

Food safety guide for food businesses

Class 3



Temperature



Time



Cross-contamination



Hygiene



Allergens

Food safety guide for food businesses

Class 3

If you would like to receive this publication in an accessible format, please phone 1300 364 352 using the National Relay Service 13 3677 if required, or email: foodsafety@health.vic.gov.au

This document is available in PDF format on the internet at:
www.health.vic.gov.au/foodsafety

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Introduction to food safety for food businesses – class 3

What is the purpose of this guide?

This food safety guide is for class 3 food businesses.

As a food business owner, you are legally required to:

- sell safe food; and
- keep the required food safety records.

This guide will help you understand your legal responsibilities under the *Food Act 1984* and the steps to follow to ensure food safety.

This food safety guide will assist you to meet your responsibilities by helping 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.

Sale of food by community groups

If you are:

- a community group, or
- a group or individual selling food solely for the purposes of raising funds for charity, or
- a not-for-profit body¹ where those handling the food are mostly volunteers

this guide is **not** relevant to your activities.

Use the Food safety guide for community groups – class 3. It is available on the Department of Health website at www.health.vic.gov.au/foodsafety.

You need to know...

The *Food Act 1984* controls the sale of food in Victoria. Its main purpose is to protect people from foodborne illness. The Act covers all businesses that sell food for profit.

Under the Act, all food premises selling food in Victoria are classified according to their food safety risks. There are four classes – from highest risk (class 1) to lowest risk (class 4).

As part of your registration you have been advised by council that your business's activities fall within class 3.



¹ **Not-for-profit body** means an incorporated or unincorporated body or association that is not carried out for the purposes of profit or gain to its individual members and is, by the terms of the constitution of the body or association, prohibited from making any distribution, whether in money, property or otherwise, to its members.



Different food safety steps must be followed for different food handling tasks. This is because some foods are more likely to cause food poisoning if the food is not handled properly.

This guide provides practical information, as well as the record sheets you must complete and keep on site when you sell food.

Free online food handler training

It is recommended that all staff handling food at your premises complete the online learning program **dofoodsafely**, which gives staff basic knowledge of food safety and develops their food handling skills. It is available at **dofoodsafely.health.vic.gov.au**.

Class 3 premises can do class 4 activities

All class 3 premises can also do any class 4 activities, as these are lower risk than class 3. Your premises will still fall within class 3 – not class 4 – because your classification is based on your highest risk food handling activities². This is explained in this guide.

One registration, one council for food vans and stalls

If your business operates a class 3 temporary food premises (such as a stall) or class 3 mobile food premises (such as a van or trailer) that sells food, you need to register it with your 'principal council' under the statewide system under the Food Act.

This is the council in whose district your business routinely prepares or stores food sold for the stall or van. If you do not have such a place (for example, because food is purchased on the day of the event), it is where your business usually stores the equipment for the stall, or garages the van. If none of these apply to your business, it is the council in which your business's contact address is located. (Your principal council may – or may not – be the district in which you trade.)

Whether you operate at a single site or have multiple food vans or stalls at different locations, the registration certificate granted by your principal council for this class 3 food premises will allow you to operate on one or more occasions any time within a 12-month period, unless you choose to apply for a shorter period. This type of registration is typically not for a specific event.

A statewide single approval scheme means that your organisation can operate in any council district in Victoria under the Food Act, provided that you lodge a statement of trade advising that council about where and when you will be operating.

The same arrangements apply if you occasionally use a building that you do not own or lease (such as a community hall). This is also a temporary food premises.

Your statewide single registration can include all your temporary or mobile food premises, and an associated fixed site if you use one.

To find out more, see *Food vans and stalls – Single approval to operate anywhere in Victoria* at **www.health.vic.gov.au/foodsafety/bus/mobile** or ring your local council environmental health officer for advice.

² A food premises is classified under the Act according to the highest risk activity at the premises. Many of the activities listed in this record sheet make a premise a 'class 3 food premises'. However, a class 3 food premises can also engage in lower risk activities (that apply to class 4 premises). In such case the premises falls within class 3 – not class 4. The cooking and sale of sausages at a temporary food premises or by a not-for-profit body is an example of such an activity.



Streatrader

Streatrader is the online registration website for the statewide single approval scheme. It was developed by the Department of Health in partnership with the Municipal Association of Victoria.

Streatrader is simple efficient and convenient. You can find out who your principal council is and register your class 3 stall or van online with that council on the Streatrader website at <https://streatrader.health.vic.gov.au>

Statements of trade that are required can be completed in Streatrader. You can also update your business details at any time.



Where can I get more help?

When it comes to food safety, your local council environmental health officer is your best source of advice.

The Department of Health Food Safety Unit can also help with advice and resources:

- Call the Food Safety Help Line: **1300 364 352**.
- Visit the Food Safety website at www.health.vic.gov.au/foodsafety/guide/single.
- Visit dofoodsafely – a free online food handler learning program at dofoodsafely.health.vic.gov.au.

This guide reflects the food safety standards set out in the national Food Standards Code, which you are required by law to comply with. For further information about how to comply with these standards contact your council or go to www.foodstandards.gov.au/foodstandards/foodsafetystandardsaustraliaonly.

For help with Streatrader call **1300 085 767** or email streatrader@health.vic.gov.au.

Business Victoria can assist with information about setting up a business in Victoria. Call **13 22 15** or visit the website at www.business.vic.gov.au.



Class 3 at a glance

This section summarises the different types of class 3 food business activities typically undertaken.

Class 3 food business premises and activities

Under the Food Act, permanent premises such as shops, food vans and market stalls are all called food premises.

A **fixed premises** is a permanent building from which food is sold or handled for sale, for example, a shop/site that the proprietor of the food business owns or leases.

A **mobile food premises** is a vehicle (including a van or caravan) from which food is sold or handled for sale (it doesn't include a vehicle that is only used to transport food such as a delivery truck).

A **temporary food premises** is either:

- a tent, stall or other structure that is not permanently fixed at a site at which food is sold, or handled with the intention that it be sold, or
- a permanent structure not owned or leased by the food business at which food is handled for sale, or from which food is sold, by the food business on an occasional basis only, for example, a place where you have permission to set up tables at someone else's premises to sell food for a few days.

As a class 3 food premises, you may also carry out any class 4 food activities.

The following table lists the types of class 3 and class 4 food handling activities your food business can carry out.

Note: Pre-packaged food is food that has been sealed within a package prior to entering the business, and remains in that package until sale.

Food activity type	Example
Selling low-risk foods – pre-packaged or unpackaged	<ul style="list-style-type: none">✓ Carbonated beverages✓ Biscuits✓ Cereals✓ Confectionery✓ Dried fruits✓ Fruit, cut or whole✓ Jams✓ Grains✓ Ice-creams, except soft-serve✓ Tea and coffee, with or without milk or soy milk✓ Vegetables
Selling pre-packaged cakes	<ul style="list-style-type: none">✓ All cakes, including cakes with cream fillings



Selling pre-packaged high-risk foods	<ul style="list-style-type: none"> ✓ Desserts, such as cheesecakes and custard tarts ✓ Fruit salads ✓ Meats, including poultry and game ✓ Meals, such as fresh pasta, casseroles, curries and lasagne ✓ Sandwiches ✓ Smallgoods (such as Strasbourg, ham and chicken loaf), smoked salmon, soft cheeses and dips
Reheating and selling pre-packaged foods	Pies or sausage rolls, heated but still in their original packaging
Other lower risk activities	<ul style="list-style-type: none"> ✓ Sale of eggs in the shell ✓ Food tastings (a sample of high-risk food offered for up to 4 hours) ✓ Wine tastings, including served with cheese or low-risk foods ✓ Sausage sizzles (where sausages are cooked and served immediately, with or without onions cooked at the same time, and bread and sauce) <ul style="list-style-type: none"> – when cooked and sold either: <ul style="list-style-type: none"> ✓ at a temporary food premises, or ✓ at any premises by a not-for-profit body ✓ Handling of low-risk food or cut fruit or vegetables, and the serving of that food to children at a sessional children’s service.

What is high-risk food?

The term ‘high-risk food’ is used throughout this guide. It means food that is *potentially hazardous* – that is, food that has to be kept at certain temperatures to minimise the growth of any harmful bacteria that may be present in the food. For the purposes of this guide, it includes all food other than low-risk food.

High-risk foods need to be handled carefully to keep them safe. If something goes wrong during the food handling process, harmful bacteria may grow and multiply and food can quickly become unsafe to eat.

High-risk foods can include meat, seafood, poultry, eggs, dairy products and smallgoods, or foods that contain these, for example, sandwiches, quiche and prepared salads.



Other foods can become high-risk after they are cooked, such as noodles, rice, pasta and similar foods.

You will find more information, including a full list of class 3 and class 4 activities, on the Department of Health website at www.health.vic.gov.au/foodsafety/foodclass, or by contacting the environmental health officer at your local council.



What if you change the type of food you sell?

If you have been classified as class 3 and you plan to alter the type of food you sell to include higher risk activities you must notify council because this will change your food premises classification. It will also alter the type of records and other requirements that apply to your activities.

For example, your activities will be class 2 if you wish to sell unpackaged high-risk foods. This means food that has to be kept at certain temperatures to minimise the growth of any pathogenic microorganisms that may be present in the food or to prevent the formation of toxins in the food.

Class 2 foods include, for example:

- raw and cooked meat (including poultry and game) or foods containing raw or cooked meat such as casseroles, curries and lasagne
- smallgoods such as Strasbourg, ham and chicken loaf
- dairy products such as custard and dairy-based desserts like cheesecakes and custard tarts, but does not include packaged pasteurised milk or ice-cream manufactured from pasteurised milk
- seafood (excluding live seafood) including seafood salad, patties, fish balls, stews containing seafood and fish stock
- processed fruits and vegetables such as fruit salads and fruit juices
- cooked rice and pasta
- foods containing eggs, beans or other protein-rich foods such as quiche, fresh pasta and soybean products
- preparing foods such as sandwiches, rolls and cooked and uncooked pizza that contain the foods listed above.

What records do I need to keep as a class 3 premises?

A proprietor of a food business operating a class 3 food premises is required under the Act to:

- maintain the declared class 3 minimum records and keep them at the premises
- retain the records for one year from receipt or creation
- provide the council with a copy of the records if requested to do so by the council.³

The specific records provided in this guide are those that have been declared as the minimum records that must be kept to demonstrate compliance with some essential food safety practices, taking into account the type of activities that will be conducted at your food premises.

Keeping records will help you monitor your food safety and hygiene practices and demonstrate compliance with food safety practices. In the event of a problem, your records will show you did everything you should have done to keep food safe.

Given the low food safety risks associated with class 3 activities, only simple records are needed.

³ Section 19CB and clause 5 of the declaration on minimum records ("the declaration"). The declaration is available at <http://www.gazette.vic.gov.au/gazettes/Gazettes2010/GG2010S241.pdf>.



The records you must keep vary depending on the type of food activities undertaken at your food premises, and the type of food premises you plan to run.

This guide will help you work out which records are specific to your food business activities.

You will find the record sheets at pages 29 to 43.

You should note that **Record 1 (supplies) always applies**. The introduction to each record in the pages that follow describes what it relates to and whether you need to complete it.

Records that you are required to keep must be kept on site at the food premises.

You can be fined for not keeping the mandatory records.

For further advice about how to complete these records, please contact your local council.



How can food become unsafe?

Food can be unsafe to eat if:

- harmful bacteria are given the right conditions to grow and multiply (certain high-risk foods need to be handled carefully to keep them safe)
- it is contaminated by raw high-risk foods or by unhygienic handling
- substances contaminate food (foreign materials such as dirt, dust, hair, glass or stones)
- other things contaminate foods (such as insects, rodents, chemicals, detergents or cleaning substances).

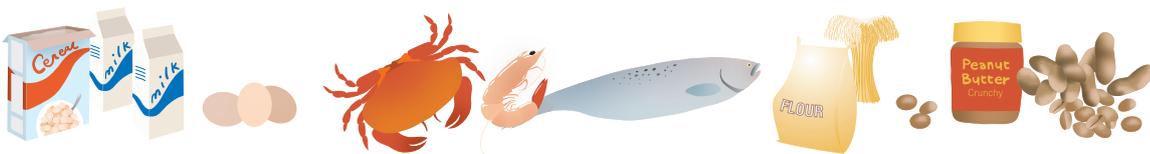
The risk of food prepared by your business becoming unsafe will depend on how and where food is stored, prepared and handled by you and your employees.

What are allergens and food 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.

In addition to food allergies, some people experience intolerance to certain foods. The most common causes of food allergic reactions or food intolerances are:

- cereals containing gluten and their products (wheat, rye, barley, oats and spelt and their hybridised strains)
- 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 fruits, soft drinks and sausages)
- tree nuts and sesame seeds and their products
- any prepared foods that contain these ingredients.





How can my food business prepare safe food?

The risk of food becoming unsafe will depend upon the types of food being prepared and how food is handled.

- Pay attention to the temperature of high-risk foods.
- Keep cold food at **5 °C or below**.
- Keep hot food at **60 °C or higher**.
- Minimise the time high-risk food spends in the temperature danger zone of **5 °C to 60 °C**.
- Prevent cross-contamination from raw food to cooked food.
- Pay attention to hygiene.
- Keep work surfaces and equipment clean.
- Wash your hands frequently.
- Be aware of allergens in foods.
- Prevent contamination of non-allergen foods.

The following icons will help you to focus on key food safety aspects when using this guide.

Manage food temperature

<ul style="list-style-type: none">• The temperature danger zone for bacteria growth is when cold food is kept above 5 °C, and if hot food is stored below 60 °C for significant amounts of time.• Limit the time high-risk food is kept in the temperature danger zone (5 °C to 60 °C).• Return food to the refrigerator during delays in food preparation.	<p>When you see this image pay attention to temperature control.</p> 	<ul style="list-style-type: none">• Cook high-risk food to an internal temperature of 75 °C or above.• Hot food must be kept at 60 °C or higher.• Cold food must be kept at 5 °C or below.• If food has been in the temperature danger zone for a total time of four hours or longer, it must be thrown out.
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Avoid cross-contamination

<ul style="list-style-type: none">• Keep raw food separate from cooked and ready-to-eat food.• Store cooked food and ready-to-eat food above raw foods in the fridge.	<p>When you see this image pay attention to cross-contamination.</p> 	<ul style="list-style-type: none">• Use separate utensils and cutting boards when preparing raw and cooked or ready-to-eat foods.• Protect food from dirt and dust or any other foreign materials or substances that may make food unsafe.
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Ensure good hygiene and cleaning standards

- Store food away from contaminants and protect it from pests.
- Use clean, sanitised and dry cutting boards, equipment and separate utensils.

When you see this image pay attention to **hygiene and cleaning**.



- Wash your hands thoroughly and regularly.
- Keep floors, walls, ceilings and equipment clean.

Be aware of allergens and intolerances

- Store food away from potential allergen contaminants.
- Make sure foods that can cause reactions are identifiable.

Where you see this image pay attention to **allergens and intolerances**.



- Identify foods that commonly cause reactions and label or name them in stored and prepared foods.
- Avoid allergens cross-contaminating other foods, prepare allergen-free foods before foods that contain allergens and use clean equipment or equipment kept for allergen foods only.



Practices to keep food safe

1. Purchasing and receiving food
2. Storage
3. Reheating pre-packaged food
4. Displaying and serving food



1. Purchasing and receiving food

Goal: To ensure food is safe when you purchase and receive it.

What should I do?	Why?
Check that businesses or suppliers are aware of their food safety requirements and can demonstrate that to you.	Your suppliers, whether individuals or businesses, must supply you with safe food.
Ensure all purchased food is properly packaged and has not been damaged during transport.	To keep food safe from contamination during transportation.
Check that prepacked food is labelled and that unpackaged food has product information.	If food contains allergens you must provide customers with accurate information.
Check 'use by' dates on fresh foods	To check how food should be stored, and when it must be used by, so you can store it in date order.
Check the temperature of food on arrival, ensuring cold food is 5°C or below.	Food not kept at the right temperature can become unsafe as harmful bacteria may multiply and cause food poisoning.
What if something goes wrong?	
If food has become unsafe or may have been contaminated it can cause food poisoning or gastro illness. If you are unsure about the safety of certain foods, do not use them.	

Keeping the right records about supplies

Record 1 Supplies (Sheet A or B)

If your business is operating from a *fixed* premises (such as a shop or coffee bar) or a *mobile* premises (such as a van or sandwich cart) you are required to use **Record 1, Sheet A (p 32)**.

If your business is operating from a *temporary* premises (such as a market stall or tent) you are required to use **Record 1 Sheet B (p 39)**.



2. Storage

Goal: To ensure stored food remains safe.

Dry storage

Type of storage	What should I do?	Why?
Dry storage	Keep all dry storage areas clean and pest free.	Storage areas must be kept clean to avoid attracting pests.
	Ensure packaged food that has been opened is stored in containers.	To reduce the risk of spillage in dry storage and to help keep storage areas clean.
	Keep and attach labels to any packaged food that is repackaged.	To be able to identify the food and any ingredients that may cause allergic reactions or food intolerances.
What if something goes wrong?		
Food may be unsafe if storage conditions or packaging are unsuitable or if cross-contamination has occurred. If you are unsure if food has been contaminated or may be unsafe, do not use it.		
Throw away food that shows signs of pest damage.		

You do not need to keep records about dry storage.



Cold storage

Type of storage	What should I do?	Why?
Cold storage	Check the temperature of the cold storage units.	Food not kept at the right temperature can become unsafe because harmful bacteria may multiply and cause food poisoning.
	Keep cold food at 5°C or below.	
	Frozen food should be frozen solid.	
	Keep raw food separate from cooked food.	If raw food comes into contact with cooked food it can cause cross-contamination and result in food poisoning.
	Ensure cold storage units are cleaned regularly.	Dirty cold storage units can make food unsafe.
What if something goes wrong?		
If cold storage units are not keeping food at 5°C or below you will need to adjust its settings, contact a refrigerator technician or add more ice to the cooler.		
If frozen food shows any signs of thawing, either continue thawing and use it immediately or discard. Throw out ready-to-eat food if you think it might have been contaminated.		

Keeping the right records about cold storage

You only need to keep a record if you have high-risk food that needs to be kept cold at the food premises.

Record 2 Cold storage (Sheet A or B)

If your business is operating from a *fixed* premises (such as a shop or coffee bar) or a *mobile* premises (such as a van or sandwich cart) you are required to use **Record 2, Sheet A (p 33)**.

If your business is operating from a *temporary* premises (such as a market stall or tent) you are required to use **Record 2, Sheet B (p 40)**.

Record 4 Deliveries (Sheet A or B)

If you also receive deliveries to that premises from a supplier of high risk food, use **Record 4, Sheet A** for *fixed* or *mobile* food premises, or **Record 4 Sheet B** for *temporary* premises.



3. Reheating pre-packaged foods

Goal: To ensure pre-packaged food is reheated quickly and thoroughly.

Pre-packaged foods, such as pies, pasties and sausage rolls, are sealed in a package before supply to you and remain in that package until sale.

What should I do?	Why?
Be careful to follow the reheating or cooking instructions on the packaging.	Harmful bacteria may have the right conditions to multiply and cause food poisoning if pre-packaged food is not thoroughly reheated.
Reheat the food quickly and thoroughly to kill food poisoning bacteria.	
Randomly select an item of food and measure the temperature of the thickest part of the food using a probe thermometer.	
When reheating, ensure the food reaches 60°C or higher.	To minimise the risk of food poisoning.
Look at the reheated food to see that it is hot (steaming) all the way through.	To find out what is not right and take action to fix the problem before your food becomes unsafe.
If the food is not hot (steaming) all the way through: <ul style="list-style-type: none"> • increase the reheating time or temperature • reduce the portions of food being reheated • review your reheating method and/or • repair or replace equipment. 	

Keeping the right records

Record 3 Hot storage (Sheet A or B)

You only need to keep a record if pre-packaged high-risk food is to be kept heated in hot storage prior to sale at the food premises. For example, it applies to food such as heated pre-packaged pies or sausage rolls.

If your business is operating from a *fixed* premises (such as a shop or coffee bar) or a *mobile* premises (such as a van or sandwich cart) you are required to use **Record 3, Sheet A (p 34)**.

If your business is operating from a *temporary* premises (such as a market stall or tent) you are required to use **Record 3, Sheet B (p 41)**.



4. Displaying and serving food

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

What should I do?	Why?
<p>Display pre-packaged high-risk hot food at 60 °C or higher.</p> <p>Measure the temperature of foods in hot display units.</p>	<p>Food poisoning bacteria can grow over time if the hot holding units break down or if they are not turned on or set to the correct temperature.</p>
<p>Display pre-packaged high-risk food that must be kept cold at 5 °C or below.</p> <p>Check the temperature of pre-packaged foods by placing the temperature probe between two packs.</p>	<p>Growth of food poisoning bacteria in ready-to-eat food may occur if the cold holding units break down or are not turned on or at the correct temperature.</p>
<p>Use clean equipment, utensils and cloths.</p> <p>Make sure food is protected and/or covered where appropriate (such as sneeze guards or covers).</p> <p>Encourage customers to use tongs or other utensils as appropriate.</p> <p>Supervise food areas with trained staff.</p> <p>Inspect equipment, utensils and cloths regularly to see if they are clean and sanitised.</p> <p>Regularly check that self-service areas are actively supervised.</p>	<p>Contamination may occur of loose, dry foods by staff or customers using self-service.</p>
What if something goes wrong?	
<p>Adjust the temperature of the cold storage and check the food again.</p> <p>If the temperature of food is above 5 °C:</p> <ul style="list-style-type: none"> • for less than 2 hours, use the food immediately or return it to refrigerated storage • for more than 2 hours and less than 4 hours, use immediately or discard the food • for more than 4 hours, discard the food. <p>Discard ready-to-eat food if you think it might have been contaminated.</p> <p>Replace used or dirty equipment with clean equipment, utensils and cloths.</p> <p>Repair or replace equipment that cannot be properly cleaned.</p>	



Record 2 Cold storage (Sheet A or B)

You only need to keep a record if high-risk food is on display to be sold at the food premises and must be kept cold.

If your business is operating from a *fixed* premises (such as a shop or coffee bar) or a *mobile* premises (such as a van or sandwich cart) you are required to use **Record 2, Sheet A (p 33)**.

If your business is operating from a *temporary* premises (such as a market stall or tent) you are required to use **Record 2, Sheet b (p 40)**.

Record 3 Hot storage (Sheet A or B)

This record must be kept if pre-packaged high-risk food is to be kept heated in hot storage prior to sale at the food premises. For example, it applies to food such as heated packaged pies or sausage rolls.

If your business is operating from a *fixed* premises (such as a shop or coffee bar) or a *mobile* premises (such as a van or sandwich cart) you are required to use **Record 3, Sheet A (p 34)**.

If your business is operating from a *temporary* premises (such as a market stall or tent) you are required to use **Record 3, Sheet B (p 41)**.



Managing premises, staff and systems

1. Cleaning and sanitising
2. Health and hygiene
3. Pest control
3. Food recalls and waste disposal
5. Food allergens
6. Thermometer use and calibration
7. Off-premises activities and events



1. Cleaning and sanitising

Goal: To 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 might be contaminated if the premises, equipment, vehicles, containers or cleaning cloths are not cleaned and sanitised properly.	Ensure appropriate cleaning products and equipment are used. Ensure an effective cleaning schedule is developed and implemented. Ensure staff have the required cleaning knowledge and skills. Replace cleaning cloths and equipment.	Confirm cleaning product details with manufacturers. Confirm contents and implementation of the cleaning schedule. Observe staff cleaning practices.	Review and/or change cleaning products. Review and modify the cleaning schedule. Conduct staff training. Raise poor cleaning practices with staff.

The six cleaning steps for food contact equipment and surfaces

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. 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 sanitiser’s instructions to see if you need to do this).
6. Dry – allow to air dry.

If you use a commercial dishwasher, only steps 1 and 2 are required.



2. Health and hygiene

Goal: To 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 might be at risk if staff are ill and/or do not use good personal hygiene practices.	<p>Make sure food is handled safely by:</p> <ul style="list-style-type: none"> informing staff of the importance of personal hygiene in preventing food from becoming contaminated making sure no one in the workplace has an illness that could make food unsafe to eat making sure people take additional precautions not to contaminate food when they return to work after an illness. <p>Provide equipment and facilities that support hygiene, such as handwashing basins and sanitising products.</p>	<p>Observe the personal hygiene and food handling practices of all staff.</p> <p>Be alert for symptoms of any food poisoning or gastroenteritis-type illness ('gastro') or foodborne disease.</p> <p>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.</p>	<p>Improve staff supervision and training.</p> <p>Address noncompliant staff behaviour.</p> <p>Food handlers who have symptoms such as diarrhoea, vomiting, sore throat with fever, fever or jaundice should be excluded from food handling for up to 48 hours after their symptoms cease. They must be excluded from directly contacting food during this time.</p>

Hygiene practice for food handlers

- Bathe or shower daily.
- Keep fingernails trimmed, clean and free from nail polish.
- Avoid touching your nose, mouth, hair and skin during food preparation.
- Do not cough, spit or sneeze while handling food. If you need to do so, move away and wash your hands before handling food again.
- Tie back long hair and wear head gear (such as a disposable hair net) to prevent hair getting into food.
- Use disposable tissues to blow your nose and wash your hands after each time.
- Wear minimum jewellery (a plain wedding band is acceptable).
- Do not wear stone jewellery or a wristwatch in food preparation areas.



Four steps for effective handwashing

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

Handwashing

Wash your hands frequently, including when you have been:

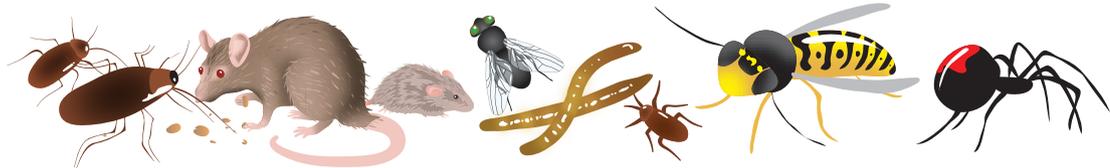
- to the toilet
- handling any food that might potentially contaminate other food products (including raw ingredients and allergens)
- eating or drinking
- smoking, licking your fingers, biting your nails, or touching pimples or sores
- coughing, sneezing, using a handkerchief or disposable tissue
- disposing of or handling waste
- handling animals
- handling anything other than the food (for example, money, cleaning cloths, cleaning equipment)
- away from the workplace (starting a shift or returning from a break).



3. Pest control

Goal: To ensure 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 your premises. Install door and window fittings to secure food areas. Remove rubbish and store securely. Protect food and ingredients from pests. Control pests by using approved insecticides or other measures or hire a pest control monitoring service.	Regularly inspect your premises, 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 your premises and food and rubbish storage areas. Increase pest controls by reviewing current your control measures. Remember that chemicals must be stored separate from food.



Cockroaches

Rats and mice

Flies and insects

Wasps

Spiders



4. Food recalls and waste disposal

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

What can go wrong?	What can I do?	How can I check?	What if it is not right?
The health of the public might be at risk if food recalls are not managed quickly and appropriately.	Act immediately and follow instructions given when a food recall occurs. Ensure staff understand food recall procedures.	Check that supplier or council instructions have been followed.	Take corrective action.
The health of the public might be at risk if waste disposal is not managed appropriately.	Manage food waste. Clean and sanitise waste areas.	Use signage that makes it clear where waste is to be disposed of. Regularly inspect waste storage areas.	Take corrective action.

Recall tips

- If you supply food to other businesses, obtain a copy of the Food Standards Australia New Zealand (FSANZ) **Food industry recall protocol**. Phone (02) 6271 2222 or visit its website at www.foodstandards.gov.au/consumerinformation/foodrecalls.
- Subscribe to FSANZ to receive information on food recalls from the Food Standards website at www.foodstandards.gov.au/consumerinformation/foodrecalls.
- Know the name and address of the suppliers of all your foods. Record this on your **Record 1: Supplies**.
- Keep invoices or delivery dockets that contain a prescribed name or description of the food, batch numbers, date markers or other information.
- When you receive a recall notice take immediate action to remove food from use or display in your business.
- Follow all other instructions given by the supplier or your local council.



5. Food allergens

Goal: To protect customers from food allergens by avoiding cross-contamination and providing accurate information about the ingredients in the food sold.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Some people might have a reaction to food containing allergens.	<p>The presence of allergens should be declared on the food packaging.</p> <p>Where the food is not required to be labelled it should be either:</p> <ul style="list-style-type: none">• identified when displayed, or• declared to the purchaser upon request. <p>Manage food preparation and display to prevent cross-contamination.</p> <p>Clean and sanitise equipment and work areas.</p>	<p>Inspect the labels of ingredients for the presence of allergens.</p> <p>Check staff knowledge and understanding of allergens.</p> <p>Observe storage, preparation and display practices to avoid the risk of allergen contamination.</p>	Inform staff and customers about any food that might contain allergens.



6. Thermometer use and calibration

Goal: To ensure all thermometers and temperature measuring equipment are accurate and calibrated correctly.

How to use a temperature probe to check temperatures

What to do	<ul style="list-style-type: none">• Make sure the probe on the thermometer is cleaned and sanitised before and after measuring food (use alcohol swabs available from chemists).• Take the food's core temperature by inserting the probe into the food and wait approximately 30 seconds until the temperature reading stabilises before reading the temperature.• If you use the same thermometer to measure both hot and cold food, clean and sanitise the probe and wait for the reading to return to room temperature between measurements.• Measure the surface temperature of the pre-packaged 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.• Handle thermometers carefully because they can easily break or lose accuracy if they are dropped or handled roughly.
Why	<p>Thermometers must be accurate to ± 1 °C and give reliable readings to ensure food is at a safe temperature.</p> <p>Thermometers must be kept clean to ensure they do not contaminate food.</p>

Checking and calibrating a thermometer

What to do	<p>Check your thermometer once a year or, if you suspect it is not giving an accurate result, place it in iced water for a 0 °C reading or in boiling water for a 100 °C reading.</p>
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7. Off-premises activities and events

Goal: To ensure food provided at off-premises activities and events is safe.

Because some events take place in an open air environment, the temperature can be unpredictable and contamination sources can be numerous.

What should I do?	Why?
Before events, check the availability of storage space and equipment at the event venue.	To keep food safe at the event you may need to make arrangements for additional equipment or storage.
If you are handling pre-packaged high-risk foods, before events check the availability of power and/or a back-up power supply in case power is interrupted during the event.	To keep cold and hot foods safe during storage, preparation and serving you may need continuous access to refrigeration and heating.
Take a kit to the event containing a temperature probe, cleaning agents and equipment and extra copies of records.	To be able to check temperatures and thoroughly clean equipment.
Ensure food is covered and protected from contamination by customers, insects, rodents, dust, dirt, chemicals and other foreign materials or substances during transportation.	To avoid the likelihood of contamination.
Ensure all equipment is clean and sanitised before use.	Unclean equipment can make food unsafe.
If you are handling unpackaged foods, check the availability, quality and volume of water supplies with the local council where the event will occur.	If water is unsafe you will need to ensure safe water for handwashing and cleaning at the event by providing bottled water or an alternative water supply, or suitable hand sanitisers.
Check food temperatures throughout the event – on arrival, in storage and during cooking.	To ensure food is kept safe, keep cold food at 5 °C or below and cooked hot food at 60 °C or higher.
Ensure staff are aware of hygiene practices and the relevant practices to keep food safe.	Poor hygiene practices can make food unsafe.
Check that your staff are informed of their responsibilities and that they understand what records must be kept and how to check food temperatures.	You are required under the Food Act to keep those records set out in this guide that are appropriate for your business.
Ensure staff are able to provide accurate information to customers about allergens and other substances in the foods you are providing at the event.	The Food Standards Code states that accurate information must be available to customers about allergens and other substances in food being served (see page 8).
What if something goes wrong?	
Dispose of food if you suspect it is not safe to eat, if it has not been safely handled or if you suspect it has been contaminated.	
If food has been in the temperature danger zone between 5 °C and 60 °C for a total time of four hours or longer, it must be thrown out.	



Records

Sheet A: Fixed and mobile food premises

Record 1: Supplies

Record 2: Weekly cold storage

Record 3: Weekly hot storage

Record 4a: Deliveries temperature control

Record 4b: Deliveries process control

Sheet B: Temporary food premises

Record 1: Supplies

Record 2: Cold storage

Record 3: Hot storage

Record 4a: Deliveries temperature control



Introduction to records

All food businesses and community groups are required by law to ensure the food they sell is safe to eat.⁴

To demonstrate compliance with essential food safety practices, you must keep the records in this guide that apply to your group's food handling activities.

You must keep the completed records for 12 months. If requested, you must also provide a copy of your records to the local council.⁵

This is a legal requirement.

There are two sheets and four different records in each sheet.

Sheet A applies if you plan to run a *fixed* or *mobile* food premises.

Sheet B applies if you plan to run a *temporary* food premises.

Different records apply to different activities.

- **Record 1** always applies. You must complete it for every food activity.
- Read the introduction to **Records 2, 3** and **4** to work out when you need to complete these records.

These record sheets apply whether the food handling activity is infrequent, or occurs on a regular basis.

The record sheets also contain useful tips for how to make the most of the random checks of food temperature and cooking processes.

Keeping the right records

You must keep the records in this guide to demonstrate compliance with food safety practices.

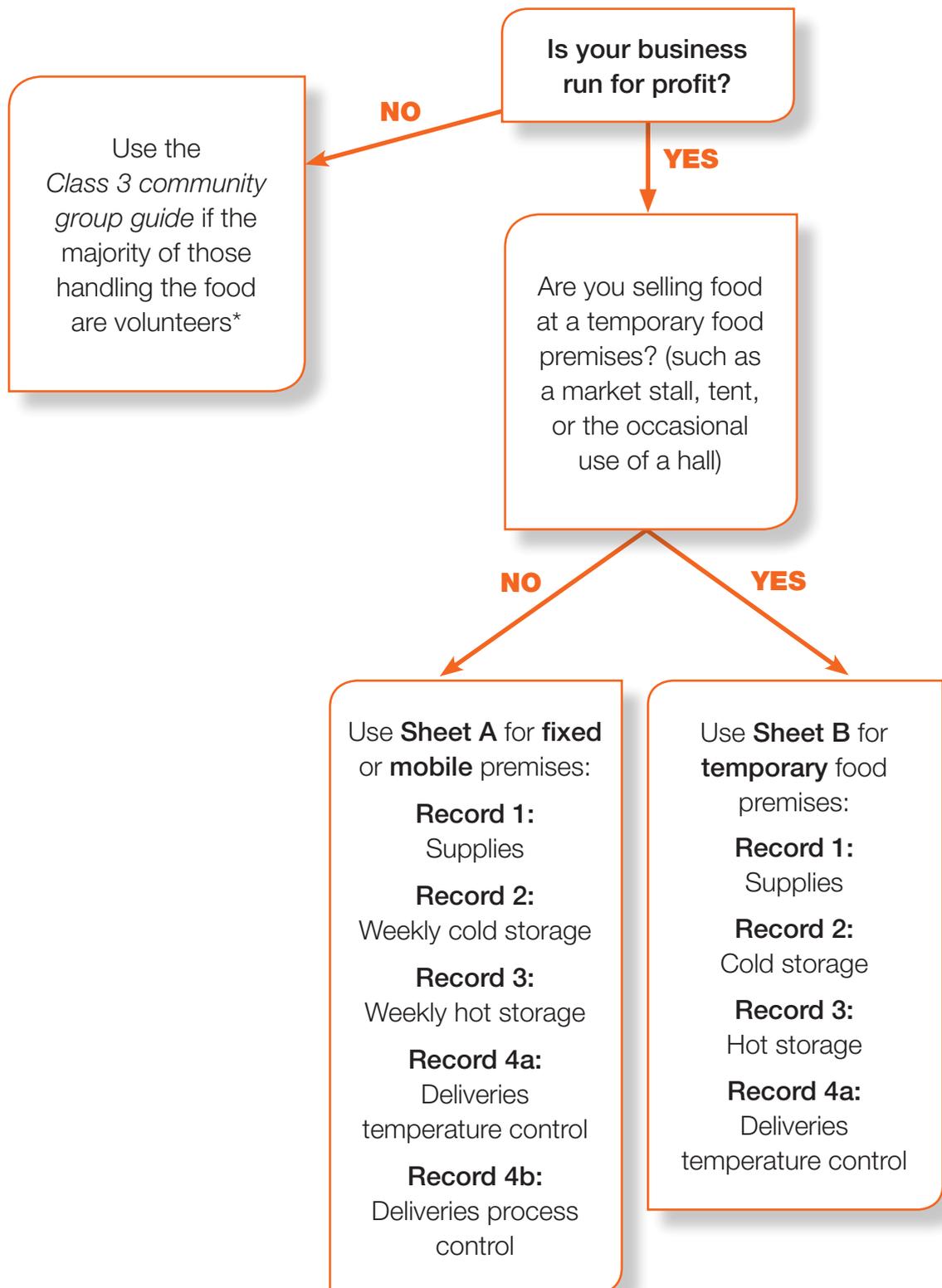
The records you must keep depend on the kind of food handling activities you plan to run.

Select the correct records for your activities using the chart below.

Answer the questions in the chart to work out which of the class 3 minimum record sheets in this guide must be completed for your food premises. This will ensure you keep the correct records.

⁴ The Food Act also requires that you comply with the applicable food safety standards set out in the national Food Standards Code. For information about how to comply with these standards contact your council or go to <http://www.foodstandards.gov.au/foodstandards/foodsafetystandardsaustraliaonly/>

⁵ Section 19CB and clause 5 of the declaration on minimum records ('the declaration'). The declaration is available at <http://www.gazette.vic.gov.au/gazette/Gazettes2010/GG2010S241.pdf>



* If you are a community group (such as a sports club) or not for profit body operating a class 3 premises but most of those handling the food to be sold are not volunteers (they are paid employees or contractors), then you are not a 'community group' or 'not for profit' body for the purposes of the Food Act and should use this guide and the records within.



Sheet A: Fixed and mobile food premises

Record 3: Weekly hot storage

Instruction:

This record must only be kept if **pre-packaged high-risk food is to be kept heated in hot storage** prior to sale **at the fixed premises or mobile food premises (vehicle)**.¹⁰

For example, it applies to food such as heated packaged pies or sausage rolls.

It is **mandatory** to record the results of a random check of high-risk food:

- in a hot storage unit that is in use
- that is conducted **once** in each week that the premises is operating.

Temperature rule

- Pre-packaged high-risk food is to be kept in hot storage at 60°C or higher.

You must record the results of the random check to verify that pre-packaged potentially hazardous food is being kept at 60 °C or higher prior to sale. This is the correct temperature. A lower temperature means that the food may not be safe to eat.

Date	Description of each hot storage unit For example, pie warmer	Operating temperature set for each hot storage unit	Temperature of food item chosen Randomly select an item of food and measure the temperature	Corrective action If the selected food item does not meet the above temperature rules, what did you do to ensure it complies? For example, change pie warmer settings or move food to another warmer or discard food.

Tips:

- Using a pie warmer or other hot holding equipment to heat pre-packaged high-risk food to the required 'sale' temperature of 60°C or higher is not recommended as it is likely to take a very long time for the food to reach 60°C and there is a risk of the food being sold at a cooler temperature.
- It is recommended that food be reheated using a microwave, or other means, temperature checked to ensure the food has reached 75°C, and then stored in a bain marie or pie warmer at 60°C.
- It is also recommended that the random check be used as an opportunity to verify how long it takes to heat pre-packaged high-risk food (such as a pre-packaged pie) to the required hot holding temperature of 60°C or higher. This will enable you to standardise how you heat food after it is removed from cold storage. (A variety of methods may be used to heat the food, such as a microwave, electric or gas oven.)

Please make additional copies if required.

¹⁰ Clause 2 of the declaration, and clauses 2 and 3 of schedule 2 of that declaration.



Sheet A: Fixed and mobile food premises

Record 4a: Deliveries temperature control – guidance

This record must only be kept if:

- the food being handled is **high-risk food**
- the food is delivered from a **supplier**¹¹ to the food premises in the month.¹²

This is to ensure that the food delivered has been kept at the correct temperature.

The record is about deliveries from a supplier.

However, the record does not need to be kept if the food is delivered:

- to a mobile food premises (such as a van); and is
- from another food premises that you operate (such as your café or restaurant).

If food is delivered to these premises from any **other** supplier in a month, you will need to keep the deliveries record.

If the food is delivered to a fixed premises (such as a shop) from a supplier in the month, you will need to keep Record 4 Deliveries temperature control.

There are two different ways to keep this record. You can choose which method to use.

Method 1:

One way is to record the results of a check of the temperature of an item of food received from each supplier in the month. The following record '**Record 4a Deliveries temperature control**' can be completed if this is how you are to keep the required records for a particular supplier.

This is the simplest option for many food businesses.

Method 2:

If you have a **different procedure** for ensuring that food delivered in the month from each supplier is at the correct temperature that does not involve checking the temperature of a randomly selected item of food from a delivery in each month from every supplier, then a different set of records must be kept.

The results of the check to ascertain whether that procedure is effective must be recorded. The requirements for this approach are outlined in '**Record 4b: Deliveries process control – guidance**'. This is likely to be relevant to larger businesses with detailed quality assurance systems.

It is recommended that small-scale food businesses that do not have the knowledge, resources or time to establish and manage sufficient customised procedures of their own should adopt the more routine approach of **checking temperatures** and keep Record 4a.

Please make additional copies if required.

¹¹ "Supply" means the supply of food to a food premises *from* another food premises or another person (such as a farmer).

The only exception to this is that 'supply' does not include the delivery of food –

- to a temporary food premises or a mobile food premises
- from another food premises (of whatever kind)
- if the supplying and the receiving premises are both operated by the same proprietor.

For example, this delivery record is not needed if the one food business transports food from its fixed premises to –

- its own mobile food premises, or
- its own temporary food premises.

If two fixed premises are operated by the same proprietor, and high risk food is delivered from one to the other, then the records must be kept. This is a 'supply'.

¹² Clause 2, items 4–6 of schedule 2 of the declaration (items 4 and 6 apply to the record on this page).



Sheet A: Fixed and mobile food premises

Record 4b: Deliveries process control – guidance

This instruction is only relevant if you have opted to record a monthly check of **procedures** about the temperature of **high-risk food** received from each supplier in that month (for example, where there is electronic monitoring of temperature of cold storage in delivery vehicles and the procedure involves verifying once a month that the electronic monitoring in the delivery vehicles is accurate).

Your procedures may vary, depending upon the supplier. Your procedures should always be adequate for the task. For instance, it should ensure that a food business subject to the Food Standards Code takes all practicable measures to ensure that it only accepts high-risk food that is either:

- at the correct temperature (or, having regard to the time taken to transport the food, the microbiological safety of the food has not been adversely affected by the food not being at the correct temperature on receipt), or
- intended to be received in a frozen state, and is in fact frozen when accepted.¹⁴

What if this **alternative approach** is in place for some but not all, of your suppliers of high-risk food?

You must:

- keep the procedures record outlined below, including the checks of procedures in the case of all suppliers to which it applies
- and**
- record the results of a temperature check of one item of high-risk food received from those suppliers in the month to which no other adequate process applies. **This should be recorded in your procedures record**, so that it is clear which record sheet applies to each supplier. In that case, you should record the details about the results of the temperature check and any corrective action taken. The sheet on the previous pages (**Record 4a: Deliveries temperature control**) would suffice, as these details would verify that the procedure – which is the taking of the temperature – was complied within that month.

Please make additional copies if required.

¹⁴ Clause 5(3) and (4), Standard 3.2.2 Food Safety Practices and General Requirements



Sheet B: Temporary food premises

Record 3: Hot storage

This record must only be kept if **pre-packaged high-risk food is to be kept heated in hot storage** prior to sale at **a temporary food premises**.²⁰

For example, it applies to food such as heated packaged pies or sausage rolls.

It is **mandatory to** record the results of a random check of a hot storage unit in use, conducted as follows:

- once in each week that the premises is operating; **and**
- for a stall or other premises that is operated for less than one week at any one time, once during each such period. (For example, if the stall is operated for blocks of three days, and this occurs 10 times a year, there would be 10 records for the year, with one record for each three-day period.)

Temperature rule				
<ul style="list-style-type: none"> • Pre-packaged high risk food is to be kept in hot storage at 60 °C or higher. 				
<ul style="list-style-type: none"> • You must record the results of a random check to verify that pre-packaged high-risk food is being kept at 60 °C or higher prior to sale. This is the correct temperature. A lower temperature means that the food may not be safe to eat. 				
Date	Description of each hot storage unit <small>For example, pie warmer</small>	Operating temperature set for each hot storage unit	Temperature of food item chosen <small>Randomly select an item of food and measure the temperature</small>	Corrective action <small>If the selected food item does not meet the above temperature rules, what did you do to ensure it complies? For example, change pie warmer settings, move food to another warmer or discard food.</small>
<p>Tips:</p> <ul style="list-style-type: none"> • Using a pie warmer or other hot holding equipment to heat pre-packaged high-risk food to the required 'sale' temperature of 60°C or higher is not recommended because it is likely to take a very long time for the food to reach 60°C and there is a risk of the food being sold at a cooler temperature. • It is recommended that food be reheated using a microwave, or other means, temperature checked to ensure the food has reached 75°C, and then stored in a bain marie or pie warmer at 60°C. • It is recommended that the random check be conducted as soon as possible on the first day so that any problems can be addressed early on, to avoid the risk of food being sold that is not safe to eat. • It is also recommended that the random check be used as an opportunity to verify how long it takes to heat pre-packaged high-risk food (such as a pre-packaged pie) to the required hot holding temperature of 60°C or higher. This will enable you to standardise how you heat food after it is removed from cold storage. (A variety of methods may be used to heat the food, such as a microwave, or electric or gas oven.) 				

Please make additional copies if required.

²⁰ Clause 2 of the declaration, and clauses 2 and 3 of schedule 2 to that declaration.



Sheet B: Temporary food premises

Record 4a: Deliveries temperature control – guidance

This record must only be kept if:

- the food being handled is **high-risk food**; and
- the food is **delivered from a supplier to the food premises** in the month.²¹

This is to ensure the food delivered has been kept at the correct temperature.

The record is about deliveries from a supplier. ‘Supply’ means the supply of food to a food premises from another food premises or another person.

The record does *not* need to be kept if food is delivered to your temporary food premises:

- from another food premises
- from another premises operated by your food business (both have the same proprietor).

For example, the record is not required if you operate a restaurant or catering business from a fixed premises, and also sell this food off site at a market stall or other temporary food premises, and deliver the food off site for that purpose.

If food is delivered to a food premises from any other food premises or other person in a month, you will need to keep the deliveries record.

There are different ways to keep this record.²²

The simplest record to keep is to document the results of certain checks of the temperature of high-risk food delivered. This is outlined on the following page.

Please make additional copies if required.

²¹ Clause 2 of the declaration, and clauses 4 to 6 of schedule 2 of that declaration.
(Clauses 4 and 6 of the schedule apply to the record on this page.)

²² This is explained further in Record Sheet A for fixed premises or mobile food premises (and can be adapted for use at your temporary food premises if desired.)

