring IT systems, refer to the Department of Health *Guide to remote monitoring of temperatures in food storage units* for advice on how to check and monitor the operation of this system. See <www.health.vic.gov.au/foodsafety>.



Packaging and transporting food

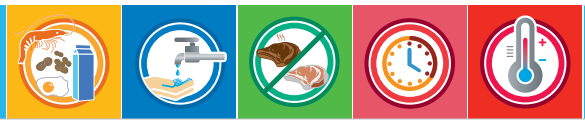
Goal: Ensure food is packaged and transported in a way that:

- protects it from the likelihood of contamination
- keeps it at a temperature to maintain safety and suitability
- provides customers with accurate information about the food.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Contamination of food from inappropriate or damaged containers or packaging	Store and package food in food-grade containers or packaging that is suitable for the food and for any processes that follow (for example, refrigeration, freezing or microwaving). Follow the manufacturer's instructions for use.	Regularly check that containers and packaging are intact and undamaged. Check that label and product information is accurate.	Throw out food that has been contaminated. Repackage foods appropriately.
Cross-contamination of food with food poisoning bacteria or foreign matter or allergens in the packaging area or by equipment	Use clean food grade containers and equipment. Clean and sanitise the food packaging area and machinery before starting work and make sure it is free from things that could contaminate food such as dirt, dust, insects, glass, metal and plastic. Maintain food packaging machinery with food-grade lubricants and make sure these products do not contaminate food.	Inspect the quality and function of packaging areas, vehicles and equipment. Inspect premises and vehicles to see whether different foods are stored separately and in food-grade containers.	Throw out any food that may be unsafe. Improve vehicles, containers, packaging, equipment and procedures. If non-allergenic food may be contaminated with an allergen, make sure that it is not used in the preparation of food that is intended to be allergen-free. If food may include allergens, follow the instructions on pages 47 and 48 about making information available to staff and customers.
Not meeting requirements in the national *Food Standards Code* to include important information for customers on labels or when you display food, or to make information available on request. Failure can cause harm to some customers and may mislead others.	The Code applies in different ways, depending on how food is handled and sold on site. Correctly label any pre-packaged food that under the *Food Standards* Code that must bear a label and meet requirements. For example, any – • pre-packaged food you sell that you received in that package from another food business, or	Check that practices and labels meet the requirements that apply to your business. Review regularly, especially for new foods.	Change practices and labels so that they comply with the *Food Standards Code*.

Packaging and transporting food (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
	• food which you made and packaged at another site. For other food, make sure the required information is available as set out in the Code. For more information, go to the 'Food labelling and information requirements' section on pages 49–51.		
Contamination of food with food poisoning bacteria or non-food contaminants or allergens during transport	Load vehicles so that different foods remain separate and cannot be mixed. Minimise the time food is in transit. Only transport food in vehicles that are designed for food transport. Only prepare food in vehicles set up for food preparation. Ensure vehicles used for transport, preparation or sale of food are cleaned regularly (this should be included in your cleaning arrangements). Cover all food with food grade covers. (If you use tea towels, make sure they are only used to cover food – not for cleaning – as this can contaminate the food.) Keep cooked or ready-to-eat food separate from raw food.	Check vehicles and containers. Check travel times.	Dispose of any food that you suspect has become contaminated. If non-allergenic food may be contaminated with an allergen, make sure that it is not used in the preparation of food that is intended to be allergen-free. If food may include allergens, follow the instructions on pages 47 and 48 about making information available to staff and customers.



Packaging and transporting food (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Growth of food poisoning bacteria from food being transported in the temperature danger zone of 5°C to 60°C	Use vehicles and equipment capable of maintaining food within required temperatures. Ensure staff are skilled in transporting food appropriately and safely. Minimise the time food is in transit. If the food transport vehicle does not have a refrigeration system, use insulated boxes to maintain food that requires temperature control at safe temperatures. Don't pack this food into the vehicle until it is time to deliver it. Ensure that the food is delivered as quickly as possible.	Measure the temperature and quality of food at dispatch and delivery. Inspect the quality and function of vehicles and equipment.	Throw out any food that has spent too long in the temperature danger zone of 5°C to 60°C. Improve vehicles, equipment and procedures.

What are the risks?

Sound and reliable packaging is important because:

- Damaged or faulty packaging can let pests into food.
- Some foods react adversely with, and can be contaminated by, certain types of packaging material.
- Transportation exposes food to handling and time away from controlled storage. Risks include:
  - Packaging may be damaged during transportation allowing food to become contaminated.
  - Transporting high-risk food from a supplier to your premises or to another site without proper temperature control can allow bacteria to multiply during transit.
  - The business or customer may not accept high-risk food unless you can demonstrate the time food has been in the temperature danger zone of 5°C to 60°C.
  - Food poisoning bacteria can be transferred from raw food to cooked or ready-to-eat food if transported incorrectly.

Tips

Packaging

✔ Store packaging materials, in their original containers if possible, in an area set aside for the purpose away from chemicals, allergens and other possible contaminants.

Transportation

✔ If using remote IT monitoring equipment refer to the Department of Health *Guide to remote monitoring of temperatures in food storage units* for advice on how to check and monitor the operation of this system. Access the guide at <www.health.vic.gov.au/foodsafety>.

Food vans, stalls, events and off-site catering

Goal: Ensure that food provided at these activities is safe.

This section applies if you prepare, serve or sell unpackaged high-risk food as a class 2 premises:

- at festivals, street festivals, markets or food exhibitions
- from a portable stall, tent or marquee
- from a van
- as off-site catering.

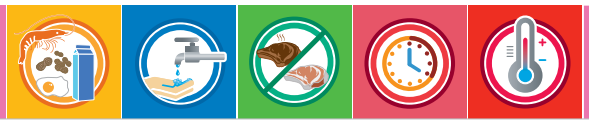
It applies whether you:

- prepare **all** of the food at these sites, or
- part prepare food at a premises such as a café, and reheat and serve that food at a stall, tent, marquee or van; or
- are a caterer who part prepares food at your main kitchen and serves it off-site at a variety of functions.

You must:

- comply with the advice in the previous sections of this document about how food is handled at the van, stall, event or catering activity, and also beforehand. Use Records 1, 2, 3, 4 and 5 if they are relevant to your operations. If Records 2, 3 or 4 apply to your van, stall, event or catering, they will need to be completed when this activity is being conducted
- use this section as it contains extra information to ensure food is safe.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Growth of food poisoning bacteria from food being in the temperature danger zone of 5°C to 60°C while in transit and/ or at the event or function	Use vehicles and equipment capable of maintaining food within the required temperatures. Minimise the time food is in transit. Organise a backup power supply in the event that power supply is interrupted. Make sure equipment is maintained.	Measure the temperature and quality of food at dispatch and delivery to the venue. Inspect the quality and function of vehicles and equipment. Inspect equipment beforehand and ensure availability of any backup equipment.	Throw out any food that may have been contaminated or if safe temperatures have not been maintained. Improve vehicles, equipment and procedures. Repair or replace equipment that breaks down.
Cross-contamination of food with food poisoning bacteria	When transporting food, keep raw foods in separate sealed containers and keep cold where necessary. Use clean food grade containers and equipment.	Inspect transport vehicles to see that foods are separated and in labelled food grade containers.	Throw out any food that may have been contaminated.



Food vans, stalls, events and off-site catering (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
	Ensure that all food is securely and appropriately stored, is protected from pests and contamination and, where possible, cannot be tampered with. Set up your stall, van or catering so that your food products and operations are protected from contamination by guests, the public, the environment, dust, rain, pests, clothing and other non-food items. Ensure cleaning agents and equipment are available at wash stations, all work surfaces and utensils are cleaned and sanitised and products and workflow move in one direction – from raw to cooked to serving area.	Check that all food arrives intact and that no spillages, breakages or contamination have occurred in the transport vehicles or packages. Check that all equipment is clean and working properly. Check that the set up prevents cross-contamination. Check that rubbish and waste is removed from the site at regular intervals.	Clean and improve vehicles, equipment and procedures.
Growth of food poisoning bacteria when food is not cooled appropriately	When you transport food to the venue, cool it as much as possible beforehand. If you prepare all food at the venue, or if you are catering at a large event, make sure food is cooled quickly and safely and not left in the temperature danger zone of 5°C to 60°C beyond the safe period.	Inspect food to see whether it has been thoroughly cooled before being transported. Inspect food prepared earlier to see whether it has been thoroughly cooled. Make sure cooled food is stored appropriately and made ready for later final preparation and serving.	Throw out any food that may have not been cooled appropriately.
Growth of bacteria in dirty water	Ensure an adequate and reliable supply of drinking water is available at the stall for hand washing and that a separate supply is available for equipment washing. If safe drinking water is not available, use quality bottled water or an alternative safe potable water supply.	Ask your local council about the quality and volume of the water supply at the location. Inspect alternative water supplies to ensure they will be of guaranteed quality.	Use bottled water or water of guaranteed quality.

What are the risks?

When you are catering or selling in an open environment, the temperature and the weather can be unpredictable and sources of contamination numerous.

Waste can attract pests and increase the risk of food contamination.

Food can be contaminated by pests if storage facilities are not provided or are inadequate.

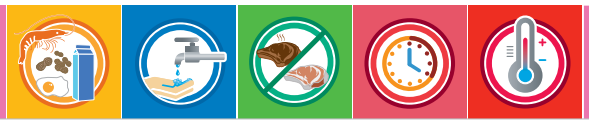
If using remote monitoring equipment refer to the Department of Health *Guide to remote monitoring of temperatures in food storage units* for advice on how to check and monitor the operation of this system. Access the guide at <www.health.vic.gov.au/foodsafety>.

Tips

Planning before the activity

These steps will ensure you meet the general obligations described in this food safety program template.

- ✔ Research the venue:
  - Ask the event organiser, market coordinator or catering client for details about what space or areas will be available to you to set up your stall, marquee or van and what services and storage facilities are available, including cold frozen storage.
  - Find out how many people or guests are expected.
  - Decide what food you will serve or sell.
- ✔ If you plan to serve or sell any pre-packaged food, label the packaging according to the *Food Standards Code* before the event. In this way you will be able to provide customers or guests with accurate information about the food, especially regarding food allergens. Prepare any food labels you will need for food that will be on display.
- ✔ If operating at an outdoor venue that is open to the public, contact the environmental health officer at the council where the event will be held. Ask about their past experiences of the event or venue, or ask other event participants about their experiences at the venue.
- ✔ Make plans for access to electricity, safe drinkable (potable) water, waste disposal, wastewater drainage, toilet facilities, hand washing, rubbish and waste removal and other facilities at the venue.
- ✔ Work out what access you will have to food storage facilities at the venue and how you will manage the security of these storage units on the day.
- ✔ Work out what additional food preparation you need to do beforehand (beyond your normal business preparation requirements) and how you will safely prepare food at the venue.
- ✔ If any food to be used will be purchased from new suppliers, check that they are registered as food businesses with their local councils.
- ✔ Work out how you will set up hand washing and equipment washing areas with a hot water supply.
- ✔ Organise a kit that contains a temperature probe, cleaning agents and other necessary equipment. Hire anything you don't have. The goal is to ensure food will be stored, prepared, cooked and displayed at the venue in line with your food safety program.
- ✔ Check that you have additional copies of record sheets from this food safety program template to complete at the venue. Check that your staff know what records are required, how to fill them in and how to check temperatures.



- ✔ Inform staff about the instructions in your food safety program for keeping food safe when preparing food for the event.
- ✔ Inform staff about their primary contact if they need assistance on a food safety question at the venue – for example, the food safety supervisor, event coordinator, and hire equipment people.
- ✔ If staff are not familiar with working with food, show them how to handle food safely and keep their work areas clean.
- ✔ Train staff to handle inquiries about allergens. For more information visit <www.health.vic.gov.au/foodsafety>.

At the activity

- ✔ Brief staff about allergens in food being prepared so that they can give customers or guests comprehensive information about it.
- ✔ Check that all staff are familiar with your food safety program, their roles and responsibilities at the venue, and what to do if something goes wrong.
- ✔ To limit exposure of food to the environment, remove foods from the refrigerator, cool room or other cold storage only when needed.
- ✔ Keep an eye on the weather and conditions. If they change, make any necessary changes to protect your set up and food from contamination.

Afterwards

- ✔ Review your operations to identify what worked well and what could be done better next time.

Support programs

1. Food allergens, intolerances and general information for customers
2. Cleaning and sanitising
3. Supervision of food handlers
4. Food handlers' responsibilities
5. Thermometers and equipment
6. Pest control
7. Food recalls and waste disposal
8. Time control

Food allergens, intolerances and general information for customers

Goal: Protect customers with food allergies or intolerances by avoiding cross-contamination and providing accurate information about the presence of allergens and those foods or ingredients to which some people are intolerant.

In the following table 'allergens' includes the foods described under 'what foods cause allergic reactions or intolerances' on page 49.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Some people have a reaction to food containing allergens. These people may buy food from you which they do not react to, but the food may be cross-contaminated with allergens from foods they do react to.	Manage food preparation and display to prevent cross-contamination from food containing allergens. When handling foods that contain known allergens, take extra care not to contaminate other foods or equipment.	Observe storage, preparation and display practices to avoid the risk of allergen contamination.	Inform staff about the importance of using clean utensils at all times and of avoiding cross-contamination of food and equipment, particularly when staff switch from working with foods containing allergens to other foods during the same preparation session (for example, use separate utensils). If non-allergenic food may be contaminated with an allergen, make sure that it is not used in the preparation of food that is intended to be allergen-free. If food may include allergens, follow the instructions on the following pages about making information available to customers and staff.
Cleaning might not be preventing cross-contamination of foods containing allergens with other foods	Thoroughly clean and sanitise equipment and work areas. Ensure staff clean and sanitise all equipment and surfaces that come into contact with allergens.	Ask staff whether they understand how to prevent cross-contamination during cleaning.	Include clear instructions in your cleaning arrangements to prevent cross-contamination during cleaning.

Food allergens, intolerances and general information for customers (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Not meeting requirements in the national *Food Standards Code* to include important information for customers about allergens. Failure can cause harm to some customers and may mislead others.	Make sure the presence of allergens is declared on any food that is required to bear a label. For example, any pre-packaged food you sell that you received in that package from another food business, or which you made and packaged at another site. Where the food is not required to be labelled, provide information about any allergens: • on the label (if you choose to label the food) or • next to or associated with the display of the food (for example, use a sign or ticket or a brochure) or • provide it to a purchaser or customer upon request. Keep a copy of the ingredient information of any foods that have been removed from their original packaging or labelling.	Check that label and product information is accurate and meets the requirements. Inspect labels of ingredients for the presence of allergens. Review practices and labels regularly, especially for new foods. Check ingredients listed in items on menus. Make sure information about allergens is displayed or available on request about ready-to-eat food that is served to customers or is on display.	Change practices and re-label food so that any label complies with the Food Standards Code. Revise information so it is correct. Insist on getting accurate information about ingredients from suppliers.
Not meeting requirements in the national *Food Standards Code* to include other important information for customers about the product such as: • the name of the food • the directions for use or storage on labels.	The Code applies in different ways, depending on how food is handled and sold on site. Read and follow the advice that applies to you in the 'Food labelling and information requirements' section on page 49.	Check that practices and labels meet the requirements that apply to your business. Review regularly, especially for new foods.	Change practices and labels so that they comply with the *Food Standards Code*.

Food allergens, intolerances and general information for customers (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Customers may ask about whether a food has allergens or contains ingredients which they have an intolerance to and staff may not know what to tell them. This could be about foods listed in the 'what foods cause allergic reactions or food intolerances' section on page 49, or other foods that your customer reacts to. Untrained staff could provide incorrect information which could cause harm to some customers.	Inform staff about the importance of providing accurate information about food and the ingredients in food. Make accurate information about the food and all ingredients available to your staff for them to refer to when serving food or when a customer enquires about any ingredients or allergens. When naming food for display or menus, where possible include known allergens or include specific ingredients in the description of the food (for example, 'fish with almond butter'). Inform customers about any food that may contain allergens. If customers request food suitable for special dietary requirements due to allergies or food intolerances (whether the query is about a food listed in the 'what foods cause allergic reactions or intolerances' section below, or other foods that the customer reacts to), either: • ensure your business complies with the request; or • if you cannot do so, explain this to your customer, so they know not to purchase the food. Do not put your customers' health or life at risk.	Check staff knowledge and understanding of known allergens, and what allergens and ingredients are present in the food being served.	Re-train staff on allergens and ensure that they can provide accurate information to customers about the food and what allergens and ingredients are present. Require them to check if they are not sure.

What foods or ingredients cause allergic reactions or intolerances?

Allergens are foods known to cause reactions in allergic people due to an immune response. This can be life threatening. Allergens in foods must be clearly communicated to customers.

As distinct to food allergies, some people experience intolerance to certain foods or ingredients due to a chemical reaction. People's reactions to food intolerances are commonly less severe, but eating these foods can make them unwell.

The most common causes of food allergic reactions or food intolerances are:

- cereals containing gluten and their products, that is: wheat, rye, barley, oats and spelt and their hybridised strains, other than where these substances are present in beer and spirits as described in the national *Food Standards Code*
- shellfish, crustaceans and their products
- eggs and egg products
- fish and fish products
- milk and milk products
- peanuts and peanut products
- soybeans and soybean products
- sesame seeds and sesame seed products
- tree nuts and tree nut products (this does not include coconut)
- added sulphites in concentrations of 10 mg/kg or more (typically in dried nuts, soft drinks and sausages).

NOTE: The term 'products' means foods that have this item in their ingredients.

The *Food Standards Code* requires that the presence of any of these products in a food must be declared when present as:

- an ingredient
- an ingredient of a compound ingredient
- a food additive or component of a food additive
- a processing aid or component of a processing aid.

What are the risks?

Some people have a reaction to food containing allergens.

People's reactions to food allergens varies, but they can be severe and even life threatening. Some people can have a severe reaction to even the smallest trace amount of certain allergenic foods.

People's reactions to food intolerances are commonly less severe but eating these foods can make them unwell.

The food you sell does not comply with the law. Victorian food laws require that your business complies with the Food Standards Code. You must understand and follow the requirements of the national Food Standards Code, including Standards 1.2.1 and 1.2.3.

Food labelling and information requirements

The *Food Standards Code* includes labelling and information requirements about food. The requirements vary depending upon the nature of the activity and the type of food, whether it is packaged (and if so, when it is packaged). Food Standards Australia and New Zealand (FSANZ) has published an overview of food labelling in a user guide, which is available at <www.foodstandards.gov.au>.

The FSANZ user guide explains in detail what is required.

Most businesses using this template will be small to medium-sized businesses preparing ready-to-eat food for immediate consumption, which is to be consumed on site, or when taken away by the customer. The information below summarises key requirements in the Code that these businesses must follow for these activites.

Information requirements about food which is ready for immediate consumption by a customer on-site, or when taken away by the customer

Labelling

This food is NOT required to bear a label if any of the following apply:

- the food is not in a package (such as fruit or vegetables, or ready-to-eat food that is served)
- the food is made and packaged at the premises from which it is sold (such as any sandwiches or hot food prepared at the food premises and sold in a package)
- the food is packaged in the presence of the purchaser (such as being placed in a bag)
- whole or cut fresh fruit or vegetables (other than sprouting seeds or similar products) are sold in mesh bags or clear plastic, or other packaging that does not obscure the nature of the food
- the food is delivered packaged, and ready for consumption, at the express order of the purchaser
- the food is displayed in a cabinet from which a person serves food as requested by the purchaser
- the food is sold to the public at a fundraising event (which raises funds solely for a community or charitable cause and not for personal financial gain).

For example:

- you run a deli and you put the deli items in a bag or container in the presence of a customer
- you run a café or restaurant and you only prepare and serve ready-to-eat food
- you run a sandwich bar and you make and package your sandwiches on-site and sell them at the sandwich bar
- you run a bakery and you package your bread on-site for sale direct to customers at the bakery.

Information required to be available

In the above situations, the Code still requires that you make some important information available to the purchaser. This is summarised in the table below.

Information	How to comply with the *Food Standards Code*
Name of food. This must indicate the true nature of the food so the purchaser knows what they are buying	Display information on any label (if food is packaged and you must, or choose, to label) **or** next to or associated with the display of the food (for example use a sign, ticket or brochure) **or** provide to the purchaser on request.
Directions for use or storage – but only if the food is of such a nature as to warrant such directions for reasons of health or safety. (This will not be the case if the food is intended to be eaten on-site or straight away when purchased.)	On any label or in information accompanying the food. Example: • for packaged high-risk food that is expected to be stored and will be reheated by the purchaser later on at home – 'Keep refrigerated and cook as directed'.

You must comply with these requirements.

The information above is based on key requirements of the Code, as at June 2014.

To check for any future updates on these requirements go to the FSANZ website <www.foodstandards.gov.au>.

If you handle foods in different ways to those described above, check the FSANZ website for more specific requirements about labelling and the provision of information to customers. For example, if:

- you pre-package food at one place to sell at another
- you wholesale food
- you sell raw bamboo shoots or cassava (for customers to take away)
- you use substances such as lactitol or maltitol, or kava or royal jelly
- you formulate caffeinated beverages (this does not include making and serving tea or coffee or selling or serving cans of drink)
- food is produced using gene technology
- you make nutrition, health or related claims
- you sell raw meat, offal or fish to customers
- you prepare food and supply it to someone else who offers it, or uses it to prepare food for immediate consumption (such as a caterer, restaurant, canteen, school or hospital).

To understand the requirements in the Code about declaring allergens, refer to the information in the table on page 47.

Tips

- ✔ Set aside a time or work area that is used solely for the preparation of allergen-free foods and use separate utensils for foods that are designated to be allergen-free.
- ✔ If you are placing your own food business label on a pre-packaged item that is already labelled, make sure you don't cover the existing label as it contains important information for consumers.
- ✔ To find out more about allergens and food intolerances and how you may help customers with questions about them, visit <www.health.vic.gov.au/foodsafety/atoz.htm>.
- ✔ To find out more about information requirements and how you may help customers with questions, see <www.health.vic.gov.au/foodsafety/atoz.htm>.
- ✔ For more information on the current national standards on food labelling and allergens, visit <www.foodstandards.gov.au>.

Cleaning and sanitising

Goal: Ensure food preparation surfaces and equipment are kept clean and sanitised.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Food may be contaminated if premises, equipment, vehicles, containers and cleaning cloths are not cleaned and sanitised properly	Ensure appropriate cleaning products and equipment are used. Ensure effective cleaning arrangements are developed and implemented. Staff should know how to clean, what to clean, and when to clean. Ensure staff have the required skills. Replace cleaning cloths and cleaning equipment regularly.	Confirm cleaning product details with manufacturers. Confirm contents and implementation of cleaning arrangements. Observe staff cleaning practices.	Review and/or change cleaning products. Review and modify cleaning arrangements. Conduct staff training. Ensure staff know what needs to be done. Raise poor cleaning practices with staff.

What are the risks?

Food may be contaminated and become unsafe to eat if the food premises, food preparation equipment, food vans and any food transport vehicles and containers are not cleaned and sanitised properly.

Dirty equipment used in food preparation may transfer bacteria and cause food poisoning.

Dirty cloths can spread bacteria in food preparation areas. Bacteria from cleaning cloths could spread to food preparation areas if staff do not follow basic hygiene practices.

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

Cleaning tips

✔ Six steps for food contact surfaces and equipment

1. Pre-clean – scrape, wipe or sweep away food scraps and rinse with water.
2. Wash – use hot water and detergent to remove grease and dirt and soak, if needed.
3. Rinse – rinse off any loose dirt or detergent foam.
4. Sanitise – use a sanitiser to kill remaining germs.
5. Final rinse – wash off sanitiser (read the instructions on the sanitiser container to see if you need to do this).
6. Dry – allow to air dry.

Other tips

- ✔ Create a cleaning schedule to keep track of what must be cleaned and when. It should set out the cleaning arrangements and tasks so that staff members know how often each job must be done, how it should be done and who should do it, including:
  - the floors, walls and ceilings of all areas of the business, from the front door to the delivery area
  - all extractor fans, kitchen equipment, display units, refrigerators and storage areas
  - the cleaning equipment itself (broken equipment should be reported and replaced)
  - a timeframe that ensures there is no build-up of rubbish, recycling material, food waste or dirt and grease on any of the equipment and any vehicles used to prepare, sell or transport food.
- ✔ Operate a clean-as-you-go policy and clean all spillages immediately. Provide cleaning materials, equipment and cleaning agents in order to clean effectively.
- ✔ Use clean or disposable dishcloths. Wash cloths in hot water and detergent after every use and sanitise dishcloths regularly. Replace cloths regularly during each shift. Single-use paper towels are safer than cloths.
- ✔ Ensure staff members wash their hands after cleaning and change their gloves and protective clothing before returning to prepare or handle food.

Sanitising and chemical usage tips

- ✔ Know what your cleaning products are designed for and how to get the best from them before you use them. If you use cleaning products that are not chlorine-based, read the information from the manufacturer to check the effectiveness of the product.
- ✔ Check with your chemical supplier for advice about what cleaning agents are suitable for food premises, vehicles, food contact surfaces and equipment.
- ✔ Follow the manufacturer's instructions when using a sanitiser. Some sanitisers work as a detergent and a sanitiser and some may need to be applied more than once when used for heavy cleaning work.
- ✔ Clean surfaces before sanitising – unclean surfaces cannot be sanitised. Sanitising small equipment may be done via heat or steam. Heat the surface to above 77°C with boiling water or spray or swab the surface with a food surface chemical sanitiser. Work surfaces and food contact surfaces can be sanitised using chemical sanitisers where it is not appropriate to use heat.
- ✔ Sanitise smaller items using a dishwasher that operates a wash cycle at 80°C. If your dishwasher does not have this function, immerse small items for 30 seconds in a solution containing 50 ppm (parts per million) chlorine at 50°C or equivalent. Dishwasher filters need to be cleaned and the dishwasher also needs to be cleaned and sanitised.
- ✔ Make up your bleach and water solutions every 24 hours because the chemical breaks down and becomes ineffective after this time. Prepare solutions away from food and food preparation areas. Old batches or out-of-date chemicals should be disposed of safely.
- ✔ To sanitise equipment at 100 parts per million chlorine, use appropriate bleach and water solution ratios – 2.5 ml ($^1/_2$ teaspoon of bleach) to 1 litre of water for household bleaches or 1 ml of bleach to 1 litre of water for commercial bleaches. (Check ratios on product labels or with your supplier.)
- ✔ Change types of sanitiser on a regular basis, especially non-chlorine-based cleaning chemicals, as some bacteria can become resistant to the active agents.
- ✔ Store chemicals in clearly labelled containers that are free from damage or leaks and away from food. Keep them in a designated area separate from food preparation and food storage areas. Never store chemicals in food or drink containers.

Supervision of food handlers

Goal: Ensure that everyone who handles food has the skills and knowledge needed to provide safe food and meet all food safety requirements.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Food safety may be at risk if staff are not supervised and managed appropriately	Ensure the business has at least one food safety supervisor (FSS). A class 2 community group is not required to have a FSS under the Food Act, if the group: • only operates a food premises or vehicle for a maximum of two consecutive days or less at any one time, **and** • those handling the food are mostly volunteers. However, the community group may still choose to have a FSS if they wish. They may also be required to do so by other organisations or supplier requirements.	Check that appropriate policies, procedures, staff training and operational systems are in place. The FSS must be able to recognise and prevent food safety risks and be able to supervise other people handling food. You must be able to provide the name and qualifications of your current FSS to your council if requested to do so. Include details of the minimum competency codes.	Make sure your food safety supervisor has the right competencies – see <www.health.vic.gov.au/foodsafety>. Ensure that staff handling food know that they must follow the FSS's advice about how to handle food safely. Modify policies and procedures, staff training and operational systems as appropriate.
Staff do not know how to handle food safely	Ensure staff members understand the circumstances that may lead to food being unsafe and what action they can take to avoid it by: • providing information about food hygiene and personal hygiene techniques • providing information about preparing and managing specific foods based on the tasks staff perform • making sure staff understand and can implement cleaning schedules, record keeping and food recall procedures • making sure staff understand the operating and cleaning requirements of equipment, including how to use and clean thermometers.	Observe the personal hygiene and food handling practices of all staff.	Improve staff supervision and training. Address non-compliant staff behaviour.

Supervision of food handlers (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Food safety may be at risk if staff are ill and/or do not use good personal hygiene practices	Make sure food is handled safely by making sure: • staff are informed of the importance of personal hygiene in preventing food from becoming contaminated • no one in the workplace has an illness that could make food unsafe to eat • staff know they cannot handle unpackaged or ready-to-eat food, or eating or drinking utensils whilst they have food poisoning, a gastroenteritis-type illness (gastro) or foodborne disease symptoms • staff take additional precautions to avoid contaminating food when they return to work after an illness • conditions such as infected skin sores, boils, severe acne, cuts and abrasions are covered with a waterproof dressing and that discharge from ears, nose or eyes from an infection or allergy are carefully managed • staff inform the food safety supervisor or manager if they suspect that food may be contaminated or if they have any illnesses that may contaminate food • you provide equipment and facilities that support hygiene, such as hand washing basins and sanitising products • you prohibit smoking in all food preparation and storage areas.	Observe the personal hygiene and food handling practices of all staff. Be alert for symptoms of any food poisoning or gastroenteritis-type illness (gastro) or foodborne disease. If someone has been off work due to illness, check they have a medical certificate that states they no longer suffer from, or are not a carrier of, a foodborne disease.	Improve staff supervision and training. Address non-compliant staff behaviour. Exclude food handlers who have certain symptoms from the food handling business for up to 48 hours after their symptoms cease. This includes diarrhoea, vomiting, sore throat with fever, and fever or jaundice.

What are the risks?

Inadequate staff supervision and leadership within a business may result in poor food handling practices and standards.

Members of the public may consume contaminated or unsafe food and become unwell.

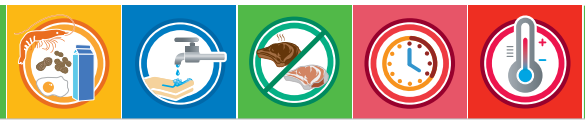
Tips

- ✔ Other steps you can take to ensure staff members understand what may lead to food being unsafe, and action they can take to avoid it, include:
  - informing new staff about your business' food safety program
  - developing and implementing a training plan for staff. See *dofoodsafely*, the Department of Health's free online learning program at <http://dofoodsafely.health.vic.gov.au>.
- ✔ Keep records of staff illness (for example, note in your business diary whether the staff member was absent due to a gastro-related illness). Authorities may require this information after a food-related incident or outbreak.
- ✔ Check the Victorian Department of Health's Communicable Disease Prevention and Control Unit website for more information: <http://ideas.health.vic.gov.au>.
- ✔ Keep up-to-date with food safety requirements by regularly checking the department's food safety website at <www.health.vic.gov.au/foodsafety>.
- ✔ Put up posters near sink areas to remind staff to wash their hands.
- ✔ Lead by example – wash your hands frequently.

Food handlers' responsibilities

Goal: Ensure everyone who handles food understands and practices good personal hygiene.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Food safety may be at risk if staff are ill and/or do not use good personal hygiene practices	Inform staff of their responsibilities when handling food. Ensure they follow your food safety program. Ensure that all staff who handle food: • bathe or shower daily • keep fingernails trimmed, clean and free from nail polish • avoid touching nose, mouth, hair and skin during food preparation • do not cough, spit or sneeze directly onto any food • tie back long hair and wear head gear (such as hats and disposable hair nets) to prevent hair getting into food • use disposable tissues to blow their noses and wash their hands after each time • wear minimum jewellery (a plain wedding band is acceptable) • do not wear uniforms outside the food area • wear suitable protective clothing while preparing and handling food • use disposable gloves appropriately • do not change clothes or eat or drink in food preparation areas • cover cuts or sores with a bright coloured (preferably blue) waterproof adhesive bandage. Inform visitors of personal hygiene rules.	Observe the personal hygiene and food handling practices of all staff.	Improve staff supervision and training. Address non-compliant staff behaviour. Develop and implement a staff training plan. See *dofoodsafely*, the free online learning program at <http://dofoodsafely.health.vic.gov.au>.



Food handlers' responsibilities (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Food safety may be at risk if staff are ill and/or do not use good personal hygiene practices	Inform staff: • that they must report any food-related illness and ensure they understand the risks of continuing to work when ill • that they must take additional precautions not to contaminate food when they return to work after an illness. • about the importance of hand washing in preventing food contamination. Ensure staff wash their hands frequently, including when they have been: • to the toilet • handling any food that may potentially contaminate other food products (including raw ingredients and foods containing allergens) • eating or drinking • smoking, licking fingers, biting nails, touching pimples or sores • coughing, sneezing, using a handkerchief or disposable tissue • disposing of or handling waste • handling animals • handling anything other than food (for example, money, cleaning cloths, cleaning equipment) • away from the workplace (starting a shift or returning from a break).	Observe the personal hygiene and food handling practices of all staff.	Improve staff supervision and training. Address non-compliant staff behaviour. Develop and implement a staff training plan. See *dofoodsafely*, the free online learning program at <http://dofoodsafely.health.vic.gov.au>.

What are the risks?

- Food handlers who have poor personal hygiene practices or may be sick can contaminate the food they handle.
- Food handlers with poor hand washing knowledge or practice may contaminate foods which may result in food poisoning of customers.

Tips

Four steps for effective hand washing

1. Use soap to work up a lather.
2. Wash palms, fingers, thumbs, nails and wrists. Use a clean nail brush if necessary.
3. Rinse off soap by washing hands under warm running water for at least 20 seconds.
4. Dry with paper towel then air dry. Never wipe wet hands on clothes, uniforms or aprons to dry them.

✔ Ensure that all staff complete *dofoodsafely*, the department's free online learning program at <http://dofoodsafely.health.vic.gov.au>, or other training programs.

✔ To find out more about allergens and food intolerances and how you may help customers with questions, see <www.health.vic.gov.au/foodsafety>.

Thermometers and equipment

Goal: Ensure that all equipment is well maintained, and that thermometers and temperature measuring equipment are used and calibrated correctly.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
If equipment is not operating effectively it may be difficult to clean. This can cause food to become contaminated or not be prepared safely	Maintain equipment and replace when defective. Some equipment, such as slicers and mincers, must be regularly checked to ensure they are operating safely and can be adequately cleaned. Make sure pest control screens and refrigerators are working properly at all times to maintain the safety of the food you produce. Make sure equipment, such as weighing scales, are calibrated or adjusted so that they are reliable and accurate.	Check equipment regularly.	Replace or adjust equipment as necessary.
If thermometers are not accurate, food may be in the temperature danger zone of 5°C to 60°C and allow food poisoning bacteria to grow	Check temperature measurement regularly. Have probe thermometers calibrated annually or as per the manufacturer's specifications. (They should measure potentially hazardous food to +/-1°C). If using remote temperature monitoring IT systems, check that all temperature probes are replaced when damaged or malfunctioning.	Conduct cold temperature and/or hot temperature testing. Have equipment calibrated by the manufacturer, supplier or external contractor. If using an automated system ensure that calibration is included in any service agreements.	Have faulty probe thermometers repaired or replaced.
Thermometers may contaminate food if not cleaned and sanitised properly	Clean and sanitise probe thermometers before and after each use. When inserting a probe into food, clean and sanitise after each item of food is checked. Use alcohol swabs available from chemists, or another suitable form of cleaning.	Inspect probe thermometers to see whether they have been sanitised and cleaned.	Modify cleaning and sanitising practices. Remind staff to clean and sanitise probe thermometers after each use.

Thermometers and equipment (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Thermometers must be available and used correctly to check that food is kept at the correct temperature to prevent the growth of food poisoning bacteria	Keep thermometers easily accessible at your business premises. If you have several premises (such as a shop and a food van) have a thermometer at each of them. Use a thermometer that can be inserted into the food to measure its temperature in the middle. (This means the thermometer must have a probe.) Take the core temperature of the food by inserting the probe into the **centre** of the food. Do not use thermometers attached to cool rooms, hot holding units and sandwich display units when checking the temperature of food. (These thermometers measure the operational temperature of the unit, but **not** the actual temperature of the food.)	Check that thermometers are being used correctly.	Remind staff how to use thermometers, and the dangers of incorrect usage.
If adequate hand washing facilities are not available, food may be contaminated	Ensure hand-washing facilities are available at buildings and in food vans where food is prepared or sold; this includes warm running water, soap and single-use towels. Wash and dry any non-disposable towels after each use. Supply a container for used towels near the hand-washing facility. For further information ask your local environmental health officer. If you are operating a stall, or similar set up where full hand-washing facilities cannot be supplied, check the off-site section (*Practices section 10*) of this template for advice about how food handlers can keep their hands clean.	Check facilities, including whether soap and towels are restocked.	Make sure handwashing facilities are maintained and restocked regularly.

Records

To check	Record	How often
Accuracy of equipment	Record 5: My probe thermometer accuracy checks	Record the result of at least one check of each thermometer conducted in each year.

What are the risks?

Without an accurate probe thermometer or temperature measuring device, you may not know whether high-risk foods:

- have been sufficiently cooked
- are being kept at the correct temperature in a refrigerator or display unit
- are being cooled and reheated safely, or
- are at the correct temperature when they arrive at your business.

A probe thermometer may contaminate food if it is used incorrectly or not cleaned properly.

Allergenic foods may be contaminated by other foods if thermometers are not cleaned effectively. You may decide to have dedicated thermometers for different types of allergenic foods.

Probe thermometers are sensitive pieces of equipment. They may break or lose accuracy if they are dropped or roughly handled.

You must keep high-risk food foods at 5°C or colder (cold foods) or at 60°C or hotter (hot foods) when being stored, displayed and transported. Other time and temperature requirements apply to the cooking and reheating of cooked high-risk foods. These are described in other sections of this food safety program template.

Tips

Maintenance of equipment

✔ Create a maintenance schedule to track when equipment has been serviced and note when the next service is due. You may wish to note it in your business diary instead, or as well.

Use of equipment

✔ Ensure that all of the equipment you use in your premises is operated in accordance with the manufacturer's instruction booklet or operating manual. This includes all equipment used in your business – such as cooking equipment, blenders, vitamisers and cutters. If you do not have the operating manual for a piece of equipment you should obtain it. Manuals can typically be downloaded from the internet or obtained directly from the manufacturer.

An example of where manuals are important is in the case of conveyor-belted ovens. These are commonly used to cook pizzas. They can also be used to cook a wide variety of other foods. They are designed to put food through the oven once, after the operator has made sure that the settings for the cooking time and the temperature are appropriate for the type of food being cooked. These ovens have been incorrectly used in the past, which has led to foods being cooked inadequately, or put through the oven more than once on the wrong temperature. Outbreaks of illness resulted when the operating manual was not available on-site.

To ensure food is thoroughly cooked, it is critical that equipment is used in accordance with the manufacturer's specifications at all times.

Probe thermometers

- ✔ Use a probe thermometer that is accurate to +/–1°C. This means that when the thermometer reads 5°C, the actual temperature of the food is between 4°C and 6°C. The accuracy of the thermometer will be stated in the documents or packaging that came with it. If you don't have any documents, contact the thermometer's manufacturer and ask about its accuracy.
- ✔ Purchase thermometers from companies that supply probe thermometers or electronic testing equipment.
- ✔ See the Department of Health *Guide to remote monitoring of temperatures in food storage units* for more advice. Access the guide at <www.health.vic.gov.au/foodsafety>.

Using a probe thermometer

- ✔ Before reading the temperature wait approximately 30 seconds until the temperature reading stabilises.
- ✔ Measure the surface temperature of vacuum packed or frozen foods by placing the length of the probe thermometer between two vacuum packs or frozen items – the temperature will be approximate but the package will remain intact.

Pest control

Goal: Ensure that food is secure and protected from pests.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Contamination of food by pests	Prevent pests from entering premises. Design and maintain the premises and vehicles so that pests cannot get into any place where there is food or any place where they can nest or breed. Install screens on doors and windows that can be opened. Install pest exclusion strips on doors. Make sure that buildings with kitchens where the dining areas are open to the street are insect and vermin proof. Install door and window fittings to secure food areas. Remove rubbish and store securely. Protect food and ingredients from pests. Engage a pest control monitoring service or create your own plan to check for pest activity and take action as necessary.	Regularly inspect premises, vehicles, food storage areas and rubbish storage areas for signs of activity by pests. Read and act on pest controller reports if a contractor is used.	Repair premises and food and rubbish storage areas. Increase pest controls by reviewing current control measures. Promptly treat any pest infestation, including maintenance work or cleaning. Set up more bait stations or seek professional help to reduce pest activity.
Contamination of food by other animals	Do not allow live animals in any part of the premises where food is handled except the following permitted animals: • shellfish and fish intended for food • dogs in an outdoor eating area if it is business policy to allow them in these areas (It is your choice.) • assistance animals (such as guide dogs, hearing guide dogs, mobility support animals, medical alert animals and psychiatric service animals). You are required by law to allow them into indoor and outdoor areas used by customers.	Check to make sure prohibited animals are not allowed into the premises.	Make sure staff and customers understand when animals are – and are not – allowed in the premises. Enforce these rules.

What are the risks?

Food may be contaminated by pests and be unsafe to eat. Pests include mice, rats, cockroaches, flies, ants, birds, beetles and weevils.

Controlling pests and throwing out contaminated food can be costly for the business.

Tips

- ✔ Safely position ultraviolet insect killers. These should not be located above food preparation benches.
- ✔ Label bait stations with the date of service and secure them to the ground.
- ✔ Use a diary or create a log sheet to record what bait was used and note any pest activity and areas that need to be cleaned or repaired to keep the premises secure from pests.
- ✔ Ensure regular pest inspections. Consider hiring a licensed pest controller to visit the premises regularly. Licensed pest controllers must ensure their service complies with legislative requirements and best practice guidelines for the use of pesticide. If you hire a licensed pest controller, ask them for an inspection report. This report should give written results of each visit to the food business premises.
- ✔ Protect food from possible contamination if chemicals are used for pest control.

Cockroaches **Rats and mice** **Flies and insects** **Wasps** **Spiders**

Food recalls and waste disposal

Goal: Ensure your responses to food recalls are prompt and that waste is removed frequently from your premises.

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

What can go wrong?	What can I do?	How can I check?	What if it is not right?
The health of the public may be at risk if food recalls are not managed quickly and appropriately. These foods may put people who eat them at risk.	Act immediately and follow instructions given when a food recall occurs. Know the name and address of the suppliers of all your foods. Record this in your *Record 1: My Food Suppliers.* Take recalled goods off the shelf, store them in a segregated area and label them not to be sold. Ensure staff understand food recall procedures.	Check that supplier or council instructions have been followed.	Take corrective action. Follow the recall instructions. Make sure your supplier list is up to date.
The health of the public may be at risk if waste disposal is not managed appropriately	Manage waste food. Separate waste food from foods to be used for human consumption. Dispose of all food that: • has been served to a customer and not eaten • has been held in hot storage for longer than six hours, and you suspect is unsafe to consume • is past its 'use-by' or 'best before' date • you suspect may have been contaminated by pests, dirt, dust or cleaning chemicals • you are required to dispose of under an order or as a result of a food recall. Clean and sanitise waste food areas. Use signage that makes it clear where waste is to be disposed of.	Check that staff are disposing of food that should not be used or served to customers. Regularly inspect waste storage areas.	Take corrective action by fixing the problems you have identified.

What are the risks?

The health of the public may be at risk if recalled food is not removed quickly and disposed of appropriately.

Pests can contaminate food and food preparation areas if waste is not removed frequently. If waste food is not disposed of appropriately it will attract pests into your premises.

Tips

Food recalls

- ✔ If you supply food to other businesses, obtain a copy of the FSANZ *Food industry recall protocol*. Phone (02) 6271 2222 or visit the FSANZ website at <www.foodstandards.gov.au/publications>.
- ✔ Subscribe to FSANZ to receive information on food recalls from the Food Standards website <www.foodstandards.gov.au/industry/foodrecalls/Pages/default.aspx>.
- ✔ Keep invoices or delivery dockets that contain a prescribed name or description of the food, batch numbers, date markers or other information, wherever possible.
- ✔ When you receive a food recall notice, take immediate action to remove food from use or display in your business.
- ✔ Follow all other instructions given by the supplier or the local council.

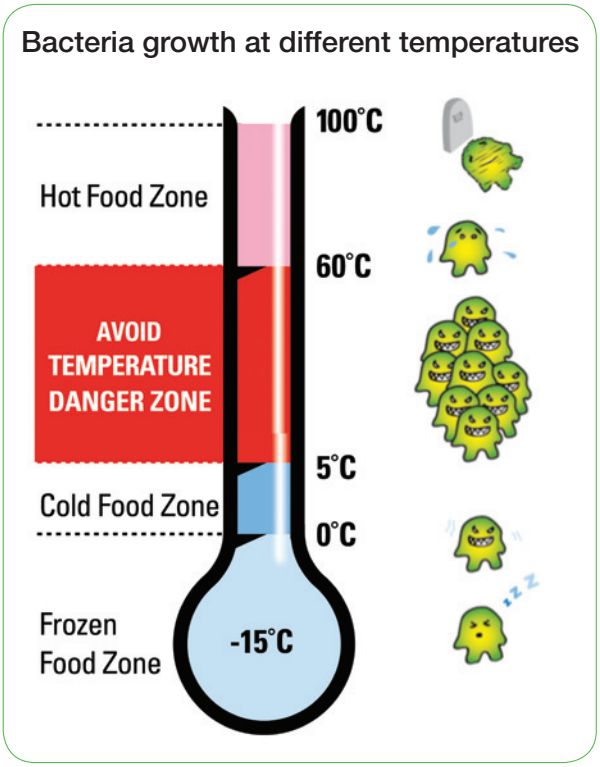
Waste disposal

- ✔ Place waste disposal bins conveniently around the food preparation area.
- ✔ Clearly label waste disposal bins to make them clearly distinguishable from food storage containers.
- ✔ Use plastic bin liners in waste disposal bins in food preparation areas.
- ✔ Regularly empty rubbish bins in food preparation areas to avoid over-filling or spillages.
- ✔ Tie all bin liners before placing them in waste disposal storage.
- ✔ Clean waste disposal bins in preparation areas on a daily basis and leave overnight to air dry.
- ✔ Clearly identify the waste disposal storage area, and regularly clean it.
- ✔ Ensure regular collection of waste from your premises.

Time control

Goal: Ensure cooked and ready-to-eat food (high-risk food) does not remain at room temperature for long enough to become unsafe.

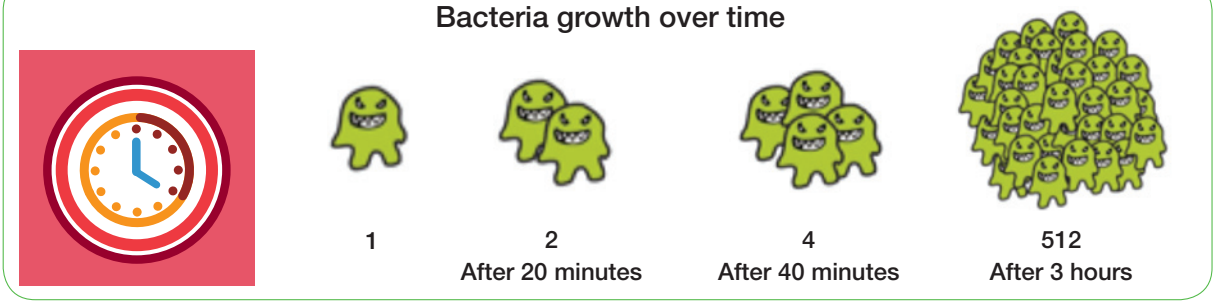
What can go wrong?	What can I do?	How can I check?	What if it is not right?
Growth of food poisoning bacteria from food being in the temperature danger zone of 5°C to 60°C	Use the 2 hour/4 hour rule to manage high-risk food temperatures. Only use the 2 hour/4 hour rule if: • you know the temperature history of the food • you can show evidence that cooling processes are in line with the cooling rules in *Practices section 6: Cooling and freezing food.*	Measure food temperatures at regular intervals during food practices, such as purchasing and receiving, preparation, displaying and serving.	If cold or hot food is delivered in the temperature danger zone of 5°C to 60°C, ask the delivery person to show you evidence of the temperature of the food for the previous two hours. Reject high-risk foods that are delivered at the wrong temperature or where evidence of the temperature is not provided. Dispose of high-risk food that has been at room temperature for more than four hours.



What are the risks?

Bacteria can multiply rapidly in food held at room temperature (that is in the temperature danger zone of 5°C to 60°C) for long periods.

This can cause gastro-type illnesses. In these diagrams you can see that both time and temperature contribute to bacteria growth.



Even food which looks safe and has no off odour, smell or taste can be very unsafe to eat.

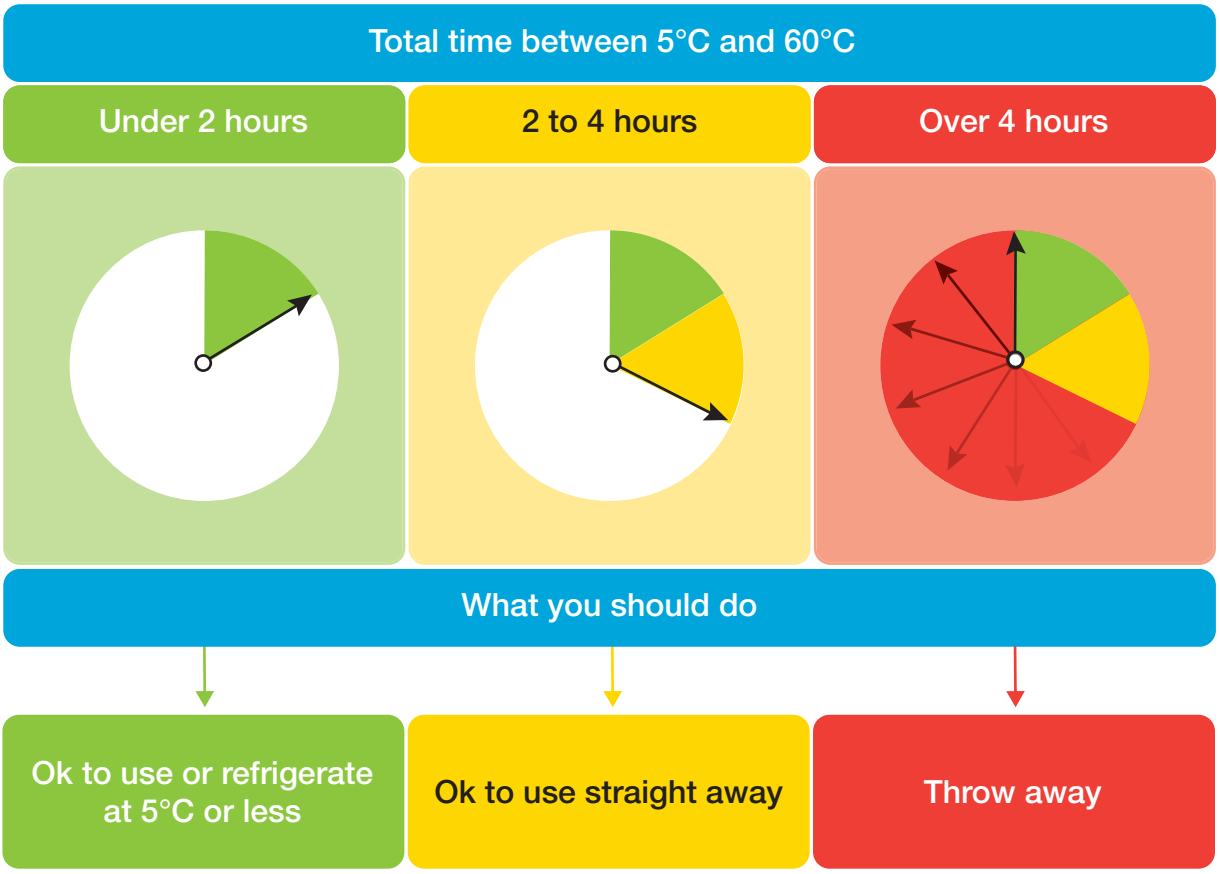
'Best before' and 'use-by' dates on cooked, ready-to-eat and high-risk foods will be void if the food is not kept at the recommended storage temperature.

If your business has not stored the food as directed, you will be legally at fault if the food becomes unsafe.

What is the 2 hour/4 hour rule?

The 2 hour/4 hour rule uses time and temperature control to keep food safe by monitoring the time that high-risk food spends in the temperature danger zone of 5°C to 60°C.

If you are using the 2 hour/4 hour rule in your business, follow the steps below:



The total time includes all the time the food has been at room temperature, for example during delivery, display, preparation and transportation.

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Before using this rule, check:

- Is the food a high-risk food?
- Was the food previously kept at room temperature? For how long?
- Are your refrigerators and hot holding equipment working correctly?
- If this food was cooked and cooled, can you prove that it was done in line with the cooling rules?
- Have you informed staff members about this rule? Do they know how to use it?
- If food is not eaten on the premises, how will you inform customers that it must be eaten within four hours?

Tips

✔ Place a label on the food or the tray to record the time it spends at room temperature.

✔ When preparing raw high-risk food for cooking, make sure that the time it is held at room temperature is kept to a minimum. Return food to the refrigerator during delays.

Glossary

Bacteria	Commonly known as germs, bacteria are microorganisms found in and on food, people, surfaces, untreated water, dirt, soil, plants, animals and pests.
Calibration	Ensures that the accuracy of readings given by a measuring instrument, such as a probe thermometer, is consistent with a known standard. See *Support program 5: Thermometer use, calibration and equipment maintenance.*
Clean	(Adjective) Free from visible matter, such as food waste, dust, dirt, grease and other contamination and free from objectionable odour. (Verb) The action of making equipment, utensils, crockery and so on in a condition free from visible matter and odours.
Cleaning schedule	A schedule or list of the cleaning arrangements. It sets out the activities carried out throughout the premises and in relation to equipment, including how often cleaning is to be done and how it is to be carried out (for example, chemicals and equipment required). If your business transports food, it would also include the cleaning of transport containers and vehicles.
Contaminant	Biological, chemical or physical matter that may lead to a food safety risk (for example, physical matter such as glass in food) or an allergen.
Contamination	The introduction or occurrence of a contaminant in food.
Contact time	Some chemical cleaning solutions must be in contact with a surface or equipment for a certain amount of time to work effectively, remove dirt or kill bacteria. Check with your chemical supplier.
Cool	To lower the temperature.
Community group	An organisation or group that sells food solely for the purposes of raising funds for charity, or which is a not-for-profit body.
Corrective action	The steps to be taken by your staff where a breach of a control measure occurs (that is, to control the hazard).
Cross-contamination	Occurs when harmful bacteria or allergens spread to food from other food, surfaces, hands or equipment. For example, food poisoning can occur when bacteria in raw meat or seafood juices, or raw egg comes into contact with cooked or ready-to-eat food. Cross-contamination can also occur if equipment used for raw food preparation is then used for cooked or ready-to-eat food.
Delivery	The receipt of goods from a supplier, at which time the proprietor then takes responsibility for the food.
Detergent	Chemical, such as washing-up liquid, used to assist with the removal of grease, dirt and food from utensils or equipment. Detergents do not kill bacteria. Detergents work best in clean, hot water.
Disinfectant	A chemical used for disinfecting, which kills bacteria. Surfaces must be clean of grease, dirt and food before using disinfectants.
Dry goods	Food ingredients that can be stored at room temperature (not chilled or frozen) without becoming unsafe to eat (for example, flour, sugar, rice, jars and unopened bottles of sauce, canned fruit and raw vegetables).

Environmental health officer	Environmental health officers assess risk and monitor and enforce public health laws in a range of areas including food safety. They were formerly known as health inspectors.
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.
Foodborne illness	Illness caused through eating contaminated food, such as chemical contamination or a virus or food-poisoning bacteria.
Food-grade container	A protective covering or wrap that will not contaminate food products, especially by leaching chemicals into the food.
Food handling	The making, manufacturing, producing, collecting, extracting, processing, storing, transporting, delivering, preparing, treating, preserving, packing, cooking, thawing, serving or displaying of food.
Food handling requirements	A program that covers food handling, personal hygiene, cleaning of the equipment and monitoring of these practices to ensure the safe production of food.
Food poisoning	When an individual is sick from eating food that has been affected by: • biological contamination – food-poisoning bacteria that have grown to large numbers or a toxin from bacterial spores that can survive cooking or from food that is not cooled quickly • physical contamination – things found in food that should not be present such as stones, adhesive bandages, hair, glass, insects, wood or metal • chemical contamination – where cleaning agents, detergents or fly sprays have come in contact with food.
Food recall	An action taken to remove from sale, distribution and consumption foods that pose a safety hazard to consumers. Such foods are retrieved and disposed of.
Food safety supervisor	Person(s) within your business responsible for looking after food safety. The food safety supervisor can recognise, prevent and alleviate the potential hazards associated with handling of food. They must have met the appropriate food safety competency standards for the type of premises they are working in and have the ability and authority (of the proprietor) to supervise other people handling food and ensure it is done safely. For information about qualifications, go to <www.health.vic.gov.au/foodsafety>.
Food supplier	A person or company that provides food ingredients, prepared foods, cooked or ready-to-eat foods to your business.
Freeze	Preserve food by refrigerating below freezing point or using blast freeze equipment.
Frozen products	Foods made solid by refrigeration below freezing. Foods that are partially thawed are not frozen products.
Frozen storage	Controlled storage conditions that maintain frozen products until required for use.
Garnish	To decorate or embellish food (for example, the addition of parsley on top of lasagna).

Gastroenteritis, gastro (food poisoning)	Illness caused either by foodborne or water-borne bacteria. Large numbers of bacteria in food or water can cause those who consume it to become ill. A person with gastro can suffer from a range of symptoms, such as diarrhoea, vomiting, sore throat, fever and jaundice.
Hazard	A biological, chemical or physical agent in, or a condition of, food that could be dangerous to human health.
High-risk foods	Include meat, seafood, poultry, eggs once cracked open for use, dairy products and small goods, or foods that contain these items (for example, sandwiches, quiche and prepared salads). Certain foods become high-risk when they are cooked, such as noodles, rice, pasta and similar dry foods. High-risk foods are also known as 'potentially hazardous' foods.
Hold	Keep or reserve; keep in a specified condition.
Hot-hold	Keep food at, or above, 60° C using appropriate equipment, such as hot lamps and bains-marie.
Microorganisms	Any living organism that can survive as a single cell, including bacteria, viruses, yeasts and moulds.
Microwave	(verb) to cook or heat in a microwave oven. (noun) an oven that uses high-frequency electromagnetic waves to cook or heat food.
Mix	To combine two or more substances.
Monitoring	A systematic process followed by staff to check a food handling activity.
Order	A direction or instruction under a law from a regulator about the handling or sale of food.
Peel	To remove the outer covering of a foodstuff (for example, fruit, vegetable, prawn).
Pest control	The elimination of pests from a food premises and the prevention of pests from entering the premises.
Pest controller	A service provided by specialists to eliminate pests using methods such as bait boxes and other pesticides suitable for use in a food premises.
Pests	Birds, rodents, insects.
Potable water	Water that is acceptable and safe for human consumption must be used in a food business for washing food and/or food ingredients, for cooking, adding to food and drinks, making ice, cleaning of food contact surfaces, cleaning food containers and utensils, hand washing and personal hygiene.
Potential hazard	Something that could make food unsafe, but has not yet done so. Potentially hazardous food must be kept at certain temperatures to minimise the growth of any bacteria.
Process	In relation to food, any activity that involves preparation of food for sale.
Processed fruit	Fruit and vegetables that have been altered from their original state.
Raw materials	Food before it is changed or processed.

Raw egg products	Ready-to-eat food that contains raw egg in its final form. Such products have the potential to be hazardous and therefore require special care and handling. Some examples of raw egg products include: • homemade sauces – mayonnaise, aioli, egg butter, hollandaise and béarnaise • uncooked desserts – chocolate mousse, tiramisu, ice-cream • drinks – eggnog and egg flip • egg wash – beaten eggs, sometimes mixed with another liquid, and brushed onto foods such as pizza or pastry.
Ready-to-eat food	Food that is ordinarily consumed in the same state in which it is sold. This does not include nuts in the shell and whole, raw fruits or vegetables that are intended for hulling, peeling or washing by the consumer.
Refrigerated storage	The storage of potentially hazardous food at a temperature between 0°C and 5°C.
Reheat	The heating of food already cooked and cooled once to a temperature that will kill any microbial organisms that may be growing in that food.
Sanitise	To apply heat or chemicals, or a combination of heat and chemicals, to kill food-poisoning bacteria or reduce the number of bacteria to a minimum level.
Sanitiser	A chemical used to reduce the numbers of bacteria on a work surface (see *Support program 2: Cleaning and sanitising* for more information on cleaning chemicals and how they work).
Self-service	A process where customers serve themselves.
Standard	Established method for staff to follow which ensures food and food processes remain safe.
Stock rotation	Storage of food so that the more recently delivered or acquired stock is placed behind existing stock. This practice ensures the oldest stock will be used first and helps avoid food passing its 'best before' date.
Temperature control	The methods used by a business to maintain the temperature of food at 5°C or below for chilled foods and 60°C or higher for hot foods.
Thawing	Removing food from frozen storage (–15°C) and bringing it to a chilled state (0 to 5°C) prior to preparation or cooking.
Thermometer	An instrument used to measure temperature, such as a probe thermometer (see *Support program 5: Thermometer use, calibration and equipment maintenance*).
Transport	Take or carry goods from one place to another.
Wash	Clean with liquid, especially detergent and water.