



Food Business Inspection Manual

**A manual for Public Health Officers conducting food
business inspections in the ACT**

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Purpose of this Manual

The Health Protection Service (HPS), part of ACT Health, regulates food businesses in the ACT. Regulation is undertaken in line with the *Food Act 2001*, the Food Regulation 2002 and the Australia New Zealand Food Standards Code (the Code). Chapter 3 of the Code contains standards that outline the food safety requirements for food businesses.

The Food Business Inspection Manual (the Manual) has been developed by the HPS to assist Public Health Officers in delivering a consistent and transparent approach to food business inspections. The items discussed in the Manual follow the order of a routine food business inspection. Guidance on how to be compliant is provided for each inspection item.

Food business inspection questions

The food business inspection form contains 56 questions that correspond with food safety requirements both nationally and in the ACT. The following pages list each of these questions along with guidance about the relevant legislation and examples of common non-compliances.

Compliance

During an inspection, items can be deemed compliant, noncompliant, not observed or not applicable. If an item is noncompliant, then the level of noncompliance must be determined, as per below.

Noncompliance	Description
Minor	Does not pose an imminent public health risk and thus does not require immediate action (must be rectified within specified timeframe). Examples Failure to display food business registration certificate. 1—2 cracked tiles.
Major	Does not pose an imminent public health risk, but does require correction (may become an imminent public health risk if not corrected within specified timeframes). Examples Ready-to-eat food stored uncovered. Pest activity observed (e.g. dead cockroach on bench) 1—2 items of potentially hazardous food out of temperature control.
Critical	Poses an imminent, serious public health risk that requires immediate action and may require closure of the business. Examples No hand washing facilities. Multiple potentially hazardous food temperature controls failings. Pest (cockroach) infestation.

General Requirements

1. Registration - Is the food business registration current and accurate?

Guidance	<p>Section 89 of the Food Act requires food businesses to register unless they are classified as exempt. Exempt food businesses include those that:</p> <ul style="list-style-type: none"> • Handle or sell food no more than 5 times a year, for no longer than 3 days each time and where the food is either: <ul style="list-style-type: none"> - non-potentially hazardous unpackaged food (e.g. plain scones, whole fruit at a festival); or - food sold straight after thorough cooking, for immediate consumption (e.g. barbeque stall). • Handle or sell food in or from a food transport vehicle that is registered in another State/Territory (e.g. a food van registered in NSW). • Transport, but do not handle or sell, food (e.g. a courier). • Sell only non -potentially hazardous food (e.g. chemist or newsagent). • Are not-for-profit community organisations whose food activities are staffed by volunteers for the primary purpose of raising funds for a particular community, charitable or benevolent purpose (unless they are selling food at a declared event). • Are farms, vineyards, orchards or aquaculture farms, where the food produced is not sold or supplied directly to the public and is not processed. <p>If the details of a food business' registration or operating circumstances change, the proprietor must notify the HPS in writing within 7 days of the change (see s97, Food Act). Examples of such changes include: change in proprietor; change of location; change in the kind of food business conducted; or a change in the premises' structure, fixtures or fittings.</p>	
Noncompliance	Minor	<ul style="list-style-type: none"> • N/A
	Major	<ul style="list-style-type: none"> • The food business' registration has expired. • The food business is unregistered. • The particulars of the food business have changed but the business has not notified the HPS. • A change of the particulars includes a change in: proprietor; trading name; type of food business; location of business; and fitout (refurbishment) of the food business.
	Critical	<ul style="list-style-type: none"> • N/A

2. Registration Conditions - Is the food business complying with any specific registration conditions (if applicable)?

Guidance	<p>The Chief Health Officer may impose a condition to which a registration is to be subject (see s94, Food Act).</p> <p>The Food Act requires a food business to comply with any registration conditions placed upon it (see s99, Food Act).</p>	
Noncompliance	Minor	<ul style="list-style-type: none"> • N/A
	Major	<ul style="list-style-type: none"> • A food business is conducting its operation contrary to conditions of its food business registration. E.g. a low risk home based food business selling medium or high risk foods, or a business restricted to limited food preparation such as hot drinks is preparing food onsite.
	Critical	<ul style="list-style-type: none"> • A food business is conducting an activity specifically prohibited by its conditions of registration. E.g. a business that has been restricted from producing cured meat (Salami) is making and selling the product at their business.

3. Registration - Is the current certificate of registration displayed?

Guidance		The Food Act requires food businesses to publicly display their current certificate of registration at the business's premises (see s98A, Food Act).
Noncompliance	Minor	<ul style="list-style-type: none"> A food business does not publicly display its food business registration certificate at the premises. <i>E.g. the registration certificate is not displayed or is obstructed from public view.</i> A food business displays an expired food business registration certificate.
	Major	<ul style="list-style-type: none"> N/A
	Critical	<ul style="list-style-type: none"> N/A

4. Food Safety Supervisor (FSS) - Does the food business have a current FSS?

Guidance		The Food Act requires food businesses to appoint an appropriately trained FSS within 30 days of registering the food business (see s117, Food Act). If the FSS leaves a business, the proprietor has up to 30 days to appoint a new FSS. The FSS is not required to be at the food premises at all times but should be reasonably available.
Noncompliance	Minor	<ul style="list-style-type: none"> N/A
	Major	<ul style="list-style-type: none"> A food business does not have a FSS more than 30 days from the date the business was registered (establishment period). The food business has failed to notify the HPS of their current food safety supervisor. A food business does not have a FSS and the previous FSS left more than 30 days ago. The FSS for the business has incorrect FSS training (incorrect competency units) or FSS training is out of date i.e. conducted more than 5 years ago.
	Critical	<ul style="list-style-type: none"> N/A

5. Is the FSS's certificate available at the premises?

Guidance		The Food Regulation requires that the proprietor of a registered food business keep a copy of the FSS's current statement of attainment at the food business premises (see s19, Food Regulation). This must be shown to Public Health Officers (PHOs) on request.
Noncompliance	Minor	<ul style="list-style-type: none"> A copy of FSS's current statement of attainment is not available at the premises at the time of inspection.
	Major	<ul style="list-style-type: none"> N/A
	Critical	<ul style="list-style-type: none"> N/A

Food Handling Controls

6. Food receipt - Is all food protected from contamination?		
Guidance	<p>Standard 3.2.2 cl 5(1) of the Code requires a food business to take all reasonable measures to ensure it only accepts food that is protected from contamination. It is not expected that a food businesses will be able to inspect every item that comes into a business or be able to fully assess whether such items are in fact contaminated. However, reasonable measures that could be taken by the business include:</p> <ul style="list-style-type: none"> • specifying to suppliers that steps be taken to protect food from contamination and wherever possible that food is delivered in packages or containers; • ensuring wherever possible that food items are not delivered when there is no-one at the business to assess the items; and • inspecting randomly selected food items from a delivery. <p>If a food is found to be contaminated or not protected from likely contamination, it must be rejected and should be returned to the supplier or destroyed with the consent of the supplier. The food business is not obliged to keep records of contaminated food it has rejected. However, food businesses may wish to note when food has been rejected and the reason for its rejection as a way to demonstrate compliance with this standard. Rejected food on the premises must be identified (e.g. labelled) and kept separately.</p>	
Noncompliance	Minor	<ul style="list-style-type: none"> • The food business does not randomly inspect stock upon receipt.
	Major	<ul style="list-style-type: none"> • The food business accepts potentially hazardous food deliveries when no one is present to receive stock. • Food is being received by the food business uncovered or at risk of contamination. • Food is being left unsupervised at delivery.
	Critical	<ul style="list-style-type: none"> • Potentially hazardous food deliveries are left outside of temperature control following delivery. • The food business knowingly accepts food that is contaminated or is likely to be contaminated. E.g. the food business accepts food that is known to be contaminated with weevil pests.

7. Are supplier details available for food on the premises and all food items labelled appropriately (with a prescribed name where applicable)?	
Guidance	<p>Standard 3.2.2 cl 5(2) of the Code requires that a food business provide to PHOs, upon request, the following information about food on the food premises:</p> <ul style="list-style-type: none"> • the name, business address in Australia of the vendor, manufacturer or packer or in the case of imported food, the name and address in Australia of the importer; and • the prescribed name of the food (or if there is no prescribed name, an appropriate description of the food). <p>A food business must be able to identify food that it has on the premises. This allows the return or recall of food if it is found to be unsafe or not suitable. Further, the business must provide upon request, to the reasonable satisfaction of a PHO, information about what the food is and where it came from. The business does not need to keep a record of every food item it receives as this information could be provided verbally and could be available from an invoice or food packaging.</p> <p>A prescribed name is a name that has been legally specified for a food. For example, 'cheese' is a prescribed name, which means only certain ingredients can be used in a product labelled as 'cheese' (Chapter 2 of the Code contains standards for prescribed foods). Most foods will not have a prescribed name and instead will be identified by an appropriate description or a common name. An appropriate description specifies what the food is, for example 'raspberry yoghurt'. This information will be written on the packaging of the food.</p> <p>Packaged food that is sold for non-retail sale must be labelled with the name of the food and the name of the supplier. This information must be on the carton of food sold to the business; it is not required on individual packages of food enclosed within this carton. If the outer packaging is discarded, the information will be lost unless the business keeps records of its suppliers and the products purchased from these suppliers (e.g. on invoices).</p> <p>To comply with this requirement, a food business should not accept food that cannot be identified.</p>

Noncompliance	Minor	<ul style="list-style-type: none"> The food business has incomplete records of all food suppliers to the business.
	Major	<ul style="list-style-type: none"> The food business does not retain records of food supplier information. The food business accepts supplies of food that cannot be identified.
	Critical	<ul style="list-style-type: none"> The food business is unable to identify potentially hazardous food products within the food premises and/or the identity of the supplier of the food product. <i>E.g. a restaurant has a box of wild mushrooms and the supply of/supplier cannot be identified.</i>

8. Are all practical measures taken to ensure potentially hazardous food is received under temperature control?

Guidance	<p>The Code requires that a food business take all practical measures to ensure all potentially hazardous food is received under adequate temperature control (see Standard 3.2.2 cl 5(3) of the Code). Adequate temperature control means that the food is either 5°C or below or 60°C or above to prevent the growth of pathogenic micro-organisms.</p> <p>A food business must take all practical measures to ensure it does not accept a delivery of potentially hazardous food that is at a temperature between 5°C and 60°C. This applies unless the business transporting the food can demonstrate to the business receiving the food that the temperature of the food (taking into account transport time) will not make the food unsafe. An explanation of alternatives temperature control methods is at Appendix A.</p> <p>For example, freshly made sandwiches are delivered to a function at 10°C. This would be considered safe provided they were only transported a short distance and then either refrigerated immediately or sold for immediate consumption.</p> <p>A food business should discuss the temperature at which potentially hazardous food is to be delivered with the food transporter before the delivery. A contractual agreement should be made so that both food businesses understand the temperature at which potentially hazardous food is to be delivered.</p> <p>If a food transporter delivers potentially hazardous food that is at a temperature between 5°C and 60°C and cannot demonstrate that the food is safe, the food business must not accept the food.</p> <p>The Code also requires that food businesses take all practical measures to ensure that potentially hazardous food that is intended to be frozen is frozen when accepted (see Standard 3.2.2 cl 5(4) of the Code). ‘Frozen’ does not include food that is partly thawed.</p>	
Noncompliance	Minor	<ul style="list-style-type: none"> One or two potentially hazardous food items are received slightly out of temperature control. <i>E.g. delivery of yoghurt is accepted with an internal temperature of 6°C (required to be <5°C) without records of time outside of temperature control and is placed immediately in the fridge.</i>
	Major	<ul style="list-style-type: none"> The food business is not checking the temperature of any potentially hazardous food upon receipt and the supplier does not provide any temperature records. Potentially hazardous foods that will undergo a pathogen reduction step (e.g. cooking) are accepted outside of the appropriate temperature range (<5°C or >60°C) without documentation of time outside of temperature control. <i>E.g. delivery of raw chicken accepted at 10°C without documentation of time/temperature control.</i> Frozen potentially hazardous foods that are intended to be accepted frozen are accepted thawed or partially thawed.
	Critical	<ul style="list-style-type: none"> Potentially hazardous food is delivered and left outside without knowledge of the temperature upon delivery. <i>E.g. a delivery of milk is left outside a café and found an hour later >5°C. The café is unable to determine the temperature of the milk upon delivery.</i> Potentially hazardous foods are accepted outside of the appropriate temperature range (<5°C or >60°C) and the food business cannot demonstrate that the food is safe. Potentially hazardous ready-to-eat foods are accepted after being out of temperature control (>5°C or <60°C) for a period of 4 hours or more or without any documentation demonstrating time/temperature control.

9. Food Storage - Is all food protected from contamination?

Guidance	<p>The Code requires a food business to store food in such a way that it is protected from the likelihood of contamination (see Standard 3.2.2 cl 6(1)(a) of the Code). This means the safety and suitability of food must be maintained by ensuring it is stored in an appropriate environment and protected from contamination. Potentially hazardous food must be stored at a temperature that minimises the opportunity for pathogenic bacteria to grow.</p> <p>During storage food may become contaminated in the following ways:</p> <ul style="list-style-type: none"> • microbiologically e.g. raw foods contaminating ready-to-eat food; • chemically e.g. by food not being stored in food-grade containers or by chemicals being accidentally spilt onto food; or • physically e.g. by foreign objects including pests, glass, dirt, metal, hair etc. <p>To prevent food from becoming contaminated during storage:</p> <ul style="list-style-type: none"> • food must be stored in food-grade containers with tight fitting lids if there is any likelihood of contamination; • raw foods should be stored separately or away from ready-to-eat foods to avoid cross-contamination; and • storage areas must kept clean and free of pests. <p>Storing food on shelves and in food grade containers will help to keep premises clean and discourages pests. Containers that may be placed on food contact surfaces should be stored on shelves off the floor. Wet cleaning (e.g. mopping) may also damage containers stored on the floor.</p>
Noncompliance	<p>Minor</p> <ul style="list-style-type: none"> • Foods are stored in inappropriate storage containers. E.g. single use ice-cream containers. • Plastic grocery bags used to cover/ store food.
	<p>Major</p> <ul style="list-style-type: none"> • Raw foods are being stored above ready-to-eat foods in fridge/freezer. • Foods are stored uncovered in cool room, freezers or dry stores. • Chemicals or other contaminants are being stored next to food. • Food stored in inappropriate containers where chemical contamination can occur. E.g. a highly acidic product (lemon water) is stored in a recycled plastic container that is not food grade plastic.
	<p>Critical</p> <ul style="list-style-type: none"> • Foods are stored where there is a high likelihood of contamination occurring. E.g. uncovered raw meats or trays of meat with blood are stored above ready to eat food and blood droplets can be seen on the shelf below. • Food is accessible to rodent and pest contamination. E.g. food is not stored in a food grade container with tight fitting lids when pest activity is present.

10. Are food storage conditions appropriate?

Guidance	<p>The Code requires a food business to store food in such a way that the environmental conditions under which it is stored will not adversely affect the safety and suitability of the food (see Standard 3.2.2. cl 6(1)(b) of the Code).</p> <p>As is it not always possible to keep food under the correct environmental conditions while it is being processed, displayed, packaged or transported, this requirement only applies to food when it is being stored.</p> <p>Some foods must be stored under particular environmental conditions (e.g. temperature, humidity, lighting) to prevent them from becoming unsafe or unsuitable for their expected shelf life. For example, milk that is not stored under appropriate temperature control may spoil prior to its use-by date; potatoes that are stored in direct light will produce toxins.</p> <p>Food businesses should follow the food manufacturer's specifications about food storage to ensure the food's safety or suitability.</p>
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Noncompliance	Minor	<ul style="list-style-type: none"> • Food is stored without adequate identification (labelling and date marking). • Food that permits the growth of toxins after light exposure e.g. potatoes and onions, are being stored in direct sunlight. • Food is being stored with spoons, ladles and scoops. E.g. a ladle is stored within a large container of mayonnaise for refilling or a scoop is stored within the container of flour.
	Major	<ul style="list-style-type: none"> • Food is stored contrary to manufacturer's recommendations E.g. food is being stored under refrigeration when the manufacturer's instructions state to 'keep frozen'. • Food is stored in an unapproved and unsuitable storage area. E.g. food stored within toilet facilities, car garage, rear shed or public walk ways. • Refrigerator or cool room overstocked and air flow restricted. E.g. small fridges and cool rooms are overstocked, or cardboard used on shelving inhibits the circulation of air flow and cooling of food. • Food has been exposed to high humidity or heat and has become contaminated and/or unsuitable. E.g. rice is contaminated after absorbing moisture or being splashed from nearby dish washing.
	Critical	<ul style="list-style-type: none"> • Potentially hazardous food is not within temperature control. E.g. a domestic fridge is used for commercial purposes and is overstocked. • Food is being stored outside of the premises during business hours. E.g. cooked chickens are placed outside the back door to cool before being placed in the cool room, or peeled potatoes are stored in a bucket outside before being cooked.

11. Is potentially hazardous food stored under temperature control?		
Guidance	<p>Standard 3.2.2 cl 6(2) of the Code requires a food business store potentially hazardous food under temperature control. If it is food that is intended to be stored frozen, the business must ensure the food remains frozen during storage.</p> <p>To keep food safe, businesses must ensure that potentially hazardous foods are kept either very cold (5°C or colder) or very hot (60°C or hotter). If a food business stores food between 5°C and 60°C, the businesses must be able to demonstrate that this will not adversely affect the microbiological safety of the food. Further details are at Appendix A.</p> <p>It is advisable to store food at the storage temperature recommended by the manufacturer of the food.</p> <p>It is only safe for food to be between 5°C and 60°C for a limited time (e.g. while it is being prepared) because over time pathogenic bacteria can multiply in food to unsafe numbers.</p>	
Noncompliance	Minor	<ul style="list-style-type: none"> • One or two potentially hazardous food items under temperature control have been measured with an internal temperature slightly outside of the required range. E.g. a cut salad in a refrigerated preparation display area has a temperature of 8°C.
	Major	<ul style="list-style-type: none"> • Isolated occurrences where potentially hazardous food (under temperature control) has been measured with an internal temperature outside of the required range. E.g. cooked beef strips stored in the under bench fridge are at 11°C and a container of feta cheese has a temperature of 9°C, while other items measured are within temperature control. • Foods which are intended to remain frozen are not being maintained solid frozen during storage.
	Critical	<ul style="list-style-type: none"> • Multiple occurrences where potentially hazardous foods under temperature control have been measured with an internal temperature outside of the required range. E.g. potentially hazardous food items are continuously found outside of temperature control in refrigerated units or hot holding, demonstrating temperature control has not been maintained. • Single occurrence where potentially hazardous food that produces a toxin or histamine are stored outside of temperature control. E.g. a large container of prawns prepared for food preparation are stored at 23°C with no time/temperature control. • Refrigerated cool room has failed and the food business has no records demonstrating the time potentially hazardous food was outside of acceptable temperatures.

12. Food Processing - When processing, is all food: safe and suitable; prevented from being contaminated; and adequately processed to make safe.

Guidance

Standard 3.2.2 cl 7(1) of the Code requires a food business take all practical measures to [process](#) only safe and suitable food. When processing food, a business must prevent the likelihood of food being contaminated.

Practical measures that can be taken by the food business to ensure only safe and suitable food is processed include:

- sourcing ingredients from reputable suppliers;
- specifying quality parameters for foods to the supplier e.g. the food must be free from detectable *Salmonella* bacteria or dried fruit must be free from seeds;
- checking that packaging is intact, if packaging is needed to protect the food from [contamination](#);
- inspecting the food for visible signs of contamination;
- inspecting the food to determine if it is damaged, deteriorated or perished;
- if the food is potentially hazardous, checking that the food has been kept at temperatures that minimise the growth of pathogenic bacteria; and
- removing contaminants that may be present in the food before use (e.g. washing fruits and vegetables).

To avoid contamination during processing, a food business must:

- ensure that utensils used to prepare raw food are not used to prepare ready-to-eat food unless they have been cleaned, [sanitised](#) and dried;
- minimise contamination from food handlers;
- use clean, dry equipment that is in good working order to process food;
- ensure chemicals are kept separate from food processing areas;
- minimise the likelihood of contamination of the areas where the food is being processed including contamination from dirt and dust, pests and foreign objects such as glass and metal; and
- not mix different batches of food (to avoid transferring contamination from one batch to another).

If a particular processing method is generally known to achieve the microbiological safety of a food, a food business must use this processing method. For instance, if a food must be cooked to ensure it is safe to eat, then a food business must ensure this processing method is taken.

For example, if a food business cooks whole chickens, the business must determine how long the chickens need to cook at a particular temperature to ensure they are thoroughly cooked.

Noncompliance	Minor	<ul style="list-style-type: none"> • N/A
	Major	<ul style="list-style-type: none"> • Damaged or deteriorated equipment and/or utensils are being used to process or handle food. E.g. a damaged handle on a meat slicer is tapped together and unable to be cleaned, or wooden chopping block has deep cracks. • Food is being contaminated during processing and handling. E.g. an ornament or bug zapper is located over the top of a preparation bench leading to the potential of contamination of food or food contact surface. • Ready to eat food items requiring washing. E.g. fruit and vegetables are not being washed prior to use. • Refilling squeeze bottles or service dishes without washing. E.g. a squeeze bottle of aoli used during service is out of temperature control and is continuously refilled without being washed. • Food is being prepared next to wash up and waste area. E.g. salads are being prepared next to the wash up area where water is splashed from rinsing of plates.
	Critical	<ul style="list-style-type: none"> • Utensils and equipment used to process raw foods are used to process ready-to-eat foods without first being washing, sanitised and dried. E.g. (1) a chopping board that has been used for slicing raw chicken is not thoroughly washed and sanitised before slicing tomatoes for a salad; (2) food handlers are not checking food for suitability prior to being processed; (3) spoiled meat or items contaminated by pests are being processed by a food handler for use in a curry dish. • Food business is processing food in a way that does not make it safe. E.g. undercooking of raw mince patties or chicken. Food, being used past its use by date. Food being prepared outside of the food preparation area.

13. Are potentially hazardous ready-to-eat food out of temperature control for minimum time while being processed?

Guidance

Standard 3.2.2 cl 7(2) of the Code requires a food business to, when processing potentially hazardous food that is not undergoing a [pathogen control step](#), ensure that the time the food remains outside temperature control is minimised.

Food businesses may process potentially hazardous food at temperatures that permit the growth of pathogens as long as they monitor the time that food is at these temperatures and keep this time to a minimum. If potentially hazardous foods are outside refrigeration multiple times during preparation, these times must be noted and added together to ensure that they do not exceed safe limits. Note that this only refers to ready-to-eat food and not raw food that will be cooked or otherwise processed to reduce pathogens to safe levels. The total time that ready-to-eat potentially hazardous food can be outside temperature control is discussed in Appendix A.

The time that raw potentially hazardous foods such as raw meat are outside temperature control during processing (which includes preparation) should be kept to a minimum. The main reason is to minimise the growth of pathogens.

Certain bacteria in some fish can produce dangerous levels of histamine (a toxin) if these fish are kept unrefrigerated for too long. Cooking does not destroy this toxin. It is essential that raw fish be kept outside temperature control for a minimum time. Fish that contains dangerous levels of histamine may not appear spoiled.

Thawing Food

Thawing frozen potentially hazardous food at temperatures between 5°C and 60°C may allow food poisoning bacteria to grow. The food safety risk is much higher for frozen ready-to-eat potentially hazardous food being thawed than for frozen raw potentially hazardous foods that will be cooked or otherwise processed to make them safe before eating.

Ready-to-eat frozen potentially hazardous foods should be thawed in a refrigerator, or alternatively in the microwave. If the food is thawed at room temperature, the time that the food is at temperatures between 5°C and 60°C must be noted to ensure safe time limits are not exceeded (see Appendix A for details).

Frozen raw meats (e.g. chicken and turkey) may be able to be safely thawed outside refrigeration as foodborne pathogens that may grow during the thawing process should be destroyed when the meat is cooked. However, if these meats are thawed outside refrigeration, there is a risk of the meat spoiling due to the growth of microorganisms.

When thawing frozen raw meats, there are two critical food safety considerations:

1. Juices from the raw meats must not contaminate other foods.
2. Raw meats must be thawed completely before cooking unless the meats can be safely cooked from a frozen or partially frozen state.

Small portions of raw frozen meat and fish may be able to be safely cooked without the need for complete thawing (e.g. foods such as beef burgers and chicken nuggets are often cooked from the frozen state). However, if larger portions of raw meat such as chickens and turkeys are still partly frozen before cooking, it is harder to cook them thoroughly. There may also be sufficient time during cooking for food poisoning bacteria to grow to dangerous levels or for heat-stable toxins to be produced. Food poisoning incidents have resulted from cooking partially thawed meats.

The various ways that frozen potentially hazardous food can be thawed are explained in the table below.

Thawing Method	Advantages	Disadvantages
Refrigerator	Microbial growth minimised: food will be maintained at 5°C or below, minimising pathogen growth.	Time: it can take several days to thaw a food completely and therefore the business needs to plan well ahead if this method is chosen. Space: refrigerator space may be limited for thawing purposes.
Microwave	Quickest: this method is the fastest option for thawing. Microbial growth minimised: food will only be at temperatures between 5°C and 60°C for a short period.	Incomplete or over-thawing: to achieve complete thawing, food may partially cook, reducing food quality. Space: larger items may not fit in microwave for thawing.
Running water	Quicker: this method will be quicker than a refrigerator.	Cost and availability: cost and availability of water may make this option impracticable. Space: business must have a sink available that can be used for this purpose. Suitability: this option will not be suitable for foods susceptible to water damage unless the food is contained within impermeable packaging. Microbial growth: the extent of microbial growth will depend on the temperature of the water used—the lower the temperature, the less growth expected.
Room temperature	Quicker: this method will be quicker than a refrigerator.	Microbial growth: the time that ready-to-eat potentially hazardous food is at temperatures between 5°C and 60°C must be monitored to ensure safe limits are not exceeded; growth of organisms in raw meats may cause the food to spoil; and production of histamine toxin may occur in certain types of raw fish.

Noncompliance	Minor	<ul style="list-style-type: none"> N/A
	Major	<ul style="list-style-type: none"> Ready to eat foods are kept out of temperature control during preparation without time monitoring in place in accordance with safe time limits (see Appendix A). E.g. curried egg is prepared in the morning and placed on the bench to cool before use and remains out of temperature control during preparation of sandwich platters. Poached chicken is left on the bench to cool and used in salads with any leftover chicken returned to the cool room for use the next day without time/temperature monitoring.
	Critical	<ul style="list-style-type: none"> The business cooks large portions of frozen or partially thawed meats leading to inadequate cooking temperatures. Ready to eat foods defrosted outside of temperature control without documentation demonstrating compliance with safe time controls (see Appendix A). E.g. frozen ham defrosted at room temperature for 6 hours. Frozen fish capable of producing histamine, is thawed at room temperature. E.g. tuna fillets are defrosted on the bench allowing levels of histamine to increase that is not destroyed when cooking resulting in food poisoning.

14. Is potentially hazardous food cooled/reheated correctly?

<p>Guidance</p>	<p>Cooling Food</p> <p>When cooling cooked potentially hazardous food, a food business must cool the food:</p> <ul style="list-style-type: none"> • from 60°C to 21°C within two hours; and • from 21°C to 5°C within a further four hours. <p>A food business can use an alternative cooling process only if it can demonstrate that it will not adversely affect the microbiological safety of the food (see Standard 3.2.2 cl 7(3) of the Code).</p> <p>Some pathogens can survive the cooking process; therefore to minimise pathogen growth it is important that cooked potentially hazardous food is cooled as quickly as possible to 5°C.</p> <p>The initial drop in temperature (from 60°C to 21°C in two hours) must be faster than the second drop in temperature (from 21°C to 5°C in four hours). This is because foodborne pathogens multiply fastest at about 40°C.</p> <p>A probe thermometer should be used to check how quickly food is cooling. Temperature should be measured at the part of the food that will take the longest to cool. This is usually the centre of the food.</p> <p>If the business uses the same cooling process for each batch of food, and the process complies with the cooling requirements, it is not necessary to measure the temperature of each batch. The same cooling process means that a food is cooled under identical conditions, for example, custard is always cooled in the same container to the same depth. However, the business should continue to conduct regular temperature checks to ensure that any changes in environmental conditions, such as refrigerator temperature or air flow, have not affected the cooling process.</p> <p>Reheating Food</p> <p>When reheating potentially hazardous food, a food business must rapidly heat the food to 60°C or above to minimise pathogen growth (see Standard 3.2.2 cl 7(4) of the Code). A food business can use an alternative reheating process only if it can demonstrate that the process will not adversely affect the microbiological safety of the food.</p> <p>This requirement only applies to potentially hazardous food that is to be held hot (e.g. in a bain-marie). It does not apply to food that is being reheated for immediate consumption.</p> <p>Potentially hazardous food that has already been reheated should not be cooled and re-heated a second time.</p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Non-compliance</p>	<p>Minor</p> <ul style="list-style-type: none"> • N/A
	<p>Major</p> <ul style="list-style-type: none"> • Reheated food is placed in a Bain Marie (for hot holding) that has been reheated without reaching the required minimum temperature (60°C). <i>E.g. butter chicken is reheated to 50°C and placed in the Bain Marie.</i> • Large/deep containers of hot food are found in the cool room. <i>E.g. large containers of recently cooked food have been placed in the cool room that is above 60°C and will not reach temperature control within the required timeframe.</i>
	<p>Critical</p> <ul style="list-style-type: none"> • Food in a cool room, that was cooked 6 hours previously is found to have an internal temperature of 6°C or above. • The food business uses a standard cooling method that does not reduce the internal temperature of cooked food to 21°C within 2 hours and 5°C within the following 4 hours. • The food business uses an alternative cooling process, and cannot demonstrate this process will not adversely affect the microbial safety of the food. • The food business takes longer than 2 hours to reheat previously cooked food to 60°C or above for hot holding in a bain-marie.

15. Food Display - Is food on display protected from contamination?

Guidance	<p>When displaying food, all practical measures must be taken to ensure food is protected from the likelihood of contamination [see Standard 3.2.2 cl 8(1), (4) of the Code].</p> <p>If displayed food is protected from contamination by packaging, the food businesses must ensure the packaging remains intact to prevent contamination. Food that may be contaminated due to damaged packaging must be removed from display and dealt with in accordance with the requirements of Standard 3.2.2 cl 11 of the Code (guidance available here).</p> <p>If food is unpackaged, it must be protected from contamination. Food on display must be enclosed, contained or wrapped in some way e.g. a cake cannot be displayed on a countertop without an appropriate covering. For specific requirements relating to self-service foods see Standard 3.2.2 cl 8(5) of the Code (guidance available here).</p>
Noncompliance	<p>Minor</p> <ul style="list-style-type: none"> • Food requiring further processing (non ready to eat foods such as raw meats and vegetables) are displayed in a way that exposes them to contamination. E.g. vegetables are displayed outside and are visibly contaminated by dust.
	<p>Major</p> <ul style="list-style-type: none"> • Food on display for self service is provided without protective barriers. E.g. buffet lunch display is not provided with a sneeze guard to protect from airborne contamination. • Ready to eat food is displayed uncovered and unwrapped on a counter. E.g. muffins placed on the counter at the point of sale or customer area not covered to protect from contamination (sneezing, spitting while taking, touching). • Food packaging has become damaged therefore the food is no longer protected from contamination. E.g. ripped food package exposing the food to contamination, cardboard box with water damage. • Food is being displayed in a Bain Marie which has been broken or damaged. E.g. glass panels or doors have chipped/cracked glass that may cause contamination.
	<p>Critical</p> <ul style="list-style-type: none"> • Food intended to be displayed frozen is found thawing or not frozen solid when displayed. • Potentially hazardous food is displayed uncovered and without temperature control. • Ready to eat meats contaminated from juices of raw meat. E.g. meat in deli not separated to prevent ready to eat meats (e.g. shaved ham) being contaminated by juices from raw chicken breast.

16. Are self-service areas supervised, with separate utensils and protective barriers?

<p>Guidance</p>	<p>When displaying unpackaged ready-to-eat self-service food, a food business must:</p> <ul style="list-style-type: none"> • ensure that the food is supervised; • provide separate serving utensils for each food; and • provide protective barriers <p>to prevent the likelihood of contamination (see Standard 3.2.2 cl 8(2) of the Code).</p> <p>These requirements apply to all ready-to-eat foods on display (e.g. self-service salad bars, bread, buffets and smorgasbords). However, these requirements do not apply to self-service nuts in the shell and whole, raw fruits and vegetables that are intended to be hulled, peeled or washed before consumption.</p> <p>The food must be supervised so that if a customer has, or is likely to have, contaminated the food, the business can remove it from display. Adequate supervision may be achieved by requiring staff to monitor the display or by the use of surveillance cameras that continuously are monitored. Note that supervision is only required when customers are accessing food from the display.</p> <p>The food business must provide separate serving utensils for each food on display, or other dispensing methods that minimise the likelihood of the food being contaminated.</p> <p>Physical barriers between customers and the food discourage direct hand contact and ensure that contamination is minimised (e.g. from customers' coughs and sneezes). Ideally, a protective barrier should be provided by the use of permanent display units. Permanent display units should be provided where food is being displayed regularly.</p> <p>For temporary displays other mechanisms will need to be used to protect the displayed food from contamination. For example, if food is being displayed for self-service as part of an outdoor event, a permanent display unit may not be available. Instead, dishes with removable covers may be provided. These covers must remain available so that they can be placed back on the food when the customers have finished serving themselves.</p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Noncompliance</p>	<p>Minor</p> <ul style="list-style-type: none"> • The staff member assigned to supervise the self serve bar has multiple duties which remove them from view of the self service bar and patrons using the bar.
	<p>Major</p> <ul style="list-style-type: none"> • Self-service displays are not supervised by staff to ensure the food is not contaminated. • A self-service bread display or salad bar is not monitored by staff to remove any contaminated food from display that may have been handled, dropped or coughed over. • Protective barriers are not provided to protect food from the likelihood of contamination. <i>E.g. a salad bar does not have an appropriate sneeze guard to protect food from contamination from coughing, sneezing or talking over the food.</i> • An inadequate number of utensils are supplied for the number of food types in the self- service bar. <i>E.g. pair of tongs used to serve a chocolate cake and also a cake containing nuts, or serving spoon used for a beef dish and shellfish dish causing an allergic reaction.</i>
	<p>Critical</p> <ul style="list-style-type: none"> • N/A

17. Is potentially hazardous food displayed under temperature control?

Guidance	<p>A food business must display potentially hazardous food under appropriate temperature control (i.e. at or below 5°C or at or above 60°C). If the food is intended to be frozen it must remain frozen when on display (see Standard 3.2.2 cl 8(5) of the Code).</p> <p>If a food business displays food between 5°C and 60°C, the businesses must be able to demonstrate that this will not adversely affect its microbiological safety.</p> <p>Potentially hazardous food can be safely displayed at temperatures between 5°C and 60°C provided that the time that the food is at these temperatures is minimised. The use of time as a control measure for the growth of pathogens in potentially hazardous food is outlined in Appendix A.</p> <p>With respect to frozen food, businesses should follow the manufacturer’s storage instructions to maintain product quality and shelf life.</p>
Noncompliance	<p>Minor</p> <ul style="list-style-type: none"> One or two displayed potentially hazardous food items have been measured with an internal temperature slightly outside of temperature control. <i>E.g. a vegetable curry in a Bain Maire is at 56°C and the temperature can be quickly increased to >60°C by stirring the food regularly or increasing the temperature of the Bain Marie.</i>
	<p>Major</p> <ul style="list-style-type: none"> More than two displayed potentially hazardous food items are not within temperature control and no time/temperature control are documented. <i>E.g. four hot held items containing meat or tofu are not at or >60°C and there is no documentation of time/temperature controls.</i> The cold food display is overstocked before lunch service and the prepared sandwiches containing potentially hazardous food are not within temperature control and there is no time/temperature controls in place. Raw meat displayed throughout the day’s trade at a butcher shop is not 5°C or below and may result in food spoilage. Foods which are intended to remain frozen are not being maintained frozen during display.
	<p>Critical</p> <ul style="list-style-type: none"> Majority of displayed potentially hazardous food is not under temperature control or it is at the optimal temperature for bacteria growth. <i>E.g. hot items within the Bain Marie have an internal temperature of 40°C or cold items are held at room temperature with no time/temperature documentation.</i> Potentially hazardous food that produces a toxin or histamine is not displayed within appropriate temperatures. <i>E.g. raw seafood cabinet is not at or below 5°C.</i> Refrigerated display or bain-marie has failed and records of food temperatures have not been kept whilst food is still in use. The proprietor is unable to confirm the time that the food was placed on display and therefore the business is unable to demonstrate that the food is safe.

18. If potentially hazardous food is not displayed under temperature control, is there a documented alternate method of compliance?

Guidance	<p>Standard 3.2.2 cl 25 of the Code allows a food business to use alternative methods of compliance to the temperature control processes outlined in Appendix A. The business must demonstrate that its alternative method of compliance does not compromise food safety.</p> <p>Below are some ways to demonstrate alternative compliance.</p> <ol style="list-style-type: none"> Comply with a food safety program: <ul style="list-style-type: none"> as per Standard 3.2.1; or for oyster (and other bivalves) harvesters, processors and distributors, a food safety program as per Standard 4.2.1 cl 16(2); or for businesses that provide food to vulnerable populations such as hospital patients, aged care residents and children in child care centres, a food safety program in accordance with Standard 3.3.1. Comply with a process that, according to documented sound scientific evidence, will not adversely affect the microbiological safety of the food. Comply with a process set out in written guidelines, based on sound scientific evidence that is recognised by the relevant food industry.
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Noncompliance	Minor	<ul style="list-style-type: none"> • N/A
	Major	<ul style="list-style-type: none"> • A standard method is in place for the display of food using 2/4 hour rule however this method is not documented in a written procedure. • The food business is using an alternate method of compliance but cannot demonstrate their method maintains food safety.
	Critical	<ul style="list-style-type: none"> • The food business displays food <u>without</u> temperature control or any alternate method of compliance (use of time periods) and the business is unable to demonstrate that the displayed food is safe.

19. Food Packaging - Is food packaged in a manner that protects it from contamination, using appropriate material?

Guidance	<p>Standard 3.2.2 cl 9 of the Code requires that when packaging food, a food business must:</p> <ul style="list-style-type: none"> • only use appropriate packaging material; • only use material that is not likely to contaminate the food; and • address any potential contamination that could occur during packaging. <p>If a food business is unsure whether a packaging material is appropriate for use with food, they must seek advice from the supplier/manufacturer. The food business should establish the following about packaging material:</p> <ul style="list-style-type: none"> • that it is appropriate for contact with food; • the types of foods that it can be safely used for (e.g. can it be used for acidic foods?); • what it can be used for e.g. dry storage, refrigeration, freezing or microwaving; and • whether it is reusable. <p>A packaging material can contaminate food in three ways:</p> <ul style="list-style-type: none"> • by leaching chemical substances into the food; • by transferring micro-organisms, dirt or other foreign material that may be contaminating the packaging material itself; or • parts of the packaging itself break off into the food e.g. chips of glass. <p>During packaging the food may be exposed to contamination from:</p> <ul style="list-style-type: none"> • the packaging equipment e.g. the equipment may be dirty or a part of the equipment such as machinery oil or grease may contaminate the food; • foreign matter such as dirt, dust, insects, glass, metal and plastic; and • direct or indirect food handler contact with the food e.g. jewellery falling into the food. 	
Noncompliance	Minor	<ul style="list-style-type: none"> • Packaging used for food is not suitable for the storage conditions in which the food is likely to endure. E.g. the packaging may become brittle and damaged when frozen.
	Major	<ul style="list-style-type: none"> • Food is packaged using a material that will likely cause the food to become contaminated or tainted. E.g. tin used for canned tomatoes is not appropriate for the acidic nature of the food. • Food packaging material in direct contact with food is not suitable or food grade. E.g. plastic grocery or clothing bags used to package raw meats. • Food packaging is not suitable for its purpose. E.g. single use ice cream containers reused to serve takeaway foods. • Food packaging material is stored in an unclean environment or in an area likely to lead to contamination of the materials. E.g. packing is stored in an area exposed to rodents or dirt.
	Critical	<ul style="list-style-type: none"> • N/A

20. Food Transportation- Is all food protected from contamination during transportation?

Guidance		<p>When transporting food a food business must take all practical measures to ensure food is protected from the likelihood of contamination [see Standard 3.2.2 cl 10(a)].</p> <p>While food would normally be packaged during transportation, it is important that steps are taken to ensure packaging is not damaged or contaminated in a way that may affect the safety or suitability of the food. For example, food should not be transported with poisonous chemicals unless chemicals are packaged separately from food items.</p> <p>Unpackaged food is vulnerable to contamination during transportation. If different types of unpackaged foods are being transported at the same time, businesses must ensure that there is no cross contamination. For example, ready-to-eat foods must be protected from contamination from raw meats.</p> <p>Note that cl 24(1)(a) of Standard 3.2.2 prohibits the transport of live animals, other than seafood, fish or shellfish, in the part of the vehicle that is also carrying food.</p>
Noncompliance	Minor	<ul style="list-style-type: none"> Potentially hazardous food is transported for a long period of time in an esky with ice without the business verifying that the food is being kept at 5°C or below.
	Major	<ul style="list-style-type: none"> The food transport vehicle is in a condition where it will likely pose a contamination risk to any food transported within it. <i>E.g. the vehicle is unclean with spilt blood from raw meat, mould or dirt.</i>
	Critical	<ul style="list-style-type: none"> Potentially hazardous food has been transported with no protection from contamination and no temperature control rendering the food unsafe. Food is contaminated due to lack of adequate protection during transportation. <i>E.g. a tray of cut sandwiches is not adequately covered resulting in sandwiches sliding off trays resulting in contamination.</i> Ready to eat food has been contaminated by potentially hazardous raw foods during transportation.

21. Food Transport Vehicles - Are food transport vehicles suitable?

Guidance		<p>Standard 3.2.3 cl 17 of the Code requires that vehicles used to transport food be designed and constructed to protect food from any likelihood of contamination. Parts of vehicles used to transport food must be designed and constructed so they can be effectively cleaned. Food contact surfaces in parts of vehicles used to transport food must be designed and constructed to be effectively cleaned and, if necessary, sanitised.</p>
Noncompliance	Minor	<ul style="list-style-type: none"> The food is not secure during transport. <i>E.g. trays of ready to eat food move and slide around during transport which may result in contamination of food.</i>
	Major	<ul style="list-style-type: none"> The inside the food transport vehicle is found to be unclean, and due to the design the transport area is unable to be easily and effectively cleaned and, if necessary, sanitised. <i>E.g. carpeted tray/ interior of the food transport vehicle.</i> No form of refrigeration is provided where potentially hazardous food is transported for periods over 2 hours.
	Critical	<ul style="list-style-type: none"> The inside of the food transport vehicle is prone to contaminating food transported. <i>E.g. exhaust fumes leak into cabin or food storage area.</i>

22. Is all potentially hazardous food transported under temperature control?

Guidance		<p>All potentially hazardous food must be kept under appropriate temperature control during transportation. Additionally, all potentially hazardous food that is intended to be transported frozen must remain frozen during transportation [see Standard 3.2.2 cl 10(b), (c)].</p> <p>Potentially hazardous food must be maintained at 5°C or below or 60°C or above. If the food business is transporting the food at a temperature between 5°C and 60°C, they must be able to demonstrate that this will not adversely affect its microbiological safety.</p> <p>As a general rule, food businesses should not transport potentially hazardous food without adequate temperature control; if transport times will exceed 2 hours (see Appendix A for more detail).</p> <p>If a food business decides to use time as a control rather than temperature, the business must monitor and record the amount of time that the potentially hazardous food is between the temperatures of 5°C and 60°C during transport.</p> <p>The food business transporting frozen potentially hazardous food must keep this food frozen unless otherwise requested by the food business that is to receive this food. This request should be in writing to avoid any disputes.</p> <p>Storage instructions may be provided by the manufacturer. These storage conditions need to be followed during transportation to ensure that food keeps for its intended shelf life as stated by the 'use by' or 'best before' date.</p>
Noncompliance	Minor	<ul style="list-style-type: none"> • Potentially hazardous food is delivered slightly out of temperature control without time/temperature documentation and is placed immediately into refrigeration. <i>E.g. milk is delivered at 8°C and is immediately placed into refrigeration without information regarding transport times and temperatures.</i> • Food that is intended to remain frozen does not remain frozen solid during transportation.
	Major	<ul style="list-style-type: none"> • Ready to eat potentially hazardous food is transported and delivered outside of temperature control and the business is not able to demonstrate time/temperature requirements. <i>E.g. cheese and antipasto platters containing meat is transported in an unrefrigerated vehicle and is delivered at 10°C without documentation of time/temperature controls.</i> • Large delivery of raw meat products are received with 2 or more products outside of temperature control without time/temperature documentation. <i>E.g. a butcher shop delivers 20kg of chicken, beef and lamb to a local restaurant in 2kg bags. Two of the bags containing lamb and 1 bag of chicken have an internal temperature of 13°C.</i>
	Critical	<ul style="list-style-type: none"> • Majority of food transported is found outside of temperature control with no methods in place for time/temperature control or temperature monitoring. <i>E.g. a delivery of smallgoods is received and 13 of the 15 products are above 5°C and there is no record of any temperature controls or monitoring.</i>

23. Food Disposal - Is food for disposal kept separately from all other food and in a designated area?

Guidance	<p>A food business must ensure that food intended for disposal is kept separate until it is:</p> <ul style="list-style-type: none"> • Destroyed, denatured or disposed of so it can't be used for human consumption; • returned to the supplier; • further processed in a way that ensures its safety and suitability; or • ascertained to be safe and suitable [see Standard 3.2.2 cl 11(1)]. <p>'Food for disposal' means food that:</p> <ul style="list-style-type: none"> • is subject to recall; • has been returned; • is not safe or suitable; or • is reasonably suspected of not being safe or suitable. <p>A food business is required to hold and keep 'food for disposal' separately until it is assessed. Food that is immediately assessed and determined not to require holding does not need to be identified. For example, if mouldy food is immediately disposed of, the food does not need to be identified because it is not being held. However, if the food business needs to keep the mouldy food (e.g. to return it to the supplier) the food will need to be kept separately and identified.</p>
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Noncompliance	Minor	<ul style="list-style-type: none"> • Food for disposal has been separated from other foods but has not been clearly identified. • Food for disposal has been clearly identified but has not been separated from other foods.
	Major	<ul style="list-style-type: none"> • Food intended for disposal is not kept separated from food that is safe and suitable and has the potential to be displayed for sale.
	Critical	<ul style="list-style-type: none"> • N/A

24. Food Recalls - Is there a documented recall system in place?

Guidance	<p>A food business engaged in the wholesale supply, manufacture or importation of food must:</p> <ul style="list-style-type: none"> • have in place a system to ensure the recall of unsafe food; • set out this system in a written document and provide this document to an authorised officer upon request; and • comply with this system when recalling unsafe food [see Standard 3.2.2 cl 12 of the Code]. <p>This requirement applies to wholesale suppliers, manufacturers and importers. The requirement has been limited to these sectors of the food industry because recalls can only be effective if the product is stored by the customer (either a retailer or a consumer), i.e. it is not for immediate consumption. Food intended for immediate consumption is likely to have been consumed before it can be recalled.</p> <p>A retail food business (restaurant, takeaway or supermarket) is not required to have a recall system unless it is also a food manufacturer, importer or wholesaler. For example, a café that makes its own jam for use on the premises is not required to have a recall system for the jam. However, if the café decides to sell this jam to the public, it will need a recall system.</p> <p>The key features of a recall system are:</p> <ul style="list-style-type: none"> • a list of authorities that should be notified of the recall; • records of where the product has been distributed; • advice to be given to customers to ensure that food is returned; • arrangements for retrieving food that is returned by customers to supermarkets or other outlets: and • arrangements for assessing how much food has been returned and how much remains in the market place. 	
Noncompliance	Minor	<ul style="list-style-type: none"> • N/A
	Major	<ul style="list-style-type: none"> • A food business that is engaged in the wholesale supply, manufacture or importation of food does not have a system in place to ensure the recall of unsafe food. • The manufacturer, wholesaler or importer of a food product does not maintain up to date lists of which businesses they supply. • The food business does not comply with their written recall document when recalling unsafe food. • The food business does not have a process to inform affected businesses or relevant authorities of a food recall. • The food business is unable to make available a written recall document upon request by an authorised officer. • The businesses recall document does not include (for a recalled product): The name of product and batch code or date mark; why the food is being recalled; where to return unsold food; and who to contact in the company for further information.
	Critical	<ul style="list-style-type: none"> • N/A

Health & Hygiene Requirements for Food Handlers

25. Health of Food Handlers - Do food handlers report illness and exclude themselves from food handling if they are suffering from a foodborne disease and/or condition?		
Guidance	<p>If a food handler is suffering from a condition, a foodborne disease, and/or has symptoms of a foodborne disease or is a carrier of a foodborne disease, they must:</p> <ul style="list-style-type: none"> • report this to their supervisor; • not engage in any food handling that could contaminate the food as a result of the disease [see Standard 3.2.2 cl 14(1), (2) of the Code]. <p>Symptoms of foodborne illness or condition that may contaminate food include diarrhoea, vomiting, sore throat with fever, fever or jaundice.</p>	
Noncompliance	Minor	<ul style="list-style-type: none"> • N/A
	Major	<ul style="list-style-type: none"> • A food handler has not reported to his or her supervisor that they may be suffering from a food-borne disease or condition that may contaminate food. • A food handler is engaged in the handling of food whilst they have symptoms of a food-borne disease or a condition that may contaminate food. • A food handler suffering from food-borne disease symptoms or a condition has not taken all practicable measures to prevent food from being contaminated whilst working in another area of the food premises.
	Critical	<ul style="list-style-type: none"> • A food handler is engaged in the handling of food knowing they are suffering from, or are a carrier of, a food-borne disease or condition that may contaminate food. • A food handler is handling ready-to-eat foods whilst suffering symptoms of a food borne disease including: diarrhoea, vomiting, sore throat with fever, fever or jaundice.

26. Hygiene of Food Handlers - Do food handlers exercise good hygiene practices?	
Guidance	<p>When undertaking any food handling activity, food handlers must:</p> <ul style="list-style-type: none"> • take all practical measures to ensure their body, anything from their body, and anything they are wearing does not contaminate food or food contact surfaces; • take all practical measures to prevent unnecessary contact with ready-to-eat food; • ensure clothing is appropriately clean for all food handling activities; • on exposed parts of their body (e.g. hands) only use bandages and dressings that are completely covered with a waterproof covering; • not eat over unprotected food or food contact surfaces; • not sneeze, blow or cough over unprotected food or food contact surfaces; • not spit, smoke or use tobacco in areas in which food is handled; and • not urinate or defecate except in a toilet [see Standard 3.2.2 cl 15(1)]. <p>Examples of items that can contaminate food include false nails, hair pins and buttons. To mitigate the risk of contamination occurring food handlers should take all practical measures to ensure that these items do not come in contact with food or food contact surfaces.</p>

	Minor	<ul style="list-style-type: none"> • N/A
	Major	<ul style="list-style-type: none"> • A food handler wearing clothing or accessories which unnecessary contact food or food contact surfaces. E.g. a loose wrist bangle or long sleeves contact the food being handled. • A food handler has had unnecessary contact with ready-to-eat food when an alternative such as tongs, implements, gloves or other barriers could be used. E.g. food handler uses hands to separate slices or cake or place items on a plate. • A food handler found with soiled or dirty clothing or long unsecured hair that may contaminate food or food contact surfaces. E.g. unclean apron or clothing that has been worn more than 1 day without washing and long hair is not secured and falls forward over the shoulders. • A food handler sneezes or coughs over unprotected food or food surfaces. • A food handler is seen, or is known to have eaten over unprotected food or food contact surfaces. • A food handler smoking, or using tobacco products in an area where food is being handled. • A food handler using absorbent bandages or dressings without the use of a protective glove.
	Critical	<ul style="list-style-type: none"> • A food handler with open wounds directly handling food, where the handler’s wounds are likely to contaminate the food. • A food handler urinating or defecated within a food preparation area other than in a toilet facility.

27. Hand Washing - Do food handlers wash their hands before commencing/recommencing work?

Guidance	<p>Food handlers must wash their hands in accordance with Standard 3.2.2 cl 15(4) of the Code:</p> <ul style="list-style-type: none"> • whenever they are likely to be a source of contamination; and • immediately before working with ready-to-eat food after handling raw food. <p>Additionally, food handlers must wash their hands in accordance with Standard 3.2.2 cl 15(4) when handling unprotected food or touching food contact surfaces:</p> <ul style="list-style-type: none"> • before commencing or re-commencing handling food; • immediately after smoking, coughing, sneezing, using a handkerchief or tissue, eating, drinking , using tobacco or similar substances; and • after touching their hair, scalp or a body opening (see Standard 3.2.2 cl 15 (2), (3) of the Code). <p>The reference to ‘whenever their hands are likely to be a source of contamination of food’ is intended to capture any circumstance in which a food handler may need to wash their hands to protect the safety of food. For example, after handling garbage, animals, money, texting or answering the phone or after using the toilet.</p>	
Noncompliance	Minor	<ul style="list-style-type: none"> • N/A
	Major	<ul style="list-style-type: none"> • N/A
	Critical	<ul style="list-style-type: none"> • A food handler not washing their hands upon commencing or recommencing food handling. E.g. a food handler does not wash their hands before handling food, returning from a break, after removing rubbish from the premises or after working on the cash register. • A food handler handling raw food not washing their hands before beginning to directly handle ready-to-eat foods. E.g. cracking raw eggs into pan and moving to slice mushrooms for a salad. • A food handler not washing their hands after smoking or using tobacco or similar substance. • A food handler not washing their hands after coughing, sneezing, using a handkerchief or disposable tissue. • A food handler not washing their hands after eating or drinking, touching parts of their body, including face, hair, scalp or body openings or other items such as mobile phones.

28. Hand Washing - Do food handlers wash and dry hands thoroughly using designated hand washing facilities?

Guidance		<p>Food handlers must, whenever washing their hands:</p> <ul style="list-style-type: none"> • use the hand washing facilities provided; • thoroughly clean their hands using liquid soap and warm running water; and • <u>thoroughly</u> dry their hands on a single use towel (see Standard 3.2.2 cl 15(4) of the Code). <p>Food handlers are prohibited from using sinks that have been allocated for purposes other than hand washing. For example food preparation sinks should not be used for hand washing as this may cause the sink to become contaminated and the safety of the food could be compromised.</p> <p>Soap helps remove grease, dirt and <u>transient bacteria</u> from hands. Food handlers must use liquid soap to wash their hands. The use of hand sanitiser or bar soap is not an acceptable means of hand washing.</p> <p>There is no set temperature for 'warm' running water, however approximately 40°C is considered appropriate.</p> <p>To reduce the presence of bacteria food handlers are required to thoroughly dry their hands after hand washing. It is not sufficient for food handlers to give their hands a quick wipe with a reusable towel. Recent studies have found that single-use paper towels can dry hands efficiently, remove bacteria effectively, and cause less contamination of the washroom environment. For hygiene reasons, paper towels are superior to air dryers; therefore, paper towel is required for hand drying. http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3538484/</p> <p>Single-use towels include disposable towels as well as reusable towels. However, if reusable towels are used for hand drying, they can only be used once and must be washed and dried before being reused.</p>
Noncompliance	Minor	<ul style="list-style-type: none"> • N/A
	Major	<ul style="list-style-type: none"> • A food handler uses a sink to wash their hand that is not a designated hand washing facility. <u>E.g. a food handler uses a dish washing sink to wash their hands.</u> • A food handler using hand sanitiser or similar instead of liquid hand soap and water to wash hands. • A food handler using a reusable towel to dry hands as opposed to single use towel.
	Critical	<ul style="list-style-type: none"> • Food handlers not using the hand wash facilities to clean their hands and instead using hand sanitiser or a towel or similar to wipe their hands.

29. Are the hand washing facilities appropriately located?

Guidance	<p>Standard 3.2.3 cl 14 of the Code requires food premises to have hand washing facilities that are located where they can be easily accessed by food handlers:</p> <ul style="list-style-type: none"> • within areas where food handlers work if their hands are likely to be a source of contamination of food; and • if there are toilets on the food premises — immediately adjacent to the toilet or toilet cubicles (see Standard 3.2.3 cl 14(1) of the Code). <p>Accessible hand washing facilities enable and encourage food handlers to use them. The requirement ensures that there are facilities in areas where unprotected food is handled, for example in food preparation areas. In the kitchen of a food premises a food handler should not have to travel more than 5 metres to the nearest hand washing basin.</p> <p>For example, if a takeaway has two food handling areas, one in the main kitchen and another in a front service area, a designated hand wash basin would be required in both areas</p> <p>In large food production factories or where there are special circumstances longer distances may be appropriate.</p> <p>Hand washing facilities are only required in areas where food handlers handle food and their hands are likely to be a source of contamination. For example a forklift driver involved in moving packaged food in a warehouse is classified as a food handler under the Code. However, the driver's hands are not a source of contamination of food and no hand washing facilities are necessary in the warehouse.</p>
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Noncompliance	Minor	<ul style="list-style-type: none"> • N/A
	Major	<ul style="list-style-type: none"> • A designated hand wash basin is not located within a suitable distance to where food is handled. E.g. food handling is conducted in two areas that may be a large distance apart or separated by a door.
	Critical	<ul style="list-style-type: none"> • No designated hand wash facilities exist within the premises. E.g. a hand wash basin is not provided adjacent to a toilet or toilet cubicle located within the food premises.

30. Are the hand washing facilities: permanent fixtures; provided with a supply of warm running potable water through a single spout; of an adequate size; and used only for the washing of hands, arms and faces?

Guidance	<p>Hand washing facilities must be:</p> <ul style="list-style-type: none"> • permanent fixtures; • connected to, or otherwise provided with, a supply of warm, running potable water; • of a size that allows easy and effective hand washing; and • clearly designated for the sole purpose of washing hands, arms and faces (see Standard 3.2.3 cl 14(2) of the Code). <p>All hand washing facilities must be permanent fixtures unless the premise is temporary.</p> <p>All hand washing facilities must be supplied with warm running water. If a separate hot and cold water supply is provided, a mixer tap or common outlet is required.</p> <p>Hand washing facilities must be big enough to enable them to be used by food handlers. There must be enough distance under the water spout for food handlers to have room to effectively wash their hands, arms and face.</p> <p>In regard to basin size, for guidance purposes only, a basin of 11 litres capacity with minimum dimensions of 500 mm by 400 mm 'off the wall' will be adequate for most food handlers.</p> <p>'Designated' means that the facilities must be identifiable in some way that indicates that they are for the sole purpose of washing hands, arms and face (e.g. a sign that says 'hand wash basin' placed above the basin).</p>	
Noncompliance	Minor	<ul style="list-style-type: none"> • N/A
	Major	<ul style="list-style-type: none"> • The hand washing facility is not provided with a supply of warm running potable water through a single spout. E.g. the hand wash facility only provides cold water or the hand wash facility has separate hot and cold water spouts. • The hand washing facility is too small to allow easy and affective hand washing. E.g. the hand wash basin is 5L in size and food handlers cannot move their hands underneath the spout or wash their arms and face. • The hand washing facility is not being used for the designated purpose of washing hands, arms and face. E.g. the hand wash facility is being used to wash utensils or empty milk jugs.
	Critical	<ul style="list-style-type: none"> • The hand washing facility is not a permanent fixture with a supply of warm running potable water. • The hand wash facility is not provided with a supply of running potable water. E.g. water to the hand wash facility has been disconnected or plumbing is damaged.

Health & Hygiene Requirements for Food Businesses

31. Hygiene of Food Handlers (duties of food businesses) - Does the business have easily accessible hand washing facilities that include: soap; single use towel; and a container for used towels?		
Guidance	<p>Standard 3.2.2 cl 17 of the Code requires hand washing facilities to remain accessible after they have been installed. For example a food business must not obstruct hand washing facilities by placing equipment in front, or on top, of the facilities.</p> <p>The food business must provide liquid soap. Alcohol-based hand sanitizer or bar soap are not suitable for hand washing.</p> <p>The food business must maintain a supply of single-use towels at or near each hand washing facility. Single-use towels include disposable towels as well as reusable towels. However, if reusable towels are used for hand drying, they can only be used once and must be washed and dried before being reused.</p> <p>Air dryers alone are not considered to be an effective means of drying hands.</p>	
Noncompliance	Minor	<ul style="list-style-type: none"> No container or bin is provided for the disposal of single use towels.
	Major	<ul style="list-style-type: none"> Hand washing facilities are obstructed or not accessible at all times. E.g. mop and bucket or other items stored in front of the hand wash basin, dirty items stored in the basin, chopping board placed over the basin to increase bench space. The hand wash facility is not provided with liquid soap and/or single use towel.
	Critical	<ul style="list-style-type: none"> The hand wash facility has become inaccessible due to permanently installed equipment or structures. E.g. additional shelving has been placed in front of the hand washing facility to increase storage space.

32. Health of Food Handlers (duties of food businesses) - Are actions taken to ensure staff members do not engage in food handling if they are suffering from a foodborne disease or condition?	
Guidance	<p>If a food handler is suffering from a condition, a foodborne disease, has symptoms of a foodborne disease or is a carrier of a foodborne disease, a food business must ensure that they do not engage in any food handling that could contaminate the food (see Standard 3.2.2 cl 16 of the Code).</p> <p>If a decision has been made to restrict a person from certain duties, the person may only resume those duties when advice is received from a medical practitioner that the person is no longer suffering from or carrying the foodborne disease.</p> <p>A food business must ensure that a person who is known or suspected to be suffering from a foodborne disease and continues to engage in food handling takes all practical measures to prevent food contamination. Practical measures that a person can take include:</p> <ul style="list-style-type: none"> completely covering infected skin lesions with bandages or dressings and, if the skin lesion is on an exposed part of his or her body, covering the bandage or dressing with a waterproof covering (this may not always be practical, particularly with acne); avoiding touching the infected skin lesion, or discharge from ear, nose or eye; washing and drying hands thoroughly if direct contact is made with an infected skin lesion or discharge; using medication to dry up discharges from the ear, nose or eye; and using disposable tissues to mop up any discharge, followed by thoroughly washing and drying hands.

Noncompliance	Minor	<ul style="list-style-type: none"> • N/A
	Major	<ul style="list-style-type: none"> • A food business has not informed their staff of their health and hygiene obligations. E.g. staff are unaware of their responsibility to inform management if they are suffering from a foodborne disease or condition.
	Critical	<ul style="list-style-type: none"> • The food business does not exclude a food handler from food handling duties when they have reported that they are unwell. E.g. staff are permitted to handle food when they have informed management that they are suffering from a symptom including diarrhoea, vomiting, sore throat with fever, fever or jaundice. • The food business permits a food handler excluded from food handling activities (because they were suffering a food-borne disease) to recommence food handling activities without receiving medical advice that the person is no longer affected by that food-borne disease. • The food business allows a food handler to engage in food handling operations with uncovered skin lesions on exposed parts of their body, where there is a reasonable likelihood of food contamination. • The food business does not ensure that a food handler excluded from certain duties, does not then conduct those duties.

33. Does the food business take practical measures to ensure all people within the food business avoid contaminating food? [3.2.2 C18]

Guidance	<p>Standard 3.2.2 cl 18 (3)(b) requires that food businesses must take all practical measures to ensure people on the food premises do not contaminate food or processing areas and do not have unnecessary contact with ready-to-eat food.</p> <p>Ready-to-eat food is vulnerable to contamination, as it will not be further processed to make it safe and suitable before it is consumed. The following reasonable measures should be considered:</p> <ul style="list-style-type: none"> • where possible, restrict all persons except food handlers from areas where food handling takes place; and • where persons have a legitimate reason for being in these areas, supervise these people as far as practical to ensure they do not handle, sneeze, blow or cough over, or eat over exposed food or surfaces likely to come into contact with food. 	
Noncompliance	Minor	<ul style="list-style-type: none"> • The food business is not (where possible) restricting access to areas where exposed food or food contact surfaces are present to food handlers only. E.g. (1) staff working in a large club are not restricted from entering the food preparation area when not assigned to the kitchen, i.e. reception staff; (2) failing to ensure non-food handlers are supervised when entering areas when ready-to-eat food is handled, e.g. delivery persons delivering food inside the kitchen unsupervised.
	Major	<ul style="list-style-type: none"> • A food handler has unnecessary direct contact with ready-to-eat food. E.g. food handler uses hands to handle ingredients used to make a ready-to-eat sandwich when they could use tongs and/or a gloved hand. • The business is not taking practical measures to ensure people do not smoke within a food handling area or over food contact surfaces. E.g. an ashtray is provided within the back of house or storage area for staff use.
	Critical	<ul style="list-style-type: none"> • A food handler has direct contact with ready-to-eat foods when their hands will likely be a source of contamination. E.g. a food handler handles ready-to-eat foods after handling raw foods such as meats (without washing their hands). • Food handlers are not changing gloves or washing hand regularly or once contaminated. • Food handlers or front of house staff eating over unprotected ready to eat food. E.g. front of house staff eating hot chips and gravy over the food service Bain Marie.

Cleaning, Sanitising & Maintenance

34. Cleanliness - Are the floors, walls and ceilings maintained in a clean condition?		
Guidance	<p>A food business must maintain its premises to a standard of cleanliness where there is no accumulation of:</p> <ul style="list-style-type: none"> • garbage (except in garbage containers); • recycled matter (except in containers); • food waste; • dirt • grease; or • other visible matter (see Standard 3.2.2 cl 19 (1) of the Code). <p>Food premises must be kept clean to minimise the likelihood of food becoming contaminated and to discourage pests. It is highly recommended that food businesses have detailed cleaning programs in place to ensure compliance with this requirement.</p> <p>‘Other visible matter’ refers to other matter that may accumulate within the premises and affect its standard of cleanliness (e.g. mould).</p>	
Noncompliance	Minor	<ul style="list-style-type: none"> • Small accumulation of food waste, dirt, grease or other matter on floors, walls or ceilings consistent with the day before trade that can be easily and quickly cleaned. <i>E.g. small amount of flour spilled on the ground in the dry store, frozen peas spilt on the floor in the walk-in freezer or loose flaking pastry on the floor under the cooling rack that can be easily cleaned and removed.</i> • Accumulation of dust around air conditioning vent in the ceilings of the kitchen and dining area. • Excessive amounts of cardboard or packaging wastes being stored on the floor within the premises that can be immediately removed.
	Major	<ul style="list-style-type: none"> • Accumulation and build-up of food waste, dirt, grease or other matter on floors, walls or ceiling consistent with more than 2 days trade. <i>E.g. (1) collection of dropped chips, sliced carrot or onion peel under the preparation benches that has dried out, or build-up of food waste in the corners of the cool room floor; (2) accumulation of food waste, dirt, grease or other matter on floors, walls or ceilings (regardless of age) likely to contaminate food or food contact surfaces; (3) cool room ceiling and fan has a build-up of dust and mould that can be blown over food.</i>
	Critical	<ul style="list-style-type: none"> • Large accumulation of food waste, dirt, grease or other matter on floors, walls or ceilings that is consistent with weeks to months’ worth of build-up. <i>E.g. (1) rear wall of cooking equipment has large build-up or deposits of grease and oil that covers the majority of the wall, or there is visible oil build up, grease and food on the floor, in hard to reach areas under benches and on cooking equipment; (2) accumulation of food waste, dirt, grease or other matter on floors, walls or ceilings (regardless of age) that is highly likely to contaminate food or food contact surfaces; (3) wall surface adjoining preparation bench has a build-up of food debris or mould that may fall onto the preparation bench.</i> • Large accumulation of food wastes, dirt grease or other matter (regardless of age) on floors, walls or ceiling where the premises has ongoing issues with pest activity or harbourage within the premises.

35. Are the fixtures, fittings and equipment maintained in a clean condition?

<p>Guidance</p>	<p>A food business must maintain all fixtures, fittings and equipment, having regard to its use, to a standard of cleanliness where there is no accumulation of:</p> <ul style="list-style-type: none"> • food waste; • dirt; • grease; or • other visible matter (see Standard 3.2.2 cl 19(2) of the Code) . <p>This requirement considers the purpose of the equipment and acknowledges that some build up of food waste, dirt, grease or other visible matter may be acceptable in certain circumstances. For example, grease filters in range hoods are designed to trap and accumulate grease and some accumulation of grease is expected. However, the food business would be expected to change or wash these filters regularly to prevent too much grease building up in the filter.</p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Noncompliance</p>	<p>Minor</p> <ul style="list-style-type: none"> • Small amount of food waste, dirt, grease or other matter that can be easily cleaned or removed at the end of day clean. E.g. small amount of food debris around cook top, greasy appearance of wall tiles or stainless steel behind the deep fryer and cooking equipment, or benches look clean but feel greasy to the touch. • Isolated occurrence of food contact surface not being adequately cleaned and sanitised. E.g. a bench mounted can opener is not clean and has a build-up of food and dirt on the blade and turning wheel, or a wooden spoon has dried/baked on food particles that was not removed by the dishwasher • Power point and light switches are dusty or have visible food debris transferred by the food handler. • Fridge/freezer seals are unclean with a build-up of food waste and dirt. • No evidence of the exhaust ducting, fan and hood being cleaned within 12 months.
	<p>Major</p> <ul style="list-style-type: none"> • Accumulation of food waste, dirt, grease or other matter that is consistent with more than 2 days of food preparation and trade or has not been cleaned within the last 7 days. E.g. cool room condenser unit has mould present, the bottom of an under bench fridge has build-up of food debris, or equipment legs have visible build-up of grease. • Plastic chopping boards that are impregnated with mould that cannot be wiped off and large wooden chopping boards have small groves that have visible food waste that has not been removed during cleaning. • Accumulation of food waste, dirt, grease or other matter (regardless of age) on fixtures, fittings or equipment likely to cause contamination to food. E.g. food mixer has a collection of food waste that may fall into food when the equipment is being used. Shelving in a cool room/fridge has a build-up of debris that can fall onto food stored on the shelves below.
	<p>Critical</p> <ul style="list-style-type: none"> • Widespread accumulations of food waste, dirt, grease or other matter on fixtures, fittings or equipment throughout premises consistent with weeks-to-months where cleaning has not occurred. E.g. (1) large accumulation of grease and oil on the underside and lip of cooking equipment that is dripping off forming stalactites; (2) oil/grease visibly running from the exhaust filter to the collection lip within the exhaust hood; (3) thick oil and food build-up around and on the deep fryer; (4) containers used to store dry food such as flour have a build-up of hard flour deposits from when the container has become wet. • Large accumulation of food waste, dirt, grease or other matter (regardless of age) on fixtures, fittings or equipment throughout premises providing a food source where the premises has an ongoing issue with pest infestation and harbourage. • Accumulation of food waste, dirt, grease or other matter (regardless of age) on fixtures, fittings or equipment that is highly likely to cause contamination to food being prepared or stored. E.g. (1) meat slicer, handle and guard have visible accumulation of meat debris and fat, and have not been cleaned between uses or at the end of the day; (2) large wooden chopping blocks with deep cracks and gouges that have visible accumulation of meat, vegetables and waste.

36. Sanitising - Are food contact surfaces and eating and drinking utensils sanitised using appropriate sanitising methods?

<p>Guidance</p>	<p>A food business must ensure the following equipment is in a clean and sanitary condition:</p> <ul style="list-style-type: none"> • eating and drinking utensils (immediately before each use); and • the food contact surfaces of equipment (whenever food that will come into contact with the surface is likely to be contaminated) [see Standard 3.2.2 cl 20 of the Code]. <p>Eating and drinking utensils must be cleaned, sanitised and protected from contamination between uses.</p> <p>The Standard does not require that eating and drinking utensils are cleaned and sanitised prior to every use. Customers may retain eating and drinking utensils for reuse. For example, customers may reuse a plate to serve themselves food from a smorgasbord. However, if a used eating or drinking utensil is returned to the food business, it must be cleaned and sanitised before it is used again.</p> <p>A food contact surface must be cleaned and sanitised between being used for raw food and ready-to-eat food.</p> <p>If equipment or surfaces have contact with potentially hazardous food outside temperature control they must be cleaned and sanitised at least every 4 hours. These areas should be cleaned between batches or lots, to avoid the risk of contamination being transferred to each batch.</p> <p>For example, if a meat slicer is used to slice meat all day, it should be cleaned and sanitised at regular intervals (every 4 hours) or when the meat product is changed to prevent food contamination. If it is not cleaned and sanitised, meat residues left on the slicer provide an ideal breeding ground for pathogenic bacteria to grow.</p> <p>Sanitising means that the surface or utensils have had heat or chemicals or other processes, so that the number of micro-organisms on the surface of the item has been reduced to a level that does not compromise the safety of the food in with which it may come into contact and does not permit the transmission of infectious disease.</p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Noncompliance</p>	<p>Minor</p> <ul style="list-style-type: none"> • A sanitiser is being used to wipe down benches after cleaning however the sanitiser is not a food grade sanitiser. • Eating and drinking utensils not appropriately cleaned prior to sanitising. E.g. food material or lipstick marks are left on eating and drinking utensils resulting in the sanitiser being ineffective.
	<p>Major</p> <ul style="list-style-type: none"> • The dishwashing machine has run out of sanitising agent or the dishwasher is not reaching an appropriate sanitising temperature. • Hot water is used as a sanitising method however the business does not have appropriate equipment (dipping baskets, heating elements, suitable sized sinks), knowledge or procedure to ensure sanitation. (This method is not recommended) • A food grade sanitiser is in use however it is not applied correctly. E.g. staff are not using the correct application or dilution or sanitiser, or are unaware if sanitiser needs to be rinsed off.
	<p>Critical</p> <ul style="list-style-type: none"> • The food business is not providing any means of sanitising food contact surfaces and equipment. • Equipment is not being cleaned and sanitised between raw and ready to eat foods. E.g. a knife and chopping board are used to cut raw meats then used to prepare fruit without being washed and sanitised in-between uses. • Equipment is not being cleaned and sanitised regularly where it may further contaminate food. E.g. meat slicer used to slice potentially hazardous cold meats in an unrefrigerated area is not washed and sanitised at 4 hourly intervals. • Dish washing facilities are non functional and no other form of equipment washing and sanitising is available.

37. Maintenance - Are premises, fixtures, fittings, equipment and utensils maintained in a good state of repair and working order?

<p>Guidance</p>	<p>A food business must maintain food premises, fixtures, fittings, equipment, in a good state of repair and working order. A food business must not use any chipped, broken or cracked eating or drinking utensils when handling food (see Standard 3.2.2 cl 21 of the Code).</p> <p>Food businesses must ensure fixtures, fittings and equipment are maintained in working order to:</p> <ul style="list-style-type: none"> • prevent contamination of food from flaking plaster, paint, timber, broken glass, leaking pipes, etc; • enable effective cleaning and, if necessary, sanitising; • ensure pests do not gain access to the building or vehicle through holes in ceilings, walls, etc; and • ensure the equipment works as intended. <p>Chipped, broken or cracked eating or drinking utensils are a food safety risk as:</p> <ul style="list-style-type: none"> • they cannot be effectively cleaned and sanitised and therefore may allow the transmission of infectious diseases; and • they may contaminate food directly if broken or chipped pieces of the utensil fall into the food.
<p>Noncompliance</p>	<p>Minor</p> <ul style="list-style-type: none"> • Minor damage to the premises or equipment which does not come into direct contact with food. <i>E.g. missing sealant/edge tape on shelving used to store dry goods exposing chipboard/timber, or a small number of cracked/broken tiles that can still be easily cleaned.</i> • Minor number of damaged service utensils e.g. 1 or 2 chipped plates, split wooden spoon or melted plastic handle of utensils that can be disposed of immediately.
	<p>Major</p> <ul style="list-style-type: none"> • Damaged flooring that inhibits easy and effective cleaning or the accumulation of waste such as cracked/broken floor tiles, damaged lino, pitted and mouldy concrete. • Broken or damaged lights where food handlers are unable to effectively see contamination risk or effective cleaning e.g. inside the cool room • Small holes in the walls or ceiling or damaged fly screens that may allow entry of dust, dirt and pests. • Damaged or broken equipment required to maintain temperature. <i>E.g. fridges seals, cracked glass on Bain Maries.</i> • Frayed or degraded cloths, oven mitts or material that has the potential to contaminate food. • Rusty or damaged equipment and utensils. <i>E.g. rusted meat cleavers, can openers, cool room shelving or metal colanders.</i> • Food contact benches damaged. <i>E.g. melamine bench surface chipped or lifting, exposing woodchip/timber.</i>
	<p>Critical</p> <ul style="list-style-type: none"> • Leaking or damaged plumbing or blocked drains resulting in ponding of water or water being turned off to sinks. • Large holes in the ceiling or walls likely to cause contamination to food due to dust and vermin. • Damaged cleaning equipment no longer suitable for its purpose. <i>E.g. dishwasher is not functioning and is unable to sanitise equipment that has been in contact with food.</i> • Damaged equipment that has become unsuitable for food preparation due to potential contamination of food. <i>E.g. wooden chopping block with deep cuts or grooves, melted plastic chopping boards, or any equipment repaired with tape or other material unable to be cleaned.</i> • Extensive damage to a number of areas fixtures, fittings and equipment throughout the food business.

38. Thermometer - Does the business have a readily accessible digital probe thermometer accurate to $\pm 1^{\circ}\text{C}$?

Guidance		<p>Standard 3.2.2 cl 22 of the Code states that a food business must, at food premises where potentially hazardous food is handled, have a temperature measuring device that:</p> <ul style="list-style-type: none"> • is readily accessible; and • can accurately measure the temperature of potentially hazardous food to $\pm 1^{\circ}\text{C}$. <p>A business will not comply with this requirement if the thermometer cannot be found or is not readily accessible e.g. in a locked draw or cabinet.</p> <p>The thermometer must be able to measure the temperature of food with an accuracy limit of $\pm 1^{\circ}\text{C}$. Information about the accuracy limit of a thermometer will be provided by the supplier.</p> <p>In order to meet the requirements surrounding the safe receipt, storage and display of food, businesses must measure the temperature of potentially hazardous food. This will assist in ensuring that potentially hazardous food is safe for consumption.</p>
Noncompliance	Minor	<ul style="list-style-type: none"> • The thermometer is not easily accessible at all times. E.g. the food business has an appropriate thermometer however it is unable to be easily located during inspection or is in a locked draw or cabinet. • The thermometer is past its date of calibration.
	Major	<ul style="list-style-type: none"> • No probe thermometer is available on the premises. • The thermometer is broken or has dead batteries. • The thermometer is not accurate to $\pm 1^{\circ}\text{C}$ and/or does not have an adequate temperature range. E.g. a meat thermometer with 5°C increments is not able to measure the temperature of a range of cold and hot temperatures • The thermometer is not able to measure the internal temperature of foods using a probe. E.g. glass thermometer or laser type thermometer.
	Critical	<ul style="list-style-type: none"> • N/A

39. Single Use Items - Are single-use items protected from contamination and not reused?

Guidance		<p>Standard 3.2.2 cl 23 requires a food business take all practical measures to ensure single-use items do not come into contact with food or a person's mouth if they are:</p> <ul style="list-style-type: none"> • contaminated; or • reasonably suspected of being contaminated. <p>In relation to single-use items that are intended to come into contact with food or a person's mouth, a food business must:</p> <ul style="list-style-type: none"> • take all practical measures to protect them from the likelihood of contamination until use; and • not reuse such items. <p>Examples of single-use items include disposable chopsticks, paper napkins, plastic take away containers and plastic utensils.</p>
Noncompliance	Minor	<ul style="list-style-type: none"> • Single use items are kept clean but are stored with a low risk of contamination. E.g. single use cups stored in a box on the storeroom floor.
	Major	<ul style="list-style-type: none"> • Single use items stored with a high risk of contamination. E.g. single use drinking straws stored below the cleaners sink. • Single use items found contaminated. E.g. chop sticks found with visible food matter or other contaminant on them. • Single use items are being reused for food storage. E.g. single use takeaway containers used multiple times to store foods.
	Critical	<ul style="list-style-type: none"> • Food business is reusing single use items. E.g. plastic chopsticks are washed and reused between customers.

40. Animal and Pest Control - Is the premises free from animals and pests?

Guidance		<p>Standard 3.2.2 cl 24(1)(a)(b) of the Code states that a food business must:</p> <ul style="list-style-type: none"> not permit live animals (other than seafood, fish or shellfish) in areas where food is handled; permit people with an assistance animal to take the animal with them into dining and drinking areas of food premises and any other areas used by customers (Note: assistance animals are not permitted in non-customer areas, such as the kitchen). <p>Live seafood, fish or shellfish are permitted in food handling areas to allow food businesses to keep decorative fish in tanks and to keep and sell live seafood, fish and shellfish on the premises.</p> <p>An assistance animal is an animal referred to in Section 9 of the <i>Disability Discrimination Act 1992</i> (Commonwealth). That is, a Manual dog, a dog trained to assist a person in activities where hearing is required and any other animal trained to assist a person to alleviate the effect of a disability.</p>
Noncompliance	Minor	<ul style="list-style-type: none"> Low pest/insect activity sighted (1 or 2 insects) during inspection with no signs of pest faeces or harbourage. Small number of dead insect carcasses sighted during inspection. E.g. dead flies in the light fittings, or dead cockroaches with active pest control management.
	Major	<ul style="list-style-type: none"> Signs of rodent activity e.g. faeces, damaged food bags. E.g. small amount of mouse faeces and visible bite marks to bags containing food. Multiple live pests sighted or build-up of insect faeces. E.g. a number of live cockroaches found in food storage or food handling areas or cockroach faeces visible on ceiling, walls and shelving.
	Critical	<ul style="list-style-type: none"> Signs of an active pest/insect infestation of food handling and/or storage areas e.g. evidence of breeding (e.g. casings), multiple life stages of cockroaches sighted. Signs of rodent activity. E.g. large amount of faeces, gnawing marks, damaged food bags or containers in food storage and preparation areas. Dead rodent carcasses within premises. Any animal other than shellfish in the food preparation or storage area. E.g. puppies contained in a cardboard box in the storage area.

41. Does the business take all practical measures to eradicate and prevent the entry and harborage of pests?

<p>Guidance</p>	<p>Standard 3.2.2 cl 24(1)(c)(d) of the Code states that a food business must take all practical measures to prevent pests entering the food premises and to eradicate and prevent the harborage of pests in the food premises and those parts of vehicles that are used to transport food.</p> <p>Practical measures that may be taken to prevent pests entering the food premises include:</p> <ul style="list-style-type: none"> • using screens on doors/openings and repairing screens if they become damaged; • using self-closing doors, double doors or air curtains at door entries; and • ensuring there are no holes or gaps in ceilings, walls and floors (particularly around service pipes and wires). <p>Practical measures that may be taken to eradicate pests include:</p> <ul style="list-style-type: none"> • hiring a professional pest controller (required if pests cannot be adequately controlled by the food business); or • using chemicals (sprays, baits) or physical means (traps) to kill or remove pests from the food premises. Note: sprays are not permitted in food preparation areas. <p>Care must be taken to ensure any chemicals used do not contaminate food. If food does become contaminated or is likely to have become contaminated by chemicals it must be disposed of. If eating and drinking utensils or food contact surfaces are contaminated during treatment, they will need to be thoroughly cleaned and sanitised before they are used.</p> <p>Practical measures that can be taken to prevent harborage of pests include:</p> <ul style="list-style-type: none"> • keeping the premises and/or vehicle clean (required by Standard 3.2.2 cl 19); • not storing food and other items on the floor to assist cleaning and avoid providing areas for pests to harbour; and • ensuring there is no unnecessary equipment stored on the food premises. <p>The business should keep any receipts/reports related to measures taken to eradicate and/or prevent pests at the premises. For example, keep receipts for hiring a professional pest controller or purchasing baits, spray or traps. These can be provided to inspectors as evidence of compliance with this requirement.</p>						
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Food Premises & Equipment

42. General Requirements - Is the food premises appropriate for its activities?		
Guidance	<p>Standard 3.2.3 cl 3 of the Code requires that the design and construction of food premises must:</p> <ul style="list-style-type: none"> • be appropriate for the premises' activities; • provide adequate space for the activities conducted on the food premises and for the fixtures, fittings and equipment used for those activities; • permit the food premises to be effectively cleaned and, if necessary, sanitised; and • to the extent that is practical: <ul style="list-style-type: none"> - exclude dirt, dust, fumes, smoke and other contaminants; - not permit the entry of pests; and - not provide harbourage for pests. <p>Factors that may impact on a premises' appropriateness for its activities include:</p> <ul style="list-style-type: none"> • layout (e.g. wash up areas are separate from food preparation areas); • location of equipment and facilities; • materials used to construct the premises; • standard of construction; • location of air intakes and exhaust outlets; and • the availability of power and other services. 	
Noncompliance	Minor	<ul style="list-style-type: none"> • N/A
	Major	<ul style="list-style-type: none"> • Over stocked dry store, cool room and/ or freezer, where food is stored on the floor or beyond capacity to affectively clean, ensure stock rotation and maintain temperature control. • Premises construction and finishes does not allow for suitable cleaning and where necessary sanitising of surfaces. E.g. wall surface or bench in the food preparation area is made of a material that cannot be easily and effectively cleaned, or is not impervious to grease, oil and water. • Premises is not of a suitable size to allow for all the activities conducted on the business E.g. there is not sufficient cooking equipment and the business uses additional gas burners set up on the floor with LPG gas bottles. • Premises expands their food preparation activities into a rear storage area that is not suitably designed to keep out contaminants including dust, dirt, fumes and smoke. Kitchen design and layout has the potential to contaminate food. E.g. food preparation is conducted immediately next to the wash up sink and dishwasher, posing a contamination risk to food.
	Critical	<ul style="list-style-type: none"> • Food preparation occurring in unapproved areas which pose a contamination risk to food being handled or processes. E.g. meat is being butchered in an unapproved shed at the rear of the premises that does not meet design requirements, cannot be effectively cleaned, and does not prevent accumulation of pests. • The premise has expanded its original food service and does not have appropriate facilities. E.g. (1) a café approved to serve hot drinks and pre-packaged food expands their operation to include cooking and increased food handling; (2) the premises does not contain a food preparation sink or appropriate exhaust facilities.

43. Water Supply - Is there an adequate supply of potable water?

Guidance		<p>Standard 3.2.3 cl 4 of the Code provides that:</p> <ul style="list-style-type: none"> a food premises must have an adequate supply of water if water is to be used for any of the activities conducted at the food premises; and a food business must use potable water for all activities that use water unless the food business demonstrates that the use of non-potable water for a purpose will not adversely affect the safety of the food handled by the food business. <p>An 'adequate supply of water' means potable water that is available at a volume, pressure and temperature that is adequate for the purposes for which the water is used. For example some dishwashers, glass washers and similar cleaning machines may need water at a specified temperature or pressure to operate effectively.</p> <p>'Potable water' means water that is acceptable for human consumption.</p>
Noncompliance	Minor	<ul style="list-style-type: none"> The hot/cold water system provides low pressure that is ineffective for washing equipment, food or hands.
	Major	<ul style="list-style-type: none"> The water system does not supply sufficient capacity to undertake all duties within the business requiring water supply. <i>E.g. hot water system is undersized and cannot fill multiple washing sinks with hot water.</i>
	Critical	<ul style="list-style-type: none"> No supply of water is provided to the premises or required food preparation sink, wash up sink or designated hand washing basin. The water supply is contaminated, from an unapproved or non-potable source. <i>E.g. untreated rainwater used within the premises.</i> Hot water is not provided at 77°C or above where hot water only is used to sanitise equipment and utensils.

44. Sewage and waste water disposal - Does the premises have an adequate sewage and waste water disposal system?

Guidance		<p>Standard 3.2.3 cl 5 of the Code states that food premises must have a sewage and waste water disposal system that:</p> <ul style="list-style-type: none"> will effectively dispose of all sewage and waste water; and is constructed and located so that there is no likelihood of the sewage and waste water polluting the water supply or contaminating food.
Noncompliance	Minor	<ul style="list-style-type: none"> Minor delays in wastewater or sewage being disposed of due to wastewater system design or blockage. <i>E.g. slow disposal of water from sinks or drains.</i>
	Major	<ul style="list-style-type: none"> Construction of sewage and waste water system inadequate to deal with volume of wastewater from premises. <i>E.g. sinks take a prolonged time to drain, or prolonged pooling of waste water around floor drain.</i> Grease trap located where it may pose a food contamination risk should it overflow or whilst being emptied. <i>E.g. the grease trap is located in the kitchen.</i> Equipment generating liquid waste not connected to tundish for correct discharge. <i>E.g. refrigerator condenser dripping onto the floor or into a bucket, or coffee machine not plumbed in.</i>
	Critical	<ul style="list-style-type: none"> Overflow or backup of floor drains or sinks in food handling or storage areas of the food premises. Overflowing or clogged grease trap due to lack of maintenance and cleaning. <i>E.g. business is not maintaining grease trap in accordance with trade waste requirements.</i> Toilet facilities within premises are overflowing or clogged.

45. Garbage Storage - Does the premises have adequate storage facilities for garbage and recyclable matter?

Guidance		<p>Food premises must have facilities for the storage of garbage and recyclable matter that:</p> <ul style="list-style-type: none"> adequately contain the volume and type of garbage and recyclable matter on the food premises; enclose the garbage or recyclable matter, if this is necessary to keep pests and animals away from it; and are designed and constructed so that they may be easily and effectively cleaned (see Standard 3.2.3 cl 6 of the Code).
Noncompliance	Minor	<ul style="list-style-type: none"> Design and construction of garbage rooms inadequate due to their construction. <i>E.g. non graded floors causing pooling of liquids or wall finishes unable to be easily cleaned.</i> Garbage area not enclosed (where applicable) giving entry and a food meal to pests. <i>E.g. garbage storage is not adequately pest protected and garbage containers are not sealed with lids.</i>
	Major	<ul style="list-style-type: none"> Infrequent collection and removal of wastes and garbage from the premises leading to a build up of garbage. <i>E.g. waste bin/rubbish skip is at capacity and collection not scheduled for a number of days, waste bin/rubbish skip over filled and the lid will not close to prevent entry of pests and birds or contain odour.</i> Waste containers/garbage area is not large enough to contain the volume and type of garbage being produced. <i>E.g. insufficient waste bin/rubbish skip size causing the bin to be regularly overfilled, e.g. needs to be replaced with a larger size</i> Garbage receptacles are not appropriate to contain wastes before disposal . <i>E.g. not leak proof, pest proof, or impervious. E.g. cardboard boxes used to store wet waste causing liquid contamination of an area and potential for vermin.</i> Garbage is stored in food storage areas such as the dry store or cool room.
	Critical	<ul style="list-style-type: none"> No garbage facilities available at the premises. <i>E.g. bags or rubbish are stored on the ground outside the premises producing odour and attracting vermin.</i> No appropriate garbage receptacles provided that are leak proof, durable, non absorbent, pest proof and can be cleaned.

46. Ventilation - Does the premises have adequate natural or mechanical ventilation?

Guidance	<p>Food premises must have sufficient natural or mechanical ventilation to effectively remove fumes, smoke, steam and vapours from the food premises (see Standard 3.2.3 cl 7 of the Code).</p> <p>Fumes, smoke, steam and vapours include all types of airborne matter that could cause hygiene, food safety or suitability problems if allowed to remain in food premises.</p> <p>In judging whether or not a ventilation system is sufficient and effective, the following should be considered:</p> <ul style="list-style-type: none"> Do the food operations or other activities (such as cleaning) produce fumes, smoke, steam or any vapours? Does the ventilation system remove all steam and fumes? Are air intakes located so that they provide air uncontaminated by fumes, smoke, etc? Does the system draw air into preparation rooms from areas of the premises where operations generate dust or airborne microbiological contamination that could cause contamination problems?
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Noncompliance	Minor	<ul style="list-style-type: none"> • Signs of minor grease or steam condensation on walls or the ceiling in premises that utilise natural ventilation (do not require a mechanical exhaust system). • Food business does not have a scheduled exchange or cleaning of exhaust baffles or filters for the mechanical exhaust system. • Exhaust filters require minor cleaning.
	Major	<ul style="list-style-type: none"> • Premises has an exhaust system not sufficient for its activities. E.g. build up of grease on walls and ceilings of the premises around existing mechanical exhaust canopy. • A domestic style exhaust system has been provided where commercial system is required. • Exhaust filters are clogged and exhaust is not operating efficiently to remove steam, fumes and vapour. • Exhaust filters are missing or improperly installed. • Exhaust canopy grease collection device is damaged or missing. • The mechanical exhaust is not turned on when cooking. • Internal clean of duct work and fan is not completed on a 12 monthly basis (as per Australian Standard 1851:2012) or evidence cannot be provided of this clean.
	Critical	<ul style="list-style-type: none"> • No mechanical exhaust system exists at the premises, as per Australian Standard 1668.2: The use of ventilation and air conditioning in buildings Part 2: Mechanical ventilation in buildings: <ul style="list-style-type: none"> • the electrical cooking appliance over 8kW, a gas appliance over 29 MJ/H, or a deep fryer appliance. • a number of electrical appliances where the combined maximum power input exceeds 0.5kW/m² of floor area of the enclosure. • a number of gas appliances where the combined maximum gas input exceeds 1.8MJ/m² of floor area of the enclosure. • No mechanical exhaust system exists for the premises where equipment emits fumes, smoke, steam or vapours causing significant grease and grime build up due to inadequate ventilation.

47. Lighting - Does the premises have sufficient lighting?

Guidance		<p>A food premises must have a lighting system that provides sufficient natural or artificial light for the activities conducted on the food premises (see Standard 3.2.3 cl 8 of the Code).</p> <p>Lighting must be sufficient to enable food handlers to see whether areas and equipment are clean, to detect signs of pests and to clearly see the food and equipment they are handling. Low lighting levels are acceptable in dining areas, the customer side of counters and bars, etc when the areas are open to the public. However, the business must provide supplementary lighting to permit cleaning and inspection for pests.</p> <p>One of the main elements in lighting is sufficient level of illuminance. Levels of illumination are measured in lux (lumens/square metre). Minimum levels for food premises are below:</p> <table border="1" data-bbox="316 479 1390 633"> <thead> <tr> <th>Activity</th> <th>Illumination level (lux)</th> </tr> </thead> <tbody> <tr> <td>Food preparation areas</td> <td>500</td> </tr> <tr> <td>Food and equipment storage areas</td> <td>110-150</td> </tr> <tr> <td>Dish washing, hand washing and toilet areas</td> <td>200-300</td> </tr> </tbody> </table>	Activity	Illumination level (lux)	Food preparation areas	500	Food and equipment storage areas	110-150	Dish washing, hand washing and toilet areas	200-300
Activity	Illumination level (lux)									
Food preparation areas	500									
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Dish washing, hand washing and toilet areas	200-300									
Noncompliance	Minor	<ul style="list-style-type: none"> Damaged lights (leading to low levels of light) in food and equipment storage areas. <i>E.g. blown light in dry store.</i> 								
	Major	<ul style="list-style-type: none"> The lighting is insufficient to determine cleanliness of the food preparation areas of the premises. The lighting system is insufficient in food and equipment storage areas to detect pest activity and/or to determine cleanliness. The lighting in food storage areas are in food equipment storage areas is insufficient to determine condition of food and. <i>E.g. low illuminance lighting in cool room or dry store.</i> 								
	Critical	<ul style="list-style-type: none"> The lighting in food preparation areas is insufficient to determine condition of food during handling. <i>E.g. low illuminance lighting above preparation bench.</i> No lighting exists in food storage areas to enable food handlers to determine quality of food, cleanliness and pest activity. <i>E.g. dry store or cool room does not have any lighting provided.</i> 								

48. Floors - Are floors appropriate for the food business' activities?

Guidance		<p>Standard 3.2.3 cl 10 of the Code requires that floors be designed and constructed in a way that is appropriate for the activities conducted on the food premises. Floors must:</p> <ul style="list-style-type: none"> be able to be effectively cleaned; not be able to absorb grease, food particles or water; be laid so that there is no pooling of water; and to the extent that is practical, be unable to harbour pests. <p>To meet these requirements, permanent food businesses (that are not mobile) must comply with Australian Standard AS 4674–2004 - Design, construction and fit-out of food premises.</p>
Noncompliance	Minor	<ul style="list-style-type: none"> Coving is not present in food storage, preparation and wet washed areas. Pooling of water on floor in areas of premises due to incorrectly laid flooring.
	Major	<ul style="list-style-type: none"> Crevices, gaps, holes in the flooring. <i>E.g. build up of food waste, dirt and grease in caps, crevices and holes that is unable to be effectively cleaned e.g. tiles with large gaps/missing grout, vinyl flooring that is damaged or lifting.</i> Flooring not of a hardwearing design suitable for the activities conducted in the area. <i>E.g. wooden or corked flooring in food preparation or storage areas, towelled concrete in wet wash area.</i> Flooring provides harbourage for pests. <i>E.g. tiles or vinyl flooring not correctly affixed to floor surface leading to pest harbourage sites.</i> Flooring within food preparation area is laid in a way which causes significant pooling of water.
	Critical	<ul style="list-style-type: none"> Flooring is absorbent. <i>E.g. carpet or porous concrete floor is used in the food preparation, storage or bar service area.</i>

49. Walls and Ceilings - Are walls and ceilings designed and constructed in a way that is appropriate for the activities?

Guidance	<p>Standard 3.2.3 cl 11 of the Code requires walls and ceilings to be appropriate for the activities conducted at the food premises.</p> <p>Walls and ceilings must be provided where they are necessary to protect food from contamination. These must be:</p> <ul style="list-style-type: none"> • sealed to prevent the entry of dirt, dust and pests • unable to absorb grease, food particles or water; and • able to be easily and effectively cleaned. <p>Other walls and ceilings at the premises must:</p> <ul style="list-style-type: none"> • be able to be effectively cleaned; and • to the extent that is practical, be unable to provide harbourage for pests. <p>To meet these requirements, permanent food businesses (that are not mobile) must comply with Australian Standard AS 4674–2004 - <i>Design, construction and fit-out of food premises</i>.</p>
Noncompliance	<p>Minor</p> <ul style="list-style-type: none"> • Rough wall finish in dry goods storage area. • Pre-existing drop in panel ceiling requires minor adjustment of some panels to fit flush.
	<p>Major</p> <ul style="list-style-type: none"> • Walls are unable to be effectively cleaned in the food preparation area due to their design. <i>E.g. textured wall surface such as brickwork or decorative tiles are not smooth causing collection points for debris.</i> • Wall or ceiling finish is unsealed. <i>E.g. raw plasterboard or fibrous cement does not have a sealed finish.</i> • Gaps between wall joints and ceiling joints allow the collection of contaminants, entry of dust and harbourage of pests. • Wall or ceiling finish not sufficiently durable for the activities conducted by the business resulting in damaged wall or ceiling surfaces. <i>E.g. splashback is not installed between the food preparation bench and wall, or other high wear areas.</i> • Pre-existing panel ceilings are damaged, and not sitting flush.
	<p>Critical</p> <ul style="list-style-type: none"> • Walls are providing harbourage to pests (due to their design or installation) and there is an ongoing pest issue within the premises. <i>E.g. stainless steel panelling has lifted or is not correctly fixed to the wall, which provides a void for cockroaches.</i> • Pre-existing panel ceiling is significantly damaged with most ceiling panel's ill fitting and/or ceiling panels missing. • Ceiling provided does not enclose conduits, pipes or air conditioning ductwork over food handling areas. • A permanent food facility which is not fully enclosed within a building or does not have permanent walls or ceilings.

50. Fixtures, Fittings and Equipment - Are fixtures, fittings and equipment adequate and fit for their intended use and able to be effectively cleaned (and sanitised if applicable)?

<p>Guidance</p>	<p>Standard 3.2.3 cl 12 of the Code requires that fixtures, fittings and equipment be adequate for the production of safe and suitable food and fit for their intended use.</p> <p>Fixtures, fittings and equipment must be designed, constructed, located and installed, so that:</p> <ul style="list-style-type: none"> • there is no likelihood that they will cause food contamination; • they are able to be easily and effectively cleaned; • adjacent floors, walls, ceilings and other surfaces are able to be easily and effectively cleaned and; • to the extent that is practicable, they do not provide harbourage for pests. <p>The food contact surfaces of fixtures, fittings and equipment must be:</p> <ul style="list-style-type: none"> • able to be easily and effectively cleaned and, if necessary, sanitised; • unable to absorb grease, food particles and water; and • made of material that will not contaminate food. <p>Eating and drinking utensils must be able to be easily and effectively cleaned and sanitised.</p> <p>To meet these requirements, permanent food businesses (that are not mobile) must comply with Australian Standard AS 4674–2004 - <i>Design, construction and fit-out of food premises</i>.</p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Noncompliance</p>	<p>Minor</p> <ul style="list-style-type: none"> • Light fittings are unable to be easily and effectively cleaned. • Rusted metal colanders and tongs used are unable to be effectively cleaned and have the potential to contaminate food.
	<p>Major</p> <ul style="list-style-type: none"> • No food preparation sink is provided in food business which requires washing of fruit, vegetables or other foods. • Insect control devices are located over food handling areas without collection trays or guards allowing dead insects to fall over food handling equipment. • Equipment. <i>E.g. the meat slicer is unable to be dismantled to allow effectively cleaning and sanitising.</i> • Unsuitable materials used to increase bench space or food contact surfaces. <i>E.g. ply wood is placed over the wash-up sinks to increase bench space, or soft wood cutting boards are used.</i> • Damaged and deteriorated shelving or bench tops that are not able to be effectively cleaned. <i>E.g. (1) rusted shelving in the cool room is unable to be cleaned; and (2) damaged laminate on bench tops inhibits cleaning causing an accumulation of food waste and dirt.</i>
	<p>Critical</p> <ul style="list-style-type: none"> • No facilities to wash and sanitise equipment. <i>E.g. premises do not contain a single bowl sink and dishwasher, or a double bowl sink.</i> • Portable gas burners and LPG gas bottles used on the floor to increase cooking appliances and capacity. • Domestic refrigerator used to store and cool commercial quantities of food. <i>E.g. a café uses a domestic fridge that is overstocked and not able to cool food effectively.</i>

51. Storage Facilities - Does the premises have adequate storage facilities?

Guidance		<p>Standard 3.2.3 cl 15 of the Code requires that food premises have adequate storage facilities for the storage of items that are likely to be a source of food contamination, including chemicals, clothing and personal belongings.</p> <p>Storage facilities must be located where there is no likelihood of stored items contaminating food or food contact surfaces.</p> <p>Storage outside food preparation areas is preferable. This reduces the risk of stored items contaminating food. However, if this is not possible the storage should be provided in a cupboard, locker or other designated area.</p>
Noncompliance	Minor	<ul style="list-style-type: none"> Storage of dirty linens is disorganised and not in a designated area. Office equipment stored in the food preparation area. E.g. calculators, sticky tape and pens stored on top of the Bain Marie.
	Major	<ul style="list-style-type: none"> Insufficient space for the storage of personal items leading to personal items being stored on bench tops, in food handling areas or amongst stored food. Storage of personal belongings in a manner likely to lead to food contamination. E.g. hats and clothing are stored or hanging over food preparation area.
	Critical	<ul style="list-style-type: none"> Chemical stored where they are likely to contaminate food or food contact surfaces. E.g. bleach is stored above ready-to-eat foods or food preparation benches.

52. Toilet Facilities - Are there adequate toilet facilities available for the use of food handlers?

Guidance		<p>Standard 3.2.3 cl 16 of the Code requires that a food business ensure adequate toilets are available for the use of food handlers working for the food business.</p> <p>Toilets should not be entered directly off a food preparation area but through a ventilated lobby or an airlock. There must be no likelihood that airborne droplet contamination will affect the safety of food.</p> <p>Toilets do not have to be on the premises, however if toilets are operated by an external body (e.g. toilet facilities at a shopping mall) it is advisable that an agreement regarding access is in place.</p> <p>Mobile facilities should nominate the toilet facilities that are available to the business during operating hours.</p>
Noncompliance	Minor	<ul style="list-style-type: none"> Warm running water is not provided at the hand washing basin.
	Major	<ul style="list-style-type: none"> Toilet facilities provided are unclean or not maintained. E.g. toilet paper is not provided and toilets are not cleaned on a regular/daily basis. Hand soap or paper towel is missing from toilet hand wash basin dispensers. Toilet facilities are not always accessible when the business is operating. E.g. toilets are locked at times when the business is operating.
	Critical	<ul style="list-style-type: none"> No toilet facilities are provided on the premises or toilet facilities are not within a reasonable distance. E.g. crossing the road to access public toilets. Toilet facilities are not provided with hand washing facilities Toilet facilities are broken or not operational.

53. Toilet Facilities - Is the toilet fitted with an air lock if it opens to a food preparation area?

Guidance		<p>Standard 3.2.3 cl (3)(d)(i) of the code requires that the design and construction of a food business, to the extent that is practical, excludes potential contaminants.</p> <p>To ensure compliance, toilets must be separated from food areas by intervening ventilated space (e.g. a lobby or airlock) that is fitted with self-closing doors.</p>
Noncompliance	Minor	<ul style="list-style-type: none"> Toilet door(s) missing self-closing mechanism or it is broken.
	Major	<ul style="list-style-type: none"> Toilet opens directly to a food preparation area without entry through an airlock. Toilet lobby/airlock is not adequately ventilated. E.g. missing/broken ventilation fan or no other form of ventilation provided.
	Critical	<ul style="list-style-type: none"> N/A

Miscellaneous

54. Labelling – Does food labelling comply with the Food Standards Code?		
Guidance	<p>Various standards of the Code outline labelling requirements for foods and beverages. For example:</p> <ul style="list-style-type: none"> Standard 2.2.2 cl 3 requires E.g.s for retail sale or catering purposes to be individually marked with the producers' or processors' unique identification to ensure traceability. Standard 2.7.1 provides labelling requirements for alcoholic beverages and food containing alcohol. Part 1.2 of the Food Standards Code sets out the labelling requirements for food identification, labelling of ingredients, directions of use, nutritional claims, nutritional information, legibility and country of origin requirements. Standard 1.2.3 sets out mandatory advisory and warning statements and declarations which must be made in relation to certain foods or foods containing certain substances (e.g. 'This food contains peanuts and peanut products'). <p>It is the food business' responsibility to understand and comply with all labelling requirements in the Code.</p>	
Noncompliance	Minor	<ul style="list-style-type: none"> N/A
	Major	<ul style="list-style-type: none"> Food is sold without required labelling. <i>E.g. eggs sold without individual identification, unpackaged food sold without country of origin information displayed.</i> Food labelling contains inadequate information. <i>E.g. missing nutritional information or use by/best before dates.</i> Food label does not have mandatory warning statements. <i>E.g. undeclared allergens or Royal Jelly.</i>
	Critical	<ul style="list-style-type: none"> N/A

55. Does the food business display kilojoule information (only applicable to standard food outlets)?	
Guidance	<p>Sections 110 and 111 of the Food Act require the following businesses to display kilojoule information at the point of sale:</p> <ul style="list-style-type: none"> a food business that sells Standard Food Items; and the business is a Standard Food Outlet; and the business is part of a chain/franchise/group that sells Standard Food Items at 7 or more places in the ACT or at 50 or more places in Australia. <p>Standard Food Items are items of ready-to-eat food that are sold in standardised servings. They may be listed or otherwise shown on a menu (e.g. picture display) or they may be displayed for sale with a tag or label (e.g. price tag, name tag, etc).</p> <p>Note: Prepacked serves of salad, sandwiches, pies or sushi that are prepared and packaged offsite and sold in the same packaging must comply with the labelling requirements for packaged foods.</p> <p>A food business is a Standard Food Outlet if:</p> <p>(a) the food business sells Standard Food Items at other premises or while operating in a chain of food businesses that sell Standard Food Items; and</p> <p>(b) at least one of the Standard Food Items sold by the business is also sold at another of its outlets or by other food businesses in the chain.</p> <p>When displaying the nutritional information it must be:</p> <ul style="list-style-type: none"> clearly legible expressed in 'kJ' in the same font, and at least the same font size, as the price (or if no price is displayed, the same font/size as the name of the item) adjacent to, or in close proximity to, the name or price of the item. <p>If Standard Food Items are displayed on the menu and a tag, the kilojoule content needs to be displayed on both the menu and the tag.</p>

Noncompliance	Minor	<ul style="list-style-type: none"> • N/A
	Major	<ul style="list-style-type: none"> • Nutritional information is not provided for all standard food items or nutritional information provided is incorrect. • The nutritional information for standard food items is displayed incorrectly.
	Critical	<ul style="list-style-type: none"> • N/A

56. Skills and Knowledge – Do food handlers have appropriate skills and knowledge in food safety and hygiene matters to handle food safely?

Guidance	<p>The Code places the obligation on the proprietor of the food business, not the individual employees, to ensure that food handlers and supervisors have the relevant skills and knowledge to do their work (see Standard 3.2.2 c3 of the Code). Therefore, in the first instance, the skills and knowledge of staff at the business should be discussed with the proprietor.</p> <p>The Standard specifies that skills and knowledge are only required to a level that corresponds with the work activities of the food handler. The skills and knowledge required of a cook will be different from those of a waitress or a cleaner.</p> <p>In assessing whether a food business is complying with this requirement, consideration will be given to whether the business generally complies with the food safety and hygiene requirements of the Code. If the business is generally compliant, there is a high likelihood that food handlers and supervisors have the appropriate skills and knowledge to handle food safely. If the business is not complying with certain requirements, this may be evidence that the skills and knowledge of food handlers and supervisors within the business are not adequate and further training may be needed.</p> <p>During an inspection, proprietors, managers and/or food handlers will be asked relevant questions to be assessed against this requirement.</p>	
Noncompliance	Minor	<ul style="list-style-type: none"> • Food handlers lack a full understanding of food safety and hygiene matters related to some tasks they undertake. <i>E.g. a food handler does not know the appropriate cooking temperature for a particular food item.</i>
	Major	<ul style="list-style-type: none"> • Food handlers lack basic understanding of food safety and hygiene matters for the tasks they undertake. <i>E.g. (1) food handlers do not know how to use sanitiser, do not understand the need to wash hands, or know appropriate cooking/cooling temperatures; (2) food handlers do not know appropriate temperatures for storage or display of potentially hazardous foods.</i>
	Critical	<ul style="list-style-type: none"> • N/A

Definitions

Clean	Means clean to touch and free of extraneous visible matter and objectionable odour.
Condition	Any infected skin lesion or discharges from the ear, nose or eye. Examples of an infected skin lesion include an infected skin sore, boil, acne, cut or abrasion.
Contaminant	Any biological or chemical agent, foreign matter (e.g. glass, plastic) or other substance that compromises food safety or suitability when it comes into contact with food.
Contamination	Presence of harmful biological or chemical agents, foreign matter or other substance in a food making it unsuitable to consume.
Fixtures and fittings	Includes such items as benches, shelves, sinks, hand washbasins and cupboards, light fittings, ventilation ducts, pipes and electric wiring.
Foodborne disease	A disease that is likely to be transmitted through contamination of food.
Food contact surfaces of equipment	Includes any equipment that comes into contact with food. For example, chopping boards and other preparation surfaces, mixing bowls, storage containers, display units, equipment used to wash food, cooking and other processing equipment, and thermometers.
Equipment	Means all equipment used in handling food or storing food as well as equipment used to clean food premises or equipment, for example refrigerators, cool rooms, bain-marie units, ovens, food processors, dishwashers, brooms, mops, buckets etc.
Pathogen control step	Means a process where pathogens are reduced to safe levels using a process step reasonably known to achieve microbial safety of the food. For example, cooking, pasteurisation, retorting, drying, salting, pickling and fermenting are pathogen control steps.
Non-potentially hazardous food	Food that does not need to be kept at certain temperatures to— <ul style="list-style-type: none">• minimise the growth of any pathogenic micro-organisms that may be present in the food; or• prevent the formation of toxins in the food.
Pests	Include birds, rodents, insects and arachnids.
Potentially hazardous food	Food that has to be kept at certain temperatures (<5°C or >60°C) to minimise the growth of any pathogenic microorganisms that may be present in the food or to prevent the formation of toxins in the food.
Process	Means an activity conducted to prepare food for sale including chopping, cooking, drying, fermenting, heating, pasteurising, thawing and washing, or a combination of these activities.
Sanitise	To apply heat or chemicals, heat and chemicals, or other processes, to a surface so that the number of micro-organisms on the surface is reduced to a level that: <ul style="list-style-type: none">• does not compromise the safety of food with which it may come into contact; and• does not permit the transmission of infectious disease.
Sewage	Includes the discharge from toilets, urinals, basins, showers, sinks and dishwashers, whether discharged through sewers or other means.
Single-use item	Means any instrument, apparatus, utensil or other thing intended by the manufacturer to be used only once in relation to food handling. For example, disposable gloves, drinking straws, plastic takeaway containers etc.

Standard food outlet	Means a food business that sells <u>standard food items</u> at other premises or as part of chain/franchise arrangements. <u>Standard food item</u> means an item of ready-to-eat food that is sold in servings that are standardised for portion and content and that is listed on a menu, or displayed with a price tag or label. Standard food items sold as a combination (e.g. a meal deal) are also included.
Store	Means any time when you are not receiving, preparing, processing, displaying or transporting food. For example, a container of food on a bench top is being 'stored' on that bench top.
Thoroughly	Means that the food handler vigorously washes the entire surface their hands, including the under-surface of nails, using soap or other effective means.
Transient bacteria	Bacteria that colonises the superficial layers of the skin and is not part of the normal body flora (WHO http://www.ncbi.nlm.nih.gov/books/NBK144001/).

Acronyms & Abbreviations

FSS	Food Safety Supervisor
HPS:	Health Protection Service
PHO:	Public Health Officer (i.e. a food inspector)
The Code	The Australia New Zealand Food Standards Code
The Manual	The Food Business Inspection Manual

Appendix A

The use of time as a food safety control for potentially hazardous food

During transport, storage and display a food business must maintain potentially hazardous food (PHF) at a temperature of:

- 5°C or below; or
- 60°C or above.

The exception to the above rule is when a food business can demonstrate that maintaining PHF at another temperature for a specific length of time will not adversely affect the microbiological safety of the food. Standard 3.2.2 cl 25 of the Australia New Zealand Food Standards Code outlines ways a food business can demonstrate the safety of its alternative temperature control system.

PHF can be stored between 5°C and 60°C for a limited time. This is because pathogens take time to multiply to unsafe levels. The maximum time a PHF can be safely held between 5°C and 60°C will depend on the temperature of the PHF. Bacteria multiply fastest at about 40°C, so the length of time that PHF can be held safely at 40°C is much shorter than if the PHF is held at 20°C.

As a general rule, the total time that a ready-to-eat PHF can be kept at temperatures between 5°C and 60°C is 4 hours. The 'total time' is the sum of the time the food is at temperatures between 5°C and 60°C after it has been cooked or processed to make it safe. For example, if raw meat is cooked, count the time the food is at temperatures between 5°C and 60°C after it is cooked. The cooked food may be at temperatures between 5°C and 60°C when it is transported, prepared and served.

If the food is re-refrigerated, the total time a food can be at room temperature and then be safely put back in the refrigerator to use later is 2 hours.

The '2 hour/4 hour rule' is summarised below.

Any ready-to-eat PHF that has been at temperatures between 5°C and 60°C:

- for a total of less than 2 hours – must be refrigerated or used immediately
- for a total of longer than 2 hours but less than 4 hours – must be used immediately
- for a total of 4 hours or longer – must be thrown out.

If a food business wishes to maintain PHF between the temperatures of 5°C and 60°C for longer than the 2 hours and 4 hours specified above, it will need to be able to demonstrate that the extension in time will not compromise the safety of the food. For example, if a PHF will be stored at a maximum temperature of 15°C, it will be able to be safely kept at this temperature for longer than 4 hours. However, food businesses will need to be able to justify this extension on the basis of sound scientific evidence, as the amount of time that is safe will vary depending on the type of food and the pathogens of concern.

Food businesses may still utilise the '2-hour/4-hour rule' for PHF that has been cooked and cooled, provided the business can demonstrate that the food was cooled in accordance with Standard 3.2.2 cl 7(3). If PHF has not been cooled safely, it may not be safe for this food to be out of temperature control. If the food is cooled safely, pathogens that survive the cooking process will not be able to multiply during the cooling process; when this food is removed from refrigeration it will still take more than 4 hours for the pathogens to multiply to dangerous levels.

If a food business wishes to utilise the '2-hour/4-hour rule' for PHF cooked or otherwise processed by another business, the business will need to know the temperature history of the food. The business will need to know whether, following the cooking or other process step, the food has spent any time at a temperature between 5°C and 60°C. If any of the available time has been 'used up' before the business receives the food, this time must be counted. If the business does not know the temperature history of the food and is not able to obtain this information, it cannot make use of time to control the growth of food-borne pathogens and must keep the food at or below 5°C or at or above 60°C.