

Crown Collie

Food Safety Program

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Introduction

This Food Safety Program details how the Crown Collie intends to ensure food sold is safe to eat, food is managed safely and effectively, and the business is compliant with national food safety requirements.

This Food Safety Program is based on Hazard Analysis Critical Control Point (HACCP) principles:

1. Hazard Analysis
2. Critical Control Point Identification
3. Establishing Critical Limits
4. Monitoring
5. Corrective Actions
6. Record Keeping
7. Verification and Review



Food Service Roles and Responsibilities

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

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

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

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

The Manager/FSS regularly observing food handling practices, and providing one-on-one instruction to reinforce food safety skills and knowledge.

Having operating procedures in place to clarify the responsibilities of food handlers and food safety supervisors.

All training provided to food handlers must be recorded.

Directors

The directors of the company conduct the business and has authority and control of the business operation. At least one director of the Licensee company will undergo training in accordance with national food safety laws:

Food Safety Supervisor Course (Level 1 & Level 2)

Food Safety Supervisors

The person who has immediate responsibility for all aspects of food safety and the implementation and review of the Food Safety Program, including chefs and cooks.

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

- hold a food safety supervisor certificate that have been issued within the last five years (such as *Food Safety Supervisor Course (Level 1 & Level 2)*);
- be reasonably available when the food business is operating;



- have the authority in the business to make decisions and instruct staff regarding any food handling activities that may impact food safety.

Food Handlers

A person who directly engages in the handling of food, or who handles surfaces likely to come into contact with food, including cooks, kitchen hands and bar staff.

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

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

Clothing

- Staff will wear the approved uniform and whilst on duty
- Put uniforms on at the workplace
- Not wear uniforms outside of work
- Start work with a clean uniform
- Wear clean, closed-in shoes with a non-slip sole and low heel
- Change aprons if switching from working with potentially hazardous food to other types of foods
- Use the correct PPE for the task, and never wash or re-use single-use items

Health and Hygiene

When working with food, Food Handlers must:

- Have clean skin and no body odour
- Not wear excessive makeup
- Keep nails clean and an appropriate length
- Remove piercings or keep them covered
- Tie long hair back neatly
- Cover hair with cap or hat
- Be clean-shaven or cover facial hair with a beard restraint
- **FOOTWEAR**
- Clean, closed in shoes with non-slip sole and low heel

Conduct

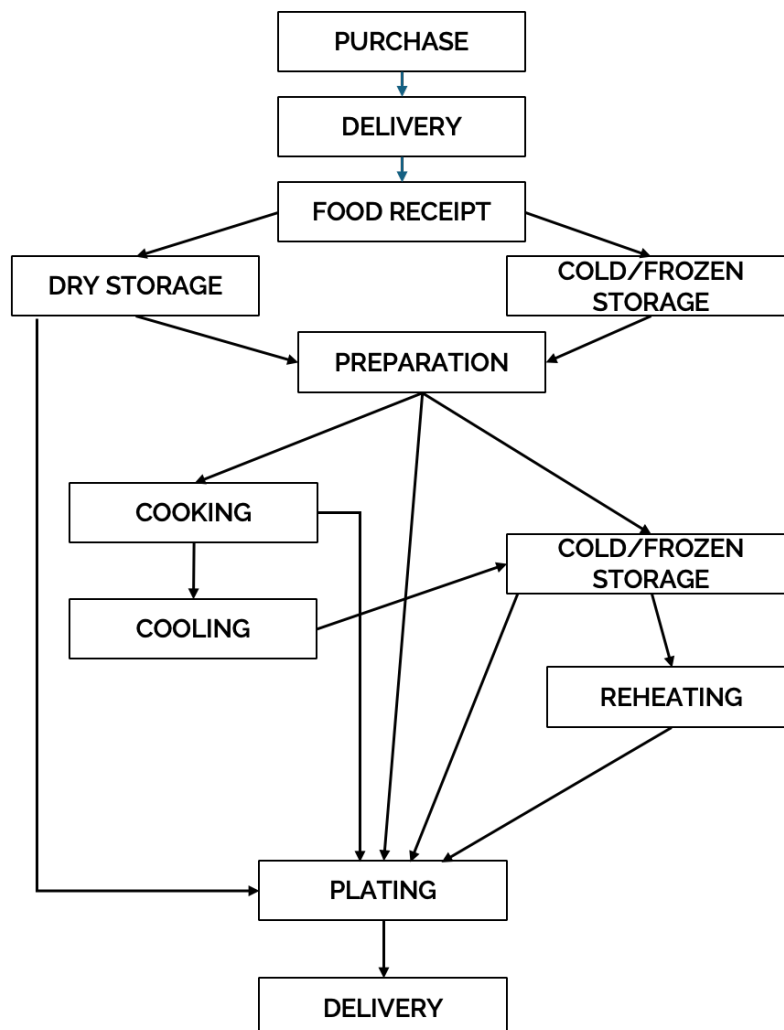
- Staff will always carry out their duties in a friendly and professional manner.
- Staff will not drink liquor whilst they are on duty.
- Staff will not perform any act or engage in any activity that is immodest or lewd.

Food Handling

Food Handling Steps

Food handling steps that we undertake include:

1. Purchase
2. Delivery and transport from supplier to kitchen
3. Receipt
4. Storage (dry)
5. Storage (cold)
6. Storage (frozen)
7. Preparation
8. Sanitising of raw vegetables
9. Cook fresh
10. Cooling
11. Reheating
12. Plating
13. Delivery



Time & Temperature Control

In certain temperatures, bacteria can multiply very quickly to harmful levels, increasing the risk of food-borne illness. Low temperatures can stop or slow down the growth of dangerous pathogens while high temperatures can kill many pathogens.

The temperature range in which bacteria multiply most quickly is called the Temperature Danger Zone.

The 4 food temperature zones are:

- **Hot Food Zone:** 60°C and above. Food should be cooked to 75°C or higher, but must not drop below 60°C when displayed or served
- **Temperature Danger Zone:** Between 5°C and 60°C. It is important to minimise the amount of time food spends in this range.
- **Cold Food Zone:** 0°C to 5°C. This is the normal temperature for most refrigerators
- **Frozen Food Zone:** 15°C or lower.

3 rules based on the time food has spent in the Temperature Danger Zone:



<p>LESS THAN 2 HOURS:</p> <ul style="list-style-type: none"> ▪ Okay to use ▪ Okay to put back in refrigerator 	<p>BETWEEN 2 AND 4 HOURS:</p> <ul style="list-style-type: none"> ▪ Okay to use or discard ▪ Don't put back into the refrigerator 	<p>MORE THAN 4 HOURS:</p> <ul style="list-style-type: none"> ▪ Discard immediately
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This is based on the total time food has spent in the Temperature Danger Zone, including delivery, preparation, and display time.

Food Transportation

Time and temperature must be controlled during transportation of potentially hazardous food.

Every measure must be taken to ensure that food is transported at 5°C or below, or 60°C or above, and that the total time out of temperature control does not exceed four hours.

Hazard Analysis

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

Biological Hazards

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

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

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

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

Listeria is also a risk for pregnant women as it can harm the baby). Even a small amount of *Listeria monocytogenes* can cause illness, and it can grow even under refrigeration. *Listeria monocytogenes* is associated with particular foods, and the easiest way to manage the risk to avoid these foods and use safer alternatives.

Refer to FSANZ – *Listeria* and food – advice for people at risk for more information and a list of high risk foods and recommended alternatives. Where these foods cannot be avoided in menus, it is important that the risk is managed, for example by sanitising fruit and vegetables. Case-by-case management may be another option where individual high-risk people are not served these foods.

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

Bacteria can grow and multiply in the food if it is not kept under correct temperature control, they can also survive inadequate cooking or reheating processes. They can contaminate food through cross contamination, such as storing raw and ready-to-eat foods together or using the same knives, boards etc without cleaning and sanitising them between use. Poor personal hygiene or ill food handlers can contaminate food



and water with bacteria or viruses. Food can also become contaminated if it is washed or grown in water that may contain human or animal sewage.

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

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

Water is also a potential source of contamination. All water to be used on the premises must come from the mains water system.

Chemical Hazards

Food can become contaminated with the following types of chemicals:

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

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

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

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

Staff must use proper food-grade containers and materials when storing foods.

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

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

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



consumed by humans.

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

Physical hazards

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

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

Food handlers can also contaminate the food through bad housekeeping and carelessness.

Food handlers must take care to remove packaging, string etc as soon as they open packages to keep surfaces free of debris.

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

Allergens

Allergens can be considered a 'chemical hazard' however, to highlight the importance of allergen management they have been listed in this guide as a separate hazard.

Allergies affect almost 20% of the Australian population and are increasing in prevalence. Allergies can be environmental or linked to food. Allergic reactions can differ in severity but can be life threatening.

Although any food can cause an allergic reaction, in Australia 90% of food allergies are linked to 13 different food types. These food types are declared in the Food Standards Code as allergens to assist people with managing their sensitivities and allergies to these foods.

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



The declared allergens are:

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

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

It is important that all food handlers have appropriate skills and knowledge in allergens and allergen management.



Ordering and Deliveries

Food Suppliers

Problems could arise from contaminated foods and ingredients supplied to the business from food suppliers. Preferred Food Suppliers are vetted and recorded.

If there are any problems, concerns or conversations with food suppliers, record details of these, as well as any actions taken. If improvements are not made, consider finding an alternative supplier.

Receiving and Storing Food

Problems could arise from the receiving and storage of food, including pest infestations, damaged products, dirty delivery vehicles, inadequate temperature control, exceeding expiry dates, cross-contamination, or inadequate cleaning and sanitising.

When receiving goods, care must be taken to:

- Check for expiry dates
- Check for signs of tampering with the packaging
- Ensure the delivery vehicle and driver are clean and hygienic
- Ensure frozen foods show no signs of defrosting
- Check the delivery carefully against the invoice/delivery docket to ensure the correct items are being received

Food must be stored as quickly as possible in the following order to minimise the time spent in the Temperature Danger Zone:

1. Potentially hazardous foods such as fresh meat, poultry, seafood and dairy
2. Frozen foods like vegetables or frozen desserts
3. Less hazardous refrigerated foods like fruits and vegetables
4. Dry goods like flour, rice, cereals or grains
5. Non-food items such as packaging and cleaning supplies

Ensure stock is rotated according to FIFO principals (first in, first out), checking expiry dates to ensure that newer items are not set to expire before older items. As well as reducing waste, this helps ensure food served is safe for consumption.

Food recalls

Where an item has been identified as unsafe, whether by internal processes or external recall, the following steps must be followed:

1. Identify the location of all recalled items, including where they've been used as an ingredient in menu items
2. Remove these from inventory, wrap or seal them carefully and place them in a secure location separate from other food, utensils, equipment, linen and single-use items, to prevent cross-contamination or cross-contact.
3. Clearly label the items as "Do Not Use".



4. Inform staff about recalled products
5. Wait for further instructions from the manufacturer or authorities (if appropriate) about what to do with the items.

Recalled items may be:

- Destroyed or used for a purpose other than human consumption
- Returned to the supplier
- Further processed in a way that ensures its safety
- Used, but only if it has been determined that the item is in fact safe and suitable for use.

If the item is safe to use, make sure to update the Food Allergen Menu Matrix if needed.



Health and hygiene requirements

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

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

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

- Keep fingernails short and clean. Do not wear nail polish or nail decorations or artificial fingernails.
- Wear minimal jewellery (for example, plain wedding rings, sleepers - no studs or dangly earrings) no bracelets or bangles.
- Hair should be clean, neat and tidy. Tie back or cover hair so as to prevent hair from falling into the food or onto food contact surfaces.
- Wear outer clothing that will not contaminate food or food contact surfaces, and ensure that the level of cleanliness of the outer clothing is appropriate for the handling of food that is undertaken.
- Wear a clean apron or similar, and remove it when going to the toilet, on a break or away from food handling duties.
- Personal belongings not required for food handling must be stored in allocated staff areas.
- Cover cuts or sores on exposed parts of the body with a brightly-coloured, waterproof dressing. If the cuts are on the hands, cover with disposable gloves.
- Smoking and eating must not occur within food handling or preparation areas.
- Do not sneeze, blow or cough over unprotected food or surfaces likely to come into contact with food.
- Live animals are not permitted in areas where food is handled, and assistance animals only should be permitted in dining and drinking areas and other areas used by customers. Keep pets out of the food preparation and serving areas.
- All volunteers and visitors to the food handling or preparation area must observe all rules of health and hygiene responsibilities.

Hand washing

A food handler must wash his or her hands:

- Whenever his or her hands are likely to be a source of contamination of food;
- Immediately before working with ready-to-eat food, after handling raw food;
- Before putting on and after removing gloves;
- Immediately after using the toilet;
- Prior to handling unprotected/uncovered food or when touching surfaces that will come into contact with food;
- Before commencing or re-commencing the handling of food;



- Immediately after smoking, coughing, sneezing, using a handkerchief or disposable tissue, eating, drinking or using tobacco or similar substances; and
- After touching his/her hair, scalp or body opening (eg: nose, mouth etc).

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

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

Food handling and gloves

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

If gloves are used:

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

Foodborne disease and other illnesses

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

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

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

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

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

The food handler must also take all practical measures to prevent food from being contaminated as a result of the condition. This may mean, performing other jobs that



don't involve food and not working in, or entering, food preparation areas.

Waste disposal

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

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

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

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

Cleaning and sanitising

You must ensure that the premises, fixtures, fittings and equipment are maintained to an acceptable standard of cleanliness. There must be no accumulation of garbage, recycled matter, food waste, dirt, grease or other visible matter.

Furthermore, cutlery and crockery must be cleaned and sanitised and protected from contamination. They must be in a clean and sanitary condition immediately before each use. Food contact surfaces of equipment must also be cleaned and sanitised to avoid contaminating the food that will come into contact with these surfaces.

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

Cleaning and sanitising

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

When cleaning cutlery, crockery, pots, pans, utensils, or tables where food is served, the above steps apply when cleaning is done by hand or in a dishwasher. In addition, any tea towels or paper towels used for drying should be sent for laundering or discarded after each task.

The food contact surfaces of an appliance used to prepare or process foods, particularly potentially hazardous foods, must be cleaned between batches or jobs to



avoid the risk of cross contamination. Equipment that are assembled such as stick blenders and meat slicers should be pulled apart for cleaning and sanitising to ensure food in crevices and gaps is removed and effectively sanitised. Outbreaks of illness have been linked to these types of equipment being cleaned/sanitised without disassembling first.

Single-use items must not be cleaned or sanitised for reuse but must be discarded. Examples of single-use items are disposable gloves, drinking straws, disposable eating and drinking utensils, plastic containers for takeaway food or other disposable packaging materials used in contact with food. Single-use items must not come into contact with food or the mouth of a person if they are contaminated. Most importantly, single-use items must be protected from the likelihood of contamination until use and must never be reused.

To achieve an adequate level of sanitisation manually, equipment must be in contact with hot water at 77°C for a minimum of 30 seconds. This temperature cannot be maintained in the sink unless the sink has a heating element. It is however not recommended that food businesses manually sanitise using hot water due to occupational health and safety concerns. It is recommended that you use a glass washer or dishwasher where possible as they are the most effective way to clean and sanitise equipment.

Chlorine and quaternary ammonium-based compounds are commonly used as chemical sanitisers in the food industry. Sanitisers will only work effectively if the surface is clean and if you use them in the correct concentration and in accordance with the manufacturer's directions (e.g. some sanitisers must be rinsed off with clean water, while others must be air dried - in other words, you must read the label).

Ensure all chemical containers and spray bottles are appropriately labelled.

All chemicals must be stored in a designated chemical storage area. It is important to ensure that Material Safety Data Sheets (MSDS) are available on site for all cleaning agents used in the business. You can obtain MSDS by contacting the manufacturer of the cleaning agents.

Cleaning schedule

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

Checklists are used to record the items to be cleaned, the food handler responsible for the cleaning task(s) and the time frame for cleaning premises and equipment (e.g. daily, weekly). This record allows food handlers to sign off each cleaning task after it has been completed.



Pest control

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

Examples of other practical pest control measures include:

- ensuring staff follow good stock rotation practices and that no food scraps are left in the kitchen overnight;
- providing screens to doors and windows;
- ensuring that rubbish bins have tight-fitting lids;
- keeping premises clean;
- not storing food items on the floor;
- providing fly traps or fly zappers;
- using fly strips;
- performing quarterly checks by the Manager of all food and lounge areas; and
- employing the services of a Pest Control Company to do regular inspections.



Facility and equipment maintenance

The premises, fixtures, fittings, equipment and food storage areas of food vehicles must be maintained in a good state of repair and in good working order.

This means undertaking preventative measures, such as the regular servicing of equipment and visual checks of the above mentioned items while they are being used or cleaned. These items must not be broken, split, chipped, worn out or rusted. Effective maintenance helps prevent contamination and allows for effective cleaning and sanitising.

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

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

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

Any malfunction or breakdown of equipment between regular servicing visits must be reported immediately to the Manager/FSS.



Use and accuracy of thermometers

The Food Safety Standards require all businesses that store, transport, prepare, cook or sell potentially hazardous food to have a temperature measuring device (thermometer) to measure the temperature of the food.

The thermometer must be readily accessible on the premises and be able to accurately measure the temperature of the food to $\pm 1^{\circ}\text{C}$. A probe thermometer is best suited to measure the internal temperature of the food. An infrared/surface thermometer will only measure the surface temperature of the food, not the internal temperature, and should only be used supplementary to a probe thermometer. Some infrared thermometers are also not accurate to $\pm 1^{\circ}\text{C}$. Please refer to the suppliers' thermometer specifications.

Using a probe thermometer

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

Using an infrared/surface thermometer

- Point the thermometer at the food to measure the surface temperature of the food and follow directions for use as stated by the manufacturer.
- Write down the actual temperature on the appropriate temperature monitoring form.
- Do not point the thermometer at another person as this could be dangerous.
- Remember that the surface temperature of the food may differ from its internal or core temperature.
- Do not use in place of a probe thermometer.
- Remember some infrared thermometers cannot accurately take temperatures of hot foods.

Accuracy of thermometers



You must ensure that all of your thermometers can accurately measure the temperature of potentially hazardous foods to $\pm 1^{\circ}\text{C}$. This may include probe thermometers, infra-red and small thermometers that hang or sit in your fridges.

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

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

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

- Prepare a container of ice and a little water (preferably crushed ice).
- Immerse the probe of the thermometer into the ice slurry and allow the thermometer to stabilise. Stir well.
- Record the reading
- The thermometer should read between -1°C and $+1^{\circ}\text{C}$. If the thermometer is outside this range, change the battery and retest, or contact the supplier. It may need to be recalibrated, serviced or replaced.

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

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

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

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



Food recall and food disposal

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

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

If you become aware that a product produced by your business is unsafe, you must make sure any product is removed from service and disposed of.

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

Outside food

Customers or their families and friends may wish to bring in foods, perhaps to celebrate an occasion or a culturally specific food. This can be a concern particularly where the food is intended to be shared with others.

- Cold, low-risk food such as biscuits and cakes are allowed to be brought in. No high-risk, hot or cold foods to be reheated are allowed.
- Outside foods should not contain common allergens.
- Food should be brought in a sealed container/bag, labelled and dated (particularly if it is to be stored). Food should be discarded 48 hours after being received or if it is outside its use-by-date.



Food safety program records

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

LOCATION	WHAT	RESPONSIBLE
Procurement Airtable	<ul style="list-style-type: none"> Preferred suppliers Orders 	Food & Beverage Manager
People Airtable	<ul style="list-style-type: none"> Employee commencement and termination dates Food handler training Other training and qualifications 	Food & Beverage Manager
Food Safety Plan Checklists <i>Printed weekly and placed on clipboards in kitchen</i>	<ul style="list-style-type: none"> Temperature checks Temperature logs Cleaning and sanitising checklist, Kitchen waste/complaints/mistakes 	Chef on Duty
Order receipt and storage <i>Attached to delivery docket/invoices</i>	<ul style="list-style-type: none"> Incoming goods checklist 	Food Handlers
Pest Control Log <i>In red folder behind the bar</i>	<ul style="list-style-type: none"> Pest sightings Pest control 	All staff
Preventative Maintenance Checklists	<ul style="list-style-type: none"> Equipment inspections Equipment maintenance Thermometer calibrations 	Maintenance Manager
Incident Reports <i>In compliance folder behind bar</i>	<ul style="list-style-type: none"> Staff injury or other incident Staff illness Food recall 	All staff
Managers Internal Checklist	<ul style="list-style-type: none"> Verification and validation of compliance 	Food & Beverage Manager



Reporting, Investigating & Recording Food Safety Breaches

All food workers are responsible for reporting, investigating and recording when a food safety incident occurs, or if a food safety hazard exceeds critical limits.

Records include day-to-day information about monitoring food safety in the workplace as well as information about any food safety breaches that may have occurred.

Items that should always be reported include:

- Coworkers not following hygiene rules
- Unsafe work practices
- Incidents of food contamination, including food allergen contamination
- Damaged or unsafe utensils for eating, drinking, or handling food
- Dangerous or broken machinery
- Any other food safety hazards that you notice.

Investigating food safety breaches

Investigation may occur following:

- Potential or actual contamination incidents
- Cross-contact allergen incident
- Food safety breaches uncovered during internal monitoring
- Complaints related to food safety

The steps to follow in an investigation include:

1. Collecting information to understand the scope and seriousness of the investigation
2. Dispose of or quarantine contaminated food, ensuring impacted food is not allowed to cross-contaminate any other food
3. Determine the cause of the incident (e.g. cleaning and sanitising, personal hygiene or time and temperature control)
4. Fix the issue if you have the ability and authority, otherwise notify management
5. Record details about the incident
6. Inform coworkers about the incident. Further training or information sessions may be required.

Depending on the seriousness of the incident being investigated, internal and/or external auditors may be required to assess the situation. When a food-borne illness outbreak occurs, the Shire's Environmental Health Officer may also be involved.



Food safety program review

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

The review process aims to ensure that:

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

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

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

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

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

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

The Manager must make changes to the Food Safety Program based on inputs from staff and regulators and the results of any audits and ensure staff are briefed on any changes.