



TOOL FOR THE DEVELOPMENT OF A

# Food Safety Program

For Children's Services Operations

*“A step by step guide to help you develop a food safety program”*



**Disclaimer**

The Purpose of this document (the food safety program tool) is to assist this sector of the food industry to develop and implement their own food safety program. This food safety program tool contains general information and is not intended to substitute for the professional judgement of the individual food business owners. Individual food business owners must exercise their own skill, care, and judgement with respect to the use of the tool and should obtain appropriate expert advice relevant to their particular circumstances.

While care has been taken in producing this food safety program tool, the Commonwealth and all States and Territories involved give no warranty that the information contained in this food safety program tool is correct or complete for individual business operations. The Commonwealth and all States and Territories involved shall not be liable for any incidental or consequential damages resulting from loss whatsoever whether due to negligence or otherwise arising from the use of or reliance on this food safety program tool.

**Acknowledgments**

The development of this tool was managed by Queensland Health on behalf of (and funded by) the Australian Government Department of Health and Ageing. The draft tool was produced under contract by James C. Smith and Associates Pty Ltd. The overall project was guided by a project reference group that consisted of representatives of the following associations/groups: Child Care Association of Victoria; Queensland Professional Child Care Centres Association; Australian Confederation of Child Care; Australian Federation of Child Care Associations; Childcare Industry Association of Queensland; National Association of Community Based Child Care; Creche and Kindergarten Association of Queensland; Child Care National Association; Queensland Department of Families; Australian Government Department of Family and Community Services; Australian Government Department of Health and Ageing; Food Standards Australia New Zealand; Redland Shire Council; and Queensland Health.

**Further Information**

For further information on food safety or food safety programs, please contact your local council or State or Territory Department of Health. It is particularly important to contact your local council if you are establishing a new children’s service facility or modifying an existing facility as there are specific requirements relating to the fit out and operation of food premises and equipment (Refer to *Appendix A2*).

<b>Name of Operation:</b>	_____
<b>Address of Operation:</b>	_____
<b>Name of Supervisor/Manager:</b>	_____
<b>Date of Program Development:</b>	_____ / _____ / _____
<b>Date of Program Review:</b>	_____ / _____ / _____

Introduction .....	4
How to Use this Tool .....	6
<b>Food Safety Program Sections</b>	
1.0 Business Background .....	8
2.0 Food Services Flowchart and Table .....	9
3.0 Food Safety Process Modules .....	11
3.1 Purchase, Transport (to facility) and Receipt of Food Module .....	12
3.2 Storage of Food Module .....	16
3.3 Thawing of Food Module .....	20
3.4 Preparation of Food Module .....	22
3.5 Cooking of Food Module .....	24
3.6 Transport of Food Module .....	26
3.7 Cooling and Storage of Food Module .....	28
3.8 Reheating of Food Module .....	30
3.9 Serving of Food Module .....	32
4.0 Supporting Programs .....	34
4.1 Temperature Control .....	34
4.2 Use of Thermometers .....	38
4.3 Cleaning and Sanitising .....	40
4.4 Pest Control .....	45
4.5 Facility and Equipment Maintenance .....	46
4.6 Garbage Disposal .....	47
5.0 Training Plan .....	48
6.0 Food Safety Incident Management Procedures .....	49
6.1 Food Recalls .....	49
6.2 Unsafe Food .....	49
6.3 Food Safety Complaints .....	49
7.0 Auditing of Food Safety Programs .....	50
8.0 Food Safety Program Review .....	51
9.0 Hygiene Guide .....	52
10.0 Premises and Equipment Guide .....	56
11.0 Food Safety Program Records .....	59
<b>Appendices</b>	
A1 Glossary .....	62
A2 Overview of Food Safety Laws .....	64
A3 Food Safety Contacts and Resources .....	68

## Introduction

Every year in Australia, the number of cases of gastroenteritis caused by contaminated food, is conservatively estimated at 5.4 million cases\*. This makes food safety an important issue for government and industry. As children's services operations are an important and substantial component of the services sector, they need to ensure that the food they serve is safe.

In response to the growing public concern about food safety, State and Territory governments have adopted national food safety standards. These standards reflect international best practice and are designed to prevent food-borne illness and help ensure that food businesses in Australia produce food that is safe to eat.

One of the Food Safety Standards (*Standard 3.2.1: Food Safety Programs*) sets out the requirements for food safety programs and has been adopted as a voluntary standard. A Food Safety Program is a documented system that identifies the hazards to food within a business and describes the actions that need to be taken by the business to control and manage these hazards. A Food Safety Program is therefore an important component in the overall approach a food business takes to ensuring food safety.

Standard 3.2.1 will only apply to food businesses if a State or Territory government chooses to introduce a requirement for food safety programs. This requirement may be for some or all types of food businesses. You should therefore check with your relevant government agency (eg State health department or local council) to find out if a food safety program is required for your business.

This food safety program tool is a step-by-step guide to help you develop a food safety program for your business. This tool has been specifically designed to be used by children's services operations and will help these businesses address the food safety hazards associated with their operations.

For the purpose of this tool, **Children's Services** are those operations involved in the regular care of children for fee or reward, in which food is sold (including the supply of food under a contract for service) to children in their care. This includes 'children's services' or 'child care' operations that are regulated by the various State and Territory legislation. This does not include the care of children in their own home by a nanny.

The children's services sector has been identified as a high priority group due to the susceptibility of children to food-borne illness. In addition to the potential for contamination from a food handling operation, food safety hazards arising from factors such as the personal hygiene of food handlers and the potential for cross contamination from activities such as "nappy changing", highlight the need for children's services operations to ensure the provision of safe food to children.

Furthermore, this tool will aid children's services operations to comply with the national food safety standards, which are mandatory for all food businesses. These include *Standard 3.2.2 Food Safety Practices and General Requirements* and *Standard 3.2.3 Food Premises and Equipment*.

The flowchart in *Section 2* of this tool describes the food service in a series of process steps commencing with the purchase of food and ending with the serving of food. Each of these process steps is numbered and referred to in the Food Safety Process Modules (*Section 3*). Each of these Modules provides the following information:

- the potential hazards that are reasonably expected to occur at each process step;
- how these hazards should be specifically controlled;
- the monitoring systems for ensuring food safety controls are in place;
- corrective action that should be taken if hazards are found not to be under control;
- the records that should be kept to demonstrate compliance with the Food Safety Program; and
- standard procedures to follow to ensure food safety.

*Sections 4 to 10* contain general information on food safety practices that are appropriate for all types of operations. *Section 11* contains instructions for the use of records to monitor your food safety practices.

When the process specific details of your operation (*Sections 2 and 3*) are combined with the general food safety practices (*Sections 4 to 10*), the result is a food safety program that is specific to your operation and also contains elements of generally accepted good food safety practice.

\* Based on data from OzFoodNet, an enhanced food-borne illness surveillance system funded by the Australian Government Department of Health and Ageing

## How to Use this Tool

There are seven easy steps to follow in developing a food safety program that is appropriate for your children's services operation. These steps are:

- Step 1** Put your business name and address and date of development for this program on the inside of the front cover.
- Step 2** Complete *Section 1 – Business Background (p8)*. In this section provide relevant information about your business, e.g. contact name and telephone number of person responsible for food safety compliance in your operation; location of business and hours of operation; number of staff employed; number of children cared for, description of food service, and so on. Please also provide an example of your weekly, fortnightly or monthly menu.
- Step 3** Examine the *Food Services Flowchart (Section 2, p9)* and complete the process steps table (*p10*) by indicating the process steps involved in your children's services operation. Examples of various types of operations and their process steps are provided.
- Step 4** Review *Section 3 - Food Safety Process Modules (pages 11-33)* and identify those specific process modules that relate to the process steps involved in your operation. These modules consist of two components: (1) a table that lists the 'hazards', 'hazard controls', 'monitoring of controls' and 'corrective actions' appropriate for each process step; and (2) standard procedures to follow to ensure food safety at this step of the food service.
- In the spaces provided in each module, indicate if the module is appropriate to your operation and provide details of any site-specific variations to the procedures listed.
- Step 5** Review and apply the information contained in the *Supporting Programs* and other general information sections (*Sections 4 to 10, pages 34-58*). These sections contain information on general food safety practices that are appropriate for all children's services operations.

**Step 6** Use and complete the *Records (located at the back of this document)* that are appropriate for your operation. Section 11 (p59 -61) contains instructions on how to complete each record.

**Step 7** The *Appendices (p62-70)* contain additional information that is helpful in producing a food safety program. Please refer to this information when appropriate.

At the completion of these steps you will have produced a food safety program suited to your children's services operation. The program includes the following elements: the food service process steps you undertake, the hazards and controls for each process step, the standard procedure for ensuring food safety at each process step, the supporting programs and other general information sections, and the records you keep that show how you manage the food safety hazards.

### Implementation

Once developed, the food safety program needs to be implemented. This includes: following the procedures outlined in the *Food Safety Process Modules (Section 3)*, the *Supporting Programs (Section 4)* and other general information sections (*Sections 5 to 10*), the use of appropriate records (*Section 11*), undertaking training of staff (if required), and undertaking regular reviews of the food safety program - particularly if there are changes or extensions to food service process steps. Further information on the food safety program review is contained in *Section 8*.

## 1.0 Business Background

Please complete this section on business background by either inserting the requested details in the space provided or attaching other relevant information.

Owner of the business: \_\_\_\_\_

Name and contact details of the Manager: \_\_\_\_\_

\_\_\_\_\_

Location and hours of operation: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Number of staff employed: \_\_\_\_\_

Number of children cared for: \_\_\_\_\_

Description of the type of food service provided to children in care: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

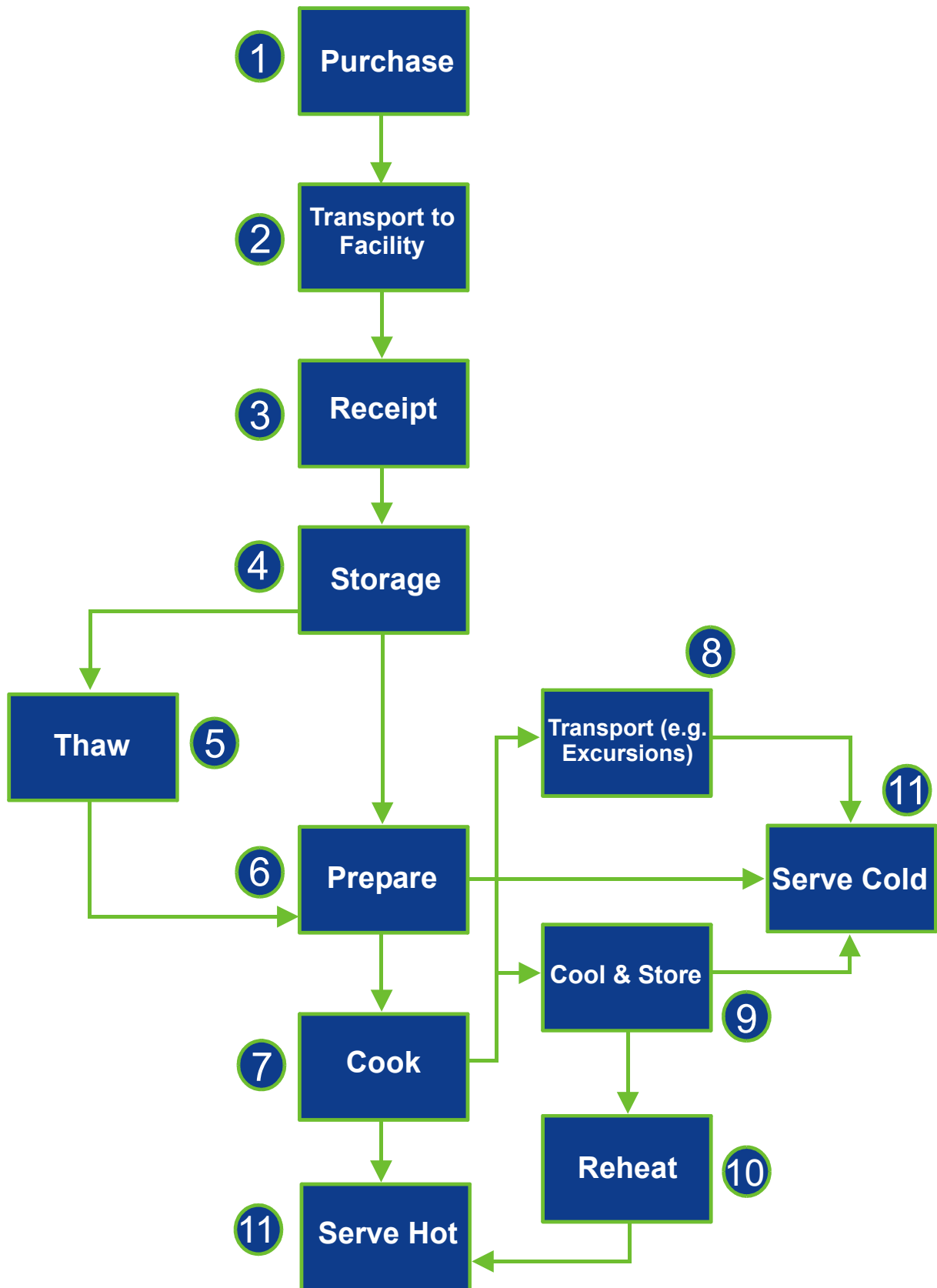
Name and contact details of Local Council: \_\_\_\_\_

\_\_\_\_\_

Please insert an example of your menu (if applicable).

## 2.0 Food Services Flowchart and Table

The following diagram outlines the major food process steps in the delivery of food services. Each of these steps is numbered and cross-referenced throughout the food safety program tool.





## 3.0 Food Safety Process Modules

The following section has been divided up into process step modules. In each module, the potential hazards for that food service process step have been identified, together with how these hazards should be controlled, how the controls should be monitored, and what corrective actions should be taken when a food safety hazard is detected.

Each module also contains the standard food safety procedures to follow at each step. Read through the modules and pay particular attention to those process steps that apply to your operation. Also, please provide any additional information requested in each module. Any records referred to in the modules are numbered and instructions for use are found in *Section 11*. Blank record sheets are contained at the back of this document.

### Notes:

(1) The actions specified in these modules are mostly to be undertaken by food handling staff. However, some of the actions in the 'Monitoring of Controls' and 'Corrective Actions' sections are to be undertaken by managers/supervisors, who should also be aware of and (depending on the management structure) may be required to authorise some of the 'Corrective Actions'.

(2) In the operation of a food business, it is generally recommended that access to food preparation areas should only be for those persons, such as food handling staff, required to be in these areas. However, in a children's services operation, it is recognised that this level of restriction may not always be achievable. When completing the following sections of this tool, operators should be mindful of the access of staff and children to food preparation areas, with the goal to ensure a high level of safety for children while ensuring an environment that is comfortable and conducive to learning.

### 3.1 Purchase, Transport (to facility) and Receipt of Food Module

This Process Step is applicable to my operation:

Yes: _____	_____
No: _____	_____
Develop. Date: _____	Review Date: _____

#### Process Step 1: Purchase

Hazards What could go wrong?	Hazard Controls What to do to prevent things going wrong	Monitoring of Controls Checking that everything is right	Corrective Actions What to do when things go wrong
Contamination by micro-organisms, chemicals and physical objects	Buy food from Approved Suppliers and maintain <i>Record 1 - Approved Food Suppliers List</i> .  Maintain written specifications for all foods using <i>Record 2 - Approved Food Supplier Agreement Form</i> .  Maintain <i>Record 3 - Incoming Goods</i> .	When purchasing food, staff to check that the supplier is listed on <i>Record 1 - Approved Food Suppliers List</i> .  When purchasing food, staff to check that food meets the specification in <i>Record 2 - Approved Food Supplier Agreement Form</i> .  Management check periodically e.g. weekly that staff are following the standard procedure, and results are detailed on <i>Record 14 - Food Safety Program Review</i> .  Staff to check foods at the point of purchase using <i>Record 3 - Incoming Goods</i> to record details.	Food supplier is not an approved supplier: - accept food if it meets specification; - if food meets specification on 3 consecutive occasions, add supplier to list.  If Approved Supplier provides food not meeting specification in <i>Record 2 - Approved Food Supplier Agreement Form</i> : - reject food or do not accept delivery; - if food does not meet specification on 3 consecutive occasions, remove supplier from list.  If food is purchased that does not meet the specification in <i>Record 2 - Approved Food Supplier Agreement Form</i> , discard it.  Record all corrective actions taken in <i>Record 3 - Incoming Goods</i> .
Growth of micro-organisms	As above.	As above.	As above.

#### Please record the details of any site-specific variations to the above procedures

Hazards	Hazard Controls	Monitoring of Controls	Corrective Actions

This Process Step is applicable to my operation:

Yes: _____	Yes: _____
No: _____	No: _____
Develop. Date: _____	Review Date: _____

### Process Step 2: Transport (to facility)

Hazards What could go wrong?	Hazard Controls What to do to prevent things going wrong	Monitoring of Controls Checking that everything is right	Corrective Actions What to do when things go wrong
Contamination by micro-organisms, chemicals and physical objects	Food to be transported in accordance with the standard procedure or specification in <i>Record 2 – Approved Food Supplier Agreement Form</i> .  If the children's services facility transports the food, staff to ensure all food products are transported in accordance with the transport requirements in <i>Record 2 – Approved Food Supplier Agreement Form</i> .	Staff to check that the supplier is on <i>Record 1 - Approved Food Suppliers List</i> and that food meets the specification in <i>Record 2 – Approved Food Supplier Agreement Form</i> .  If the children's services facility transports the food, staff to check food at the point of purchase and use <i>Record 3 – Incoming Goods</i> , to record details.  If food transported by supplier, staff to check food on receipt and detail information on <i>Record 3 – Incoming Goods</i> .	If food is purchased or received that does not meet the specification in <i>Record 2 – Approved Food Supplier Agreement Form</i> , discard it.  Record all corrective actions taken in <i>Record 3 – Incoming Goods</i> .  If supplier does not transport food according to specification ( <i>Record 2 – Approved Food Supplier Agreement Form</i> ), follow corrective actions referred to in <i>Process Step 1 – Purchase</i> .
Growth of micro-organisms	As above.	As above.	As above.

### Please record the details of any site-specific variations to the above procedures

Hazards	Hazard Controls	Monitoring of Controls	Corrective Actions

This Process Step is applicable to my operation:

Yes: _____	Yes: _____
No: _____	No: _____
Develop. Date: _____	Review Date: _____

### Process Step 3: Receipt

Hazards What could go wrong?	Hazard Controls What to do to prevent things going wrong	Monitoring of Controls Checking that everything is right	Corrective Actions What to do when things go wrong
Contamination by micro-organisms, chemicals and physical objects	As above in Process Step 1 – <i>Purchase</i> .	As above in Process Step 1 – <i>Purchase</i> . Staff to check all in-coming foods and use <i>Record 3 – Incoming Goods</i> to record details.	As above in Process Step 1 – <i>Purchase</i> . Record all corrective actions taken in <i>Record 3 – Incoming Goods</i> .
Growth of micro-organisms	As above. All potentially hazardous foods received from suppliers are placed immediately into the designated refrigerator and detailed on <i>Record 3 – Incoming Goods</i> . All potentially hazardous foods, including feeding bottles, accompanying children to the facility are labelled with the child's name and time of receipt, are placed immediately into the designated refrigerator. Maintain <i>Record 4 - Bottle Receipt</i> . Any unnamed and unrefrigerated milk or milk that has been out of the refrigerator for an unknown period of time should be discarded. Inform parents about safe food preparation and transporting practices (e.g. supply brochures). Request parents to supply food in ready-to-serve containers.	As above. Management check periodically, e.g. weekly that time of purchase and time of placement in appropriate storage areas of purchased foods is checked by staff and detail on <i>Record 14 – Food Safety Program Review</i> .	As above. If potentially hazardous foods arrive at a temperature of between 5°C-60°C, supplier is informed of the requirement to deliver at 5°C or below or at 60 °C and above and action taken in accordance with the 4 Hour/ 2 Hour time limitations (Refer to <i>Section 4.1</i> ). Detail actions on <i>Record 6 - 4 Hour/2 Hour Guide</i> . Consider feed bottles to be potentially hazardous food and follow the 4 Hour/2 Hour time limitations (Refer to <i>Section 4.1</i> ) and detail actions on <i>Record 6 - 4 Hour/2 Hour Guide</i> . Discard potentially hazardous food if the time out of refrigeration is unknown.

Please record the details of any site-specific variations to the above procedures

Hazards	Hazard Controls	Monitoring of Controls	Corrective Actions

**Standard Procedure - Purchase, Transport (to facility) and Receipt of Food (Process Steps 1,2 & 3)**

<p>Upon receipt, inspect goods against the written specification to ensure that:</p> <ul style="list-style-type: none"> <li>• Goods arriving are as ordered both in type and quantity;</li> <li>• Temperature of foods upon delivery meet with the specification;</li> <li>• Food temperature of potentially hazardous foods is recorded (unless it is frozen);</li> <li>• Food is within the use-by date;</li> <li>• Packaging is intact;</li> <li>• There are no signs of pest infestation or contamination</li> <li>• Products are checked to see if they contain ingredients that may produce allergic reactions in children. Refer to enrolment records to determine allergy status of children and have the status of highly allergic children known by (and readily accessible to) kitchen staff.</li> </ul>	<p>When buying food from a food business and transporting it back to the facility:</p> <ul style="list-style-type: none"> <li>• Check that all food is within the date mark, e.g. use-by or best before date; packaging intact and clean; and potentially hazardous food is under refrigeration or is hard frozen (not partially thawed);</li> <li>• Transport all food in clean containers or packaging that prevents contamination;</li> <li>• Ensure that potentially hazardous foods are transported under temperature control (e.g. in an esky with ice bricks or in hot holding equipment); and</li> </ul> <p>Record the above information in <i>Record 3 – Incoming Goods</i></p>
---	--

### 3.2 Storage of Food Module

This Process Step is applicable to my operation:

Yes: _____	Yes: _____
No: _____	No: _____
Develop. Date: _____	Review Date: _____

#### Process Step 4: Storage - Dry Goods

Hazards What could go wrong?	Hazard Controls What to do to prevent things going wrong	Monitoring of Controls Checking that everything is right	Corrective Actions What to do when things go wrong
Contamination with bacteria, moulds, fungi, chemicals and physical objects	<p>Opened dry foods are stored in food grade waterproof, pest-proof containers with tight-fitting lids.</p> <p>All dry storage areas are kept in clean condition and free from moisture. Staff to clean dry food storage areas as per cleaning schedules (Refer to Section 4.3) and detail on Record 7 – <i>Cleaning and Sanitising</i>.</p> <p>All food is to be stored off the floor to prevent contamination e.g. from dirt, vermin.</p> <p>The dry stores/cupboards are large enough to accommodate all dry food goods.</p>	<p>Staff check periodically, e.g. weekly that all food is correctly stored.</p> <p>Management check periodically, e.g. weekly that all staff are following the standard procedure, and results are recorded on Record 14 – <i>Food Safety Program Review</i>.</p>	<p>If dry goods become moist or show any signs of deterioration, they are discarded immediately.</p> <p>Any goods showing signs of pest infestation are discarded.</p> <p>Using cleaning and sanitising instructions (Refer to Section 4.3), dirty storage areas are cleaned again.</p>
Growth of bacteria, moulds and fungi not being controlled in dry goods	<p>As above.</p> <p>Dry foods are date labelled and a stock rotation system implemented.</p>	<p>As above.</p> <p>Staff to check periodically e.g. weekly, that food is within date.</p> <p>Management to check periodically e.g. weekly that stock is in date and rotated.</p>	<p>As above.</p> <p>All goods past the 'use-by' date are discarded.</p>

## Process Step 4: Storage - Refrigerator

Hazards What could go wrong?	Hazard Controls What to do to prevent things going wrong	Monitoring of Controls Checking that everything is right	Corrective Actions What to do when things go wrong
<p>Contamination by micro-organisms, chemicals and physical objects (and possible production of toxins)</p>	<p>All stored foods are wrapped or in a container with a well-fitting lid.</p> <p>Raw and cooked foods are stored on separate shelves (cooked above raw foods).</p> <p>Staff clean and sanitise all cold storage appliances, including refrigeration units as per cleaning schedule (Refer to Section 4.3) and detail on <i>Record 7 – Cleaning and Sanitising</i>.</p> <p>The refrigerator(s) are large enough to accommodate all food requiring refrigeration.</p>	<p>Visual checks of storage conditions in the refrigerator are carried out daily by staff and detailed in the <i>Record 5 – Temperature Control Log</i>.</p> <p>Management check periodically, e.g. weekly that all staff are following the standard procedure, and results are detailed on <i>Record 14 – Food Safety Program Review</i>.</p>	<p>Food is discarded if there has been a possibility of contamination.</p> <p>Using cleaning and sanitising instructions (Refer to <i>Section 4.3</i>), dirty storage areas are cleaned again.</p>
<p>Growth of food poisoning bacteria and possible production of toxins</p>	<p>As above.</p> <p>Potentially hazardous foods are stored at 5°C or below.</p> <p>The food is labelled with the date it is placed into the refrigerator and a stock rotation system implemented.</p>	<p>As above.</p> <p>The temperature of refrigerated food is measured daily by staff and detailed on <i>Record 5 – Temperature Control Log</i>.</p> <p>Staff to check periodically, e.g. weekly, that food is within date.</p> <p>Management to check periodically, e.g. weekly, that stock is in date and rotated.</p>	<p>As above.</p> <p>If food or refrigerator temperature is above 5°C, discard potentially hazardous food that has been out of temperature control for an unknown period of time or has been identified as deteriorated or perished.</p> <p>Lower the thermostat and recheck in 2 hours.</p> <p>If the temperature remains problematic, management to arrange for service and repair of the refrigerator. Detail actions on <i>Record 8 – Equipment Maintenance and Calibration of Thermometers</i>.</p> <p>For potentially hazardous food take action in accordance with the 4 hour/2 hour guide (refer to section 4.1) and detail actions on <i>Record 6 - 4 Hour/2 Hour Guide</i></p> <p>All food past its use-by date is discarded.</p>

### Process Step 4: Storage - Freezer

Hazards What could go wrong?	Hazard Controls What to do to prevent things going wrong	Monitoring of Controls Checking that everything is right	Corrective Actions What to do when things go wrong
<p>Contamination by micro-organisms, chemicals and physical objects</p>	<p>Frozen foods are stored frozen (Usually minus 15°C). All food is stored wrapped, covered or in a container with a well-fitting lid. Staff clean and sanitise freezer units as per cleaning schedule (Refer to Section 4.3) and record on <i>Record 7 – Cleaning and Sanitising</i>. The food is labelled with the date it is placed into the freezer and a stock rotation system implemented.</p>	<p>Staff check periodically, e.g. daily that frozen foods are kept hard frozen. Results detailed on <i>Record 5 – Temperature Control Log</i>. Staff defrost the freezer as recommended by the manufacturer. Management check periodically, e.g. weekly that all staff are following the standard procedure and stock is rotated, and results are recorded on <i>Record 14 – Food Safety Program Review</i>.</p>	<p>If temperature of the freezer is above -15°C (i.e. food is found not to be hard frozen) staff to adjust the thermostat to lower the temperature. If this continues, a maintenance person should be called to investigate the operation of the freezer. All food showing signs of thawing is placed into the refrigerator and used as a refrigerated food. Food is discarded if there has been a possibility of contamination. Using cleaning and sanitising instructions (Refer to <i>Section 4.3</i>), dirty freezers are cleaned again. All food found to be past its use-by date is discarded.</p>

Please record the details of any site-specific variations to the above procedures

Hazards	Hazard Controls	Monitoring of Controls	Corrective Actions

**Standard Procedure – Storage (Process Step 4)**

All delivered foods are placed into appropriate storage immediately as follows:

- Place all dry goods in a clean, dry storage cupboard and on shelves above the floor;
- Place all dairy products, meats, smallgoods, poultry, fish, eggs, vegetables and salads into the cool room or refrigeration unit; and
- Place all frozen foods to be stored frozen into the freezer.

Foods are to be stored in food-grade containers and covered if there is any likelihood of contamination from pests, glass, dirt, metal, hair, raw foods. Use of glass receptacles should be minimised.

Foods to be kept cold are stored at or below 5°C. Hot foods are to be kept at or above 60°C. This is to be checked daily using a probe thermometer, and frozen foods are checked to be hard-frozen. Results are to be detailed in *Record 5 – Temperature Control Log*.

Make sure food does not stay in storage areas for periods of time that may render the food unsuitable. Identifying and date marking the food will allow you to use the oldest stock first. This is called *Stock Rotation*.

Do not use food past its 'use-by date' and check food that is past its 'best before date' to ensure it is not damaged or deteriorated.

Breast milk can be stored in a refrigerator for up to 48 hours or in the freezer for up to 3 months.

Food that is recalled or suspected of being unsafe/unsuitable is to be held separate from other food until it is destroyed, returned to supplier, or further processed in a way that ensures its safety and suitability.

### 3.3 Thawing of Food Module

This Process Step is applicable to my operation:

Yes: _____	Yes: _____
No: _____	No: _____
Develop. Date: _____	Review Date: _____

#### Process Step 5 - Thawing

Hazards What could go wrong?	Hazard Controls What to do to prevent things going wrong	Monitoring of Controls Checking that everything is right	Corrective Actions What to do when things go wrong
Contamination by micro-organisms, chemicals and physical objects	<p>Frozen potentially hazardous foods that need to be thawed before cooking or service are transferred from the freezer to the refrigerator for thawing at 5°C or below.</p> <p>Thawed food remains at 5°C or below until required.</p> <p>All thawing food is kept covered, wrapped or in a container.</p> <p>Thawing foods are labelled with the date and time of removal from the freezer.</p>	<p>When thawing potentially hazardous food, staff check that potentially hazardous food is fully thawed.</p> <p>Management check periodically, e.g. weekly that all staff are following the standard procedure, and results are recorded on <i>Record 14 – Food Safety Program Review</i>.</p>	<p>If food is not fully thawed it is replaced in refrigerator and allowed further time to complete thawing.</p> <p>Potentially hazardous food that has been thawed incorrectly is discarded.</p> <p>If thawing takes place in the refrigerator then the food should not rise above 5°C.</p>
Contamination of other foods with juices from thawed food.	All thawing food is kept covered, wrapped or in a container.	Staff check that all thawing food is kept covered or in a container.	Discard any foods contaminated by thawing food.

Please record the details of any site-specific variations to the above procedures

Hazards	Hazard Controls	Monitoring of Controls	Corrective Actions

**Standard Procedure – Thawing (Process Step 5)**

<p>Thawing frozen potentially hazardous foods in the fridge:</p> <ul style="list-style-type: none"> <li>• Plan ahead and remove frozen food from the freezer at least 24 hours before it is needed (very large items or quantities may require 48 hours or more to fully thaw);</li> <li>• Place the food into a dish, tray, bowl, deep plate or other food grade container;</li> <li>• Cover if not completely packaged or wrapped;</li> <li>• Label the food giving the date and time the food was removed from freezer; and</li> <li>• Place the food immediately onto the shelf at the bottom of the refrigeration unit.</li> </ul>	<p>Thawing food in the microwave:</p> <p>Thawing food in a microwave is the quickest method, but may result in incomplete or overthawing.</p> <ul style="list-style-type: none"> <li>• Remove frozen food from the freezer;</li> <li>• If appropriate remove all wrapping or packaging (check any manufacturers instructions);</li> <li>• Place food in a microwave dish, plate, tray or other container;</li> <li>• Defrost in the microwave; and</li> <li>• Check that the food is completely thawed before use.</li> </ul>
---	---

### 3.4 Preparation of Food Module

This Process Step is applicable to my operation:

Yes: _____	Yes: _____
No: _____	No: _____
Develop. Date: _____	Review Date: _____

#### Process Step 6: Preparation

Hazards What could go wrong?	Hazard Controls What to do to prevent things going wrong	Monitoring of Controls Checking that everything is right	Corrective Actions What to do when things go wrong
Contamination by micro-organisms, chemicals and physical objects	<p>Good personal hygiene, hand washing and/or correct use of food handler gloves are practised (Refer to <i>Hygiene Guide -Section 9.0</i>).</p> <p>Staff clean and sanitise food contact surfaces, utensils, chopping boards and equipment as per cleaning schedule (Refer to <i>Section 4.3</i>) and record on <i>Record 7 – Cleaning and Sanitising</i>.</p> <p>Wash fruits and vegetables before use.</p> <p>Raw and cooked foods are kept separate, washed and unwashed foods are kept separate.</p> <p>All utensils, chopping boards and equipment are always cleaned, sanitised and dried between use for raw and cooked foods.</p> <p>Preparation areas are kept clean and disposable or single use cloths are used. If multi-use cloths are used these are not used for both raw and cooked food, are regularly cleaned and sanitised.</p>	Management check periodically, e.g. weekly that all staff are following safe food handling practices and the standard procedure, and results are recorded on <i>Record 14 – Food Safety Program Review</i> .	<p>Dirty utensils and equipment are cleaned (Refer to <i>Section 4.3</i>).</p> <p>Any ready-to-eat foods believed to be contaminated or showing signs of contamination or deterioration are discarded.</p> <p>Retraining or additional training of staff is undertaken if their food safety practices indicate a lack of skills or knowledge.</p>
Growth of food poisoning bacteria already present in the food or due to contamination of the food	<p>As above.</p> <p>For potentially hazardous food, the time at room temperature is limited to two hours and food is returned to refrigeration during delays (Refer to <i>Section 4.1</i>)</p>	<p>As above.</p> <p>Time food is at room temperature during preparation is noted on <i>Record 6 – 4 Hour/2 Hour Guide</i>.</p>	<p>As above.</p> <p>Potentially hazardous foods found to be at room temperature for more than two hours including any time during receipt of food are used immediately or discarded after 4 hours. Actions detailed on <i>Record 6 – 4 Hour/2 Hour Guide</i>.</p>

Please record the details of any site-specific variations to the above procedures

Hazards	Hazard Controls	Monitoring of Controls	Corrective Actions

**Standard Procedure - Preparation (Process Step 6)**

<p>It is essential that food is handled safely during preparation to avoid contamination from:</p> <p>(a) the food handlers and from unclean utensils and equipment; and</p> <p>(b) cross contamination from raw to cooked or ready-to-eat foods or from unwashed to washed foods. To ensure this does not occur, good food hygiene practices must be adhered to at all times in the preparation kitchen.</p> <ul style="list-style-type: none"> <li>• Check all ingredients for physical contaminants during measuring and weighing, and remove these when possible. If a physical contaminant cannot be easily and completely removed the contaminated food must be discarded;</li> <li>• Products are checked to see if they contain ingredients that may produce allergic reactions in children. Refer to enrolment records to determine allergy status of children and have the status of highly allergic children known by (and readily accessible to) kitchen staff;</li> <li>• While handling potentially hazardous foods always wear food handler gloves, or use tongs, spoons, etc. Remove food handler gloves after every separate task, wash hands and wear clean gloves for the next food preparation task;</li> <li>• Always wear clean clothes, and change or cover them with a clean apron if they become soiled;</li> </ul>	<ul style="list-style-type: none"> <li>• Wash all vegetables, salads and fruit in a clean sink and allow to drain and air dry before using them;</li> <li>• Use clean and dry utensils and equipment for preparing food;</li> <li>• Use separate utensils and equipment (e.g. chopping boards) or change utensils and equipment between each type of food, especially raw and cooked food, and unwashed and washed food. Colour coding of utensils/equipment for specific tasks may assist in keeping items separate;</li> <li>• Throw away single use items after use;</li> <li>• Clean and sanitise all food contact surfaces between each separate task;</li> <li>• Ensure that no animals are allowed into the food preparation and storage areas;</li> <li>• Ensure that no potentially hazardous food is at room temperature for longer than two hours. Cover and place food in cool room if there are any unavoidable delays during preparation (Refer to Section 4.1);</li> <li>• Ensure that you understand how to practice good food hygiene by referring to the <i>Hygiene Guide</i> in Section 9.</li> <li>• When preparing formula, follow the manufacturers instructions carefully.</li> <li>• Refer to Reheating module for heating procedure for feed bottles.</li> </ul>
--	---

### 3.5 Cooking of Food Module

This Process Step is applicable to my operation:

Yes: _____	Yes: _____
No: _____	No: _____
Develop. Date: _____	Review Date: _____

#### Process Step 7: Cook

Hazards What could go wrong?	Hazard Controls What to do to prevent things going wrong	Monitoring of Controls Checking that everything is right	Corrective Actions What to do when things go wrong
Survival of food poisoning micro-organisms	Cook potentially hazardous foods thoroughly according to standard procedure.	Staff to check that hamburgers, other mince products, rolled joints of meat and seasoned joints of meat are cooked right through to the centre. Poultry with seasoning must also be cooked right through to the centre of the seasoning.  Management check periodically, e.g. weekly that all staff are following the standard procedure, and results are detailed on <i>Record 14 – Food Safety Program Review.</i>	While cooking food, if the internal temperature of the food is less than the internal temperatures listed in the standard procedure, cooking is continued until this temperature is reached to ensure microbiological safety of the food.

Please record the details of any site-specific variations to the above procedures

Hazards	Hazard Controls	Monitoring of Controls	Corrective Actions

**Standard Procedure - Cook (Process Step 7)**

<ul style="list-style-type: none"> <li>• Thoroughly thaw all foods prior to cooking.</li> <li>• Stir or turn the food during cooking to ensure thorough heating of all food.</li> <li>• Do not cook food too far in advance of service (Refer to 4 Hour/2 Hour time limitations in <i>Section 4.1</i>).</li> <li>• Do not re-use cooking/stirring utensils to taste food - always use a clean spoon for tasting and never place this used spoon into food after use.</li> <li>• After cooking use clean tongs, forks, spoons or gloves to handle the food - do not touch food with hands.</li> <li>• While cooking, internal temperatures should be checked with a thermometer to ensure temperature has been reached.</li> </ul>	<ul style="list-style-type: none"> <li>• Internal cooking temperatures for potentially hazardous foods to ensure microbiological safety of the food is at least (at the thickest part) 74°C.</li> </ul>
---	---

### 3.6 Transport of Food Module

This Process Step is applicable to my operation:

Yes: _____	Yes: _____
No: _____	No: _____
Develop. Date: _____	Review Date: _____

#### Process Step 8: Transport (of prepared food from facility)

Hazards What could go wrong?	Hazard Controls What to do to prevent things going wrong	Monitoring of Controls Checking that everything is right	Corrective Actions What to do when things go wrong
Contamination by micro-organisms, chemicals and physical objects	All food is packaged, wrapped or put into clean containers. Packaging materials should be clean to ensure food does not become contaminated.	Management check periodically, e.g. weekly that all staff are following the standard procedure, and results are recorded on <i>Record 14 – Food Safety Program Review</i> .	Inside of eskies are re-cleaned if found to be unclean. All food found unwrapped, in contaminated packaging or not in containers is discarded.
Growth of food poisoning bacteria	Potentially hazardous ready-to-eat foods are transported at temperatures 5°C or below or 60°C and above or are handled in accordance with the time limitations of the 4 Hour/2 Hour guide (Refer to <i>Section 4.1</i> ). Results are detailed in <i>Record 6 – 4 Hour/2 Hour Guide</i> . Potentially hazardous food is transported in clean eskies with firmly fitting lids and a clean ice brick, or in clean heated eskies.	As above. Management check periodically, e.g. weekly that potentially hazardous ready-to-eat foods are transported at correct temperatures (e.g. check on arrival), and detail results in <i>Record 14 – Food Safety Program Review</i> .	If potentially hazardous foods have not been transported under temperature control e.g. food has been at room temperature (including preparation time and any other time that potentially hazardous food is between 5°C and 60°C) for more than 4 hours, apply the principles of the 4 Hour/2 Hour guide. (Refer to <i>Section 4.1</i> ) and discard it. Detail actions on <i>Record 6 - 4 Hour/2 Hour Guide</i> .

Please record the details of any site-specific variations to the above procedures

Hazards	Hazard Controls	Monitoring of Controls	Corrective Actions

**Standard Procedure - Transport (Process Step 8)**

<p>This procedure is to be used when taking food on excursions with children.</p> <ul style="list-style-type: none"> <li>• Ensure all potentially hazardous food is stored under temperature control (e.g. place in clean eskies with ice bricks) and follow limitations of 4 Hour/2 Hour guide. (Refer to Section 4.1).</li> <li>• Place all other food into clean containers;</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that food is handled only by staff or parents;</li> <li>• Ensure that all food handlers wash their hands prior to serving and preparing food; and</li> <li>• Any leftover food is discarded.</li> </ul>
--	---

### 3.7 Cooling and Storage of Food Module

This Process Step is applicable to my operation:

Yes: _____	Yes: _____
No: _____	No: _____
Develop. Date: _____	Review Date: _____

#### Process Step 9: Cool & Store

Hazards What could go wrong?	Hazard Controls What to do to prevent things going wrong	Monitoring of Controls Checking that everything is right	Corrective Actions What to do when things go wrong
Contamination by micro-organisms, chemicals and physical objects	All cooling foods remain covered.	Staff to check that all cooling food remains covered.	Foods that have been cooled uncovered are used immediately or discarded
Growth of food poisoning bacteria	Divide large amounts of food into smaller shallow containers. The business needs to determine an appropriate cooling procedure that depends on the amount of food to be cooled, the types/sizes of containers available and the cooling space available.  After cooking, foods can be left to cool at room temperature until the temperature of the food drops to 60 °C (as a guide this should be no longer than one hour), and then placed in refrigeration for storage. (Refer to <i>Module 3.2 - Storage</i> ).	Management check periodically, e.g. weekly that all staff are following the standard cooling procedure, and results are detailed in <i>Record 14</i> – <i>Food Safety Program Review</i> .	If food has not been cooled from 60°C to 21°C in 2 hours, consume food within a further 2 hours or discard.  If food has reached 21°C in 2 hours, but has not cooled to 5°C in a further 4 hours, discard it. Detail actions on <i>Record 6 – 4 Hour/2 Hour Guide</i> .
Bacterial toxin produced	As above	As above.	As above.

Please record the details of any site-specific variations to the above procedures

Hazards	Hazard Controls	Monitoring of Controls	Corrective Actions

**Standard Procedure - Cool and Store (Process Step 9)**

<p>Each food will have to have an appropriate cooling procedure determined. To cool foods quickly:</p> <ul style="list-style-type: none"> <li>• Divide large quantities of food into small portions and place in shallow containers (e.g. a depth of no more than 5cm and use of stainless steel containers will allow the food to cool quickly);</li> <li>• Cover the food with a lid or food wrap, label with the date, time and signature/initials, and allow to stand at room temperature for no longer than one hour;</li> <li>• Place containers of cooling food into the refrigeration unit but do not stack cooling containers on top of each other; and</li> <li>• Check that the temperature of the cooling food has dropped from 60°C to 21°C within two hours and to 5°C within a maximum of four hours by measuring the temperature of the food with a probe thermometer (this needs to be done initially and then the same procedure is followed each other time. Refer to Section 4.1 and Section 4.2);</li> </ul>	<ul style="list-style-type: none"> <li>• Store or display cold food in a refrigeration unit that keeps the food at 5°C or below;</li> <li>• Measure the temperature of food in the refrigeration unit on a daily basis and detail results in <i>Record 5 – Temperature Control Log</i>;</li> <li>• Always ensure that raw foods, particularly meat, poultry and seafood are stored on separate shelves below cooked or ready-to-eat foods to avoid cross contamination;</li> <li>• Always use clean, dry and sanitised containers, trays and other utensils for storing cold foods; and</li> <li>• Any cooked foods that are to be frozen must be wrapped and labelled with the name of the food and the date of placing in the freezer.</li> </ul>
---	---

### 3.8 Reheating of Food Module

This Process Step is applicable to my operation:

Yes: _____	Yes: _____
No: _____	No: _____
Develop. Date: _____	Review Date: _____

#### Process Step 10: Reheat

Hazards What could go wrong?	Hazard Controls What to do to prevent things going wrong	Monitoring of Controls Checking that everything is right	Corrective Actions What to do when things go wrong
Contamination by micro-organisms, chemicals and physical objects	<p>Food is stored in covered, clean containers.</p> <p>Food is reheated in storage containers (if appropriate, e.g. microwave safe), or transferred to clean containers for reheating.</p> <p>Food is kept covered during reheating using plastic wrap or lids.</p> <p>Clean equipment and utensils are used.</p>	<p>Management check periodically, e.g. weekly that all staff are following the standard reheating procedure and results are recorded on <i>Record 14 – Food Safety Program Review</i>.</p>	<p>Any foods showing signs of contamination are discarded.</p>
Growth of food poisoning bacteria	<p>Feed bottles are kept cold until needed and reheated in accordance with reheating procedure.</p> <p>Potentially hazardous foods are reheated to at least 60°C within two hours. Reheating to 70°C and holding at 70°C for at least 2 minutes should kill any food poisoning bacteria.</p> <p>Re-heated potentially hazardous foods should always be consumed on the day it is re-heated and should not be stored for use later and reused. It should be consumed at time of reheating or stored at 60°C or above until use.</p>	<p>Management check periodically, e.g. weekly that all staff are following the standard reheating procedure and results are recorded on <i>Record 14 – Food Safety Program Review</i>.</p>	<p>Potentially hazardous foods are discarded if the re-heating procedure has not been followed correctly.</p>

Please record the details of any site-specific variations to the above procedures

Hazards	Hazard Controls	Monitoring of Controls	Corrective Actions

**Standard Procedure - Reheat (Process Step 10)**

<p>Food that has been cooked and cooled needs to be re-heated quickly and thoroughly if it is to be served hot:</p> <ul style="list-style-type: none"> <li>• Cooked food that has been cooled must be heated quickly to above 60°C (within 2 hours)</li> <li>• During the re-heating process stir or turn food periodically if possible to ensure even distribution of heat;</li> <li>• Check the internal temperature when re-heating food using a clean sanitised probe thermometer, and continue the re-heating process until the temperature reaches the above recommendations (This needs to be done initially and then the same procedure is followed each other time);</li> <li>• Re-heated food must be served on the day it has been re-heated – leftovers or unused meals must <b>not</b> be cooled and re-heated a second time but are to be discarded; and</li> <li>• Food may be reheated in a microwave, but operators should be aware of the possibility of uneven heating using this technique.</li> </ul>	<p><b>Heating bottles for feeding:</b></p> <p>It is recommended that parents prepare all formula mixes for bottles. If breast milk or formula is to be heated, use the following method:</p> <ul style="list-style-type: none"> <li>• Frozen breast milk must be thawed quickly, but don't put it into boiling water or else it will curdle. Place the bottle/container under cold running water and gradually increase the water temperature until the milk becomes liquid. Test the temperature by dropping a little milk onto your wrist.</li> <li>• Stand the bottle in warm water and heat until appropriate (e.g. body temperature);</li> <li>• A microwave can be used for heating, however is not recommended due to possible uneven heating. If a microwave is to be used, lightly shake the bottles at regular intervals during heating to ensure thorough and even distribution of heat;</li> <li>• The bottles are served to the children immediately; and</li> <li>• Any breast milk or formula not consumed is to be discarded.</li> </ul>
--	--

### 3.9 Serving of Food Module

This Process Step is applicable to my operation:

Yes: _____	Yes: _____
No: _____	No: _____
Develop. Date: _____	Review Date: _____

#### Process Step 11: Serve

Hazards What could go wrong?	Hazard Controls What to do to prevent things going wrong	Monitoring of Controls Checking that everything is right	Corrective Actions What to do when things go wrong
Contamination by micro-organisms, chemicals and physical objects	Food is kept covered or otherwise protected from contamination prior to serving. Good personal hygiene, hand washing and/or correct use of food handler gloves are practised (Refer to <i>Hygiene Guide</i> in <i>Section 9</i> ).	Management check periodically, e.g. weekly that food is covered and that correct food handling practices are observed and detail the results on <i>Record 14 – Food Safety Program Review</i> .	Any foods showing signs of contamination or deterioration are not served and discarded. Retraining or additional training of staff is undertaken if their food safety practices indicate a lack of skills or knowledge.
Growth of bacteria	All left over potentially hazardous foods are discarded at the completion of service.	Management check periodically, e.g. weekly that there are no food service delays, and potentially hazardous foods are discarded at the end of service and detail the results on the <i>Record 14 – Food Safety Program Review</i> .	As above. Depending on the cumulative total time the food has been outside temperature control, if service takes longer than the limitations of the 4 Hour/2 Hour guide (Refer to <i>Section 4.1</i> ) then food is to be discarded. Actions to be detailed on <i>Record 6 – 4 Hour/2 Hour Guide</i> .
Toxin production	As above.	As above.	As above.

Please record the details of any site-specific variations to the above procedures

Hazards	Hazard Controls	Monitoring of Controls	Corrective Actions

**Standard Procedure – Service (Process Step 11)**

<p>For serving foods:</p> <ul style="list-style-type: none"> <li>Practise good food hygiene practices at all times during service of food, including the correct use of gloves, tongs, spoons and other serving utensils to minimise direct handling of the food;</li> <li>Serve food using the 4 Hour/2 Hour guide for time and temperature control (Refer to <i>Section 4.1</i>);</li> </ul>	<ul style="list-style-type: none"> <li>Always use clean, dry and sanitised utensils for serving food;</li> <li>Discard broken, chipped or cracked crockery or utensils;</li> <li>Sanitise all food service surfaces such as tables to prevent cross contamination during meal times;</li> <li>Do not touch the food, food surfaces of plates, insides of glasses, cups or containers, or the food contact end of cutlery during service; and</li> <li>Make sure children do not share food, plates or utensils. Remind them that sharing during meals can spread germs that might make them or other children sick.</li> </ul>
--	--

## 4.0 Supporting Programs

In addition to the specific controls described in the *Food Safety Process Modules* (Refer to Section 3), a number of general controls are contained in the following support programs. These support programs are based on the HACCP principles of this Food Safety Program, and are essential to the production of safe food.

### 4.1 Temperature Control

One of the most important food safety practices a business can implement is to ensure that food is maintained under correct temperature control. It is important to keep potentially hazardous foods at temperatures at or below 5°C or at or above 60°C.

By keeping food very cold (5°C or colder) or very hot (60°C or hotter) food poisoning bacteria are generally prevented from multiplying in food and producing poisons (known as toxins). Food that needs to be kept at temperatures at or below 5°C or at or above 60°C is known as potentially hazardous food. Examples of potentially hazardous foods are given in the following table:

Potentially Hazardous Foods	Examples
Milk & milk products	Butter, cream, custards, soft cheeses, yoghurt
Egg products	Quiche & fresh pasta
Meat & poultry	All meats, poultry and game
Smallgoods	Ham, bacon, chicken loaf
Processed meats products	Pate, casseroles, patties, stews, soups, and stocks
Fish & shellfish	Caviar, sauces, soups, stocks, and salads that contain fish or shellfish products
Other foods	Pizzas, sandwiches, rice dishes and prepared salads.

#### 4 Hour/2 Hour Guide for storage, display and transport of potentially hazardous foods

If ready-to-eat potentially hazardous foods are to be kept at temperatures between 5°C and 60°C for long periods of time, the following actions are to be implemented:

Total Time (in hours):	Actions Required:
Less than 2	Refrigerate or use immediately
Between 2 and 4	Use immediately
Longer than 4	Throw out

## 4.0 Supporting Programs

The total time of four hours includes any time that the food has been out of temperature control during preparation, storage, display, transport and service. The time taken to cool cooked food is not included in the 4 hour/ 2 hour time limitations, provided the food has been cooled within the 6-hour period explained in the following section on *Cooling Potentially Hazardous Foods*.

*Record 6 – 4 Hour/2 Hour Guide* should be used by staff to record and monitor how long potentially hazardous foods are in the temperature danger zone (between 5°C and 60°C). This will enable staff to determine the correct actions to take.

To prevent food from being in the temperature danger zone (i.e. between 5°C and 60°C), requirements for thawing, cooling and reheating potentially hazardous foods are explained below:

### Thawing potentially hazardous foods

Thawing potentially hazardous foods may pose a food safety risk if the temperature of the food is between 5°C and 60°C during thawing, allowing food poisoning bacteria to grow.

If food is thawed to temperatures between 5°C and 60°C, it must be used immediately or refrigerated, otherwise the 4 hour/2 hour guide should apply.

Before preparation and cooking, frozen foods should be thawed in a refrigerator operating at 5°C or below, or alternatively in the microwave (Refer to Food Safety Process Modules - *Section 3.3 – Thawing of Food Module*).

### Cooling potentially hazardous foods

After cooking, potentially hazardous food that is intended to be cooled and used later, is to be cooled to 5°C or below as quickly as possible. The food is required to be cooled from 60°C to 21°C in a maximum of two hours. Within a further maximum period of four hours, the food should cool from 21°C to 5°C (Refer to Food Safety Process Modules - *Section 3.7 – Cooling and Storage of Food Module*). Alternatively, you can cool food over a longer time period but you will need to be able to show that your process is safe.

## 4.0 Supporting Programs

To comply with this requirement, you do not have to put food into a coolroom or refrigerator once it is cooked. You can leave the food at room temperature until it reaches 60°C and then place it under refrigeration. A guide as to when hot food should be placed in the refrigerator is to allow it to stand for 20-30 minutes after coming out of the oven or from the stovetop before placing in the refrigerator.

If you have food that may take longer than 6 hours to cool to 5°C, the following suggestions may assist you to cool food rapidly:

- reduce the bulk of the food by dividing it into smaller and/or shallower containers;
- cut large joints of meat and poultry into portions before cooling; and
- ensure there is a space around food containers so that the cold air in the refrigerator or coolroom can circulate freely.

### Reheating chilled potentially hazardous foods

Potentially hazardous food that is to be served or held hot, should be rapidly heated (e.g. within two hours) to a temperature of 60°C or above. Once reheated, the business must hold this food at 60°C or above. (Refer to Food Safety Process Modules - *Section 3.8. – Reheating of Food Module*).

This requirement does not apply to food you reheat to serve to customers for immediate consumption, for example, reheating milk for feeding bottles at a lukewarm temperature for easier consumption by children. The reason for this is that the time between reheating and serving is not long enough for food poisoning bacteria to multiply.

However, whether reheating food for *hot holding* or immediate service, it is good practice to reheat food to temperatures of 70°C for at least two minutes. This temperature will destroy food poisoning bacteria that may have contaminated the food, or multiply in the food, while it was prepared and stored. Reheating to this temperature is not a legal requirement because it is not always possible to heat food to this temperature without spoiling its quality, for example, an egg-based custard. Also, reheating may not destroy all the contaminating bacteria or any *toxins*. Therefore, reheating cannot be guaranteed to make contaminated food safe and food should not be reheated more than once. Food poisoning bacteria present in the food cannot multiply to dangerous levels during the repeated heating times.



## 4.0 Supporting Programs

### 4.2 Use of Thermometers

The Food Safety Standards require all businesses that store, transport, prepare, cook or sell potentially hazardous food, to have a thermometer to measure the temperature of this food. The thermometer must be readily accessible and be able to accurately measure the temperature of the food to +/- 1°C. There are three main types of thermometers in general use:

- *Probe thermometer* – this thermometer is inserted into the food to measure the actual temperature of the food. For example, when food is being cooled, it is important to measure the part of the food that will take the longest to cool (this is generally the centre of the food). As the internal temperatures of food can only be measured using a probe thermometer, these are the types of thermometers recommended for food businesses.
- *Thermometers fixed to equipment* - equipment that is used to store or display food (e.g. cool rooms, bains-maire) may have an in-built thermometer. This thermometer only measures the air temperature of the unit. While these thermometers are useful to monitor the operation of the equipment, they do not measure the actual temperature of the food. As such, a probe thermometer is also needed to measure the internal temperature of the food.
- *Infrared/surface thermometers* - these types of thermometers are not inserted into food but are pointed at a food to measure its surface temperature. These thermometers are useful for quick checks on the temperature of food, but they are not accurate enough to comply with the requirements of the Food Safety Standards as the surface temperature of the food may differ from its core temperature.

#### Using a Probe Thermometer:

- (a) When measuring the temperature of food with a probe thermometer place the probe part only into the centre of the food.
- (b) Allow several seconds for the thermometer to stabilise, before reading the temperature.
- (c) Remove the probe from the food, and immediately wash the probe using hot water;
- (d) Using single-use sanitising wipes (e.g. containing 70 % Isopropyl Alcohol), thoroughly wipe the probe of the thermometer to effectively sanitise it; and

## 4.0 Supporting Programs

- (e) Repeat steps (a) to (d) to check the temperature of other foods, or immediately insert the probe into the probe cover and store thermometer in a clean place for future use.

Discard the sanitising wipe.

### Calibration of thermometers:

It is recognised that thermometers used to measure food temperatures and air temperatures must be calibrated regularly to ensure their accuracy.

To check the accuracy of thermometers, the following methods can be used:

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

- (a) Prepare a container of iced water (at least 60% ice):
- (b) Stir well and allow to stand for 5 minutes
- (c) Immerse the thermometer into the water and allow to stabilise
- (d) Stir well
- (e) Record the reading on *Record 8 - Equipment Maintenance and Calibration of Thermometers*
- (f) It should read 0°C. If the thermometer reads more than  $\pm 1^\circ\text{C}$  it will need to be recalibrated, serviced or replaced.

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

- (a) Bring a container of water to the boil
- (b) Immerse the thermometer into the water and allow to stabilise
- (c) Record the reading on *Record 8 - Equipment Maintenance and Calibration of Thermometers*
- (d) It should read 100°C. If the thermometer reads more than  $\pm 1^\circ\text{C}$  it will need to be recalibrated, serviced or replaced.

Calibration of thermometers is best hand performed by the supplier of the thermometer or a laboratory that is accredited to perform this task. The supplier will be able to recommend how often the thermometer should be calibrated but electronic thermometers are typically calibrated annually. Only food businesses that have the necessary knowledge, skills and equipment should calibrate their own thermometers.

**For each thermometer, please list the following details.**

Type of Thermometer	Manufacturer's Contact Details	Calibration Method Used

## 4.0 Supporting Programs

### 4.3 Cleaning and Sanitising

Your children's services operation must ensure that the premises, fixtures, fittings, equipment and those parts of vehicles that are used to transport food, are maintained to an acceptable standard of cleanliness. There should be no accumulation of garbage (except in garbage containers), recycled matter (except in containers), food waste, dirt, grease or other visible matter. Furthermore, eating and drinking utensils must be cleaned and sanitised and protected from contamination between use. Food contact surfaces of equipment also need to be cleaned and sanitised to avoid contaminating 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.

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, floor cleaning machine. Hot water – at least 54°C and detergent
3. Sanitising	1. Hot water rinse; or 2. Chemical sanitising rinse; or 3. Spraying surface with sanitiser and wiping with disposable paper towels	1. Hot water 2. Chemical sanitiser 3. Disposable paper towels
4. Drying	Allow all surfaces to air dry Smaller utensils are stacked on a clean dish rack to air dry	Clean sanitised surfaces on drainage boards, dish racks etc.

#### Notes on Cleaning and Sanitising:

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

## 4.0 Supporting Programs

2. The food contact surfaces of an appliance used to prepare or process foods, particularly potentially hazardous foods, should be cleaned between batches or lots to avoid the risk of contamination being transferred to each batch.
3. Equipment used with potentially hazardous foods is recommended to be cleaned and sanitised every 4 hours of use.
4. Single-use items are not to be cleaned or sanitised for reuse but are to be discarded. Single use items are instruments, apparatus, utensils or other things intended to be used only once in connection with food handling. These include 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 should be protected from the likelihood of contamination until use and should never be reused.
5. Sanitising with hot water – hot water is the most common method of sanitising eating and drinking utensils and food contact surfaces. Hot water sanitising can be achieved manually or through the use of a glass or dishwasher. To achieve an adequate level of sanitisation manually, contact with hot water at 77°C for 30 seconds is needed. It is however not recommended that food businesses manually sanitise using hot water due to occupational health and safety concerns. If the use of commercial dishwashers is not practical, small child care centre operations can use domestic dishwashers if the suppliers/manufacturers can provide evidence as to their efficacy. Alternatively, chemical sanitisers can be used for the purpose of sanitising.
6. Chemical sanitisers - advice on suitable chemical sanitisers can be obtained from chemical manufacturers and suppliers. Chlorine-based compounds are commonly used as chemical sanitisers in the food industry. Sanitisers will only work effectively if: the surface is clean, they are used in the correct concentration, and are used in accordance with the label directions (e.g. minimum contact time).
7. All cleaning and sanitising chemicals should be stored in a designated chemical storage area.

## 4.0 Supporting Programs

### Preparing Your Cleaning Schedule

Just like the rest of your food safety program, a cleaning schedule is a way of making sure that food premises and equipment have been cleaned.

*Record 7 - Cleaning and Sanitising* can be used to record the following details of your cleaning schedule: the items to be cleaned, the staff member responsible for the cleaning task/s and time frame for cleaning premises and equipment (e.g. daily, weekly, monthly, quarterly, annually). Examples of items to be cleaned at various frequencies include:

- Daily - food contact surfaces, utensils, crockery, equipment, floors, counters, benches, etc.
- Weekly - refrigerators, cold rooms/freezers, cupboards, ovens, etc.
- Monthly - walls, light fittings, windows, etc.
- Annual - ceilings throughout premises including internal rooms and toilets.

Complete the following table by listing areas/equipment that need to be cleaned (e.g. floors, utensils), how often each area/equipment should be cleaned (e.g. daily, weekly, monthly, yearly) and the person responsible for each cleaning task (e.g. kitchen hand, supervisor, etc).



## 4.0 Supporting Programs

### Preparing Your Cleaning Procedures

Using the following table, please write down how you will clean your premises and equipment and what materials and chemicals will be used (one table per area/piece of equipment).

<b>Area/equipment to clean:</b>	
<b>Cleaning steps:</b>	<b>Notes/Comments:</b>
<b>Products used:</b>	

<b>Area/equipment to clean:</b>	
<b>Cleaning steps:</b>	<b>Notes/Comments:</b>
<b>Products used:</b>	

Make multiple copies of this page and use this to record the cleaning procedures for multiple areas/items. Information on cleaning procedures should be kept in an easily accessible place (e.g. either with the food safety program or with the other records). You can also use this information to complete *Record 7 – Cleaning and Sanitising*.

### 4.4 Pest Control

All practicable measures are to be taken to prevent pests entering and harbouring on the premises. The manager should conduct monthly inspections for the evidence of pests and detail the findings on *Record 9 - Pest Control*. Any pests or evidence of pests seen by staff should be reported to the manager. The manager should consult with a pest control contractor to determine the appropriate course of action to deal with any pest problems and to determine an appropriate frequency for pest control services. Any actions should be detailed in the *Record 9 - Pest Control*.

Examples of other practical pest control measures include:

- ensuring there are no holes or gaps in ceilings, walls and floors;
- providing screens to doors;
- keeping premises clean; and
- not storing food items on the floor.

**Please list actions to be taken to control pests.**

---

---

---

---

---

---

---

**Please provide details (name, address, licence number, phone number) of your pest control contractor and how often the premises will be inspected/treated by them.**

---

---

---

---

---

---

---

## 4.0 Supporting Programs

### 4.5 Facility and Equipment Maintenance

Food businesses must maintain food premises, fixtures, fittings, equipment and food storage areas of food vehicles in a good state of repair. These items (particularly if made of glass or wood) should not be broken, split, chipped or worn out. Effective maintenance helps prevent contamination and allows for effective cleaning and sanitising.

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

Maintenance of the food preparation and storage areas and servicing of all kitchen equipment should be carried out in accordance with the equipment specifications and by an appropriate service provider. This information should be detailed on *Record 8 – Equipment Maintenance and Calibration of Thermometers*.

Any malfunction or breakdown of equipment between regular servicing visits should be reported immediately to the manager and also detailed on *Record 8 – Equipment Maintenance and Calibration of Thermometers*.

**Please list maintenance details for equipment and the facility.**

Area/Equipment	Frequency of Maintenance	Service Provider

## 4.0 Supporting Programs

### 4.6 Garbage 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 should be provided for the kitchen area. Each bin should be lined and emptied a minimum of once per day. They should be pest proof and cleaned regularly as part of the cleaning schedule (*Record 7 – Cleaning and Sanitising*).

External garbage bins should be positioned outside of the food preparation area and be located in a designated area that is away from entry and exit points to the building. They should be pest-proof with close-fitting lids and should be cleaned regularly as part of the cleaning schedule (*Record 7 – Cleaning and Sanitising*). They should be emptied regularly in accordance with the services/requirements of the local authority. Please provide waste disposal details below.

#### Internal Garbage Bins

Number and type: \_\_\_\_\_

Schedule for emptying: \_\_\_\_\_

Schedule for cleaning: \_\_\_\_\_

\_\_\_\_\_

#### External Garbage Bins

Number and type: \_\_\_\_\_

Schedule for emptying: \_\_\_\_\_

Schedule for cleaning: \_\_\_\_\_

\_\_\_\_\_

#### Details of other waste disposal (e.g. greasetraps, recyclable materials)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## 5.0 Training Plan

All food handling staff and supervisors are required to have appropriate food safety skills and knowledge appropriate to the level of food handling they undertake. Specific training competencies in your State or Territory should be checked with the relevant health authority. The strategies for ensuring that staff have these skills include:

- (a) Managers and supervisors providing new and existing staff with a copy of the *Hygiene Guide (Section 9)* and advising them of their obligations as food handlers.
- (b) Managers and supervisors to train and instruct food handling staff on standard food safety procedures for the process steps relevant to their children's services operation (Refer to *Section 3 – Food Safety Process Modules*); and
- (c) Staff, supervisors and managers attend food safety courses conducted by local councils and industry bodies;
- (d) Food safety update sessions are conducted regularly for all staff by showing latest videos and/or having a consultant to provide advice and answer questions;
- (e) Food handling practices are regularly observed by the manager and one-on-one instruction provided to reinforce food safety skills and knowledge; and
- (f) All instruction provided to staff is listed on *Record 11 - Staff Instruction/Training*.

**Please detail the training planned for staff.**

Staff Member	Type of Training Planned	Date

## 6.0 Food Safety Incident Management Procedures

### 6.1 Food Recalls

When advised by the local government or State/Territory health department of a recall of any food product, the following procedure should apply:†

- (a) The recall notification is brought to the attention of the manager;
- (b) The cook and the manager should have all food stocks checked (e.g. batch number, use by date) for the recall product which is then isolated, held and discarded or returned; and
- (c) The manager should detail all actions taken in implementing the recall on *Record 12 - Food Recall*.

### 6.2 Unsafe Food

If the food that has been consumed at the facility is known to be or suspected of being unsafe due to microbiological contamination or other causes, the following procedure should apply:

- (a) parents are to be informed immediately and the children are observed for signs of symptoms of food poisoning during the remainder of the day;
- (b) if any children are ill, the parents are advised to take the child to the doctor. The doctor's advice as to when the child can return to the centre is to be followed. If the parents do not take the child to the doctor, then the child returns when he or she has recovered and in accordance with exclusion requirements in the State or Territory;
- (c) all efforts should be made to remove suspect food item from the kitchen and a thorough clean-up of the kitchen should take place;
- (d) the appropriate food safety regulator (e.g. Local Government or State/Territory Environmental Health Officer) should be contacted at an early stage for advice and investigation that may be required to identify or confirm the cause and determine any need for follow-up action; and
- (e) the manager should detail all actions taken in Record 13 – Complaints/Unsafe Food.

If the food is known to be or suspected of being contaminated by chemicals, advice from the Poisons Information Service may also be required. It should be noted that a child may react to a food that contains a substance he or she is allergic or intolerant, and this would be a matter that should be discussed with parents of the individual child. If a food had been consumed by lots of children that may contain a foreign object(s), e.g. plastic fragments, the food/foreign object(s) should also be retained as it may be required for further investigation by the appropriate food safety regulator.

### 6.3 Food Safety Complaints

The following procedures are followed upon receipt of a food related complaint:

- (a) Staff should complete details on *Record 13 – Complaints/Unsafe Food* for each case;
- (b) Staff members should immediately inform the manager of every allegation of food poisoning or contamination;
- (c) The complaint should be thoroughly investigated and procedures/records examined. This may involve investigation by the appropriate food safety regulator (e.g. local government or State health authority), who should be contacted at an early stage and advice received on actions to take; and
- (d) Recommendations for improvements are made to the manager.

† A food recall procedure is not a legal requirement for children's services but is a best practice initiative

## 7.0 Auditing of Food Safety Programs

In States or Territories where food safety programs are mandatory for this industry sector, the business will be required to have their food safety program audited by a food safety auditor at a specified auditing frequency. The relevant health authority in your State or Territory should be contacted to determine whether food safety programs are mandatory for your business, and if so, the required auditing frequency.

There are three categories of food safety auditors: first-party, second-party and third-party auditors. First-party auditors are usually employees of the food business who carry out internal auditing of the same business. Second-party food safety auditors are employed by the government to undertake audits of food businesses on behalf of the government (e.g. environmental health officers). Third-party auditors are private contractors and are independent of the government and the food business. For the purposes of *Food Safety Standard 3.2.1*, only second party and third-party auditors are recognised for the role of auditing food safety programs. In addition, all auditors must meet specified criteria and be approved by a State or Territory health department.

Therefore, if the food safety program is to be subject to independent auditing, the manager should make arrangements for these audits to be conducted on the advice of the local council or regulator.

**If required, please provide details of your food safety program auditor and audit frequency.**

---

---

---

---

---

---

---

---

## 8.0 Food Safety Program Review

As previously indicated in *Sections 3 and 4*, various elements of the food safety program should be verified by regular (e.g. weekly, monthly, annually) in-house inspections conducted by the Manager, and the food safety program should be reviewed every twelve months. The manager is to make changes to the food safety program based on any changes to the food services provided, the results of the internal inspections, input from staff and regulators, and the results of any audits. After the review process, changes to the food safety program are to be indicated in the appropriate area(s) in each of the *Food Safety Process Modules (Section 3)* or in sections 4 to 7 and staff should be briefed on changes at staff meetings.

*Record 14 - Food Safety Program Review* incorporates a checklist that will assist in an effective internal review of the food safety program at various time frequencies.

## 9.0 Hygiene Guide

This Hygiene Guide outlines the basic requirements for all food handlers and is based upon the Food Safety Standards, in particular *Food Safety Standard 3.2.2 - Food Safety Practices and General Requirements*. You may wish to make copies of this guide to use for staff training.

Food hygiene is concerned with ensuring that food is protected from contamination by animals, dirt, dust, pests, insects, chemicals and bacteria, and seeks to prevent the multiplication of any bacteria present in food. These actions are aimed at preventing food-borne illness that is caused by consuming contaminated foods. Therefore, food handlers have a responsibility to ensure that food prepared and served is safe and food handling is of a high standard *at all times*.

The following outlines your food safety and hygiene responsibilities as a food handler:

### ***Responsibility 1***

***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.***

Steps to prevent the contamination of food and food surfaces:

- Store uncooked and ready-to-eat food separately and always store cooked and ready-to-eat foods above uncooked or unwashed foods;
- Store foods in waterproof and pest-proof, food-grade containers with well-fitting lids;
- Practise good personal hygiene;
- Keep pests and pets out of the food preparation and serving areas;
- Limit direct handling of food. Food handler gloves can be used but these must be changed after each task or if they are damaged;
- Keep raw and cooked foods separate at all times. Also ensure that separate utensils and cutting boards are to be used for the preparation of raw and ready-to-eat or cooked foods, and washed and unwashed foods;
- Handle and dispose of garbage correctly, use clean bins with well-fitting lids, and keep garbage areas clean;

- Use individual serving implements for each dish to reduce direct handling of food;
- Store all chemicals in an area completely removed from the food preparation areas;
- Keep all food preparation areas, work surfaces, equipment and utensils in a clean and sanitary condition; and
- Damaged or deteriorated utensils and crockery are to be discarded immediately and not used under any circumstances.

### **Responsibility 2**

***A food handler must, when engaging in any food handling operation, take all practicable measures to ensure that his/her body, anything from his/her body, and anything he/she is wearing does not contaminate food or surfaces likely to come into contact with food:***

Steps to be taken:

- Long hair must be tied back or otherwise effectively covered so as to prevent contact occurring between hair and food or between hair and food contact surfaces;
- Jewellery is limited to plain banded rings, and simple sleeper or stud earrings;
- Keep finger nails short and clean, and do not wear nail polish;
- Clean protective clothing that effectively provides a barrier between food and ordinary clothing must be worn when handling food. This may be in the form of a uniform worn instead of everyday clothing, or an apron or overall worn over everyday clothing;
- Protective clothing must be worn in the food preparation areas only, and not outside the premises;
- Smoking and eating are not to 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; and
- All visitors to the food handling or preparation area must also observe all rules of personal hygiene.

### **Responsibility 3**

***A food handler must wash his/her hands:***

- Whenever his/her hands are likely to be a source of contamination of food;
- Immediately before working with ready-to-eat food after handling raw food;

## 9.0 Hygiene Guide

- 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.

### ***Whenever washing his/her hands, a food handler must:***

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

### ***Responsibility 4***

### ***A food handler who knows that he/she is suffering from a food-borne illness (or if he/she is a carrier of a food-borne illness), or if he/she has any symptoms associated with a food-borne illness, must:***

- Report to his/her supervisor that he/she is or may be suffering (or be a carrier of) the illness;
- Not engage in any handling of food; and
- If continuing to engage in other work on the premises – take all practicable measures to prevent food being contaminated as a result of the condition.

The symptoms of food-borne illness may include: diarrhoea, nausea, vomiting, abdominal cramps, fever and headache.

A person suffering from a food-borne illness may have one or more of these symptoms. The incubation period (the time between eating the food and the appearance of the first symptoms) may be as short as one hour and up to three to four days or even longer.

Procedure for managing food handlers suffering from food-borne illness:

1. Report illness or symptoms to the manager;
2. Details are listed in *Record 10 - Staff Illness*;
3. Food handler is excluded from handling food;
4. Food handler resumes handling food only after receiving written advice from a medical practitioner that the person is no longer suffering from a food-borne illness or its symptoms;  
and
5. Record details of return to work in *Record 10 - Staff Illness*.

Procedure for managing open cuts and sores on hand or fingers, or discharges from the ear, nose or eye:

1. Report injury/condition to the manager;
2. Record details in *Record 10 - Staff Illness*; and
3. If staff member continues to handle food a bright coloured dressing is applied to wound and disposable food handling gloves are to be worn.

## 10.0 Premises and Equipment Guide

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

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

### Design & Construction of Food Premises

Any food premises or business must be designed so that:

- It is appropriate for the activities for which the premises are used and the business conducted;
- There is adequate space for food service activities including adequate space for dry storage and refrigerated storage of food and for storage of cutlery and crockery, drinking vessels, pots and pans, food preparation utensils. In addition there needs to be space for cleaning equipment, chemicals (secured storage) and other service items;
- It allows for easy and effective cleaning of the premises; and
- It excludes entry of dust, dirt and pests into the premises.

*Floors* - Floors should be able to be effectively cleaned; impervious to water and grease; and level so that there is no ponding of water.

*Lighting* - There should be sufficient natural and/or artificial lighting to enable staff to carry out food handling operations, cleaning and sanitising and other activities on the premises.

*Ventilation* – Natural or mechanical ventilation should be sufficient to effectively remove fumes, smoke, steam and vapours from the food premises.

*Walls and ceilings* - Walls and ceilings need to be constructed and finished so as to provide for effective cleaning; and sealed to prevent the entry of dirt, dust and pests.

## 10.0 Premises and Equipment Guide

### Fixtures, Fittings and Equipment

- Fixtures and fittings need to be constructed, located and installed so that they can be effectively cleaned. This includes adjacent surfaces of walls and floors and other fixtures and fittings;
- Food preparation equipment needs to be safe for use in the preparation of food, i.e. constructed of material(s) that will not contaminate food, able to be effectively cleaned and sanitised, and kept in good repair at all times so as not to pose a risk to food safety; and
- Hand wash basins are required in food preparation areas. These basins need to be accessible at all times by food handlers and only used to wash hands, arms and faces. They should also be supplied with warm running water.

### Services

All food premises and businesses that prepare food require the following important services at the premises to minimise risks to the safety and suitability of food:

- An adequate supply of water. This means water appropriate for human consumption (i.e. potable water) that needs to be available at a volume and pressure adequate for the purposes of the business. Potable water means water that is acceptable for human consumption. Guidance on what constitutes acceptable water quality can be found in the Australian Drinking Water Guidelines. In general, it can be expected that water provided by a local government through a reticulated supply will be acceptable. However, if the business obtains its water from some other supply or if there is some concern about the quality of the water supplied, the Food Safety Standards place a responsibility on the food business to ensure that water used in any activity is acceptable for human consumption;
- A supply of hot water available at a volume and pressure adequate for the purposes of cleaning (and where necessary sanitising food contact surfaces and dishwashing) floors, fittings, and equipment;
- Provision of storage facilities for clothing and personal belongings away from food preparation areas;
- Access to toilets for the use of food handlers; and
- Facilities for the storage of garbage and recyclable material that contain the garbage and prevent access by pests, and are able to be effectively cleaned.

## 10.0 Premises and Equipment Guide

Your Local Government, State or Territory Department of Health should be contacted to ascertain any legal requirements you may have under food safety legislation. It is particularly important to contact your Local Government if you are establishing a new children's service facility as there are specific requirements relating to the construction and fitting-out of food preparation areas.

### Temporary Food Operations and Excursions

If the children's services operation is involved in conducting a temporary food service operation (e.g. fete, food stall, picnic, barbecue), they should contact their local council for advice on permit and structural requirements. If your business participates in local events, festivals, excursions or any food event away from your food premises, you need to be vigilant in providing safe food. This is because food will be taken out of its regular environment (e.g. fridge, freezer, pantry). It is important that adequate facilities are available to ensure safe preparation and handling practices as potentially hazardous foods will be in the temperature danger zone. To ensure the safety and suitability of the food, food handling activities need to be identified and the corresponding standard procedures outlined in the *Food Safety Process Modules (Section 3)* involving purchase, receipt, transport, preparation, thawing, cooking, storage, cooling, reheating, and serving need to be adhered to. Before the event, the facilities available at the venue or site for food storage, preparation, cooking etc need to be checked. If facilities are not available at the site, arrangements need to be made for equipment to be available.

## 11.0 Food Safety Program Records

As you have already seen while going through the development of your food safety program there are a number of records to keep. It is a good idea to photocopy a stock of blank records so they are available when needed by staff or the manager. Some records are to be used daily, whereas other records may only be used once a year. You will need to assign responsibility to various staff to carry out the actions in the food safety process modules and to complete the records. The records in current use should be kept in a folder that is easily accessible. Those records that are not in current use (i.e. that have been completed) should be kept in such a way as to be available for review by a food safety auditor. The following are specific instructions regarding each record:

### **Record 1 - Approved Food Suppliers List**

If you order and have food delivered, use this record to set up a list of your suppliers. The details to be recorded include supplier name, contact details and the goods you purchase.

### **Record 2 – Approved Food Supplier Agreement Form**

To ensure that the food you order and have delivered is safe, it is recommended that you have each of your suppliers agree to the specifications on this record. This specification lists the food safety requirements you expect the supplier to meet when they supply and deliver food to your operation. If you change suppliers, make sure they complete *Record 2 - Approved Supplier Agreement Form*, and that you update *Record 1 – Approved Food Suppliers List*.

### **Record 3 – Incoming Goods**

This record is completed when checking all foods that are purchased directly from a retailer or received by other means, e.g. food delivered by a supplier. Food delivered or supplied should comply with the specification outlined in the *Record 2 – Approved Food Supplier Agreement Form*. Any corrective actions should also be recorded on this form. If you receive bulk orders that have an itemised receipt, you may wish to attach this to the record sheet and complete only summary details of the order on the record.

### **Record 4 - Bottle Receipt**

This record is for those children's services operations that bottle feed babies. It is completed when made up formula provided by parents is received. Any corrective actions should also be recorded on this form.

## 11.0 Food Safety Program Records

### Record 5 – Temperature Control Log

This is used to record internal temperatures of food products or air temperatures of refrigerators and freezers. Any corrective actions should also be recorded on this form.

### Record 6 – 4 Hour/2 Hour Guide

Complete this record when potentially hazardous food is taken out of temperature control for any period of time. The time period is cumulative in that each time period out of temperature control must be added together to obtain a total time. This should then be checked against the information provided at the end of the record to determine the correct action to take.

### Record 7 - Cleaning and Sanitising

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

### Record 8 – Equipment Maintenance and Calibration of Thermometers

This record is for listing repair and maintenance activities undertaken for food service equipment, such as kitchen utensils, appliances and thermometers. With regard to thermometers, it is important that your thermometer(s) measures food and air temperatures accurately. This record is also to show that you have checked the accuracy of your thermometers. To calibrate thermometers, follow the instructions of the manufacturer/supplier and/or follow the procedure contained in *Section 4.2*.

### Record 9 - Pest Control

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

### Record 10 - Staff Illness

This record is used to record any illnesses reported by food handling staff. Food handlers are required to notify their supervisor if they are ill and particularly if they suffer with symptoms of food poisoning. The manager needs to record these details.

## 11.0 Food Safety Program Records

### Record 11 - Staff Instruction/Training

This record allows for the recording of all staff instruction or training in food hygiene and safety, including any instruction using the *Hygiene Guide (Section 9)*.

### Record 12 – Food Recall

If a supplier sells a food product to your business that is subject to a food recall, your business should withdraw the product from stock and detail action taken on this record.

### Record 13 – Complaints/Unsafe Food

This record details any complaints regarding food safety that are brought to your attention. It allows you to describe actions taken regarding the investigation and resolution of complaints. It is also used to record details of actions taken in response to contaminated food being consumed at the facility.

### Record 14- Food Safety Program Review

This is used by the Manager to check that staff are following the standard procedures in the food safety program and that the appropriate records are being completed. Each process step and related procedures and records should be checked regularly, e.g. weekly, monthly, annually. Any follow up action should be noted. Your food safety program also requires an annual review and this record is used to show when you review the food safety program and what changes you make.

**Blank record forms are provided at the back of this document and are also provided on the attached disk as a “read-only” Microsoft Word file. This will enable your children’s services facility to customise the records to your operation if you need to.**

**Note: If you want to modify and resave any of the records, the “read-only” function will ask you to save the modified record using a different filename.**

## Appendix A1 - Glossary

### Bacteria

Bacteria are living organisms that are invisible to the naked eye. Some types of bacteria are harmful if they, or the toxins they produce, are present in food. Some bacteria have to be present in large numbers in food to cause illness, but other types can cause illness if they are present in very small numbers.

### Calibration

Calibration is the process of checking that measuring equipment is working effectively and correcting/adjusting the equipment if it is not doing so. In the case of a thermometer, it is checking to make sure that thermometer is measuring temperatures accurately (within  $\pm 1^{\circ}\text{C}$ ).

### Children's services

Children's services include those operations involved in regular care of children for fee or reward, in which food is sold to children in their care. Sale of food includes the handling or supply of food whether or not the food was prepared on the premises. This includes 'children's services' or 'child care' operations that are regulated by the various State and Territory legislation. This does not include the care of children in their own home by a nanny.

### Clean

Means clean to touch; free from visible foreign matter; and free from objectionable odour.

### Contamination

The introduction or occurrence of a biological or chemical agent, foreign matter or other substance that may compromise food safety or suitability. These agents are referred to as **contaminants**.

### Corrective actions

The action to be taken when monitoring indicates that a control is not being met.

### Food handler

A person who directly engages in the handling of food, or who handles surfaces likely to come into contact with food.

### Food Safety Program

A written document that systematically identifies hazards to food in a business and describes the actions that are taken to control and manage these hazards including monitoring of the controls and what actions are taken when things go wrong. Maintaining records that demonstrate the effectiveness of the Food Safety Program is a key element.

### Handling of food

Receiving, storing, transporting, thawing, preparing, cooking, reheating, packing, cooling, and serving of food.

### Hazard Analysis Critical Control Point (HACCP)

Hazard Analysis Critical Control Point is a hazard management system that is applied to food and is the basis for food safety programs. The seven principles underpinning HACCP approaches include identification of hazards, critical control points and critical limits; establishing monitoring, corrective action, and verification processes; and developing a record system to demonstrate compliance.

### Hazards

A substance or foreign agent that has the potential to cause food to be unsafe, i.e. it can cause illness or injury. Hazards are classified as biological (living organisms like parasites, bacteria, viruses, fungi and insects); chemical (pesticides, allergens, detergents); and physical (dirt and materials like metal, wood, and plastic).

### Manager

The person in charge of the business, centre or service who has operating control and authority over that business, centre or service.

### Micro-organism

Organism not visible to the unaided eye, for example bacteria, viruses and some fungi and parasites.

### Monitoring

A planned series of observations and measurements of process controls and their parameters that have been implemented to control a food risk.

### Process

In relation to food, means any activity conducted to prepare food for sale including cooking, heating, cooling, freezing, thawing, washing, storing, packing, serving and transporting. These are often referred to as *process steps*.

### Potentially hazardous foods

Any food that has to be kept under temperature controlled conditions (generally below 5°C or above 60°C) so as to prevent the growth of micro-organisms or the formation of toxins in the food. Generally potentially hazardous foods include dairy products, ready-to-eat prepared fruit, vegetables, sprouts, cooked grain products, meats, poultry, fish and shellfish, and any food made up of these foods.

### Ready-to-eat food

In regard to food preparation means food that is ready for consumption and will not undergo further processing.

### Review

The process of examining the performance of the food safety program based on records and other information, and making changes to further improve the program.

### Sanitise

The process of destroying disease producing micro-organisms or the reduction of their numbers to a safe level. This is generally achieved through the use of hot water (above 77°C for 30 seconds) or through using chemical sanitisers (e.g. chlorine-based compounds).

### Supervisor

The person who has immediate responsibility for that aspect of service or area of the business and this can quite often be the manager.

### Toxins

Toxins are poisonous substances formed by some micro-organisms. Some toxins may not be destroyed by cooking.

## Appendix A2 - Overview of Food Safety Laws

Food is a fundamental human need and a prerequisite to good health. Ensuring that the food we eat is safe is a major function of both government and industry. The food sector is one of the largest industries in Australia, with over 20 billion meals provided each year. Even though the food supply in Australia is one of the safest in the world, the OzFoodNet, an enhanced food-borne illness surveillance system funded by Australian Government Department of Health and Ageing, estimates that over 7 million cases of gastroenteritis per year are believed to be caused by contaminated food (most of these being unreported to health authorities). To ensure the safety of the food supply in Australia and to help minimise the incidence of food-borne illness, a system of nationally uniform food safety standards has been developed and is in place.

### The Food Standards Code

On 20 December 2002, the old *Australia New Zealand Food Standards Code* was repealed and the new joint *Australia New Zealand Food Standards Code* became the sole Code in force. It is the principal piece of legislation for regulating food in Australia. The Code provides standards for the labelling and composition of food products, food additives, contaminants and residues, microbiological and processing requirements as well as standards governing the safe production of foods.

The 'new' Code differs from the 'old' Code in that it has shifted its focus from commodity-based prescriptive standards in the 'old' Code, to a greater number of general standards that cover a wider range of foods in the 'new' Code. The new Code consists of three main chapters: Chapter 1 - *General Food Standards*, Chapter 2 - *Food Product Standards*, and Chapter 3 - *Food Safety Standards*.

### The Food Safety Standards

Food businesses in all States and Territories are required to comply with Food Safety Standards that are part of the *Australia New Zealand Food Standards Code*. These Standards have been adopted into State and Territory legislation and are enforced by officers (usually Environmental Health Officers) employed by local health authorities.

There are four Food Safety Standards in Chapter 3 of the Food Standards Code. Food businesses are currently required to comply with three of these standards (termed the mandatory standards in this document). These are:

- Standard 3.1.1 *Interpretation and Application*;
- Standard 3.2.2 *Food Safety Practices and General Requirements*; and
- Standard 3.2.3 *Food Premises and Equipment*.

The fourth standard, *Standard 3.2.1 Food Safety Programs*, will only apply to food businesses if a State or Territory Government chooses to introduce a requirement for food safety programs for some or all types of food businesses. States and Territories have agreed that this is the standard that will be used should they introduce a requirement on food businesses to develop and implement food safety programs. There may be a requirement in your State or Territory for your business to have a food safety program. You should check with the government agency responsible to find out what is required.

## Appendix A2 - Overview of Food Safety Laws

Due to the flexible nature of the Food Safety Standards, Standard 3.2.1 *Food Safety Programs* provides no detail on how to develop and implement a food safety program. Consequently, many businesses, particularly small businesses, may require guidance and advice to assist them. This guidance can be provided in the form of food safety program tools (tools). Tools are defined as materials such as templates, models, software and printed materials, which may be directly utilised by food businesses through customisation to create their own workable, site-specific food safety program which meets the requirements of food law, in particular, the Food Safety Standards.

It should be noted that the tool itself is not mandatory. The tool is intended to be an aid for businesses in developing and implementing a food safety program and complying with legislative requirements.

Standard 3.2.1 *Food Safety Programs* has provided the model for the food safety program that will be developed using this food safety program tool for the children's services sector.

### The Food Safety Programs

The purpose of food safety programs is to ensure that a food business has made decisions on what actions it will take to prevent food safety problems arising in the food handling operations that are specific to its particular business. This food safety program tool for the children's services sector identifies and recommends controls for the hazards expected to be relevant to the food handling operations involved in the children's services sector in accordance with the components of a food safety program, as outlined below.

The food safety program must:

1. Systematically identify the potential hazards that may be reasonably expected to occur in all the food handling operations of your business;
2. Identify where, in your food handling operations, you control the hazards;
3. Explain your monitoring system to ensure the controls are in place;
4. Specify the corrective action you will take if monitoring indicates that a hazard is not being controlled;
5. State how your food safety program will be reviewed to ensure that it is adequate; and
6. Describe the records that you will keep so that you can demonstrate that you are complying with your food safety program.

Standard 3.2.1 requires that your food safety program and the records you keep demonstrating compliance must be in writing and available to food safety auditors.

It is essential that the food safety program you prepare based on this food safety program tool accurately reflects the food handling operations that you use in your business.

There may be more than one way to control a hazard and the legal requirements for a food safety program allow you the flexibility to include the control that works best for your business. For example, the growth of food borne pathogens in potentially hazardous food could be controlled by maintaining this food at 5°C or below or limiting the time the food is at temperatures that support the growth of these pathogens.

In following this food safety program tool, you should be meeting the requirements of the parts of Standard 3.2.2 *Food Safety Practices and General Requirements* and Standard 3.2.3 *Food Premises and Equipment* that are applicable to your business. The approach taken in the design of this tool is that complying with these Standards need not be a separate exercise.

## Appendix A2 - Overview of Food Safety Laws

### Standard 3.2.2 Food Safety Practices and General Requirements

Standard 3.2.2 *Food Safety Practices and General Requirements* sets out the controls for all steps of food handling operations from receipt of food into the business to disposal of unsafe and unsuitable food. The controls relevant to the children's services sector have been included in this tool.

Standard 3.2.2 *Food Safety Practices and General Requirements* also contains requirements for personal hygiene and for the health of food handlers, cleaning and sanitation, pest control and animals and pests. These requirements have been included in the support programs and in the specific controls for hazards as appropriate.

To comply with this Standard, food handlers and supervisors of food handling operations are required to have the skills and knowledge in food safety needed for their work. These requirements form the basis of the training support program included in this tool.

### Standard 3.2.3 Food Premises and Equipment

Standard 3.2.3 *Food Premises and Equipment* sets out requirements for food premises, equipment and transport vehicles that, if complied with, will facilitate compliance by your business with Standard 3.2.2. The requirements cover the design and construction of the building you use to prepare food and the services that you need to prepare food safely for example, using potable water and having adequate hand washing facilities. The tool makes the assumption that you have adequate equipment that is in working order to enable you to carry out the controls that are specified in the food safety program.

It also assumes that your building has adequate lighting for you to carry out food handling tasks, cleaning and sanitising and checks for pests. Also, your building must have adequate natural or mechanical ventilation if this is necessary to remove steam and cooking fumes.

Therefore, you must check that your premises are designed and constructed in a way that achieves the outcomes of the food safety program developed by using this tool. You need to bear this in mind as you work through the Food Safety Program Tool and the Support Programs.

If your premises or equipment are deficient you may have to take action to remedy the problem. Alternatively, you may be able to modify your food handling operations. For example, if you do not have sufficient chilled space for the amount of chilled food you wish to store you may decide to either install an additional refrigerator or prepare food just prior to serving to meet the food safety outcomes desired.

### Additional Requirements for Food Premises, Equipment and Transport Vehicles

There may be local requirements for the design and construction of food premises and installation of equipment. It is advisable to contact your local authority to ensure that your premises meet these requirements.

If you intend to build new premises or make structural alterations to your existing premises then you should check with your local authority regarding the design and construction requirements.

## Appendix A2 - Overview of Food Safety Laws

Also remember that changes to your premises or equipment may affect your food handling operations and you should reassess your food safety program to ensure it is still appropriate.

### Using Domestic Premises

You may be using (or planning to use) a building for your business that is principally a private dwelling, that is, it is your own or someone else's home. There may be requirements under Planning or other law in your area that affects your use of a private dwelling or domestic premises. Ensure that you seek advice from your local authority.

### Food Labelling

Under the new joint *Australia New Zealand Food Standards Code*, more comprehensive labelling requirements have been introduced to ensure that consumers have adequate information to enable them to make informed choices when purchasing food.

In most circumstances, foods for retail sale or for catering purposes are required to bear a label setting out all the information prescribed in the Food Standards Code. Foods for catering purposes mean those foods for use in restaurants, canteens, schools, caterers or self-catering institutions, where food is offered for immediate consumption.

Unless specifically exempted, the label on a package of food for retail sale or for catering purposes must include the following information:

- prescribed name or a name or a declaration of the food sufficient to indicate the true nature of the food;
- lot identification;
- name and business address in Australia or New Zealand of the supplier;
- mandatory warning and advisory statements and declarations - these are required for certain food or food containing certain substances which may have implications for sensitive or health impaired individuals or allergy or food intolerance sufferers;
- ingredient listing;
- date marking;
- directions for use and storage;
- nutrition information panel - these will be required on most packaged foods, however, some single ingredient foods like fruit and vegetables are exempt;
- percentage labelling - labels on many foods will need to show the percentage of the key or characterising ingredients and/or components contained in the food; and
- country of origin.

The Code also mandates other labelling requirements for specific products (e.g. milk products, royal jelly, infant formula), health claims, nutrition claims, vitamin and mineral content, genetically modified food, irradiated food or food containing ingredients that have been irradiated, and novel foods.

## Appendix A3 - Food Safety Contacts and Resources

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

### Food Safety Equipment

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

### Industry

<b>National Association of Community Based Children’s Services</b>	PO Box 306 RED HILL QLD 4059 Phone: (07) 3857 1288
<b>Australian Federation of Childcare Associations</b>	National Office Grant Cameron Community Centre 27 Mulley Street HOLDER ACT 2611 Phone: (02) 6287 3950 www.afcca.com.au
<b>Child Care National Association</b>	President GPO Box 1269 Canberra ACT 2601 Phone/Fax: (07) 3300 5835 Mobile: 0418 762 823 www.ccna.org.au

### Local Governments

<b>Australian Capital Territory</b>	<a href="http://www.act.gov.au">www.act.gov.au</a>
<b>New South Wales</b>	<a href="http://www.lgov.org.au">www.lgov.org.au</a>
<b>Northern Territory</b>	<a href="http://www.nt.gov.au">www.nt.gov.au</a>
<b>Queensland</b>	<a href="http://www.lgaq.asn.au">www.lgaq.asn.au</a>
<b>South Australia</b>	<a href="http://www.lga.sa.gov.au">www.lga.sa.gov.au</a>
<b>Tasmania</b>	<a href="http://www.lgat.tas.gov.au">www.lgat.tas.gov.au</a>
<b>Victoria</b>	<a href="http://www.mav.asn.au">www.mav.asn.au</a>
<b>Western Australia</b>	<a href="http://www.wama.wa.gov.au">www.wama.wa.gov.au</a>
<b>Australian Local Government Association, Canberra</b>	<a href="http://www.alga.com.au">www.alga.com.au</a>
<b>National Library of Australia - database of Australian Local Governments</b>	<a href="http://www.nla.gov.au/oz/gov/local.html">www.nla.gov.au/oz/gov/local.html</a>

## Appendix A3 - Food Safety Contacts and Resources

### State and Territory Health Agencies

<p><b>Australian Capital Territory</b>            ACT Department of Health, Housing and            Community Care            Health Protection Services            Locked Bag 5            WESTON CREEK ACT 2611            Phone: (02) 6205 1700            Fax: (02) 6205 1705  <a href="http://www.health.act.gov.au">www.health.act.gov.au</a></p>	<p><b>New South Wales</b>            NSW Health Department            Food Branch            P O Box 798            GLADESVILLE NSW 1675            Phone: (02) 9295 5860            Fax: (02) 9261 3967  <a href="http://www.health.nsw.gov.au">www.health.nsw.gov.au</a></p>
<p><b>Northern Territory</b>            Department of Health and Community            Services            Environmental Health Unit            P O Box 40596            CASUARINA NT 0811            Phone: (08) 8999 2965            Fax: (08) 8999 2530  <a href="http://www.health.nt.gov.au">www.health.nt.gov.au</a></p>	<p><b>Queensland</b>            Queensland Health            G P O Box 48            BRISBANE QLD 4001            Phone: (07) 3234 0938            Fax: (07) 3234 1480  <a href="http://www.health.qld.gov.au">www.health.qld.gov.au</a></p>
<p><b>Victoria</b>            Department of Human Services            Food Safety Unit            G P O Box 1670N            MELBOURNE VIC 3001            Phone: 1300 364 352            Fax: (03) 9637 5435  <a href="http://www.foodsafety.vic.gov.au">www.foodsafety.vic.gov.au</a></p>	<p><b>Tasmania</b>            Department of Health and Human Services            P O Box 125B            HOBART TAS 7000            Phone: Free call 1800 671 738            Fax: (03) 6233 6620  <a href="http://www.dhhs.tas.gov.au">www.dhhs.tas.gov.au</a></p>
<p><b>South Australia</b>            Department of Human Services            Food Section            PO Box 6            Rundle Mall            Adelaide SA 5000            Phone: (08) 8226 7121            Fax: (08) 8226 7102  <a href="http://www.health.sa.gov.au">www.health.sa.gov.au</a></p>	<p><b>Western Australia</b>            Department of Health            Food Safety Section            P O Box 8172            Stirling Street            PERTH 6849            Phone: (08) 9388 4999            Fax: (08) 9382 8119  <a href="http://www.health.wa.gov.au">www.health.wa.gov.au</a></p>

## Appendix A3 - Food Safety Contacts and Resources

### Commonwealth Government Organisations

<p><b>Food Standards Australia New Zealand (FSANZ) - (Formerly known as ANZFA)</b></p> <p>This website contains information on:</p> <ul style="list-style-type: none"> <li>· Safe Food Australia: A Guide to the Food Safety Standards</li> <li>· Food Standards Code and Food Safety Standards</li> <li>· Standards Development</li> <li>· Assistance for industry</li> <li>· Assistance for the consumer</li> <li>· Food Safety</li> <li>· Recalls and Surveillance</li> <li>· Nutrition Panel Calculator</li> <li>· Information Service</li> <li>· Media Releases and Publication</li> <li>· Primary Production</li> </ul>	<p>PO Box 7186            CANBERRA MC ACT 2610            Phone: (02) 6271 2222            Fax: (02) 6271 2278            Advice line: 1300 652 166  <a href="http://www.foodstandards.gov.au">www.foodstandards.gov.au</a></p>
<p><b>Australian Government Department of Family and Community Services</b></p>	<p>NATIONAL OFFICE            GPO Box 7788            Canberra Mail Centre 2906            Phone: 1300 653 227  <a href="http://www.facs.gov.au">www.facs.gov.au</a></p>
<p><b>National Childcare Accreditation Council</b></p>	<p>Level 3/ 418a Elizabeth Street            Surry Hills NSW 2010            Phone: (02) 8260 1900  <a href="http://www.ncac.gov.au">www.ncac.gov.au</a></p>

### Food Safety Resources

<p><b>Australian Institute of Food Science and Technology</b></p>	<p><a href="http://www.aifst.asn.au">www.aifst.asn.au</a></p>
<p><b>Australian Institute of Environmental Health</b></p>	<p><a href="http://www.aieh.org.au">www.aieh.org.au</a></p>
<p><b>Food Law and Policy Australia</b></p>	<p><a href="http://www.ausfoodnews.com.au/flapa">www.ausfoodnews.com.au/flapa</a></p>
<p><b>Food Science Australia</b></p>	<p><a href="http://www.dfst.csiro.au">www.dfst.csiro.au</a></p>
<p><b>International Association for Food Protection</b></p>	<p><a href="http://www.foodprotection.org">www.foodprotection.org</a></p>
<p><b>UK Food Standards Agency</b></p>	<p><a href="http://www.food.gov.uk">www.food.gov.uk</a></p>
<p><b>US Food and Drug Administration (US FDA)</b></p>	<p><a href="http://www.fda.gov">www.fda.gov</a></p>
<p><b>FoodSafety.Gov (Gateway to Government Food Safety Information)</b></p>	<p><a href="http://www.foodsafety.gov">http://www.foodsafety.gov</a></p>
<p><b>US FDA Centre for Food Safety and Applied Nutrition</b></p>	<p><a href="http://www.cfsan.fda.gov">http://www.cfsan.fda.gov</a></p>





Name of Business \_\_\_\_\_

**Record 2 – Approved Food Supplier Agreement Form**

Supplier:.....

Address:.....

Phone:..... Fax: .....

Goods Supplied: .....

Frequency of delivery: daily / weekly / fortnightly / monthly / irregularly

**General requirements for the products:**

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

**Package and labelling requirements:**

All food products are to be delivered in undamaged packaging or in food grade containers that are free from chemical or physical contaminants. Labelling shall comply with the requirements of the Food Standards Code.

**Transport requirements:**

All food products are to be transported in clean food transport vehicles. The foods are not to be transported in direct contact with meat, animals, plants, pests or chemicals or exposed to sunlight. All potentially hazardous foods (dairy foods, meat, fish, & smallgoods) must be transported under refrigeration at or below 5°C for cold food and at or above 60°C for hot food. Frozen food is to be delivered frozen hard (not partially thawed). If food is transported between 5°C and 60°C, it must be demonstrated that the temperature of the food, having regard to the time taken to transport the food, will not adversely affect the microbiological safety of the food.

**Conditions for supply:**

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

**Supplier's acceptance:**

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

**Business acceptance:**

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_









Name of Business \_\_\_\_\_

Record 6 – 4 Hour/2 Hour Guide						
Food Description	Date	Time taken out of Temp Control	Activity	Time placed back in Temp Control	Total time	Corrective Action
Cooked chicken	1/10/02	12:00 pm	Making chicken sandwiches	2:00 pm	2 hours	Refrigerated
	1/10/02	7:00 pm	Displaying chicken sandwiches on front counter	9:00 pm	4 hours	As the total time out of temperature control has reached 4 hours, the chicken sandwiches must be thrown out.

**Temperature Control**

- Maintain potentially hazardous food at a temperature of 5°C or below or 60°C and above. If food is kept between 5°C and 60°C, this temperature must be monitored and recorded.
- Remember when using the 4-hour/2-hour guide, that time periods are **cumulative** – each time period that food is kept between 5°C and 60°C has to be added up to reach a total time. In the example above the **total** time the chicken has been between 5°C and 60°C is more than four hours and therefore should be discarded (refer to dot point three below).

**Corrective Actions**

- Potentially hazardous food that has been kept between 5°C and 60°C for less than two hours must be refrigerated or used immediately.
- Potentially hazardous food that has been kept between 5°C and 60°C for longer than two hours but less than four hours must be used immediately.
- Potentially hazardous food that has been kept between 5°C and 60°C for longer than four hours must be thrown out.



Name of Business \_\_\_\_\_

Record 7 – Cleaning and Sanitising								
Daily Cleaning and Sanitising						Week starting __/__/__		
Area/Equipment	Responsible person	Completed						
		M	T	W	T	F	S	S
<i>Utensils</i>	<i>Kitchen hand</i>	<i>MH</i>	<i>MH</i>	<i>MH</i>	<i>MH</i>	<i>JG</i>	<i>JG</i>	<i>JG</i>
Please list areas or equipment to be cleaned on a daily basis.	Checked by:							

Weekly Cleaning and Sanitising							Week starting __/__/__
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	
<i>Coolroom - JD</i>	<i>Pantry - BD</i>	<i>Stove interior - JH</i>	<i>Ceiling fans - HJ</i>				
Checked by:	Checked by:	Checked by:	Checked by:	Checked by:	Checked by:	Checked by:	

**Note:** Please list all areas, equipment, etc to be cleaned once a week (or more regularly than daily) and identify the responsible person



Name of Business \_\_\_\_\_

Monthly Cleaning and Sanitising						Month _____	
Week starting ___/___/___		Week starting ___/___/___		Week starting ___/___/___		Week starting ___/___/___	
Monthly Task (see note)	Resp. Person	Monthly Task	Resp. Person	Monthly Task	Resp. Person	Monthly Task	Resp. Person
<i>Clean shelves, floors and walls in coolroom</i>	<i>RG</i>	<i>Clean behind all upright refrigerators</i>	<i>GR</i>				
Checked by:		Checked by:		Checked by:		Checked by:	

**Note:** Please list all areas, equipment, etc to be cleaned once a month (or more regularly than weekly).

Quarterly/Yearly Cleaning and Sanitising				Year _____	
Quarterly/Yearly Cleaning Task	Resp. Person	Date scheduled	Date completed	Checked by	
<i>Clean exhaust ventilation duct work</i>	<i>HF</i>	<i>10/10/02</i>	<i>17/10/02</i>	<i>NH</i>	

**Note:** Please list all areas, equipment, etc to be cleaned yearly (or more regularly than monthly).



Name of Business \_\_\_\_\_

Record 8 – Equipment Maintenance and Calibration of Thermometers				
Date	Area/Equipment checked	Result (? Repair or service required)	Corrective Action	Checked by
16/10/02	Probe thermometer (Used to test Cooked Meats)	0°C	None – Thermometer operating at correct temperature	JN

**Note:** Record areas or equipment checked for defects. For example floors, walls and ceilings could be checked monthly for any cracks or crevices. Thermometers must be accurate to within + 1 or - 1 °C.

Record 9 – Pest Control				
Date	Area checked/Treated	Result (pests found)	Action Taken	Checked by
16/10/02	Entire Premises	German cockroaches found in pantry	Pest Control Operator "Pest Attack" treated entire premises for German cockroaches.	TG

**Note:** Record internal inspections conducted by your business for example once every 4 – 6 weeks. Record external inspections/treatments conducted by your pest control operator for example once every 3 months.



Name of Business \_\_\_\_\_

Record 10 - Staff Illness			
Staff member's name	Date	Type of Illness	Checked by

**Note:** Staff should not return to handling food until they have received clearance from a medical practitioner.

Record 11 - Staff Instruction / Training			
Staff member's name	Date	Description/details of instruction/ training undertaken	Checked by

**Food handling - skills and knowledge**

Food Safety Standard 3.2.2 requires that a food business must ensure that persons undertaking or supervising food handling operations have appropriate skills and knowledge in food safety and food hygiene matters for their level of food handling. This standard does not require mandatory training to demonstrate appropriate skills and knowledge, but recognises that skills and knowledge can be obtained in different ways.

Examples for obtaining the skills and knowledge required include:

- In-house training by business employees or the proprietor;
- Distribution of relevant documentation to employees;
- Having operating procedures in place that clarify the responsibilities of food handlers and supervisors;
- Attendance at food safety courses run by local councils or other bodies such as industry associations;
- Hiring a consultant to present a course to business employees; and
- Formal training courses.



Name of Business \_\_\_\_\_

Record 12 – Food Recall							
Supplier/ Manufacturer details	Reason for recall	Product name	Batch No.	Use by date	No. of units in stock	Corrective action	Checked by
<i>Dans Bickies, 12 Industry Way, Churchill 4123</i>	<i>Foreign matter detected</i>	<i>Ginger nut 250 g packets</i>	<i>2493/09</i>	<i>16/9/03</i>	<i>12 x 12 cartons</i>	<i>Returned</i>	<i>FH</i>

Record 13 – Complaints/Unsafe Food						
Date	Time	Complainant's Name and Contact Details *	Details of Complaint or Incident	Investigation details	Corrective Action	Checked by
<i>16/9/02</i>	<i>1:45 PM</i>	<i>Mary Smith 12 Chuculba Crescent, Smithfield 4352 (h) 5342 7847</i>	<i>Alleged cockroach found in bowl of carrot soup</i>	<i>Conducted inspection of all ingredients used in carrot soup. No evidence of pest infestation</i>	<i>Pest control checked. Cleanliness of dry storage area</i>	<i>RE</i>

\* Enter details in this column if related to a complaint. **Note:** You may wish to attach further details of the incident/actions taken.

**THIS PAGE HAS BEEN LEFT BLANK**



Name of Business \_\_\_\_\_

**Record 14 – Food Safety Program Review**

**Part 1 - Weekly Food Safety Program Review**

Date of Review: \_\_\_\_\_

Reviewed By: \_\_\_\_\_

Activity (To be checked by manager, supervisor, etc)	✓	X	Observations/Corrective Action
<b>1. Purchasing and receiving goods</b> ✓ Are staff following the standard procedure and checks in Module 3.1? ✓ Have the following records been completed? <ul style="list-style-type: none"> <li>• Record No. 1 - Approved Food Suppliers List</li> <li>• Record No. 2 – Approved Food Supplier Agreement Form</li> <li>• Record No. 3 – Incoming Goods</li> <li>• Record No. 6 – The 4 Hour/2 Hour Guide</li> </ul>			
<b>2. Dry Storage</b> ✓ Are staff following the standard procedure and checks in Module 3.2? ✓ Have the following records been completed? <ul style="list-style-type: none"> <li>• Record No. 7 – Cleaning and Sanitising</li> <li>• Record No. 9 – Pest Control</li> </ul>			
<b>3. Cold Storage</b> ✓ Are staff following the standard procedure and checks in Module 3.2? ✓ Have the following records been completed? <ul style="list-style-type: none"> <li>• Record No. 5 – Temperature Control Log</li> <li>• Record No. 6 – The 4 Hour/2 Hour Guide</li> </ul>			
<b>4. Frozen Storage</b> ✓ Are staff following the standard procedure and checks in Module 3.2? ✓ Have the following records been completed? <ul style="list-style-type: none"> <li>• Record No. 5 – Temperature Control Log</li> <li>• Record No. 6 – The 4 Hour/2 Hour Guide</li> </ul>			
<b>5. Thawing frozen food</b> ✓ Are staff following the standard procedure and checks in Module 3.3? ✓ Have the following records been completed? <ul style="list-style-type: none"> <li>• Record No. 5 – Temperature Control Log</li> <li>• Record No. 6 – The 4 Hour/2 Hour Guide</li> </ul>			
<b>6. Preparation</b> ✓ Are staff following the standard procedure and checks in Module 3.4? ✓ Have the following records been completed? <ul style="list-style-type: none"> <li>• Record No. 5 – Temperature Control Log</li> <li>• Record No. 6 – The 4 Hour/2 Hour Guide</li> </ul>			
<b>7. Cooking food</b> ✓ Are staff following the standard procedure and checks in Module 3.5? ✓ Have the following records been completed? <ul style="list-style-type: none"> <li>• Record No. 5 – Temperature Control Log</li> <li>• Record No. 6 – The 4 Hour/2 Hour Guide</li> </ul>			

<p><b>8. Cooling food</b></p> <ul style="list-style-type: none"> <li>✓ Are staff following the standard procedure and checks in Module 3.7?</li> <li>✓ Have the following records been completed? <ul style="list-style-type: none"> <li>• Record No. 5 – Temperature Control Log</li> <li>• Record No. 6 – The 4 Hour/2 Hour Guide</li> </ul> </li> </ul>			
<p><b>9. Reheating</b></p> <ul style="list-style-type: none"> <li>✓ Are staff following the standard procedure and checks in Module 3.8?</li> <li>✓ Have the following records been completed? <ul style="list-style-type: none"> <li>• Record No. 5 – Temperature Control Log</li> <li>• Record No. 6 – The 4 Hour/2 Hour Guide</li> </ul> </li> </ul>			
<p><b>10. Serving</b></p> <ul style="list-style-type: none"> <li>✓ Are staff following the standard procedure and checks in Module 3.9?</li> <li>✓ Have the following records been completed? <ul style="list-style-type: none"> <li>• Record No. 5 - Temperature Control Log</li> <li>• Record No. 6 – The 4 Hour/2 Hour Guide</li> <li>• Record No. 7 – Cleaning and Sanitising</li> </ul> </li> </ul>			
<p><b>11. Transporting food</b></p> <ul style="list-style-type: none"> <li>✓ Are staff following the standard procedure and checks in Module 3.6?</li> <li>✓ Have the following records been completed? <ul style="list-style-type: none"> <li>• Record No. 5 - Temperature Control Log</li> <li>• Record No. 6 – The 4 Hour/2 Hour Guide</li> <li>• Record No. 7 – Cleaning and Sanitising</li> </ul> </li> </ul>			
<p><b>12. Others</b></p> <ul style="list-style-type: none"> <li>✓ Have there been any changes in staff, processes or activities?</li> <li>✓ If so, have the necessary amendments to the food safety program, records and task allocations been made?</li> <li>✓ Are any new or replacement utensils/appliances/equipment needed?</li> <li>✓ Have there been any changes to the cleaning schedules?</li> <li>✓ Have there been any problems with waste disposal?</li> <li>✓ Have any of the staff been ill, particularly with a food-borne illness?</li> <li>✓ Were there any food complaints/incidents/recalls?</li> <li>✓ Have the following records been completed? <ul style="list-style-type: none"> <li>• Record No. 10 - Staff Illness</li> <li>• Record No. 11 - Staff Instruction and Training</li> <li>• Record No. 12 - Food Recall</li> <li>• Record No. 13 - Complaints/Unsafe Food</li> </ul> </li> </ul>			

Please record the details of any other issues identified and the corrective action undertaken:

Activity (To be checked by manager, supervisor etc)	✓	X	Observations/Corrective Action



Name of Business \_\_\_\_\_

**Record 14 – Food Safety Program Review**

**Part 2 - Monthly Food Safety Program Review**

Date of Review: \_\_\_\_\_

Reviewed By: \_\_\_\_\_

Program Component	✓	X	Observations/Corrective Action
<p><b>1. Facility and Equipment Maintenance</b></p> <ul style="list-style-type: none"> <li>✓ Has all equipment been checked?</li> <li>✓ Is all equipment operating correctly?</li> <li>✓ Does any of the equipment require replacing?</li> <li>✓ Has the entire food premises been thoroughly checked for structural problems?</li> <li>✓ Are there any structural problems?</li> <li>✓ Has the following record been completed?               <ul style="list-style-type: none"> <li>• Record No. 8 – Equipment Maintenance and Calibration of Thermometers</li> </ul> </li> </ul>			
<p><b>2. Temperature measuring devices</b></p> <ul style="list-style-type: none"> <li>✓ Have all temperature-measuring devices been checked for calibration?</li> <li>✓ Are temperature measuring devices calibrated to standard procedures?</li> <li>✓ Do all staff know how to take accurate temperatures with each temperature measuring device?</li> <li>✓ Has the following record been completed?               <ul style="list-style-type: none"> <li>• Record No. 8 – Equipment Maintenance and Calibration of Thermometers</li> </ul> </li> </ul>			
<p><b>3. Pest Control</b></p> <ul style="list-style-type: none"> <li>✓ Are all activities and support programs followed that identify where pests may breed or enter?</li> <li>✓ Are all areas clean and free from food particles and other waste that may attract pests?</li> <li>✓ Has your premises been treated by your pest control operator at the correct intervals as in your support program?</li> <li>✓ Have the following records been completed?               <ul style="list-style-type: none"> <li>• Record No. 7 – Cleaning and Sanitising</li> <li>• Record No. 9 – Pest Control</li> </ul> </li> </ul>			
<p><b>4. Staff Instruction/Training</b></p> <ul style="list-style-type: none"> <li>✓ Have all staff (particularly new staff) been instructed/trained so that they have the appropriate skills and knowledge in food hygiene and handling for the tasks they do?</li> <li>✓ Do staff understand their food safety responsibilities?</li> <li>✓ Has the following record been completed?               <ul style="list-style-type: none"> <li>• Record No. 11 – Staff Instruction and Training</li> </ul> </li> </ul>			
<p><b>5. Other</b></p> <ul style="list-style-type: none"> <li>✓ Have all the food complaints/incidents/recalls been addressed?</li> <li>✓ Are there any recurring problems identified as a result of customer complaints?</li> <li>✓ Have there been any changes in staff or processes?</li> <li>✓ If so, have the necessary amendments to the food safety program, records and task allocations been made?</li> <li>✓ Are the records (to be completed) accessible to staff?</li> <li>✓ Are the completed records being stored correctly (ie. allow for easy review by an auditor)?</li> </ul>			

## Record 14 – Food Safety Program Review

### Part 3 - Annual Food Safety Program Review

Date of Review: \_\_\_\_\_

Reviewed By: \_\_\_\_\_

Program Component	✓	X	Observations/Corrective Action
<b>Food Safety Program</b> ✓ Have there been any changes to the food activities/ processes undertaken in the business/operation? ✓ Are the activities/process steps listed in the flow diagram still applicable to the business/operation? ✓ Has the Food Safety Program been amended appropriately to account for changes in processes/activities? ✓ Are extra copies of the Food Safety Program Tool needed? If so, is the latest version of the Tool available?			
<b>Food Safety Program Audit</b> ✓ Has an audit been conducted at the correct frequency? ✓ Have any problems been identified? ✓ Have these problems been rectified?			
<b>Record Keeping</b> ✓ Are all records being filled out correctly? ✓ Are corrective actions being undertaken where problems have been identified? ✓ Are completed records being stored correctly (i.e. allow for easy review by an auditor)?			

**Please record the details of any other issues identified and the corrective action undertaken:**

Activity (To be checked by manager, supervisor etc)	✓	X	Observations/Corrective Action