**Assessment Manual**

**SITXFSA008 Develop and implement a food safety program.**

**Objective of assessments**

We are committed to your learning by providing a training and assessment framework that ensures the knowledge gained through training is translated into practice in your work in the workplace with consistent and competent work performance. The purpose of the assessment process is to assess your ability:

* to apply skills and knowledge using written and demonstration activities that apply to tasks and activities of a workplace.
* to translate your learning into your work performance in a workplace through demonstration.
* to apply skills and knowledge actively, correctly, and consistently for work in a workplace.

**Assessment process**

The assessment process is known as competency-based assessment. This means that evidence of your current skills and knowledge will be measured against national standards, not against the learning you have undertaken either recently or in the past. Some of the assessment will be concerned with how you apply your skills and knowledge in a workplace, and some in the training room as required by each unit. The assessment tasks have been designed to enable you to demonstrate skills and knowledge application and produce the critical evidence to successfully demonstrate competency at the required standard.

Your assessor will ensure that you are ready for assessment and will explain the assessment process. Your assessment tasks will outline the evidence to be collected and how it will be collected, for example, a written activity, case study, or demonstration and observation. The assessor will also have determined if you have any special needs to be considered during assessment. Changes can be made to the way assessment is undertaken to account for special needs and this is called making Reasonable Adjustment provided to you in the assessment guide separately.

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| **Assessment Task** | **Assessment Method** | Evidence Gathering Techniques(Document and observation used to assess you) | Where?(Assessment location) | When? (Due date) |
| **Assessment Task 1** | Written Task (Questioning) | * Written answers of consistent application of knowledge
 | Training Room | Refer to timetable |
| **Assessment Task 2** | **Case study** | * Written Solutions
* Observation of your consistent application of skills and knowledge in performance and demonstration
 | Training Room (Simulated workplace environment) | Refer to timetable. |

**Assessment guide**

Your assessment guide that is provided to you will explain the following. Please refer to assessment guide for the following information before commencing your written work and demonstration:

1. Your responsibilities during the assessment.
2. Assessor responsibilities during the conduct of assessment.
3. Your rights to appeal if the assessment outcome appears as “Not Yet Competent” for one or more assessment tasks.
4. The process to apply if you already possess the knowledge and skills to be able to demonstrate competence in this unit.
5. The formats and structure of the written assessment work for submission.
6. The length, breath and the quantity of your written work, plagiarism, collusion, cheating and how to use references for sources of information.
7. How to achieve a satisfactory outcome against the criteria for each type of assessment task.
8. Application of reasonable adjustments where necessary.
9. Requirements for demonstration, performance for practical assessment tasks and activities.
10. Your assessment performance with commitment, consistency, clarity, capacity, capability, correctness, and completeness.

**Instructions**

1. Each assessment task provides you with assessment information that includes answers to what, why, how, when, in what condition, what materials, resources and equipment to use and evidence requirements.
2. Read the applicable information and if unsure seek clarification from your assessor.
3. Before and during assessment demonstration and interacting with others, ensure you follow simulated workplace policies and procedures.
4. Ensure you follow hygiene procedures, social distancing rules and ethics before, during and after assessment tasks and activities.
5. Undertake your preparation activities and demonstration activities as specified and directed by your assessor.
6. In any situation during the assessment, if you find that you are unable to perform due to any condition (health or safety), stop your work and inform the assessor of the condition.
7. Ensure you are obligated with your rights as a candidate and respects the rights of your assessor during the assessment performance.
8. For interactive and role-play activities, organise role-play settings and individuals for role-play in collaboration with assessor and training mates.
9. Submit your written work when it becomes due and avoid the requirements of extensions.
10. Use provided self-assessment checklists by checking as you progress in assessment to ensure you do not miss anything that may lead to unsatisfactory outcomes.

**Submission specifications**

1. Fill your submission details in the front page of **assessment template** separately provided to you and attach any additional documents and any other evidence as specified and required by your assessor.
2. Follow the institution submission requirements of assessment. I.e., electronic submission (LMS) or hard copy submission or as specified by your assessor for differing assessment situations.

**ASSESSMENT GUIDELINES FOR WRITTEN TASK**

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| **QUESTION TYPE** | **HOW LONG YOUR ANSWER SHOULD BE (LENGTH OF ANSWER)** |
| **Define** | Length approximately 4 typed lines = 50 words. |
| **Identify** | Write dot points of the number of items to identify according to the question. |
| **Outline** | Summarise in a line or set of lines the required number of items or develop appropriate meaningful answers according to the question but not in detail. |
| **Identify and briefly describe** | Identify in dot points and provide a description of each with a minimum of 4 typed lines = 50 words. |
| **Describe** | Provide a description with minimum 8 typed lines = 100 – 150 words or appropriately described to provide a meaningful answer with consistent knowledge application in length according to the question. |
| **Explain** | Explain the procedure with minimum 8 typed lines = 100 – 150 words or appropriately explain to provide a meaningful answer with consistent knowledge application in length according to the question. |
| **Distinguish / differentiate**  | Distinguish means recognise or treat (someone or something) as different. To differentiate is to show or find the difference between things which are compared. It simply means that they are not the same but does not qualify them as being unique and possibly not related. Length approximately 4 – 8 typed lines = 50 – 100 words for each question. |
| **What?**  | This is to assess your knowledge of something related to the subject area asking you to specify one or more things related to what is being asked in the question. This is generally asking for a short answer for which you need to provide a short description answering the question where the reader understands the answer to the question. Approx. 4 – 8 lines = 100 – 150 words. |
| **How?** | This method of question is to assess your ability to explain or describe the ways, methods, manner, procedure, or process of something related to the question being asked. You need to provide sufficient description of how (ways, methods, manner, procedure, or process) it can be performed for the reader to understand the ways or procedure. Approx. 4 – 8 lines = 100 – 150 words. |
| **Why?** | This question is to assess your knowledge of something and the purpose of it. You need to provide sufficient description of why (the purpose/objective or aim) it is used for the reader to understand the reason or purpose of it. Approx. 4 – 8 lines = 100 – 150 words. |

**ASSESSMENT TASK 1**

**Written Task - Questioning**

You are required to read the following assessment information, requirements, and instructions before commencing. This task is about written questioning for you to provide written answers as evidence of your knowledge application. Ensure you follow the terms and conditions applied in undertaking written task during the assessment as specified and facilitated by your assessor.

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| **Assessment Information** | **Description** |
| 1 | **Assessment method**  | Written questioning |
| 2 | **Assessment type** | Summative  |
| 3 | **Assessment description***(What?)* | This assessment task is a written task for which you are required to provide written answer solutions to the questions demonstrating your knowledge required to develop, implement and evaluate a food safety program for all stages in the food production process, including receipt, storage, preparation, service and disposal of food.Read the following information related to your assessment to prepare and perform to provide evidence of your knowledge. |
| 4 | **Purpose (objective) of the assessment** *(Why?)* | To gather evidence of your ability to apply knowledge consistently to develop, implement and evaluate a food safety program for all stages in the food production process, including receipt, storage, preparation, service and disposal of food. |
| 5 | **Assessment Instructions***(How?)* | 1. Read the theoretical component of the learner workbook.
2. Conduct research and review literature relevant to the unit.
3. Provide answer solutions to each question using your own words. Note: do not just copy past the answers from other materials.
4. You may refer to learning materials and other sources of information as agreed by your assessor.
5. You may word-process your answers using MS Word /Mac document.
6. The assessment is due for completion on the date/s and time/s. specified by your assessor.
7. Any variations to this arrangement must be approved in writing by your assessor.
8. Submit your work with any required evidence attached.
9. See the specifications below for details of submission requirements.
10. Read the following requirements for this assessment completion:
 |
| 6 | **Assessment date/s and timing/s***(When?)* | This assessment will be conducted according to the training delivery session plan. Assessor will specify the timings of assessment and submission of evidence. Time allowed for the assessment is 3 hours within 20 hours of training delivery of week 2. |
| 7 | **Specifications***(What structure, format, and demonstration)* | 1. Write answer solutions to all the questions using word-processed documents.
2. Provide specified length and numbers mentioned in each question.
3. Submit the answers with a cover page that includes your name, student ID, unit name/code, date of submission and assessor name.
4. If a separate word-process document is used for your responses, include header (unit name/code) and footer (page no. student name and ID).
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| 8 | **Assessment context***(Where and in what condition)*  | Assessment is conducted in the training room and safe environment where you are required to provide answer solutions to the questions in a word-processed document with evidence that demonstrates consistent knowledge application.  |
| 9 | **Required resources***(What resources, equipment, tools, and materials)* | 1. Assessment task with instruction and assessment information
2. Learner workbook and other training handouts if or as allowed by your assessor.
3. Computer with Internet access.
4. Word-process software (MS Word/Mac).
5. Workspace, table, chair, and stationery.
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| 10 | **Evidence requirements/***(What assessor is looking for)* | To complete the unit requirements safely and effectively, you must prove application of knowledge consistently relevant to vocational contexts and:* Provide answers to all the questions using the assessment template provided to you for submission.
* Answers must be with appropriate and sufficient length by following assessment guidelines for written tasks above.
* Answers must be relevant to the question and its sub parts.
* Your assessor may verbally assess to confirm your knowledge application in case your answer is not correct or not clear to one or more questions.
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**Your Task – Write answers** (Knowledge Application)

The following is a set of knowledge-based questions. Read the text section ‘introduction’ in the learner workbook, refer to training undertaken and provide your answer solutions to the following questions using your own words to demonstrate your consistent knowledge application.

Ensure you answer all the following questions using the length guidelines above and quantity requirements applicable for the following relevant questions using the **assessment template** provided to you for submission.

**Note:** Some questions will ask you to answer to more than one specific area. Read the question carefully and understand what exactly the question is about. When you understand the question clearly, you are already there with the right answer. Do not copy paste text from online sources or any other sources for which your answers will be marked as ‘not satisfactory’, and assessor will provide you negative feedback.

**Questions**

1. Identify and briefly describe options for the structure and implementation of a food safety program, using the hazard analysis and critical control points (HACCP) method as the basis.
2. Briefly describe consultative and communication mechanisms used by organisations to develop and implement food safety programs.
3. Identify and briefly describe role of following different stakeholders in the development of a food safety plan:
	1. Food safety team.
	2. Department heads.
	3. Procurement team.
4. Identify and briefly describe the following key features of commonwealth, state or territory and local food safety compliance requirements as they impact food safety program development:
	1. Contents of national codes and standards that underpin regulatory requirements.
	2. Components of a food safety program, especially procedures and monitoring documents.
	3. Local government food safety regulations and audit frequencies.
	4. Ramifications of failure to observe food safety law and organisational policies and procedures.
	5. meaning of contaminant, contamination and potentially hazardous foods as defined by the Australia New Zealand Food Standards Code.
5. Identify and briefly describe contents of organisational food safety program, including policies and procedures for:
	1. Audit.
	2. Cleaning and sanitation.
	3. Communication.
	4. Contingency management.
	5. Corrective actions.
	6. Equipment maintenance.
	7. Evaluation.
6. Identify and briefly describe contents of organisational food safety program, including policies and procedures for critical control points for the specific food production system and the predetermined methods of control, especially time and temperature controls used in the receiving, storing, preparing, processing, displaying, serving, packaging, transporting, and disposing of food.
7. Identify and briefly describe contents of organisational food safety program, including policies and procedures for following relevant to hazards:
	1. Control methods for each critical point.
	2. Corrective actions.
	3. Systematic monitoring of hazard controls and record keeping.
8. Identify and briefly describe contents of organisational food safety program, including policies and procedures for following personal considerations:
	1. Dress.
	2. Hygiene.
	3. Personal protective equipment.
9. Identify and briefly describe contents of organisational food safety program, including policies and procedures for pest control.
10. Identify and briefly describe contents of organisational food safety program, including policies and procedures to record maintenance.
11. Identify and briefly describe contents of organisational food safety program, including policies and procedures for training.
12. Describe the following food safety monitoring techniques:
	1. Bacterial swabs and counts.
	2. Checking and recording that food is stored in appropriate timeframes.
	3. Chemical tests.
	4. Monitoring and recording food temperatures using a temperature measuring device accurate to plus or minus one degree Celsius.
	5. Monitoring and recording temperature of cold and hot storage equipment.
	6. Visually examining food for quality review
13. Briefly describe the following food safety management documents:
	1. Audit reports.
	2. Audit tables.
	3. Customer complaint forms.
	4. Food flow diagrams.
	5. Food production records.
	6. Hazard analysis table.
	7. Incident reports where food hazards are found not to be under control.
	8. Policies, procedures, and product specifications.
	9. Records of the monitoring of hazard controls:
		1. Any record required by local legislation.
		2. Illness registers.
		3. List of suppliers.
		4. Temperature control data.
		5. Training logs.
	10. Verification records.
14. Describe the following HACCP or other food safety system principles, procedures, and processes as they apply to particular operations and different food types:
	1. Critical control points for the specific food production system and the predetermined methods of control, especially time and temperature controls used in the storage, preparation, display, service and cooking, cooling, and transporting of food.
	2. Methods of food storage, production, display, service, and cooking, cooling, and transporting, including appropriate temperature levels for each of these processes
	3. Main types of safety hazards and contamination.
	4. Conditions for development of microbiological contamination.
	5. Environmental conditions and temperature controls, for storage.
	6. Temperature danger zone and the two-hour and four-hour rule.
	7. Temperature control for cooling and storing of processed food.
15. Identify and briefly describe the following choice and application of cleaning, sanitising and pest control equipment and materials.
	1. High risk customer groups:
		1. Children or babies.
		2. Pregnant women.
		3. Aged persons.
		4. People with immune deficiencies.
		5. People with allergies.
		6. People with medical conditions.

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| **References**Provide references to education materials of other authors, sources, and writers you have used to develop your answers. A reference list lists only the sources you refer to in your writing. The purpose of the reference list is to allow your sources to be found by your reader (assessor). It also gives credit to authors you have consulted for their ideas. It helps you to avoid plagiarism by making it clear which ideas are your own and which are someone else's, shows your understanding of the topic, gives supporting evidence for your ideas, arguments, and opinions. allows others to identify the sources you have used.  |

---End of Written Task Activities---

**Assessment Task 2 – Case Study**

 (Includes role-plays)

 **develop, implement and evaluate a food safety program**

You are required to read the following assessment information, requirements, and instructions before commencing. This task has simulated workplace reference. Ensure you access the simulated workplace resources (planning documents, policies, and procedures etc.), equipment, applicable legislation, regulation, standards, and code of conduct during the assessment as specified and facilitated by your assessor.

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| **Assessment Information** | **Description** |
| 1 | **Assessment Method**  | Case study (simulated workplace)  |
| 2 | **Assessment Type** | Summative  |
| 3 | **Assessment Description***(What?)* | This assessment task is a case study for you to consult with stakeholders to manage resources according to develop, implement and evaluate a food safety program for all stages in the food production process, including receipt, storage, preparation, service, and disposal of food.You are required to analyse the case scenario and provide written solutions to task activities by demonstrating applicable foundation skills and knowledge. You must also provide performance solutions to specific role-play activities relevant to case study in role-plays as agreed by your assessor. You must read the following information related to your assessment to prepare and perform in order to provide evidence of your skills and knowledge related to the unit of competency. |
| 4 | **Purpose (objective) of the Assessment** *(Why?)* | To gather evidence of your ability to apply skills and knowledge consistently to manage resources according to develop, implement and evaluate a food safety program for all stages in the food production process, including receipt, storage, preparation, service and disposal of food. |
| 5 | **Assessment Instructions***(How?)* | 1. Review the skills application section/s of the learner workbook.
2. Read the task performance requirements and foundation skills application for each task activity.
3. Conduct research and review literature relevant to the unit.
4. Provide solutions to each written and performance activity using skills and knowledge and demonstrating your foundation skills.

Note: Use word-process document for written activities to provide written evidence as specified in the task. you may use MS Word /Mac documents for your written evidence.1. This task requires you to play roles. As specified and agreed by your assessor, role-play the relevant activities demonstrating relevant skills.
2. The assessment is due on the date specified by your assessor.
3. Any variations to this arrangement must be approved in writing by your assessor.
4. Submit your work with any required evidence attached.
5. See the specifications below for details of submission requirements.
6. Continue to read the following assessment requirements:
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| 6 | **Assessment Date/s and Timing/s***(When?)* | 1. This assessment will be conducted according to the training delivery session plan.
2. Assessor will specify the timings for assessment and evidence submission date/s and timing/s.
3. Time allowed for the assessment completion is 4 hours within 20 hours of training delivery of the week 4.
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| 7 | **Specifications***(What structure, format, and demonstration)* | 1. Provide written solutions to all the case study activities and questions using word-processed documents. You may use this MS Word /Mac document for your answering. Provide specified length and numbers mentioned in each written activity.
2. For role-play activities, play the role as specified by your assessor demonstrating foundation skills and knowledge application while being observed by your assessor.
3. Submit the written activities with a cover page that includes your name, student ID, unit name unit code, date of submission and assessor name. Include header (unit name/code) and footer (page number, student name and student ID number)
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| 8 | **Assessment Context***(Where and in what condition)*  | Assessment is conducted in the training room simulated and safe environment where you must perform consistently applying skills and knowledge. You must also provide written solutions to the activities in a word-processed document with evidence that demonstrates consistent skills and knowledge application in various conditions specified in the assessment task. Assessed in a simulated off-the-job situation that reflects the real workplace. |
| 9 | **Required Resources***(What resources, equipment, tools, and materials)* | 1. Assessment task with instruction and assessment information
2. Learner workbook and other training handouts.
3. Access to simulated workplace business equipment and resources.
4. Access to simulated workplace policies and procedures.
5. Computer with Internet access word-process software (MS Word/Mac).
6. Workspace, table/s, chair/s, and stationery as required.
7. Case study and/or real workplace scenario
8. Access to relevant legislation, regulations, standards, and code of practice
9. Specified timing for assessment
 |
| 10 | **Evidence Requirements***(What assessor is looking for)* | To complete the unit requirements safely and effectively, you must demonstrate consistent performance and provide evidence of your ability to provide leadership for a program of work.In the course of above, you must:* Provide written solutions to all the case study activities reflecting vocational application,
* Demonstrate performance and role-play activities consistently applying foundation skills and,
* Demonstrate consultation and communication effectively with relevant stakeholders (assessor and fellow trainees in role-plays).
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**Case Study** (Skills and Knowledge Application)

Using the simulated workplace and the scenario in the appendix, provide solutions to develop, implement and evaluate a food safety program for all stages in the food production process, including receipt, storage, preparation, service, and disposal of food.

**Your role**

You work as the kitchen manager for the simulated workplace who work independently and who are responsible for making strategic decisions on establishing and monitoring risk control systems for food related hazards.

**Your Task**

Complete the following workplace activities demonstrating skills and knowledge to develop, implement and evaluate a food safety program for all stages in the food production process, including receipt, storage, preparation, service, and disposal of food:

1. Read the case study in the appendix including policies and procedures therein, identify, and evaluate the following:
2. Organisational requirements for food safety program.
3. Organisational characteristics that impact on food safety.
4. Examine food handling operations and processes and identify potential or existing food hazards.
5. Critical control points in food preparation system where food hazards and contaminants must be controlled.
6. Product suppliers and determine quality assurance specifications for foodstuffs supplied.
7. Existing product specifications for food items prepared and sold.
8. Existing policies and procedures and monitoring practices, including record keeping, and assess need for change.
9. Undertake the following to develop food safety program for the simulated workplace to control hazards:
	1. Identify and list stakeholders to consult in program development.
	2. Outline the regulatory requirements and standards to integrate into policies and procedures.
	3. Critical control points and control methods for each point to establish and document.
	4. Procedures for systematic monitoring of controls and associated record keeping.
	5. Corrective action procedures for uncontrolled hazards.
	6. Product specifications for food items prepared and sold to develop or modify and record.
	7. Training needs and training program to be developed.
	8. Schedule for regular review of food safety program.
	9. Develop food safety program for the simulated workplace to provide to regulatory authorities as required.
10. Undertake the following to implement the food safety program you have developed above.
11. **Role-play activity. Refer to role-play brief below to undertake this role-play task**. Meet with workplace colleagues and communicate food safety programs, policies, procedures, and product specifications to and ensure display of appropriate signage and access to information.
12. Develop plans to manage the following:
	1. For training and mentoring staff for the food safety program.
	2. For monitoring plan to monitor operational activities to ensure that policies and procedures are followed.
	3. For managing response to incidents of uncontrolled food hazards.
	4. For overseeing implementation of corrective action procedures.
13. Develop procedures to make changes to practices that led to the food safety breach.
14. Write an email script to communicate changes and implementation guidelines.
15. Develop following procedures:
	1. To maintain food safety management documents.
	2. To participate in food safety audit and to assist others ensuring food safety program is audited as required by legislation.
	3. To retain records of food audits according to legislative requirements.
16. Write an email script for consulting colleagues to conduct scheduled review of food safety program.
17. Validate the food safety program you have developed by undertaking the following:
	1. Criteria to validate required food safety controls.
	2. Review policies, procedures, product specifications, monitoring systems and record keeping methods.
	3. Finalise the food safety program by amending as required and document food safety program and provide to regulatory authorities as required.
	4. Write an email script to communicate changes and procedure to monitor inclusion in production processes.
	5. Identify and list additional training needs based on changes to food safety practices.

**Role-Play Brief:**

**Food Safety Program Communication.**

# Instructions

This part is a role-play where you must organise role-play settings as agreed and facilitated by your assessor for a consultation meeting including training room place, tables, chairs, a computer with Internet, papers, pens, and any other resources as required.

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| **Details of the task being observed** | You undertake the active part of the task participating and using oral communication skills in a consultation meeting with relevant managers. |
| **Assumptions to be made** | Your assessor plays the role of relevant colleague. |
| **Persons involved** | You, assessor, and any other learner chosen by your assessor for a role of another colleague. |
| **Involvement and contribution from role-play participants.** | Respond to the role-player with responses according to the following role-play brief instructions for the Role-Play and effectiveness of candidate’s communication regarding food safety programs, policies, procedures, and product specifications to and ensure display of appropriate signage and access to information. |
| **Timing for the role-play:** | 7 – 10 minutes per candidate plus your assessor will decide any additional time required based on your participation behaviour and ability to perform |
| **Conditions under which the observation is conducted** | Skills in this assessment are demonstrated by the candidate and observed by assessor in a simulated environment where the conditions are typical of those in a working environment in this industry. This includes access to:* Workplace or simulated workplace policies and procedures
* relevant legislation, regulations, standards, and codes
* workplace documentation and resources relevant to required performance evidence.
 |
| **Observation to be conducted** | In this role play you must portray an assigned role as a way of experiencing that role by performing the following assessment task activities. While you are portraying the assigned roles, assessor will observe and analyse application of skills and the performance behaviour and mark competency accordingly. |
| **Foundation skills and observable application of skills.** | * Take the lead role and communicate effectively.
* Explain food safety program you have developed.
* Describe policies, procedures.
* Describe product specifications to ensure display of appropriate signage and access to information.
* Seek feedback.
* Respond to feedback.
 |

You are a Food Safety Supervisor at My Kind of Kitchen & Restaurant (MKKR). Your task is to conduct a role-play activity with your workplace colleagues to communicate the food safety programs, policies, procedures, and product specifications. The objective is to ensure that everyone is aware of the important food safety information and can effectively display appropriate signage and access the necessary information.

**Role-Play Scenario:**

You will conduct the role-play activity during a team meeting at MKKR. Assume the role of the Food Safety Supervisor, and your colleagues will play the roles of various staff members, including kitchen staff, waitstaff, and management.

Instructions for the Role-Play:

1. Begin the role-play by setting the context: Explain that you will be discussing the food safety program, policies, procedures, and product specifications.
2. Communicate the importance of food safety: Emphasize the significance of following proper food safety practices to ensure the health and safety of customers.
3. Share an overview of the food safety program: Provide a brief summary of the food safety program, including its purpose, scope, and key components.
4. Explain the relevant policies and procedures: Describe the main food safety policies and procedures in place at MKKR, such as personal hygiene, food handling and storage, cleaning and sanitization, and allergen control.
5. Present the product specifications: Share the product specifications for various food items prepared and sold at MKKR, highlighting important details such as ingredients, allergens, cooking methods, and presentation guidelines.
6. Discuss the need for appropriate signage: Explain the importance of displaying appropriate signage related to food safety, such as handwashing signs, allergen notices, and temperature control reminders.
7. Demonstrate accessing information: Show how to access important food safety information, such as training materials, SOPs, and records, so that everyone knows where to find them when needed.
8. Encourage questions and discussion: Create an open and inclusive environment for colleagues to ask questions, seek clarification, and share their thoughts on food safety practices.
9. Conclude the role-play by summarizing key takeaways: Reinforce the importance of adhering to food safety programs, policies, and procedures, and highlight the role that each colleague plays in ensuring a safe dining experience for customers.
10. Thank your colleagues for their participation and engagement in the role-play activity.

---End of Case Study Task Activities---

**Appendix 1**

**Case Study (Simulated Workplace)**

**My Kind of Kitchen & Restaurant (MKKR)**

My Kind of Kitchen & Restaurant is a 60 seat fine-dining restaurant with a 20-seat lounge. We focus on our New Australian-Swedish menu with a touch of Asian influence. MKK is located in the booming, and rapidly expanding, borough of St Kilda, Melbourne 'on the shore.' The menu will be inspired from different countries' specialties and appeal to a diverse clientele. You can get Swedish specialties like herring, gravlax, and meatballs, or you can go a little bit more International and choose a red curry chicken with basmati rice, or an Asian grilled shrimp with spinach, tofu, and black bean sauce. We will also have a special pasta dish entree every day plus the 'all Australian meal' such as barbecue beef ribs and baked beans. Adding value will be an interesting business lunch menu with specialties every day. The menu will change every 3-4 months but keep the favourites. Prices will be competitive with other upscale restaurants in the area. However, it is the strategy of My Kind of Kitchen & Restaurant to give a perception of higher value than its competitors, through its food, service, and entertainment.

**Products**

My Kind of Kitchen & Restaurant will be unique to the St Kilda area. International creative food, and a style of service that will make everyone feel welcome and special. Our food products will be of the finest quality and prepared with sensitivity and care. We will 'go all the way' to satisfy our guests. We will change our menu every 3-4 months, but we'll keep 'your favourite.' Portions will be modestly sized with an attractive presentation.

Andrea Morrison will manage My Kind of Kitchen & Restaurant. She will also function as head chef. Dan Morrison will take care of all financial issues including bookkeeping. Phillips Cook is the front manager and our marketing director. She will take care of ordering for service and managing the wait-staff. She will also take care of marketing and advertising.

**Work roles**

Cooks and chefs at My Kind of Kitchen & Restaurant (MKKR) involve in food service operations where food is prepared using fixed and handheld equipment, cooking utensils, and various types of ingredients according to recipes being prepared. Cook’s duties include preparation of following food items according to food safety requirements and regulations and the specific requirements for the food type:

|  |  |
| --- | --- |
| **Types of food** | **Basic cookery methods** |
| * Dairy products
 | * Baking
 | * Shallow frying
 |
| * Dry goods
 | * Blanching
 | * Sous vide
 |
| * Frozen goods
 | * Boiling
 | * Steaming
 |
| * Fruit
 | * Braising
 | * Stewing
 |
| * Meat
 | * Deep-frying
 |  |
| * Poultry
 | * Grilling
 |  |
| * Seafood
 | * Poaching
 |  |
| * Vegetables
 | * Roasting
 |  |

**Work Team**

1. Head Chef and Kitchen Manager: Andrea Morrison
2. Financial Manager: Dan Morrison
3. Front Manager and Marketing Director: Phillips Cook

Additional work roles for My Kind of Kitchen & Restaurant (MKKR) include:

1. Sous Chef: Assists the head chef in managing the kitchen operations, supervises the staff, and ensures food quality and consistency.
2. Line Cooks: Responsible for preparing and cooking food items on the menu, following recipes and portion control guidelines.
3. Pastry Chef: Specializes in creating and preparing desserts and pastries for the restaurant.
4. Prep Cooks: Assist in food preparation tasks such as chopping vegetables, marinating meats, and preparing sauces to ensure smooth kitchen operations.
5. Dishwashers: Responsible for washing and sanitizing dishes, utensils, and kitchen equipment, as well as maintaining cleanliness in the kitchen area.
6. Bartenders: Serve drinks in the restaurant's lounge area, prepare cocktails, and provide excellent customer service to guests.
7. Waitstaff: Responsible for taking orders, serving food and beverages to guests, and ensuring customer satisfaction throughout their dining experience.
8. Host/Hostess: Greets and seats guests, manages reservations, and provides initial contact and assistance to customers upon their arrival.
9. Restaurant Manager: Oversees the overall operations of the restaurant, manages staff, handles customer complaints, and ensures the smooth functioning of all departments.
10. Marketing Coordinator: Assists the marketing director in implementing marketing strategies, managing social media accounts, creating promotional materials, and organising events to promote the restaurant.
11. Purchasing Manager: Responsible for sourcing and procuring high-quality ingredients and supplies for the restaurant, ensuring timely delivery and cost-effectiveness.
12. Sommelier: An expert in wines and beverages who assists customers in selecting and pairing wines with their meals.

**Organisational Requirements for Food Safety Program:**

MKKR recognizes the vital importance of maintaining a robust food safety program to ensure the safety and satisfaction of its valued customers. To meet this goal, the organisation has established several key organisational requirements. Firstly, MKKR is committed to full compliance with all relevant food safety regulations and legislation, prioritizing adherence to the required standards and requirements. Secondly, the management team and staff members at MKKR demonstrate a strong commitment to food safety, considering it a fundamental core value within the organisation. Thirdly, MKKR ensures the allocation of adequate resources, including personnel, time, and financial support, to effectively develop, implement, and maintain the food safety program. Fourthly, comprehensive training and education on food safety are provided to all staff members, from management to kitchen and service staff, to ensure their understanding and adherence to safe food handling practices. Lastly, effective communication channels are established to facilitate the flow of information related to food safety throughout the organisation, fostering collaboration between different departments and staff members to maintain a cohesive and successful food safety program.

**Organisational Characteristics that Impact on Food Safety:**

Several organisational characteristics within MKKR can have an impact on food safety. Firstly, the organisational structure plays a crucial role in determining how information flows, decision-making processes are carried out, and responsibilities are assigned related to food safety. A clear and effective structure helps ensure that food safety practices are properly communicated and implemented throughout the organisation. Secondly, the staffing levels and responsibilities are important considerations. Sufficient staffing levels should be maintained to handle food safety tasks effectively, and clear roles and responsibilities should be defined to ensure that all necessary activities are carried out. Adequate communication and coordination between staff members are vital to ensure a cohesive approach to food safety. Thirdly, effective communication channels are necessary for timely and accurate exchange of information. This includes communication between management, kitchen staff, waitstaff, and suppliers to address any food safety concerns, share best practices, and implement corrective actions when needed. Fourthly, the presence of comprehensive training and education programs is crucial. By providing staff members with the necessary knowledge and skills through training programs, MKKR can ensure that food safety practices are understood and implemented consistently. Finally, equipment maintenance and facility layout play a significant role in food safety. Properly maintained equipment and well-designed facilities contribute to the safe handling, storage, and preparation of food items, reducing the risk of contamination or foodborne illness. These organisational characteristics, when effectively managed, support a strong food safety culture within MKKR and contribute to the overall success of its food safety program.

**Potential or Existing Food Hazards:**

MKKR should identify and assess potential or existing food hazards to effectively manage food safety risks. MKKR recognizes the importance of identifying and assessing potential or existing food hazards to effectively manage food safety risks. Several common food hazards need to be considered. Biological hazards include bacteria, viruses, parasites, and fungi that can contaminate food and cause foodborne illnesses. Chemical hazards encompass allergens, toxins, pesticides, cleaning agents, and food additives that, if not properly controlled, can pose health risks. Physical hazards refer to foreign objects like metal, glass, plastic, or wood fragments that may accidentally enter food, posing potential choking or injury hazards. Additionally, MKKR should be aware of allergenic hazards, ensuring the prevention of cross-contamination and the provision of accurate allergen information to customers. By actively addressing these food hazards, MKKR can effectively manage food safety risks, safeguarding the well-being of its customers.

**Quality Assurance Specifications for Foodstuffs Supplied by Suppliers:**

To ensure the safety and quality of foodstuffs supplied, MKKR should establish comprehensive quality assurance specifications for its suppliers. These specifications encompass various aspects that suppliers must adhere to. Firstly, freshness and shelf-life requirements should be set to ensure the use of fresh and perishable ingredients and establish appropriate expectations for product shelf life. Secondly, packaging and labelling specifications must be established, ensuring that foodstuffs are properly packaged, labelled accurately, and provide essential information about ingredients, allergens, and nutritional values. Thirdly, quality standards need to be defined, outlining the acceptable criteria for foodstuffs based on factors such as appearance, texture, taste, and aroma. Additionally, safety criteria should be established, specifying the necessary precautions and limits for microbiological, chemical, and physical hazards to comply with regulatory requirements and best practices. Lastly, traceability and certification requirements should be implemented, necessitating suppliers to provide traceability information and relevant certifications that demonstrate their adherence to food safety and quality standards. By establishing these quality assurance specifications, MKKR can ensure that its suppliers meet the necessary standards and contribute to the overall safety and quality of the foodstuffs used in its operations.

**Monitoring Procedure of Existing Policies and Procedures:**

To ensure the ongoing effectiveness of existing policies and procedures, MKKR should implement a systematic monitoring procedure. This procedure should include several key components. Firstly, regular inspections should be conducted to assess compliance with established policies and procedures within kitchen and storage areas. Secondly, temperature monitoring should be performed at regular intervals to ensure proper storage conditions for refrigerators, freezers, hot holding equipment, and food items throughout storage and preparation processes. Thirdly, periodic reviews of documentation and records should be conducted, including cleaning schedules, training records, and supplier certifications, to verify their accuracy and completeness. Fourthly, observations and audits should be carried out to assess food handling practices, either through internal audits or with the assistance of third-party auditors, ensuring compliance with established policies and procedures. Lastly, incident reporting and analysis play a critical role in the monitoring process. Staff members should be encouraged to report any food safety incidents or near-misses, and thorough investigations should be conducted to identify root causes. Based on the findings, appropriate corrective actions can be implemented to prevent similar incidents in the future. By implementing this comprehensive monitoring procedure, MKKR can proactively identify areas for improvement and ensure the ongoing compliance and effectiveness of its food safety policies and procedures.

**Record Keeping:**

Effective record keeping is a crucial aspect of maintaining a robust food safety program at MKKR. To ensure comprehensive documentation, the following record keeping practices should be established. Firstly, temperature logs should be maintained, recording temperature measurements at critical control points and storage units to ensure adherence to safe temperature ranges. Secondly, records should be kept of cleaning and sanitization activities, documenting the frequency and effectiveness of cleaning procedures for food contact surfaces and equipment. Thirdly, training records should be maintained, including details of food safety training provided to staff members, such as training content, dates, and attendance records. Fourthly, supplier documentation should be recorded, including certifications, audits, and approvals, to demonstrate compliance with quality and safety standards. Additionally, incident reports should be documented, providing details of any food safety incidents, corrective actions taken, and preventive measures implemented. Lastly, audit reports should be retained, encompassing both internal and external audits, along with findings, corrective actions, and any subsequent follow-up measures. By diligently maintaining these records, MKKR can effectively track and demonstrate its commitment to food safety, ensuring compliance, continuous improvement, and the ability to address any potential issues in a timely and systematic manner.

**Existing Product Specifications for Food Items Prepared and Sold:**

Product specifications outline the required characteristics, quality standards, and parameters for the food items prepared and sold by MKKR.

1. Product Name: Provide the specific name or description of the food item.
2. Ingredients: List all ingredients used in the preparation of the food item. Specify any allergens present in the product, as per regulatory requirements.
3. Allergen Information: Clearly indicate any allergens present in the food item to ensure proper allergen management. Highlight potential cross-contamination risks, if applicable.
4. Preparation Method: Describe the steps involved in preparing the food item, including cooking, baking, or assembly procedures.
5. Cooking Temperatures and Times: Specify the recommended cooking temperatures and times to ensure proper food safety and quality.
6. Portion Sizes: Provide the standard portion sizes for the food item to maintain consistency and accuracy in servings.
7. Presentation Guidelines: Outline the desired presentation and plating instructions for the food item, including garnishes or accompaniments.
8. Storage Requirements: Specify the appropriate storage conditions, such as temperature, humidity, and shelf life, to maintain product freshness and quality.
9. Packaging and Labelling: Describe the packaging materials, containers, or labelling requirements for the food item to ensure compliance with regulatory standards.
10. Nutritional Information: Include relevant nutritional information, such as calories, macronutrients, and allergen content, as per regulatory requirements.
11. Quality Standards: Define the quality criteria and parameters that the food item must meet, such as texture, flavour, appearance, and overall sensory attributes.
12. Sustainability Considerations: Incorporate any sustainability or ethical considerations in the product specifications, such as sourcing organic or locally produced ingredients.
13. Shelf-Life and Expiry Dates: Indicate the recommended shelf-life and expiration dates for the food item to ensure freshness and food safety.
14. Special Handling Instructions: Specify any specific handling requirements, such as temperature controls during transportation or reheating instructions for pre-prepared items.
15. Revision History: Maintain a log or record of revisions made to the product specifications, including the date and reason for each revision.

These product specifications serve as a reference for the preparation, handling, and sale of food items, ensuring consistency, quality, and adherence to food safety standards. Regularly review and update the specifications as needed to reflect any changes in ingredients, recipes, or industry standards.

**Food Safety Program Policy and Procedure**

**Policy Statement:**

My Kind of Kitchen & Restaurant (MKK) is committed to providing a safe and hygienic environment for the preparation, handling, and serving of food to our customers. We recognize the importance of food safety in maintaining the trust and satisfaction of our patrons. This policy aims to establish a comprehensive food safety program to prevent foodborne illnesses, comply with relevant legislation, and maintain the highest standards of food safety and hygiene.

**Purpose:**

The purpose of this Food Safety Program Policy and Procedure is to outline the framework and procedures necessary for the development, implementation, and maintenance of a robust food safety program at MKK. It aims to identify potential food safety hazards, establish control measures, and provide clear guidelines to ensure the safety and quality of the food served.

**Scope:**

This policy applies to all staff members, including management, chefs, kitchen staff, waitstaff, and any other personnel involved in food handling and preparation at MKK. It encompasses all areas within the premises, including the kitchen, storage areas, dining areas, and the lounge.

Responsibilities:

1. Management:
	1. Ensure the implementation and adherence to the food safety program.
	2. Allocate appropriate resources and support for training and compliance.
	3. Regularly review and update the program to reflect changing circumstances and best practices.
	4. Appoint a Food Safety Supervisor to oversee the program's implementation.
2. Food Safety Supervisor:
	1. Develop, implement, and monitor the food safety program.
	2. Provide training and support to staff regarding food safety practices.
	3. Regularly review and update procedures and control measures.
	4. Conduct internal audits and inspections to ensure compliance.
3. Chefs and Kitchen Staff:
	1. Follow hygienic practices during food preparation and handling.
	2. Maintain cleanliness and sanitation in the kitchen area.
	3. Monitor food storage and refrigeration temperatures.
	4. Report any potential hazards or incidents promptly.
4. Waitstaff and Service Staff:
	1. Follow proper food handling procedures when serving customers.
	2. Communicate any customer concerns or complaints related to food safety to management.
	3. Maintain cleanliness and hygiene in the dining and lounge areas.

**Policy:**

1. Hygiene and Sanitation:
	1. All staff members must adhere to strict personal hygiene practices, including regular handwashing, proper uniform and protective equipment usage, and covering of wounds or injuries.
	2. Regular cleaning and sanitizing of all food contact surfaces, utensils, and equipment must be performed.
	3. Cleaning schedules and procedures should be established and followed diligently.
2. Food Handling and Storage:
	1. Proper storage, handling, and labelling of all food items should be ensured to prevent cross-contamination.
	2. Temperature control measures must be in place for refrigeration, hot holding, and reheating of food.
	3. FIFO (First-In, First-Out) principle should be followed for stock rotation.
3. Hazard Identification and Control:
	1. Conduct regular hazard analysis to identify potential risks and establish control measures.
	2. Critical Control Points (CCPs) should be identified for each stage of food production, and monitoring procedures and corrective actions should be implemented.

**Procedure:**

**Training and Education:**

Conduct a comprehensive initial food safety training session for all new staff members covering the following topics: a. Personal hygiene practices, including handwashing techniques, proper uniform and protective equipment usage, and reporting of illnesses. b. Food handling and storage procedures, including temperature control, cross-contamination prevention, and stock rotation. c. Cleaning and sanitization procedures for food contact surfaces, utensils, and equipment. d. Identification and control of common foodborne hazards. e. Introduction to the food safety program policies and procedures specific to MKK. f. Importance of customer communication and handling customer concerns related to food safety.

Document the details of the initial food safety training session, including the training content, date, and attendance of each staff member.

Conduct regular refresher training sessions to reinforce food safety practices and update staff on any new procedures or regulations. The frequency of refresher training should be determined based on the individual needs of the staff and the nature of their roles.

Maintain training records for each staff member, including:

* 1. Training content covered in each session.
	2. Dates of training sessions.
	3. Names and signatures of staff members who attended.

**Documentation and Record Keeping:**

Temperature Logs:

1. Regularly monitor and record the temperatures of refrigerators, freezers, and hot holding equipment.
2. Log the temperature readings at specified intervals, ensuring accurate and legible documentation.
3. Include the date, time, temperature, and initials of the staff member responsible for monitoring.

Cleaning Schedules:

1. Develop a cleaning schedule outlining the frequency and procedures for cleaning and sanitizing different areas, equipment, and utensils.
2. Assign responsibilities to specific staff members for each cleaning task.
3. Maintain a record of completed cleaning tasks, including the date, time, and initials of the staff member who performed the cleaning.

Incident and Complaint Logs:

1. Establish a system to document any incidents or complaints related to food safety, including foodborne illnesses, foreign objects found in food, or customer complaints.
2. Record details such as the date, time, description of the incident or complaint, staff members involved, and any corrective actions taken.
3. Review and investigate incidents or complaints promptly and take appropriate actions to prevent recurrence.

Record Retention:

1. Retain all food safety records, including temperature logs, cleaning schedules, and incident/complaint logs, for the period specified by relevant legislation or standards.
2. Ensure the records are stored in a secure and easily accessible location.

**Food Handling Operations and Processes:**

* Identify and document all food handling operations and processes within MKK, including receiving, storage, preparation, cooking, cooling, holding, serving, and transportation of food.

**Critical Control Points in Food Preparation System:**

1. Conduct a thorough hazard analysis for each food handling operation and process to identify critical control points (CCPs) where food hazards and contaminants must be controlled.
2. Determine the control measures and procedures necessary to mitigate or eliminate the identified hazards at each CCP.
3. Establish monitoring protocols for each CCP to ensure that the control measures are consistently applied.
4. Implement corrective actions to address any deviations from the established critical limits at CCPs.
5. Regularly review and update the CCPs and associated control measures based on ongoing monitoring and evaluation.

**Quality Assurance Specifications for Foodstuffs Supplied:**

1. Establish quality assurance specifications for all foodstuffs supplied to MKK, including raw ingredients, packaged goods, and other food products.
2. Define the desired quality attributes such as freshness, appearance, texture, taste, and nutritional value for each food item.
3. Specify the acceptable standards and criteria for each quality attribute.
4. Communicate the quality assurance specifications to suppliers and conduct regular inspections and audits to ensure compliance.

**Evaluation of Existing Product Specifications:**

1. Review and evaluate the existing product specifications for food items prepared and sold at MKK.
2. Assess the adequacy and relevance of the specifications in controlling food hazards and meeting quality standards.
3. Update and revise the product specifications as needed, considering factors such as ingredient quality, allergen control, cooking temperatures, storage requirements, and shelf life.

**Consultation with Stakeholders in Program Development:**

1. Engage relevant stakeholders, including management, chefs, kitchen staff, suppliers, and external food safety experts, in the development and refinement of the food safety program.
2. Seek input, feedback, and expertise from stakeholders to ensure a comprehensive and effective program that addresses the specific needs and challenges of MKK.

**Systematic Monitoring of Controls and Associated Record Keeping:**

1. Implement a systematic monitoring process to ensure that all control measures and procedures are effectively implemented and maintained.
2. Establish a schedule for routine inspections, observations, and measurements to monitor the effectiveness of control measures.
3. Maintain detailed records of monitoring activities, including dates, times, measurements, observations, and any corrective actions taken.
4. Regularly review the monitoring records to identify trends, patterns, or deviations that may require corrective actions or program adjustments.

**Development of Corrective Action Procedures for Uncontrolled Hazards:**

1. Establish procedures to respond to uncontrolled hazards or deviations from critical limits identified during monitoring.
2. Clearly define the steps to be taken when a hazard is identified, including stopping production, segregating affected products, conducting investigations, and implementing corrective actions.
3. Train staff members on the correct procedures for responding to uncontrolled hazards and ensure that they are aware of their roles and responsibilities in the process.

**Training Program Development:**

1. Develop a comprehensive training program that covers all aspects of food safety and is tailored to the specific needs and roles of staff members at MKK.
2. Identify the necessary training modules, such as personal hygiene, food handling practices, cleaning and sanitization procedures, allergen control, and emergency response.
3. Determine the appropriate training methods, including in-person sessions, online courses, demonstrations, and hands-on practice.
4. Document the training program content, schedule, and attendance records to demonstrate **compliance with training requirements.**

**Training and Mentoring:**

1. Conduct regular training sessions to provide ongoing education and reinforcement of food safety practices.
2. Assign experienced staff members or supervisors as mentors to new employees, providing guidance and support in implementing food safety procedures and best practices.

**Responding to Incidents of Uncontrolled Food Hazards and Overseeing Implementation of Corrective Action Procedures:**

1. Establish clear protocols for reporting and responding to incidents of uncontrolled food hazards or breaches of food safety protocols.
2. Assign designated personnel or a response team to investigate incidents promptly and take appropriate corrective actions.
3. Monitor and oversee the implementation of corrective action procedures to ensure that hazards are effectively controlled and prevented from recurring.

**Handling Food Safety Breach:**

1. Develop a protocol for handling food safety breaches, including incidents such as foodborne illnesses, foreign objects in food, or contamination events.
2. Define the steps to be taken, such as isolating affected food, notifying management and relevant authorities, conducting investigations, and implementing corrective actions.
3. Document and report all food safety breaches, including the actions taken, outcomes, and preventive measures implemented to avoid similar incidents in the future.

**Food Safety Program Audits as Required by Legislation:**

1. Ensure that the food safety program is audited regularly in compliance with applicable legislation or regulatory requirements.
2. Conduct internal audits or engage external auditors to assess the effectiveness and compliance of the food safety program.
3. Document the audit findings, corrective actions, and follow-up measures to address any identified **deficiencies.**

**Safety Program Audits and Assistance to Inspectors:**

1. Provide assistance and support to food safety inspectors during audits or inspections.
2. Prepare and organise relevant documentation and records for inspection purposes.
3. Collaborate with inspectors to address any concerns, implement necessary corrective actions, and ensure compliance with regulatory requirements.

**Validation of Required Food Safety Controls:**

1. Conduct periodic validation of the food safety controls and procedures to ensure their effectiveness in controlling hazards and preventing foodborne illnesses.
2. Use scientific methods, testing, or verification processes to validate the control measures and confirm their adequacy.
3. Document the validation activities and results for future reference and regulatory compliance.

**Record Keeping Methods:**

1. Determine appropriate record-keeping methods for maintaining all necessary food safety documentation, including temperature logs, cleaning schedules, training records, incident reports, and audit findings.
2. Utilize digital or physical record-keeping systems that allow for easy retrieval, organisation, and secure storage of records.
3. Implement measures to ensure the integrity, confidentiality, and longevity of the records.

**Regular Review of Food Safety Program:**

1. Schedule regular reviews of the food safety program to evaluate its effectiveness, identify areas for improvement, and stay up to date with evolving regulations and best practices.
2. Involve relevant stakeholders, including management, staff, and external experts, in the review process.
3. Update the food safety program, policies, and procedures based on the findings of the reviews and emerging food safety trends or requirements.

**Relevant Documents:**

* Food Safety Program Manual
* Training materials and records
* Cleaning and sanitization schedules
* Temperature monitoring records
* Incident and complaint logs

**Legislation: Compliance with the following legislation is mandatory:**

* Food Act [Insert relevant state/territory legislation]
* Food Standards Code [Insert relevant sections]

**Standards:**

The food safety program will be developed and implemented in accordance with the following standards:

* AS/NZS ISO 22000:2018 Food safety management systems - Requirements for any organisation in the food chain
* HACCP (Hazard Analysis Critical Control Points) principles

**Food Preparation Policy and Procedure**

**Purpose**

The purpose of this policy is to communicate the responsibilities and provide guidelines for food preparation processes, cooking processes, and managing food safety risks.

**Scope**

This policy applies to all employees specifically, those employed in kitchen and those engage in food preparation, cooking, storage, and food serving.

**Policy**

When you are preparing food, you need to consider two main food safety issues: keeping the food protected from contamination and, if the food is potentially hazardous, keeping it cold (5°C or colder) or hot (60°C or hotter). Food safety is a primary concern for our commercial kitchen. In order to minimize cross-contamination, mitigate incidents of food-borne illnesses and to ensure employee, guest and customer health and safety, the employer has established strict food safety policies and procedures to be adhered to by all kitchen and restaurant staff as well as individuals using the staff room and its refrigerators to store food for personal consumption. The adherence to proper food storage protocols is the responsibility of all employees, regardless of whether or not they are employed in the kitchen and/or restaurant areas, and food transporting and storing. Key requirements include:

* Food must be safely prepared, stored, and displayed.
* Food handlers must be aware of the temperature danger zone.
* Cross-contamination can result in food poisoning and must be avoided.
* Pre-prepared and ready-to-eat food must be labelled properly, so the food stays safe to eat.

**Legislation and regulations**

* Australia New Zealand Food Standards Code (FSANZ)
* Food Standards Australia New Zealand Act 1991
* Food Standards Australia New Zealand Regulations 1994
* Imported Food Control Act 1992.
* VIC - Food Act 1984.

**Procedure**

**Safe food preparation**

To safely prepare food, you should follow the following procedures:

* keep raw foods and ready-to-eat foods separate to avoid cross-contamination.
* use separate, clean utensils and cutting boards for raw foods and ready-to-eat foods or wash and sanitise utensils and cutting boards between uses.
* thoroughly clean, sanitise and dry cutting boards, knives, pans, plates, containers, and other utensils after using them.
* thoroughly rinse all fruit and vegetables in clean water to remove soil, bacteria, insects, and chemicals
* make sure food is thoroughly cooked and the centre of the cooked food has reached 75 °C.
* avoid leaving recently cooked food out to cool for more than 1 hour; as soon as food has cooled, place it in the refrigerator.
* know about and avoid the temperature danger zone - Bacteria grow quickly in high-risk foods that are kept at temperatures between 5 °C and 60 °C.
* thaw frozen food on the bottom shelf of the refrigerator to keep it out of the temperature danger zone.
* take extra care when preparing foods that contain raw eggs – such as egg nog, homemade mayonnaise, and aioli – because bacteria on the eggshells can contaminate the food.
* be trained in safe food handling and preparation.

**Safe food storage and display**

To safely store and display food, you should follow the following procedures:

* keep raw foods and ready-to-eat foods separate, to avoid cross-contamination.
* store food in clean, food-grade storage containers
* don’t store food in opened cans.
* make sure food storage containers have not been used to store things other than food, and wash and sanitise them before use.
* don’t reuse containers that are only meant to be used once.
* if a reusable container is in poor condition, throw it out.
* cover food with tight-fitting lids, foil, or plastic film, to protect the food from dust, insects, and cross-contamination.
* wash and rinse any garnishes used on food.
* store food in areas specially designed for food storage, such as refrigerators, cool rooms, pantries, and food storerooms.
* never store food on the floor or on pallets, or in areas containing chemicals, cleaning equipment, clothing, or personal belongings
* remove and avoid using foods that are past their use-by dates, spoilt, or are in damaged containers or packaging.
* know about and avoid the temperature danger zone - Bacteria grow quickly in high-risk foods that are kept at temperatures between 5 °C and 60 °C.
* be trained in safe food handling and preparation.

**Cross-contamination**

* Raw food must be kept separate from cooked and ready-to-eat food. Raw food may contain bacteria, which causes food poisoning.
* Cross-contamination happens when cooked or ready-to-eat food contacts raw food. Raw food should always be stored below ready-to-eat or cooked food in refrigerators and display cabinets. This way, juices from the raw food cannot drip onto cooked food.
* Cross-contamination can also happen if you use dirty knives, chopping boards or other equipment. If possible, don’t use the same equipment when preparing raw food, and cooked and ready-to-eat food. Thoroughly clean and sanitise equipment after each use.
* Bacteria can be transferred to food from your hands. Thoroughly wash and dry your hands before handling food, and between handling raw food and cooked or ready-to-eat food. Also use clean, sanitised utensils (tongs, spoons, spatulas) to handle cooked or ready-to-eat food.

**Gloves**

Disposable gloves can help prevent cross-contamination. The same precautions should be taken when handling raw food and cooked or ready-to-eat foods. Wash and dry your hands thoroughly before putting on gloves, and always use fresh gloves.

Change your gloves:

* at least once every hour
* if they become contaminated
* if they tear
* when switching between handling raw and ready-to-eat foods
* when changing tasks
* after taking the rubbish out
* after sweeping, mopping, and cleaning.

**Temperature danger zone**

The temperature danger zone is between 5 °C and 60 °C. Bacteria grow quickly in high-risk foods that are kept in this temperature range. If food is kept within the temperature danger zone for 4 hours or more, throw it out.

**Cold food storage**

You need to keep cold foods at 5 °C or colder and keep frozen foods frozen solid during storage at –15 °C or colder. Cool rooms, refrigerators and freezers must have proper thermometers, and temperatures should be checked regularly.

**Hot food preparation and display**

* Hot food must be kept at 60 °C or hotter. Bains-marie and other hot food holders are designed to keep food at this temperature.
* Do not use bains-marie and similar equipment to heat food. If this equipment is used for heating food, the food will spend too long in the temperature danger zone.
* Before placing food in the bain-marie, make sure the food is thoroughly cooked. Ensure that the centre of the cooked food has reached 75 °C. Most bacteria are killed when food is cooked properly.

Some tips for safely using bains-marie include:

* preheat bains-marie before use and operate them on the highest temperature setting.
* make sure the temperature of the food does not fall below 60 °C.
* use a clean thermometer to check the temperature of the food.
* do not overfill bain-marie trays, because the temperature of the food could fall below 60 °C.

**Cooling food**

* Food that has been cooked should not be left out to cool for more than 1 hour. As soon as food has cooled, place it in the refrigerator or freezer.
* Note that large portions of food cool faster if divided into smaller portions.

**Thawing frozen food**

* Be sure to keep frozen food frozen solid while it is in the freezer.
* Thaw food thoroughly before cooking. Bacteria can grow in frozen food while it is thawing, so keep frozen food out of the temperature danger zone. To do this, thaw frozen food on the bottom shelf of the refrigerator (so the juices do not drip onto other foods) and keep it in the fridge until it is ready to be cooked.
* If using a microwave oven to thaw food, cook it immediately after defrosting.
* If you have to cook food that is still frozen, make sure that the food is cooked right through, and that its core temperature reaches 75 °C.
* Do not refreeze food that has been frozen and thawed already. Freezing does not kill bacteria, and live bacteria are still in food when it is thawed again.

**Food serving and labelling.**

* Store food in clean, food-grade storage containers that are strong enough for the food they contain. If containers are reusable, wash and sanitise them before using them. Do not reuse containers that are only meant to be used once.
* Food labels or tags can carry bacteria. For cooked and ready-to-eat food, use tags or labels on the trays or containers, and not on the food itself. Be sure not to pierce cooked or ready-to-eat food with tags or labels.
* When serving food, make sure that all cutlery and crockery is clean and undamaged.

Source: adapted from: https://www.health.vic.gov.au/food-safety/food-businesses-safe-food-preparation-storage-and-display

**Food Safety and Hygiene Policy and procedure**

**Purpose**

The purpose of this document is to provide a framework which ensures that all food served within commercial kitchen is as safe as possible and that we use processes which support this and enable us to be compliant with the law. This policy will provide guidelines for: effective food safety practices at Barwon Child, Youth & Family that comply with legislative requirements and meet best practice standards minimising the risk to

**Scope**

 This policy applies to all individuals involved in handling, preparing, storing, and serving food for consumption at our commercial kitchen.

**Aim of the Policy**

This policy is intended to:

* ensure that service users benefit from having food provided for them that is of high quality, well presented and prepared and is nutritionally sound.
* ensure that those with special dietary needs are supported.
* protect staff and service users from food-related illness.

**Policy statement**

All employees in NHS Lothian that are involved in food handling at any stage of the process need to be aware of good food hygiene practices and the need to handle food in a safe, clean environment.

**Values**

Our commercial kitchen is committed to:

* ensuring the safety of all attending the service
* taking all reasonable precautions to reduce potential hazards and harm to all attending the service.
* ensuring adequate health and hygiene procedures are implemented at the service, including safe practices for handling, preparing, storing, and serving food.
* promoting safe practices in relation to the handling of hot drinks at the service
* educating all service users in the prevention of scalds and burns that can result from handling hot drinks.
* complying with all relevant legislation and standards, including the Food Act 1984 and the Australia New Zealand Food Standards Code.

**Responsibilities**

It is the responsibility of the manager to ensure that all members of staff are fully trained in Food Hygiene and that all members of staff understand and implement the policy.

It is the responsibility of all members of staff to ensure that safe practices are maintained in the preparation and storage of food and that all food hygiene practices comply with relevant legislation, training, and policy.

**Procedure**

**Protecting food from contamination**

All employees are responsible to protect food from contamination by keeping it covered at all times. You can achieve this:

* by using containers with lids or by applying plastic film over containers.
* Materials used to cover food should be suitable for food contact, to ensure that they do not contain any chemicals that could leach into the food.
* Aluminium foil, plastic film and clean paper may be used, and food should be completely covered.
* Packaged products should not need additional covering.
* Previously used materials and newspaper may contaminate food and should not be used.

**Temperature control**

Temperature Control for Food

Temperature control regulations apply to all types of food, which without control might support the growth of harmful (pathogenic) micro-organisms, or the formation of poisons (toxins). To ensure that food is safe it must be maintained at a safe temperature: hot food at or above 63°C and cold food at or below 5°C.

 Foods that can be kept at room temperature throughout their shelf life without causing any health risk. This includes items such as confectionery and unopened UHT milk.

Bacteria that commonly cause food poisoning grow quickly in temperatures between 5˚C and 60˚C commonly known as the temperature danger zone. It is very important:

* to limit the time high-risk foods, spend in the danger zone.
* High-risk foods have common features that most bacteria need to grow.
* Such foods contain protein and are usually moist or wet, for example meat, poultry, dairy products, eggs, smallgoods, seafood, cooked rice, cooked pasta, prepared salads, coleslaw, pasta salads and fruit salads.

There are a number of precautions that can be taken to decrease the risk of food poisoning.

* Make sure food is thoroughly cooked or reheated and that the centre has reached 75˚C – cooking food over 75˚C kills most of the bacteria.
* Ensure that cold food is stored below 5˚C.
* Ensure that frozen food is stored below minus 15˚C.
* Ensure that hot food is maintained over 60˚C.
* Minimise the time that food is kept in the temperature danger zone – between 5˚C and 60˚C.
* Avoid leaving food that has just been cooked out on the bench to cool for more than one hour. Once it has cooled, immediately place it in the refrigerator. Food Safety Victoria recommends when cooling hot, high-risk foods that they are cooled from 60˚C to 21˚C within two hours and to 5˚C within a further four hours.

**Insulated containers** must be:

* in good condition and kept clean at all times
* used only for food.
* kept away from other items such as chemicals, pet food, fuel, and paint.
* be filled as quickly as possible and closed as soon as they have been filled; and
* kept closed until immediately before the food is needed or is placed in other temperature-controlled equipment.

**Food handlers’ personal hygiene practices**

Food handlers need to:

* Follow the catering service’s hand washing procedures.
* Wear disposable gloves when preparing food, in direct contact with food and serving food.
* Be free of illness.
* Cover sores and cuts with a band aide
* Use serving utensils to serve all food.
* Wear an apron and tie hair back/wear a hair net if past the shoulders if serving food for an event such as a family BBQ.
* Wear disposable gloves if handling food.

**Cleaning procedures**

* **Before cooking**, wipe down benches and other equipment with hot soapy water and sanitise. Use a commercial sanitiser and follow the directions on the label carefully.
* **After cooking**, wash the benches and other equipment in hot soapy water, sanitise and allow to air dry. If it is necessary for you to dry the equipment immediately, ensure that the cloth you use is clean.
* Store saucepans and containers upside down.
* Write procedures for the storage and disposal of garbage and the location of bins and make sure that all workers follow them.
* Clean the floors and walls regularly.
* Have a cleaning roster or routine, record chart and procedures displayed in the canteen to ensure that all duties are performed regularly.

**Personal hygiene practices**

Wash your hands with warm soapy water and dry thoroughly with paper towel:

* before touching food
* after visiting the toilet
* after blowing your nose or sneezing into your hand
* after touching your hair
* after handling garbage
* after touching animals
* after smoking
* after handling money.

Make sure you keep long hair tied back or covered so that it does not fall in the food and:

* If you have a cut or sore on your hands, cover with a brightly coloured waterproof dressing and wear gloves before touching food.
* If you have an infectious illness (for example flu or a gastric upset), you should not work with food as you may spread diseases to other people or contaminate food.
* Wear a clean apron while preparing food.
* Use a handkerchief or tissue when coughing or sneezing.
* If possible, make handling the money and the cash register a separate responsibility, so the person handling money does not need to come into contact with the food.

Food handlers’ personal hygiene practices and cleanliness must minimise the risk of food contamination. The most important things food handlers need to know are that they must:

* do whatever is reasonable to prevent their body, anything from their body or anything they are wearing, coming into contact with food or food contact surfaces.
* do whatever is reasonable to stop unnecessary contact with ready-to-eat food.
* wear clean outer clothing, depending on the type of work they do.
* make sure bandages or dressings on any exposed parts of the body are covered with a waterproof covering.
* do not eat over unprotected food or surfaces likely to come in contact with food.
* do not sneeze, blow, or cough over unprotected food or surfaces likely to come into contact with food.
* do not spit or smoke where food is handled and
* do not urinate or defecate except in a toilet.

**Hand washing**

Food handlers are expected to wash their hands whenever their hands are likely to contaminate food. This includes washing their hands:

* immediately before working with ready-to-eat food or after handling raw food.
* immediately after using the toilet.
* before they start handling, food or go back to handling food after other work.
* immediately after smoking, coughing, sneezing, using a handkerchief or disposable tissue, eating, drinking, or using tobacco or similar substances and
* after touching their hair, scalp or a body opening.

How should food handlers wash their hands?

1. Use the hand washing facilities provided by the business.
2. Clean hands thoroughly using soap.
3. Use warm running water and
4. Dry hands thoroughly on a single use towel or in another way that is not likely to transfer disease-causing organisms onto the hands.

The food safety supervisor must also oversee personal hygiene requirements that aim to prevent contamination of the food resulting from the actions of a person handling food. Preventative measures include:

* washing hands
* wearing clean clothing
* avoiding contact with food and
* covering wounds

The health of food handlers It is very important that people who may be suffering from or carrying certain illnesses or suffering from some conditions do not handle food or food contact surfaces. This is particularly important if they are likely to contaminate food while they are working.

|  |  |
| --- | --- |
| **If a food handler has….** | **The food handler will….** |
| One or any of the following symptoms of foodborne disease: * diarrhoea
* vomiting
* sore throat with fever
* fever
* jaundice
 | 1. Immediately inform the food safety supervisor
2. Cease handling food or any activity which may contaminate food.
3. Not return to work until they have been symptom free for 48 hours
 |
| Been diagnosed with any of the following foodborne diseases: * Hepatitis A
* Norovirus
* Typhoid fever
* Shigellosis
* Staphylococcal or Streptococcal disease
 | 1. Cease all contact with food and food contact surfaces.
2. Not return to food handling duties until medical clearance is provided
 |
| An exposed wound or cut or infected skin sore | Cover with a bandage and highly visible waterproof colouring |
| Any discharge from their ears, nose, or eyes | Take medication to stop any nasal or other discharge that may contaminate food |

The business must not disclose any of the above medical information to anyone with the exception of an enforcement officer, without the consent of the food handler. The company will not use this information for any purpose other than to protect food from contamination.

Source: Queensland health, https://www.health.qld.gov.au

**The kitchen or food preparation environment**

* Food is normally prepared in the kitchen areas. (Hygiene practices must be in place).
* The area where food is being prepared should be cleaned and disinfected prior to preparing food when cooking etc.
* Appropriate coloured cutting/preparation boards are available.
* Utensils used for eating drinking or serving must be washed in the dishwasher/sanitiser after use excepting items that do not fit in or are not suitable to be washed in a dishwasher.
* Where an external group uses their own food and serving utensils, they follow the catering service procedures.
* Items washed should be air dried on the mobile bench and covered if necessary.
* There needs to be a clean small rubbish bin for food scraps under the sink area in kitchen.
* The fridge in the kitchen needs to be cleaned regularly with a thorough clean at the end of every term as standard practice.
* There must be an appropriate thermometer for testing and recording appropriate food temperatures after cooking food at the catering service or on external events.
* Clean and disinfect benches and any other areas necessary at the end of every day the events and kitchen are used.
* Change tea towels daily.
* Sweep kitchen floor if necessary. The cleaner will clean the floor overnight on days the catering service is cleaned.
* Attend to a slippery/hazardous floor immediately and put up the yellow signage.

**Food storage and display**

* Check equipment temperatures regularly and report malfunctioning equipment immediately.
* Pack foods carefully so as not to damage the packaging.
* Do not use swollen cans or damaged food packets, as the food inside may be spoiled.
* Use and store foods so that older products are used first. For example, do not empty a new bag of flour into a plastic bin on top of the old flour. Finish the old flour before refilling the bin.
* Cover foods stored in the refrigerator with plastic wrap or foil to prevent food spilling over.
* Do not overfill front-loading refrigeration display cabinets; otherwise, the cold air may be prevented from flowing around the foods inside.
* Check that food looks and smells good before using it. Remember, if in doubt, throw it out!
* Before using fruit and vegetables, wash carefully to remove dirt and germs.
* Store chemicals, cleaning equipment and personal belongings away from food preparation and food storage areas.
* Wrap or cover displayed food. Monitor use-by dates on food packaging.
* Food should not be sold or eaten beyond its use-by date, as it may not be safe.

**Storage/Serving of food.**

* Food should be covered after preparation until serving if appropriate.
* All frozen food will be stored in the freezers.
* Cold food will be stored in the fridge.
* All hot cooked food /meals will be served at above 60 degrees Celsius unless they are part of a school or other event the catering service has no control over, but staff will monitor.
* All meat is thawed inside the fridge over a period of time or within the microwave immediately before use.
* Utensils will not be shared between different foods or people.

The following food storage guidelines must be adhered to by all kitchen and restaurant staff. While food service area equipment and specific processes may vary from one property to another, all staff will be required to adhere to the following:

* Upon receiving shipments, all food temperatures will be checked to ensure required temperatures have been maintained during transport preventing any spoilage.
* All refrigerators and freezers will be equipped with thermometers that will be checked throughout the day to ensure appropriate food storage temperatures are consistently maintained. Thermometers will be accurate within 10c and will be checked regularly for proper functioning.
* Each kitchen will be equipped with fridge and freezer equipment that is of sufficient capacity to properly store food without overcrowding and to facilitate proper air flow within the unit.
* All food stocks will be rotated frequently to ensure the FIFO method (first in, first out) rule, is being adhered to.
* All prepared, ready to eat foods and raw vegetables in refrigerated storage will not be permitted to be stored below raw meat and fish products.
* Where food is stored in a container, the employer will ensure its kitchens utilize only food grade containers specifically intended for food storage.
* Any refrigerated and ready to eat foods, prepared and held for more than 24 hours must be marked with the date the food was prepared as well as the “consume by” date.
* All food items shall be stored separately from all non-food items.

The employer will ensure all food service area staff are properly trained and educated on the safety requirements and procedures concerning food storage. All food service area staff will ensure their Certified Food Handler Certification is current and up to date. Employees utilizing staff kitchens to store and prepare food are required to adhere to the following:

* All perishable food must be stored appropriately either in the staff room fridge or freezer in order to mitigate incidents of rotting or spoiling that may cause offensive odours or contamination of other food.
* Employees utilizing the staff room fridge or freezer are required to clearly mark their food items with their name to avoid confusion or accidental consumption by another employee.
* Employees are required to be mindful of expiration and best before dates of any food they are storing in the staff kitchen. Staff kitchens are available to all employees, and therefore must be respected and maintained appropriately.
* Staff provided fridges and freezers are not intended for long-term storage. Employees are requested to minimize use to one day at a time to mitigate overcrowding issues.
* Please report any malfunctions of kitchen equipment to management for maintenance.

**Food Preparing Environment**

 It is essential that any premises where food is stored, prepared, or served be maintained in a serviceable, clean condition at all times with washable intact surfaces and without risk to patients, healthcare workers and members of the public. All broken surfaces must be reported to the Estates Department immediately for repair.

**Pests**

All healthcare workers must be vigilant and alert to signs of pest infestation which is a major food contamination risk. To reduce the risk of infestation it is important that good housekeeping is employed in particular the cleaning and removal of any crumbs or other food debris which will attract pests. Any sign of possible infestation must be reported to the appropriate service as soon as it is identified.

**Signs of infestation**

* Droppings
* Damage including gnawing marks in food, packaging, wires, etc.
* Unusual smells.

Types of food pests:

* Rodents
* rats and mice.
* Insects
* flies, wasps, cockroaches, ants, silver fish, etc.
* Birds – sparrows.

**Food Labelling**

Legislation requires that all foods are correctly date labelled so as not to confuse the consumer.

* ‘**Use by’** date for high-risk foods.

The date and month are given, and this applies to highly perishable foods. Products with expired use by dates should be considered unfit and not consumed. High risk foods include those containing dairy, eggs, cooked meats & fish, and soft cheeses including in sandwiches.

* ‘**Best before’** date for low-risk foods

The best before date applies to foods designed to be consumed within three months. It means there is likely to be a deterioration in quality after this date, but the food is not necessarily unsafe to consume. The instructions placed on the packaging by the manufacturer should be followed as accurately as possible, in particular the storage instructions.

Foods should be used within 24 hours of opening. If the food is for a specific patient, then their name should be clearly identified on the packaging. Food products that have exceeded their shelf life should be considered a risk to health and should be discarded and disposed of in the correct manner. It is not acceptable to store open cans of food in the refrigerator.

**Cleaning regimes**

Cleaning food surfaces is always your first priority. However, cleaning the equipment from the outside, and maintaining a hygienic environment, are also necessary to maintain sanitary conditions in our commercial kitchen. Having a cleaning schedule helps you know what to clean, when to clean, and how to clean. Items like dishes and cooking surfaces need to be cleaned very often. You can keep things clean with the help of a cleaning schedule. It tells the staff what their jobs are and who is in charge of using which cleaning product.

**Bacterial detergent and cleaning**

Only disposable green colour coded cloths to be used for cleaning. Within all kitchens the surfaces must be cleaned using a solution of the bactericidal detergent and hot water. The Domestic Services Cleaning Procedures Matrix and colour coding must be adhered to for all aspects of cleaning in kitchen areas.

**Cleaning agents that must be used in the kitchen.**

**Detergents**

The most secure cleaning specialist used in our commercial kitchen cleaning is detergent. They break down dirt and soil and make cleaning easy. Synthetic detergents are typically made from petroleum products in powder, liquid, gel, or crystal form. It is important to know that detergents are used for routine cleaning when removing stubborn dirt and do not require much effort. These high-quality cleaners are used for deep cleaning when necessary.

**Why use detergents:**

* Detergents soften the water.
* They absorb the oil spills on the floor.
* Powdered detergents kill weeds and mosses.
* They work in acidic conditions.

**Degreasers**

Use degreasers, (Cleaning solvents) to remove grease from surfaces such as oven surfaces, countertops, and grill bags. Degreasers break down stubborn particles of oil, grease, and dirt. Commercial areas are relatively busy during the day, so they are exposed to dirt, dust, road dirt, and sludge during the winter. Detergents can remove the visible dirt, but harmful chemicals are removed more easily with degreasers.

**Use degreasers to:**

* Clean floors
* Clean metal surfaces (Solvent-based degreasers)
* Remove grease from pots and pans.
* Clean smaller appliances
* Clean on grills and barbeque racks.

**Abrasives**

Use abrasives to thoroughly clean oil stains on floors, pots, and pans. Abrasives are substances or chemicals that rely on friction or scratching to remove dirt from hard surfaces. Abrasives usually have a rough shape that can scratch different areas. Therefore, it should be used with caution on materials.

**Use abrasive cleaners:**

* Whether it’s food from the stove or soapy water in the bathroom, clean stubborn dirt, and grease with abrasives.
* Abrasive to remove dry stains from scratch-resistant surfaces.
* Use effectively on many types of surfaces but should be used with caution on surfaces that are prone to scratches.
* Remove a heavy amount of soil.
* Use in window cleaners and silver polishes.

**Acids**

Acid detergents are the most powerful detergents and should be used with caution. If the cleaning agent is not diluted properly, it can be toxic and corrosive to both the cleaning agent and the equipment.

We often use acidic detergents such as hydrochloric acid to clean drains, toilets, baths, sinks, etc. in commercial buildings. It is also used to kill germs on commercial floors as there are some germs and bacteria that can withstand the strength of strong acids.

**Use acids to:**

* remove mineral deposits like scale.
* dissolve hair and grease
* clean tiles and carpets with a pH of 16 for
* Settle discoloration of metals
* Remove tarnish and hard water stains from surfaces.

**Food contamination complaints**

Any service user complaints must be recorded, and the catering manager contacted immediately to enable a timely investigation of all food related issues. If foreign bodies are found in the food a customer complaint record must be completed as soon as possible and the item retained for inspection sealed in a clear plastic bag if possible.

# Safe Food Australia - A guide to the Food Safety Standards

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Last updated: December 2022

Safe Food Australia is a guide to the four mandatory food safety standards:

* Standard 3.1.1 Interpretation and Application
* Standard 3.2.2 Food Safety Practices and General Requirements
* Standard 3.2.2A – Food Safety Management Tools​
* Standard 3.2.3 Food Premises and Equipment.

The guide is for government agencies who are responsible for enforcing the standards. Food businesses may also find it offers helpful information about the standards and food safety issues.

## Third Edition, November 2016

You can download the complete guide for free.

* Status and context of the document
* Contents
* Introduction
* Standard 3.1.1 Interpretation and Application
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Standard 3.2.3 Food Premises and Equipment
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* Appendix 3 - Limits for food processes
* Appendix 4 - Foods requiring special care.
* Appendix 5 - Cooling of meats after cooking
* Appendix 6 - Cleaning and sanitising surfaces and utensils
* Appendix 7 - Pest management
* Appendix 8 - Template examples
* Appendix 9 - Temporary and mobile food premises
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* Resources and References

## New content!

* ​​​Guidance on the new Standard 3.2.2A – Food Safety Management Tools is now available in a new chapter in Safe Food Australia on 3.2.2A guidance. Refer to Standards 3.1.1, 3.2.2, 3.2.3 and Appendix 1 to 7 for further and detailed information.
* Food safety standards 3.1.1
* ​Food safety program basics and other legislative guidelines can be obtained from:
* <https://www.foodstandards.gov.au/publications/Pages/safefoodaustralia3rd16.aspx>
* <https://www.foodstandards.gov.au/publications/Documents/Safe%20Food%20Australia/STANDARD%203.1.1%20Interpretation%20and%20Application.pdf>
* Food safety Standards 3.2.2
* <https://www.foodstandards.gov.au/publications/Documents/Safe%20Food%20Australia/STANDARD%203.2.2%20Food%20Safety%20Practices%20and%20General%20Requirements.pdf>
* Food safety standards 3.2.3
* <https://www.foodstandards.gov.au/publications/Documents/Safe%20Food%20Australia/STANDARD%203.2.3%20Food%20Premises%20and%20Equipment.pdf>
* Food and personal hygiene related appendix 1 to 7
* <https://www.foodstandards.gov.au/publications/Pages/safefoodaustralia3rd16.aspx>