



Government of South Australia  
Department of Health

# Food Safety Program (insert business name here)

*A template to assist SA child care centres  
to develop and implement a food safety program*

**FOOD**  
**SAFETY**

VERSION 2  
APRIL 2008

## Disclaimer

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

If you are unsure about the application of any aspect of this template, please seek advice from your Council environmental health officer or an appropriate food safety advisor.

## Acknowledgments

The SA Department of Health would like to acknowledge the support and input of the following organisations: Childcare South Australia, SA Association of Community Based Childcare Centres, National Association of Community Based Childcare Centres, Childcare Services Australia, City West Child Care Centre, Department of Education and Children's Services and Noarlunga Health Services (Start Right Eat Right Program).

## Further information

Further information on food safety and food safety programs is available from:

- the SA Department of Health, Environmental Health Service, Food Policy and Programs Branch.  
Telephone: (08) 8226 7100 or [www.health.sa.gov.au/pehs](http://www.health.sa.gov.au/pehs) - click on 'Food Safety';
- your local Council environmental health officer; or
- Food Standards Australia New Zealand, web address [www.foodstandards.gov.au/](http://www.foodstandards.gov.au/).

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# 1. Introduction

Mandatory food safety programs are now required for child care centres (centres) that provide meals that contain potentially hazardous food (defined in section 4). The requirement for mandatory food safety programs was gazetted as part of the national Food Safety Standards in October 2006. Centres have two years to develop and implement a food safety program and have it audited by an approved auditor.

Centres that provide potentially hazardous food are high food safety risk because children aged under five years are generally more susceptible to infection than the average healthy adult, and the symptoms and consequences of food-borne illness can be more severe for young children.

Centres that **do not** provide potentially hazardous foods, even if they store and distribute food provided by parents or guardians, are excluded and **will not** require a mandatory food safety program. Where parents provide meals the food safety risk is primarily managed by the parents. In these situations and in family day care, in-home care, out of school hours care and vacation care there is not sufficient manageable food safety risk to justify the introduction of mandatory food safety programs. However, if these businesses provide food as part of their business, under the *Food Act 2001* they must abide by the requirements of Food Safety Standards 3.2.2 and 3.2.3. These standards are mandatory for all food businesses (including businesses that sell food as part of a service) in South Australia and are enforced through inspection by Council environmental health officers.

## Do you require a mandatory food safety program?

Type of food service		
Centres that provide potentially hazardous food.	If yes	Proceed with template
Parents provide meals and centre provides snacks and drinks that are not potentially hazardous.	If no	May proceed with all or part of the template on a voluntary basis. May be required to abide by Food Safety Standards 3.2.2 and 3.2.3.
Parents provide all food for children.	If no	
Family day care, in-home care, out of school hours care or vacation care.	If no	

## What food legislation requires mandatory food safety programs?

The new food safety standard, Standard 3.3.1 is now included in the Food Standards Code and adopted into law in South Australia. The new standard identifies food businesses that are required to implement food safety programs. The requirements of a food safety program are detailed in Food Safety Standard 3.2.1

## What is required?

Food Safety Standard 3.2.1 requires businesses to:

- identify potential food safety hazards;
- identify where in the food handling operation the hazards can be controlled and the means of control;
- provide for monitoring of controls and corrective action if a hazard is found not to be under control;
- provide for regular review of the program to ensure its adequacy; and
- provide for record keeping that demonstrates action taken or compliance with the program.

Food safety programs are individual to the business. It is your centre's operations and resulting food safety hazards that will ultimately determine the content of your program. This template includes requirements for the average centre. Some centres may not require all components and some may require additional components (for example, transport offsite).

## About this template

This template aims to assist centres to develop a food safety program. It has been developed by the SA Department of Health with advice and support from representatives of the SA child care sector. Throughout this document references to relevant clauses of the Food Safety Standards appear in brackets, for example (3.2.2 c7) refers to Standard 3.2.2 clause 7. The template also refers to generic positions such as director, manager, cook, supervisor and food handlers. Please insert the position titles that are appropriate for your organisation.

Key terms are defined in the Glossary at Appendix 12.3.

## 2. Building your centre's food safety program

This template provides the format and content for a generic food safety program for centres. Each section must be read and accepted or amended in the space provided.

Developing the food safety program is the first part of the process. The second part is implementing the requirements. Both parts should be conducted with input from food handling staff.

If a support program or control (used in sections 7 and 8) is not required then simply file it at the back of the document. If the centre has an existing support program or control that is effective it may be integrated into this document by removing the generic information and inserting the existing information. You may need to align numbers and titles.

Follow the steps below to develop your food safety program.

Step	Action and requirements	Example record	Completed
<b>1 and 2</b>	Determine that your centre requires a mandatory food safety program by: <ul style="list-style-type: none"> <li>• asking your local council environmental health officer or the Department of Health Food Policy and Programs Branch,</li> <li>• determining from this document or previous Department of Health information</li> <li>• examining the new Food Safety Standard.</li> <li>• receiving notification from Council that a mandatory food safety program is required.</li> </ul>		
<b>3</b>	Complete the details in section 3: Getting started.		
<b>4</b>	Read section 4: Potential food safety hazards. <ul style="list-style-type: none"> <li>• Consider removing foods from the menu that are not suitable for children under four for food safety reasons. Discuss with appropriate stakeholders if necessary.</li> </ul>		
<b>5</b>	Review section 5: Process flow diagram and consider the flow of food in your centre. <ul style="list-style-type: none"> <li>• Develop a flow diagram or use the example provided to identify your centre's flow of food and food handling activities.</li> </ul>		
<b>6</b>	Read section 6: Food handling fundamentals. <ul style="list-style-type: none"> <li>• Advise food handlers of their legal obligations.</li> <li>• Introduce a food handler's hygiene policy.</li> <li>• Include time/temperature and good food handling fundamentals in food handler skills and knowledge requirements (see section 7.1).</li> </ul>		
<b>7</b>	Support programs supplement controls (see step 8). Review each program in section 7: Support programs. Complete the statement in each to document the centre's: <ul style="list-style-type: none"> <li>• 7.1: method for ensuring food handlers have appropriate skills and knowledge</li> <li>• 7.2: purchasing arrangements and if a supplier list will be completed</li> <li>• 7.3: cleaning and sanitising schedule for food handling areas</li> <li>• 7.4: methods of calibration, maintenance and pest control</li> <li>• 7.5: methods for recording problems and resolutions</li> <li>• 7.6: method, and frequency, of in-house assessment</li> </ul> Implement these requirements with relevant food handlers.	Record 4 Record 1 Records 6a,b Records 3, 7 Record 9 Record 10	

Step	Action and requirements	Example record	Completed
8	<p>Controls prevent, eliminate or reduce a food safety hazard to an acceptable level. Review the controls that correspond with the centre's food handling activities as identified by the process flow diagram in section 5 and accept or amend. Controls are:</p> <ul style="list-style-type: none"> <li>• 8.1: receiving</li> <li>• 8.2: storage</li> <li>• 8.3: thawing</li> <li>• 8.4: preparation.</li> <li>• 8.5: cooking and reheating</li> <li>• 8.6: cooling</li> <li>• 8.7: service and delivery.</li> </ul> <p>Implement the requirements.</p> <p><b>Note:</b> the controls are the critical part of the food safety program and are underpinned by the fundamentals and support programs.</p>	<p>Record 2 Record 3 Record 10 Record 10 Records 5a, b Records 5a, b Record 10</p>	
9	Review the program for effectiveness and compliance once all the requirements have been implemented.	Record 8	
10	Organise a Department of Health approved auditor to conduct an audit.		
11	Maintain the food safety program and conduct a regular review. Continue audits at the frequency advised by Council or adjusted by your auditor.		

### 3. Getting started

#### 3.1 Business details

<b>Trading name</b>	
<b>Site address</b>	
<b>Postal address</b> (if different)	
<b>Phone / fax / email</b>	
<b>Position and person responsible for the food safety program</b>	

#### 3.2 Food service details

<b>Type of business and intended customers</b>	For example, centre that supplies food to children (approximately 50) and staff.
<b>Description of food served</b>	For example, hot and cold lunch meal, morning and afternoon teas.
<b>Scope of the food safety program</b>	For example, the food safety program covers food prepared and served by the centre to the children and staff of the centre. It does not cover fundraising events or special events where food is supplied by parents or others.

### 3.3 Food service responsibilities

This component is optional. The aim is to assign responsibility. Some centres may prefer to use an organisation chart or nominate a food safety supervisor.

Position	Responsibilities (relative to food safety)
<b>Director/manager</b>	For example: manage the centre's food operations and food safety program. Develop and maintain employees' food safety skills and knowledge.
<b>Cook(s)</b>	For example: purchase, prepare and cook lunch meals for children and staff, clean and sanitise food areas, apply the operational elements of the food safety program.
<b>Food handler(s)</b>	For example: serve food and assist children with food, following good food handling practices and centre policies.

## 4. Potential food safety hazards

The following potential hazards may occur **during all activities** in a centre's food operation.

### Microbiological hazards

Consumption of food poisoning microbes (bacteria, viruses and parasites), also known as pathogens, can result in food-borne illness.

Microbiological hazards are the **most significant** food safety hazards because microbes:

- are not easily detected;
- are widely present on, and transfer easily between, humans, animals, pests and raw produce;
- may be able to grow rapidly at ambient temperatures;
- can in some cases survive or regenerate following control steps such as cooking; and
- can result in illness even in small numbers.

<b>Pathogenic bacteria</b>
Campylobacter
Salmonella
Listeria
E coli
Staphylococcus aureus
Bacillus cereus
Clostridium perfringens
<b>Food borne viruses</b>
Hepatitis A
Rota viruses

### Children under five are vulnerable

Particular care is required when preparing food for children under five because they are considered more susceptible to microbiological infection than the average healthy adult and the symptoms and consequences of food-borne illness can be more severe for young children. Their susceptibility is a consequence of their immature immune systems and the production of less stomach acid which makes it easier for harmful germs to get through their digestive system and invade their bodies.

**Some foods are not considered suitable** for children under five because of their inherent microbiological risk. They are:

- Raw or undercooked meat (particularly minced meat), poultry, fish and shellfish. Food poisoning bacteria are commonly found on raw chicken; particular care is required when handling and preparing raw chicken to avoid cross contamination and thorough cooking is essential;
- Uncooked fermented meats, such as salami. Check the label: 'cooked' products are safe. Do not feed young children 'heat treated' or 'not heat treated' products;
- Unpasteurised milk and products made from unpasteurised milk, such as raw milk, cheese and other dairy foods made from unpasteurised milk; and
- Raw sprouts, such as alfalfa, clover and radish.

### Potentially hazardous foods

**Particular care should be taken with 'potentially hazardous foods' because:**

- they may contain food poisoning microbes that can cause food-borne illness if allowed to multiply to large numbers; and
- they provide a suitable environment (i.e. moist but not acidic, salty or high in sugar) to support the growth of food poisoning bacteria.

**Potentially hazardous foods include:**

- raw and cooked meats/poultry and products containing raw and cooked meats/poultry;
- smallgoods;
- dairy products such as custard and cheese cake;
- seafood and products containing seafood and fish stock;
- some pre-prepared processed fresh fruits and salads such as pre-prepared salad and pre-cut fruit salad;
- cooked rice and pasta;
- cooked foods containing protein-rich products such as eggs, beans and nuts; and
- foods that contain the above foods, such as pizza and sandwiches.

**Non-potentially hazardous foods include:**

- any fully processed foods such as canned and bottled products, dried fruit, salted and fermented dried meats; acidic foods such as yoghurt and orange juice; shelf-stable sauces such as tomato sauce, uncooked rice, bread, dried pasta and other dried products;
- butter, margarine and similar oil based spreads;
- hard cheeses and yoghurt;
- raw whole fruit and vegetables and freshly cut fruit and vegetables; and
- uncracked eggs in their shell.

Appendix 12.1 provides more details about significant microbiological hazards.

**Physical hazards**

Physical objects not for consumption but found in food are of concern for two reasons:

- they may introduce microbial hazards; and
- they may result in physical harm to the consumer, for example, choking, laceration, broken teeth.

Physical hazards may include glass, metal, plastic, dirt, adhesive dressings and rubber bands.

**Chemical hazards**

Chemical hazards can occur naturally in foods or be introduced through poor practices. They include pesticides, cleaning agents, heavy metals, and toxins.

**Allergens**

Allergens are not considered a food safety hazard and are not managed by this food safety program. Common allergens such as milk, eggs, peanuts, tree nuts, sesame, fish, crustaceans and soy are not inherently unsafe for most people and there are no preventative steps, other than elimination, from an allergic person's diet.

The SA Department of Health through the Allergy Service at the Children, Youth and Women's Health Service and Flinders Medical Centre is supporting the SA Branch of Anaphylaxis Australia. Key strategies focus on education and responding to a reaction. More information is available at

<http://www.allergyfacts.org.au/>

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## Potential hazards statement

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The centre has microbiological, physical and chemical food safety hazards as identified in section 4 (above).

### Potentially hazardous food

The Centre handles the following potentially hazardous foods:

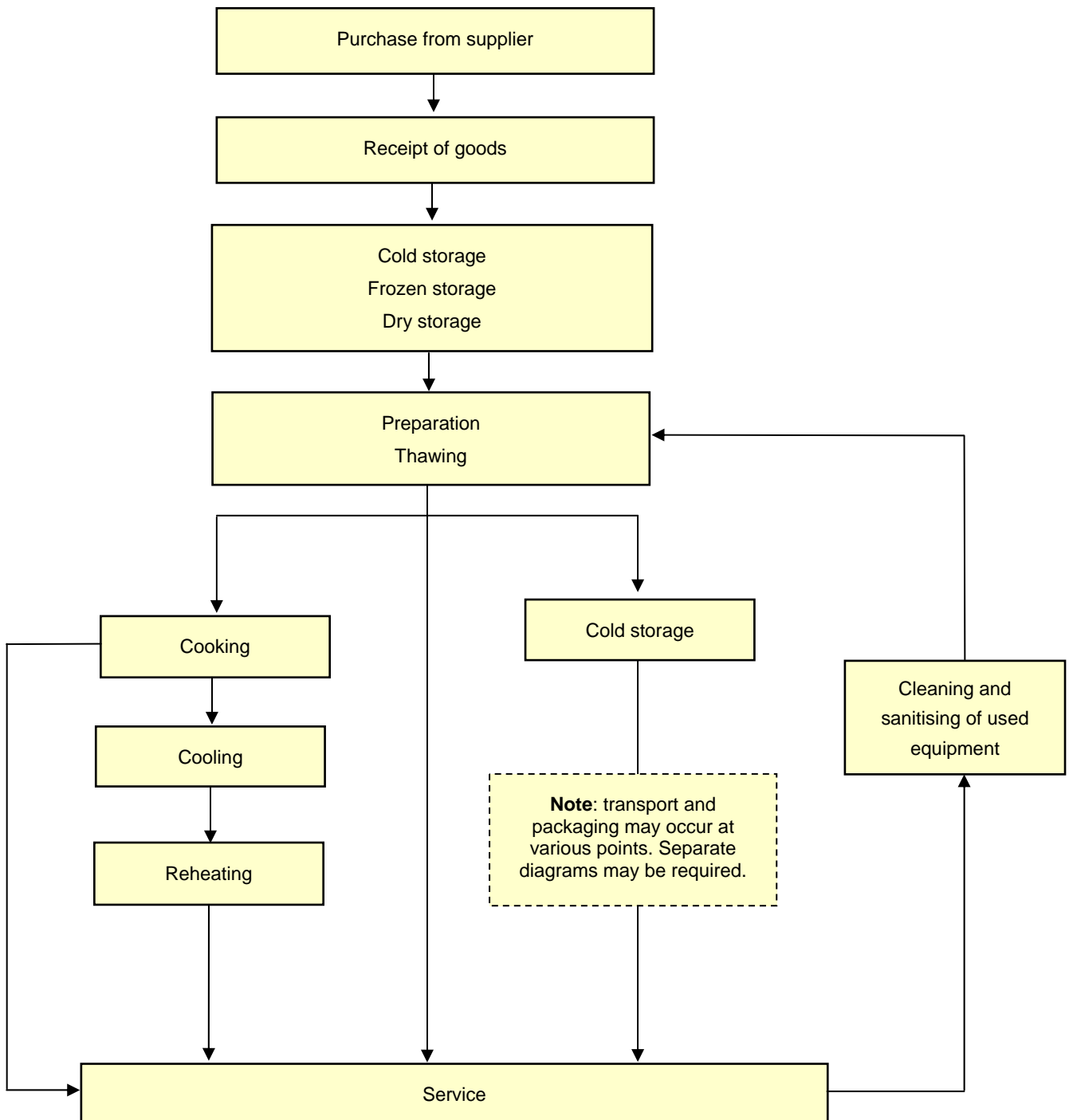
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## 5. Process flow diagram

The process flow diagram identifies key activities in your food operation. It becomes your 'road map' for identifying where food safety hazards, and controls, may occur. Use a highlighter pen, or other method to highlight the activities that are applicable to your facility on the diagram below or develop your own flow diagram. Facilities with more complicated food operations may require the addition of other steps to adequately demonstrate their flow.



## 6. Food handling fundamentals

Food handling fundamentals apply to all food handling processes and are the basis of safe food production. The fundamentals are applied in sections 7 & 8. All food businesses and their food handlers should routinely follow these fundamentals.

### 6.1 Time & temperature

#### Control the time & temperature of potentially hazardous food (3.2.2 c7)

The time & temperature of potentially hazardous foods must be controlled through the entire production process, from receipt to serving to the children:

- Receive potentially hazardous food at 5°C or below or 60°C or above, unless the temperature and the time taken to transport it will not adversely affect the safety of the food (3.2.2 c5).
- Check that fridges are operating effectively at 5°C or below and heating/hot holding equipment is operating effectively at 60°C or above.
- Cook potentially hazardous food thoroughly to above 75°C.
- Ensure temperature measuring equipment is accurate to  $\pm 1^\circ\text{C}$  by calibrating at least annually or per manufacturers instructions (3.2.2 c22).
- Minimise the time **potentially hazardous foods** are between 5°C and 60°C by:
  - refrigerating as soon as received or prepared (allow steam to dissipate if steaming hot)
  - keeping under refrigeration as much as possible: only remove when ready to prepare, cook or serve
  - preparing small batches of ready to eat foods such as salads and sandwiches so they can be refrigerated as each batch is completed
  - thawing, as much as possible under refrigeration or rapidly in the microwave. If thawed out of refrigeration the food must be cooked or consumed in the following four hours
  - cooling rapidly by dividing into shallow containers, stirring occasionally, placing in a freezer, refrigerator or cool room
  - reheating rapidly (< 2 hours) to 60°C.
- Follow the 2 hour - 4 hour guide:

Total time between 5°C and 60°C	Action
Less than 2 hours	Refrigerate or use immediately.
Between 2 hours and 4 hours	Use immediately.
More than 4 hours	Throw out.

## 6.2 Food handler health and hygiene

All business employees or volunteers who directly engage in the handling of food, or who handle surfaces likely to come in contact with food are 'food handlers'. Food handlers have legal obligations under Standard 3.2.2 Division 4.

### Food handler: legal obligations

Food handlers must:

- advise the director if they are suffering from, are a carrier of, or have symptoms of food-borne illness. Common symptoms include vomiting, diarrhoea, abdominal cramps, nausea and fever;
- take all reasonable measures to handle food and food contact surfaces and equipment in a way that will not compromise the safety and suitability of food;
- wash their hands with soap and warm running water in hand washing facilities whenever their hands are likely to be a source of contamination of food and specifically:
  - before commencing and recommencing handling food,
  - after using the toilet or changing nappies,
  - immediately before handling ready-to-eat food, and
  - immediately after smoking, coughing, sneezing, using a handkerchief or tissue, eating, drinking, touching hair, scalp or a body opening.

### **Personal hygiene (example only)**

Food handlers must abide by the following requirements while handling food or in food handling areas.

#### **Fingernails, jewellery and hair**

- Keep fingernails short and clean; do not wear artificial fingernails;
- Wear minimal jewellery (for example, plain wedding rings, sleepers) especially on hands and wrists. Do not wear loose jewellery, especially earrings;
- Wear gloves over jewellery on hands if they are in direct contact with food; and
- Tie back or cover long hair.

#### **Clothes**

- Wear outer clothing that will not contaminate food or food contact surfaces and has a level of cleanliness appropriate for the handling of food that is undertaken; and
- Wear a clean apron or similar and remove when going to the toilet, on a break or away from food handling duties.

#### **Exposed cuts or sores**

- Cover cuts or sores with a bandage (for example, bandaid). If exposed (for example, on hands) cover with gloves or other waterproof covering to prevent seepage.

#### **Eating**

- Do not eat over unprotected food (that will be served to others) or food contact surfaces.

#### **Personal belongings**

- Personal belongings not required for food handling must be stored in allocated staff areas.

### 6.3 Good food handling practices

Cross contamination occurs when pathogens from one food are transferred to another food. For example pathogens may be transferred from raw chicken to a cutting board, knife or food handler’s hands. If these items come in contact with a ready-to-eat food such as lettuce for a salad, the pathogens from the chicken may be transferred to the salad. Opportunities for contamination increase with handling. Cross contamination is a significant cause of food-borne illness.

#### Avoid cross contamination

- Keep raw and cooked or ready to eat foods separate by:
  - cleaning and sanitising utensils, surfaces and equipment between preparing raw and cooked foods or use separate equipment,
  - storing raw foods below cooked foods.
- Clean and sanitise utensils, equipment and surfaces per the cleaning schedule (Support program 7.3);
- Use equipment and containers that can be easily and effectively cleaned, will not absorb grease, food or water and will not contaminate the food;
- Cover food with plastic wrap or place in a container with a lid; and
- Store food off the floor.

Store chemicals where they cannot contaminate food and according to the manufacturer’s instruction.

### Food handling fundamentals statement

The centre has included the food handling fundamentals by: *(examples only)*

- incorporating these fundamentals in food handling practices and procedures.
- providing food handlers with a copy of their obligations as a food handler.
- including the food handler hygiene policy in centre policy, providing it to all current food handlers and new food handlers at induction.
- using the food handling fundamentals during food handler training sessions.
- displaying food handling and food safety information in the kitchen area or notice board.
- other.

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Authorised by director ..... Date.....

## 7. Support programs

### 7.1 Food handler skills and knowledge (3.2.2 c3)

Food handlers and supervisors of food handling operations are required to have skills and knowledge in food safety and food hygiene matters appropriate to their work activities.

There are many approaches a centre can adopt to provide food handlers with appropriate skills and knowledge to produce safe food. Some examples are:

- in-house training;
- distribution of food safety information;
- viewing of relevant food safety videos and DVDs;
- use of interactive CD ROM or internet based packages;
- establishment of internal policies and procedures that provide information about food handler and supervisor responsibilities;
- attendance at food safety courses; and
- consideration of the food handlers experience.

A food handler skills and knowledge register should be kept to demonstrate to an auditor that food handlers have appropriate skills and knowledge. This function may be undertaken by a training coordinator or central office as long as the records are available if required by an auditor.

Record 4 is an example.

#### **Food handler skills and knowledge statement**

The centre will ensure food handlers have appropriate skills and knowledge by:

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.....

The centre will record this information on: (*example Record 4*).....

Authorised by director .....Date.....

## 7.2 Purchasing and donations

Food safety risks when purchasing food can be reduced by purchasing from reputable suppliers who can be expected to supply safe and suitable products.

In South Australia, most food suppliers to child care centres can reasonably be expected to provide safe and suitable food and comply with government food regulations because:

- All meat processing operations (butchers, wholesalers, abattoirs including poultry and game), meat transport vehicles and smallgoods producers are required by law to be accredited, have an approved food safety program and are routinely audited for compliance with national food safety (meat) standards by the Meat Hygiene Unit, Primary Industries and Resources SA (PIRSA);
- Under the dairy industry regulations, all dairy farmers, dairy manufacturers, dairy distributors and dairy produce carriers are required by law to be accredited, have an approved food safety arrangement and comply with the Dairy Authority of SA's Code of Practice for Dairy Food Safety. These businesses are routinely audited by the Dairy Authority of SA and, for some sectors, by third party auditors;
- All businesses that sell food or handle food for sale (unless they are primary producers) are required by law to comply with Food Safety Standards 3.2.2 and 3.2.3 and are routinely inspected for compliance by local Council or Department of Health.

The centre must not purchase potentially hazardous foods from non-commercial or backyard operators.

Centres may maintain a supplier list (example Record 1) to record preferred supplier's details.

If the centre has any doubts about the ability of the supplier to provide safe food the director or other designated staff member should discuss this with the supplier and record the outcomes on the supplier list. The centre may ask for evidence that the supplier can provide safe food (eg, a copy of the business's accreditation, last audit report or inspection report would be suitable).

### Receiving food from parents and donations

The centre may accept food provided by parents and donations that are not potentially hazardous, such as whole fruit and vegetables, biscuits, cake, bread and other commercially packaged shelf stable products in accordance with the receiving control (eg, visual inspection and common sense approach. If in doubt throw it out, or do not accept it).

The centre will only accept donations of potentially hazardous foods for children if confident that the food is safe or will be rendered safe by cooking or other process conducted by the centre.

## Purchasing statement

The centre purchases food that would be reasonably expected to be safe and suitable, from: *(tick one)*

- retail food businesses only
- both retail and wholesale food businesses
- wholesale food businesses only

Food purchased from retail is protected from contamination during transport to the centre by: *(tick as appropriate)*

- purchasing food that is appropriately packaged and within use-by dates
- ensuring potentially hazardous food is transported to the centre rapidly (within 1 hour) and either refrigerated immediately, cooked or served within a total of 4 hours
- transporting food in protective containers or bags
- .....
- .....
- .....
- .....

The centre will not:

- purchase potentially hazardous food from non-commercial or backyard operators
- purchase foods identified in this program as unsafe for children under five unless the products are thoroughly cooked onsite before serving.

Authorised by director .....Date.....

## 7.3 Cleaning and sanitising (3.2.2 c19 and c20)

### Background

Effective cleaning and sanitising reduces the potential for food poisoning bacteria to grow, pests to be attracted and cross contamination.

There should be no accumulation in food handling areas and on fixtures, fittings and equipment, of garbage, recycled matter and food waste (except in designated areas), dirt, grease or other visible matter that may contaminate food. Eating and drinking utensils and food contact surfaces must be in a clean and sanitary condition prior to use.

### How to clean and sanitise: six steps

1	Pre-clean	Remove dirt and food by sweeping, scraping, wiping or rinsing with water.
2	Wash	Use warm water and detergent. Soak if necessary.
3	Rinse	Rinse off detergents and any remaining food or dirt.
4	Sanitise	Sanitise to eliminate/reduce micro-organisms to safe levels.
5	Final rinse	Rinse off sanitiser (if necessary).
6	Dry	Air dry, use a single use towel or clean tea towel (that is used for this purpose only).

A domestic or commercial dishwasher may be used for steps 2 to 6.

#### Items that must be sanitised:

- eating and drinking utensils, including cutlery, crockery, cups and glasses;
- surfaces that will come into contact with food and are likely to contaminate it, including cutting boards, mixing bowls, storage containers, thermometers, bench surfaces and similar equipment; and
- equipment does not need to be sanitised if it will exceed 75°C during use, including pots and pans, ovens and oven trays, and other similar items. These items must be adequately cleaned and if used for cold preparation, must be sanitised.

#### Methods of sanitising

- **Chemical:** use 5 ml of domestic bleach (4% chlorine) per litre of warm water (equals 200 ppm) and allow a minimum of 30 seconds contact time for immersions and 5 minutes for spray, **or** other chemicals as recommended by the centre's chemical supplier/manufacturer for use in food production environments, applied per the supplier's instructions.
- **Heat:** immerse equipment in clean water at 77°C. This method requires consideration of the OHS&W risks.
- **Dishwasher:** most commercial dishwashers will sanitise by using heat or chemicals. Domestic dishwashers generally have a sanitise cycle. Check with your manufacturer or chemical supplier. If your dishwasher heat sanitises then a regular check should be conducted and recorded to ensure the temperature is adequate (this may be part of your premises and equipment support program - see section 7.4).

For further information regarding cleaning and sanitising refer to Safe Food Australia appendix 4 available at <http://www.foodstandards.gov.au/srcfiles/Appendi3.pdf>

## The cleaning and sanitising schedule

A cleaning schedule is a document that will assist in making sure that an appropriate level of cleanliness is maintained and tasks are not inadvertently missed.

It is important to make your schedule practical and easy for food handlers to use and follow. Keep it as simple and user friendly as possible. Tasks that are completed because of necessity and will be obvious to an auditor do not need to be checked off by food handlers, for example putting dishes through the dishwasher after each meal. The schedule should focus on tasks that are not routine and may be overlooked if not allocated a time and person. The schedule may also outline which tasks are 'priority tasks' that must be completed to ensure food safety. This will assist on busy days or if short-staffed.

Some approaches are:

- all tasks listed for an area;
- tasks grouped according to frequency; or
- tasks grouped according to person responsible.

Position the cleaning schedule in an area that is regularly and easily accessed or place individual sections of the schedule in the area concerned. Some schedules require food handlers or supervisors to tick off tasks as they are completed or at the end of each shift or week. Centres may choose this option or compliance with the schedule checked during in-house assessment.

Examples are attached at Records 6a and b.

### Elements of a cleaning schedule

- Type of activity and location;
- Frequency of cleaning and sanitising (where required):
  - after use: food contact surfaces, all equipment that comes in contact with food,
  - daily: floors, dishwasher,
  - weekly: refrigerators and cool rooms,
  - monthly: dry store, freezer, delivery area,
  - other.
- Who will undertake the activity: make one position or person accountable for each task;
- Area to demonstrate the activity has been completed;
- Review by director or delegate.

## Cleaning and sanitising statement

The centre will maintain food handling areas and equipment in a clean and sanitary condition as required by establishing a cleaning and sanitising schedule for food handling areas.

The director or delegate will check that the cleaning and sanitising schedule is being followed when conducting in-house assessment.

Authorised by director .....Date.....

## 7.4 Premises and equipment

Food premises, fixtures, fittings and equipment must be in working order and a good state of repair. The centre must have a temperature measuring device that is accurate to  $\pm 1^{\circ}\text{C}$ . Pests and animals must be excluded from the premises as much as is practical.

### Maintenance and calibration (3.2.2 c21 and c22)

The centre must maintain food handling areas, fittings, fixtures and equipment, including calibrating temperature measuring devices, in a good state of repair.

#### Calibrating temperature measuring devices (thermometers)

- Use in accordance with manufacturer's procedures.
- Calibration may be by organisations accredited to calibrate equipment, or in-house using the ice / boiling water method.

**Ice** (to check the accuracy of the temperature measuring devices at  $0^{\circ}\text{C}$ ):

- Prepare a container of iced water (at least 60% ice).
- Stir well and allow the mixture to stand for 5 minutes.
- Immerse the thermometer into the water and allow the reading to stabilise.
- Repeat several times.
- The reading should average  $0^{\circ}\text{C}$  or within  $\pm 1^{\circ}\text{C}$ . If the thermometer reads more than  $\pm 1^{\circ}\text{C}$  it must be recalibrated, serviced or replaced. Or if the discrepancy can be made clear on the equipment, it may be used but the user must adjust the reading by the discrepancy for each use.

**Boiling Water** (to check the accuracy of the temperature measuring devices at  $100^{\circ}\text{C}$ ):

- Boil some tap water, keeping it at a rolling boil.
- Immerse the thermometer into the water and allow the reading to stabilise.
- Repeat several times.
- The reading should average  $100^{\circ}\text{C}$  or within  $\pm 1^{\circ}\text{C}$ . If the thermometer reads more than  $\pm 1^{\circ}\text{C}$  it must be recalibrated, serviced or replaced. Or if the discrepancy can be made clear on the equipment, it may be used but the user must adjust the reading by the discrepancy for each use.
- Record the average readings for both methods on Record 7: Maintenance and calibration

Once a portable temperature measuring device has been calibrated it can be used to calibrate fixed devices:

- Place the portable temperature measuring device in a cool room or refrigerator overnight.
- Record and compare the portable temperature measuring device reading with cool room fixed thermometer reading in the morning.
- If the fixed temperature measuring device reads more than  $\pm 1^{\circ}\text{C}$  it may be recalibrated, serviced or replaced. Or if it can be made clear on the equipment the user must adjust the reading by the discrepancy then the device can continue to be used.

**Note:** Fixed temperature measuring devices (such as in a cool room etc) may be checked by service people when they conduct their regular service. As part of their report they will need to provide a written statement that affirms the temperature measuring device is accurate to  $\pm 1^{\circ}\text{C}$ .

### Animals (3.2.2 c24)

Live animals (pets) must be excluded from food handling areas.

### Pest control (3.2.2 c24)

A preventative approach to pest control is required.

The control of pests may be through:

- adherence to good food handling procedures, cleaning requirements and preventative controls such as screens on windows, electronic insect zappers, cockroach and mouse baits; or
- contracting a licensed pest control business.

Under either method it is important to record:

- any pest activity: when and where pests have been sighted;
- any action taken to eliminate pests; and
- details about baits: type, location, date placed, storage.

**If a licensed contractor provides pest control services, request the above information and a written report each visit. These records should be filed and available when audited. Further record keeping should not be required.**

If pest control is managed in-house, preventative measures may be documented on Record 7: Pest control. The pest control measures should be reviewed at least annually.

**Note:** Food Safety Standard 3.2.3 sets out requirements to ensure that the premises, fitting, fixtures and equipment:

## Premise and maintenance statement

### Maintenance and calibration

The centre will maintain the premises, fixtures, fittings and equipment in working order and a good state of repair.

The director or delegate will check that premises and equipment are well maintained during normal activities and when conducting in-house assessment.

The director or delegate will calibrate temperature measuring devices by: *(tick one)*

- conducting internal calibration: *(at least annually)*.....  
recording the results on: *(example Record 3)*..... or
- contracting a qualified business.

### Pest control

The centre will exclude pests and animals from the premises as much as reasonably possible by: *(tick one)*

- developing internal pest control procedures
- contracting a licensed pest controller.

Food handlers will record pest activity on: *(example Record 7)*.....  
and report the activity to the director.

Authorised by director ..... Date .....

## 7.5 System problems and resolutions

Problems and situations where the food safety system has failed should be recorded to demonstrate resolution and for review during the food safety program review (discussed in section 9).

The types of system problems that would be recorded are:

- process failure: for example, critical food safety equipment breakdown (for example, fridge), standard recipe fails to cook safe product, etc;
- unsafe/unsuitable product is produced: for example, violation of time/temperature controls, contamination by foreign object, etc; and
- customer complaint, illness potentially from food or an adverse reaction.

The centre may already have a procedure, or it may develop one, or adopt this simple procedure:

1. All food safety system problems will be referred to the director.
2. The director will complete details on Record 9: System problems and resolutions.
3. If required the director will begin an investigation, record findings and outcomes, and advise relevant stakeholders.

Record 9: System problems and resolutions will be reviewed during the food safety program review.

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### System problems and resolutions statement

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The centre will record problems and resolutions pertaining to food safety or the food safety program that may be valuable during the food safety review on: .....(example Record 9 and this record will be reviewed during the food safety program reviews.

Authorised by director .....Date.....

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## 7.6 In-house assessment

In-house assessment is used to confirm that the requirements of the food safety program are being followed by food handlers and records are being completed. Gathering and recording of proof confirms compliance with the food safety program.

Individual centres may determine the complexity and detail of in-house assessment. The easiest method is to conduct regular assessments.

**In-house assessments** can be developed and conducted in a number of ways. Choose an approach that will suit your facility. Keep it as simple and user friendly as possible.

Some approaches are:

- check all food safety requirements for a particular process; check a different process each week/month/quarter;
- check all food safety requirements for the entire food safety program at one time;
- check on essential food safety requirements more frequently than non-essential requirements, for example, the slicer is checked for cleanliness monthly, the ovens are checked for cleanliness 6-monthly;
- check only essential food safety requirements.

In preparing an internal assessment it is important to consider the hazard and how the control, support program or procedure aims to prevent, eliminate or reduce it to a safe level.

Record 10 provides a basic layout for an internal assessment. The example suggests some key areas that would be expected to be addressed but is not comprehensive. The director and cook, possibly with input from your food safety auditor, should develop a document and procedure that is centre specific. Remember to include the checks that you have agreed to complete (in the statement boxes) to confirm support programs are being adhered to, for example, checking that equipment is maintained, cleaning schedule is being followed etc.

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### In-house assessment statement

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The centre will confirm that the requirements of the food safety program are being followed by conducting an in-house assessment every: *(frequency for example, month/quarter)*.....

The director or delegate will conduct the in-house assessment and complete:

.....*(example record 10)*

and take remedial action if required.

Authorised by director .....Date.....

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## 8. Controls

### Background

Controls prevent, eliminate or reduce a food safety hazard to an acceptable level. The controls in this template are the application of the food handling fundamentals in section 6. This involves preventing, eliminating and reducing food safety hazards through time and temperature control of potentially hazardous foods, maintaining good food handler health and hygiene and following good food handling practices. Each process step has a control, monitoring, and corrective action and records. Some of the records are relevant for more than one control.

### Using the controls

The centre must identify and document controls, monitoring, corrective action and records. The template offers a format (control tables) and provides generic examples. The centre must assess these examples and amend if they are not appropriate or additional information is required. Information needs to be inserted in the monitoring part of the control tables. If amending the food safety program electronically then type this information in to the control tables. If writing the information into the food safety program use the area provided below each control.

**Controls:** The controls for each key activity describe the action taken to control food safety hazards. The centre must assess each of the generic controls in this template to determine if it is appropriate and make amendments or additions if required.

**Monitoring of controls:** Monitoring of controls is the regular checking that the control is effective. The centre is seeking evidence that the control is effectively preventing, eliminating or reducing a food safety hazard to an acceptable level. Monitoring has four components: what, when, who and how.

- **What:** The centre needs to determine 'what' it will monitor. For example the centre may monitor the temperature of cooked food, or the temperature of refrigeration units, or staff compliance with the food handling fundamentals, or the physical appearance of foods received. The template provides examples and these may be appropriate for the centre, or other methods of monitoring may be more suitable. The centre needs to assess the monitoring examples in the template to determine if they are appropriate. If amendments or additions are required enter this information into the appropriate control.
- **When:** The centre must determine 'when' and how often monitoring will be conducted. The template does not determine this, other than to say often enough for the centre to have confidence that the control is effective. This is because each centre varies and centres have different levels of risk tolerance. The centre must identify when and how often monitoring will be conducted and enter this information into the appropriate control.
- **Who:** The centre must identify 'who' will undertake the monitoring. Again this will vary depending on the centre. The centre must insert this information into the appropriate control.
- **How:** The centre needs to identify 'how' the monitoring will be conducted. The template provides some examples of how monitoring may be conducted. For example by measuring the temperature of a sample of food deliveries, or, by conducting internal assessment. The centre needs to assess the examples to determine if they are appropriate. If amendments or additions are required enter this information into the appropriate control.

**Corrective action:** If monitoring of a control identifies that a hazard is not under control then the centre must take action to ensure the situation is corrected. The template provides examples of corrective action. The centre needs to assess the examples to determine if they are appropriate. If amendments or additions are required enter this information into the appropriate control.

**Records:** The centre must keep evidence of the monitoring of control and corrective actions for auditing. It is valuable to link each control with relevant records keeping. The template provides examples of records.

## Specific information about some controls

### Receipt

The Food Safety Standards require potentially hazardous foods to be received **at 5°C or below** unless the supplier can demonstrate that the time and temperature will not adversely affect the microbiological safety of the food.

Although pasteurised milk and some pasteurised dairy products are considered potentially hazardous, it is not necessary to temperature check pasteurised dairy products that are hygienically sealed. These products will spoil before they become unsafe.

### Storage

Domestic fridges are best checked following quiet periods, for example, first thing in the morning. Readings during busy periods where the fridge is opened and closed regularly may not give a true indication of the average temperature. The temperature measuring device should be placed in a glass of water in the middle of a domestic fridge.

### Thawing

Thawing potentially hazardous foods in the fridge is generally accepted as the safest practice. However, there are occasions when potentially hazardous food needs to be thawed quickly. The Food Safety Standards do not prohibit the thawing of food outside of temperature control or in the microwave but care must be taken to ensure the time that these products are between 5°C and 60°C is limited. Frozen potentially hazardous foods that are thawed out of temperature control should be either cooked or consumed within 4 hours.

### Preparation

During preparation it is essential that basic food handling fundamentals (section 6) are followed. Sandwiches and salads containing potentially hazardous foods and other ready-to-eat potentially hazardous foods such as some cold sweets require careful handling and temperature control because there is no pathogen destroying cooking step.

### Cooking and reheating

Thorough cooking of potentially hazardous foods to 75°C or more destroys pathogens. Potentially hazardous cooked foods should be checked to ensure thorough cooking unless subjected to sustained boiling, simmering or steaming where the temperature would clearly exceed 75°C.

To check if potentially hazardous cooked foods are thoroughly cooked, temperature check the centre of the food or visually check by cutting open the food and inspecting (no pink).

Potentially hazardous foods that will be reheated and held hot must be reheated to 60°C to avoid pathogen growth.

### Cooling

While cooking destroys pathogens it does not destroy some pathogenic spores. The spores may germinate at temperatures between 5°C and 60°C and (during the germination process) produce a toxin. When the product is reheated to more than 60°C the newly germinated pathogen is destroyed but the toxin remains, potentially causing illness.

Potentially hazardous cooked foods that are cooled for later use must be cooled rapidly to ensure pathogenic spores do not germinate. To speed cooling, divide potentially hazardous hot foods into smaller portions (eg, cool in several containers) or stir occasionally during cooling. Hot foods that are to be cooled should not be placed in the fridge while steaming hot as this may increase the fridge temperatures. Centres should allow hot foods to cool out of the fridge until the steam dissipates or the temperature falls to 60°C, and then be placed in the fridge or cool room.

<b>8.1 Receipt (3.2.2 c5)</b>	<b>Potential hazards</b> (refer section 4) Microbiological, physical and chemical	Authorised by director ..... Date .....	
<b>Control</b>	<b>Monitoring of control</b>	<b>Corrective actions</b>	<b>Record</b>
<p>Assess food received to ensure only safe and suitable food is accepted (within the centre's control) by:</p> <ul style="list-style-type: none"> <li>• sensory checking all foods received</li> <li>• checking the temperature of a sample of potentially hazardous foods received.</li> </ul> <p>(Note: not required for retail purchases.)</p>	<p><b>What:</b> Monitor food deliveries to ensure:</p> <ul style="list-style-type: none"> <li>• packaging is undamaged and there's no signs of contamination</li> <li>• foods are within use-by dates</li> <li>• frozen food is received hard frozen</li> <li>• the temperature of a sample of deliveries of potentially hazardous foods to ensure they are at or below 5°C.</li> </ul> <p><b>When:</b> Depending on the business, but often enough to have confidence that food received is safe and suitable. Suggest: each day that potentially hazardous foods are delivered.</p> <p><b>Who:</b> Director or delegate.</p> <p><b>How:</b> By:</p> <ul style="list-style-type: none"> <li>• assessing all food deliveries as they are unpacked and recording on Record 2</li> <li>• measuring the temperature of a sample of potentially hazardous food and recording on Record 2.</li> </ul>	<p>The centre will:</p> <ul style="list-style-type: none"> <li>• reject and return foods to the supplier that:</li> <li>• are in damaged packaging and likely to be contaminated, or</li> <li>• have expired use-by dates, or</li> <li>• are potentially hazardous and are above 5°C, unless the supplier can demonstrate that food safety has not been adversely affected.</li> <li>• contact the supplier to advise that potentially hazardous foods must be delivered at 5°C or below</li> <li>• change suppliers if potentially hazardous foods are consistently delivered above 5°C.</li> </ul>	<p><b>Direct record</b></p> <p>Record 2: Food receipt or similar (eg, on purchase orders, receipts, invoices or other internal system).</p>

**Record the details of variations to the above controls or additional controls.**


<b>8.2 Storage (3.2.2 c6)</b>	<b>Potential hazards</b> (refer section 4) Microbiological, physical and chemical	Authorised by director..... Date .....	
<b>Control</b>	<b>Monitoring of control</b>	<b>Corrective actions</b>	<b>Record</b>
<p>Food is stored so that it does not become unsafe by:</p> <ul style="list-style-type: none"> <li>storing all food in clean, pest free areas</li> <li>storing potentially hazardous food under temperature control</li> <li>rotating all food stocks</li> </ul>	<p><b>What:</b> Monitor</p> <ul style="list-style-type: none"> <li>refrigerator units to ensure that food is stored at or below 5°C and freezers store food so that it is hard frozen</li> <li>food storage areas to ensure they are clean, free of pests and food stocks are rotated</li> </ul> <p><b>When:</b> Depending on the business but often enough to have confidence that food is stored safely, for example:</p> <ul style="list-style-type: none"> <li>refrigerator units: daily or similar</li> <li>storage areas and stock rotation: monthly or similar</li> </ul> <p><b>Who:</b> Director or delegate.</p> <p><b>How:</b> By:</p> <ul style="list-style-type: none"> <li>manually or electronically checking and recording the temperature of fridges and recording on Record 3</li> <li>conducting in-house assessment of food storage areas and recording on Record 10</li> </ul>	<p>If fridge temperature is above 5°C:</p> <ul style="list-style-type: none"> <li>Check the obvious: plugged in and turned on, thermostat gauge is set appropriately, door has been closed. Check again in 30 minutes. If not getting colder advise manager or call fridge maintenance person to repair.</li> <li>Assess the temperature of some food using temperature measuring device. If potentially hazardous food is above 5°C make an assessment of its safety: if in doubt, throw it out!</li> </ul> <p>If storage areas are not clean or there is pest activity discuss with staff and if necessary adjust cleaning schedule.</p>	<p><b>Direct records</b></p> <p>Record 3: Storage temperatures Record 10: In-house assessment</p> <p><b>Associated records</b></p> <p>Record 6: Cleaning and sanitising schedule Record 7: Pest control</p>

**Record the details of variations to the above controls or additional controls.**


<b>8.3 Thawing (3.2.2 c7)</b>	<b>Potential hazards</b> (refer section 4) Microbiological, physical and chemical	Authorised by director ..... Date .....	
<b>Control</b>	<b>Monitoring of controls</b>	<b>Corrective actions</b>	<b>Record</b>
<p>Potentially hazardous food is thawed so that it doesn't become unsafe by:</p> <ul style="list-style-type: none"> <li>• thawing under refrigeration</li> <li>• if thawed rapidly consumed or cooked within 4 hours of being removed from refrigeration</li> </ul>	<p><b>What:</b> Potentially hazardous foods thawed under refrigeration will be controlled by step 8.2 Storage. When other methods are used the food should be monitored to ensure that:</p> <ul style="list-style-type: none"> <li>• The time removed from temperature control and time food is cooked or consumed is under control</li> </ul> <p style="text-align: center;"><b>OR</b></p> <ul style="list-style-type: none"> <li>• That a standard process (i.e. documented process timings) that has been validated is used</li> </ul> <p><b>When:</b> Every time potentially hazardous food is thawed out of refrigeration.  <b>Who:</b> Director or delegate.  <b>How:</b> Recording times or the use of a validated standard process on Record 5.</p>	<p>Potentially hazardous food thawed out of temperature control and not cooked or consumed within 4 hours will be discarded.</p>	<p><b>Direct record</b> Record 5: Cooking and cooling</p> <p><b>Associated records</b> Record 3: Storage temperatures</p>

**Record the details of variations to the above controls or additional controls.**


<b>8.4 Preparation (3.2.2 c7)</b>	<b>Potential hazards</b> (refer section 4) Microbiological, physical and chemical	Authorised by director ..... Date .....	
<b>Control</b>	<b>Monitoring of controls</b>	<b>Corrective actions</b>	<b>Record</b>
<p>Ensure food does not become unsafe during preparation by adhering to food handling fundamentals with regard to:</p> <ul style="list-style-type: none"> <li>time and temperature control of potentially hazardous foods</li> <li>food handler health and hygiene</li> <li>good food handling practices</li> </ul>	<p><b>What:</b> Monitor adherence with the controls for:</p> <ul style="list-style-type: none"> <li>the time/temperature of potentially hazardous foods (fundamental 6.1)</li> <li>the health and hygiene policy (fundamental 6.2)</li> <li>good food handling practices (fundamental 6.3).</li> </ul> <p><b>When:</b> Depending on the business but often enough to have confidence that food is prepared safely. Suggest: Weekly.</p> <p><b>Who:</b> Director or delegate.</p> <p><b>How:</b> Recording times or the use of a standard process that has been validated on Record 5.</p>	<p>Discard any potentially hazardous food that has been between 5°C and 60°C for &gt; 4 hours and any food suspected of being unsafe.</p> <p>Discard food that may have been exposed to contamination through failure to follow good handling practices.</p> <p>Provide additional skills and knowledge for food handlers that are unclear about the food handling fundamentals.</p>	<p><b>Direct record</b></p> <p>Record 5: Cooking and cooling</p> <p><b>Associated records</b></p> <p>Record 6: Cleaning and sanitising schedule</p>

**Record the details of variations to the above controls or additional controls.**


<b>8.5 Cooking and reheating (3.2.2 c7)</b>	<b>Potential hazards</b> (refer section 4) Microbiological	Authorised by director ..... Date.....	
<b>Controls</b>	<b>Monitoring of controls</b>	<b>Corrective actions</b>	<b>Record</b>
<p>Eliminate pathogens by adequately cooking and reheating potentially hazardous food.</p> <p><b>Note:</b> foods that are boiled or steamed (eg, stews/casseroles, rice, soup, gravy etc), <b>or</b> are not potentially hazardous (eg, bread, scones, cakes, vegetables, stewed fruit, jelly) do not require checking.</p>	<p><b>What:</b> Monitor:</p> <ul style="list-style-type: none"> <li>the temperature to ensure it reaches 75°C or above, or centre physical appearance (no pink) of potentially hazardous cooked foods that do not undergo sustained boiling, simmering or steaming</li> <li>the temperature of reheated potentially hazardous food that will be held hot (60°C or above)</li> <li>the use of and adherence to recipes</li> </ul> <p><b>When:</b> Depending on the business but often enough to have confidence that:</p> <ul style="list-style-type: none"> <li>potentially hazardous foods are fully cooked</li> <li>reheated potentially hazardous foods to be held hot are reheated to 60°C or above. Suggest: Daily when potentially hazardous foods are cooked or re-heated</li> <li>recipes during in-house assessment</li> </ul> <p><b>Who:</b> Food handlers for temperature and visual checks. Director or delegate for recipes.</p> <p><b>How:</b> By:</p> <ul style="list-style-type: none"> <li>using a temperature measuring device or cutting open 2 or 3 units of a cooked food and recording on Record 5</li> <li>asking cook if the recipe was followed and is accurate during in-house assessment and recording on Record 10</li> </ul>	<p>If the temperature is not reached or the food is not cooked thoroughly then continue until thoroughly cooked and the safety of the food is assured.</p> <p>Discard product if it is not reheated to 60°C or above in 2 hours and review reheating procedures/equipment.</p> <p>If a standard recipe fails to deliver adequately cooked food check that equipment is operating correctly and/or review and re-test the recipe.</p>	<p><b>Direct records</b></p> <p>Standard recipes/ procedure for cooking potentially hazardous foods (if being used as a record).</p> <p>Record 5: Cooking and cooling.</p> <p>or</p> <p>Temperatures may be recorded on the recipe or menu, data logged, entered into PDA or other method as long as it can be filed for an auditor to review if required.</p> <p>Record 10: In-house assessment.</p>

**Record the details of variations to the above controls or additional controls.**


<b>8.6 Cooling (3.2.2 c7)</b>	<b>Potential hazards</b> (refer section 4) Microbiological, physical and chemical.	Authorised by director ..... Date .....	
<b>Controls</b>	<b>Monitoring of controls</b>	<b>Corrective actions</b>	<b>Record</b>
Cool potentially hazardous food (for use later) so that it does not become unsafe by cooling rapidly from: <ul style="list-style-type: none"> <li>• 60°C to 21°C within 2 hours, and</li> <li>• within a further 4 hours from 21°C to 5°C</li> </ul>	<p><b>What:</b> Monitor the temperature relative to time of potentially hazardous cooked foods being cooled for later use.</p> <p><b>When:</b> Depending on the business but often enough to have confidence that potentially hazardous food that is cooled for use later does not become unsafe. Suggest: Daily when potentially hazardous foods are cooled.</p> <p><b>Who:</b> Manager or delegate.</p> <p><b>How:</b> By using a temperature measuring device or data logger to assess the temperature after cooking. When the food is 60°C then note the time and return after 2 hours, record the temperature, and return again after a further 4 hours and record the temperature on Record 6. <b>Note:</b> once food is 60°C it should be refrigerated.</p>	<p>Discard potentially hazardous food that is not cooled within the cooling requirements.</p> <p>If food isn't cooling quickly enough then for future batches:</p> <ul style="list-style-type: none"> <li>• divide food into small portions: 2 or 3 containers</li> <li>• stir occasionally to assist heat to dissipate, for example, after one hour of cooling</li> </ul>	<p><b>Direct records</b></p> <p>Record 5: Cooking and cooling</p> <p>or</p> <p>Temperatures may be recorded on the recipe or menu, data logged, entered into PDA or other method as long as it can be filed for an auditor to review if required.</p>

**Record the details of variations to the above controls or additional controls.**


<b>8.7 Service and delivery (3.2.2 c7, c8 and c9)</b>	<b>Potential hazards</b> (refer section 4) Microbiological, physical and chemical.	Authorised by director ..... Date .....	
<b>Controls</b>	<b>Monitoring of controls</b>	<b>Corrective actions</b>	<b>Record</b>
<p>Ensure food does not become unsafe during service and delivery by adhering to food handling fundamentals with regard to:</p> <ul style="list-style-type: none"> <li>time and temperature control of potentially hazardous foods</li> <li>food handler health and hygiene</li> <li>good food handling practices</li> </ul>	<p><b>What:</b> Monitor:</p> <ul style="list-style-type: none"> <li>control for time/temperature of potentially hazardous foods is adhered to (fundamental 6.1)</li> <li>food handlers adhering to the health and hygiene policy (fundamental 6.2)</li> <li>good food handling practice is being followed (fundamental 6.3)</li> </ul> <p><b>When:</b> Depending on the business but often enough to have confidence that food does not become unsafe during service and delivery. Suggest: Daily when potentially hazardous foods are served and delivered.</p> <p><b>Who:</b> Director or delegate.</p> <p><b>How:</b> By recording the time/temperature of meals on an appropriate in-house record, or by using a standard process that has been validated.</p>	<p>Discard any potentially hazardous food that has been between 5°C and 60°C for &gt; 4 hours and any food suspected of being unsafe.</p> <p>Discard food that may have been exposed to contamination through failure to follow good handling practices.</p> <p>Provide additional skills and knowledge for food handlers who are unclear about food handling fundamentals.</p>	<p><b>Direct record</b></p> <p>Record 4: Food handler skills and knowledge</p> <p>Record: on an appropriate in-house record</p> <p><b>Associated records</b></p> <p>Record 10: In-house assessment</p>

**Record the details of variations to the above controls or additional controls.**


## 9. Food safety program review (3.2.1 c3)

The food safety program must be reviewed at least annually to ensure its adequacy. An adequate food safety program would cover the entire centre's food handling operations, incorporate any recent changes and would be effective. The business is ultimately responsible for the adequacy and effectiveness of the food safety program.

When conducting a review the centre should consider:

- the bigger picture: are there any processes, products or hazards that have been overlooked?
- any changes to food production processes or products;
- any changes to the Standards, industry practices or fundamental science that require adjustment to the food safety program;
- results of internal verification and external audit /inspection;
- system or end product non conformances;
- customer complaints.

This is about the completeness and adequacy of the food safety program, not compliance with the food safety program (the external auditor will assess compliance with both the food safety program and legislation).

Review of the food safety program may be recorded on Record 8.

## 10. External audit

The food safety program must be audited by a Department of Health approved food safety auditor who is independent of the business. The centre may choose an approved food safety auditor from the list that will be published on the SA Department of Health Food Safety website . The auditor provides a service to centres but does not have regulatory authority to enforce legislation or standards (unless the auditor is an environmental health officer). The local Council and the SA Department of Health retain regulatory authority. Food safety auditors do, however, have obligations under the Food Act 2001. Some of these are:

- to report in writing to Council or Department of Health the results of any regulatory audit within 21 days;
- to report as soon as possible, but within 24 hours, any serious or imminent risk to the safety of food intended for sale or significant unsuitability as soon as it comes to the auditor's attention;
- to carry out any necessary follow up action to check if action has been taken to remedy any deficiencies identified in an audit; and
- to determine audit frequency within the business's classification range.

The ability to determine audit frequency is intended to reward good audit performance with reduced audit frequency (and therefore less cost) and deter poor audit performance with increased audit frequency (greater cost).

The business must retain all audit reports for four years. They must be available upon request from a food safety auditor who audits the food safety program or from the local Council or Department of Health authorised officer (3.2.1 c4).

## 11. Records (3.2.1 c5)

The forms included in this template (and information within the forms) are examples. The standard requires that records demonstrate action taken, or compliance with, the food safety program. **You may use any method**, including other forms or variations of any of these or others, electronic logging, personal digital assistants, etc, **as long the records demonstrate action taken or compliance with** the food safety program and are available to your food safety auditor.

The **frequency of record keeping** will be determined by the business and be relative to the centre's potential food safety hazards. In general, records can be collected less frequently once some data is collected that demonstrates a pattern of compliance.

For example you may receive four packets of meat in the weekly delivery and you temperature check one packet and record it. If the results are satisfactory (i.e. below 5°C) for the first month you may choose to reduce your monitoring and only check every fourth delivery (monthly). If a delivery is unsatisfactory you may go back to every week until you have four successful results and then go back to monthly.

The key with record keeping is to:

- Keep records to a minimum; only record information that is required and will be useful;
- Use abbreviations or tick boxes: it's not necessary to write all details in full;
- Be creative: develop recording methods as part of your current food operations or on existing documentation (for example, record receiving temperatures on purchase orders or invoices, or cooking temperatures on the weekly menu);
- Make it clear and easy for the recorder (talk to food handlers about what works for them);
- Develop processes to ensure completed records are collected, reviewed and filed ready for audit in a timely manner, and ensure replacement forms are readily and immediately available; and
- Avoid recording the obvious.

Remember records must demonstrate compliance with your food safety program and be available to your food safety auditor.



## Record 2: Food receipt

**Procedure:** the centre record will check a sample of food deliveries:

- Potentially hazardous foods will be checked to see if the temperature is at 5°C or below but may be accepted up to 8°C (supplier will be contacted).
- Frozen goods will be checked to see if they are received hard frozen.
- Non-potentially hazardous foods (dry goods, fruit and vegetables etc) will be checked for signs of contamination, damaged packaging or expired dates.

**Not required for retail purchases**

Date	Supplier and type of goods	Checks (tick: visual and ok)	Corrective action / comment (if required)	Received by
	eg BC – meat	Mince: 7°C Chicken thigh: 4°C	Mince accepted but contacted supplier to advise needs to be below 5°C in future. Supplier advised that it had been minced that morning due to operational requirements, and that they would ensure that future deliveries were received at the correct temperature. Refrigerated immediately.	WL
	eg SG – F and V	✓		WL

Reviewed by director .....Date:.....

**Record 3: Storage temperatures and calibration**

**Storage procedure:** check the fridge temperature each day and record. If above 5°C check again in 30 minutes. If not getting colder move potentially hazardous food to another fridge (or put into freezer if still cold) and advise director.

Month .....	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Fridge 1	5°	9°	5°																												
Fridge 2	3°	3°	3°																												
Check by	CK	CK	CK																												
Corrective Action:	2/XX - Fridge 1: 9°C checked again after 30 minutes still 9°C, moved milk and cheese to other fridge, advised director and cook, maintenance person to fix. BP																														

**Calibration procedure:** The temperature probe and fridge gauge will be calibrated in January and July using the ice method. (section 7.4)

Equipment	Details	By
eg temperature probe Fridge temperature gauge	Probe accurate. checked using ice method July XX Fridge gauge inaccurate up by 2°C: noted on front of gauge to adjust measurement up by 2°C. Will be replaced.	TP

Reviewed by director .....Date.....





## Record 5b: Cooking and cooling (example 2: recording on a menu)

### Procedure:

- Temperature check or visually check hamburgers and rissoles, homemade sausage rolls, rolled roasts, poultry with seasoning, and similar products are fully cooked before serving.
- Check that potentially hazardous cooked foods are cooled rapidly.

Foods that are boiled or steamed (stews/casseroles, rice, soup, gravy etc), or are not potentially hazardous (bread, scones, cakes, vegetables, stewed fruit, jelly etc) do not require checking.

### Check: (tick: visual and ok)

		MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<b>Week 1</b>	Lunch  Afternoon tea	Rissoles and gravy - checked colour of three OK  Fruit bread	Italian baked macaroni  Sandwiches	Broccoli quiche and French sticks  <i>Pre-cooked roast lamb Core temp 77° C</i>  Banana cake	Rolled roast lamb  <i>Reheated 65° C</i>  Muesli biscuits	Chicken pie  Apple cake
<b>Week 2</b>	Lunch  Afternoon tea	Beef pasta bake  Apricot rock cakes	Tuna and corn mornay + wholemeal toast  Butter oat snaps	Toasted sandwiches  Savoury platter	Egg and bacon slice + salad sticks  Sultana muffins	Baked potatoes + various toppings  Crunchy oat biscuits
<b>Week 3</b>	Lunch  Afternoon tea	Meatloaf - checked colour in centre OK  Pikelets	Zucchini slice  Banana cake	Tuna and pasta bake  Apricot date bars	Chow mien  Honey biscuits	Spaghetti Bolognese  Savoury puff twists
<b>Week 4</b>	Lunch  Afternoon tea	Tuna and corn mornay, French sticks  Custard tea cake	Homemade sausage rolls  <i>Checked 3 - not cooked – extra 15 minutes -✓</i>  Cheesy bran muffins	Roast chicken and stuffing  <i>80° C - BP</i>  Apple cake	Macaroni and ham salad  Fruit bread	Mixed sandwiches + oranges  Dip, crackers and steamed veg sticks

Reviewed by director .....Date.....

**Record 6a: Cleaning and sanitising schedule (example 1: weekly record)**

**Procedure:** food handlers are to complete tasks as scheduled and if unable to complete a scheduled task advise the director. These tasks are essential to maintain food safety and should be completed as scheduled.

**Week beginning Monday .....**

Task	Who	Completed: tick or initial (optional)				
		M	T	W	T	F
<b>Daily or after use</b>						
Clean food preparation benches and sanitise identified benches (priority).	Cook					
Clean and sanitise cutting boards (priority).	Cook					
Clean and sanitise meat slicer (priority).	Cook					
Mop kitchen floor.	Afternoon Shift					
Clean and sanitise food preparation sink (priority).	Cook					
Clean hand basin.	Afternoon Shift					
<b>Weekly</b>						
Clean fridge(s) / cool rooms.	Cook					
Clean walls and shelves.	Afternoon Shift					
Sweep dry store area.	Afternoon Shift					
Clean kitchen rubbish bins.	Afternoon Shift					
<b>Monthly</b>						
Clean cupboards.	Cook					
Clean stove / oven.	Cook					

Reviewed by director ..... Date.....

**Record 6b: Cleaning and sanitising schedule (example 2: monthly record)**

**Procedure:** food handlers are to complete tasks as scheduled and if unable to complete a scheduled task advise the director. These tasks are essential to maintain food safety and should be completed as scheduled.

**Week beginning Monday** .....

Task	Who	Tick or initial when completed (optional)																				
		M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	
<b>Daily or after use</b>																						
Clean and sanitise food preparation benches.	Cook																					
Clean and sanitise cutting boards.	Cook																					
Clean and sanitise meat slicer.	Cook																					
Mop kitchen floor.	Shift 1																					
Clean and sanitise food preparation sink(s).	Cook																					
Clean hand basin.	Shift 1																					
<b>Weekly</b>																						
Clean fridge(s) / cool rooms.	Cook																					
Clean walls / shelving / dry store area.	Shift 2																					
Clean kitchen rubbish bins.	Shift 2																					
<b>Monthly</b>																						
Clean cupboards.	Cook																					
Clean stove / oven.	Cook																					

Reviewed by director .....Date.....

## Record 7: Pest control

### Activities to prevent pests

**Procedure:** record routine activities undertaken to prevent pests.

Action	Frequency	By
Place cockroach baits behind dishwasher and in dry store.	Replaced every 8 weeks	TN
Follow cleaning and sanitising schedule.	Ongoing	TN

### Pest activity

**Procedure:** record any pest activity and the action taken

Date	Pest activity	Action and result	By
	Mouse seen in dry store	Placed mouse baits in dry store <b>or</b> contact pest controller. Checked dry goods for damage and harbourage. Checked that all opened food in sealed containers. Organised additional clean in dry store. Mouse not seen again.	TN
	Cockroach in kitchen cupboard	Sprayed with insect spray and removed. Replaced cockroach baits. Organised clean of cupboard.	TN

Reviewed by director ..... Date.....

## Record 8: Review of food safety program

**Procedure:** review the food safety program at least annually by assessing and making any necessary adjustments.

Tick as reviewed

- the accuracy of the flow chart
- internal assessment results
- the problems and resolutions records
- external audit results
- .....

**Review date** .....

Findings	Action	By
For example, review identified regular problem with pests. The centre has decided to contract an approved pest controller.	This was noted in section 7.4.	AH
For example, change in the business has resulted in more foods being cooked, cooled and reheated. There was no record of cooling temps. External auditor advised the cook that she should check cooling temperatures more often unless the standard procedure has been validated	The cook will increase the frequency of checks to give assurance that the safety of the food is not compromised	AH

Reviewed by director ..... Date.....

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## Record 9: System problems and resolutions

**Procedure:** record any problems and resolution that impact on food safety or the food safety program.

Date	Problem	Investigation and resolution	By
	For example, standard recipe for cooking sausage rolls did not result in them being fully cooked.	Discussed with cook. Tested the standard recipe and increased cooking time by 15 minutes.	TN
	For example, child reported sick by parent with food implicated.	Advised parent to take child to the doctor. Advised Council health officer of the concerns. Discussed meal with cook to ensure meal was adequately cooked and cooked had not been sick. Checked illness records: no other children or staff that consumed food that day reported ill. Advised parent of investigation and no conclusive finding.	TN
	For example, regular sightings of cockroaches in the kitchen.	Replaced cockroach baits at 4 weeks rather than 8 weeks and will monitor activity.	TN

Reviewed by director ..... Date .....

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## Record 10: In-house assessment

**Note:** this is an example only and is not comprehensive. Facilities must develop an assessment schedule that is specific to the requirements of the organisation.

**Procedure:** assess that the controls, support programs and fundamentals are effective and being complied with through observation, document review, process walk-through and trace-back, equipment and product inspection, discussion with food handlers, and any other appropriate method.

**Assessment date:**.....

**Conducted by:**.....

Area	Yes/no	Observations/Comments	Follow up (tick)
<b>Purchasing and donations</b>			
Food is not purchased from non-commercial suppliers?			
Food identified as unsafe for children under five is not purchased (unless it will be cooked)?			
Food purchased from retail businesses is protected from contamination during transport?			
Potentially hazardous foods is not received from parents or donated (unless assessed as safe)?			
<b>Receiving</b>			
Are products received in compliance with receiving controls in section 8.1?			
Are temperatures of potentially hazardous foods recorded as required by section 8.1?			
Is corrective action taken if temperatures are between 5°C and 60°C.?			
<b>Storage</b>			
Are fridge temperature checks recorded as required by control 8.2?			
Are dry storage areas clean and stock rotated?			
Are chemicals stored away from food?			
Is food stored off the floor?			
<b>Thawing</b>			
Is thawing conducted in compliance with the thawing controls in control 8.3?			

<b>Preparation</b>			
Are food handlers minimising the temperature and time that potentially hazardous food is at room temperature?			
Are food handlers following the food handler personal hygiene policy? <ul style="list-style-type: none"> <li>• short finger nails</li> <li>• clean clothes and aprons</li> <li>• cuts covered</li> <li>• hair tied back.</li> </ul>			
Are food handlers following good food handling practices: <ul style="list-style-type: none"> <li>• cover food that is stored</li> <li>• separating raw and cooked food</li> <li>• cleaning equipment between preparing raw and cooked foods or changing equipment</li> <li>• washing hands between handling and preparing raw and cook foods?</li> </ul>			
<b>Cooking/reheating</b>			
Are recipes written, accurate and being followed?			
Are food items listed in control 8.5 checked to ensure they are adequately cooked?			
Is food reheated rapidly (< 2 hours)?			
<b>Cooling</b>			
Are procedures for cooling potentially hazardous foods being followed?			
Do the cooling procedures result in compliance with Control 8.6 (cooled from 60°C to 21°C within 2 hours; and 21°C to 5°C in the next 4 hours)?			
<b>Service and delivery</b>			
Are food handlers following good food handling practices: <ul style="list-style-type: none"> <li>• using equipment that is in a clean and sanitary condition</li> <li>• serving with utensils</li> <li>• not eating over food preparation areas or food that will be served?</li> </ul>			

<b>Cleaning and sanitation</b>			
Are food contact surfaces cleaned and sanitised per the cleaning schedule?			
Food handlers are aware of, and following, the cleaning schedule?			
<b>Premises and equipment</b>			
Are pests absent?			
Are staff recording pest activity identified in food handling areas?			
Equipment maintained and in good working order?			
Are the premises, fixtures, fittings in food areas in a good state of repair?			
Have temperature measuring devices been calibrated?			
<b>Health and hygiene of food handlers</b>			
Are food handlers aware of their legal obligations if sick?			
Are sick food handlers excluded from preparing food?			

**Number satisfactory ...../30**

**Number to follow up...../30**

**Summary of in-house assessment**

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Reviewed by director ..... Date .....

## 12. Appendices

### 12.1 Food poisoning bacteria

The contamination of food with food poisoning and toxin producing pathogens, and subsequent growth of these pathogens is the primary food safety hazard. Understanding more about key microbiological pathogens will assist you to develop appropriate controls.

<b>Salmonella</b>	
What is it?	A bacterial infection of the bowel.
Where is it?	It occurs naturally in the gut of animals and may be present in foods of animal origin, especially unpasteurised milk, raw meat and poultry and dirty or cracked eggs.
Where does it grow?	It has the potential to grow on any potentially hazardous food or surface that has been contaminated. It grows very slowly below 10 °C and is almost dormant below 5°C, and it is destroyed at temperatures above 75°C.
How is it spread?	Contamination commonly occurs when a food handler transfers bacteria from raw poultry or meat to food that won't be cooked, such as salad vegetables, through hand contact or failure to properly clean and sanitise equipment such as chopping boards or knives. Undercooked poultry and meat, especially mince and sausages, can also result in the ingestion of live Salmonella. Persons who are suffering diarrhoea caused by the bacteria are a further important source of contamination. Huge numbers of the bacteria can be excreted and even careful hand washing may not remove them all; low numbers can be infective.
How long to incubate?	Incubation time is typically 12 to 36 hours but can range from 6 to 72 hours.
Who is at risk?	All ages are susceptible but symptoms are most severe in the elderly, infants, and those with deficient immune systems.
What are the symptoms?	Diarrhoea, fever, headache, nausea, vomiting and abdominal cramps.
How is it managed?	<ul style="list-style-type: none"> <li>• Good food handling and hand washing practices especially where raw animal products are handled.</li> <li>• Thorough cooking of poultry and minced beef products.</li> <li>• Only purchase clean, uncracked eggs from a reputable supplier and store them at a cool temperature (less than 15°C) or in the fridge.</li> <li>• Exclude infected food handlers and take extra care on return to work.</li> </ul>

<b>Campylobacter</b>	
What is it?	A bacterial infection of the bowel.
Where is it?	It is most frequently associated with consumption or handling of raw or undercooked poultry. Also acquired from unpasteurised milk, contaminated water or handling/contact with infected animals and their faeces.
Where does it grow?	It doesn't grow in food but is transferred through cross contamination from raw poultry and meats to other foods.
How is it spread?	Cross contamination of ready-to-eat food from cutting boards, knives and handling of raw poultry and meats. Very small numbers can cause illness in humans (eg,

	one drop of juice from a raw chicken).
How long to incubate?	It usually incubates in 2 to 5 days but can range from 1 to 10 days.
Who is at risk?	All ages are susceptible but symptoms are most severe in infants, young adults, the elderly and those with deficient immune systems.
What are the symptoms?	Diarrhoea (sometimes bloody), fever and abdominal cramps. Vomiting is not common.
How is it managed?	Thorough cooking of raw poultry products. Avoid cross contamination especially if handling raw poultry or meat by sanitising cutting boards and knives, and following good food handling practices, personal hygiene and hand washing. Exclude infected food handlers and on return to work take extra care with hand washing and personal hygiene.

<b>Listeria</b>	
What is it?	A bacterial infection that is rare but serious.
Where is it?	It is a naturally occurring pathogen that has been isolated in healthy animals and humans, soil and vegetation.
Where does it grow?	It can grow at very low temperatures (1°C), can survive freezing, is resistant to high salt levels and can grow in modified atmosphere and vacuum-packed products. Foods that support the growth of Listeria include cold meats and chicken, pre-prepared and pre-packaged salads, chilled seafood, soft and surface ripened cheese, pate, ice cream and unpasteurised dairy products.
How is it spread?	Infection usually results from eating contaminated food.
How long to incubate?	Varies from 3 to 70 days
Who is at risk?	Newborn babies, the elderly, those with deficient or suppressed immune systems and pregnant women.
What are the symptoms?	Diarrhoea (sometimes bloody), fever and abdominal cramps. Vomiting is not common.
How is it managed?	For the general population follow the food handling fundamentals in section 6: <ul style="list-style-type: none"> <li>• Store potentially hazardous foods and high-risk Listeria foods at 5°C or less.</li> <li>• Avoid cross contamination by following good food handling practices, personal hygiene and hand washing.</li> <li>• Exclude infected food handlers.</li> </ul> For at risk groups high-risk Listeria foods: <ul style="list-style-type: none"> <li>• that are an important part of a healthy diet such as raw fruit and vegetables and cold meats and chicken require extra care. Thoroughly wash fruit and vegetables that will be eaten raw, use cold meats and chicken that has been cooked during production and consume it within 24 hours of cooking or opening the packaging.</li> <li>• that aren't an important part of a healthy diet, such as soft and surface ripened cheeses, pate, soft serve ice cream, chilled seafood and unpasteurised dairy products should be avoided.</li> </ul> Where a doctor has advised that a person is very high Listeria risk all high-risk Listeria foods should be avoided.

<b>E coli</b>	
What is it?	A bacteria commonly found in the intestinal tract of healthy people and animals. Most strains are harmless but some are highly infectious and may cause severe disease by releasing a toxin (shiga toxin) although this is rare.
Where is it?	Cattle and sheep are considered the main source but any food exposed to faecal contamination may harbour the bacteria.
Where does it grow?	Grows best at body temperature. Very small infective doses (as low as 10 cells) can cause illness. Foods implicated in E coli infections include undercooked mince, uncooked meat products such as mettwurst, vegetables especially if consumed raw, and unpasteurised milk.
How is it spread?	Infection usually results from eating contaminated food. Can be spread by person to person through diarrheal stools and poor hygiene.
How long to incubate?	Varies from 3 to 8 days but can be longer.
Who is at risk?	All ages are susceptible but consequences are more serious in children
What are the symptoms?	Severe diarrhoea often with blood. Approx 5% of cases can result in kidney failure and damage to other organs.
How is it managed?	<ul style="list-style-type: none"> <li>• Cook or pasteurise all animal products (meat and dairy).</li> <li>• Wash fruits and vegetables if to be consumed raw.</li> <li>• Avoid cross contamination by following good food handling practice, personal hygiene and hand washing.</li> <li>• Cook all minced beef and hamburger thoroughly.</li> <li>• Store potentially hazardous foods at 5°C or less.</li> <li>• Exclude infected food handlers.</li> </ul>

<b>Staphylococcus Aureus</b>	
What is it?	A bacterium that is mainly associated with the nasal passage, throat and skin of people.
Where is it?	About half the population carry these bacteria. While it is readily killed by proper cooking it produces a toxin that is very tough and will survive most cooking practices.
Where does it grow?	It has the potential to grow on most potentially hazardous foods. Fortunately it needs quite high temperatures for growth and toxin production (>10 °C) and large numbers to produce enough toxin to cause illness.
How is it spread?	The main means of contamination is from the hands of carriers or wounds on the skin.
How long to incubate?	Doesn't incubate because the toxin, not the bacteria, causes the illness. Illness usually follows 2 to 4 hours after consumption of toxin-containing food.
Who is at risk?	All ages are susceptible but symptoms are most severe in infants, young adults, the elderly and those with deficient immune systems.
What are the symptoms?	Vomiting that can be accompanied by diarrhoea.
How is it managed?	Good personal hygiene and ensuring temperature control of potentially hazardous foods.

Spore forming pathogens	<b>Bacillus cereus</b> <b>Clostridium perfringens</b>
What is it?	Pathogenic organisms that can produce food poisoning toxins.
Where is it?	Spore forming organisms are widely distributed in the environment and frequently occur in the intestines of humans and animals. They can produce heat resistant spores that can release a food poisoning toxin into the food.
Where does it grow?	Grows best at body temperature although some strains of bacillus cereus can grow slowly at refrigerated temperatures. A wide variety of foods have been implicated. Cooked rice, pasta and other starchy foods are commonly associated with food poisoning from toxin release. Other ideal foods include meats, milk and cheese, vegetables, cooked fish, sauces, puddings, soups, casseroles, pastries and salads. Food that is cooked and cooled inadequately.
How is it spread?	Infection usually results from eating contaminated food. When a product is cooked (> 60°C) the organism is destroyed but the spores remain. If the product remains at ambient temperatures the spores can germinate, grow and through this process produce a toxin. When the product is reheated the organism is again destroyed but the toxin remains, potentially causing illness. Fortunately large numbers of the bacteria are needed to produce enough toxin to cause illness.
How long to incubate?	Doesn't incubate because the toxin not the bacteria causes the illness: <ul style="list-style-type: none"> <li>• <i>B. cereus</i>: usually rapid onset 1 to 5 hours but can be up to 15 hours</li> <li>• <i>C. perfringens</i>: usually 6 to 15 hours.</li> </ul>
Who is at risk?	All ages are susceptible but symptoms are most severe in infants, young adults, the elderly and those with deficient immune systems.
What are the symptoms?	<ul style="list-style-type: none"> <li>• <i>B. cereus</i> toxin: acute nausea and vomiting.</li> <li>• <i>C. perfringens</i>: watery diarrhoea, abdominal cramps and pain.</li> </ul>
How is it managed?	<ul style="list-style-type: none"> <li>• Cool and reheat potentially hazardous foods rapidly.</li> <li>• Avoid cross contamination by following good food handling practice, personal hygiene and hand washing.</li> <li>• Store foods that harbour or support the growth of spore-formers at 5°C or less.</li> <li>• Do not store pre-cooked foods under temperature control for long periods.</li> </ul>

## 12.2 Food recall (3.2.2 c12)

Businesses that sell food that is produced on site to other food businesses that will on-sell the food are required to have a **mandatory** food recall system that is documented and ensures the recall of unsafe food that has been distributed. Businesses required to develop a food recall system should refer to the Department of Health Food Industry Bulletin No 3/03 titled *Food recall plan for small business* and the FSANZ *Guide for writing a food recall plan and conducting a food recall* (both available on the respective web sites).

Centres may receive food recall notifications from food manufacturers, wholesalers and importers or identify relevant recalls in the media.

Centres may have a simple procedure for managing recall notifications.

### **Example**

When a food recall is received or identified the manager will check if this product is stocked (for example, check product, batch number, use by date, etc). If:

- if not stocked, this will be noted on the recall notice and filed; or
- if stocked, the product will be withdrawn from use and quarantined for return or disposal. This will be noted on the recall notice and filed.

## 12.3 Glossary

### **Approved food safety auditor**

An auditor approved by the SA Department of Health or equivalent interstate body to audit food safety programs.

### **Calibration**

Calibration is the process of checking that measuring equipment is working effectively and correcting/adjusting the equipment if it is not doing so. For a thermometer, it is making sure that it is measuring temperatures accurately (within +/- 1 °C).

### **Clean**

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

### **Contamination**

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

### **Control**

Any method that prevents, eliminates or reduces a hazard to an acceptable level.

### **Corrective actions**

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

### **Food handler**

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

### **Food safety program**

A written document that systematically identifies food safety hazards, controls, means of monitoring controls and corrective actions. Records demonstrate program compliance.

### **Handling of food**

This refers to receiving, storing, transporting, thawing, preparing, cooking, reheating, packing, cooling, and serving food.

### **Hazard Analysis Critical Control Point (HACCP)**

HACCP is a system for managing hazards and is the basis for Standard 3.2.1 Food Safety Programs.

### **Hazards**

A substance or foreign agent that has the potential to cause food to be unsafe, i.e., it can cause illness or injury. Hazards are classified as biological, chemical and physical.

### **Micro-organism**

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

### **Monitoring**

A planned series of observations, and measurements of process controls implemented to ensure effectiveness.

### **Pathogen**

An agent that causes disease, especially a living micro-organism such as a bacterium or virus.

**Potentially hazardous foods**

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

**Process Validation**

Obtaining documented evidence that demonstrates that a specific process will consistently provide safe food. (e.g. published scientific findings or in-house trials)

**Ready-to-eat food**

Food that is ready for consumption and will not undergo further processing.

**Review**

The process of examining the food safety program to ensure its adequacy. The review focuses on the ability of the program to control the business's food safety program, not food handler compliance with the program.

**Sanitise**

The process of destroying disease producing micro-organisms or reducing them to a safe level.

**Toxins**

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

**Verification**

Gather evidence to prove that the requirements of the food safety program are being fulfilled (e.g. reviewing of records or internal assessment)

## 12.4 What to do if you suspect food poisoning

If you believe the centre's food service or a particular food served by the centre may be responsible for causing food poisoning:

- Advise people displaying symptoms to seek medical advice. Faecal samples may assist with an investigation;
- Contact your local Council environmental health officer or the SA Department of Health, Environmental Health Service, Food Policy and Programs Branch; and
- Keep suspect food wrapped in the fridge (preferably not the freezer) and retain any packaging or containers as it may assist an investigation.