Catholic Education
SOUTH AUSTRALIA

FOOD SAFETY GUIDELINES

Occupational Health & Safety and Food Safety

Developed by CESA OHS&W Consultants

Version 1 Issued May 2008

CONTENT PAGE

ACKNOWLEDGEMENTS

These Catholic Education S. A. Canteen Occupational Health & Safety and Food Safety Guidelines have been prepared using resources available form the various state education authorities, state legislature and various public available documents. Specific acknowledgement is made of:

- South Australia - Department of Education and Children's Services – Canteens & Support Services OHS&W Guidelines - 2006
- South Australia – Department of Health – Guide to the Labelling of Package Food for retail sale March 2006
- South Australia – Department of Health, Environment Health Services, Food Policy and Program Branch, Food Safety Program.
- Standards Australia – Various Standards

REFERENCED DOCUMENTS

- Occupational Health Safety and Welfare Act, 1986
- Occupational Health Safety and Welfare Regulations, 1995
- Food Act 2001
- AS/NZS Food Safety Standards 3.1.1 Interpretation and Application
- AS/NZS Food Safety Standards 3.2.1 Food Safety Programs
- AS/NZS Food Safety Standards 3.2.2 Food Safety Practices and General Requirements
- AS/NZS Food Safety Standards 3.2.3 Food Premises and Equipment

SOURCES OF INFORMATION

SafeWork SA website will give you links to the OHS&W Act and Regulations, various Codes of Practice and other relevant OHS information. Visit www.safework.sa.gov.au

The Australia New Zealand Food Standards web site www.foodstandards.gov.au is a valuable source of information on legislative requirements.

The Food safety matters web site www.foodsafetymatters.gov.au includes links to a range of useful websites

Anaphylaxis Australia – This organisation can give you detailed information on managing food allergies. Call: 1300 728 000 or visit: www.allergyfacts.org.au

NSW School Canteen Association – Provides information for schools canteens on a range of areas. Visit www.schoolcanteens.org.au

Introduction

Workplace Canteens must fulfil the requirements of the Occupational Health, Safety & Welfare Act 1986 and the Food Act 2001. Schools need to be aware of legislation related to food and seek advice where appropriate. It may impact on food-handling in school canteens, catering classes, fundraising events, food stalls at school fetes and school boarding facilities.

These guidelines are divided into two parts: Part 1 – OHS Requirements; Part 2 – Food Safety Requirements.

PART 1 – OHS REQUIREMENTS

1.1 APPLIANCES AND EQUIPMENT – SAFE USE, MAINTENANCE AND CLEANING

Appliances and equipment used within canteens would be deemed plant as per the Occupational Health Safety and Welfare Regulations 1995. The school / college must ensure that a risk assessment is completed for all items of plant. Where necessary, a Safe Work/Operating Procedure must be displayed. Any person using the item of plant must be trained in the use of it (e.g. slicers). The school / college must ensure:

- Item is registered on the plant register. If the item is electrical, it may be recorded on the electrical register only.
- Equipment must be serviced regularly and checked for faults or damage by qualified personnel.
- Ensure a record is kept of maintenance and inspections.
- Equipment must always be operated and maintained in accordance with the manufacturer's instructions.
- Prior to any cleaning and / or maintenance work, ensure the power has been disconnected for any electrical items of plant.
- Non-mechanical equipment such as brooms, mops, buckets, ladders, should be regularly inspected for worn or damaged parts and be replaced when necessary.
- Mops and brooms should be the right size for the job and not worn out.

Refer to CESA Document No. 15 Management of Plant Policy & Procedure for further information.

1.1.1 Stoves and Ovens

- Stoves should be installed either backed onto a wall or in console form.
- Free-standing stoves should be easily moveable to facilitate thorough cleaning.
- Microwave ovens should preferably be used in a fixed position. Transportable ovens and other cookers must be placed on well-designed trolleys which must be stable and kept away from traffic areas.
- There should be mechanically ventilated canopies over cooking appliances with exhaust fans periodically cleaned of grease and grime.
- Ensure that pot handles do not protrude over the front of the stove or over another heating element

1.1.2 Slicing Machines, Cutters, Food Processors

- When operating slicing machines, always use the 'last slice' device to hold small or end pieces of food against the slicing blade — never hold them in the hand.
- Clean and sanitise slicing machines, food processors etc. daily or after use. Follow the instructions supplied with machines or obtain them from the manufacturer.
- Do not use excessive water as this may cause damage to the motor.
- Avoid harsh abrasives which will scratch metal or enamel surfaces.
- When slicing large quantities of food, check the operators manual to ensure the machine has the capability. Large quantities of tomatoes should not be used on a slicer unless the manual indicates it can.

1.1.3 Dishwasher

- Ensure that dishwashers are maintained in accordance with manufacturers' guidelines
- Do not put food scraps into them
- Regularly check and clean filters
- Use only products which are approved for use in dishwashers
- Ensure that washing jets are not blocked and that the rotating arms are not obstructed
- Ensure that items cannot fall onto the heating element
- Ensure that dishes are cool and hands are washed before emptying them
- Do not mix clean and dirty dishes
- Ensure that a Material Safety Data Sheet is kept for any dishwashing detergents/liquids used.

1.2 SHARP INSTRUMENTS

- All sharp instruments shall be stored in a way that prevents users from being accidentally cut or stabbed — eg. stored in sheaths, slotted wood blocks or racks.
- racks or storage sites must not project into walkways.

- Sharp knives and other cutters must be immediately removed from sinks after washing, not left underwater where they can cause injury, nor should they be placed out of view on top of cupboards.
- when cleaning knives, the washing and wiping action should be along the non-cutting edge only.

1.3 CHOPPING BOARDS

- Boards must be thoroughly cleaned with detergent and hot water after exposure to raw meat, fish or poultry products before being used for any other purpose. They

must not be used to prepare raw meat, fish or poultry with any other foods at the same time.

- Thorough cleaning in hot water will remove most stains. For problem stains such as beetroot, the application of a mild bleach for a few minutes is effective.
- Aging boards which are badly scored and stained can easily be improved by sanding or planing. Suitable ventilation facilities and respiratory protection is needed for this task.
- Discard cracked wooden chopping boards.

1.4 TEA TOWELS

- Change tea towels regularly. Any cloths, including dish cloths, are potential sources of contamination.
- Wash used tea towels daily and boil or bleach them frequently to keep them hygienic.
- Use disposable paper towels for wiping work benches and hands, not tea towels.

1.5 ELECTRICAL SAFETY

All electrical appliances used in the canteen, or at times when organising gala days, fetes etc, must be tested and tagged. Items must be registered on an electrical register. The premises should be protected by a Residual Current Device. If not, portable RCD's shall be used.

Refer to CESA Document No. 9 Electrical Policy & Procedure for further information

1.6 FIRST AID REQUIREMENTS

A risk assessment should be conducted to identify specific first aid requirements for the canteen. As a minimum, all canteens should have a basic first aid kit. Where canteens prepare hot food (ie have stoves, ovens), a burns module shall be made available.

Refer to CESA Document No. 11 First Aid Policy & Procedure for further information.

1.6.1 First Aid for Cold Stress

- Take the person out of the cold room
- Rub the affected areas to stimulate circulation
- Place a rug or jacket around the person
- If a person suffers from hypothermia, or extreme reaction to the cold, he or she should be warmed by blankets, or placing in warm water at 42°C. The affected person should not be placed in front of a radiator or fire.

1.6.2 Working in the Heat

If the canteen does not have adequate cooling during hot weather, it is important that employees and volunteers have access to cool drinking water and can retire to a cooler environment

1.7 EMERGENCY FACILITIES

All canteens shall be equipped with an appropriate fire extinguisher. Consideration should be made about the provision of a fire blanket based on a risk assessment of your canteen. If the canteen has stoves, a fire blanket shall be made available.

Refer to CESA Document No. 10 Emergency & Evacuation Policy and Procedure for further information.

1.8 HAZARDOUS SUBSATANCES

For any chemical used in the workplace that is classified as a hazardous substance, a copy of the Material Safety Data Sheet (MSDS) must be made available. The chemical must be recorded on a hazardous substances register. A risk assessment must be completed for that chemical. Appropriate personal protective equipment must be made available for any person required to use the particular chemical.

Refer to CESA Document No. 19 Workplace Substances Policy and Procedure for further information.

Further information can be obtained from CESA Chemical Safety Guidelines. Canteens refer to page 37. Home Economics refer to page 50.

1.9 CASH HANDLING

When counting money, ensure the area is secured. When banking money, try to alter your routine so that a potential thief does not know your routine

1.10 MANUAL HANDLING

Manual handling injuries are the most common injury throughout Catholic Schools. In many canteens, they are restricted with space and start stacking items above shoulder height. Ideally, explore options to redesign the canteen. If this is not possible, consider purchasing an appropriate step stool.

Steps to assist with minimising manual handling tasks are outlined below:

- Purchase or negotiate with manufacturers/suppliers to pack items in smaller packages which are easier to handle.
- Ensure that deliveries are deposited direct to the storage area or close to it and are left at waist height for those who have to handle them.
- Use mechanical aids to assist with manual handling tasks wherever possible, eg hand trolleys.

- Plan each manual handling task and brief canteen workers in team methods of lifting or moving heavier items.

- Place student lunch baskets in positions that are easy for them to manage.

- Reassess how you pass completed lunch order boxes to children, small children in particular. For instance, reaching out to lift a full lunchbox over and down the other side of work bench to a waiting child is a hazardous practice.

Refer to the CESA Document 16: Manual Handling Policy & Procedure for further information

1.11 HOUSEKEEPING

- Sweep or vacuum floors daily and wash them at least weekly.
- Avoid an accumulation of grease and food scraps underneath stoves, refrigerators etc.
- Scrub benches and chopping boards daily in hot, soapy water.
- Regularly clean walls and cupboards.
- Rinse all dishes and utensils after washing, preferably in hot water.
- Wash any dropped utensils before continuing to use them.
- Dismantle and thoroughly clean food processors, mixers and slicers etc.
- Clean up spills as they occur, whether on the floor or benches.
- Do not use chipped or cracked crockery.
- A regular cleaning program should include easily overlooked areas such as:
    - · shelves and other internal surfaces of refrigerators and freezers
    - · areas around and under appliances, fixtures and fittings
    - · ventilation canopies and filters
    - · hot water unit surrounds.

Refer to the CESA Document 14: Hazard Management Policy & Procedure for a copy of the Canteen/Tuckshop/Kitchen Workplace Inspection Checklist

1.12 COLD ROOMS

- Doors must open from both inside (without a key) and from outside.

- Employees/Volunteers should not work alone in cold rooms more than a few minutes at a time.

- Supervisors should check on employees working in cold rooms at regular intervals.

- Employees / Volunteers required to work in cold rooms may need extra warm clothing, gloves etc.

- Those with a predisposition to chilblains, arthritis, colds, bronchitis, diseases of blood vessels or other conditions exacerbated by the cold should not perform lengthy tasks in cold rooms.

- Cold rooms having an area greater than 4.5 square metres must have the following:

1. An approved alarm which can only be activated from within must be located outside

2. artificial lighting inside the compartment must be at least 75 lux when measured at a distance of one metre from the source. The position of the door must be indicated by an illuminated sign, a pilot light, a luminous sign or by other means approved by the Environmental Health Inspector.

1.13 INDUCTION AND TRAINING

It is a requirement that any person working in a canteen (including volunteers), must be inducted and provided with training in how to use various items of equipment available. Refer to Appendix 2 for a sample Training Matrix for Canteen Staff and Volunteers.

Refer to CESA Document 13: Induction & Training Policy & Procedure.

PART 2 – FOOD SAFETY REQUIREMENTS

2.1 DEFINITIONS:

A 'Food Business' includes school canteens, fundraising events (such as pie drives, cake stalls, multicultural festivals), school catering (such as providing lunch on excursions or camps) or where any food is 'sold'.

The term 'sold' has a very broad meaning in the standard and includes:

- food that is given away for the purpose of advertisement
- food that is provided as part of a service or contract (such as meals provided in a boarding facility)
- food for raffles or offered as a prize.

2.2 SCHOOL ACTIVITIES SUBJECT TO FOOD SAFETY LEGISLATION

School activities that may be subject to food safety legislation include:

- food that is sold or offered for sale, such as from a school canteen
- food supplied together with accommodation, service or entertainment, in consideration of an inclusive charge for the food, such as:
- food provided as a meal to an employee in accordance with a term of an award governing the employment of the employee of employee's contract of service
- food sold or handled (example sausage sizzles) at fundraising events such as a school fete. You will need to check with your local council regarding any permit requirements.
- food for raffles or offered as a prize or reward.

School activities not likely to be covered by food safety legislation include:

- school lunches brought from home
- food provided by a family for their child to share at a school social event
- food prepared and consumed as a teaching activity (seek advice if the food prepared will be sold)
- food provided at a function for which there is no charge.

2.3 MAINTAINING FOOD QUALITY

The school / college canteen like any other food service establishment, has the responsibility of maintaining high standards of hygiene. This is essential if your customers are to receive high-quality, unadulterated food and if food poisoning is to be avoided.

Food can become unsuitable to eat through:

- spoilage;
- contamination

2.3.1 Food Spoilage

Food spoilage is caused by bacteria either present in food or transferred to food by humans. If the conditions are right, the bacteria will like their new 'home' and multiply. If the food develops sufficient numbers of these bacteria, food poisoning will result. Food poisoning, especially in children, can be severe.

Abdominal pains, diarrhoea and vomiting usually occur with two to 36 hours, but can occur up to 72 hours after eating contaminated food. Sometimes, what we shrug off as an upset tummy is really a mild case of food poisoning.

Even food which looks good, smells good and tastes good can cause food poisoning; so prevention is vital.

2.3.2 Food Contamination

Food may be contaminated not only by bacteria but by a variety of things including:

- wire twist-ties;
- flies;
- band-aids;
- broken glass or plastic;
- bits of fingernail;
- hair.

Contamination results from food being unprotected in a hostile environment. Food may be contaminated because of a premise's poor hygiene standards, mice, rats, flies, cockroaches, and other insect pests. Misuse of containers never designed to hold food can also be a cause; and airborne dust around open food is an obvious potential problem.

For bacteria to multiply in food, several conditions are necessary:

- The food must be a suitable medium for growth. Like people, bacteria need water (moisture in food), nutrients (eg. a source of energy and nitrogen, vitamins and minerals), and a suitable pH (ie. Food which is not too acidic or alkaline), etc.
- The temperature of the food must be favourable. The danger zone for the growth of bacteria is between 4° and 60°C. Outside this zone, harmful bacteria will not multiply to sufficient numbers to cause food poisoning.
- Time – when the food, moisture and temperature conditions are right, bacteria need time to multiply; but not much time! Bacteria can divide every 20 minutes. For example, one staphylococcus bacteria (refer to Appendices for further information on bacteria) can become 1,045,576 staphylococcus in seven hours!

2.4 HOW TO PREVENT FOOD SPOILAGE AND CONTAMINATION

Basically, effective food hygiene involves:

- Developing practices which act as a barrier to the contamination of food;
- Ensuring perishable foods are kept at temperatures outside the danger zone (4° and 60°C);
- Not giving bacteria time to multiply to harmful numbers;
- Keeping an eye open for any signs of spoilage when purchasing food or before using stored food.

2.4.1 Food Handling

- Touch food as little as possible: use tongs, forks or pieces of paper to minimise hand contact with unwrapped foods.
- Reheat cooked food only once and thoroughly (eg. Meat pastry lines).
- Avoid handling both money and unwrapped food. Try to organise work routines so that people handling money only handle wrapped foods; or ensure tongs are used.
- Open bags with tongs rather than hands. Never open bags by blowing into them.
- Use disposable paper towels to dry hands or to wipe hands clean after handling food. Avoid using cloth towels.
- Never handle uncooked and cooked meats together. If raw meat, chick or fish comes into contact with cooked or ready-to-serve foods, there is a real risk of bacteria being transferred across and food poisoning resulting.
- After preparing raw foods, wash thoroughly all work surfaces, knives and other equipment in hot water and detergent before using them to prepare any other food.
- Ensure foods are thoroughly cooked to destroy any potentially harmful bacteria.
- Where possible, cook in small units rather than in one large amount. Likewise, break up a large quantity into smaller units for rapid cooling under refrigeration.
- To stop bacteria multiplying, keep perishable foods below 4° or above 60°C: small numbers of bacteria will not be able to multiply to sufficient numbers to cause food poisoning.
- Chilled foods should remain in the refrigerator until needed, especially sandwich fillings and pre-made mixtures containing meat, chicken, fish, eggs or dairy products.
- Keep sandwich fillings, etc. covered when not in use, to protect them from flies and airborne dust.

2.4.2 Selection of foods

Food may sometimes contain harmful bacteria before you buy it. Check all packages carefully before purchasing it. Do not buy or use any potentially unsafe foods such as the following:

- Avoid products which have exceeded the ‘use by’ date.

- Avoid swollen, chilled food packages – swelling results from action by bacteria which produces gas. Foods which can be affected include fruit juices, cheese, yoghurt.

- Avoid swollen cans – this swelling also indicates bacterial action. Swollen cans are rare, and you should notify the store manager/supplier.

- Avoid dented cans – knocks hard enough to cause dents can lead to faulty seams and breaks a can’s seal, allowing bacteria to enter. Faulty seams may also cause contamination of the foods by the solder used in the seams.

- Keep all foods on display covered to protect them from flies and dust.

- Allow sufficient time for thawing frozen foods. Whenever possible, thaw by transferring them from the freezer to the refrigerator. A microwave oven is also very effective for thawing food.

Warning: If meat, chicken or fish is thawed out of the refrigerator, never return it to the refrigerator for later use. Discard it if it can not be cooked immediately, as it may have developed a large population of food-poisoning organisms.

Keep time short between:

- Cooking and eating;

- Cooking and refrigeration;

- Refrigeration and eating;

- Thawing and eating.

2.5 STORAGE OF FOOD

2.5.1 Refrigerated food

- Ensure the free circulation of cold air in refrigerators by not overstocking them with food.

- Store milk, yoghurt, butter and margarine in their original containers, ensuring lids are properly closed.

- Store cheese in its original wrap. Once open, rewrap in plastic film (this inhibits mould growth).

- Once the package has been opened treat vacuum,-packed foods as you would fresh food of the same type.

- Cover all prepared food as you would cover fresh food of the same type once the package has been opened.

- Avoid cross-contamination of raw and cooked foods. Store cooked food above raw food to avoid run-off juices etc. If run-off is likely, stand food in an appropriately deep dish or bowl.

2.5.2 Frozen food

- Avoid overcrowding freezers: this prevents free circulation of air.
- Pack items in freezer bags, extracting as much air as possible. A freezer pump is useful for this. Do not use your mouth.
- Freeze food in small units rather than in one large amount.
- Do not refreeze thawed food.

2.5.3 Canned food

- Most unopened canned food can be stored at room temperature for at least 12 months. Many canned foodstuffs will keep longer, but it is a good idea to set a 12 month maximum.
- Once opened, treat the contents of a can as you would fresh food of the same type.
- Some foods may be stored for a short time in the can once opened, but should be covered with plastic. However, highly acidic or salted foods such as tinned fruit, fruit juices and tomato products do corrode tine plate (the lining of the can) when exposed to the air. Once opened, these products should be transferred to a glass or plastic container before refrigerating.

2.5.4 General Guidelines

- Store all foods in closed containers, cabinets etc. to ensure they are not contaminated by flies, cockroaches, mice and rates.
- Only store food in containers especially designed for holding food.
- Avoid storing household cleaners etc. in food storage areas.
- Ensure stock rotation: use up or discard older stock before using new stock. Before use, check the ‘use by’ or ‘date packed’ labels which appear on most food packages.

Remember…If in doubt throw it out!

2.6 LABELLING

Since December 2002, food sold at events that raise money solely for charitable or community events and not for personal financial gain do not need to be labelled. The only exception is if you are selling royal jelly[1] or a food that contains royal jelly as an ingredient. If you are, then a warning statement must be included on the label.[2]

Although you do not need to label your food, there are circumstances where the law requires you to provide information about the foods you sell, if you are asked. For example, if someone asks you whether a food contains a particular ingredient that may cause an allergic reaction, you must provide this person with this information.

If food being sold contains any of the items listed below, somebody selling the food should know and be able to provide the information when asked, or a sign could be included where the food is displayed. An ingredient list on the label makes the task easier.

If you do decide to label the food, please read the section on how to label food.

There are also other circumstances when information may need to be provided. Before you event takes place, the organiser of the event should ask their local council whether any of these circumstances apply[3].

2.6.1 How to Label Food

If you wish to label your food, it is recommended that the label includes:

- A description of the food, for example ‘strawberry jam’ or ‘chocolate cake’;
- The name and address of the person or company who made the food so that the maker can be traced if there is any problem with the food;
- A list of ingredients;
- A ‘best before date’ to indicate how long the food will keep; and
- Any special storage conditions, for example ‘keep refrigerated’.

A simple handwritten label is fine.

---

1 Royal jelly is the milky white, viscous secretion from the salivary glands of honey bees.

2 The warning statement required is “This product contains royal jelly which has been reported to causes severe allergic reaction and in rare cases, fatalities, especially in asthma and allergy sufferers.

3 All exceptions to the labelling exemptions are listed in clause 2(2) of Standard 1.2.1 Application of Labelling and Other Information Requirements, in the Food Standards Code. The Code can be read on the FSANZ website www.foodstandards.gov.au. If any of these exceptions apply, the information must be provided to the purchaser upon request or displayed next to the food.

2.7 FOOD OR INGREDIENTS THAT ARE KNOWN TO CAUSE ALLERGIC REACTIONS.

If food for sale contains any ingredient on the following list, the information must be given to a buyer on request, or displayed next to the food or on the packaging:

- Gluten (a substance found in wheat, rye, barley, oats and spelt, and therefore present in foods made from these grains, such as flour)
- Fish and fish products
- Crustacean (shellfish) and products
- Egg and egg products
- Milk and milk products
- Peanuts and products
- Soya beans and products
- Sesame seeds and products
- Other nuts and products
- Sulphites (a preservative)
- Royal jelly
- Bee pollen (pollen collected from the legs of bees)
- Propolis (a substance collected from bees)

2.8 POTENTIAL FOOD SAFETY HAZARDS

The following potential hazards may occur **during all activities** in a school'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 like cooking; and
- can result in illness even in small numbers.

Pathogenic bacteria

Campylobacter

Salmonella

Listeria

E coli

Staphylococcus aureus

Bacillus cereus

Clostridium perfringens

Food borne viruses

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.

2.8.1 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 (ie 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 like custard and cheese cake;
- seafood and products containing seafood and fish stock;
- some pre-prepared processed fresh fruits and salads like pre-prepared salad and pre-cut fruit salad;
- cooked rice and pasta;
- cooked foods containing protein-rich products like eggs, beans and nuts; and
- foods that contain the above foods, like pizza and sandwiches.

2.8.2 Non-potentially hazardous foods

- processed potentially hazardous foods like canned and bottled products, dried fruit, salted and fermented dried meats; acidic foods like yoghurt and orange juice; shelf-stable sauces like 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.

2.8.3 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 include glass, metal, plastic, dirt, adhesive dressings and rubber bands.

2.8.4 Chemical hazards

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

2.8.5 Allergens

Allergens are not considered a food safety hazard and are not managed by this food safety program. Common allergens like 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/

2.9 FOOD HANDLING FUNDAMENTALS

Food handling fundamentals apply to all food handling processes and are the basis of safe food production. All food businesses and their food handlers should routinely follow these fundamentals.

2.9.1 Time and 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 ± 1°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 like 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.

2.9.2 Food handler health and hygiene

All 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 their Supervisor if they are suffering, are a carrier 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;

avoid sneezing or coughing over 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

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.

2.9.3 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 like 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.

2.9.4 How should bench tops and other items be sanitised?

Cleaning an item only removes the dirt and grease from it - does not kill the bacteria hiding underneath! 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, on 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^{o}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 approved by the school / college and recommended by the school / college's chemical supplier/manufacturer for use in food production environments, applied per the supplier's instructions.
- **Heat**: immerse equipment in clean water at 75^{o}C or greater for 30 seconds. 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 appropriate.

2.9.5 Premises and equipment

Food premises, fixtures, fittings and equipment must be in working order and a good state of repair. The school / college must have a temperature measuring device that is accurate to +/- 1^{o}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 school / college 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; and
- Calibration may be by organisations accredited to calibrate equipment, or in-house using the ice method.

Ice method (to check the accuracy of the thermometer at 0°C):

- Prepare a container of iced water (at least 60% ice);
- Stir well and allow to stand for 5 minutes;
- Immerse the thermometer into the water and allow to stabilise;
- Record the reading on Record 3;
- Repeat several times; and
- The reading should average 0°C or within ± 1°C. If the thermometer reads more than ± 1°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 each use.

Once a portable thermometer has been calibrated it can be used to calibrate fixed devices.

- Place the portable thermometer in the cool room or refrigerator with the fixed thermometer overnight;
- Compare the portable thermometer reading with the fixed thermometer reading in the morning and record on Record 6.

If the fixed thermometer reads more than ± 1°C it may be recalibrated, serviced or replaced. If it is clearly indicated on the equipment that the user must adjust the reading by the discrepancy, then the device can continue to be used.

Note: fixed thermometers (such as in a cool room etc) may be checked by service people when they conduct their regular service. They will need to provide as part of their report a written statement that affirms the thermometers are accurate to ± 1°C.

2.9.6 Animals (3.2.2 c24)

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

2.9.7 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 like screens on windows, electronic insect zappers, cockroach and mouse baits; or
- contracting a licensed pest control business.
- Deny pests any possible access points by ensuring that doors and windows are tight closing, and that any cracks in walls or cupboards are repaired.

- Store all foods in pest-proof containers or cabinets and close cupboard doors when you do not require access.
- Be alert to signs of vermin activity (eg droppings, holes in packages, etc). Frequent stock rotation will help detect any infestation at an early stage and will minimise stock damage.

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 should be documented. 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:

2.10 WASTE DISPOSAL

- Ensure that you have adequate rubbish bins both inside and outside the canteen and that they are regularly emptied and maintained (likewise when organising fetes etc).
- Wash daily those rubbish bins used inside the canteen.
- Use bins with tight-fitting lids, and do not allow them to overflow.

2.11 FOOD SAFETY CONTROLS

2.11.1Receipt

The Food Safety Standards require potentially hazardous foods to be received **at 5^{o}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.

2.11.2Storage

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.

2.11.3 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 ^{o}C and 60^{o}C is limited. Frozen potentially hazardous foods that are thawed out of temperature control should be either cooked or consumed within 4 hours.

2.11.4 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 like some cold sweets require careful handling and temperature control because there is no pathogen destroying cooking step.

2.11.5 Cooking and reheating

Thorough cooking of potentially hazardous foods to 75 ^{o}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 ^{o}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 ^{o}C to avoid pathogen growth.

2.11.6 Cooling

While cooking destroys pathogens it does not destroy some pathogenic spores. The spores may germinate at temperatures between 5^{o}C and 60^{o}C and (during the germination process) produce a toxin. When the product is reheated to more than 60^{o}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^{o}C, and then be placed in the fridge or cool room.

Refer To Appendices for examples of risk control plans.

2.12 FOOD RECALL (3.2.2c12)

There are various ways in which a school / college can be notified about a food recall. Notifications can be from food manufacturers, wholesalers and importers. Often, Department of Health will issue food recalls which are widely publicised in the media.

Where a food recall has been received, the canteen will need to check if this product is stocked (for example check product, batch number, use by date, et). 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.

2.13 WHAT TO DO IF YOU SUSPECT FOOD POISONING

If you believe the canteen's (food prepared in kitchen of boarding house, or Out of School Hours Care, gala/fete etc) food service or a particular food served may be responsible for causing food poisoning:

- Advise people displaying symptoms to seek medical advice. Faecal samples may assist with an investigation. A doctor would request this.
- Contact your local Council environmental health officer of the SA Department of Health, Environmental health service, Food Policy and Program 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.

Enforcement Agency

The administrative arrangements for food legislation is managed by local government. They are responsible for enforcing food legislation. The following website provides contact information: www.lga.sa.gov.au

Appendices

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

.

Salmonella	
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 ^{o}C and is almost dormant below 5^{o}C, and it is destroyed at temperatures above 75^{o}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?	• Good food handling and hand washing practices especially where raw animal products are handled. • Thorough cooking of poultry and minced beef products. • Only purchase clean, uncracked eggs from a reputable supplier and store them at a cool temperature (less than 15°C) or in the fridge. • Exclude infected food handlers and take extra care on return to work.

Campylobacter	
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.

Listeria	
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^{o}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: • Store potentially hazardous foods and high-risk Listeria foods at 5^{o}C or less. • Avoid cross contamination by following good food handling practices, personal hygiene and hand washing. • Exclude infected food handlers. For at risk groups high-risk Listeria foods: • that are an important part of a healthy diet like 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. • that aren't an important part of a healthy diet, like soft and surface ripened cheeses, pate, soft serve ice cream, chilled seafood and unpasteurised dairy products should be avoided. Where a doctor has advised that a person is very high Listeria risk all high-risk Listeria foods should be avoided.

E coli	
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 like 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?	• Cook or pasteurise all animal products (meat and dairy). • Wash fruits and vegetables if to be consumed raw. • Avoid cross contamination by following good food handling practice, personal hygiene and hand washing. • Cook all minced beef and hamburger thoroughly. • Store potentially hazardous foods at 5^{o}C or less. • Exclude infected food handlers.

Staphylococcus Aureus	
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 ^{o}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	**Bacillus cereus** **Clostridium perfringens**
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^{o}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: • *B. cereus*: usually rapid onset 1 to 5 hours but can be up to 15 hours • *C. perfringens*: usually 6 to 15 hours.
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?	• *B. cereus* toxin: acute nausea and vomiting. • *C. perfringens:* watery diarrhoea, abdominal cramps and pain.
How is it managed?	• Cool and reheat potentially hazardous foods rapidly. • Avoid cross contamination by following good food handling practice, personal hygiene and hand washing. • Store foods that harbour or support the growth of spore-formers at 5^{o}C or less. • Do not store pre-cooked foods under temperature control for long periods.

2. Food Safety Risk Assessment

Receipt (3.2.2 c5)	**Potential hazards** (refer section 4) Microbiological, physical and chemical	Authorised by …… Date ……..	
Control	**Monitoring of control**	**Corrective actions**	**Record**
Assess food received to ensure only safe and suitable food is accepted (within the centre's control) by: • sensory checking all foods received • checking the temperature of a sample of potentially hazardous foods received. (**Note**: not required for retail purchases.)	**What:** Monitor food deliveries to ensure: • packaging is undamaged and there's no signs of contamination • foods are within use-by dates • frozen food is received hard frozen • the temperature of a sample of deliveries of potentially hazardous foods to ensure they are at or below 5°C. **When:** Depending on the business, but often enough to have confidence that food received is safe and suitable. **Who:** Manager or delegate. **How:** By: • assessing all food deliveries as they are unpacked and recording on Record 2 • measuring the temperature of a sample of potentially hazardous food and recording on Record 2.	The centre will: • reject and return foods to the supplier that: • are in damaged packaging and likely to be contaminated, or • have expired use-by dates, or • are potentially hazardous and are above 5°C • contact the supplier to advise that potentially hazardous foods must be delivered at 5°C or below • change suppliers if potentially hazardous foods are consistently delivered above 5°C.	**Direct record** Food receipt or similar (eg, on purchase orders, receipts, invoices or other internal system).

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

Storage (3.2.2 c6)	**Potential hazards** (refer section 4) Microbiological, physical and chemical	Authorised by Manager…… Date ……	
Control	**Monitoring of control**	**Corrective actions**	**Record**
Food is stored so that it does not become unsafe by: • storing all food in clean, pest free areas • storing potentially hazardous food under temperature control • rotating all food stocks.	**What:** Monitor • refrigerator units to ensure that food is stored at or below 5°C and freezers store food so that it is hard frozen • food storage areas to ensure they are clean, free of pests and food stocks are rotated. **When:** Depending on the business but often enough to have confidence that food is stored safely, for example: • refrigerator units: daily or similar • storage areas and stock rotation: monthly or similar. **Who:** Manager or delegate. **How:** By: • manually or electronically checking and recording the temperature of fridges • conducting in-house assessment of food storage areas	If fridge temperature is above 5^{o}C: • 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. • 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!. If storage areas are not clean or there is pest activity discuss with staff and if necessary adjust cleaning schedule.	**Direct records** Storage temperatures. In-house assessment. **Associated records** Cleaning and sanitising schedule. Pest control.

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

Thawing (3.2.2 c7)	**Potential hazards** (refer section 4) Microbiological, physical and chemical	Authorised by Manager …… Date ……	
Control	**Monitoring of controls**	**Corrective actions**	**Record**
Potentially hazardous food is thawed so that it doesn't become unsafe by: • thawing under refrigeration • if thawed rapidly consumed or cooked within 4 hours of being removed from refrigeration.	**What:** Monitor the methods used to thaw potentially hazardous foods and the time if thawed out of refrigeration. **When:** Depending on the business but often enough to have confidence that food is thawed safely. **Who:** Manager or delegate. **How:** In-house assessment.	Potentially hazardous food thawed out of temperature control and not cooked or consumed within 4 hours will be discarded.	**Direct record** In-house assessment. **Associated records** Storage temperatures.

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

Preparation (3.2.2 c7)	**Potential hazards** (refer section 4) Microbiological, physical and chemical	Authorised by Manager …….. Date ……	
Control	**Monitoring of controls**	**Corrective actions**	**Record**
Ensure food does not become unsafe during preparation by adhering to food handling fundamentals with regard to: • time and temperature control of potentially hazardous foods • food handler health and hygiene • good food handling practices.	**What:** Monitor adherence to: • the controls for the time/temperature of potentially hazardous foods • the health and hygiene policy • good food handling practices. **When:** Depending on the business but often enough to have confidence that food is prepared safely. **Who:** Manager or delegate. **How:** In-house assessment.	Discard any potentially hazardous food that has been between 5°C and 60°C for > 4 hours and any food suspected of being unsafe. Discard food that may have been exposed to contamination through failure to follow good handling practices. Provide additional skills and knowledge for food handlers that are unclear about the food handling fundamentals	**Direct record** : In-house assessment **Associated records** Cleaning and sanitising schedule

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

Cooking and reheating (3.2.2 c7)	**Potential hazards** (refer section 4) Microbiological	Authorised by Manager ……. Date…….	
Controls	**Monitoring of controls**	**Corrective actions**	**Record**
Eliminate pathogens by adequately cooking and reheating potentially hazardous food. **Note**: foods that are boiled or steamed (eg, stews/casseroles, rice, soup, gravy etc), or are not potentially hazardous (eg, bread, scones, cakes, vegetables, stewed fruit, jelly) do not require checking.	**What:** Monitor: • 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 • the temperature of reheated potentially hazardous food that will be held hot (60°C or above) • the use of and adherence to recipes. **When:** Depending on the business but often enough to have confidence that: • potentially hazardous foods are fully cooked • reheated potentially hazardous food to be held hot are reheated to 60°C or above • recipes during in-house assessment. **Who:** Food handlers for temperature and visual checks. Manager or delegate for recipes. **How:** By: • using a temperature measuring device or cutting open 2 or 3 units of a cooked food • asking cook if the recipe was followed and is accurate during in-house assessment	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. Discard product if it is not reheated to 60°C or above in 2 hours and review reheating procedures/equipment. If a standard recipe fails to deliver adequately cooked food check that equipment is operating correctly and/or review and re-test the recipe.	**Direct records** Standard recipes/ procedure for cooking potentially hazardous foods (if being used as a record). Cooking and cooling. or 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. In-house assessment.

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

Cooling (3.2.2 c7)	**Potential hazards** (refer section 4) Microbiological, physical and chemical.	Authorised by Manager …….. Date ……	
Controls	**Monitoring of controls**	**Corrective actions**	**Record**
Cool potentially hazardous food (for use later) so that it does not become unsafe by cooling rapidly from: • 60°C to 21°C within 2 hours, and • within a further 4 hours from 21°C to 5°C.	**What:** Monitor the temperature relative to time of potentially hazardous cooked foods being cooled for later use. **When:** Depending on the business but often enough to have confidence that potentially hazardous food that is cooled for use later does not become unsafe. **Who:** Manager or delegate. • **How:** 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. **Note**: once food is 60°C it should be refrigerated.	Discard potentially hazardous food that is not cooled within the cooling requirements. If food isn't cooling quickly enough then for future batches: • divide food into small portions: 2 or 3 containers • stir occasionally to assist heat to dissipate, for example, after one hour of cooling.	**Direct records** Cooking and cooling or 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.

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

Service and delivery (3.2.2 c7, c8 and c9)	**Potential hazards** (refer section 4) Microbiological, physical and chemical.	Authorised by Manager …… Date ……	
Controls	**Monitoring of controls**	**Corrective actions**	**Record**
Ensure food does not become unsafe during service and delivery by adhering to food handling fundamentals with regard to: • time and temperature control of potentially hazardous foods • food handler health and hygiene • good food handling practices.	**What:** Monitor: • control for time/temperature of potentially hazardous foods is adhered to • food handlers adhering to the health and hygiene policy • good food handling practices are being followed. **When:** Depending on the business but often enough to have confidence that food does not become unsafe during service and delivery. **Who:** Manager or delegate. **How:** In-house assessment.	Discard any potentially hazardous food that has been between 5°C and 60°C for > 4 hours and any food suspected of being unsafe. Discard food that may have been exposed to contamination through failure to follow good handling practices. Provide additional skills and knowledge for food handlers who are unclear about food handling fundamentals.	**Direct record** Food handler skills and knowledge – skill training matrix. **Associated records** In-house assessment.

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

3. TRAINING MATRIX FOR CANTEEN STAFF & VOLUNTEERS

Place a tick where the task has been completed and insert date when it was conducted. If it is not applicable, indicate with NA.

	Induction	Incident / Hazard Reporting	Emergency / First Aid Procedures	Policy Checks	Mandatory Reporting	Hygiene Requirements	Cash Handling Procedures	SWP Meat Slicer	SWP Hot Dog Machine	SWP Pie Warmer	SWP Microwave Oven	SWP Toaster	SWO Bain Marie	Fridge Temp Control Range Data Records	Oven Temp Control Range Data Records	Clothing Policy	Smoking Policy	MSDS	Date complete
NAME																			