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ILLNESSES COLI  
GOVERNMENT  
POISONING  
CLEANLINESS  
CLEAN COOKING  
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COOK THOROUGHLY  
CLEANLINESS  
RAW MATERIALS  
KEEP CLEAN  
REFRIGERATE  
FOODBORNE  
STANDARDS  
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COOK THOROUGHLY  
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STANDARDS  
FOODBORNE  
REFRIGERATE  
KEEP CLEAN  
CLEANLINESS  
RAW MATERIALS  
COOK THOROUGHLY

# The Safe Food Handbook

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## FOOD HANDLING CONTROLS

### FOOD RECEIPT (FOOD SAFETY STANDARD 3.2.2 c15)

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

The intended outcome is that food businesses take all practicable measures to ensure they only receive food that is safe and suitable, including:

- Only accepting food that is protected from the likelihood of contamination.
- Being able to identify the received food and its supplier.
- Ensuring potentially hazardous food is under temperature control.

**Minimum requirement:** Detailed and documented procedure in place to ensure food is protected from contamination when received.

Records of the following information:

- Potentially Hazardous Food (PHF) is accepted when received at the correct temperature.
- Name and address of vendor, manufacturer, or packer.
- Prescribed name or appropriate designation of the food.

#### What are the risks?

- Damaged packaging may allow bacteria to contaminate food or may be a sign that insects, mice, or rats have eaten or contaminated the food inside. Pests can carry disease and insects can lay eggs in food. Food past its 'use-by' date can be unsafe and cannot be sold after that date has expired.
- Pre-packaged food received from suppliers must be labelled and the ingredients listed so that you can give your customers accurate information about the food you sell. A label will also help you identify food in case it is recalled. This includes information about the ingredients that are a known source of, or contain, allergens.
- Foods stored near chemicals can become unsafe and their flavour can be affected. All food must be protected from contamination.

#### TIPS

- Check food when you buy it. You need to know whether you are getting what you paid for.
- Food you receive should be in good condition, with enough time to sell or use it before the 'best before' or 'use-by' dates.
- Check temperatures of all potentially hazardous foods on delivery.
- Check for deteriorated or damaged packaging.
- Check use-by/best before dates.
- Store at the correct temperature ASAP.

**Note:** Foods labelled 'Use By' cannot be sold after that date has expired. Foods may be sold past their 'Best Before' date provided the food is not spoiled and complies with any other applicable legislation.



## FOOD STORAGE (FOOD SAFETY STANDARD 3.2.2 c16)

**Goal:** Ensure that stored food remains safe.

The intended outcome is that during storage, the safety and suitability of food is maintained by:

- Storing food so that it is protected from contamination and is in an appropriate environment.
- Storing PHF at a temperature that minimises the opportunity for pathogenic bacteria to grow.

### Minimum requirement:

- Food is stored so that it is protected from contamination.
- PHF is stored under temperature control.
- PHF is frozen solid.

### What are the risks?

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

### TIPS

- Store food in accordance with the manufacturer's instructions.
- Don't crowd the storage area (including the cool room or freezer).
- If you are concerned about pests, consider hiring a professional pest control service.
- Store whole eggs in cool rooms or refrigerators wherever possible and make sure they are kept dry and clean.
- Don't overload freezers or refrigerators.
- Have refrigerators and cool rooms regularly checked and serviced by a qualified technician.
- During a power failure, keep all cool room and refrigerator doors closed. Check the temperatures of all food when the power is restored.
- Raw food is stored separately from ready-to-eat foods.
- Store raw foods such as meat, poultry, and seafood in containers on the bottom shelf of the cool room or fridge.
- All food is covered for storing.
- Cold food is stored at or below 5°C.
- Hot food is stored at or above 60°C.
- Frozen food is stored at or below -18°C.
- Food is rotated to ensure first-in-first-out principle.



## FOOD PROCESSING (FOOD SAFETY STANDARD 3.2.3 c17)

**Goal:** Ensure food does not become contaminated during preparation.

The intended outcome is that food businesses ensure that only safe and suitable food is processed, and that food remains safe while it is being processed, by:

- Assessing food before it is processed.
- Protecting food from contamination.
- If necessary, reducing pathogens that may be present in the food to safe levels.
- Minimising the time that food remains at temperature that permit the growth of pathogenic microorganisms, including during the cooling and reheating.

### Minimum requirements:

- There are measures in place to prevent contamination.
- PHF that will not undergo a pathogen control step, are held outside of temperature control for minimal periods.

### What are the risks?

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

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

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

### TIPS

- Wash ready-to-eat fruit and vegetables on the day you intend to use them.
- Make raw egg products daily in small batches rather than in large containers.
- When breaking eggs, minimise contact between shell and the contents of the egg.
- Raw foods are processed separately to ready-to-eat foods.
- Separate utensils are used during food processing (e.g., a knife used to cut up raw meat is not used to cut up cooked meat).
- Follow correct personal hygiene procedures.
- Limit the time food is in the temperature danger zone (5°C to 60°C).
- Ensure that all work surfaces, utensils, and equipment are cleaned thoroughly.
- Avoid cross-contamination.
- Don't prepare food too far in advance.

**Note:** Includes thawing, cooling, and reheating.



## THAWING (FOOD SAFETY STANDARD 3.2.2 c17)

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

**Minimum requirement:** Documented and appropriate thawing procedure.

### What are the risks?

- Food poisoning bacteria can grow in food that is not defrosted properly. The safest place to thaw frozen food is in the refrigerator or cool room. This takes longer than at room temperature, so you have to plan ahead. Some food can take as long as two days to thaw completely.
- To prevent cross-contamination when defrosting, keep meat, poultry and seafood separate from other food and in suitable containers. Make sure juices from thawing food do not drip onto or contact other food as this can cause cross-contamination.

### TIPS

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



## COOLING FOOD (FOOD SAFETY STANDARDS 3.2.3 c17)

**Goal:** Ensure cooked food is safely cooled or frozen.

**Minimum requirements:** Appropriate cooling procedures are documented and followed.

### What are the risks?

Cooling hot food too slowly can allow bacteria to multiply and cause food poisoning. To avoid this, high-risk food must be cooled from 60°C to 21°C within two hours and then cooled to 5°C within the next four hours, also known as the 2-hour/4-hour rule.

### TIPS

- Remove cooked food from the heat source and allow it to stand until the temperature drops to approximately 60°.
- Spread food out to cool it faster or divide it into smaller batches in shallow containers (less than 10cm deep).
- If you have access to a blast chiller, use it to chill hot foods quickly and safely.
- Stir hot liquid while it is being chilled.
- Place containers of hot food in cold water or an ice bath to cool the contents more quickly.
- Move hot food to a cooler area where it will cool more quickly.
- Do not put hot food straight from the oven or stove into the refrigerator, cool room or freezer because it can raise the temperature of other food and allow bacteria to grow.
- Label food that has been cooled and placed in covered containers, including the type of food and the time and date, before placing it in the refrigerator, cool room or freezer.
- When cooling cooked potentially hazardous food, it is cooled:
  - From 60°C to 21°C within 2 hours
  - From 21°C to 5°C within a further four hours.





## FOOD DISPLAY (FOOD SAFETY STANDARD c18)

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

### Minimum requirements:

- Displayed food is protected from contamination.
- PHF is displayed under temperature control.
- Frozen food is frozen solid.

### Hot holding (bain-maries, pie warmers and hot boxes)

- Ensure food is above 60°C before putting in the bain-marie, pie warmer or hot box.
- Ensure that the temperature of the food is maintained above 60°C during hot holding.
- Conduct regular temperature checks with your probe thermometer.

### What are the risks?

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

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

## TIPS

### •Hot holding of prepared food

- Pre-heat hot holding equipment before adding the hot food.
- Do not overload bain-maries.
- Review the amount of food held in bain-maries or call a technician if they cannot maintain food at 60°C or hotter.

### •Display and serving of cold food

- Pre-cool the display unit to 5°C or cooler before use.
- Don't prepare food too far ahead of when it will be served.

### •Potentially hazardous foods on display are under the following temperature control:

- Cold food at or below 5°C
- Hot food at or above 60°C



## FOOD PACKAGING (FOOD SAFETY STANDARD c19)

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

- Protects it from the likelihood of contamination.
- Keeps it at a temperature to maintain safety and suitability.
- Provides customers with accurate information about the food.

**Minimum requirements:** The food is packaged in a material that is fit for that purpose and it is not contaminated by the packaging material or during the packaging process.

### What are the risks?

Sound and reliable packaging is important because:

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

### TIPS

#### •Packaging

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



## FOOD DISPOSAL (FOOD SAFETY STANDARD 3.2.2 c111)

**Goal:** Rubbish is kept well away from food preparation areas, in leak proof, covered containers. Food disposal is food which has been recalled, returned, or suspected of being unsafe due to contamination, or otherwise unsuitable. Examples include:

- A meal returned by a customer.
- A food delivered by a supplier with torn packaging.
- Food cross-contaminated during handling.
- Food past its use-by-date.
- Food which is deteriorated or stale.
- A product which has been recalled by a manufacturer (see Food Recall section).

### Minimum requirements:

- Label food for disposal and keep separate.
- Destroy food for disposal or return to supplier.

### What are the risks?

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

### TIPS

#### •Waste disposal

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



## FOOD RECALL (FOOD SAFETY STANDARD 3.2.2 c12)

**Goal:** Ensure your responses to food recalls are prompt. A supplier, food manufacturer or a government official may notify you that a particular food is unsafe. If you stock that food, you must remove it from sale and dispose of it as advised. This is known as 'food recall'.

Food that is recalled, returned or suspected of being unsafe and/or unsuitable is held, separated and identified from other food until it is:

- Destroyed,
- Used for purposes other than human consumption,
- Returned to its supplier,
- Further processed in a way that ensures its safety and suitability, or
- Ascertained to be safe and suitable and
- That food that has been served to a person is not resold unless the food has remained completely wrapped.

**Minimum requirements:** The intended outcome is that food manufacturers, food importers and wholesale food suppliers have a recall system that will ensure that unsafe food is promptly removed from distribution and sale.

### What are the risks?

The health of the public may be at risk if recalled food is not removed quickly and disposed of appropriately. Food recalls remove unsafe food from sale to protect consumers.

### TIPS

#### • Food recalls

- Subscribe to FSANZ to receive information on food recalls from the Food Standards website.
- Keep invoices or delivery dockets that contain a prescribed name or description of the food, batch numbers, date markers or other information, wherever possible.
- When you receive a food recall notice, take immediate action to remove food from use or display in your business.
- Follow all other instructions given by the supplier or the local council.



## HEALTH AND HYGIENE REQUIREMENTS FOR FOOD HANDLERS

### GENERAL REQUIREMENTS (ON FOOD HANDLERS) (FOOD SAFETY STANDARD 3.2.2 c113)

- The intended outcome is that food handlers take all reasonable measures not to compromise the safety and suitability of food.

### HEALTH OF FOOD HANDLERS (FOOD SAFETY STANDARD 3.2.2 c114)

- Food handlers suffering or suspected to be suffering from foodborne diseases or certain conditions do not contaminate food.
- A food handler notifies the food businesses if the food handler suspects he or she may have contaminated food.

### HYGIENE OF FOOD HANDLERS (FOOD SAFETY STANDARD 3.2.2 c115)

- Personal hygiene practice of food handlers is of a level that minimises the contamination of food.

## REQUIREMENTS FOR FOOD BUSINESS

### HEALTH OF PERSONS WHO HANDLE FOOD – DUTIES OF FOOD BUSINESSES (FOOD SAFETY STANDARD 3.2.2 c116)

- The food business ensures that food is not contaminated by:
  - Persons known to be suffering or carrying a foodborne disease, or
  - Persons known or reasonably suspected to be suffering from certain conditions.

### HYGIENE OF FOOD HANDLERS – DUTIES OF FOOD BUSINESSES (FOOD SAFETY STANDARD 3.2.2 c117)

- The food businesses maintain adequate hand washing facilities on the food premises and ensure the facilities are only used for personal washing.

### GENERAL DUTIES OF FOOD BUSINESSES (FOOD SAFETY STANDARD 3.2.2 c118)

- Food businesses:
  - Inform food handlers of their health and hygiene obligations.
  - Only disclose information provided by food handlers about their health or hygiene to certain persons and do not use this information for any purposes other than addressing the risk of food contamination.
  - Take all reasonable measures to ensure persons on food premises do not contaminate food.



## SUPERVISION OF FOOD HANDLERS

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

**Minimum requirement:** 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.

Food Safety Supervisor qualification current within last five years. Keep up to date with food safety requirements by checking the department's food safety website at [The Food Pantry | Health and wellbeing | Queensland Government \(www.qld.gov.au\)](https://www.qld.gov.au/health-and-wellbeing/the-food-pantry)

### What are the risks?

Inadequate staff supervision and leadership within a business may result in poor food handling practices and standards. Members of the public may consume contaminated or unsafe food and become unwell.

### TIPS

- Other steps you can take to ensure staff members understand what may lead to food being unsafe, and action they can take to avoid it, include developing and implementing a training plan for staff.
- Keep records of staff illness (for example, note in your business diary whether the staff member was absent due to a gastro-related illness). Authorities may require this information after a food-related incident or outbreak.
- Pop up posters near sink areas to remind staff to wash their hands.
- Lead by example – wash your hands frequently.

## FOOD HANDLERS' RESPONSIBILITIES

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

### What are the risks?

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

### TIPS

- Ensure that all staff complete [dofoodsafely](https://dofoodsafely.com.au/), a free online learning program

**Note:** Link for free online learning program [dofoodsafely](https://dofoodsafely.com.au/).



## CLEANING, SANITISING AND MAINTENANCE

### CLEANING, SANITISING & MAINTENANCE (FOOD SAFETY STANDARD 3.2.2 c119 - c121)

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

**Cleanliness:** The food premises, fixtures, fittings and equipment, as well as those parts of vehicles that are used to transport food, are maintained to an acceptable standard of cleanliness.

**Cleaning and sanitising specific equipment:** Specific equipment is cleaned and sanitised to minimise the transmission of infectious disease and to protect food from contamination.

**Maintenance:** The food premises, fixtures, fittings and equipment, and those parts of vehicles are used to transport food and equipment are well maintained so that food safety and suitability are not compromised.

#### What are the risks?

- Food may be contaminated and become unsafe to eat if the food premises, food preparation equipment, food vans and any food transport vehicles and containers are not cleaned and sanitised properly.
- Dirty equipment used in food preparation may transfer bacteria and cause food poisoning.
- Dirty cloths can spread bacteria in food preparation areas. Bacteria from cleaning cloths could spread to food preparation areas if staff do not follow basic hygiene practices.
- Most food poisoning bacteria are killed if they are exposed to chemical sanitisers, heat, or a combination of both.

#### CLEANING TIPS

##### •Six steps for food contact surfaces and equipment

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



## MISCELLANEOUS

### TEMPERATURE MEASURING DEVICE (FOOD SAFETY STANDARD 3.2.2 c122)

**Goal:** Ensure that all equipment is well maintained, and that thermometers and temperature measuring equipment are used and calibrated correctly. Food business handling potentially hazardous food have a thermometer on site to accurately monitor the food's temperature.

#### Minimum requirements:

The business has an appropriate thermometer for intended use.

#### What are the risks?

- Without an accurate probe thermometer or temperature measuring device, you may not know whether high-risk foods:
  - Have been sufficiently cooked.
  - Are being kept at the correct temperature in a refrigerator or display unit.
  - Are being cooled and reheated safely, or
  - Are at the correct temperature when they arrive at your business.
- A probe thermometer may contaminate food if it is used incorrectly or not cleaned properly.
- Allergenic foods may be contaminated by other foods if thermometers are not cleaned effectively.
- You may decide to have dedicated thermometers for different types of allergenic foods.
- Probe thermometers are sensitive pieces of equipment. They may break or lose accuracy if they are dropped or roughly handled.
- You must keep high-risk food foods at 5°C or colder (cold foods) or at 60°C or hotter (hot foods) when being stored, displayed and transported. Other time and temperature requirements apply to the cooking and reheating of cooked high-risk foods.

#### TIPS

##### •Probe thermometers

- Use a probe thermometer that is accurate to  $\pm 1^{\circ}\text{C}$ . This means that when the thermometer reads 5°C, the actual temperature of the food is between 4°C and 6°C. The accuracy of the thermometer will be stated in the documents or packaging that came with it. If you don't have any documents, contact the thermometer's manufacturer, and ask about its accuracy.
- Measure the surface temperature of vacuum packed or frozen foods by placing the length of the probe thermometer between two vacuum packs or frozen items – the temperature will be approximate, but the package will remain intact.

### SINGLE USE ITEMS (FOOD SAFETY STANDARD 3.2.2 c123)

Ensure that single use items:

- Do not contaminate food.
- Do not allow the transmission of infectious diseases.
- Are not reused.





## ANIMALS AND PESTS (FOOD SAFETY STANDARD 3.2.2 c124)

**Goal:** Ensure that food is secure and protected from pests. Food premises are kept free from animals and pests with the exception of assistance animals and, in certain circumstances, pet dogs.

### Minimum requirements:

- Animals and pests prevented from entering or harbouring on the premises.
- Animals and pest control carried out at sufficient intervals to eradicate pests.
- Records are kept and can be provided when requested.

### What are the risks?

Food may be contaminated by pests and be unsafe to eat. Pests include mice, rats, cockroaches, flies, ants, birds, beetles and weevils. Controlling pests and throwing out contaminated food can be costly for the business.

### TIPS

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

## FOOD ALLERGENS

- Allergens must be mentioned (either on a label or through provided information such as menus) when they are used as ingredients in a food.
- Consumers have a legal right to receive, on request, written or verbal information on allergen content when buying takeaway foods or eating out.
- Food business breach the code if:
  - Accurate information is not on a label or is not given by staff selling unpackaged food made at the premises when a customer asks for it, or
  - An allergen is found in a food that was specifically requested not to contain that allergen.

## ALLERGEN LABELLING

Look for the following allergens in food

TREE NUTS	COMMON ALLERGENS	
Almond	Egg	Lupin
Brazil nut	Milk	Wheat
Cashew	Sesame	Fish
Hazelnut	Peanut	Mollusc
Macadamia	Soy	Crustacean
Pecan		
Pistachio		
Walnut		
Pine nut		

### GLUTEN AND SULPHITES

If you are sensitive to **gluten** or **sulphites** be sure to check for these words on the label. Look for the names of cereals that contain gluten if you have coeliac disease. These are: **wheat, barley, rye, oats.**

Barley	Rye	Oats	Wheat	Sulphites

Look for a statement starting with 'contains' next to a food's ingredient list - it shows all the allergens. Also check the ingredient list - it will show any allergens in **bold text**.



## FOOD SAFETY STANDARDS TEMPLATES WITH EXAMPLES

The following link provides blank templates and template examples to ensure compliance with Food Safety Standards and can be adapted or combined to suite specific business needs:

[Safe Food Australia - A guide to the Food Safety Standards | Food Standards Australia New Zealand](#)

### FOOD SAFETY MYTHS QUICK CHECK

**Can you tell if food is safe to eat by its look and smell?**

**NO.**

Most microorganisms that can make you sick don't change the look or smell of the food.

**Is food dropped on the floor ok to eat if you pick it up within 5 seconds?**

**NO.**

Microorganisms can transfer to food immediately and cause disease in some cases.

**Should raw poultry be washed before cooking?**

**NO.**

Washing poultry can spread harmful microorganisms to hands, surfaces, utensils or other food.

**Is it safe to thaw frozen food at room temperature?**

**NO.**

Thawing food in the refrigerator or in cold water prevents the growth of microorganisms.

**Do I have to refrigerate leftover food?**

**YES.**

Food becomes unsafe if left at room temperature for more than two hours.

**Can dish cloths spread dangerous bacteria?**

**YES.**

Dish cloths and sponges can carry and spread dangerous bacteria. Disinfect them in sanitising solution or boil in water.

**Can I get sick from food I ate 3 days ago?**

**YES.**

Some dangerous microorganisms take longer than a few hours to make you sick.

**Do organic fruits and vegetables need to be washed?**

**YES.**

All produce, including organic, should be washed with clean water to remove physical contaminations and reduce the risk from any harmful microorganisms or chemicals.



## GLOSSARY

<b>CALIBRATION</b>	Ensures that the accuracy of readings given by a measuring instrument, such as a probe thermometer, is consistent with a known standard.
<b>CLEANING SCHEDULE</b>	A schedule or list of the cleaning arrangements. It sets out the activities carried out throughout the premises and in relation to equipment, including how often cleaning is to be done and how it is to be carried out (for example, chemicals and equipment required). If your business transports food, it would also include the cleaning of transport containers and vehicles.
<b>FOOD HANDLING</b>	The making, manufacturing, producing, collecting, extracting, processing, storing, transporting, delivering, preparing, treating, preserving, packing, cooking, thawing, serving or displaying of food.
<b>FOOD SAFETY SUPERVISOR</b>	Person(s) within your business responsible for looking after food safety. The food safety supervisor can recognise, prevent and alleviate the potential hazards associated with handling of food. They must have met the appropriate food safety competency standard for the type of premises they are working in and have the ability and authority (of the proprietor) to supervise other people handling food and ensure it is done safely.
<b>HIGH-RISK FOODS</b>	Include meat, seafood, poultry, eggs once cracked open for use, dairy products and small goods, or foods that contain these items (for example, sandwiches, quiche and prepared salads). Certain foods become high-risk when they are cooked, such as noodles, rice, pasta and similar dry foods. High-risk foods are also known as 'potentially hazardous' foods.
<b>PEST CONTROL</b>	The elimination of pests from a food premises and the prevention of pests from entering the premises.
<b>POTABLE WATER</b>	Water that is acceptable and safe for human consumption must be used in a food business for washing food and/or food ingredients, for cooking, adding to food and drinks, making ice, cleaning of food contact surfaces, cleaning food containers and utensils, hand washing and personal hygiene.
<b>RAW EGG PRODUCTS</b>	Ready-to-eat food that contains raw egg in its final form. Such products have the potential to be hazardous and therefore require special care and handling. Some examples of raw egg products include: <ul style="list-style-type: none"> <li>• Homemade sauces – mayonnaise, aioli, egg butter, hollandaise, and béarnaise.</li> <li>• Uncooked desserts – chocolate mousse, tiramisu, ice-cream.</li> <li>• Drinks – eggnog and egg flip.</li> <li>• Egg wash – beaten eggs, sometimes mixed with another liquid, and brushed onto foods such as pizza or pastry.</li> </ul>
<b>READY-TO-EAT FOOD</b>	Food that is ordinarily consumed in the same state that it is sold. This does not include nuts in the shell and whole, raw fruits or vegetables that are intended for hulling, peeling or washing by the consumer.
<b>SANITISE</b>	To apply heat or chemicals, or a combination of heat and chemicals, to kill food-poisoning bacteria or reduce the number of bacteria to a minimum level.
<b>TEMPERATURE CONTROL</b>	The methods used by a business to maintain the temperature of food at 5°C or below for chilled food and 60°C or higher for hot foods.
<b>THERMOMETER</b>	An instrument used to measure temperature, such as a probe or laser thermometer.



## ALLERGY AWARE CHECKLIST

# ALLERGY AWARE CHECKLIST

Here's a handy checklist you can tear out and place on your workplace notice board or laminate for your kitchen:

### 1

#### Know your products

- ✔ Only accept correctly labelled foods.
- ✔ Check all ingredients even in sauces, spices, garnish, oils, dressings etc for allergens.
- ✔ Avoid ingredient substitution.

### 2

#### Educate your staff

- ✔ Train and test your staff regularly in food safety, hygiene and allergen awareness.
- ✔ Teach staff of their obligation to declare certain allergens.
- ✔ Display 'allergy aware' posters.

### 3

#### Ensure good preparation and hygiene practices

- ✔ Always double check the ingredients with the chef.
- ✔ Handle food safely. Start fresh for meals that must be allergen free.
- ✔ Clean and sanitise work surfaces, utensils and other food-contact items between foods. Even trace amounts can be harmful.
- ✔ Store food safely.
- ✔ Have a dedicated area for preparing allergen free meals (be aware that food that is safe for one person with a food allergy may be unsafe for another person with food allergy).
- ✔ Whenever possible, prepare foods for people with food allergy first.

### 4

#### Communicate with your customers

- ✔ Take customer requests about allergens seriously. Listen carefully.
- ✔ Give customers accurate information about the content of meals if they ask.
- ✔ Have a specific protocol to follow if a customer says they are allergic.
- ✔ Place the name of known allergens next to menu items.

