



Eat Safe Brisbane

Food safety made easy guide



Dedicated to a better Brisbane

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Eat Safe Brisbane

Food safety made easy guide

Brisbane is a great place to live, work and relax - it's a safe, green and prosperous city, valued for its friendly and optimistic character and enjoyable lifestyle.

Food safety is important for our city to protect the health and well-being of residents and visitors. Brisbane City Council (Council) is committed to ensuring and supporting best practice safety standards within the food industry.

In 2010, Council introduced a food safety rating scheme called Eat Safe Brisbane. The scheme was developed in partnership with the food industry and promotes a vibrant, healthy and world-class food sector as part of our Brisbane Vision 2031.

All licensed food businesses within Brisbane receive a food safety star rating based on an assessment conducted by Council under the *Food Act 2006* (the Act) and the Food Safety Standards (FSS).

This guide was developed to help food businesses in Brisbane comply with the Act and the FSS and was designed to align to the layout of the food safety industry checklist. When used in conjunction with the checklist it can assist food businesses self-assess their activities and identify areas of strength and areas that may require attention. It also contains useful information regarding the food safety management tools that may be required under FSS 3.2.2A. These tools, whilst mandatory for some food businesses, can be implemented by any food business. By following the food safety principles outlined in this guide, you will be able to enhance and maintain your food safety management processes. In doing so, you will put your business in a better position to achieve a high Eat Safe Brisbane star rating.

Food Safety Standard 3.2.2A – food safety management tools

This standard aims to strengthen food safety management practices in food businesses that handle unpackaged, ready-to-eat potentially hazardous food. Food safety management tools have been developed to ensure all food handlers have appropriate skills and knowledge and to improve the management of critical food safety controls.

The food safety management tools you will need to implement will depend on what category your business is. FSS 3.2.2A requires category one businesses to implement three food safety management tools and category two businesses to implement two food safety management tools.

Category one businesses

What is a category one food business?

A category one business is a caterer or other food service business that processes unpackaged potentially hazardous food into food that is both ready-to-eat and potentially hazardous food. The food is then served to a consumer for consumption. As the food is directly handled by the category one business, it may be exposed to contamination by harmful microorganisms and other hazards before it is served. Food businesses in this category may include cafes, restaurants, takeaways, pubs, some childcare centres, some mobile food businesses and some temporary food stalls.

FSS 3.2.2A requires category one businesses to implement all three food safety management tools.

Category one business – food safety management tools

Food safety training for food handlers

Before engaging in food handling activities, the food business must ensure that the food handler has adequate skills and knowledge. They must have either:

- completed a food safety training course; or
- the skills and knowledge of food safety and hygiene matters appropriate to their food handling activities.

For more information on the skills and knowledge requirements of food handlers see the [Skills and knowledge of food handlers](#) section below.

Food safety supervisor

Food businesses must ensure that food handlers are adequately supervised by a trained and competent supervisor. This includes:

- appointing a food safety supervisor; and
- ensuring that the food safety supervisor is reasonably available to advise and supervise food handlers.

To ensure that the Food Safety Supervisor has recent, relevant and consistent skills and knowledge to handle food safety and be able to identify, prevent and fix food safety problems, they must:

- hold a food safety supervisor certificate issued within the last five years; and
- have the authority and ability to manage and give direction on food safety matters.

For more information on the requirements for food safety supervisors see the [Food safety supervisors](#) section below.

Evidence of key food safety controls

Category one businesses will be required to maintain records, or demonstrate through other means, that they are adequately managing food safety risks.

Evidence is required for:

- temperature control during food receipt
- temperature control during food storage
- pathogen reduction during food processing
- minimising time during food processing
- cooling food
- reheating food
- temperature control during food display
- temperature control during food transport
- cleaning and sanitising.

Corrective actions

If a record identifies that an activity or process was not correct (i.e. food was stored at an unsafe temperature because equipment had broken down), the business must take action to address the food safety concern (e.g. discard food, replace or repair the equipment). The action taken should also be recorded to show the food safety issue was addressed.

Useful resources

To help businesses maintain the required information, Council has created a number of [food safety management templates](#).

Category two businesses

What is a Category two food businesses?

A category two business conducts retail sale of potentially hazardous ready-to-eat food, where the food was handled unpackaged by the business, but not made or processed on-site (other than the excluded activities of slicing, weighing, repacking, reheating or hot-holding). Food businesses in this category may include delicatessens, service stations, convenience stores.

FSS 3.2.2A requires category two businesses to implement two food safety management tools.

Category two business – food safety management tools

Food safety training for food handlers

Before engaging in food handling activities, the food business must ensure that the food handler has adequate skills and knowledge. They must have either:

- completed a food safety training course; or
- the skills and knowledge of food safety and hygiene matters appropriate to their food handling activities.

For more information on the skills and knowledge requirements of food handlers see the [Skills and knowledge of food handlers](#) section below.

Food safety supervisor

Food businesses must ensure that food handlers are adequately supervised by a trained and competent supervisor. This is in the form of:

- appointing a food safety supervisor; and
- ensuring that the food safety supervisor is reasonably available to advise and supervise food handlers.

To ensure that the food safety supervisor has recent, relevant and consistent skills and knowledge to handle food safety and be able to identify, prevent and fix food safety problems, they must:

- hold a food safety supervisor certificate issued within the last five years; and
- have the authority and ability to manage and give direction on food safety matters.

For more information on the requirements for food safety supervisors see the [Food safety supervisors](#) section below.

Summary of food safety management tool requirements.

	Category One	Category Two
Food safety training for food handlers	✓	✓
Food safety supervisor	✓	✓
Evidence of key food safety controls	✓	-

For more information about the Eat Safe Brisbane food safety rating scheme, how it works, and what the star ratings mean please visit <http://www.brisbane.qld.gov.au/EatSafeBrisbane>

You can use the Eat Safe Brisbane [food safety industry checklist](#) to assess your current food safety processes.

General requirements

Food business licence

How do I apply for a licence?

Before operating a food business, you need to apply for a food business licence with Council. The application form can be completed and submitted online. Visit brisbane.qld.gov.au and search for 'food business approvals'.

How do I renew my licence?

A food business licence is generally valid for 12 months, after which they must be renewed if you wish to continue operating. Annual renewal fee invoices are mailed to each licensee every 12 months for payment. You can pay these invoices online or in person at Council's Regional Business Centres. Visit brisbane.qld.gov.au or call 3403 8888 to find your nearest Customer Centre.

Does my licence need to be displayed?

Yes, your current food business licence and its prescribed details and conditions must be displayed in a prominent position, so it is easily visible to the public.

What are site specific conditions?

Your food business licence may have specific conditions relating to food handling activities associated with your business. It may restrict or prevent certain processes to be conducted. These conditions must be complied with as part of the licence approval process.

What should I do about any previous outstanding issues from the last audit?

Any outstanding non-compliance issues raised during a previous inspection need to be fixed within the time frames noted by Council Officers then maintained to appropriate standard.

Food business structural designs

How do I ensure the structure of my premises is suitable?

When designing, building or fitting out new premises or making changes to an existing one, the design and layout must meet the requirements of the Act and the FSS 3.2.3 – Food Premises and Equipment.

Council has introduced a pre-lodgement advisory service for new and existing businesses. The advisory service allows you to speak with one of Council's Environment Health Officers (EHO) to provide advice on meeting the requirements of the FSS and ensure any future application is properly made. To book a meeting with an EHO, please submit a request using the [food business licence application form](#) available on Council's website.

Food safety supervisors

FSS 3.2.2A

Food safety supervisors for category one and category two businesses are required to hold formal certification as a food safety supervisor from either a registered training organisation or other recognised organisation, issued within the last five years.

This certificate must be provided if requested. Maintaining a record of these qualifications on-site ensures that it can be produced when requested.

Who is a food safety supervisor?

All licensable food businesses must have a food safety supervisor. Anyone including the business owner, licence holder, employee or an external contractor can be a food safety supervisor for a business, provided they meet the required competencies and are reasonably available at all times during business operating hours.

A food safety supervisor is someone who knows how to recognise, prevent and fix food safety hazards at the business. They add an on-site level of protection for day-to-day food safety as they have the experience or expertise relevant to your food business. A food safety supervisor is required to take a lead role in supervising food safety in your food business. A food safety supervisor needs to:

- have the ability to supervise food handling practices in the food business
- be reasonably available at all times the food business is operating
- have the authority to supervise and give instructions to food handlers
- have obtained formal certification as a food safety supervisor within the past 5 years (for category one and two food businesses).

What is reasonably available?

The availability of the food safety supervisor is critical. Reasonably available generally means the food safety supervisor works on the premises whenever food handling is being undertaken, or can be easily contacted by Council or food handlers whenever food handling is undertaken. A supervisor is not required to be reasonably available when the business is operating but not handling food.

Do I need to notify Council about my food safety supervisor?

You must notify Council of the details of your food safety supervisor within 30 days of your licence being issued. You must also notify Council of any changes to your food safety supervisors or their contact details within 14 days of the change.

Where can I get more information regarding food safety supervisors?

If you require more information on food safety supervisors visit brisbane.qld.gov.au and search for 'food safety supervisors'. You can also contact Council on 3403 8888.

Food safety programs

What is a food safety program?

A food safety program is a documented program that details practices and procedures your business will need in order to manage food safely.

Do I need a food safety program?

Under the Act, certain licensable food businesses are required to have an accredited food safety program. These businesses include:

- off-site caterers – businesses that cater for functions, other than at their principle place of operation, such as charter boats
- on-site caterers – wedding venues, function halls, hotels, clubs etc.
- private hospitals, aged care facilities, day care facilities and other businesses that serve potentially hazardous food to six or more vulnerable people.

For more information on the types of food businesses that require a food safety program, please visit brisbane.qld.gov.au and search for 'food safety program' or contact Council on 3403 8888.

What should I include in my food safety program?

A food safety program must:

- identify food safety hazards likely to occur in food handling operations
- identify where, in a food handling operations, each hazard identified can be controlled and the means of control
- provide systematic monitoring of the means of control
- provide regular review of the program to ensure it is appropriate
- provide and keep appropriate records, including records about action taken to ensure the business is compliant with the program
- contain other information, in relation to the control of food safety hazards, prescribed under a regulation.

How do I develop my food safety program?

Food safety programs do not have to be developed by external consultants or contractors. You can use a food safety program template to develop your food safety program, provided the completed program meets the necessary criteria outlined previously and is specific for your business operations.

Accredited food safety programs

How do I get my food safety program accredited?

Council is responsible for accrediting the food safety program for your food business. To obtain accreditation you must submit the program, along with the written endorsement of the program from your preferred third-party auditor to Council using the online [food business licence application form](#).

What happens after my food safety program is accredited?

After your food safety program is accredited, you must have the first compliance audit conducted by an approved auditor within six months of the accreditation.

You must then continue to have audits undertaken at a frequency specified by Council.

A copy of the accredited food safety program must be kept at the premises of the food business and available for inspection by employees of the food business.

How do I find an approved auditor?

Queensland Health keeps a register of auditors approved under the Act at health.qld.gov.au/foodsafety. The register contains the name and contact details of approved auditors, the conditions of auditor approvals and the terms of approval.

What happens after an audit?

Within 14 days of completing an audit, an auditor is required to provide a copy of the audit report to the food business and to Council. The auditor will identify any instances where the food business does not comply with the accredited food safety program.

If these instances are very serious and could result in unsafe food, the auditor will refer the issue to Council. Generally, the auditor will discuss areas requiring improvement and determine a reasonable time frame to return to check that improvements have been made. If there are no areas that require immediate follow up, the auditor may check minor improvements at the next scheduled audit.

Skills and knowledge of food handlers

FSS 3.2.2A

FSS 3.2.2A requires all category one and category two business to ensure that food handlers can handle potentially hazardous foods and keep them safe to eat. Maintaining records of any training they have undertaken is one way this can be demonstrated. Training records should include any in-house training as well as formal training and should include descriptions of the date, the type of training, the length of the training and the training provider for each staff member.

Best practice

Keeping records of the in-house and formal food safety training your staff have undertaken is a great way to demonstrate that training has been provided to all food handlers. These records may also indicate if, or when, refresher training may be required to ensure staff maintain the required level of skills and knowledge.

A training record should include the date, the type of training, the length of the training, what topics were covered and the training provider for each staff member.

Why do food handlers need skills and knowledge regarding safe food handling?

Food business owners need to ensure all employees undertaking food handling have appropriate skills and knowledge relating to food safety and hygiene. This is a requirement of FSS 3.2.2A for all category one and category two businesses. To achieve this, food handlers must have either:

- completed a food safety training course; or
- be able to demonstrate that they have adequate skills and knowledge in line with their food handling activities.

The list of topics required to be covered by food safety training includes, as a minimum:

- safe handling of food – including temperature control measures for potentially hazardous food and understanding of the temperature danger zone
- food contamination – including strategies to keep raw and cooked food separate, allergen management, food storage, and use of separate utensils and chopping boards
- cleaning and sanitising of food premises and equipment – including correct procedures for cleaning then sanitising, using food-safe chemicals, and/or using heat as a sanitiser
- personal hygiene – including obligations for sick employees, handwashing, uniforms and grooming of hair, nails, skin, etc.

What sort of training should my staff have?

There are several ways training can be provided, as long as all food handlers can demonstrate that they have appropriate and adequate skills and knowledge in line with their specific food handling activities.

Induction training

Before starting work for the first time, all food handling staff should receive training on the food safety topics detailed above. This training can be personalised to suit any site-specific requirements you may have. Food safety induction courses undertaken by a food handler at another business can be recognised, provided they are able to demonstrate the appropriate skills and knowledge.

On-the-job training

When staff start a new task or take up a new position, they should be given instructions about the food safety aspects that relate to the new task. Staff should not be allowed to perform a new task unsupervised until their supervisor is satisfied they can perform the task correctly.

Formal training

Food handlers may benefit from undertaking formal food safety training. Training courses, such as I'm Alert, will help food handlers understand all aspects of food safety and will help food businesses demonstrate that they have met the training obligations for staff.

For free food hygiene online training visit <http://brisbane.imalert.com.au>

What are some examples of the skills and knowledge required?

Examples of food handler skills and knowledge required include:

- knowledge that raw foods are likely to be contaminated with pathogenic bacteria
- knowledge that consumption of undercooked chicken can cause food-borne illness
- knowledge of the time and temperature required to ensure all foods are thoroughly cooked
- knowledge of correct storage temperatures for raw and cooked foods
- skills to determine if equipment is set at the right temperature
- skills to determine the temperature of the cooked product
- knowledge that hands, gloves or equipment used to handle raw food may be a potential source of cross-contamination for cooked foods
- skills to wash hands or equipment to reduce potential for contamination
- knowledge of other potential sources of contamination for cooked products, such as dirty clothes and work benches
- skills to maintain a clean work area.

Food handling controls

Receiving food products

FSS 3.2.2A

Category one businesses must maintain records, or demonstrate through other suitable means, that potentially hazardous food is received under temperature control and at an acceptable standard.

Best practice

When potentially hazardous food is delivered to the food business it is a good idea to maintain records to demonstrate that the food was delivered at an acceptable standard. The following should be considered and implemented when keeping such records:

- the date and time of the delivery and the items delivered
- name of the supplier - you need to be satisfied that the product has come from a reputable supplier and is under temperature control
- quality control - the food should be checked on arrival to ensure it has not deteriorated or spoilt e.g. has been thawed and refrozen
- temperature control - the temperature of the product is checked upon arrival
- corrective action - should be noted on your product receipt records if the product is not up to standard specification or at the correct temperature.

How should products be delivered to me?

When you receive a food delivery, you need to check the following:

- food has no visible ice crystals, signs of discolouration or drying out
- food is packaged in a way that protects it from contamination and the packaging should be free of water, mould, rust, dents, leaks and bulges
- food is under correct temperature control
- the label has a batch code or use by date that is visible and easily understood.

What temperatures should the products I receive be at?

All foods delivered should meet these temperatures:

- potentially hazardous food must be delivered at 5°C or below
- hot potentially hazardous food must be delivered at 60°C or higher
- frozen food should remain frozen when delivered.

How do I ensure food delivered is safe and protected?

To ensure that the food you receive is safe and protected, deliveries should be arranged for when a staff member is on site so that the packages are not left outside. Products should be purchased from well-known and respected suppliers. It may not be possible or practical for you to check every item at time of delivery, however a random spot-check of temperatures and cleanliness of delivery vehicles should be done on a regular basis.

To ensure you are able to demonstrate to Council that the food received was accepted at the correct temperatures, written records of the temperatures should be kept and maintained (refer to the [food safety management templates](#)).

What should I do if the food is contaminated?

If food is found to be contaminated or not protected from contamination, reject the delivery and contact the supplier. You are not obliged to keep records of contaminated food that has been rejected; however you can make a note of when food is rejected and the reason for its rejection. Rejected food must be identified, held and kept separate.

Food storage

FSS 3.2.2A

Category one businesses must maintain records, or demonstrate through other suitable means, that potentially hazardous food is stored in a manner that minimises the chances of it becoming contaminated from unhygienic practices or equipment.

How do I store food so it is protected from contamination?

To prevent food from being contaminated while it is in storage, the following steps can be taken:

- store in food-grade containers and cover
- store raw food separately or away from ready-to-eat food
- keep storage areas free of pests
- store containers on shelving and not on floors
- keep shelving areas clean to discourage pests
- do not use packaging that is damaged or has mould or dampness
- do not overload refrigerators, cool rooms or freezers. Store items in a way that allows airflow between containers and food items
- regularly check and clean out refrigerator, cool rooms, freezer seals and condensers
- take temperature readings of food at least twice each day
- store any product that is defrosting or has natural juices on a drip tray and place on the bottom shelf below all raw, ready-to-eat and cooked products
- display a visible thermometer on the outside or inside of the fridge, freezer or cool room.

Food storage - Temperature control

FSS 3.2.2A

Category one businesses must maintain records or demonstrate through other suitable means that food is being stored under the correct temperature control to prevent the growth of microorganisms.

Best practice

Maintaining temperature records is considered best practice in food safety. Keeping records has several benefits, including:

- It is an offence to sell food which is unsafe or which may cause harm to the person consuming it. Keeping temperature records allows businesses to show that all reasonable precautions are exercised. Records are considered essential when trying to establish a defence in cases where temperature control is an issue.
- It is almost impossible to know if your refrigeration and heating equipment is working correctly without regular temperature monitoring and record keeping.
- Monitoring of food temperatures clearly demonstrates that measures are in place to control a major food safety hazard, even though written records are not necessarily a legal requirement.

Why is it important to maintain food temperatures?

It is important to maintain the temperature of potentially hazardous food to prevent growth of food-poisoning bacteria to dangerous levels.

At what temperatures do bacteria grow and die?

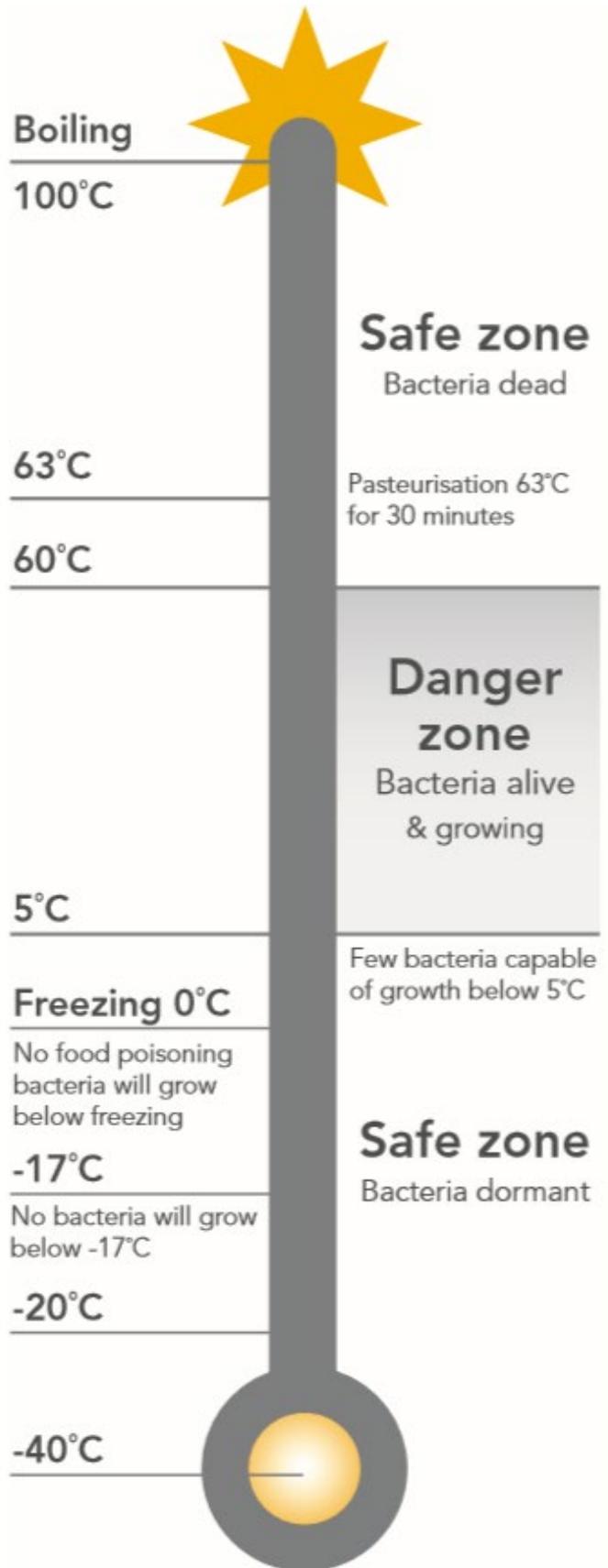
- Bacteria grow best at temperatures between 5°C and 60°C. This is known as the danger zone.
- The zone of inactivity where growth for most (but not all) bacteria is very slow is below 5°C.
- The zone of destruction where most bacteria are killed is above 60°C.
- At freezing temperatures, bacteria are only dormant (i.e. they do not grow or reproduce). Freezing does not kill bacteria.

What temperatures should I store potentially hazardous food at?

The FSS specify that potentially hazardous foods must be stored at safe temperatures of 5°C or below, and 60°C or above. Food needs to be stored under correct conditions so it will not adversely affect its safety:

- potentially hazardous food must be stored at a temperature that will minimise the growth of food poisoning bacteria. This temperature must be 5°C or below, or 60°C and above
- food stored in a freezer should be maintained frozen, ideally at -17°C or below
- non-perishable food products should be stored in an area no hotter than 24°C.

Where is the danger zone?



How should I keep temperature records?

When potentially hazardous food is stored at the food business it is a good idea to maintain records to demonstrate that the food was stored correctly. The following should be considered and implemented when keeping such records:

- date, time and location the temperature was taken
- product being measured to ensure it is under temperature control
- type of measurement taken – probe thermometer or surface temperature
- corrective action – any corrective actions such as temperature to be retaken or product discarded, should be noted.

A temperature record sheet (refer to the [food safety management template](#) for an example) should be used to record temperatures of potentially hazardous food. These records should be kept on-site so they can be viewed by a Council officer during your audit.

When should I take temperatures?

It is recommended that you regularly check the temperature of potentially hazardous food stored in your business (e.g. every three hours or at least twice a day).

Temperatures should be taken and recorded in the following situations:

- at the start of business each day
- when using refrigeration units and freezers, especially during the busiest time periods when fridges are being used to full capacity
- at regular intervals after any temperature check that identified an incorrect temperature so that it is identified how long the food was out of temperature control.

Use of probe thermometers

Potentially hazardous foods that require cooking through the centre should be probed with a thermometer occasionally. Ensure probes are cleaned and sanitised before and after use or probed food must be discarded. If antibacterial wipes are used, these must be suitable for use with food.

Food processing

FSS 3.2.2A

All category one business must maintain adequate records or demonstrate through other suitable means that the key food safety risks associated with food processing are being managed.

Best practice

Maintaining records of the processes used to produce safe food is considered best practice in food safety.

The sort of records you could keep will be specific to your business and may include:

- step-by-step processes detailing how each product is to be made and the products involved
- recording details of times and temperatures when the food is outside temperature control and how these times align to the two hour/four hour rule
- records of any staff training in the procedure.

What measures should I put in place to prevent contamination?

Measures to prevent contamination start before you have even received a food delivery and continue all the way through to the moment the food is served to the customer. These measures include:

- inspect food to determine whether it is damaged, or has deteriorated or perished
- remove contaminants that may be present in the food before use (for example, wash fruit and vegetables)
- do not contaminate ready-to-eat food with raw food by ensuring utensils have been cleaned, sanitised and dried between use
- ensure all food contact surfaces are cleaned and sanitised before use
- minimising contamination from food handlers
- use colour coded chopping boards with different colours for different foods.
- ensure potentially hazardous food is kept out of temperature control for minimal periods.

How do I ensure that potentially hazardous food remains in the temperature danger zone for minimal periods?

During processing, the time that food remains in the temperature danger zone must be kept to a minimum. The temperature danger zone is between 5°C and 60°C. This is important for food that will not undergo any further processing to reduce bacteria to safe levels or where the process cannot destroy toxins. Ensure all food is refrigerated to reduce the growth of bacteria.

Ready-to-eat food

For food that will not undergo further processing such as ready-to-eat food, you must ensure you monitor the length of time food is in the temperature danger zone and keep it to a minimum (refer to the table below).

Raw food

Minimise the time food is in the temperature danger zone to reduce food spoilage. Minimising the time raw meat/fish is kept in the temperature danger zone will minimise the growth of bacteria and development of toxins.

Two hour/four hour guide

The two hour/four hour guide applies when potentially hazardous food is in the temperature danger zone.

The following table indicates how food should be dealt with under this guide.

Total time limit between 5°C to 60°C	What should I do?
Less than two hours	Refrigerate immediately
Between two hours and four hours	Use immediately
More than four hours	Throw out

Thawing food

FSS 3.2.2A

All category one business must maintain adequate records or demonstrate through other suitable means that the key food safety risks associated with thawing food are being managed.

Best practice

Maintaining records of the processes used to thaw food safely is considered best practice in food safety. The sort of records you could keep will be specific to your business. Some of the types of records you may wish to keep include:

- instructions on how to effectively thaw potentially hazardous foods, including a record sheet
- practical steps for the use of probe thermometers.

What are the correct methods for thawing/defrosting food?

When thawing/defrosting potentially hazardous food, you need to ensure the time the food is in the temperature danger zone is kept to a minimum.

These are some of the steps you can take to ensure you are thawing/defrosting your food correctly:

- thaw frozen food in a microwave or refrigerator/cold room
- ensure that food thawed in a microwave is not cooked during the process of thawing, but cooked immediately afterwards
- place food defrosting in the refrigerator in a drip tray container and store below cooked, ready-to-eat and raw food
- thaw food completely before cooking
- do not refreeze food that is thawed or partially thawed.

Cooling food

FSS 3.2.2A

All category one business must maintain adequate records or demonstrate through other suitable means that the key food safety risks associated with cooling food are being managed.

Best practice

Maintaining records of the processes used to produce safe food is considered best practice in food safety. The sort of records you could keep will be specific to your business. Some of the types of records you may wish to keep include:

- instructions on how to effectively cool potentially hazardous food after cooking, including a way of recording the time and temperature of items being cooled.

What are the correct methods for cooling food?

Potentially hazardous foods should be cooled as quickly as possible. The temperature should fall from 60°C to 21°C in less than two hours and reduced to 5°C or colder in the next four hours.

Some examples of how to cool food correctly:

- when cooling large amounts of food, the food item should be divided into smaller amounts
- food does not need to be placed in the refrigerator as soon as cooking has finished. Food can be left to cool at room temperature until it drops to 60°C as long as it is not left out for more than four hours
- try to place food on rack shelves rather than solid shelves so that cool air can move around and cool the food faster
- use a probe thermometer to check how fast your food is cooling and record results in a cooling food temperature log.

Reheating food

FSS 3.2.2A

All category one business must maintain adequate records or demonstrate through other suitable means that the key food safety risks associated with reheating food are being managed.

Best practice

Maintaining records of the processes used to produce safe food is considered best practice in food safety. The sort of records you could keep will be specific to your business. Some of the types of records you may wish to keep include:

- instructions on how to reheat potentially hazardous food, including the instruction that potentially hazardous food must be reheated once only. This document should also contain ways of recording examples of items being reheated using this method.

What are the correct procedures for reheating food?

Potentially hazardous food must be heated rapidly to a temperature of 60°C or above. This minimises the amount of time food is in the temperature danger zone and prevents the growth of bacteria.

Tips for reheating food safely:

- never reheat cold food in a bain marie – use a microwave, oven or stove
- the time taken to reheat cooked food to 60°C should not be more than two hours
- smaller quantities will heat quicker, so where possible reheat in small portions
- products should only be reheated once.

Food display

FSS 3.2.2A

All category one business must maintain adequate records or demonstrate through other suitable means that the key food safety risks associated with displaying potentially hazardous foods are being managed.

Best practice

Keeping records of food on display is considered best practice. There are several reasons for this, including:

- It is an offence to sell food which is unsafe or which may cause harm to the person consuming it. Keeping records allows businesses to show that all reasonable precautions are exercised.
- It is almost impossible to know if your temperature control equipment is working correctly without regular temperature monitoring and record keeping.
- Monitoring of food on display clearly demonstrates that measures are in place to control a major food safety hazard.

Good record keeping for food display would involve taking temperatures:

- at the start of the day when placing ready to eat food in the display units
- at regular intervals to ensure that food on display remains under temperature control
- whenever food is removed from the display for processing to be returned to the display later (e.g. removing a roast from a hot display to slice the meat)
- at the end of the day to record any actions that are to be taken (e.g. leftover pies discarded).

These records should also include:

- date, time and location the temperature was taken
- product being measured to ensure it is displayed correctly
- type of measurement taken – probe thermometer or surface temperature

How do I display food so it is protected from contamination?

- When displaying ready-to-eat food for self-service, ensure the display is effectively supervised.
- Provide separate serving utensils for each food item.
- Provide protective barriers (e.g. sneeze guards) to minimise contamination.
- Ready-to-eat food must not be displayed on the counter unless it is enclosed, covered or wrapped.
- When displaying frozen food it is important it remains frozen.
- Cold potentially hazardous food must be displayed and served at a temperature of 5°C or below (e.g. sandwiches, quiches and salads that use eggs and salad dressings).
- Regularly check and record the temperature of the food item being displayed (e.g. every three hours or at least twice a day).
- If providing condiments such as salt, pepper and sugar, make sure they are displayed in a sealed container.

What is the correct temperature for displaying hot potentially hazardous food?

- Food that is to be held hot, and the containers in which they are held, should both be at a temperature of 60°C or above before starting hot holding. Do not place cold food into a cold container with the intention of hot holding.
- Check and record the temperature of food when the bain marie is set up and every three hours thereafter or at least twice a day.

Food packaging

How can I ensure my packaging materials will not contaminate the food?

Check with your packaging supplier or manufacturer that it is suitable for the intended purpose.

- Packaging material must be appropriate for food contact use.
- Certain packaging material may not be appropriate for acidic foods.
- Ensure the packaging will not leach chemical substances, bacteria or dirt.
- Check parts of the packaging will not break off into the food.

Food transportation

FSS 3.2.2A

All category one business must maintain adequate records or demonstrate through other suitable means that the key food safety risks associated with transporting food are being managed.

Best practice

Keeping records of potentially hazardous food transportation is considered best practice and the following record keeping information should be considered and implemented:

- the temperature of the product should be checked on dispatch from the premises and on arrival at the destination to ensure the product is under temperature control during transport e.g. if food is to arrive cold it needs to arrive refrigerated at 5°C or less, if heated it is to be maintained at a temperature at 60°C or above
- the container or appliance in which the food is transported should be appropriate, for example an insulated container or a refrigerated vehicle
- corrective action for food in the danger zone should be documented and implemented in accordance with the two hour/four hour guide
- keep records on all the above together with the date and time of dispatch and arrival at the venue or customer (refer to the [food safety management template](#)).

Food being transported by your business must be transported in a manner that prevents it from being contaminated.

If you are selling food from your vehicle, you will need a Mobile Food Vehicle Licence. Contact Council on 3403 8888 for more information or visit brisbane.qld.gov.au

How should I transport cold food?

- Cold food is to be kept at a temperature of 5°C or below during transportation.
- Cold food is to be transported in a refrigerated vehicle if possible. If not, use ice bricks and coolers. You can use your probe thermometer to check the temperature of the food to ensure it is at 5°C or below.
- Cooked and ready-to-eat food are to be transported in sealed containers or packages to prevent cross-contamination.

How should I transport hot food?

- Hot food should be maintained at a temperature of 60°C or above if it will not be delivered or consumed within two hours of final heating.
- Hot food is to be packed in clean, sealed, insulated containers during transportation.

How do I prevent cross-contamination?

- Each food group is to be transported in separate clean containers.
- Food transport vehicles and containers are to be cleaned and sanitised before carrying unpackaged food products.
- Food and chemicals should not be transported in the same vehicle.
- Make sure that potentially hazardous frozen food remains frozen during transportation.

Food disposal

Food that has been recalled, returned or is suspected of being unsafe and/or unsuitable should be stored separate from other food and labelled until it is either:

- destroyed
- used for purposes other than human consumption
- returned to the supplier
- further processed in a way to ensure it is safe and suitable for use
- determined to be safe and suitable.

Food to be disposed of must be easily identified. This may be with a label, marked and affixed to the packaging material. It should be placed in containers with suitably fitted lids and removed frequently from the food handling areas to avoid contamination. Containers should be kept in good condition and be made of durable material so they are easy to clean and disinfect.

Correct waste storage and disposal helps to prevent contamination, odour issues and pests. Food that is damaged, out of date or rotting may cause cross-contamination.

Food disposal tips

- Choose bins that are of good quality and large enough to hold all of your rubbish.
- Keep your bins clean and in good condition. Repair or replace split or broken bins and lids.
- Deodorise the bin as required to reduce odour.
- Make sure your bin has a lid that fits. This will stop mice, flies and cockroaches being attracted to the bin and transferring dirt and diseases from the bin to clean benches or crockery in your kitchen.
- Store outdoor bins on a paved area that can be easily cleaned, away from the food business.
- Don't let your rubbish sit rotting. Waste should be removed at least once a week or more frequently if required, through a waste contractor.
- Food waste should be wrapped or bagged to prevent nuisance and odour problems occurring. Store smelly items, such as seafood, in clearly labelled bags or containers in the freezer until your rubbish is collected.
- All waste must be collected and disposed of by an authorised waste collector.

Food recall

Food recall systems are required for wholesale suppliers, manufacturers and importers to ensure unsafe food is returned to the supplier. Reasons for the recall could include contamination by bacteria or the presence of chemicals or foreign matter that could cause harm to someone consuming the food.

If you are a food business engaged in the wholesale supply, manufacture or importation of food, you must have a system to ensure the recall of unsafe food. Your recall system must be documented and available on request. This system is designed to:

- stop any further distribution and sale of the unsafe product as soon as possible
- inform the public and the relevant authorities of the problem (as is relevant to the particular problem)
- retrieve the unsafe food.

The key features of the recall system required are as follows:

- a list of authorities that should be notified of the recall
- records of where the product has been distributed

- up-to-date lists of the businesses that these products are supplied to
- advice to be given to customers to ensure food is returned
 - name of product, batch code, date mark
 - reasons the food is being recalled
 - where to return unsold food
 - who to contact for further information
- arrangements for retrieving food that is returned by customers to supermarkets or other outlets if this is applicable
- arrangements for assessing how much food has been returned and how much remains in the market place
- recording system for logging food that has been returned to ensure all food is retrieved.

Alternative methods of compliance

How do I demonstrate I have an alternative compliance system in place that will not affect the safety of the food I provide?

Food businesses unable to comply with temperature and any heating and cooling requirements in the FSS are required to have an alternative system in place. These businesses include places that sell roast pork, roast duck, sushi etc.

These businesses are required to implement a documented system for controlling temperature of potentially hazardous food. The areas that businesses will need to demonstrate alternative compliance are:

- food receipt – food business transporting food
- food storage
- cooling
- reheating
- food display
- transportation.

If your food business requires an alternative method of compliance, you will be required to document how you are complying with the temperature and time requirements for potentially hazardous food. For more information, please refer to the FSS 3.2.2 Clause 25.

Health and hygiene controls

Contact with food

How can food handlers avoid unnecessary contact with ready to-eat food and surfaces likely to come into contact with food?

- Separate ready-to-eat food from raw meats or unprocessed foods.
- Use clean utensils when handling ready-to-eat food e.g. tongs.
- Ensure food is adequately protected from contamination.
- Ensure eating and drinking utensils and food contact surfaces are correctly cleaned and sanitised.
- Ensure food contact surfaces are adequately protected from contamination.
- Report to a supervisor if equipment is not working correctly.

Health of food handlers

If a food handler knows that they are suffering from a food-borne illness, or could be a carrier of a food-borne illness, they must inform their supervisor.

Are my staff allowed to handle food if they are sick?

No. The food handler is not allowed to handle food if they are sick. They can carry out limited activities such as administration or cleaning duties (not including contact with eating and drinking utensils or food contact surfaces), to ensure that they do not contaminate the food and food contact surfaces. Staff should not return to food handling duties until after the exclusion period of the illness has passed or they have been passed fit by a medical practitioner.

What should my staff do if they are sick during food preparation?

Notify their supervisor immediately. Notifying the supervisor that he or she may have contaminated the food enables the supervisor to assess what should be done to ensure the safety or suitability of the food affected. The food may need to be discarded.

Hygiene

How can I exercise good hygiene practices?

Personal hygiene is very important and must be to a standard that minimises the contamination of food.

There are a number of practical measures you can use to achieve this.

Surfaces

- Avoid unnecessary contact with food and in particular ready-to-eat food (do not use fingers to taste food etc.).
- Avoid unnecessary contact with surfaces that can come into contact with food.

Body

- Prevent anything from your body (hair, bodily secretions, fingernails, clothing) coming into contact with food. These include:
 - not wearing nail polish or fake nails
 - wearing hair nets or caps, cover beards etc.
 - wear no jewellery or only a minimal amount, especially on hands and wrists
 - wear gloves over jewellery and ensure jewellery worn is not loose (earrings).

Bandages

- Ensure adhesive dressings, bandages etc. are waterproof and are bright coloured so they can be identified easily if they fall into food.

General habits

- Do not eat over unprotected food or food contact surfaces.
- Do not sneeze, blow or cough over food or food contact surfaces.
- Food handlers are not permitted to spit, smoke or chew tobacco in areas where food is handled.
- Do not urinate or defecate except in a toilet.

Why and when should I use gloves?

Gloves may be used when handling food. This protects the food from being contaminated. When staff or any other food handler uses gloves, the following guidelines should be followed:

- hands should be washed and dried before putting on gloves
- gloves should be used for only one task
- gloves should not be used as a replacement for washing hands
- gloves should be replaced when they are:
 - dirty
 - in between handling different types of food, such as fish and raw vegetables
 - after using the toilet, coughing, sneezing, using a tissue, taking a break or smoking
 - after touching any body parts (e.g. hair, open wounds, pimples and boils).
- gloves used when cleaning and handling chemicals should not be used for food preparation
- gloves used for cleaning purposes should be washed, rinsed, sanitised and air-dried when dirty and at the end of every shift
- do not re-use disposable gloves.

Hand washing facilities

What are the minimum requirements for hand washing facilities?

You need to provide a hand wash basin that is:

- located within an adequate distance, no more than five metres unobstructed from all food handling areas
- provided with an impervious splashback no less than 300 mm high
- easily accessible
- not be located under benches
- provided with warm potable water from a single outlet, liquid hand soap and disposable paper towels
- large enough for hands, wrists and arms to be washed under the tap.

Hand wash basins should not be obstructed with any materials such as food, containers or equipment and should only be used for washing hands, arms and faces.

How should I wash my hands?

Staff must wash their hands in the hand wash basin provided and use the following steps for proper hand washing:

- rinse with warm water
- apply liquid soap so that hands and forearms are covered
- rinse with running warm water for at least 20 seconds
- dry with disposable paper towels. Do not leave hands damp or half dry. Air dryers are not acceptable.

When should my staff or I wash our hands?

- Immediately before starting work.
- Immediately after using the toilet.
- Before and after breaks.
- Between working with different food groups e.g. raw meat and vegetables etc.
- Between handling cooked and uncooked food.
- After handling garbage and waste bins.
- Immediately after coughing into hands.

- After touching hair, nose, mouth or any other body parts.
- After cleaning tasks.

Duty of food businesses

How do I inform my food handlers of their obligations to ensure food is not contaminated?

You must inform food handlers of their health and hygiene obligations under the FSS and the Act and ensure they take all reasonable measures to prevent food contamination.

Ways of doing this include:

- provide training on health and hygiene requirements
- display signage in areas to remind people not to smoke
- provide protective clothing and hair coverings
- display signage around food premises regarding hand washing
- supervise staff.

Cleaning, sanitising and maintenance

Cleanliness of the food premises and equipment

FSS 3.2.2A

All category one business must maintain adequate records or demonstrate through other suitable means that the key food safety risks associated with cleaning are being managed.

Best practice

Keeping cleaning schedules and programs is considered best practice. Examples of how to develop a cleaning program and schedule have been included below.

How do I maintain equipment, walls, floors and ceilings in a clean condition?

The premises must be kept clean to minimise the likelihood of food becoming contaminated and to discourage pests. All accumulation of food waste, dirt, grease, garbage (except in garbage containers) and recycled matter in the food premises must be removed.

Your food business can achieve this by implementing and keeping a cleaning schedule to keep track of the areas that have been cleaned and areas that require more cleaning. Areas include fixtures and fittings (whether permanently fixed or movable) such as:

- floors, walls and ceilings
- benches
- shelves
- sinks
- hand wash basins
- cupboards
- light fittings

- ventilation ducts
- pipes
- electrical wiring etc.

What are some general cleaning rules that I can put in place in my food premises?

- Clean up all spills straight away.
- Clean and sanitise all cutting boards and preparation benches after each use. This is particularly important when changing from preparing raw to cooked foods.
- Clean and sanitise areas and appliances directly involved with food preparation at least every four hours.
- Schedule areas, such as shelving and exhaust canopies, for cleaning on a weekly basis. Exhaust canopy filters can be cleaned by external contractors.
- Store cleaning products away from food.
- Use different cloths for cleaning different types of food areas and equipment i.e. one cloth may be used for the waste area and another for the hand washing basin.
- Cleaning cloths should be thrown away or cleaned and sanitised every four hours.

Cleaning programs and schedules

Why is cleaning important?

Premises that serve food must be continually cleaned to ensure all surfaces and equipment are free from food waste, dirt, grease. This procedure is essential for the safe operation of any food business and is the first step in ensuring the food contact surfaces and equipment of free from harmful bacteria.

Why is a cleaning schedule important?

All premises should have a cleaning schedule to ensure all areas are kept clean. Work surfaces such as food preparation benches and equipment are more prone to contamination and require more attention.

What should I include in my cleaning schedule?

To create a cleaning schedule, first identify:

- what item or piece of equipment needs cleaning
- what tools, products and equipment are required to clean the item effectively
- the procedure that must be followed to clean the item (this may also include the sanitising process covered in the next section); and
- how often it should be cleaned
- the person responsible for cleaning each item

Using a chart similar to the example below, you can clearly show this information in an easy to follow way.

Example one of a cleaning schedule

Job no.	Fittings/equipment	Cleaning tools and products	Cleaning procedures	Frequency
e.g. 1	Crockery	Dishwasher	Rinse away food. Place in dishwasher. Allow to air dry.	After every use.

Example two of a cleaning schedule

Job Number:	1
Equipment:	Work benches, storage shelves and counters
Process:	<ul style="list-style-type: none"> • remove food scraps and rubbish • rinse with warm water • apply detergent and wash (ensure correct concentration) • rinse with clean water • apply sanitiser (ensure correct concentration and contact time) • rinse with clean water and air dry (depends on the type of sanitiser used).
Frequency:	End of each day
Products used:	Scraper, brush, clean cloths, detergent and sanitiser

Job Number:	2
Equipment:	Slicers, mixers
Process:	<ul style="list-style-type: none"> • disconnect from electricity • remove food scraps • dismantle machine, remove all detachable pieces • rinse with warm water • apply detergent to machine and wash, soak detachable pieces • rinse with clean water • apply sanitiser and soak detachable pieces • rinse with clean water and air dry
Frequency:	After use
Products used:	Scraper, brush, clean cloths, detergent and sanitiser

Use a Cleaning Schedule Record Sheet, such as the one below to keep track of what cleaning jobs have been done, when and by who.

Cleaning Schedule

Date	Job number – tick if completed															Signature
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
23/07	✓					✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	XXX

How could I implement the schedule?

- Laminate the chart and use a water-based marker to tick the completed column when the task is done.
- Ensure staff know how the schedule works and the role they should play.
- Ensure staff carry out regular checks on their areas.
- Place the schedule on the wall so it can be easily seen by all staff.
- Review the schedule regularly and check that all tasks are complete.

Sanitation of the food premises and equipment

FSS 3.2.2A

All category one business must maintain adequate records or demonstrate through other suitable means that the key food safety risks associated with sanitising are being managed.

Best practice

Keeping records of how food contact surfaces, utensils and equipment are maintained in a sanitary state is considered best practice. Sanitising processes may be included in a cleaning program and schedule to create a single Cleaning and Sanitising program and schedule.

What is the difference between cleaning and sanitising?

Cleaning is the removal of any visible dirt. Sanitising is the reduction of invisible bacteria found on a surface. Neither method removes nor kills all bacteria.

There are three basic steps to effective cleaning and sanitising.

1. Clean with detergent and hot water. Cleaning removes the dirt from the surfaces but does not kill all bacteria.
2. As dirt inhibits the effectiveness of a sanitiser, only sanitise on a clean surface. Sanitisers need contact time to work, so items such as utensils should be left to soak.
3. Drip dry tableware and utensils. This will prevent them from becoming contaminated by wiping with a dirty cloth or tea towel.

How do I ensure I am using the appropriate methods of sanitation?

Sanitising the food premises, equipment and utensils can minimise the transmission of infectious diseases, and protect food from contamination.

Hot water

- If sanitising manually, items and equipment should be held at a minimum temperature of 77°C for at least 30 seconds.
- Take care when handling hot water so you do not burn your hands.

Chemicals

Chemical sanitisers can be used in food businesses, provided that they are food grade. Generally, house hold grade sanitisers are not considered suitable for use in food businesses.

- Chemical sanitisers need to be suitable for use on food contact utensils, equipment and surfaces.
- Sanitisers will not work correctly if the surface to be sanitised has not been thoroughly cleaned first (if surfaces are dirty, the effectiveness of the sanitiser is reduced).
- Sanitisers will only work correctly if they are used in correct concentrations and the instructions are followed.

Other processes for sanitising may include:

- commercial dishwasher
- dry steam cleaning
- irradiation
- pulsed electric fields.

Maintenance of the food premises and equipment

Best practice

Keeping records of how often maintenance activities are undertaken on the premises and equipment within the food business is considered best practice. Maintaining a pro-active schedule for the regular servicing/maintenance of the premises and equipment has many benefits, including:

- ensuring equipment such as cool rooms, refrigerators and display cabinets are working optimally and the food within them remains under temperature control
- identifying defective areas of the premises that may need upgrading
- highlighting equipment that may need to be replaced due to excessive maintenance needs
- demonstrating that the food premises and equipment are maintained on a regular basis.

What are the general requirements for my food premises?

Acceptable solutions for the maintenance of the food premises are determined from a range of standards, and guidelines including:

- Australian Standards 4674:2004
- Food Safety Standards Code – Chapter 3, Design, construction and fit-out of food premises

Acceptable solutions are guidelines that are identified as the minimum required to meet food safety outcomes. Depending on your type of food business, you may need to use some or all of the acceptable solutions.

What are the requirements for maintaining premises, fixtures, fittings and equipment?

Ensure your premises, fixtures, fittings and equipment are in good repair with no maintenance issues as follows:

- flaking plaster or chipped paint
- holes and cracks in ceilings or walls
- chipped or damaged shelving or bench tops
- leaking pipes or taps
- unsealed or damaged timber
- broken seals on refrigeration equipment.

Why is maintenance important?

The lack of maintenance to the structure of a premises or to equipment and utensils can result in the following:

- pests entering the premises through holes in walls, ceilings and defective drains
- build up of food debris within holes along equipment joints, defective flooring etc. will result in cleaning procedures being more difficult
- crockery, cutlery and containers becoming badly worn, broken or unable to be properly cleaned and sanitised
- utensils and equipment such as glassware, may crack or break presenting a risk of physical contamination
- defective and poorly maintained equipment, fixtures and fittings can result in the physical contamination of food
- food stored in the temperature danger zone in cool rooms, refrigerators or display cabinets.

What are the acceptable solutions for kitchen maintenance?

Records should be kept for all maintenance activities conducted to help manage future issues. Fixtures, fittings, equipment and food contact surfaces must be designed, constructed, located and installed to prevent food contamination. These areas should also be constructed so they can be easily and effectively cleaned and not harbour any pests. Other requirements include:

- all internal surfaces must be smooth, impervious, easy to clean and in a good state of repair
- designed to prevent entry of pests
- floors, walls, roofs, doors and window openings must be kept in a good state of
- repair with no unnecessary gaps or spaces
- maintaining the structure in good repair to make it easier to clean
- ceilings in food handling areas must be constructed and maintained to keep them free from the build-up of dirt and loose particles
- drains should be kept free of leaks and blockages.

What are the acceptable solutions for equipment and utensil maintenance?

Equipment and utensils should be kept in a good state of repair to prevent contamination of food.

Utensils for example; crockery, glassware and containers must be repaired or replaced when badly worn, broken or unable to be effectively cleaned and sanitised.

All food contact surfaces and equipment must be maintained in good condition to enable effective cleaning and sanitising.

Certain equipment may need to be serviced at regular intervals, for example:

- cooking equipment
- refrigerators
- freezers
- dishwashers
- ventilation systems
- ducting.

Develop a maintenance schedule that is specific to your premises and document any regular checks made.

What are the consequences of using damaged utensils, crockery and cutting boards?

Chipped, broken or cracked eating or drinking utensils are a food safety risk. They cannot be effectively cleaned and sanitised, therefore may allow the transmission of infectious diseases. They may also contaminate food directly if broken and chipped pieces of utensil fall into the food.

How often should I service my grease trap?

Grease traps should be serviced regularly and the area around the grease trap should be cleaned so it does not attract pests.

All grease traps and any on-site sewage treatment plants need to be located where there is no risk of contamination. If the grease trap is located in the food preparation area, it could cause contamination. It must be moved, preferably outside the building.

Other requirements

Thermometers

Do I need a thermometer?

You will need a thermometer to monitor the temperature of food. Your thermometer needs to be accurate to +/- 1°C and be able to measure the internal temperature of food. It is recommended you use a digital probe thermometer as they can generally meet these requirements. Your thermometer should be available at all times.

Thermometers should also be fitted onto equipment such as bain maries, fridges etc.

How do I maintain my thermometer?

You must maintain your thermometer in good working order. This can be done by ensuring batteries are replaced, fixing the thermometer if it breaks and ensuring that it is maintained to an accuracy of +/- 1°C.

How do I check and calibrate my probe thermometer?

You must make sure the batteries are regularly checked and replaced as the thermometer will not operate correctly with flat batteries. Thermometers will break or lose their accuracy if they are dropped or handled roughly as they are very sensitive.

Thermometers must be maintained to an accuracy of at least +/- 1°C. A supplier, manufacturer or distributor of thermometers will be able to calibrate your thermometer at least once a year. You can check the accuracy of your thermometer using these methods:

Using ice water

- Crush several pieces of ice and place in a small container.
- Add some water, ensure that the ice cubes are not floating and stir the ice and let it stand for approximately five minutes.
- Insert the thermometer into the ice water and wait for the reading to stabilise.
- Record the temperature. It should read 0°C.
- Take three further readings at least one minute apart.
- Keep records of all checks.
- If consecutive readings are not within 0.5°C replace or service the thermometer.

Using boiling water

- Bring a container of water to the boil.
- Place the thermometer into boiling water and allow the reading to stabilise.
- Record the temperature.
- Take three additional readings at least one minute apart.
- The thermometer should read 100°C.
- If the temperature is higher than 101°C or lower than 99°C replace or service the thermometer.

How do I clean and sanitise my thermometer properly?

A thermometer must be cleaned before and after use so that it does not cause cross-contamination. This can be done by:

- wiping away any food waste or other visible contamination
- rinsing the probe using warm water and detergent
- sanitised using alcohol wipes, or by using hot water (at least 77°C or above).

Single use items

You must ensure that single use items are not reused. Single use items are to be protected from contamination and are not to come into contact with food or persons if they are contaminated or suspected of being contaminated.

Ensure single use items that are stored together have no evidence of vermin and pest contamination and if they are dropped on the floor, or the outer protective packaging is damaged, they must be discarded.

Toilet facilities

All food businesses must ensure there are adequate toilets available for food handlers working in the food business to use. The minimum requirements for toilet facilities from the National Construction Code are as follows:

- staff and public toilet facilities are to be equipped with appropriate hand washing facilities
- toilet facilities are to be clean and operating properly
- toilets located within the food premises are to be separated from areas where open food is handled, displayed or stored. They must be separated by an air lock equipped with self-closing doors, or fitted with self-closing doors
- toilets must be fitted with mechanical ventilation that operates when the cubicle is in use and 30 seconds after the cubicle is vacated.

Animals and pests

Best practice

Maintaining a pest free food business is an essential legal requirement for all food businesses. Keeping pest control records can help your business maintain a pest free environment. Pest control records should incorporate:

- Name of pest control company
- contact details
- what is treated – cockroaches, mice etc.
- how often treatment is required
- last treatment date
- after pest treatments, precautions should be taken to prevent chemical cross-contamination to food.

A pest sighting / action record can also be used to support the pest control records by identifying if the pest control is effective, where any pest hot-spots may be and what pests are active.

How do I maintain a food business free of pests?

- Design and maintain the premises to stop pests such as rats, mice, cockroaches, ants, flies and birds coming into the premises.
- Store all food materials and ingredients in sealed containers.
- Keep exits and windows closed or screened to stop access by pests.
- Cover all drainage holes and any holes that appear on walls or in between equipment and seals.
- Have regular pest control services by a licensed operator and keep records and receipts of the services.
- Remove all dead pests from the premises.
- Check with your pest control operator to find out if you need to clean your food contact surfaces after a pest treatment.

Pest control services

What can a licensed pest control operator do for my premises?

It is recommended you use an approved licensed pest control operator to carry out regular inspections of all kitchens and food areas for signs of pests. The pest controller will be able to indicate how often pest inspections should be carried out. The pest controller can also recommend a program suited to your needs for controlling pests and recommend a maintenance schedule. Ensure the operator provides you with documentation proving a pest treatment has been done.

What should I do before my premises is sprayed?

Before the premises is to be sprayed with chemicals, you should:

- thoroughly clean premises
- stop all food preparation
- put all food, equipment and utensils away in sealed containers
- pull out items and equipment, as necessary, to ensure that the operator has access to areas that attract cockroaches, (e.g. refrigerator motors and hot water cylinders).

What should I do after my premises is sprayed before starting food preparation?

- Vacuum up all dead cockroaches, droppings, shells and egg cases.
- After spraying, continue to check problem areas daily for evidence of dead or alive cockroaches.
- Repeat the process approximately one month later as egg cases can be resistant to spray.
- Thoroughly ventilate the premises (open windows).

How do I control pests?

Make it hard for pests to enter your premises by maintaining your building and structures so there is nowhere for them to hide (e.g. seal any holes in walls and behind equipment). Keeping surfaces clean (so there is nothing for them to eat) will help keep pests away.

How do I prevent pests?

- Check deliveries for pests and droppings and if any food is found to be contaminated, refuse the delivery and contact the supplier.
- Regularly check the premises for pests by looking in cupboards where food is stored for signs such as droppings, packages with holes in the bottom and cockroaches behind refrigerators and equipment.
- Undertake a cleaning program.
- Store all food in secure containers.
- Seal holes and spaces in walls, ceilings and roofs. Seal spaces between equipment and walls or allow enough space for easy cleaning and preventing pests.
- Fit entrances and exits with self-closing doors, self-closing mesh screen, air curtains, or plastic strip curtains.
- Remove waste regularly and store away from food operations.
- Clean waste storage areas regularly and store waste away from food operations.

How do I develop my pest control schedule?

A pest control table or checklist should include:

- company name
- contact details
- what is treated – cockroaches, mice etc.
- how often treatment is required
- last treatment date
- after pest treatments, precautions should be taken to prevent chemical cross-contamination to food.

This information allows you to keep track of pest control services. These documents should be kept at the premises and updated when a pest control service has been conducted. The frequency of the pest control services should be determined by a professionally registered pest control operator.

Glossary

Bacteria	Very small living things that cannot be seen by the human eye and can cause food to become unsafe to eat and may cause disease.
Cold food	Food that is kept at a temperature between 1°C and 5°C.
Cleaning	The removal of visible dirt, grease and other material.
Cold service	When food is served cold.
Comply	Premises, facilities, actions or behaviours required to be operating as per an issued licence.
Conditions of licence	Criteria a business must follow in order to comply with a licence.
Cooling	A process where hot food cools from a temperature of 60°C to 21°C within two hours then from 21°C to 5°C or below within a further four hours.
Cross-contamination	The transfer of germs from one item to another through direct contact, leakage of juices, incorrect food handling, or equipment or work surfaces.
Council officers	A Council officer is a Council representative who monitors environmental and public health within the community by identifying, preventing and remedying health and environmental related hazards and risks.
Coving	A covering of the intersection of walls with floors to allow for easy cleaning.
Exposed	Related to food display – not protected against any likely contamination from customers.
Food-borne illness	Illnesses that are caused through naturally existing bacteria or viruses found in food that has been given the chance to grow through poor handling or storage procedures.
Food business	A business, enterprise or activity that involves the handling of food for provision or sale.
Food poisoning	An illness caused by consuming contaminated food – main symptoms include diarrhoea and/or vomiting.
Food manufacturer	Making food by combining ingredients, significantly changing the condition or nature of food by any process, bottling or canning food.
Food safety program	Caterers and private hospitals require a plan identifying possible food safety hazards, how they shall be monitored, managed, recorded and how the plan shall be regularly reviewed.
Food safety supervisors	Person who has skills and knowledge in matters relating to food safety relevant to the food business and takes a lead role in supervising food safety within the business.

Food safety standards	Australia New Zealand Food Safety Standards. Also known as the Food Safety Standards Code.
Food transport vehicle	A vehicle, other than mobile premises used to transport food for a business that involves off-site catering.
Germ	Popular term for micro-organisms, especially those that cause illness.
Hazard	Biological – the presence of disease-causing bacteria, moulds or viruses. Chemical – pesticides, toxic metals and cleaning chemicals. Physical – foreign matter such as glass, plastic and hair.
High-risk foods	Foods likely to cause food poisoning if not stored, prepared or cooked properly (e.g. meat products, raw meat, poultry, seafood, dairy products and egg-based products).
Hot food	Food that has an internal core temperature of 60°C or higher.
Hot holding	When an already hot food item is kept hot at 60°C or higher for a period of time.
Hot service	When food is cooked and served hot immediately to the customer.
Licence	Approval to operate a business.
Mechanical exhaust ventilation system	A system that will effectively remove all fumes, vapours, steam or smoke (a system installed in accordance with Australian Standard AS 1668 part 2).
Non-perishable food	Food that does not need to be kept under temperature control.
Perishable food	Food that needs to be stored under temperature control to prevent spoilage.
Potentially hazardous foods	<p>Foods that might contain food poisoning bacteria and are capable of supporting growth of these bacteria or formation of toxins to levels that are unsafe for consumers, if not stored at correct temperatures. Toxins are poisonous chemicals produced by some types of bacteria.</p> <p>The following are examples of potentially hazardous foods:</p> <ul style="list-style-type: none"> • raw and cooked meat or foods containing meat, such as casseroles, curries and lasagne • dairy products e.g. milk, custard and dairy-based desserts • seafood (excluding live seafood) • processed fruits and vegetables e.g. salads and fruit platters • cooked rice and pasta • foods containing eggs, beans, nuts or other protein-rich foods, such as quiche and soy products • foods that have been made with the foods listed above, such as sandwiches and rolls.

Ready-to-eat food	Food that is ordinarily consumed in the same state as that in which it is sold or distributed. Does not include nuts in the shell and whole, raw fruits and vegetables that are intended for hulling, peeling or washing by the consumer.
Reheating	A process where cold, cooked food is heated to at least 60°C within a two hour time period.
Sanitise	A process that significantly reduces the number of micro-organisms present on a surface – usually achieved by the use of hot water or by chemical sanitisers.
Temperature control	Maintaining food at less than 5°C or above 60°C as necessary to minimise the growth of toxigenic micro-organisms.
Thawing	A process where the temperature of frozen food rises causing the food to no longer be frozen.
Trade waste	Trade waste is water-borne waste produced by an industry, business, trade or manufacturing process, but is not domestic sewage. Trade waste includes any water-borne waste that is transported away from where it is generated.

Resources and references

Brisbane City Council

Web: brisbane.qld.gov.au/EatSafeBrisbane

Email: EatSafeBrisbane@brisbane.qld.gov.au

Phone: 3403 8888

National standards – available at foodstandards.gov.au

- FSANZ Food Safety Standards
 - 3.1.1 Interpretation and Application
 - 3.2.2 Food Safety Practices and General Requirements
 - 3.2.2A Food Safety Management Tools
 - 3.2.3 Food Premises and Equipment
- Australian Standard 4674–2004, Design, construction and fit-out of food premises
- Australian Standard 1668.2, The use of mechanical ventilation and air-conditioning in buildings, Part 2: Mechanical ventilation for acceptable indoor air-quality

Queensland Health guides/fact sheets – available at health.qld.gov.au

- Food Safety Supervisor Fact Sheet
- Food Safety Programs

Food industry associations

- Restaurant & Catering Queensland
- Baking Industry Association Queensland
- Queensland Hotels Association
- Clubs Queensland

Food Act 2006 – Queensland Legislation

- legislation.qld.gov.au