



New & Prospective Food Business Handbook

*Assisting new and prospective retail food business owners
to achieve positive food safety outcomes*

August 2022

INTRODUCTION

Wollondilly Shire Council is committed to promoting good food safety practices in order to support small businesses and protect the health of our community and visitors.

Setting up a new food business whilst navigating food safety requirements and regulations can be challenging as there is a lot of information that a new or prospective food business owner will need to consider. The purpose of this document is to assist small food business owners in the early stages of business (including before starting to trade, when looking to purchase a food business and premises, and when commencing operations) to understand what the food safety legislative requirements are, and how to comply, as well as providing best practice recommendations.

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A number of templates have been provided at the back of the document to assist in business operations.

Advice contained in this document is of general nature only. For specific advice relating to individual business operations, individuals are strongly encouraged to contact Council's Environmental Health Officers for assistance.

FOOD SAFETY LEGISLATION & HOW TO COMPLY

What are the standards for Food Safety?

In New South Wales, all food businesses are required to comply with the Food Act 2003 and Australian Food Standards Code (FSC), which are the requirements, or laws that underpin food safety practices and processes for businesses making and selling food for sale. In the Food Safety Standards, the following is addressed:

- FSC 3.2.2 Food Safety Practices and General Requirements, which include:
 - Interpretation and application
 - general requirements for notification and skills and knowledge and food handling controls
 - health and hygiene requirements for food handlers and for the food business
 - cleaning, sanitising and maintenance
 - as well as miscellaneous items (including, but not limited to pest management)
- FSC 3.2.3 Food Premises and Equipment, which include:
 - Design and construction
 - floors, walls, and ceiling
 - fixtures, fittings and equipment,
 - as well as miscellaneous items (including, but not limited to storage and toilet facilities)

Although the Australian Food Standards Code considers design and construction of a food premises, it also refers to Standards Australia's publishing of *Australian Standard 4674-2004 Design, Construction and Fit-Out of Food Premises*. This Standard will be referred to in other sections of this document as appropriate fit out provides for the foundation of good food safety practice.

- The Food Act 2003 provides for the application of the Food Standards Code in New South Wales; it also specifies the requirement to notify a food business with Council as well as Food Safety Supervisor requirements.

Food Business Notification

Food businesses that sell food for retail sale are required to notify their business information in writing to Wollondilly Shire Council. Notification must be made prior to commencing business trade. Council has an online notification form to assist with this process which can be found at the below web address, alternatively new and prospective food business owners can contact Council's customer service for a copy of the form.

Food Notification Online form: <https://www.wollondilly.nsw.gov.au/business/health-and-regulatory-services/food-safety/food-business-notification/>

Food Safety Supervisor (FSS)

A Food Safety Supervisor (FSS) is a person who has completed a NSW Food Authority approved Food Safety Supervisor course in New South Wales. The course provides training in food safety for food handlers, and ensures that at least one person in the business has adequate food safety knowledge. To become an FSS, a person must gain specific units of competency under the national Vocational Education Training system, and obtain a valid certificate from the registered training organisation. Certificates are valid for 5 years, and recertification training must be carried out prior to expiry.

The Food Act 2003 requires a FSS to be **appointed prior to conducting business**, and the certificate must be kept on the premises and made available for inspection upon the request of an Authorised Officer (Environmental Health Officer).

Who needs to obtain a FSS Certificate?

At least one trained Food Safety Supervisor must be appointed for a business and is required for the following circumstances:

- Any food business that prepare and sell food that is:
 - Ready to eat
 - Potentially hazardous (ie. needs temperature control)
 - NOT sold and served in the suppliers original packaging

Types of premises that require an FSS will include, but are not limited to restaurants, cafés, takeaway shops, food trucks, bakeries, caterers, pubs, clubs, hotels and supermarkets that have a deli, hot food sales and/or cut up fruit.

Approved training providers can be found at the following web address:

<https://www.foodauthority.nsw.gov.au/retail/fss-food-safety-supervisors/training-organisations>

TYPES OF FOOD PREMISES - Planning & Building Approval (permanently operating)

Fixed premises, mobile food vending vehicle (food truck), home food business – Selecting the type of food business to operate may seem an easy task, though careful consideration should be taken to research the market and understand limitations.

If a prospective food business owner is looking to start up a new, take over or make changes to an existing food business, they will need to consider Council planning and building approval as well as appropriateness for the type of food the business intends to sell. The purpose of planning approvals is also to ensure that the premises is able to be operated in an environmentally satisfactory manner. Not having the right approval or not having any approval can create difficulties affecting the way a business would like to operate, limiting opportunities and overall ability to comply with various legislation.

The following information relates to fixed, mobile and home food business types and their basic planning and building considerations any new or prospective food business owner will need to think about. More information regarding appropriateness of a food premises can be found under the **'FOOD PREMISES FIT-OUT'** section of this document.

Fixed Food Premises

Operating a fixed food premises (retail shop front) considerations:

1. Does this premises (shop) have an appropriate approval for the function of the new business and use? (ie. as a food and drink premises, function centre etc)
2. Is the approval appropriate? (consider hours of operation, liquor licensing, etc)
3. Will there need to be substantial improvements or renovations to the premises?

Where substantial renovations to the premises (ie. changing the layout to provide new areas such as a new coffee bar/café section at the front of the premises, which include plumbing works and where the main cooking area is at the rear of the premises) are required, prospective business owners will be required to lodge a development application (DA). It is important to keep in mind that lodging a DA may also trigger the need for certain other requirements such as disability access (if there is none already) or carparking – where it is required by planning legislation.



Wollondilly Shire Council offers a free duty planner service to assist with providing preliminary advice on planning related enquiries. Appointments are limited to 15-minutes, and are available over the telephone or in person at the Council administration building located in Picton. Seeking advice from Council's duty planner is strongly recommended in initial stages of planning for a food business. TO BOOK head to: <https://dutyroster.wollondilly.nsw.gov.au/>

Mobile Food Vending Vehicle

In most cases, planning approval is not required for the operation of a mobile food vending vehicle business. However, the following will need to be considered:

1. Where a mobile food vending vehicle can legally trade (ie. on public and/or Council land or private land)
2. Land owner permission (this must be in writing)
3. Permission from Transport for NSW (Roads and Maritime Services) for trade on roadside rest stops
4. Home jurisdiction rule – if a mobile food vending vehicle is garaged in the Wollondilly Local Government Area, the business owner will need to notify Wollondilly Shire Council prior to trading.

For more information specific to operating a mobile food vending vehicle in the Wollondilly, please see the Wollondilly Shire Council website to access the 'Fact Sheet – Operating a mobile food vehicle in Wollondilly Shire'.

Home Food Business

Planning approval is required for operating a home food business in the Wollondilly Shire local government area. It is a good idea to check with Council to see whether a property already has any planning approval for a home-based food business obtained in the past. Home food businesses are treated the same to other food business types in that the same food safety requirements apply. To operate a home-based food business, prospective business owners will need to consider:

1. Obtaining development approval (this may be in the form of a Complying Development Consent (if applicable) or a Development Application)
2. Understand that a home food business shall not produce more than 10kg quantity of food for sale per week from the domestic kitchen (equivalent to forty 250g serves)
3. Understand that the domestic kitchen shall not be used for domestic purposes during preparation of food for sale
4. Does the domestic kitchen have adequate space and facilities available for the carrying out of all activities and can facilitate separation to home activities (and sources of contamination to food such as pets and children)?

For more information specific to operating a home food business in the Wollondilly, please see the Wollondilly Shire Council website to access the 'Fact Sheet – Home Based Food Business'.

FOOD PREMISES FIT-OUT

Once a food business owner (or prospective owner) has decided on the type of food premises they would like to trade from (fixed, mobile or home based), and perhaps reached out to Council for information regarding planning and building approvals, they should consider whether the design, construction and fit-out of the premises they are interested in is appropriate to meet the Food Safety Standards.

The FSC 3.2.3, Clause 3 states:

“The design and construction of food premises must –

- (a) be appropriate for the activities for which the premises are used;*
- (b) provide adequate space for the activities to be conducted on the food premises and for the fixtures, fittings and equipment used for those activities;*
- (c) permit the food premises to be effectively cleaned and, if necessary, sanitised; and*
- (d) to the extent that is practicable –*
 - (i) exclude dirt, dust, fumes, smoke, and other contaminants;*
 - (ii) not permit the entry of pests; and*
 - (iii) not provide harbourage for pests.”*

Choosing the right food premises (property) for the type of food business operation or business model is essential for providing safe food, and can save a food business owner a great deal of money and stress in the long term. The reason for this is because an inappropriately designed and/or constructed food premises may result in a number of challenges in a business owners' ability to comply with the Australian Food Standards Code and NSW Food Act 2003 in terms of ease of cleaning, pest management, preventing contamination of food and general flow of tasks required to operate the food business.

This section discusses *Australian Standard 4674-2004 – Design, construction and fit-out of a food premises* and Food Standards Code (FSC) 3.2.3 which provides the foundation to businesses being able to produce safe food. It should be noted that the AS 4674-2004 is not specific on design criteria for mobile food vending vehicle businesses, though the design principles for fit-out are still able to be applied.

Foreword: Application of AS 4674-2004 & FSC 3.2.3

In the development application (approval) stage for either a new food premises or alterations and/or renovations of an existing premises, the business will be required to comply with AS 4674-2004, and this will be supported in the development conditions of consent. An older premises may not always be up to scratch with the AS 4674-2004 (as the premises fit out may pre-date when the Standard was introduced) and this is not an offence under the food legislation. However, all food businesses must comply

with FSC 3.2.3 which provides for the minimum requirements for design and construction of a food premises.

Consider the following scenario:

Scenario 1:

Trudy is looking to purchase a small kiosk-sized café business inside a tourist information centre where the previous owner made light meals and refreshments (such as sandwiches, salads and coffee). Trudy would like to expand the business activities to include new items on the menu that would involve cooking fresh scones and hot soup. The current fit out does not have a mechanical ventilation exhaust system, and there is little room within the confines of the kiosk premises to add more equipment. There is however, shop floor/customer dining space surrounding the kiosk that she is thinking might be able to be utilised if she were to change the floor finishes...

The AS 4674-2004 and FSC 3.2.3 states that a premises must be appropriate for purpose and have adequate space for food handlers and staff to carry out activities.

In this circumstance, Trudy has two options:

1). She can obtain development approval to use the additional shop floor/customer dining space as it will involve expanding the size of the kiosk into currently unapproved areas, install mechanical ventilation and appropriate finishes; (She should explore how much it would cost her to carry out these works first)

OR

2). Trudy could consider a menu which does not involve extensive cooking or it may be more appropriate for her to choose a different premises which is more suited to her needs.

How appropriate fit-out can assist in achieving compliance with the FSC 3.2.3

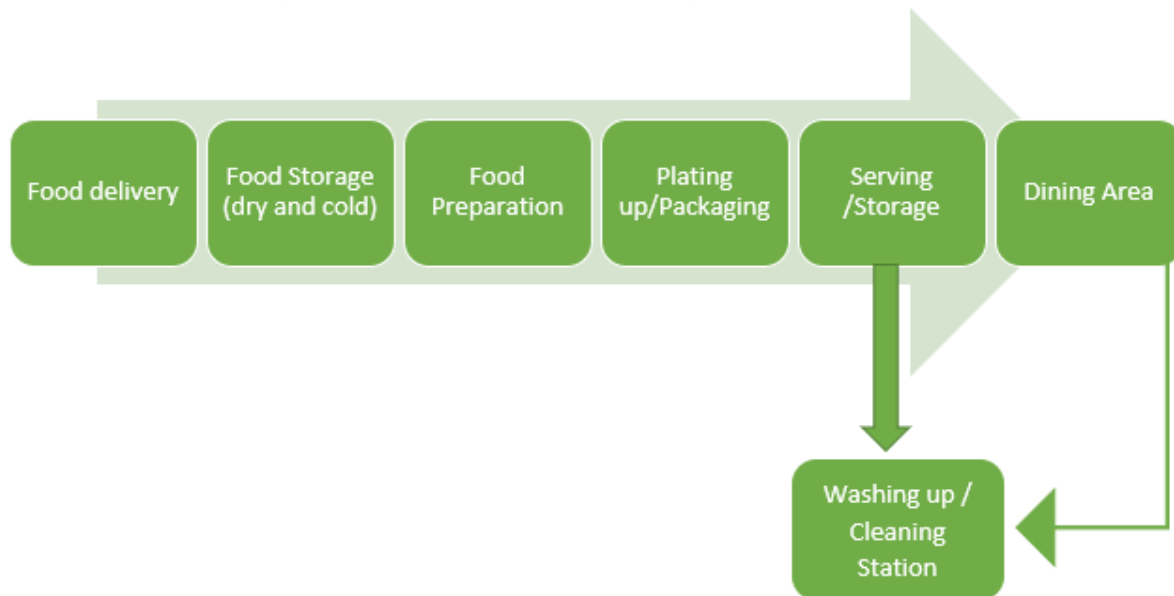
In reference to the above scenario, it is understandable how a new or potential food business owner can get absorbed in the possibilities of their new business venture without considering *all* possibilities, including suitability, available space, hidden costs and the challenges that may present.

In general, the appropriateness of a food premises fit-out must also consider the following:

- An adequate supply of potable water
- Sewage and wastewater disposal
- Storage of garbage and recyclable matter (and storage areas must be able to be effectively cleaned)
- Ventilation (whether natural or mechanical to effectively remove fumes, smoke, steam and vapours)
- Sufficient lighting

1. Layout and Flow of Tasks

A correctly designed kitchen should be able to facilitate effective flow of tasks which will manage the way food handlers move around the food premises and kitchen, which should help to prevent cross contamination. Ideally, the flow of a kitchen should look similar to the below graphic (viewed from left to right):



2. Adequate Space

To facilitate appropriate flow of tasks, an appropriately designed food premises layout shall allow for adequate space to accommodate all food handling activities and processes in such a way to minimise the risk of contamination to food and equipment. The best way to achieve this is to allow for separation of:

- Raw and cooked food handling and storage areas
- Hand washing facilities
- Food preparation sinks (separated from) wash up and/or cleaning sinks
- Toilet facilities
- Waste disposal
- Staff personal belonging storage
- Storage of chemicals
- Insect and pest control devices

One particular common issue that Council inspections have identified is that food businesses have underestimated the amount of space they will actually require for food storage and/or equipment typically when they expand their operations.

Food and food contact surfaces of equipment (ie. crockery, cutlery, serviettes, cooking appliances etc) must never be stored outside or in outside areas, or in the toilet or toilet air-lock area. Any area chosen for storing food and food contact surfaces of equipment must be able to comply with FSC 3.2.3 Clause 3, (as copied under the 'Food Premises Fit-Out' heading above) with particular attention paid to the exclusion of any dirt, dust and pests.

A business that has expanded its operations and need more space should first contact Council to check for any specific advice for development approval.

Where a business owner has already consulted the development approval for the premises, and may be looking for some preliminary options, the following should be considered:

- Installing wall shelving within the food storage area
- Consider whether it may be possible to reduce the number of refrigerators and install a coolroom inside instead
- Remove unused or broken equipment and do not store at the food premises
- Avoid over-ordering where possible, and only order what the business requires
- Store chemicals and other non-food, or food contact surfaces items in alternative locations to make space

*NOTE 1: As food premises are all different, it is best to speak with an EHO when in need help looking for options suitable to the food premises.

*NOTE 2: A business should seek planning advice from Council's duty planner and/or external planning consultant prior to carrying out any building or construction work on their existing food premises, as alterations and additions to a building and/or in some circumstances, to use an existing external structure may require development approval.

3. Floors, Walls and Ceilings

Floor, wall and ceiling surfaces within areas of a food premises that are used for food handling, cleaning, sanitising and personal hygiene (except for dining and drinking areas and any other area which members of the public usually access) must be suitable for the area in which they are located.

The AS4674-2004 provides a list of suitable finishes and materials which enable effective cleaning and sanitising (to comply with the FSC 3.2.3. See below for individual requirements for floors, walls and ceilings:

Walls

- The walls surrounding the food preparation areas shall be of solid construction.
- The walls in the food preparation area of the premises shall be: sealed to prevent the entry of dirt, dust and pests; unable to absorb grease, food particles or water; and able to be easily and effectively cleaned.
- Walls in food preparation areas shall be finished with one or a combination of the following materials:
 - Glazed tiles
 - Stainless or aluminium sheeting
 - Polyvinyl sheeting with welded seams
 - Laminated thermosetting plastic sheeting
 - Similar impervious material adhered directly to the wall.

Consider the following scenario:

Scenario 2:

James has just purchased an ordinary takeaway shop which he has made into a trendy healthy food takeaway outlet. To fit with his theme, and to create some separation of areas, James has installed artificial plant/foilage walls in his premises, including being used as a decorative wall surface behind the counter where food is being prepped and served. The business is advised to remove the artificial plant/foilage walls as they are not able to be effectively cleaned and are able to provide a harbourage for pests (such as cockroaches).

The FSC 3.2.3, Clause 11 states:

“(1) Wall and ceilings must be designed and constructed in a way that is appropriate for the activities conducted on the food premises

and

(4) Walls and ceilings must –

- a. be able to be effectively cleaned; and
- b. to the extent that is practicable, be unable to provide harbourage of pests”

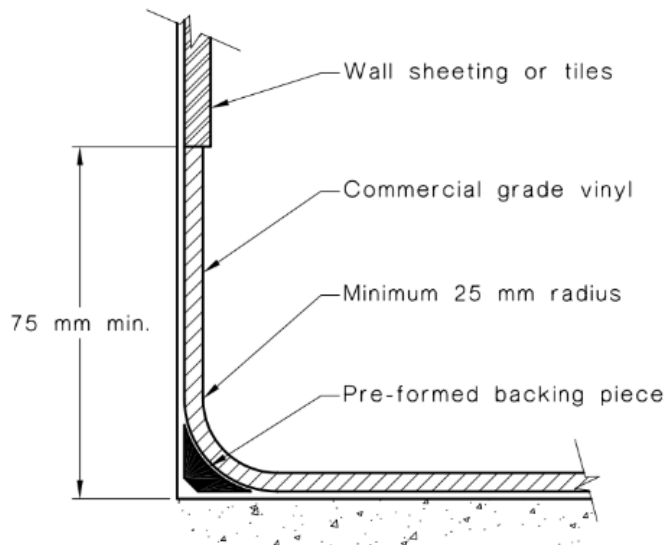
Floors

The flooring in the food preparation and food storage areas of the premises shall be designed and constructed so that they can be effectively cleaned; be unable to absorb grease, food particles or water; and be laid so that there is no ponding of water; and to the extent that is practicable, be unable to provide harborage for pests.

- Floors in the food preparation and storage areas shall be finished with one or a combination of the following materials:
 - Sealed quarry tiles or ceramic tiles
 - Stainless steel
 - Polyvinyl sheeting with welded seams
 - Laminated thermosetting plastic sheeting
 - Epoxy resin
 - Steel trowel case hardened concrete.

Note: When looking at replacing flooring, ensure that due diligence research is carried out prior to installation. It is also a good idea to speak with a flooring professional whether one material can be applied or installed on top of the existing material. Some materials are not very adhesive to other material surface types, and it may be possible that that the result lasts a short period of time, which is neither economical or practical.

- Coving must be provided (of not less than 25mm in radius) where the floor and wall surface meet within food preparation areas to facilitate ease of cleaning.
- The coving shall be integral to the surface finish of both floor and wall in such a manner as to form a continuous uninterrupted surface (see image on next page).



Graphic reproduced from AS 4674-2004 – example of coving (using commercial grade vinyl), (August 2022)

A number of older premises commonly have ‘feather edge’ skirting or aluminium curved skirting installed. It is important to note that skirting types such as these are NOT coving and must not be used in place of coving for new and renovated premises as they do not provide an uninterrupted surface, and it is common to find food and other grime getting caught up in the grooves and joins which result in the surface being unable to be kept clean and a source of food for pests.

Ceiling

The ceiling surfaces in food preparation and storage areas shall be finished with impervious sealed material without joints, cracks and crevices.

- Drop-in, removable panel ceilings shall not be used in food preparation areas or over areas where open food is stored, displayed or served as they are not a continuous, smooth surface and are able to provide harbourage areas for pests.

4. Fixtures, Fittings and Equipment

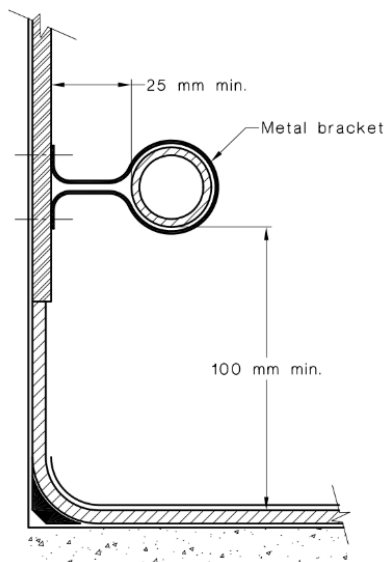
Similar to the food premises design and construction, the FSC is clear in that fixtures, fittings and equipment have to be appropriate for their intended use and must be able to be easily and effectively cleaned and sanitised so to prevent contamination of food.

The FSC 3.2.3 (12) states:

“Fixtures and fittings must be designed, constructed, located and installed, and equipment must be designed, constructed, located and, if necessary, installed, so that –

- (a) there is no likelihood that they will cause food contamination;*
- (b) they are able to be easily and effectively cleaned;*
- (c) adjacent floors, walls, ceilings and other surfaces are able to be easily and effectively cleaned; and*
- (d) to the extent that is practicable, they do not provide harbourage for pests.”*

Service pipes, conduits and electrical wiring



Fixtures and fittings, including, but not limited to, service pipes, conduits, and electrical wiring Must be able to facilitate ease of cleaning of equipment, and not inhibit the ability to effectively clean walls and/or floors. The service pipes, conduits, and electrical wiring shall either be –

- concealed in floors, plinths, walls or ceiling;
- OR
- fixed on brackets so as to provide at least 25mm clearance between the pipe and adjacent vertical surface and 100mm between the pipe or conduit and adjacent horizontal surfaces.

Graphic reproduced from AS 4674-2004 – example of typical clearances for service pipes and conduits (August 2022)

Hand washing facilities

Thorough hand washing is one of the most effective ways to prevent disease transmission and is paramount to good hygiene and food safety. Council inspections have identified that many older premises often do not have easily accessible hand washing facilities, or due to older renovations or alterations to layout, the facilities that are provided are not in appropriate locations within the food premises that make them easily accessible for use. In some circumstances, an EHO may discuss this with the business owner options to have additional hand washing facilities installed.

The requirements for hand wash facilities are as follows:

- A separate, dedicated sink for washing hands, arms and face only must be provided

- All hand wash basins located within the premises (including those in the toilets) shall have a constant supply of warm running water through a single outlet or mixer
- Must be easily accessible at all times, and not obstructed (shall be located no further than 5 meters from any place where open food is being prepared, AS 4674-2004)
- Adequate hand wash basins shall be installed for all food handling areas (such as when there are multiple food preparation areas inside one premises, ie. café/bar and a separate main kitchen)
- Hand wash facilities must be supplied with liquid soap and single use towel (such as paper towel) to effectively clean and dry hands.

New food premises or existing premises undergoing renovations/alterations should consider best practice for locating a hand wash facility at the entrance to food preparation areas.

Other sinks: cleaning/washing up, food preparation

The FSC requires equipment to be adequate for the production of safe and suitable food. As it has already been discussed, hand washing facilities must be dedicated, and therefore, alternative sinks must also be provided for the purpose of washing up, cleaning and food preparation.

Where a business washes food as part of preparation activities, it is a good idea to include a food preparation sink. The purpose of dedicated sinks allows for the flow of tasks and prevent cross contamination.

The number of sinks included for food premises fit out depends on what activities the business carries out; the minimum requirements are (in addition to a separate hand wash basin):

- One single bowl sink and a dishwasher (capable of reaching temperatures of at least 70°C during a 15-minute rinse cycle)
- OR
- A double bowl sink (where a commercial dishwasher is not supplied)
 - Sinks used for washing up/cleaning must be large enough to accommodate a large sized pot that may not fit inside a commercial dishwasher
 - The washing up/cleaning sinks must be supplied with hot and cold water

Best practice is (in addition to a separate hand wash basin):

- A triple bowl sink (to facilitate washing, rinsing and sanitising) + food preparation sink + commercial dishwasher
- OR

- Double bowl sink + commercial dishwasher

Mechanical exhaust ventilation system

Generally, where any cooking or extensive heating processes (such as frying, baking, and use of a dishwasher) are carried out in the food premises, an approved mechanical exhaust ventilation system must be installed and operated in accordance with AS/NZS 1668.1 - 2015 and AS 1668.2 – 2012 is required.

Where a commercial dishwasher is installed (irrespective of power input), it is important for a local fan exhaust to be installed to remove steam and vapour from the premises which collect on the walls and ceiling often resulting in mould.

Council has encountered a number of food premises which have changed use from a small kiosk or cafe (similar to the Scenario 1, above) to a busy café with variety of food on the menu which are then required to install ventilation which can be costly.

Some considerations to be aware of regarding mechanical ventilation:

- A licensed person must install the mechanical exhaust ventilation system, and they must supply the food premises with a certificate of compliance stating compliance with the Australian Standards. Business owners should note that this is particularly important to support any insurance claim should it ever be required.
- It is also important to be aware that the mechanical ventilation filters (also known as 'honeycomb' vents) need regular cleaning to remove oil and grease. The frequency of cleaning and replacement of the filters is dependent on the type of food a business makes and how often the system is used. In kitchens where deep frying is carried out every day, filters may need to be cleaned at least once a week to once every fortnight at a minimum.
- If mechanical ventilation filters are not maintained, where oil and grease are allowed to build up, the ventilation system will not be able to run effectively which will result in more time spent cleaning, and can produce unnecessary odour resulting in community complaints. Furthermore, not maintaining a clean mechanical exhaust ventilation system can result in a kitchen exhaust fire.
- There are a number of companies that carry out filter cleaning for food premises businesses. Companies that offer this service usually take soiled filters and will immediately replace them with clean ones.
- As oil and grease accumulates on the parts of the mechanical exhaust ventilation system that can be seen, the internal surfaces that cannot be seen, will also have build-up. As a minimum, the internal surfaces of the exhaust system (including the stack and hood) should be cleaned by an appropriately qualified individual at least once per year or more regularly depending on frequency of use, and/or the type of food being cooked.

Some food premises, such as those that use charcoal may require internal cleaning every couple of months.

- Insurance companies usually have fine print regarding regular cleaning and/or maintenance of mechanical exhaust ventilation systems being carried out, in which if it is not adhered with may void the claim in the event of a kitchen exhaust fire.

I am only doing cheese toasties, does this mean I will need to install a mechanical exhaust ventilation?

The Building Code of Australia requires a commercial kitchen to be provided with mechanical ventilation where any single apparatus (or appliance) has:

- A total maximum electrical power input exceeding 8 kilowatts (kW), or
- A total gas power input exceeding 29 megajoules (MJ/h)
- Any deep frying appliance (including benchtop fryers) irrespective of the power input of the appliance
- When more than one item of apparatus in a room has a total power input exceeding 0.5kW/m² (electrical appliances) or 1.8MJ/m² (gas appliances) of floor area of an individual room, or enclosed space.

For the purposes of avoiding doubt, a typical sandwich toaster/sandwich press used for toasting cheese toasties range from approximately 1-3kW (depending on the brand).

Coolroom

Walk-in coolrooms and freezer rooms are usually a better alternative to having a number of fridges and freezers within a food premises (where there is available space to install one) as they will be generally more energy efficient (depending on the model and specifications) and space saving. The design and installation of coolroom and freezer room units impact on their longevity, and effects the ability and ease to keep it clean and keep food cold.

The design and installation requirements for a coolroom and freezer-room are:

- The open space between the top of the coolroom and the ceiling must be fully enclosed and kept insect and pest proof
- The coolroom must have a smooth, sealed floor which is capable of being easily and effectively cleaned (and does not absorb food waste)
- A floor waste connected to the sewer must be located outside the Coolroom to facilitate cleaning and to prevent leaks from flooding the food premises.
- The coolroom shall be able to be opened from the inside without a key and fitted with an alarm that can only be operated from within the coolroom.

As with most motorised equipment and appliances, maintenance is key to keeping cold storage working both effectively and efficiently. If cold storage (including all refrigerator/freezer units) is not operating as it should (keeping food below 5°C) or appears to be struggling to do so, a maintenance person may need to be engaged.

The following should also be considered for cold storage units, including but not limited to Coolroom/freezer room:

- Regularly check the seals, insulation and door alignment as these can become damaged with regular usage, which may result in wasting energy from allowing cold air to unnecessarily escape and warm air from outside to enter, forcing the motor to work harder to keep the inside cool.
- For coolroom/freezer room and under bench fridges in particular – routinely check internal fans and fan guards for mould, and ensure they are promptly cleaned (to prevent mould being distributed to walls and ceiling of the unit, contaminating food).
- Cold storage units are more likely to fail during warmer months, but can happen at any time so it is best practise to check the temperature of the cold storage using a thermometer every day (do not rely on the temperature reading displayed as this is not always accurate particularly if the unit is experiencing issues).
- Ensure that cold storage units are not overcrowded (particularly in standing refrigerators and under-bench units), and allow for adequate air flow to circulate around food items.
- As a large quantity of food is usually stored within a coolroom or freezer room, it is best practise to invest in installing a temperature alarm. Temperature alarms are wireless systems which monitor the temperature of cold storage and are set to activate and alert (often via text message or mobile phone alert) if the temperature exceeds the set temperature for a period of time potentially saving a food business money and loss of stock.

COUNCIL FOOD SAFETY INSPECTIONS

Inspection program

Council's Environmental Health Officers (EHOs) are 'Authorised Officers' under the Food Act 2003 and are responsible for carrying out food safety inspections (including collecting evidence and viewing records) of the food business.

It is an offence under the Food Act 2003 to not allow an Authorised Officer to enter a food premises for the purposes of carrying out a food safety inspection.

For the purpose of consistency, food inspections carried out across the state use the same inspection assessment tool which is called the Food Premises Assessment Report (FPAR), which is also explained further in this section.

At Wollondilly Shire Council, EHOs carry out unannounced routine food premises inspections at least once per financial year depending on the business risk category. Council is also responsible for carrying out complaint investigation inspections, which are explained further in this section.

Wollondilly Shire Council seeks to take an educative approach with food businesses to achieve good food safety outcomes. However, in line with directions given by the NSW Food Authority, where necessary, Wollondilly Shire Council takes a graduated enforcement approach starting with a warning letter or Improvement Notice should there be a number of food safety breaches identified during an inspection, or in the instance where a critical breach has been identified. In some instances, Council may decide to issue a Penalty Notice (fine) or Prohibition Order (closure of the business or prohibit the use of equipment until such time that the business or equipment is no longer causing a risk to food safety). Council and/or NSW Food Authority may prosecute a business for significant contravention of the food safety legislation, and/or in the case of a multiple foodborne illness outbreak.

Risk Rating Category

The risk rating category of a food business impacts on the number of routine inspections it may receive per year. In majority of cases within the Wollondilly Local Government Area, food businesses are categorised as Medium risk. A medium risk business receives at least one inspection per financial year; whereas a business categorised as High risk may be inspected once every 6 months or once every 3 months depending on circumstances. The risk category of a business is dependent on a number of factors, including, but not limited to the following:

- Where a food premises engage in high risk food handling and processing activities (such as sous vide, raw egg mayonnaise and smoking)
- Previous inspection history (failing an inspection may result in the business risk rating being re-categorised to high risk)
- Whether food is being made for vulnerable populations (ie. childcare centres and school canteens)

Scores on Doors

Wollondilly Shire Council voluntarily participates in the NSW Food Authority 'Scores on Doors', food business hygiene rating program. The program is designed to encourage food business operators to achieve positive food safety outcomes, by way of displaying their Scores on Doors certificate to customers. Scores on Doors certificates display the following scores:

- 3 Stars – Good
- 4 Stars – Very Good
- 5 Stars – Excellent

During routine inspections only, a food business is 'scored' using a point system on the FPAR (see Appendix 1), where points are issued for offences (breaches) relating to food safety risk potential. The risk range is 1 point (minor) to 8 points (critical); Where an 8-point breach is noted, this will result in an automatic inspection failure and the business is ineligible to receive a certificate, irrespective of the total points accrued due to the significant impact on food safety.

A business will also receive 'no grade' and will also be ineligible to receive a certificate if they have accumulated more than 15 points in food safety breaches.

Generally, Scores on Doors certificates are issued to restaurant, café and take-away (including pub/club bistro kitchens, and mobile food vending vehicles) food businesses only.

Name and Shame Register

The NSW Food Authority is responsible for the 'Name and Shame' register which is a list of businesses (individual or corporation) who have been issued a Penalty Infringement Notice or have been prosecuted by a court for a food safety offence.

The Food Act 2003 provides for the public disclosure of penalty notice information and may publish details of a person or business, a description of the alleged offence, and other information. The register is accessible to the public on the NSW Food Authority website, and is updated weekly.

I have just bought a food business which is on the 'Name and Shame' register, can I have my business name removed from the register?

When an existing food business and trading name is purchased, the new business owner may want to check to make sure that the business is not listed on the NSW Food Authority's 'Name and Shame' register. If it is found that the business is listed on the register, the new business owner must apply to the NSW Food Authority to change or correct the register.

The NSW Food Authority have an application form to change the register on their website to complete. The applicant will also need to provide supporting documents and evidence with the application for it to be considered. The NSW Food Authority may charge a fee to make changes to their register.

Food Safety Complaint Investigation

Upon the receipt of a customer request or complaint regarding food safety matter, Council's EHO's are responsible for investigating complaints received, and often this will mean carrying out an inspection. It is not uncommon for Council to receive complaints made to the NSW Food Authority which have been forwarded to Council.

The most common types of food safety complaints received by Council relate to:

- Hygiene and handling
- Foreign matter
- Food quality including deterioration
- Alleged single-incident food borne illness (food poisoning)
- Incorrect labelling and advertising

During a complaint inspection, Council will discuss the nature of the complaint with the supervisor on duty to determine whether there is or is likely to be a risk to food safety, and appropriately investigate the complaint. In relation to the complaint, Council EHOs may also:

- Carry out a full routine inspection (if the premises is due for its routine inspection, or if the premises has previously encountered recent enforcement action or previous food safety warning)
- Discuss current food handling and/or storage practices and recommend alternative practices to overcome challenges that may be occurring which resulted in the complaint
- Request to view records and documents (such as a temperature record sheet)
- Offer advice and make relevant recommendations.

In relation to food safety complaint investigations, Council EHOs will **not**:

- Disclose the name of the customer to the business
- Provide any assistance to the customer in obtaining 'money-back' refunds or alternative reward refunds
- Disclose any enforcement action taken towards the business with the customer.

What happens during a routine Council food safety inspection?

In New South Wales, the Food Premises Assessment Report (FPAR) is used by EHO's to assess food business compliance with the Australian Food Standards Code. A copy of the FPAR has been included in Appendix 1 as a reference point to understand what items are assessed for inspection.

As discussed under the Scores on Doors heading, there are more significant food safety breaches than others, which are more easily identified by the shaded in areas on the FPAR.

The key areas of concern are:

- Handling of or sale of unsuitable or unsafe food
- Protecting food from sources of contamination

- Temperature control of potentially hazardous food during processing, receipt, storage, display and transport
- Food handler health and hygiene, including hand washing and hand washing facilities
- Cleaning and sanitising of the food premises and equipment
- Pest management

Food Handler Hygiene

Food handlers are one of the top causes of food contamination. Any food handler who has symptoms of illness, (“*suffering from a condition*”) or is suffering from a foodborne disease (or has knowledge that they are, or are likely to be a carrier of foodborne disease) must not engage in any food handling activities on the premises.

The FSC 3.2.2 Clause 13 states “*Food handlers must take all reasonable measures not to handle food or surfaces likely to come in contact with food in a way that is likely to compromise the safety and suitability of food*”.

Reasonable measure means:

- using utensils or a clean glove

Note: gloves are generally not recommended for use unless a food handler is processing food (such as rubbing herbs and spices into meat) in a way that must be done using hands.

Thorough hand washing is one of the easiest ways to minimise the risk of contamination and cross contamination of food. The legislation is also clear that whenever a food handler’s hands are likely to be a source of contamination, hands must be washed with warm water, soap and dried using single use towel (such as paper towel). Not having warm water, soap or single use towel (such as paper towel) at the hand wash basin is a significant breach as food handlers will not be able to wash their hands effectively.



Plan Ahead: Warm water must be supplied to the hand washing facilities

Putting a procedure in place for a food business is a practical strategy, and ensure that necessary steps are taken to:

1. Check to make sure that the hot water system has not been turned off accidentally
2. Engage an emergency plumber and have them come out as soon as possible; and if the usual plumber is unavailable, find another one that is available

If the hot water system is on its ‘way out’, it generally should be noticeable as the system will often struggle to heat up before dying completely. Staff awareness of this is key, and make sure that dying hot water systems are replaced or repaired as soon as possible.

Cleaning and Sanitising

The food premises, fixtures, fittings and equipment, including all food contact surfaces of equipment (including, but not limited to benchtops, probe thermometer, crockery, utensils and cooking appliances) must be kept in a clean and sanitary condition at all times.

Thorough cleaning is critical for removing dirt, grime and food waste from surfaces, and to prevent harbourage of pests and vermin. Whereas sanitising means to apply either heat or chemicals to kill bacteria which cause disease. Surfaces cannot be sanitised properly unless they are cleaned first. A commercial dishwasher cleans and sanitises provided that it is capable of reaching a temperature for the rinse cycle of at least 70°C for 15 minutes. Therefore:

Step 1: Clean

- Use a detergent and hot water to remove all visible food waste, grease and other visible matter

Step 2: Sanitise

- Use a commercial food-grade sanitiser to remove bacteria and viruses for surfaces that are unable to be put into the dishwasher.
- Sanitiser should be used on food contact surfaces prior to food preparation activities.
- Check manufacturers specifications on the back of the product for concentration¹ and contact time² required

(Note1: Some products require dilution, and the amount of time a product is diluted may affect its potency so it is best to check with the manufacturer if this information is unavailable on the product.

Note 2: Contact time refers to the length of time that the product may require to 'activate' and kill bacteria prior to further actions such as wiping; and, the product).

An example of a cleaning schedule has been provided in Appendix 2.



A 'No-Rinse' food grade sanitiser is strongly recommended as it reduces the number of rinse steps involved. It should also be noted that commercial food grade sanitisers are not the same as disinfectants, and can only be purchased from catering/hospitality and cleaning chemical suppliers.

Temperature Control

The FSC states that a food business “*must have a temperature measuring device that – is readily accessible; and, can accurately measure the temperature of potentially hazardous food to +/- 1 °C.*”

This means that a food business must have a working (digital) probe thermometer accurate to +/- 1 °C.

Note: Infra-red thermometers are great for carrying out quick checks of food, though they only register surface temperature of a food, not the core temperature and therefore are not appropriate as the only thermometer available in a food premises.

Food businesses must utilise their probe thermometer to check temperatures and ensure that potentially hazardous food is not kept in the 'danger zone' (between 5°C and 60°C) longer than 4 hours. This includes during the following:

- Upon delivery receipt
Note: Schedule deliveries for when the food premises is open and someone is available to unpack and store deliveries so that they are not allowed to sit out of temperature control for extended periods of time.
- During processing and preparation of food (including during 'service' periods, reheating defrosting and cooling down food)
- During display and storage of food.

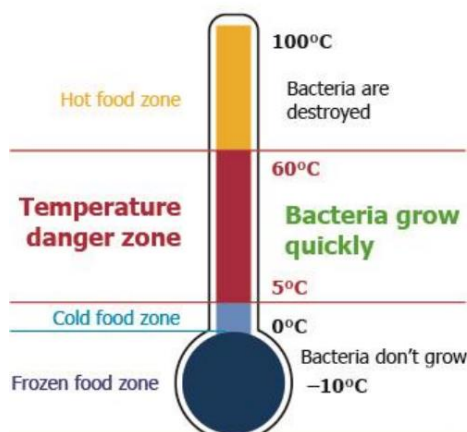
Food businesses must clean and sanitise the thermometer probe between use, and always before inserting into a food item to prevent cross-contamination of food. The easiest way to do this is to use alcohol swabs (commonly purchased from supermarkets or chemists).

The Food Safety Standards require potentially hazardous food to be cooled from 60°C to 21°C in a maximum of 2 hours and from 21°C to 5°C in a maximum of 4 hours.

To prevent food poisoning bacteria from multiplying, potentially hazardous food must be cooled as quickly as possible.

Simple ways to cool food rapidly:

- Divide hot food into smaller portions (or containers) before cooling
- Place food into shallow containers, so that the contents is spread
- Place food in the fridge immediately after it has stopped steaming
- Ensure that the fridge is not overloaded so that it has adequate air circulation
- Use the food thermometer to check the temperature of potentially hazardous food (in preparation or processing) every 2 hours



Graphic reproduced from the NSW Food Authority (August 2022)

Food Storage

Good food storage practices can prevent contamination to food, allow for easy cleaning, good pest control and play a role in producing safe food. Key principles are as follows:

- Open bags of food (ie. Sugar, flour, rice, crackers etc) must be stored in air-tight food grade containers to prevent contamination and spoilage
- Food (even if stored in containers) must be stored 150mm above the floor, such as on shelving or in cupboards to enable ease of cleaning and prevent harbourage areas for pests and vermin
- Store food separately to chemicals and personal items (such as handbags, keys, mobile phones, etc)
- For cold food storage, store raw meat products on the bottom shelf of the fridge or coolroom below cooked and ready-to-eat foods (this prevents the likelihood of cross-contamination from raw meat juices dripping onto cooked or ready-to-eat foods)
- Do not overstock the fridge as this prevents air circulation which can impede on temperature
- It is best practise to label food containers with the product name and use-by or best before date of the food (or the date the food was opened, as appropriate)

Pest Management

Managing pests (such as cockroaches, ants, flies, insects, mice, and rats) is vital to ensuring a safe environment for producing safe and suitable food. The legislation refers to the requirement on businesses to take all practical measures to prevent pests entering the food premises, and to eradicate and prevent the harbourage of pests on the premises. Examples of practical ways include, but are not limited to the following:

- Engage the services of a pest controller to carry out preventative pest control at the food premises. In the circumstances where a food premises is located close to a watercourse (such as a creek, river, or dam), nearby to a train line or station, or close to bushland, the business may require more regular pest control treatment visitations.

Note: engaging the services of a qualified pest controller is not specifically stated in the legislation; However, professional pest control is a suitable means of being able to demonstrate that the business is taking all practical measures to eradicate and prevent pests on the premises. A good pest controller should ask how the floor and other surfaces are cleaned, so that any chemicals they use will not be washed away or removed by mistake. Any chemicals applied by a qualified pest control should be safe for use in a food premises.

- Seal all gaps, crack and openings (no matter how small) within the premises to prevent pests entering. This includes providing an appropriately fitted weather strip on all entry doors and roller doors.

Note: Carry out regular maintenance checks, as frequent use of equipment and premises often results in wear and tear.

- Unpack deliveries from cardboard boxes as soon as possible and remove cardboard box material from the premises as cockroaches often harbour in cardboard boxes lay their eggs in the grooves, which – once hatched – can cause an infestation.
- Regularly remove waste from the food premises and never leave garbage bins unemptied overnight
- Clean thoroughly and regularly, with particular attention paid to under, behind and between equipment.
- Ensure that flyscreens on windows and doors are not damaged and kept closed at all times when not in use.
- Provide a self-closing mechanism on doors that lead to the outside to prevent them from being left open.
- Storing food (including food stored in containers) above the floor (required to be 150mm above the floor surface) on racks or shelving to provide ease of cleaning and to prevent pest harbourage



Pest Sighting Log

It is a good strategy for a food business to have a pest sighting log and make staff aware of its use and location so that any sightings of pests can be reported and actioned as soon as possible to prevent pest harbourage and reduce the likelihood of an infestation. An example of a pest sighting log has been included in Appendix 3.

OTHER CONSIDERATIONS

Outdoor Dining on Footpaths

The State Environmental Planning Policy (Exempt and Complying Development Codes) 2008 (Codes SEPP) permits the use of footpaths by food and drink premises (including, but not limited to cafes, restaurants, pubs and small bars) across New South Wales to have outdoor dining. However, businesses must apply to Council to use the footpath and/or public spaces for the purpose of dining (without the need for a DA).

Permission to use footpaths for outdoor dining is provided through a Section 68 application under the Local Government Act 1993.

Food businesses are advised that:

- No cooking, preparation or displaying of food shall be undertaken in outdoor dining areas, footpaths or other road or road related area.
- Food businesses will need to have public liability insurance (and provide a current certificate of currency) covering personal injury and property damage for activities on a public footway and roadway for the value of \$20 million dollars.

Information regarding approvals for outdoor dining and dining on footpaths can be found by contacting Council's customer service centre on (02) 4677 1100.

Single-Use Plastics

The NSW Government (NSW Environment Protection Authority (EPA)) has introduced the NSW Plastics Action Plan, to reduce plastic waste across the plastic lifecycle. As part of the Action Plan, from 1 June 2022, lightweight single-use plastic bags are banned; and from 1 November 2022, certain single-use plastic eating and drinking utensils are banned for supply to customers by retail or hospitality businesses in an effort to reduce plastic waste that becomes pollution in the environment.

The following single-use items are banned to sell, supply, resupply, or distribute:

- Lightweight plastic bags
- Plastic straws, stirrers, and cutlery
- Plastic plates and bowls without lids
- Expanded polystyrene foodware (such as clamshell polystyrene containers commonly used for takeaway fish and chips or burgers)
- Compostable and biodegradable plastic shopping bags, straws, cutlery, bowls and plates (as they contain bio-plastic)

There is also a 2-year (until 31 October 2024) exemption of plastic lined paper plates and bowls including those made of paper or cardboards with plastic coating or lining.

Food businesses are advised that the ban on single-use plastics is law, (not voluntary) and it is in the interest of businesses to plan ahead.

APPENDIX 1A: FPAR SIDE ONE – also available at

<https://www.foodauthority.nsw.gov.au/sites/default/files/Documents/scoresondoor/FPAR.pdf>



FOOD PREMISES ASSESSMENT REPORT (FPAR V.6, 01/18)

Trading name	Reference#
Proprietor/Company	Phone
Business details	ABN
	FSS name
	FSS Cert no.

Indicate the following – compliance ✓, noncompliance ✗, or not observed —

General requirements		
1	Food business has notified current details Standard 3.2.2 clause 4	7
2	If needed, FSS is appointed and certificate is on the premises Food Act 2003 s.106	7
3	Food handlers have skills & knowledge to handle food safety Standard 3.2.2 clause 3	4
4	No handling or sale of unsafe or unsuitable food eg food that is damaged, deteriorated or perished; no use of cracked or dirty eggs or food past use by date Food Act 2003 s.16/17	4
Food handling controls FSS 3.2.2		
5	Food protected from the possibility of contamination; food receipt, storage, preparation, display and transport clause 5(1), 6(1), 7(1)(b)(i), (8)(1)-(4) and 10(a)	7 4 4 8
6	Names and addresses are available for manufacturer, supplier or importer of food clause 5(2)	7
7	Potentially hazardous food (PHF) is under temperature control: food receipt, storage, display and transport: less than 5°C or above 60°C. Frozen food is held frozen clause 5(3), 6(2), 8(5) and 10(b) and (c)	7 4 8
8	Processing of foods; take all practicable measures to process only safe and suitable food; prevent likelihood of contamination; use process step if necessary clause 7(1)	4 8
9	Cooked PHF is cooled rapidly (2+4 hr rule); items thawed correctly; processed quickly: clause 7(2) and (3)	4 8
10	Reheating of PHF is rapid – oven, stove top or microwave but not bain marie clause 7(4)	8
11	Self serve food bar is supervised, has separate utensils and sneeze guard clause 8(2)	7
12	Food wraps and containers will not cause contamination clause 9	7
13	Food for disposal is identified & separated from normal stock clause 11	7
Health and hygiene FSS 3.2.2		
14	Food handlers wash and dry hands thoroughly using hand wash facilities clause 15(4)	4
15	Food handlers avoid unnecessary contact with ready-to-eat food or food contact surfaces by use of utensils, a gloved hand, food wraps clause 15(1)(b) and 18(3)(b)	7
16	Food handlers do not spit or smoke in food handling areas or eat, sneeze, blow or cough over exposed food or food contact surfaces clause 15(1)(e)-(g) and clause 18(3)(c)	4
17	Food handlers take all practical measures not to contaminate food/surfaces; have clean clothing, waterproof bandages clause 15(1)(a) and (c) and 18(3)(a)	7
18	Food handlers wash hands when contaminated: before commencing/commencing work and after: using the toilet, sneezing, smoking, handling raw meat, cleaning clause 15(2) and (3)	8
19	Food handlers do not handle food if ill (vomiting, gastro) clause 14 and 16	8
20	Hand washing facilities easily accessible and used only for washing of hands, arms and face clause 17 (1)	7
21	Hand washing facilities have warm running water through single spout, single use towels and soap clause 17(1)	4 8
Cleaning and sanitising FSS 3.2.2		
22	Premises, fixtures, fittings and equipment maintained to an appropriate standard of cleanliness clause 19	7 4 8
23	Food contact surfaces, eating and drinking utensils in a clean and sanitary condition/appropriate sanitising method in use (chemicals or dishwasher) clause 20	7 4 8
Temperature measuring device / single use items FSS 3.2.2		
24	Accurate temperature measuring device readily accessible (digital probe thermometer – accurate to +/- 1°C) clause 22	7
25	Single use items protected from contamination and not reused (drinking straws, disposable utensils) clause 23	7
Animal and pests FSS 3.2.2		
26	Animals not permitted in areas in which food is handled clause 24 (1)(a)	7
27	Practical pest exclusion measures used (screens, seals) clause 24(1)(b)	7
28	Practical measures to eradicate and prevent harbours of pests used (housekeeping, stock rotation, pest controller) clause 24(1)(c)	7
29	Signs of insect infestation or rodent activity in premises (faeces, egg casings, leath marks) clause 24(1)	7 4 8

Design and construction FSS 3.2.3		
30	General design and construction of premises appropriate	7
31	Supply of potable water available	7
32	Effective sewerage and waste water disposal system	7
33	Adequate storage facilities for garbage and recyclables	7
34	Premises has sufficient lighting	7
35	Floors are able to be effectively cleaned, appropriately designed and constructed and don't permit harbourage for pests	7
36	Walls, ceilings are sealed and able to be effectively cleaned, appropriately designed and constructed and don't permit harbourage for pests	7
37	Fixtures, fittings and equipment are able to be effectively cleaned, fit for their intended use, and designed, constructed, located and installed appropriately	7
38	Sufficient ventilation provided within the premises	7
39	Adequate storage facilities (personal items, chemicals, food)	7
Maintenance FSS 3.2.2 cl 21		
40	Premises, fixtures, fittings and equipment in a good state of repair and working order	7
41	No chipped, broken or cracked eating or drinking utensils	7
Miscellaneous		
42	Food labelling complies with the Food Standards Code, 1.2	7
43	For 'Standard Food Outlet', nutrition information displayed	n/a
44	Food business is aware of the Raw Egg Guideline	n/a
45	Food business is aware of its obligations regarding allergens	n/a
Total points _____ (4 or 8 point items may significantly impact food safety and should be addressed as a priority)		
★★★★★ (0-3) <input type="checkbox"/> ★★★★★ (4-8) <input type="checkbox"/> ★★★★★ (9-15) <input type="checkbox"/>		
No grade (>=15 or any critical 8 point food safety failure) <input type="checkbox"/>		
Scores on Doors certificate issued <input type="checkbox"/>		
Notes		
FPAR <input type="checkbox"/> Left onsite <input type="checkbox"/> emailed <input type="checkbox"/> posted		
Business satisfactory <input type="checkbox"/> or further action required <input type="checkbox"/>		
Re-inspection <input type="checkbox"/> Warning Letter <input type="checkbox"/>		
Improvement Notice <input type="checkbox"/> Prohibition Order <input type="checkbox"/> Penalty Notice <input type="checkbox"/>		
Other <input type="checkbox"/>		
I have read this report and understand the contents.		
Owner/Employee Name: _____		
Owner/Employee signature: _____		

NB: Assessment report contains findings from date/time of inspection only

Officer's Name

Officer's signature

Date/Times

APPENDIX 1B: FPAR SIDE TWO



Explanatory notes and definitions

(Food Standards Code Ch.3, Standards 3.2.2 and 3.2.3)

This assessment report is based on guidance in the Safe Food Australia (2016) publication: A Guide to the Food Safety Standards. The Guide should be consulted if assistance with interpretation of the food safety standards is required. The assessment is set up as a checklist. It might not be possible to observe all the areas in a single inspection. Despite the presence of a list each item is a single issue of compliance. The assessment focuses on the foodborne illness risk factors identified by the US Centres for Disease Control. The key targets for inspection are to ensure: inadequate process controls (e.g. adequate cooking, acidification where required); adequate temperatures for cooling, reheating and hot/cold holding; food prepared ahead of planned service; poor personal hygiene and infected food handlers; and adequate cleaning and sanitisation where required.

Food handling controls

5. Protection from the possibility of contamination includes appropriately covering food so that it is protected from potential contamination sources and includes keeping ready to eat foods separated from raw foods.
7. 'Potentially hazardous food' is food that has to be kept at certain temperatures to minimise the growth of any pathogenic microorganisms that may be present in the food or to prevent the formation of toxins in the food. Examples of potentially hazardous food include meat, seafood, dairy and foods such as salads and some cut fruits.
7. Temperature control means maintaining potentially hazardous food at a temperature of:
 - (a) 5°C or below, or
 - (b) 60°C or above, or
 - (c) another temperature if the food business demonstrates that maintenance of the food at this temperature for the period of time for which it will be maintained, will not adversely affect the microbiological safety of the food.
9. A food business must when cooling cooked potentially hazardous food, cool the food:
 - (a) within two hours – from 60°C to 21°C, and
 - (b) within a further four hours – from 21°C to 5°C.
10. A food business must when reheating previously cooked and cooled potentially hazardous food to hold it hot, use a process that rapidly heats the food to a temperature of 60°C or above, e.g. heating in an oven, microwave or on a stove top.
11. A food business must, when displaying unpackaged ready to eat food for self service:
 - (a) ensure the display of food is effectively supervised so that any food that is contaminated by a customer or is likely to have been contaminated is removed from display without delay,
 - (b) provide separate serving utensils for each food or other dispensing methods that minimise the likelihood of the food being contaminated, and
 - (c) provide protective barriers that minimise the likelihood of contamination by customers.

Health and hygiene requirements

14. Thorough hand washing includes using the designated hand washing facility to wash hands, fingers and wrists using warm water and soap for a recommended 15 seconds, thorough rinsing of hands under warm water and drying thoroughly on single use towel.
18. A food handler must wash his or her hands whenever their hands are likely to be a source of contamination of food. This includes:
 - before working with ready to eat food after handling raw food,

- immediately after using the toilet,
- before commencing or recommencing handling food,
- immediately after smoking, coughing, sneezing, using a handkerchief or tissue, eating, drinking or using tobacco, and
- after touching his or her hair, scalp or a body opening.

19. A food business must ensure the following persons do not engage in the handling of food for the food business where there is a reasonable likelihood of food contamination:
 - (a) a person known to be suffering from a foodborne disease, or who is a carrier of a foodborne disease, and
 - (b) a person known or reasonably suspected to have a symptom that may indicate he or she is suffering from a foodborne disease.

Cleaning and sanitising

22. Food premises and fixtures, fittings and equipment must be maintained to a standard of cleanliness where there is no accumulation of:
 - (a) garbage, except in garbage containers;
 - (b) recycled matter, except in containers;
 - (c) food waste;
 - (d) dirt;
 - (e) grease; or
 - (f) other visible matter
23. Clean and sanitary condition means a food contact surface or utensil is:
 - (a) clean; and
 - (b) has had applied to it heat and/or chemicals or other process so that the number of microorganisms has been reduced to a safe level.

Design and construction

30. General requirements for design and construction of food premises must:
 - (a) be appropriate for the activities for which the premises are used;
 - (b) provide adequate space;
 - (c) permit effective cleaning and, if necessary, sanitising and
 - (d) to the extent that is practicable exclude dirt, dust, fumes, smoke, not permit the entry or harbourage of pests.
31. Adequate supply of potable water means water that is acceptable for human consumption and available at an adequate volume, pressure and temperature for hand washing, cleaning and food processing requirements.
33. Adequate storage facilities for garbage and recyclable matter means facilities that will contain the volume and types of garbage and recyclable material produced by the food business and not provide a breeding ground for pests and be capable of being easily and effectively cleaned.
34. Lighting must be sufficient to enable food handlers to readily see whether areas or equipment are clean, to detect signs of pests and to clearly see food and equipment they are handling.
38. Adequate ventilation (natural or mechanical) must be provided to remove fumes, smoke, steam and vapours from the food premises.

APPENDIX 2: Cleaning Schedule

Cleaning Schedule

Week commencing

...../...../.....

Fill by signing your initials once each item is completed at the commencement/completion of each shift/day

*Use N/A when the item is not applicable. Do not leave blank.

Remember to clean first, sanitise second (using food grade sanitiser) of food contact surfaces of equipment

Items	Initials													
	M		T		W		T		F		S		S	
(ie. Coffee Machine and components)														

