

# Eat Safe

BRISBANE



## Food safety made easy guide



*Dedicated to a better Brisbane*



Eat Safe Brisbane  
encourages a safe and  
healthy city as part of  
Council's *Brisbane  
Vision 2031.*





# Eat Safe Brisbane

## Food safety made easy guide

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

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

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

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

This guide was developed to help food businesses in Brisbane comply with the *Food Act 2006*, Food Safety Standards and good food safety management practices in general. By following the food safety principles outlined in this guide, you will be able to enhance and maintain your food safety management processes. In doing so, you will put your business in a better position to achieve a high Eat Safe Brisbane star rating.

The guide contains two sections.

**Section A – Compliance Details** contains the food safety requirements outlined in the

*Food Act 2006* and the Food Safety Standards. It is your legal responsibility to comply with these. Any breach of these provisions are noted and subsequently tallied to give an overall representation of the compliance against the *Food Act 2006*.

**Section B – Good Management Practices** contains a list of management documents that help identify and control food safety hazards in a food business. These documents are seen as effective tools in managing food safety risks associated with any food operation. If you can provide examples of these documents, Council will maintain confidence that your food business can operate at a higher level of compliance. The points associated with each management document kept are totalled to give the Section B rating. These documents must be maintained and kept on-site at all times.

To help businesses keep documented management practices, Council has created a number of food safety management templates.

Scores from both Section A and Section B are added together to calculate the overall Eat Safe Brisbane star rating.

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

You can use the Eat Safe Brisbane food safety industry checklist to assess your current food safety processes.



# Section A

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# General requirements



## Food business licence

### How do I apply for a licence?

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

### How do I renew my licence?

Annual renewal fee invoices are mailed to each licensee every 12 months for payment. You can pay these invoices online or in person at Council's Regional Business Centres. Visit [brisbane.qld.gov.au](http://brisbane.qld.gov.au) or call 3403 8888 to find your nearest Regional Business Centre.

### Does my licence need to be displayed?

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

### What are site specific conditions?

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

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

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



## Food business structural designs

### How do I ensure the structure of my premises is appropriate?

When designing, building or fitting out new premises or making changes to an existing one, the design and layout must meet the requirements of the *Food Act 2006* and the Food Safety Standards 3.2.3 – Food Premises and Equipment.

Council has introduced a free advisory service for new and existing businesses. The advisory service allows you to speak with one of Council's Environment Health Officers (EHO) to provide advice on meeting the requirements of the food safety standards and ensure any future application is properly made. To book a meeting with an EHO, please contact Council's Business Hotline on 133 BNE (133 263)



## Food safety supervisors

### Who is a food safety supervisor?

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

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

- have the ability to supervise food handling practices in the food business
- be reasonably available at all times the food business is operating
- have the authority to supervise and give instructions to food handlers.

### What is reasonably available?

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

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

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

### Where can I get more information regarding food safety supervisors?

If you require more information on food safety supervisors visit [brisbane.qld.gov.au](http://brisbane.qld.gov.au) and search for 'food safety supervisors'. You can also contact Council on 3403 8888.



## Food safety programs

### What is a food safety program?

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

### Do I need a food safety program?

Under the *Food Act 2006*, licensed food businesses required to have an accredited food safety program include:

- off-site caterers – businesses that cater for functions, other than at their principle place of operation, such as charter boats

- on-site caterers – wedding venues, function halls, hotels, clubs etc.
- private hospitals, aged care facilities, day care facilities and other businesses that serve potentially hazardous food to six or more vulnerable people.

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





## Skills and knowledge of food handlers

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

Food business owners need to ensure all employees undertaking food handling have appropriate skills and knowledge relating to food safety and hygiene.

For free food hygiene online training visit [brisbane.imalert.com.au](http://brisbane.imalert.com.au)

### What are some examples of the skills and knowledge required?

Examples of food handler skills and knowledge required include:

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

# Food handling controls



## Receiving food products

### How should my products be delivered?

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

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

### What temperatures should my products be at?

All foods delivered should meet these temperatures:

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

### How do I ensure food delivered is safe and protected?

Products should be purchased from well-known and respected suppliers.

It may not be possible or practical for you to check every item at time of delivery, however a random spot-check of temperatures and cleanliness of delivery vehicles should be done on a regular basis.

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

### What should I do if the food is contaminated?

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



## Food storage

### How do I store my food so it is protected from contamination and at the correct temperature?

To prevent food from being contaminated, the following steps can be taken:

- store in food-grade containers and cover
- store raw food separately or away from ready-to-eat food
- keep storage areas free of pests
- store containers on shelving and not on floors
- keep shelving areas clean to discourage pests
- do not use packaging that is damaged or has mould or dampness
- do not overload refrigerators, cool rooms or freezers. Store items in a way that allows airflow between containers and food items
- regularly check and clean out refrigerator, cool rooms, freezer seals and condensers
- take temperature readings of food at least twice each day

- store any product that is defrosting or has natural juices on a drip tray and place on the bottom shelf below all raw, ready-to-eat and cooked products
- display a visible thermometer on the outside or inside of the fridge, freezer or cool room.

### What temperatures should I store my food at?

Food needs to be stored under correct conditions so it will not adversely affect its safety:

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



## Food processing

### What measures should I put in place to prevent contamination?

Some measures to prevent contamination include:

- source ingredients from reputable suppliers
- ensure packaging is intact
- inspect food for visible signs of contamination
- check potentially hazardous food to ensure it has been kept at the correct temperature
- inspect food to determine whether it is damaged, or has deteriorated or perished
- remove contaminants that may be present in the food before use (for example, wash fruit and vegetables)
- do not contaminate ready-to-eat food with raw food by ensuring utensils have been cleaned, sanitised and dried between use
- minimising contamination from food handlers
- use colour coded chopping boards with different colours for different foods.

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

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

### Ready-to-eat food

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

### Raw food

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

### Two hour/four hour guide

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

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

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



## Thawing food

### What are the correct methods for thawing/defrosting food?

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

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

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



## Cooling food

### What are the correct methods for cooling food?

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

Some examples of how to cool food correctly:

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



## Reheating food

### What are the correct procedures for reheating food?

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

Tips for reheating food safely:

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



## Food display

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

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

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

- Food that is to be held hot, and the containers in which they are held, should both be at a temperature of 60°C or above before starting hot holding. Do not place cold food into a cold container with the intention of hot holding.

- Check and record the temperature of food when the bain marie is set up and every three hours thereafter or at least twice a day.



### Food packaging

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

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

- Packaging material must be appropriate for food contact use.

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



### Food transportation

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

#### How should I transport chilled food?

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

#### How should I transport hot food?

- Hot food should be maintained at a temperature of 60°C or above if it will not be delivered or consumed within two hours of final heating.

Hot food is to be packed in clean, sealed, insulated containers during transportation.

#### How do I prevent cross-contamination?

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



## Food disposal

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

- destroyed
- used for purposes other than human consumption

- returned to the supplier
- further processed in a way to ensure it is safe and suitable for use
- determined to be safe and suitable.

Food to be disposed of must be easily identified. This may be with a label, marked and affixed to the packaging material.



## Food recall

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

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

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

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

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





## Alternative methods of compliance

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

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

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

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

If your food business requires an alternative method of compliance, you will be required to document how you are complying with the temperature and time requirements for potentially hazardous food.

For more information, please refer to the Food Safety Standards 3.2.2 Clause 25.





# Health and hygiene controls



## Contact with food

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

- Separate ready-to-eat food from raw meats or unprocessed foods.
- Use clean utensils when handling ready-to-eat food e.g. tongs.

- Ensure food is adequately protected from contamination.
- Ensure eating and drinking utensils and food contact surfaces are correctly cleaned and sanitised.
- Ensure food contact surfaces are adequately protected from contamination.
- Report to a supervisor if equipment is not working correctly.



## Health of food handlers

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

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

No. The food handler is not allowed to handle food. They can carry out limited activities such as administration or cleaning duties (not including contact with eating and drinking utensils or food contact surfaces), to ensure that they do not contaminate the food and food contact surfaces.

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

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



## Hygiene

### How can I exercise good hygiene practices?

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

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

#### Surfaces

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

#### Body

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

#### Bandages

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

#### General habits

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

### Why and when should I use gloves?

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

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



## Hand washing facilities

### What are the minimum requirements for hand washing facilities?

You need to provide a hand wash basin that is:

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

The hand wash basin should be large enough for hands, wrists and arms to be washed under the tap.

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

### How should I wash my hands?

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

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

### When should my staff or I wash our hands?

- Immediately before starting work.
- Immediately after using the toilet.
- Before and after breaks.
- Between working with different food groups e.g. raw meat and vegetables etc.
- Between handling cooked and uncooked food.
- After handling garbage and waste bins.
- Immediately after coughing into hands.
- After touching hair, nose, mouth or any other body parts.
- After cleaning tasks.



## Duty of food businesses

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

You must inform food handlers of their health and hygiene obligations under the Food Safety Standards and *Food Act 2006* and ensure they take all reasonable measures to prevent food contamination.

Ways of doing this include:

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

# Cleaning, sanitising and maintenance



## Cleanliness of the food premises and equipment

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

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

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

- floors, walls and ceilings
- benches
- shelves
- sinks
- hand wash basins
- cupboards
- light fittings
- ventilation ducts
- pipes
- electrical wiring etc.

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

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



## Sanitation of the food premises and equipment

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

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

#### Hot water

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

#### Chemicals

- Chemical sanitisers need to be suitable for use on food contact utensils, equipment and surfaces.

- Sanitisers will not work correctly if the surface to be sanitised has not been thoroughly cleaned first (if surfaces are dirty, the effectiveness of the sanitiser is reduced).
- Sanitisers will only work correctly if they are used in correct concentrations and the instructions are followed.

#### Other processes for sanitising may include:

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



## Maintenance of the food premises and equipment

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

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

### How often should I service my grease trap?

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

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

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

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

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

# Other requirements



## Thermometers

### Do I need a thermometer?

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

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

### How do I maintain my thermometer?

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

### How do I calibrate my probe thermometer?

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

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

#### Using ice water

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

### Using boiling water

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



### Single use items

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

### How do I clean and sanitise my thermometer properly?

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

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



### Toilet facilities

All food businesses must ensure there are adequate toilets available for food handlers working in the food business to use.

The minimum requirements for toilet facilities from the Building Code of Australia are as follows:

- staff and public toilet facilities are to be equipped with appropriate hand washing facilities
- toilet facilities are to be clean and operating properly

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

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



### Animals and pests

#### How do I maintain a food business free of pests?

- Design and maintain the premises to stop pests such as rats, mice, cockroaches, ants, flies and birds coming into the premises.
- Store all food materials and ingredients in sealed containers.
- Keep exits and windows closed or screened to stop access by pests.

- Cover all drainage holes and any holes that appear on walls or in between equipment and seals.
- Have regular pest control services by a licensed operator and keep records and receipts of the services.
- Remove all dead pests from the premises.
- Check with your pest control operator to find out if you need to clean your food contact surfaces after a pest treatment.





# Section B

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# Good management practices



## Accredited Hazard Analysis and Critical Control Points (HACCP) plan

### What is HACCP?

HACCP is a nationally and internationally recognised system which forms part of a food business's quality assurance system.

The HACCP plan identifies hazards and establishes controls that will prevent, eliminate or reduce hazards to an acceptable level. It provides a formal method for food businesses to manage the safety of food that is prepared and processed within the business.

The principles of HACCP are:

- hazard analysis
- identifying critical control points
- establishing critical limits
- monitoring
- taking corrective action
- keeping records
- verifying results.

### What are the requirements of a HACCP program?

The HACCP principles outlined require businesses to undertake the following:

- identify what food safety hazards could occur at each stage of food production (e.g. if cooked food is cooled too slowly, bacteria can grow to dangerous levels)
- identify where these food safety hazards can be controlled (the steps during the

production of the food where controls can be put in place), e.g. the cooling step

- put in place specific controls, including criteria which separate acceptable from unacceptable, to make sure food safety hazards do not occur (e.g. establish a cooling procedure that cools cooked food from 60°C to 21°C within two hours and from 21°C to 5°C within a further four hours, using shallow trays for cooling in the refrigerator)
- monitor these controls to make sure they are in place and working (e.g. checking that the cooling procedure is being followed)
- take action if a control is not working, such as discarding the food, and carry out a follow-up investigation to determine why the procedure was not followed so any problems can be resolved
- keep records of monitoring and corrective actions so the business has confidence that the food safety controls in place are working correctly and can be demonstrated to Council
- regularly review the entire HACCP system to make sure it is being followed and covers all food handling activities of the business. It will also allow any necessary changes to be made to maintain the safety of the food handled by the business.



## Accredited food safety programs

### What is a food safety program?

A food safety program is a documented program that identifies and controls the details of a set of practices and procedures your business will need in order to manage food safety.

Food safety programs need to be documented, with staff trained in their requirements. The program must be supported by documentation regarding its processes, implementation, maintenance and revisions.

### Do I need a food safety program?

Under the *Food Act 2006*, only certain licensable food businesses in Queensland need to have a food safety program accredited by Council. Licensed food businesses are required to have an accredited food safety program if conducting:

- an off-site catering business that caters for functions, for example, charter boats that serve potentially hazardous food
- on-site catering – wedding venues, function halls, hotels and clubs
- private hospitals, aged care or day care facilities and other facilities that serve food to six or more vulnerable people.

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

### Why do I need a food safety program?

The introduction of the food safety program aims to reduce the incidence of food poisoning and reduce the regulatory burden on the food industry. It also allows food businesses to show they have taken due care to ensure the food they produce is safe.

### What should I include in my food safety program?

A food safety program must:

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

### How do I develop my food safety program?

There are various food safety program templates available to help you develop a food safety program tailored to your food business. Food safety programs do not have to be developed by external consultants or contractors.

Queensland Health has a number of food safety program templates that are available free of charge at [health.qld.gov.au/foodsafety](http://health.qld.gov.au/foodsafety). However, you can use any food safety program template to develop your food safety program, provided the completed program meets the necessary criteria outlined previously.

### How do I get my food safety program accredited?

Council issues your food business licence and is responsible for accrediting the food safety program for your food business. Contact Council to have your food safety program accredited.

### What happens after my food safety program is accredited?

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

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

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

### How do I find an approved auditor?

Queensland Health keeps a register of auditors approved under the *Food Act 2016* at [health.qld.gov.au/foodsafety](http://health.qld.gov.au/foodsafety). The register contains the name and contact details of approved auditors, the conditions of auditor approvals and the terms of approval.

### What happens after an audit?

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

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

### What other things should I remember to do?

Remember your food safety program is a very important document and must be kept on-site at your business at all times.

Together with your food safety supervisor it is important to decide who will be responsible for doing what. For example, who will check the goods when they arrive? Who will take temperatures and who will clean what?

Once the responsibilities have been decided, make sure that all staff are clear on exactly what they have to do, when they have to do it and how they are going to do it.

You will also need to make sure that your staff have the right skills and knowledge about food safety and hygiene to carry out their set tasks. They may require training.



## Cleaning programs and schedules

### Why is cleaning and sanitising important?

Premises that serve food must be continually cleaned and sanitised to ensure all surfaces and equipment are free from bacteria. This procedure is essential for the safe operation of any food business.

### What is the difference between cleaning and sanitising?

Cleaning is the removal of any visible dirt. Sanitising is the reduction of invisible bacteria found on a surface. Neither method removes or kills all bacteria.

There are three basic steps to effective cleaning and sanitising.

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

### Why is a cleaning schedule important?

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

### What should I include in my cleaning schedule?

To create a cleaning schedule, make a list of all the items that need cleaning. Start with items like the structure (floors, walls and ceilings), equipment, fittings and fixtures. Using a chart similar to the example below, list these items down in the first column and consider items not cleaned frequently, as well as daily items.

Beside each item listed, write down the cleaning product and cleaning method. Fill in details on how often it should be cleaned (e.g. daily, weekly). Also include the person responsible for making sure the task is completed and the date to be completed by.

### Example one of a cleaning schedule

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

### Example two of a cleaning schedule

Job Number: 1		Job Number: 2	
<b>Equipment:</b>	Work benches, storage shelves and counters	<b>Equipment:</b>	Slicers, mixers
<b>Process:</b>	<ul style="list-style-type: none"> <li>remove food scraps and rubbish</li> <li>rinse with warm water</li> <li>apply detergent and wash (ensure correct concentration)</li> <li>rinse with clean water</li> <li>apply sanitiser (ensure correct concentration and contact time)</li> <li>rinse with clean water and air dry (depends on the type of sanitiser used).</li> </ul>	<b>Process:</b>	<ul style="list-style-type: none"> <li>disconnect from electricity</li> <li>remove food scraps</li> <li>dismantle machine, remove all detachable pieces</li> <li>rinse with warm water</li> <li>apply detergent to machine and wash, soak detachable pieces</li> <li>rinse with clean water</li> <li>apply sanitiser and soak detachable pieces</li> <li>rinse with clean water and air dry.</li> </ul>
<b>Frequency:</b>	End of each day	<b>Frequency:</b>	After use
<b>Products used:</b>	Scraper, brush, clean cloths, detergent and sanitiser	<b>Products used:</b>	Scraper, brush, clean cloths, detergent and sanitiser

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

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

### How do I implement the schedule?

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



## Food storage temperatures

### Why is it important to maintain food temperatures?

The Food Safety Standards specify that potentially hazardous foods must be stored, displayed and transported at safe temperatures and, where possible, prepared at safe temperatures. Safe temperatures for food display and storage are 5°C or below, and 60°C or above. Potentially hazardous food needs to be kept at these temperatures to prevent growth of food-poisoning bacteria to dangerous levels.

### Why is it important to keep temperature records?

It is an offence to sell food which is unsafe or which may cause harm to the person consuming it. Keeping temperature records allows businesses to show that all reasonable precautions are exercised. Records are considered essential when trying to establish a defence in cases where temperature control is an issue.

It is almost impossible to know if your refrigeration and heating equipment is working correctly without regular temperature monitoring and record keeping. Monitoring of food temperatures clearly demonstrates that measures are in place to control a major food safety hazard, even though written records are not necessarily a legal requirement.

### At what temperatures do bacteria grow and die?

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

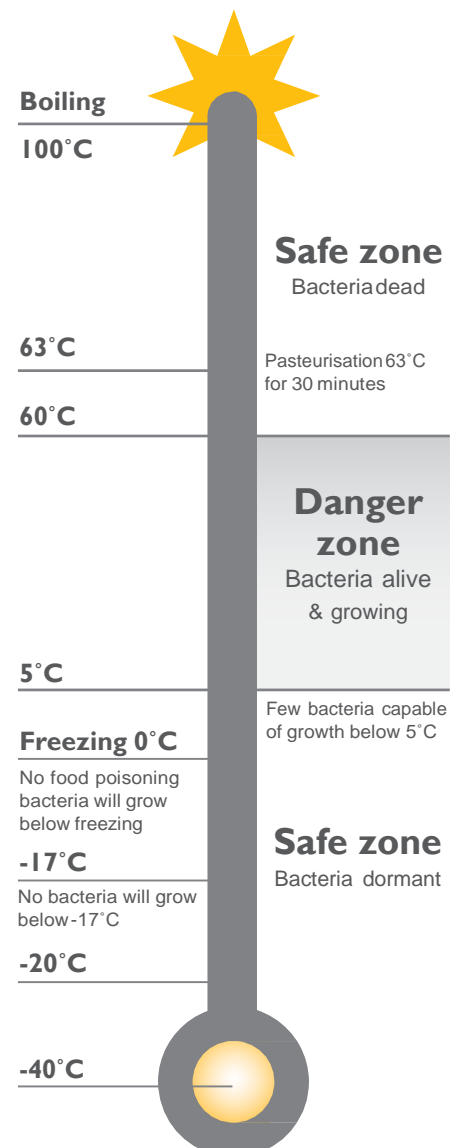
### When should I take temperatures?

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

Temperatures should be taken and recorded in the following situations:

- when cooking roasts and similar products
- when using refrigeration units and freezers, especially during the busiest time periods when fridges are being used to full capacity
- when displaying, hot holding, cooling, receiving and transporting food.

### Where is the danger zone?





### Use of probe thermometers

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

### How do I manage the two hour/four hour guide?

Whenever possible, ready-to-eat potentially hazardous foods should be kept outside of the temperature danger zone of 5°C to 60°C. The two hour/four hour guide applies when it is within this temperature range whether it be for preparation purposes, or less than optimal storage conditions.

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

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

If the two hour/four hour guide applies to the operation of a food business, there needs to be confidence that temperature control is working effectively. This can be achieved by:

- documenting the process and the products involved
- recording details of times and temperatures when the food is outside temperature control
- training staff in the procedure.

### How should I keep temperature records?

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

### How do I manage the temperature of food displayed and stored at the food business?

When potentially hazardous food is stored or displayed at the food business the following should be considered and implemented:

- temperature checks should be conducted several times a day of hot and cold food to ensure it is not stored in the danger zone
- corrective action for food in the danger zone should be documented and implemented in accordance with the two hour/four hour guide
- records should be kept on all of the above, together with the date and time.

### How do I manage the temperature of products received?

When potentially hazardous food is delivered to the food business the following should be considered and implemented:

- you need to be satisfied that the product has come from a reputable supplier and is under temperature control
- the food should be checked on arrival to ensure it has not deteriorated or spoilt e.g. has been thawed and refrozen
- the temperature of the product is checked upon arrival
- corrective action should be noted on your product receipt records if the product is not up to standard specification or at the correct temperature
- food is placed in the refrigerator, cool room or hot display to limit the time it is in the danger zone
- a record should be kept on all the above together with the date and time of the arrival (refer to the food safety management template).



### How do I manage the temperature for food I transport from a food business?

When potentially hazardous food is transported from a food business the following should be considered and implemented:

- the temperature of the product should be checked on dispatch from the premises and on arrival at the destination to ensure the product is under temperature control during transport e.g. if food is to arrive cold it needs to arrive refrigerated at 5°C or less, if heated it is to be maintained at a temperature at 60°C or above
- the container or appliance in which the food is transported should be appropriate, for example an insulated container or a refrigerated vehicle

- corrective action for food in the danger zone should be documented and implemented in accordance with the two hour/four hour guide
- keep records on all the above together with the date and time of dispatch and arrival at the venue or customer (refer to the food safety management template).

### What if I do not receive, store, process or display any potentially hazardous foods?

If potentially hazardous foods are not used within the processes of your food business, there is no need to keep temperature records. The absence of potentially hazardous foods will be taken into account during the food safety audit.



## Staff training

### Why is it important to provide staff with training?

Training staff is important as this process is used to make sure all staff handling food products have the correct food safety skills and knowledge for the jobs they are responsible for. To make sure food sold at a business is of the highest safety standard, all staff should be trained to:

- follow personal hygiene procedures
- follow the premises' hygiene and maintenance procedures

- complete records required by food hygiene procedures
- handle food safely
- maintain their work area in a clean and sanitary condition
- report any issues that do not follow safe food practices.

Staff with supervision and management responsibilities should be trained to monitor food handling, take corrective action and rectify any problems when they occur.

## What sort of training should be conducted for my staff?

### Induction training

Before starting work for the first time, all food handling staff should receive training on the basics of food hygiene. This training should cover personal hygiene, especially the importance of hand washing, reporting illness and the safe handling of food.

### On-the-job training

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



## Structural maintenance and equipment maintenance

### What are the general requirements for my food premises?

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

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

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

### Why should I keep my training records?

It is very important you keep records of any training given to your staff at your food premises (with photocopies of any relevant training certificates). You may wish to record in-house training as well as formal training they have received. A training record should include descriptions of the date, the type of training, the length of the training and the training provider for each staff member.

### Why is maintenance important?

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

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

### What are the acceptable solutions for kitchen maintenance?

Records should be kept for all maintenance activities conducted to help manage future issues.

Fixtures, fittings, equipment and food contact surfaces must be designed, constructed, located and installed to prevent food contamination. These areas should also be constructed so they can be easily and effectively cleaned and not harbour any pests. Other requirements include:

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

### What are the acceptable solutions for equipment and utensil maintenance?

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

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

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

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

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

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



## Pest control services

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

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

### What should I do before my premises is sprayed?

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

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

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

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

### How do I control pests?

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

### How do I prevent pests?

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

## How do I develop my pest control schedule?

A pest control table or checklist should include:

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



## Waste collection and refuse cleaning

### What is waste and why is disposing of waste important?

Waste can be regarded as any item of food, ingredients, packaging materials or even old cleaning cloths which are not suitable for further use and are intended to be thrown away.

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

### What are the different types of waste?

#### Food waste

Food waste should be placed in containers with suitably fitted lids and removed frequently from the food handling areas to avoid contamination.

Containers should be kept in good condition and be made of durable material so they are easy to clean and disinfect.

#### Packaging waste

Other waste such as cardboard and paper does not need to be kept in sealed containers but must be kept separate from food. It must also be stored to prevent contamination and pests.

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

#### Sanitary waste

Sanitary waste and waste disposal units need to be dealt with by competent personnel who are responsible for their correct disposal. All disposal units should be regularly cleaned to prevent offensive odours.

### Why is it important to keep rubbish protected?

It is important to ensure your rubbish is adequately protected from vermin and pests and does not create an odour problem.

#### Waste management tips

- Choose bins that are of good quality and large enough to hold all of your rubbish.
- Keep your bins clean and in good condition. Repair or replace split or broken bins and lids.
- Deodorise the bin as required to reduce odour.
- Make sure your bin has a lid that fits. This will stop mice, flies and cockroaches being attracted to the bin and transferring dirt and diseases from the bin to clean benches or crockery in your kitchen.
- Store outdoor bins on a paved area that can be easily cleaned. The area should be graded towards a sewer outlet to enable liquids which leak out of bins to be collected properly. Do not allow discharge to leak into stormwater outlets, as this can attract an on-the-spot fine.

- Don't let your rubbish sit rotting. Waste should be removed at least once a week or more frequently if required, through a waste contractor.
- Food waste should be wrapped or bagged to prevent nuisance and odour problems occurring. Store smelly items such as seafood in bags in the freezer until your rubbish is collected.
- Your bins should be cleaned regularly (as part of a cleaning schedule) and be removed from the roadside as soon as possible after collection. Waste must not be allowed to flow into the street, other properties or stormwater drains.
- All waste must be collected and disposed of by an authorised waste collector.



## Stock rotation

### What is stock control?

Stock control is a term used to describe the measures taken to ensure food is not kept beyond its shelf life. If high risk food is kept too long, even under favourable conditions, harmful bacteria may multiply.

Stored food may become contaminated by food handlers, pests and the environment.

Longer shelf life foods, whether dried, canned or frozen, may also deteriorate if kept for too long.

### What sort of stock control measures can I implement in my food business?

Incoming food should not be accepted if:

- packaging is seriously damaged exposing the product to the risk of contamination
- it is obviously contaminated
- the use by or best before date has expired.

Store food as follows:

- only store food that is within its use by date
- use stock on a first-in-first-out basis
- remove damaged stock
- store dried food in waterproof containers
- don't top up containers with fresh food – ensure the existing food is used first
- keep food that can cause an allergic reaction separate from other foods
- label potentially hazardous food with an appropriate use by date (e.g. when repackaging food ensure the use by date is transferred on to the new container).

### Why should I keep records?

You may wish to develop your own stock control policy that is specific to your premises and record any checks made.

# Glossary

<b>Bacteria</b>	Very small living things that cannot be seen by the human eye and can cause food to become unsafe to eat and may cause disease.
<b>Chilled food</b>	Food that is kept at a temperature between 1°C and 5°C.
<b>Cleaning</b>	The removal of visible dirt, grease and other material.
<b>Cold service</b>	When food is served chilled.
<b>Comply</b>	Premises, facilities, actions or behaviours required to be operating as per an issued licence.
<b>Conditions of licence</b>	Criteria a business must follow in order to comply with a licence.
<b>Cooling</b>	A process where hot food cools from a temperature of 60°C to 21°C within two hours then from 21°C to 5°C or below within a further four hours.
<b>Cross-contamination</b>	The transfer of germs from one item to another through direct contact, leakage of juices, incorrect food handling, or equipment or work surfaces.
<b>Council officers</b>	A Council officer is a Council representative who monitors environmental and public health within the community by identifying, preventing and remedying health and environmental related hazards and risks.
<b>Coving</b>	A covering of the intersection of walls with floors to allow for easy cleaning.
<b>Exposed</b>	Related to food display – not protected against any likely contamination from customers.
<b>Food-borne diseases</b>	Diseases that are caused through naturally existing bacteria or viruses found in food that has been given the chance to grow through poor handling or storage procedures.
<b>Food business</b>	A business, enterprise or activity that involves the handling of food for provision or sale.

<b>Food poisoning</b>	An illness caused by consuming contaminated food – main symptoms include diarrhoea and/or vomiting.
<b>Food manufacturer</b>	Making food by combining ingredients, significantly changing the condition or nature of food by any process, bottling or canning food.
<b>Food safety program</b>	Caterers and private hospitals require a plan identifying possible food safety hazards, how they shall be monitored, managed, recorded and how the plan shall be regularly reviewed.
<b>Food safety supervisors</b>	Person who has skills and knowledge in matters relating to food safety relevant to the food business and takes a lead role in supervising food safety within the business.
<b>Food standards code</b>	Australia New Zealand Food Standards Code.
<b>Food transport vehicle</b>	A vehicle, other than mobile premises used to transport food for a business that involves off-site catering.
<b>Germ</b>	Popular term for micro-organisms, especially those that cause illness.
<b>Hazard</b>	Biological – the presence of disease-causing bacteria, moulds or viruses. Chemical – pesticides, toxic metals and cleaning chemicals. Physical – foreign matter such as glass, plastic and hair.
<b>High-risk foods</b>	Foods likely to cause food poisoning if not stored, prepared or cooked properly (e.g. meat products, raw meat, poultry, seafood, dairy products and egg-based products).
<b>Hot food</b>	Food that has an internal core temperature of 60°C or higher.
<b>Hot holding</b>	When an already hot food item is kept hot at 60°C or higher for a period of time.
<b>Hot service</b>	When food is cooked and served hot immediately to the customer.
<b>Licence</b>	Approval to operate a business.
<b>Mechanical exhaust ventilation system</b>	A system that will effectively remove all fumes, vapours, steam or smoke (a system installed in accordance with Australian Standard AS 1668 part 2).
<b>Non-perishable food</b>	Food that does not need to be kept under temperature control.
<b>Perishable food</b>	Food that needs to be stored under temperature control to prevent spoilage.



<b>Potentially hazardous foods</b>	<p>Foods that might contain food poisoning bacteria and are capable of supporting growth of these bacteria or formation of toxins to levels that are unsafe for consumers, if not stored at correct temperatures. Toxins are poisonous chemicals produced by some types of bacteria.</p> <p>The following are examples of potentially hazardous foods:</p> <ul style="list-style-type: none"> <li>• raw and cooked meat or foods containing meat, such as casseroles, curries and lasagne</li> <li>• dairy products e.g. milk, custard and dairy-based desserts</li> <li>• seafood (excluding live seafood)</li> <li>• processed fruits and vegetables e.g. salads and fruit platters</li> <li>• cooked rice and pasta</li> <li>• foods containing eggs, beans, nuts or other protein-rich foods, such as quiche and soy products</li> <li>• foods that have been made with the foods listed above, such as sandwiches and rolls.</li> </ul>
<b>Ready-to-eat food</b>	Food that is ordinarily consumed in the same state as that in which it is sold or distributed. Does not include nuts in the shell and whole, raw fruits and vegetables that are intended for hulling, peeling or washing by the consumer.
<b>Reheating</b>	A process where cold, cooked food is heated to at least 60°C within a two hour time period.
<b>Sanitise</b>	A process that significantly reduces the number of micro-organisms present on a surface – usually achieved by the use of hot water or by chemical sanitisers.
<b>Temperature control</b>	Maintaining food at less than 5°C or above 60°C as necessary to minimise the growth of toxigenic micro-organisms.
<b>Thawing</b>	A process where the temperature of frozen food rises causing the food to no longer be frozen.
<b>Trade waste</b>	Trade waste is water-borne waste produced by an industry, business, trade or manufacturing process, but is not domestic sewage. Trade waste includes any water-borne waste that is transported away from where it is generated.

# Resources and references



## Brisbane City Council

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[brisbane.qld.gov.au/EatSafeBrisbane](http://brisbane.qld.gov.au/EatSafeBrisbane)

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[EatSafeBrisbane@brisbane.qld.gov.au](mailto:EatSafeBrisbane@brisbane.qld.gov.au)

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## National standards – available at [foodstandards.gov.au](http://foodstandards.gov.au)

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

## Queensland Health guides/fact sheets – available at [health.qld.gov.au](http://health.qld.gov.au)

- Food Safety Supervisor Fact Sheet
- Food Safety Programs

## Food industry associations

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

## Food Act 2006 – Queensland Legislation

- [legislation.qld.gov.au](http://legislation.qld.gov.au)





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