



## Purchasing and receiving food

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

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Contamination of food with bacteria, chemicals or other non-food material, such as pests or physical items	<p>Only buy from reliable suppliers.</p> <p>Write or speak to your suppliers detailing the conditions you want the food to be delivered in.</p> <p>Maintain a list of your approved food suppliers.</p>	<p>Inspect all food deliveries from your suppliers and keep goods delivery records.</p> <p>Observe whether the driver and the truck are clean and check that the vehicle is not carrying any animal(s) or chemicals in the same area as the food.</p>	<p>Reject suppliers that don't provide food in the way you want.</p> <p>Reject deliveries if the inside of the delivery vehicle is dirty, has animals on board or is carrying chemicals with food.</p>
	<p>Make sure food is protected by proper packaging and/or containers.</p> <p>Transfer all deliveries into a suitable storage area as soon as possible.</p>	<p>Examine the packaging to see if it is damaged.</p> <p>Make sure that all products are properly labelled, including the product name and address of the manufacturer, a batch code or date code, an ingredient list and allergen information.</p> <p>All products should be within their 'best before' or 'use-by' dates.</p> <p>Look for any visible signs of insects, insect eggs or other items that should not be with food, such as dirt, glass and rubbish.</p>	<p>Reject products in damaged packaging.</p> <p>Reject pre-packaged foods that don't have the name and address of the supplier, a batch code or date code, and an ingredient list on the label.</p> <p>Reject packaged food if the supplier cannot provide product information on allergens.</p> <p>Reject any product if contaminated.</p>
Growth of bacteria in food that spends too long in the <b>temperature danger zone of 5°C to 60°C</b>	<p>Make sure cold food is kept at 5°C or colder.</p> <p>Make sure frozen foods are frozen hard (below -15°C).</p> <p>Make sure hot food is kept at 60°C or hotter.</p>	<p>Use a thermometer to measure the temperature of at least one food item in every fifth delivery from each supplier of high-risk food.</p> <p>For new suppliers, check the temperature of each delivery for the first month of supply.</p> <p>Check the temperature of each delivery for any supplier you feel is not consistently meeting temperature requirements.</p> <p>Tap frozen foods to test that they are frozen hard.</p>	<p>If food is delivered in the <b>temperature danger zone of 5°C to 60°C</b>, ask the delivery person to show you evidence of the food's temperature for the previous two hours.</p> <p>Reject high-risk foods that are delivered at the wrong temperature or where evidence of the temperature is not provided.</p> <p>Stop purchasing from the supplier if they do not meet your requirements and remove them from your <i>Approved food suppliers list</i> (Record 1).</p>



## Records

To check	Record	How often
All my suppliers	Record 1: Approved food suppliers list	Add new suppliers and remove old suppliers, as required.
All deliveries	Record 2: Goods receiving form	Record temperature of high-risk food at least one in every five deliveries from each of your suppliers. Record all deliveries for new suppliers for first month of supply.
Alternative record	Record 7: Daily diary	Frequency as for Record 2

## What are the risks?

Unsafe food may contaminate other foods and may result in the sale of unsafe food to your customers. You need to check all food received from your suppliers to protect your business.

- High-risk foods delivered at the wrong temperature can allow bacteria to multiply. This can reduce shelf life and cause food poisoning.
- Damaged packaging may allow germs (bacteria) to contaminate food or it may be a sign that insects, mice or rats have eaten or contaminated the food inside. Pests can carry disease and insects can lay eggs on food.
- Food past its 'use-by' date can be unsafe.
- Pre-packaged food must be labelled and its ingredients listed so that you can give your customers accurate information about the food you sell – including information about the ingredients that are a known source of, or contain, allergens. A label will also help you identify food in case it is recalled.
- Foods stored near chemicals can become unsafe and their flavour can be affected.
- All food must be protected from contamination.

## Tips

- ✓ Check food when you buy it. You need to know whether you are getting what you paid for.
- ✓ Inform suppliers that they are required by law to comply with the FSANZ Food Standards Code Part 1.2, *Application of Labelling and Other Information Requirements*, including Standard 1.2.3. All packaged food must be labelled according to the Code. For more information, check <[www.foodstandards.gov.au](http://www.foodstandards.gov.au)>.
- ✓ Make sure an employee of your business is available to carry out checks when goods are delivered. If you have an arrangement with your suppliers for food to be delivered outside business hours, check the food before storing it.
- ✓ Food you receive should be in good condition, with enough time to sell or use it before the 'best before' or 'use-by' date.
- ✓ If you collect food from your supplier and transport it yourself, check that it is safe and kept at the right temperature during transport and storage.
- ✓ To find out more about allergens and how you may help customers with allergen questions, see <[www.health.vic.gov.au/foodsafety](http://www.health.vic.gov.au/foodsafety)>.
- ✓ For tips on using a thermometer to take food temperatures, see page 38.



## Storage

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

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Food poisoning bacteria can grow in high-risk foods if they are not stored at the correct temperature.	Store cold food at or below 5°C. Store frozen food at or below -15°C.	Measure core temperatures of food stored in the refrigerator.  If frozen food is warmer than -15°C, test whether it is frozen hard. If yes, then it is still acceptable (page 38).	If refrigeration units are not keeping food at 5°C, you will need to adjust settings or contact a refrigerator specialist.  If frozen food shows signs of thawing, either continue thawing and use immediately or discard.
	Make sure high-risk food is date-coded, including the date the product was opened/repacked.  Follow the manufacturer's instructions for storing opened products.  Food prepared on the premises needs to be marked with the date made.  Rotate stock and use older stock first to make sure foods are not kept too long.	Examine date codes daily.	Throw out food once its 'use-by' date has passed.
Dry goods can be affected by non-food contaminants (chemicals, pests, other physical items) or allergens.	Make sure all stored food is adequately labelled so you can be sure of its ingredients (e.g. to identify any possible allergens).	Regularly check that stored foods are not at risk of contamination.	Identify any unlabelled food and either use immediately or dispose of it.  Dispose of any food you cannot identify.
	Store food away from chemicals and protect from pests.	Inspect bait stations and look for signs of pest activity, such as droppings, webs and feathers.	Throw out food that shows signs of pest damage.
Cold ready-to-eat food can be cross-contaminated with food poisoning bacteria.	Store ready-to-eat food separately from raw food by providing a separate refrigerator or freezer.  If this is not possible, store ready-to-eat food: <ul style="list-style-type: none"> <li>• above raw food</li> <li>• in a separate part of the refrigerator/freezer</li> <li>• in covered containers.</li> </ul>	Regularly check stored food to see that it is not at risk.  Make sure that water and condensation from one food cannot drip onto other food.	Throw out ready-to-eat food if you think it might have been contaminated.



## Records

To check	Record	How often
Temperature of cold or frozen storage	Record 3: Storage unit temperature log	Check and record temperatures at least twice a day.
Equipment is clean and on cleaning schedules	Record 8: Cleaning schedule	As per your cleaning schedule (e.g. check daily that equipment has been cleaned).
Alternative record	Record 7: Daily diary	Frequency as outlined above in Record 3.

## What are the risks?

Check stored food to ensure that it is not left in dangerous conditions. For example:

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

## Tips

- ✓ Store food in accordance with the manufacturer's instructions.
- ✓ Store foods known to contain allergens away from other foods.
- ✓ To find out more about allergens and how you may help customers with allergen questions, see <[www.health.vic.gov.au/foodsafety](http://www.health.vic.gov.au/foodsafety)>.
- ✓ Keep all storage areas clean and keep food off the floor, so that you can clean it regularly. Don't crowd the storage area (including in the cool room or freezer). Include all storage areas in your cleaning schedule.
- ✓ To keep pests out of storage areas, keep the building's walls, doors and windows in good repair. Consider hiring a professional pest control service.
- ✓ Make sure the freezer and refrigerator or cool room can keep food at the right temperatures. Don't overload them. Check that thermometers are reading accurately. Have refrigerators and cool rooms regularly checked and serviced by a qualified technician.
- ✓ During a power failure, keep all cool room and refrigerator doors closed. Check the temperature of all food when the power is restored.
- ✓ After opening food, reseal the container or put food into clean, food-grade containers. Label containers with the product, batch number and date or keep the ingredient information on file.
- ✓ Store utensils, equipment and tableware so that they remain clean and are protected from contamination. Dispose of tableware that is chipped, broken or cracked.
- ✓ If using remote temperature monitoring IT systems, discuss with your environmental health officer how you will check and monitor the operation of this system.



## Thawing frozen food

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

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Growth of food poisoning bacteria	Make sure that frozen foods – especially poultry, large joints of meat or kebab spits – are thoroughly defrosted before cooking or follow manufacturer’s instructions.	Ensure that foods are fully defrosted by: <ul style="list-style-type: none"> <li>• checking for ice in the food using a skewer or a probe thermometer</li> <li>• checking that poultry joints are flexible.</li> </ul>	Defrost for a longer period. Defrost smaller amounts, which will defrost more quickly.
	Do not refreeze defrosted or partially cooked food. Date code and refrigerate it.	Regularly look at where and how food is being defrosted.	Defrost only the amount of food you plan to cook.
Defrosting raw meat can cross-contaminate cooked and ready-to-eat foods	Keep defrosting food separate from cooked and ready-to-eat foods.	Regularly inspect to see whether defrosting food is kept separate from cooked and ready-to-eat foods.	Dispose of ready-to-eat foods that might be contaminated. Throw away thawed food if uncovered or in damaged packaging. Clean and disinfect contaminated areas.

### Records

To check	Record	How often
Food storage practices	Record 6: Activity log	Check and record one menu item a month.
Storage areas, including freezers, refrigerators and cool rooms are clean and on cleaning schedule	Record 8: Cleaning schedule	As per your cleaning schedule (e.g. daily check that it has been cleaned).
Alternative record	Record 7: Daily diary	Frequency as outlined above in Record 6.



### What are the risks?

Food poisoning bacteria can grow in food that is not defrosted properly. If food is still frozen or partially frozen, it will take longer to cook. The outside of the food could be cooked, but the centre might not be, which means it could contain food poisoning bacteria.

The safest place to thaw frozen food is in the refrigerator or cool room. This takes longer than at room temperature so you have to plan ahead. Some food can take as long as two days to thaw completely.

Keep meat, poultry and fish separate from other food and in suitable containers when defrosting, to prevent cross-contamination. Make sure juices from thawing food do not fall onto or contact other food, which could cause cross-contamination.

### Tips

- ✓ Food must be thoroughly defrosted before cooking, unless the manufacturer's instructions tell you to cook it from frozen (for example, ready-to-eat foods, such as frozen meals or individually quick-frozen foods).
- ✓ Whatever method is used to defrost food, you should try to use food straight after it has been defrosted.
- ✓ If you defrost a lot of foods in your business, consider setting aside refrigerator space specifically for defrosting or using a special defrosting cabinet.
- ✓ If food is thawed using cold running water, the food should be placed in a clean container that does not retain water (such as a colander), and the water should be of drinkable quality. (This method is not recommended as it uses a lot of water.)
- ✓ A fast way to defrost food is in the microwave using the 'defrost' setting. Foods defrosted in this way should be cooked immediately, as the temperature of the outside of the food is usually different to the temperature on the inside of the food, allowing food poisoning bacteria to grow. Throw away high-risk food if thawed in a microwave and left to stand for more than 2 hours.
- ✓ When it's not possible to defrost food in the refrigerator or chiller, defrost food on a bench. Monitor the time the food is in the **temperature danger zone of 5°C to 60°C**. Place food in a covered dish or container to make sure it is not contaminated and does not contaminate other foods while defrosting.



## Preparation

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

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Growth of food poisoning bacteria in food	Make sure the time high-risk food spends in the <b>temperature danger zone of 5°C to 60°C</b> is as short as possible – up to a cumulative total of 4 hours.	Regularly look at how food is being prepared. Measure the amount of time that preparation processes take.	Only take from the refrigerator the amount of food you can prepare within a safe time frame. Return food to the refrigerator if there are delays.
Cross-contamination of ready-to-eat food with food poisoning bacteria from hands, utensils, cloths, surfaces, raw food or other items	Wash hands before handling ready-to-eat food, equipment and utensils and use gloves correctly where appropriate. Handle food as little as possible. Use tongs or other utensils where appropriate.	Regularly look at how food is being prepared.	Dispose of food if you are not confident that it has been safely handled.
Cross-contamination of non-allergenic foods with allergens from other foods, cooking equipment and surfaces that have been in contact with allergens	Use clean and sanitised equipment, utensils and cloths.	Inspect equipment, utensils and cloths regularly to see if they are clean. Monitor records to make sure equipment, utensils and cloths are being sanitised.	Replace with clean equipment, utensils and cloths. Review cleaning schedules and practices. Repair or replace equipment that cannot be properly cleaned.
	Use clearly defined chopping boards and bench space for ready-to-eat foods. If this is not possible, separate by preparing raw foods and ready-to-eat foods at different times and wash and sanitise equipment and work spaces between uses.	Inspect the worktop, chopping board and bench space area used for ready-to-eat food and ensure it is only used for that purpose.	Review cleaning schedules and practices.
Cross-contamination of ready-to-eat fruit and vegetables with food poisoning bacteria found in soil (from manure or bad quality water)	Trim and wash.	Inspect the food to see that it is free of dirt.	Wash thoroughly or throw out.



## Records

To check	Record	How often
The processes you use to prepare food	Record 6: Activity log	Check and record one item a month.
Preparation areas, surfaces and equipment are clean	Record 8: Cleaning schedule	As per your cleaning schedule (e.g. daily check that it has been cleaned).
Alternative record	Record 7: Daily diary	Frequency as outlined above in Record 6.
Alternative record: how long high-risk food and cooked or ready-to-eat food has been at room temperature	Record 4: Time log	If using <i>Support program 8 - Time control</i> , use this record as per instructions.

## What are the risks?

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

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

- If food is left too long out of refrigeration, bacteria can multiply and cause food poisoning.
- Bacteria can be transferred to food from unwashed hands and clothing and contaminate it – even if using gloves.
- Bacteria can be transferred to food from equipment and utensils and contaminate it.
- Bacteria on raw food, including food used for garnishes, can contaminate cooked or ready-to-eat food.
- Foreign objects can fall onto or contact uncovered food and contaminate it.
- Allergens can spread from one type of food to another from surfaces, hands and equipment.

## Tips

- ✓ Clean and sanitise cleaning cloths after each use and replace them frequently. Throw away single-use items (for example, disposable food containers or gloves) after using them.
- ✓ Wash ready-to-eat fruit and vegetables on the day you intend to use them. When preparing vegetable and salad ingredients.
  - peel, trim or remove the outer parts, as appropriate
  - wash them thoroughly in clean drinking water (ideally in a separate sink dedicated to food preparation)
  - clean and sanitise chopping boards and work surfaces before preparing other foods.
- ✓ To find out more about allergens and how you may help customers with allergen questions, see <[www.health.vic.gov.au/foodsafety](http://www.health.vic.gov.au/foodsafety)>.





## Cooking food

**Goal:** Ensure that food is properly cooked.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Food poisoning bacteria can survive if food is not properly cooked	Cook food thoroughly to kill most food poisoning bacteria, ensuring the food reaches 75°C or hotter.	Use a probe thermometer to measure the temperature of the thickest part or centre of the food.	Cook the food for longer. Increase the temperature of the cooking equipment.
	Use cooking time and cooking equipment temperatures to ensure that food reaches 75°C or hotter and is cooked to manufacturer's instructions.  Grill or fry on a hot plate meat that has been cooked on a kebab/spit, before serving it to the customer to ensure the meat is completely cooked.	Regularly measure the temperature of the thickest part of the food using a probe thermometer. Look at how it is being cooked: <ul style="list-style-type: none"> <li>Liquids should bubble rapidly when stirred.</li> <li>Ensure the largest piece of meat in stews and curries is cooked through.</li> <li>Combination dishes (e.g. shepherd's pie) should be steaming in the centre.</li> <li>Processed meat products (e.g. sausages and burgers) should be hot through with no pink or red in the centre.</li> <li>Poultry should be fully cooked in the thickest part of the leg.</li> </ul>	Review your cooking method. Increase the time or temperature, use different equipment or reduce portion sizes.  Repair or replace equipment.
	When cooking fish or solid pieces of red meat (cutlets, steaks and roasts) the internal temperature does not have to reach 75°C, but can be cooked to customer preference (e.g. rare, medium-rare steaks).	Look at how food is cooked: <ul style="list-style-type: none"> <li>All outside surfaces of whole fish, whole joints of meat or steaks should be fully cooked (e.g. by sealing in a pan).</li> <li>Colour and texture of fish should change at the centre or near the bone.</li> <li>Shellfish such as prawns and crabs should have changed colour and texture.</li> <li>The shells of shellfish (e.g. mussels and clams) should open and the flesh inside should have shrunk.</li> </ul>	Cook the food for longer. Review your cooking method.



## Records

To check	Record	How often
Cooking temperature at the centre of the food	Record 6: Activity log	Check and record one item a month.
Cooking equipment	Record 8: Cleaning record (schedule)	As per schedule (e.g. check that it has been cleaned as per set time: daily/weekly/monthly).
Alternative record	Record 7: Daily diary	Frequency as outlined above in Record 6.

**Note:** Alternative versions of the activity log are available. If you prefer to keep a cooking log or batch cooking record, inform your environmental health officer at your council.

## What are the risks?

Raw or undercooked foods are the main source of bacteria in the kitchen. Food poisoning bacteria multiply rapidly between 5°C and 60°C if food is not thoroughly cooked or when cooked foods comes in contact with raw food.

Boiling soups, sauces, gravies and casseroles can reduce bacteria. Some bacteria can survive this, however, and must be handled with care. If food is not handled safely before cooking, some bacteria will grow after cooking. If food is unsafe before cooking, it still may not be safe after cooking.

Allergens can contaminate non-allergenic food via equipment, surfaces and hands.

## Tips

- ✓ Create recipe cards for staff with clear instructions on cooking times and temperatures and adjust if necessary.
- ✓ Check your activity log records to ensure that food is cooked safely. Adjust recipe cards if necessary.
- ✓ Preheat cooking equipment before use; otherwise, food will take longer to cook and cooking times in recipes or manufacturer's instructions may not be long enough to kill bacteria.
- ✓ To check a pork joint or rolled meat joint, insert a skewer into the centre until juices run out. The juices should not have any pink or red in them. Turn meat and poultry during cooking as this helps it to cook more evenly – check core temperature.
- ✓ Avoid cold spots in liquid dishes by stirring frequently.
- ✓ Cook eggs and foods containing eggs thoroughly. Eggs can contain food poisoning bacteria (salmonella). Cooking them thoroughly kills bacteria. Do not use eggs that are dirty, cracked, damaged, or past their use-by date.
- ✓ Before cooking mussels and clams, throw away any with open or damaged shells.
- ✓ Some dried pulses (such as red kidney beans) contain natural toxins that could make people ill unless they are destroyed by soaking and cooking. Follow the instructions on packaging.
- ✓ All meat cooked on a spit needs to be used during one service or sitting. Do not leave meat out overnight. Chicken on spits needs to be cooked thoroughly and each serving should be heated thoroughly on a hot plate to make sure it is fully cooked and safe to eat.

For more information on allergens see <[www.health.vic.gov.au/foodsafety](http://www.health.vic.gov.au/foodsafety)>



## Cooling and freezing food

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

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Growth of food poisoning bacteria	<p>Reduce the temperature of cooked food to below 5°C as quickly as possible after cooking.</p> <p>Within 2 hours, place cooked food in cold storage.</p> <p>(A longer initial cooling time might be required for large whole meat joints [i.e. greater than 2.5 kg] to ensure that, when refrigerated, they do not increase the temperature of the cold storage unit.)</p> <p>Cool high-risk food from 60°C to 21°C within 2 hours, and then to 5°C or colder within the next 4 hours. Once food has cooled to 21°C, put it in the refrigerator or freezer.</p> <p>When food stops giving off steam it can be placed in cold storage.</p>	Use a thermometer every hour or so to measure the drop in temperature over time.	<p>If food is greater than 21°C after 2 hours, place on top of an ice tray.</p> <p>Where possible, reduce the volume of the food to assist with faster cooling. Monitor the temperature drop and ensure safe handling.</p> <p>Throw away high-risk food if the cooling time exceeds 2 hours from 60°C to 21°C or exceeds 4 hours to 5°C.</p> <p>Improve cooling procedures and facilities.</p>
Cross-contamination of cooked food with food poisoning bacteria from raw food or other non-food contaminants or allergenic materials	<p>Cool food in clean containers in an area away from raw food or other sources of contamination.</p> <p>Place food over an ice tray to cool and protect from contamination.</p> <p>Food handlers must follow good standards of personal hygiene in order to avoid contamination – especially if food has to be handled while still warm.</p>	Check that cooling food is not at risk of contamination.	Throw out any cooled food if you think it might have been contaminated.

### Records

To check	Record	How often
Temperature at centre of food	Record 6: Activity log	Check and record one cooling activity per month.
Preparation surfaces, equipment and storage	Record 8: Cleaning record (schedule)	As per your cleaning schedule (e.g. daily check that it has been cleaned).
Alternative record	Record 7: Daily diary	Frequency as outlined above in Record 6.



### What are the risks?

Cooling hot food too slowly can allow bacteria to multiply and cause food poisoning. To avoid this, high-risk food must be cooled from 60°C to 21°C within 2 hours and then cooled to 5°C or colder within the next 4 hours.

### Tips

- ✓ Remove cooked food from the heat source and allow it to stand until the temperature drops to approximately 60°C.
- ✓ Spread food out to cool it faster or divide food into smaller batches in shallow containers (less than 10 cm deep).
- ✓ Use a blast chiller, if you have access to one, to chill hot foods quickly and safely.
- ✓ Stir hot liquid while it is being chilled.
- ✓ Place containers of hot food in cold water or an ice bath. The cold water or ice bath makes the containers' contents cool more quickly. Move hot food to a cooler area where it will cool more quickly.
- ✓ Use a clean and sanitised thermometer to check the temperature at the centre of food.
- ✓ Do not put hot food straight from the oven or stove into the refrigerator, cool room or freezer because it can raise the temperature of other food and allow bacteria to grow.
- ✓ Cool food in an appropriate clean, uncontaminated storage container. Cover and label food, stating the type of food and the time and date, before placing it in the refrigerator, cool room or freezer.
- ✓ To find out more about allergens and how you may help customers with allergen questions, see <[www.health.vic.gov.au/foodsafety](http://www.health.vic.gov.au/foodsafety)>.



## Reheating prepared food

**Goal:** Ensure food is reheated quickly and thoroughly.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Food poisoning bacteria can survive if food is not properly reheated.	Reheat food thoroughly to kill food poisoning bacteria. Use cooking time and cooking equipment temperatures to ensure food reaches 75°C or hotter and is cooked according to manufacturer's instructions.	Use a probe thermometer to regularly measure the temperature of the thickest part of the food. Check that: <ul style="list-style-type: none"> <li>reheated food is hot (steaming) all the way through</li> <li>liquids bubble rapidly when stirred.</li> </ul>	Increase the reheating time or temperature. Reduce the portion size of food being reheated. Review your reheating method. Repair or replace equipment.
Cross-contamination of food through poor personal hygiene or from raw food to reheated food and allergenic to non-allergenic product.	Follow instruction in Preparation section (pages 13-14) to limit risks of contamination.	Regularly look at how food is being reheated.	Throw away food if you think it might have been contaminated.

### My Records

To check	Record	How often
The processes you use to reheat food	Record 6: Activity log	Check and record one item a month.
Preparation surfaces, equipment and storage areas are clean	Record 8: Cleaning schedule	As per your cleaning schedule (e.g. check daily that it has been cleaned).
Alternative record	Record 7: Daily diary	Frequency as outlined in Record 6.

### What are the risks?

Reheating food means cooking it again, not just warming it up. Bacteria can survive in cooked reheated food that is not heated to at least 75°C in the centre. Bacteria can even survive cooking.

Bacteria introduced after cooking might multiply if reheating is inadequate, making the food unsafe. Bacteria can be transferred to food from unwashed equipment, utensils and hands.



### Tips

- ✓ Only reheat cooked food once.
- ✓ Always reheat food until it is hot (75°C or hotter) all the way through.
- ✓ Do not use bains-marie to reheat food because they cannot achieve a food temperature of 75°C within one hour.
- ✓ Where possible, stir or mix food to make sure there are no cold spots and the food is evenly reheated.
- ✓ Preheat equipment such as ovens and grills before use; otherwise, food will take longer to reheat and recommended reheating times in recipes or manufacturer's instructions might not be long enough to kill bacteria.
- ✓ If you are reheating food in a microwave, follow the manufacturer's instructions, including advice on standing and stirring. The manufacturer has tested their instructions to make sure that foods will be properly reheated. When food is microwaved, it can be very hot at the edges and still be cold in the centre – regular stirring helps to prevent this.
- ✓ Protect food from cross-contamination by using clean utensils and equipment during any handling.
- ✓ Check your activity log records to ensure that food is reheated safely. Adjust recipe cards or equipment settings if necessary.
- ✓ To find out more about allergens and how you may help customers with allergen questions, see <[www.health.vic.gov.au/foodsafety](http://www.health.vic.gov.au/foodsafety)>.



## Displaying and serving food

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

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Food poisoning bacteria can grow over time, if the hot holding units break down or if they are not turned on or set to the correct temperature.	Keep hot food at 60°C or hotter.	Measure the temperature twice a day.	<p>If the food's temperature is less than 60°C for less than 2 hours:</p> <ul style="list-style-type: none"> <li>reheat to 75°C or hotter, serve immediately and discard any leftovers</li> </ul> <p><i>or</i></p> <ul style="list-style-type: none"> <li>reheat to 75°C or hotter, maintain at 60°C or above during service and discard any leftovers</li> </ul> <p><i>or</i></p> <ul style="list-style-type: none"> <li>cool to 5°C or colder and refrigerate (remember you should only reheat food once).</li> </ul> <p>If the food's temperature is less than 60°C for more than 4 hours, discard the food.</p>
Growth of food poisoning bacteria in ready-to-eat food, if the cold holding units break down or are not turned on or at the correct temperature.	Display at 5°C or below.	Measure the food's temperature in the display unit by measuring the core or surface temperatures of food on display.	<p>If the food's temperature is greater than 5°C for:</p> <ul style="list-style-type: none"> <li>less than 2 hours, use food immediately or return to refrigerated storage</li> <li>more than 2 hours and less than 4 hours, use food immediately</li> <li>more than 4 hours, discard food.</li> </ul> <p>Discard ready-to-eat food if you think it might have been contaminated.</p>
Contamination of food by staff or customers using self-service.	<p>Use clean equipment, utensils and cloths.</p> <p>Make sure food is protected and/or covered where appropriate (e.g. sneeze guards or covers).</p> <p>Encourage customers to use tongs or other utensils as appropriate.</p> <p>Supervise food areas with trained staff.</p>	<p>Inspect equipment, utensils and cloths regularly to see if they are clean and sanitised.</p> <p>Regularly check that areas are actively supervised.</p>	<p>Replace used or dirty equipment with clean equipment, utensils and cloths.</p> <p>Repair or replace equipment that cannot be properly cleaned.</p> <p>Throw out food if you are not confident that it is safe.</p>



## Records

To check	Record	How often
Temperature of food in hot display	Record 3: Storage units temperature log	Check and record at least twice a day.
The processes of displaying and serving food	Record 6: Activity log	Check and record one item a month.
Equipment and display areas	Record 8: Cleaning schedule	As per your cleaning schedule.
Alternative record	Record 7: Daily diary	Frequency as outlined above in Records 3 and 6.
Alternative record: how long cooked or ready-to-eat food is at room temperature	Record 4: Time log	Record time food is removed from hot or cold storage and temperatures, in line with <i>Support program 8 Time control</i> requirements.

## What are the risks?

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

- Food poisoning bacteria can multiply if food spends too long in the **temperature danger zone of 5°C to 60°C**.
- The mixing of new and old batches of food can spread food poisoning bacteria.
- Foreign objects that fall into or contact uncovered food might contaminate the food.
- Poor food handling can contaminate food.
- Customers may contaminate food.
- Cross-contamination can occur if raw and ready-to-eat food is stored in the same area.
- Cross-contamination can occur if utensils, surfaces or equipment come into contact with allergenic and non-allergenic foods.
- If hot food is not fully cooked before placement in hot holding units, food poisoning bacteria will increase in numbers and may cause food poisoning.
- If hot food is held at lower than 60°C, bacteria can multiply and cause food poisoning. Bains-marie or hot holding units are designed to keep hot food hot, but must not be used for reheating food as they cannot reach 75°C within one hour. If a bain-marie tray is overloaded, the food's temperature might not be maintained at 60°C or hotter .
- If cold, high-risk food is stored near cold display unit lights it might become hotter, which might cause food poisoning bacteria to multiply.

## General tips for displaying and serving food

- ✓ Check your completed storage records to ensure that safe food temperatures are maintained. Adjust equipment if necessary and discuss with your staff.
- ✓ Use separate display units or use physical barriers between raw and cooked or ready-to-eat foods and make sure that a different serving tool or utensil is used for each food item or dish.
- ✓ Make sure the display unit and utensils are clean and sanitised before use. During service replace soiled serving utensils with clean ones.





- ✓ If food is packaged, make sure the packaging is not damaged or broken.
- ✓ Inform suppliers that they are required by law to comply with the FSANZ Food Standards Code Part 1.2, *Application of Labelling and Other Information Requirements*, including Standard 1.2.3. All packaged food must be labelled according to the Code. For more information, check <[www.foodstandards.gov.au](http://www.foodstandards.gov.au)>.
- ✓ Throw away single-use items after use, including straws, paper towels, cups and plates.
- ✓ Check that labels used on food or garnishes are clean and dry before use.
- ✓ Serve reheated food quickly where possible or maintain it at 60°C or hotter.
- ✓ Never reuse self-serve, high-risk food that is either cooked or ready-to-eat.
- ✓ Ensure accurate product information is available for customers with allergies and ensure that foods containing allergens are stored, processed and displayed separately from other foods.
- ✓ Handle separately unpackaged foods that contain known allergens and use separate utensils.
- ✓ Train staff to handle enquires about allergens. For more information: visit <[www.health.vic.gov.au/foodsafety](http://www.health.vic.gov.au/foodsafety)>.

### **Tips for hot holding of prepared food**

- ✓ Check that hot holding equipment is hot before use and use a temperature setting that will keep the food at 60°C or hotter.
- ✓ Do not overload the bain-marie.
- ✓ Review the amount of food held in the unit or call a technician if the bain-marie cannot maintain food at 60°C or hotter.
- ✓ Never mix old food with fresh batches of food. Always replace the whole tray with a fresh batch.
- ✓ Food should be heated or reheated to 75°C before being placed into a bain-marie.

### **Tips for display and serving of cold food**

- ✓ Pre-cool the display unit to 5°C or cooler before use.
- ✓ Don't prepare food too far ahead of when it will be served.
- ✓ Replace food displays with completely fresh batches of food.
- ✓ Never mix old food with fresh batches of food (for example, sandwich ingredients, salads or pizza toppings).
- ✓ If using remote temperature monitoring IT systems you will need to discuss with your environmental health officer how you will check and monitor the operation of this system.





## Packaging and transporting food

**Goal:** Ensure food remains safe when it is packaged or transported.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Contamination of food from inappropriate or damaged packaging	Store and package food in food-grade containers or packaging.  Food to be sold pre-packaged must meet Food Standards Code requirements.	Regularly inspect that packaging is intact and undamaged.  Check that label and product information are accurate.	Throw out food that has been contaminated.  Repackage and re-label foods appropriately.
Growth of food poisoning bacteria from food being transported in the <b>temperature danger zone of 5°C to 60°C</b>	Use vehicles and equipment capable of maintaining food within required temperatures.  Ensure staff are skilled in transporting food appropriately and safely.  Minimise the time food is in transit.	Measure the temperature and quality of food at dispatch and delivery.  Inspect the quality and function of vehicles and equipment.	Throw out any food that has spent too long in the <b>temperature danger zone of 5°C to 60°C</b> .  Improve vehicles, equipment and procedures.
Cross-contamination of food with food poisoning bacteria or non-food contaminants or allergens.	Load vehicles so that different foods remain separate and cannot be mixed.  Use appropriate containers and equipment.  Minimise the time food is in transit.  Only use vehicles for transporting food that are designed for food transport.  Ensure transportation vehicles are cleaned regularly (this may be included in a cleaning schedule).	Inspect the quality and function of vehicles and equipment.  Inspect transportation vehicles to see whether different foods are separated and in appropriate containers.	Throw out any food that might have been contaminated.  Improve vehicles, equipment and procedures.

### Records

To check	Record	How often
The temperature of food when leaving the premises and on arrival at the customers' premises	Record 6: Activity log	Check and record one item per month.
Transportation vehicles are clean	Record 8: Cleaning schedule	As per schedule.
Alternative record	Record 7: Daily diary	Frequency as outlined above in Record 6 and Record 4 (below).
Alternative record: how long cooked or ready-to-eat food is at room temperature during transport	Record 4: Time log	Record time food is removed from hot or cold storage and temperatures, in line with support program requirements.



### What are the risks?

Sound and reliable packaging is important because:

- damaged or faulty packaging can let pests into food
- some foods adversely react with and can be contaminated by certain types of packaging material.

Transportation exposes food to handling and time away from controlled storage. Risks include:

- Packaging might be damaged during transportation, allowing food to become contaminated.
- Transporting high-risk food from a supplier to your premises or to another site without proper temperature control can allow bacteria to multiply during transit.
- The business or customer might not accept high-risk food unless you can demonstrate the time food has been in the temperature danger zone of 5°C to 60°C.
- Food poisoning bacteria can be transferred from raw food to cooked or ready-to-eat food if transported incorrectly.

### Tips on packaging

- ✓ Use only clean and uncontaminated packaging materials that are suitable for the food and any processes that follow (for example, refrigeration, freezing or microwaving). Follow the manufacturer's instructions for use.
- ✓ Store packaging materials, in original containers if possible, in an area set aside for the purpose, away from chemicals, allergens and other possible contaminants.
- ✓ Clean and sanitise the food packaging area and machinery before starting work and make sure the packaging area is free from things that could contaminate food (for example, dirt, dust, insects, glass, metal and plastic). Maintain food packaging machinery with food-grade lubricants and make sure these products do not contaminate food.
- ✓ Label food appropriately at the time of packaging to meet the requirements of FSANZ Food Standards Code Part 1.2, *Application of Labelling and Other Information Requirements*. Refer to 1.2.3, *Mandatory Warning and Advisory Statements and Declarations* for information on allergens.

### Tips on transportation

- ✓ Use insulated boxes to maintain food at safe temperatures if the food transport vehicle does not have a refrigeration system. Don't pack food into the food transport vehicle until it is time to deliver it, and ensure that the food is delivered as quickly as possible.
- ✓ If using remote monitoring equipment you will need to discuss with your environmental health officer how you will check and monitor the operation of this system.
- ✓ Make sure the food transport vehicle and food containers are kept clean.
- ✓ Cover all food with appropriate food grade covers (not tea towels or cloths).
- ✓ Keep cooked or ready-to-eat food separate from raw food and foods containing allergens.
- ✓ To find out more about allergens and how you may help customers with allergen questions, see <[www.health.vic.gov.au/foodsafety](http://www.health.vic.gov.au/foodsafety)>.



## Off-premises activities and events

**Goal:** Ensure that food provided at off-premises activities and events is safe.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Growth of food poisoning bacteria from food being in the <b>temperature danger zone of 5°C to 60°C</b> while being transported and/or at the event	Use vehicles and equipment capable of maintaining food within required temperatures. Minimise the time food is in transit. Organise a backup power supply in the event that power supply is interrupted. Make sure equipment is maintained.	Measure the temperature and quality of food at dispatch and delivery. Inspect the quality and function of vehicles and equipment. Inspect equipment before the event and ensure availability of any backup equipment.	Throw out any food that might have been contaminated or where safe temperatures have not been maintained. Improve vehicles, equipment and procedures. Repair or replace equipment that breaks down.
Cross-contamination of food with food poisoning bacteria	Load vehicles so that food remains separate from each other. Use appropriate containers and equipment.	Inspect transport to see that foods are separated and in appropriate labelled containers.	Throw out any food that might have been contaminated. Improve vehicles, equipment and procedures.
Growth of food poisoning bacteria through food being cooled inappropriately	Make sure cooling of food, where possible, is conducted at fixed premises and not at events.	Inspect food to see whether it has been thoroughly cooled at fixed premises before leaving for an event.	Do not take food to an event that has not been cooled at fixed premises.
Growth of bacteria in dirty water	Ensure an adequate and reliable supply of drinking water. If a safe, potable water supply is not available, use quality bottled water or an alternative safe potable water supply.	Ask your local council about the quality and volume of water supply at the event. Inspect alternative water supplies to ensure it will be of a guaranteed quality.	Use bottled water or water with guaranteed quality.



## Records

To check	Record	How often
Temperature of food transported to customers	Record 3: Storage units temperature log	Check and record at least twice a day.
Equipment used for events	Record 8: Cleaning schedule	Equipment must be cleaned down before use and at the end of the day.
Alternative record	Record 7: Daily diary	Frequency as outlined above in Record 3.
Alternative record: time and temperature – if the food cannot be kept hot or cool during short distances	Record 4: Time log	Record time food is removed from hot/ cold storage and temperatures, in line with support program requirements.

## What are the risks?

When you are selling food away from your registered premises or in another council area, you must complete a statement of trade to notify the council that you will be attending an event in their council area.

Local council environmental health officers are responsible for inspecting food premises, mobile vehicles and market stalls. If you have not notified the council in advance of the event, you may be issued with a fine. The council has the authority to close your operation if food is at risk of contamination and becoming a public health risk.

Because some events take place in an open environment, the temperature can be unpredictable and contamination sources numerous.

Waste needs to be disposed of at regular intervals and bins need to be emptied regularly as they can attract pests and increase the risk of contamination of food.

Food could be contaminated by pests if storage facilities are not provided or are inadequate.

If using remote monitoring equipment you will need to discuss with your environmental health officer how you will check and monitor the operation of this system.



### Tips – before the event

- ✓ Research the event:
  - Ask the event organiser for details about what space or areas will be available to you to set up your stall and what services and storage facilities are available, including cold frozen storage.
  - Find out how many people are expected at the event.
  - Decide what food you will sell at this event.
  - Contact the environmental health officer at the council where the event will be held. Ask about their past experiences of the event or ask other event participants about previous events and their experiences at the venue.
- ✓ Make plans for access to electricity, safe drinkable (potable) water, waste disposal, wastewater drainage, toilet facilities, hand washing, waste removal and other facility requirements.
- ✓ Work out what additional food preparation you need to do before the event (beyond your normal business preparation requirements) and work out how you will safely prepare any foods at the venue.
- ✓ Work out if any food to be used will be purchased from new suppliers and check that these suppliers are registered as food businesses with their local council.
- ✓ Work out how you will set up hand-washing and equipment-washing areas with a hot water supply.
- ✓ Check you have additional copies of record sheets from your Food Safety Program to complete during the event. Use the **Record 7: Daily diary** for each day of the event.
- ✓ Hire any necessary equipment so that your food will be stored, prepared, cooked and displayed at the event in line with your Food Safety Program. Check that equipment is in working order, clean and will fit into the available space.
- ✓ Organise a kit for the event that contains a temperature probe, cleaning agents, other equipment and extra copies of records.
- ✓ Check that your staff know what records are required, how to fill them in and how to check temperatures. Inform staff about the instructions in your Food Safety Program to keep food safe when preparing food for the event.
- ✓ Inform staff about their primary business contact if they need assistance on a food safety question during the event – for example, the food safety supervisor, event coordinator, hire equipment people and so on. If staff are not familiar with working with food, you will need to show them how to handle the food safely and keep their work area clean.
- ✓ Train staff to handle enquires about allergens. For more information visit <[www.health.vic.gov.au/foodsafety](http://www.health.vic.gov.au/foodsafety)>.



### Tips – during the event

- ✓ Check that all food transported to the event has arrived intact and that no spillages, breakages or contamination have occurred in the transport vehicles or packages.
- ✓ Check that all equipment is clean and working properly.
- ✓ Ensure that all dry food is securely stored and, where possible, cannot be tampered with and is protected from pests and contamination.
- ✓ Set up your stall in a way that maximises protection of your food products and operations from contamination by the public, the environment, dust, pests and so on.
- ✓ Label packaging according to the Food Standards Code, to provide customers accurate information about the product, especially regarding food allergens. Ensure that all food is labelled.
- ✓ Brief staff about allergens so that they can give customers comprehensive information about your products.
- ✓ To limit exposure of food to the environment at the event, remove foods from the refrigerator only when needed. Work out how you will manage access to mobile food storage and the security of these storage units during the event.
- ✓ Ensure safe (potable) water is available at the stall for hand washing, separate (potable) water is available for equipment washing, necessary cleaning agents and equipment are available at wash stations, all work surfaces and utensils are cleaned and sanitised and products and workflow move in one direction – from raw to cooked to serving area.
- ✓ Check that all staff are familiar with the Food Safety Program and their roles and responsibilities at the event and that they know what to do if something goes wrong.
- ✓ Check that rubbish and waste is removed at regular intervals from the stall.
- ✓ Complete **Record 7: Daily diary** and **Record 8: Cleaning schedule**.
- ✓ If food is contaminated dispose of it immediately.
- ✓ Following an event, review your operations to identify what worked well and what could be done better at the next event.
- ✓ Record events, festivals and food shows that your business participates in. The following is a suggested format).

Name of event	Location	Date of the event	Contact person	Organisation