



HLTFSE001

Follow basic food
safety practices



HLTFSE001

Follow basic food safety practices

Release 1

Learner Guide

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Contents

Before you begin	v
Topic 1: Comply with personal hygiene standards as required by the food safety program	1
1A Follow personal hygiene procedures	2
1B Report health conditions and illness according to organisation procedures	11
1C Follow organisation requirements for wearing bandages, dressings and appropriate PPE	19
1D Follow hand-washing procedures and use required facilities	22
Summary	26
Learning Checkpoint 1	27
Topic 2: Contribute to the cleanliness of food-handling areas according to the food safety program	31
2A Maintain the workplace in a clean and tidy order	32
2B Comply with workplace measures to prevent pests entering food premises	39
2C Identify and report indicators of pest presence	44
Summary	47
Learning Checkpoint 2	48
Topic 3: Follow food safety program	53
3A Handle and store food according to the food safety program	54
3B Store, use and dispose of single-use items to avoid damage and contamination	66
3C Keep food for disposal separate and follow procedures for food disposal	71
3D Report processes and practices not consistent with the food safety program and take corrective action	74
Summary	79
Learning Checkpoint 3	80
Glossary	85

Aspire acknowledges the homelands of all Aboriginal and Torres Strait Islander peoples and pays our respect to Country



Before you begin

This Learner Guide is based on the unit of competency *HLTFSE001 Follow basic food safety practices*, Release 1.

Your trainer or training organisation must give you information about this unit of competency as part of your training program.

How to work through this Learner Guide

This Learner Guide contains a number of features that will assist you in your learning. Your trainer will advise which parts of the Learner Guide you need to read, and which Practice Tasks and Learning Checkpoints you need to complete.

Feature of the Learner Guide	How you can use each feature	
Learning content	Read each topic in this Learner Guide. If you come across content that is confusing, make a note and discuss it with your trainer. Your trainer is in the best position to offer assistance. It is very important that you take on some of the responsibility for the learning you will undertake.	
Examples	These highlight learning points and provide realistic examples of workplace situations.	
Practice Tasks	Practice Tasks give you the opportunity to put your skills and knowledge into action. Your trainer will tell you which Practice Tasks to complete.	
Callouts	Callouts reiterate key learning points to help students revise for their assessments.	
Weblinks	Weblinks provide learners with additional content to contextualise their learning and develop their understanding.	
Videos	Videos provide a visual reference of key concepts to aid comprehension and guide learner exploration. Each video is accessed by a QR code in the Learner Guide (or a button in the eBook version) for ease of access.	 
Glossary/margin definitions	Key terms are defined where they first appear to help consolidate understanding. A glossary of terms is provided at the end of the Learner Guide to assist learner revision of key concepts.	
Summaries	Key learning points are provided at the end of each topic.	
Learning Checkpoints	There are Learning Checkpoints at the end of each topic. Your trainer will tell you which activities to complete. These activities give you an opportunity to check your progress and apply the skills and knowledge you have learnt.	
Case studies	Case studies are interspersed throughout the learning content to provide a workplace setting that contextualises key concepts.	

Foundation skills

As you complete learning using this guide, you will be developing the foundation skills relevant for this unit. Foundation skills are the language, literacy and numeracy (LLN) skills and the employability skills required for participation in modern workplaces and contemporary life.

These skills are listed below:

Foundation skill area	Foundation skill description
Reading	<ul style="list-style-type: none"> Understanding how documents are presented and being able to navigate through documents Understanding industry- and job-specific terminology Interpreting key information in relevant documents Understanding routine workplace checklists and documentation
Writing	<ul style="list-style-type: none"> Planning, drafting and writing reports and documents Communicating through written letters, email and online Recording progress; reporting incidents
Oral communication	<ul style="list-style-type: none"> Clarifying instructions Providing information Supporting others through encouragement, negotiation and conflict resolution Using body language to model desired behaviour and responding to others' body language
Numeracy	<ul style="list-style-type: none"> Calculating costs, weights, measurements of height and distance Interpreting measurements
Learning	<ul style="list-style-type: none"> Understanding your job role, organisational procedures and legal responsibilities Managing your work and seeing how well you are going Making goals for yourself at work Seeking professional development opportunities for continuous improvement
Problem-solving	<ul style="list-style-type: none"> Identifying problems Working out how to fix a problem using problem-solving processes Reviewing the outcome
Initiative and enterprise	<ul style="list-style-type: none"> Recognising opportunities to develop and apply new ideas Generating ideas by thinking of new ways to do something Making suggestions to improve work
Teamwork	<ul style="list-style-type: none"> Working well with other people by cooperating, collaborating, encouraging and building rapport



Foundation skill area	Foundation skill description
Planning and organising	<ul style="list-style-type: none"> • Planning your workload and commitments • Implementing tasks • Completing work on time • Knowing how to deal with hazards and risks
Self-management	<ul style="list-style-type: none"> • Understanding and applying decision-making processes • Reviewing your behaviour and the impact of your decisions
Technology	<ul style="list-style-type: none"> • Efficiently using digitally based technologies and systems correctly and safely • Accessing, organising and presenting information • Using equipment correctly and safely

Note: Not every unit of competency will contain all foundation skills.

What do you already know?

Use the following table to identify what you may already know. This may assist you to work out what to focus on in your learning.

Topic	Key outcome	Rate your confidence in each section
Topic 1 Comply with personal hygiene standards as required by the food safety program	1A Follow personal hygiene procedures	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	1B Report health conditions and illness according to organisation procedures	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	1C Follow organisation requirements for wearing bandages, dressings and appropriate PPE	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	1D Follow hand-washing procedures and use required facilities	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
Topic 2 Contribute to the cleanliness of food-handling areas according to the food safety program	2A Maintain the workplace in a clean and tidy order	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	2B Comply with workplace measures to prevent pests entering food premises	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	2C Identify and report indicators of pest presence	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident



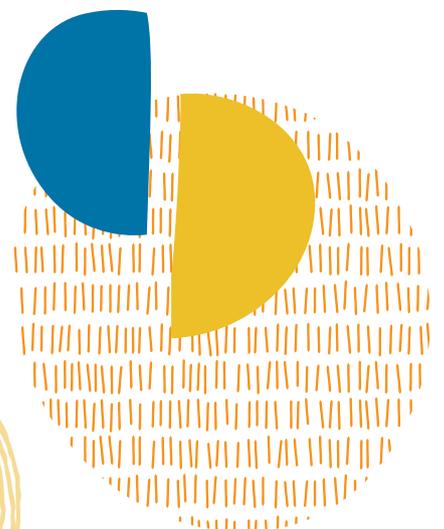
Topic	Key outcome	Rate your confidence in each section
Topic 3 Follow food safety program	3A Handle and store food according to the food safety program	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	3B Store, use and dispose of single-use items to avoid damage and contamination	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	3C Keep food for disposal separate and follow procedures for food disposal	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident
	3D Report processes and practices not consistent with the food safety program and take corrective action	<input type="checkbox"/> Confident <input type="checkbox"/> Basic understanding <input type="checkbox"/> Not confident





Topic 1: Comply with personal hygiene standards as required by the food safety program

- 1A Follow personal hygiene procedures
- 1B Report health conditions and illness according to organisation procedures
- 1C Follow organisation requirements for wearing bandages, dressings and appropriate PPE
- 1D Follow hand-washing procedures and use required facilities



1A

Follow personal hygiene procedures

Personal hygiene is important in the workplace, and even more so when working within a food handling role.

Food handlers have a legal responsibility to do everything they can to avoid making others sick.

The Australia New Zealand Food Safety Standards require that food handlers take all reasonable measures to make sure that nothing from their bodies or clothes contaminates food, or surfaces used to prepare food.

FSANZ sets out the relevant legislation relating to the food industry in Australia as follows:

<i>Food Standards Australia New Zealand Act 1991 (Cth)</i>	aspirelr.link/food-standards-1991
<i>Food Standards Australia New Zealand Regulations 1994</i>	aspirelr.link/food-standards-1994

Follow these links to read more about:

- Interpretation and application – aspirelr.link/legislation-interpretation-application
- Food safety practices and general requirements – aspirelr.link/legislation-food-safety-practices
- Food premises and equipment – aspirelr.link/legislation-food-premises-equipment
- Food safety programs for food service to vulnerable persons – aspirelr.link/legislation-food-services-vulnerable-people

In Australia, Food Standards Australia and New Zealand (FSANZ) sets the food safety standards, following policy and policy guidelines developed by the relevant appointed ministers responsible for food regulation.

The food safety standards are enforced by state and territory governments. Below is a list of relevant food safety legislation and regulations for each state and territory.

ACT	<ul style="list-style-type: none">• <i>Food Act 2001</i> – aspirelr.link/act-food-act-2001• <i>Food Regulations 2002</i> – aspirelr.link/act-food-regulations-2002
NSW	<ul style="list-style-type: none">• <i>Food Act 2003</i> – aspirelr.link/nsw-food-act-2003• <i>Food Regulation 2015</i> – aspirelr.link/nsw-food-regulation-2015
NT	<ul style="list-style-type: none">• <i>Food Act 2004</i> – aspirelr.link/nt-food-act-2004



QLD	<ul style="list-style-type: none"> • <i>Food Act 2006</i> – aspirelr.link/qld-food-act-2006 • <i>Food Regulation 2016</i> – aspirelr.link/qld-food-regulation-2016 • <i>Food Production (Safety) Act 2000</i> – aspirelr.link/qld-food-production-act-2000 • <i>Food Production (Safety) Regulation 2014</i> – aspirelr.link/qld-food-production-regulation-2014
SA	<ul style="list-style-type: none"> • <i>Food Act 2001</i> – aspirelr.link/sa-food-act-2001 • <i>Food Regulations 2017</i> – aspirelr.link/sa-food-regulations-2017
TAS	<ul style="list-style-type: none"> • <i>Food Act 2003</i> – aspirelr.link/tas-food-act-2003 • <i>Food Regulations 2012</i> – aspirelr.link/tas-food-regulations-2012
VIC	<ul style="list-style-type: none"> • <i>Food Act 1984</i> – aspirelr.link/vic-food-act-1984
WA	<ul style="list-style-type: none"> • <i>Food Act 2008</i> – aspirelr.link/wa-food-act-2008 • <i>Food Regulations 2009</i> – aspirelr.link/wa-food-regulations-2009

Food safety regulators

There are several agencies that monitor and enforce food laws in each state and territory. They include:

- state and territory governments
- local governments.

Agencies responsible for enforcing food laws for each Australian state and territory are listed below.

ACT	<ul style="list-style-type: none"> • ACT Health Protection Service – aspirelr.link/act-health-protection-service
NSW	<ul style="list-style-type: none"> • New South Wales Food Authority – aspirelr.link/nsw-food-authority
NT	<ul style="list-style-type: none"> • Northern Territory Department of Health – aspirelr.link/nt-department-of-health
QLD	<ul style="list-style-type: none"> • Queensland Department of Health – Food Safety Standards and Regulation – aspirelr.link/qld-food-safety-standards • Queensland Health Public Health Units – aspirelr.link/qld-public-health-units • Safe Food Production Queensland – aspirelr.link/qld-safe-food
VIC	<ul style="list-style-type: none"> • Dairy Food Safety Victoria – aspirelr.link/vic-diary-food-safety • Prime Safe Victoria – aspirelr.link/vic-prime-safe • Victoria Department of Health – Food Safety and Regulation – aspirelr.link/vic-food-safety-regulation
SA	<ul style="list-style-type: none"> • South Australia Department of Primary Industries and Resources – aspirelr.link/sa-pir • South Australia Department of Health – aspirelr.link/sa-health-department



TAS	<ul style="list-style-type: none">• Department of Health and Human Services – Food Safety – aspirelr.link/tas-food-safety
WA	<ul style="list-style-type: none">• Western Australia Department of Health – Food Unit – aspirelr.link/wa-food-unit

These agencies are primarily responsible for:

- enforcing food safety requirements in food businesses
- investigating foodborne illness and instances of intentional contamination
- investigating food safety complaints and responding appropriately
- maintaining a register of approved food safety auditors
- managing food safety auditors.

Local government

Local government have several responsibilities in relation to managing food safety. These include:

- enforcing food safety requirements in food businesses, as well as overseeing food handling practices
- managing food business licences, including applications and suspensions or cancellations
- accrediting food safety programs
- investigating food safety complaints matters that fall under their jurisdiction and responding appropriately
- inspecting local food businesses.

Food safety auditors

Typically, food safety auditors cannot compel food businesses to change their food safety program. This falls under the jurisdiction of state or territory government agencies or local government officers.

However, in general, food safety auditors are responsible for:

- providing advice to local governments about accreditation of food safety programs
- auditing accredited food safety programs
- preparing audit reports for the local government and food businesses.



Safe Food Australia – A Guide to the Food Safety Standards

Safe Food Australia is a publication issued by the Australian Government. It guides government agencies working in relevant food-related enforcement roles on the food safety standards.

This resource may also be valuable to those working in food handling roles.

You can be prosecuted if you handle food negligently; for example, putting food that has fallen on the floor back onto a dish to be served is negligent. It is essential for all workers to follow workplace procedures and to not take shortcuts such as preparing food with bare hands instead of using gloves.

Food handlers should not:

- sneeze, breathe or cough over unprotected food or food surfaces
- spit, smoke or use tobacco in food preparation areas
- undertake any other unhygienic practices such as touching their nose, mouth or hair during food preparation
- work with food when they are unwell
- store personal belongings in food preparation areas
- sit or lean on food preparation benches or areas.

Follow hygiene and presentation

When working in any food handling-related role, taking care of your hygiene is an essential part of your job.

Looking after your hygiene and presentation means you must ensure you are clean, tidy and presentable.

As a food handler, you must be aware that your actions, your health and your personal habits have a great impact on the wholesomeness of food served to the public.

As with many aspects of control in other areas, all personal hygiene requirements and regulations must be abided by. Failure to follow just one rule can (and has) led to massive outbreaks of food poisoning, causing not only loss of jobs at the organisation, but also deaths in the community especially among the very young, the very old, and the very weak.

Personal hygiene is a serious issue and must be treated as such. You are regarded as a professional and you must therefore know what is expected and be vigilant in ensuring regulations are complied with.

Personal hygiene
Keeping your body clean and healthy by maintaining personal cleanliness.



Some examples of basic things you can do to look after your hygiene when working in a food handling role include:

- showering daily
- using antiperspirant products
- washing your hands properly and thoroughly at all appropriate times
- having clean, neat and tidy hair (long hair should be pulled away from your face with a secure hairband).

Wear proper work clothes

Dirty clothes may harbour bacteria. Therefore, managers should make sure food handlers observe strict dress standards. Food handlers should:

wear a clean hat or other hair restraint

- A hair restraint will keep hair away from food and keep the food handler from touching it. Food handlers with facial hair should also wear beard restraints.

wear clean clothing daily

- The type of clothing chosen should minimise contact with food and equipment and should reduce the need for adjustments. If possible, food handlers should put on work clothes at the establishment.

remove aprons when leaving food-preparation areas

- For example, aprons should be removed and properly stored prior to taking out garbage or using the restroom.

wear appropriate shoes.

- Wear clean, closed-toe shoes with a sensible, nonslip sole.

Ensure that no clothing or other items worn contaminate food. The personal hygiene rules are:

<p>No jewellery to be worn on hands and wrists</p>	<p>Jewellery can harbour microorganisms brought in from other environments or from food lodged in it, which can deteriorate and then fall back into the food. It also tempts food handlers to touch it.</p> <p>It can pose a safety hazard around equipment, as it may get caught in food processing machines. There is also a chance that stones/gems may fall out into the food providing a physical food contaminant. If you simply must wear a ring, then cover it using a glove or bandaid. Remove rings (except for a plain band), bracelets (including medical information jewellery), watches, earrings, necklaces and facial jewellery (such as nose rings, etc.).</p>
<p>Facial hair must be kept neat and controlled</p>	<p>Hair should either be covered or sprayed to keep it controlled in such a way that hairs do not fall into food. Long hair must be tied back (this is applicable to waiting staff as well as food preparation and food service staff), and beards should also be covered.</p>



Fingernails must be short	Use a nail brush to clean under all fingernails, as bacteria love hiding there. Nails should be clean and free of polish: cracked fingernails and chipped nail polish can harbour bacteria and may also flake off into food; this applies even to clear nail polish.
Clothing must be clean	A minimum requirement is for clean clothes to be worn each shift, with further changes based on spillages and 'working dirt'. It is not permitted to wear your food handling clothes to and from work.
Cuts and sores must always be covered	A proper, coloured, waterproof dressing must be applied and a finger stall used where necessary.
Ill food handlers must stay away from food	Food handlers in the acute stage of a common cold must not handle food. Food handlers with any communicable disease must not deal with food until they receive a certificate from a doctor stating that they are cleared to work with food.
General personal cleanliness	In addition to following proper hand-hygiene practices, food handlers must maintain personal cleanliness. Food handlers should bathe or shower before work. They must also keep their hair clean, since oily, dirty hair can harbour pathogens.

Community services organisations have requirements relating to hygienic practices within the workplace. These requirements will be in accordance with the food safety program. You should seek out these procedures and ensure you follow them.

In community services, the chefs will be required to wear appropriate clothing as detailed above. The uniform and protective aids are for your own personal safety as well as the prevention of contamination of food.

For more information about health and hygiene, visit Food Standards Australia New Zealand information on health and hygiene: [aspirelr.link/health-and-hygiene](https://www.aspirelr.link/health-and-hygiene)

Preventing food contamination

As a food handler, you have a responsibility to ensure that you work safely to maintain the safety of the people you are serving. Part of this involves keeping your clothes clean and preventing food from being contaminated by clothing.

There are times when personal protective clothing will be required and you need to be familiar with what bandages are approved. Your workplace will have guidelines for this.



Personal protective equipment (PPE)
 Clothing and equipment designed to protect the wearer from harm, and to prevent transmission of contaminants or infective agents.

<p>Clothing</p>	<ul style="list-style-type: none"> • Bacteria must not be allowed to contaminate food or food surfaces through contact. • Bacteria can get onto your work clothing and spread, which is why it must be clean, dry and uncontaminated at the beginning of your shift. It may also need to be changed regularly and should not be worn outside the food preparation area.
<p>Grooming</p>	<ul style="list-style-type: none"> • Long hair has to be tied back and restrained with a head band, clips or other ties. Nail polish is not to be worn and jewellery kept a minimum. In fact, it is better to avoid wearing jewellery altogether. There are times when you will also need to wear personal protective clothing, such as aprons and gloves.
<p>Personal protective equipment (PPE)</p>	<ul style="list-style-type: none"> • PPE is used to protect you from hazards, such as sharp knives. It also helps to protect you from contaminants and to prevent food from being contaminated. • For example, long-sleeved shirts and pants will reduce skin contact with food surfaces and contaminants, and will also help to protect you from burns. • Wearing an apron not only helps to protect your clothing from food stains; it also helps to protect you from contaminants. • You should always wear sturdy, closed-in shoes to prevent injury from falling objects, including knives and hot oil. • Correctly fitting footwear will also help to reduce any long-term effects of being on your feet, such as tiredness.
<p>Raw and ready-to-eat food</p>	<ul style="list-style-type: none"> • Ready-to-eat food items and raw foods like salads should never be directly touched by a food server. Foods that are not going to be cooked have no way of eliminating or reducing the bacteria that can be transferred from your hands. Utensils or gloves should be used as well as using separate plates or chopping boards for raw foods, and for cooked or ready-to-eat foods. • Wherever possible, use clean utensils rather than touching food with gloves. You do not have to use disposable gloves if you are using utensils, unless you may need to touch the food. • If you do use gloves, make sure you change them regularly. You should only use clean, safe, disposable gloves – and these should only be used once. • Gloves also help to protect you from disease; for example, if you need to touch raw chicken that may contain salmonella.



<p>Disposable gloves</p>	<p>Disposable gloves need to be changed quite often, including:</p> <ul style="list-style-type: none"> • if they tear • if they become contaminated or unclean • when moving between raw and cooked or ready-to-eat food • before and after going to the toilet • after handling money • after wiping your nose • after taking a break • after smoking • after cleaning, including wiping benches, sweeping, mopping and washing dishes • after removing rubbish and emptying bins • when changing from one task to another.
<p>Dressing wounds</p>	<ul style="list-style-type: none"> • Most organisations have approved bandages and dressings as part of their workplace procedures. • For example, cuts and wounds should be covered with a blue bandaid, and kept clean and dry. This helps to prevent leakage from the wound when working with or around food. It may be necessary to cover bandages and dressings with waterproof coverings, especially for exposed parts of the body, such as the hands and face. Blue bandaids are used because if they fall into food they are much easier to identify than a skin-coloured or transparent bandaid.

Practice Task 1

Question 1

List two roles local government regulators have in managing food safety.



Question 2

Which of the following are personal hygiene requirements when working with food?
Tick all that apply.

- Wear a clean hat or other hair restraint.
- Wear clean clothing daily.
- Remove aprons when leaving food-preparation areas.
- Wear clean sandals.
- Remove jewellery prior to preparing or serving food.

Question 3

Which of the following statements are correct? Select 'Yes' or 'No' for each one.

a. Workers can only wear clear nail polish when handling and preparing food.	Yes / No
b. Food preparation clothes should be worn to work.	Yes / No
c. Aprons should be changed throughout the work day if spillages or 'work dirt' occur.	Yes / No
d. When using the bathroom, aprons should be removed beforehand and stored in the food preparation area.	Yes / No
e. It is okay to keep working when you are sneezing or coughing, as long as you cover your mouth.	Yes / No
f. It doesn't matter how you deal with dirty towels and aprons as they don't create hazards.	Yes / No

1B

Report health conditions and illness according to organisation procedures

You must protect people from any illness you experience before, during or after handling food or food contact surfaces.

If you experience vomiting or diarrhoea, or symptoms that indicate a cold or infection, report this to your supervisor immediately.

Sometimes you may learn much later that you have unknowingly been a carrier of an infectious illness, such as Hepatitis A. If you think you may have contaminated food, you should report it straight away to reduce the risk of infection being spread further. If this is the case, the food will need to be recalled.

Notifiable diseases are those illnesses and diseases that need to be reported to government health authorities. Many, but not all, notifiable diseases are infectious diseases (sometimes known as 'communicable' diseases).

Certain serious food incidents must be reported so that health authorities can communicate with members of the public to minimise harm.

Identify health hazards

If you handle food or touch surfaces such as benches that are used to prepare food, you could contaminate it, which can cause illness to yourself and others. Food contamination largely occurs when **hygiene practices** are not followed carefully.

The range of food served is more diverse than in past years, largely due to food trends and greater culinary influences from around the world. This creates a range of health **hazards**, including:

- infectious diseases
- airborne diseases
- foodborne diseases
- biological, physical or chemical contamination.

Infectious diseases

Infectious diseases are caused by micro-organisms, such as bacteria, viruses, parasites and fungi. They can spread from one person to another either directly or indirectly.

Examples of infectious diseases include influenza (flu), COVID-19, shingles, measles, whooping cough, staph infections and gastroenteritis.

In contrast, non-infectious diseases, such as cancer and heart disease, cannot be spread from one person to another.

Notifiable diseases

Illnesses and diseases that must be reported to government health authorities.

Hygiene practices

Procedures for preventing food contamination and disease transmission by maintaining personal and workplace cleanliness.

Hazard

A source or a situation with the potential for causing harm, damaging humans, property and/or the environment.

Infectious diseases

Diseases caused by microorganisms such as bacteria, viruses, parasites and fungi, which can spread from one person to another.

It is important not to work when you are ill, especially if you handle food. Infectious diseases can spread in small drops of saliva when coughing or talking. Contamination can also occur from direct contact such as shaking hands, touching a door knob or a dirty tea towel.

You can take simple measures to prevent disease transmission, like washing your hands and wearing gloves.

You will read more about preventing food contamination later in this learner guide.

You can read about infectious diseases at: aspirelr.link/infectious-diseases

Airborne diseases

Airborne diseases are spread when droplets of saliva travel through the air due to coughing, sneezing or talking.

Viruses and bacteria can become airborne and infect another person. Examples of viruses include meningitis and influenza (flu).

Bacteria and viruses can be spread and infect others when an infected person:

- breathes on food
- coughs or sneezes on a surface
- makes direct contact with another person.

The common cold is an example of an airborne disease that we are all familiar with.

If you have an airborne disease, you should take the following steps:

1	Avoid close contact with people. This is especially important when you are around vulnerable people such as older people and the very young.
2	Stay home when you are sick. It is often better to stay at home than to go to work and spread disease.
3	Cover your mouth when you cough or sneeze. Use a tissue or your elbow to cut down on the possibility of transmitting germs to your hands.
4	Wash your hands thoroughly and often, especially after sneezing or coughing. When you are working you must take precautions to keep your colleagues and customers safe. For example, always wash your hands after shaking hands with someone.
5	Avoid close contact with people. This is especially important when you are around vulnerable people such as the elderly and very young.
6	Avoid touching your face and other people when your hands are unwashed.

Foodborne diseases

Toxins
Harmful matter caused by bacteria in food.

The Australia New Zealand Food Standards Code defines potentially hazardous foods as ‘food that has to be kept at certain temperatures to minimise multiplication of any food-poisoning bacteria that may be present in the food or to prevent the formation of **toxins** in the food’.



Potentially hazardous foods must be kept at 5°C or colder, or at 60°C or hotter. This is to minimise the growth of bacteria that could cause food poisoning and to stop toxins from growing. Some of these foods may contain bacteria such as salmonella or listeria. They should be cooked thoroughly and stored correctly.

High-risk and potentially hazardous foods include:

- raw, cooked and processed meats and meat substitutes, such as tofu
- poultry, eggs and egg products
- all canned goods once opened
- shellfish, crustaceans and fish
- dairy and dairy products
- salad, coleslaw and fruit salad
- cooked rice and pasta
- beans and legumes, such as chickpeas, that are partially cooked or reconstituted (restoring food to its natural state)
- stuffing and offal
- dried food that has been reconstituted.

You can read more about foodborne illnesses by searching for 'foodborne illness' at: aspirelr.link/dep-of-health

Contamination

Food can become contaminated when bacteria, foreign particles or chemicals come into contact with it. Some types of bacteria are pathogens, causing disease.

Something that causes contamination is called a contaminant. Standard 3.1.1 of the Food Safety Standards Code defines a 'contaminant' as 'any biological or chemical agent, foreign matter or other substance that may compromise food safety or suitability'. It defines 'contamination' as 'the introduction or occurrence of a contaminant in food'.

It also provides details of different types of contamination, as outlined here.



Biological contamination	<ul style="list-style-type: none">• Biological contaminants include mould, viruses, parasites and insects. Raw food contains bacteria, which is also a biological contaminant. If raw food is cooked thoroughly, to more than 75°C, most bacteria will be killed.• If food that has been cooked comes into contact with raw food or any other contaminant, bacteria can contaminate this cooked food. This is called cross-contamination.• To avoid this, take the steps listed below.<ul style="list-style-type: none">- Do not use the same knives, chopping boards or other equipment for different types of food.- If it is not possible to use different equipment, wash equipment thoroughly in hot soapy water.- Follow your organisation's chopping board colour system.- Clean and sanitise equipment before each use.- Wash your hands as per hand-washing recommendations.- Thoroughly rinse all fruit and vegetables in clean water.- Always use clean tea towels to dry food; used linen may contain human waste products.
Physical contamination	<ul style="list-style-type: none">• Physical contamination is the most identifiable cause of food spoilage. It can be intentional or accidental, but either way the food will be contaminated to the point where it is unable to be consumed and may cause harm.• The most common examples of physical contamination are things such as:<ul style="list-style-type: none">- bandaids- labels- hair- pieces of steel wool from cleaning- pieces of plastic or glass.• To help avoid this contamination you should use the PPE provided by your workplace (for example, gloves and hair ties). You must follow the policies and procedures that are in place. Always be diligent with the work you do to ensure the safety of the food you handle.
Chemical contamination	<ul style="list-style-type: none">• Common causes of chemical contamination include cleaning products, fly spray, and unwashed fruit and vegetables.• Oxidation is another type of chemical contamination. Apples, pears, fats and wines are good examples of foods that will oxidise. For example, oxidation may occur when cut fruit is exposed to the air and reacts with the oxygen, causing the fruit to turn brown.



Airborne dust	<ul style="list-style-type: none"> • Dusts produced when manufacturing and processing food products create significant challenges. Dust particles often become airborne, which can threaten employee health and cause combustible dust incidents. • Food dust particles vary in size, and some are so fine they are not visible to the naked eye. Common food dust hazards include cereal ingredients, spices, feed and raw grain agricultural products, egg shell dust, flour, corn starch, sugar and flavouring additives. • Airborne dust that can contaminate food also includes particles released into the air from packaging, pelletising, shredding, sugar stamping, drying and crumb removal.
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Video: Food safety advice
 You can watch videos on cross-contamination and other food safety advice at: aspirelr.link/food-safety-advice

Worker responsibilities

Workers in community services organisations have a duty of care to protect the health and safety of clients and colleagues at all times. This duty applies to food preparation and handling, both in residential care facilities and within a person's own home.

Support workers may have to perform tasks where infection control procedures are needed due to direct or indirect contact with their clients. Infection control policies and procedures outline ways that workers can minimise the potential for infection for themselves and the people they support.

Responsibilities of support workers for infection control
<ul style="list-style-type: none"> • Keep immunisations up to date (usually before commencement of employment) and maintain a record of immunisations. Some health care facilities will have a pre-employment screening process for immunisations. All workers are then assessed using a risk classification system that calculates the risk for workers exposed to blood and body substances.
<ul style="list-style-type: none"> • Undertake health status screening activities as required by employers. For example, during the COVID-19 pandemic, aged care workers were required to be immunised and disability workers were requested not to work at more than one service to limit the possibility of transmission.
<ul style="list-style-type: none"> • Follow safe systems of work that minimise transmission of infection.
<ul style="list-style-type: none"> • Use PPE as per policy and procedures.
<ul style="list-style-type: none"> • Report breaches of infection control protocols.



Responsibilities of support workers for infection control
<ul style="list-style-type: none"> Do not attend work if suffering from acute symptoms of infection (e.g. vomiting, diarrhoea, flu).
<ul style="list-style-type: none"> If you are a known carrier of a bloodborne virus (e.g. hepatitis B and hepatitis C), you may need to disclose this information and modify work duties.

Report illness and injury

Workers in food handling roles who go to work when they are ill can contaminate food and leave the organisation susceptible to foodborne illnesses. Even if the worker is not directly handling food themselves, they could infect another worker who may contaminate the food in their duties.

The worker has a responsibility to get advice from a doctor to determine if they should attend work. Often a follow-up medical visit is required to ensure the infectious illness has resolved and there is no risk of infection to others. Some infections require an exclusion time specified by the doctor during the infectious period.

Some infectious diseases can be managed and the worker can attend work, for example, by covering lesions and wearing appropriate PPE. Other diseases require clearance through a screening test before recommencing work.

Some people will have had exposure to the disease and show evidence through serology (a blood test), while for others immunisation is required. This will protect the people at your organisation and also yourself.

Disease	Clearance
Hepatitis A and B	Need to show proof of vaccination (two doses)
Pertussis (whooping cough)	A booster dose for all healthcare workers or if 10 years since last dose
Measles, mumps, rubella	Two doses of MMR for all staff born since 1996
COVID-19	Vaccination certificate that shows you have received three doses
Varicella (chickenpox)	Vaccination of two doses unless serology shows past infection
Influenza	Yearly immunisation
Meningococcal disease	Not mandatory
Poliomyelitis	Evidence of immunisation or serology result



Practice Task 2

Question 1

Which of the following statements are correct? Select 'Yes' or 'No' for each one.

a. Airborne dust is only harmful to workers who breathe it in – it does not affect the safety of foods produced in the environment.	Yes / No
b. Heart disease is an example of a disease that must be reported to your supervisor.	Yes / No
c. If your job involves food handling, it is best to go to a doctor when you are ill and not return to work until the doctor says you can.	Yes / No
d. Viruses and bacteria can infect others if they come in contact with the surface of a bench.	Yes / No

Question 2

List three hygiene actions that workers who prepare food can take to avoid food-borne illnesses.

Question 3

Which of the following actions would be against organisation procedures and lead to food contamination? Tick all that apply.

- Using the same chopping board to cut raw beef and cooked beef
- Not wearing a hair net
- Not washing fruit
- Cooking food according to the organisation's procedures
- Using the same tea towel to dry your hands and washed vegetables
- Using fly spray in a food preparation area



Question 4

Match the potential hazard on the left to its description on the right.

Raw chicken
Oxidised apple
Bandaid

This is a physical contaminant that can't be digested and may contain bacteria.
This is a biological contaminant, which should be kept separate from cooked food.
Chemical contamination has occurred because food has been exposed to air.

1C

Follow organisation requirements for wearing bandages, dressings and appropriate PPE

Each workplace involved in handling food should have procedures in place to ensure hygienic work practices.

Common hygiene procedures to keep food safe in all industry sectors and organisations involve:

- maintaining personal hygiene
- handling food and beverages safely and hygienically
- undertaking regular hand-washing
- wearing suitable dress and PPE
- following training and procedures, including procedures required by the Food Standards Code.

Each food handler must take all precautions to ensure that food or surfaces that come in contact with food are not contaminated by their body or anything they are wearing. This includes hair, saliva, mucus, sweat, blood, fingernails, clothes, jewellery or bandages.

You are required to:

- avoid handling ready-to-eat food such as salads and cooked food; use tongs or other implements instead
- wear clean outer clothing
- make sure bandages and dressings on exposed parts of your body (such as the hands, arms or face) are covered with waterproof coverings
- not eat over uncovered food or equipment and utensils
- not sneeze, blow or cough over uncovered food or equipment and utensils
- not spit, smoke or chew tobacco where food is handled.

You can read more about health and hygiene advice for food handlers at:

aspirelr.link/food-handlers-health-hygiene



Wear appropriate PPE

Food handlers should wear protective clothing while preparing and cooking food, to protect residents and clients, as well as themselves.

Using disposable gloves and hairnets will help you to hygienically prepare food and prevent foreign objects from falling into it. Clean aprons, towels and more will provide further protection by reducing the risk of food poisoning or injury, while protective clothing can also help keep you safe from injury when working with food.

Most PPE falls into one of two categories:

Single use	<ul style="list-style-type: none">• Hairnet, gloves, face masks• Used only once and disposed of correctly. If damaged or contaminated during work practices, it must be immediately replaced. Items should never be shared between co-workers.
Re-usable	<ul style="list-style-type: none">• Boots, uniform, hat• Must be cleaned correctly and thoroughly. Not to be worn in the street or to and from the workplace. Only worn for one work shift and never shared between co-workers.

You can read more about PPE at: aspirelr.link/nsw-safework-ppe

Example

Compliant dressings and bandages

When wearing bandages and dressings you may be required to wear particular workplace-compliant bandages which are brightly coloured for easy identification. This ensures the bandage can be easily spotted if it happens to come off. Chefs are encouraged to wear waterproof blue band-aids.



Practice Task 3

Question 1

Which of the following statements about wearing PPE to prevent food contamination are correct? Select 'Yes' or 'No' for each one.

a. Aprons and gloves help to protect you from contaminants.	Yes / No
b. PPE is recommended for food handlers but is optional.	Yes / No
c. PPE protects food and others from contaminants.	Yes / No
d. Skin coloured bandaids are best used by chefs when preparing food.	Yes / No
e. Waterproof bandage dressings are only required if you will be immersing your hands in water.	Yes / No

1D

Follow hand-washing procedures and use required facilities

Workers in food-handling roles who do not wash their hands properly may contaminate food and leave those who eat the food susceptible to foodborne illnesses.

Hand-washing is a vital part of food handling and is often completed ineffectively. Washing your hands is vital to reduce bacteria to a safe level.

To ensure hand-washing is adequate and effective to prevent food poisoning, you need to understand how, when and why to wash your hands. You also need to make sure you are using the right equipment and facilities.

There are many occasions when you should wash your hands to avoid foodborne illness and to prevent contaminating food and others.

Video: Washing your hands

Watch the video on when to wash your hands: aspirelr.link/hand-washing

Take note of all the times when you need to wash your hands.



The following table lists the times you should wash your hands and how to prevent hazards.

Before starting or continuing to work with food	<ul style="list-style-type: none">You may have been exposed to contaminants in the meantime. In roles that require frequent starts and stops, there is a frequent need to wash hands.
After handling raw food	<ul style="list-style-type: none">Raw food contains more bacteria than cooked food.Cross-contamination occurs when bacteria from raw food are transferred to cooked food.
After smoking, coughing, sneezing or blowing your nose	<ul style="list-style-type: none">Small droplets of saliva can contain thousands of disease-causing microorganisms. Saliva can be transferred to your hands or directly onto the food you are handling.Everyone has different levels of bacteria and our immune systems handle bacteria differently. For example, a bacterial infection from contaminated food can have serious consequences for people with weakened immune systems.
After eating or drinking	<ul style="list-style-type: none">Bacteria can easily spread from food or drink and from one person to another.



After touching the hair, scalp or any wound	<ul style="list-style-type: none"> Bacteria thrive in these areas of the body.
After using the toilet	<ul style="list-style-type: none"> After using the toilet, our hands can contain up to 200 million bacteria per square inch (31 million bacteria per square centimetre).
After coming into contact with chemicals	<ul style="list-style-type: none"> Chemicals can cause cross-contamination when they get into food.
After disposing of or handling waste	<ul style="list-style-type: none"> Germ and parasites can be transmitted from rubbish to people.

How to wash your hands

It is a good idea to wash your hands at least every hour or in between tasks to prevent contamination. It is vital to be thorough when washing hands to prevent the spread of bacteria.

Steps for washing hands properly:

1. Wet your hands with clean, warm running water in the hand-washing basin.
2. Lather your hands by rubbing them together with soap. Be sure to lather the backs of your hands, between your fingers and under your nails.
3. Scrub your hands for at least 30 seconds.
4. Rinse your hands well under clean, warm running water.
5. Air-dry your hands or dry them with a paper towel.

You can read more about hand-washing at: aspirelr.link/hand-washing-steps

Employers have a responsibility to provide proper facilities for staff to wash their hands. These facilities should meet the following requirements.

- A designated basin should be provided for the sole purpose of washing the hands, arms and face. It should be easily accessible to food handlers at all times.
- Soap dispensers must contain enough soap for hand-washing.
- Warm, running water should be provided, not still or cold water.
- An air-dryer or single-use paper towels with waste bins nearby must be provided.
- Hand-washing facilities must be in close proximity to toilets.

Posters displaying the steps involved to hygienically handwash are a great reminder for staff and should be displayed near hand-washing facilities.

Video: Correct hand-washing process

Watch this video which demonstrates the correct hand-washing process:
aspirelr.link/hand-washing-process



Example Hand hygiene

Reva, an aged care worker who supports older people who live at home, is bathing and dressing Dorothy. Dorothy mentions she has been feeling a little under the weather. A little while later, Dorothy starts to vomit and has watery diarrhoea.

Reva needs to protect herself and therefore other clients she works with from becoming ill. Gastroenteritis is transmitted through faeces and vomit and can spread very quickly from person to person, contaminated surfaces, bedding, clothing and food.

Reva can help stop the spread of infection in the following ways:

- Hand hygiene: Perform hand hygiene before and after attending to Dorothy and her surroundings.
- Before putting on PPE: Check that hand hygiene products are available in Dorothy's room and near the toilet/shower facilities.
- PPE: Ensure disposable gloves and disposable gowns are used and face masks are available. Perform hand hygiene after disposing of gloves and gowns.
- Waste management: Dispose of used items into a waste container before leaving the home.



Practice Task 4

Question 1

Which of the following are accurate statements about hand-washing practices?

Select 'Yes' or 'No' for each one.

a. After eating, drinking and handling money you must wash your hands.	Yes / No
b. It is not necessary to wash your hands before beginning to work with food.	Yes / No
c. A basin should be designated for the sole purpose of washing hands, arms and face.	Yes / No

Question 2

Number the steps you would follow to correctly wash your hands from 1 to 5.

	Scrub your hands for at least 30 seconds.
	Lather your hands by rubbing them together with soap. Be sure to lather the backs of your hands, between your fingers and under your nails.
	Dry your hands with a paper towel or air-dryer.
	Wet your hands with clean, warm running water in the hand-washing basin.
	Rinse your hands well under clean, warm running water.

Question 3

Which of the following occasions require hand-washing? Tick all that apply.

- After touching your hair
- After handling cooked food
- After smoking, coughing or sneezing
- After using the toilet
- After laughing



Summary

- You have a legal responsibility to do everything you can to avoid making others sick.
- The food safety standards apply to any food business, including any community services organisation that prepares or serves food.
- When working in any food handling-related role, taking care of your hygiene is an essential part of your job.
- Community services organisations have requirements relating to hygienic practices within your specific workplace.
- Notifiable diseases are those illnesses and diseases that need to be reported to government health authorities.
- Infectious diseases are caused by micro-organisms, such as bacteria, viruses, parasites and fungi. They can spread from one person to another either directly or indirectly.
- Airborne diseases are spread when droplets of saliva travel through the air due to coughing, sneezing or talking.
- Potentially hazardous foods must be kept at 5°C or colder, or at 60°C or hotter to minimise the growth of bacteria that could cause food poisoning.
- You have a responsibility to get advice from a doctor to determine if you are too sick to attend work.
- As a food handler, you should wear protective clothing to protect residents, clients and yourself while preparing and cooking food.



Learning Checkpoint 1

Follow personal hygiene procedures

Part A

1. Which of the following statements are correct? Select 'Yes' or 'No' for each one.

a. Contaminants can be biological, like mould, and physical, like hair.	Yes / No
b. Potentially hazardous food includes all canned food, unopened.	Yes / No
c. Local government regulators are responsible for conducting and reporting on food safety audits.	Yes / No
d. Food safety auditors accredit food safety programs.	Yes / No
e. Workers should refrain from wearing any jewellery on their hands, neck or face and remove all nail polish.	Yes / No

2. Which of the following actions help maintain your hygiene when working in a food handling role? Tick all that apply.

- Showering daily
- Using antiperspirant products
- Washing your hands properly and thoroughly at all appropriate times
- Having clean, neat and tidy hair (long hair should be pulled away from your face with a secure hairband)
- Keeping fingernails long and polished

3. Match the following PPE to the appropriate category.

Single use	gloves
Single use	boots
Single use	uniform
Re-usable	face masks
Re-usable	hat
Re-usable	hairnet



4. Describe what compliant bandages must be worn in a food workplace and explain why.

5. List three clothing and footwear requirements for working in and moving between food handling areas.

6. Which of the following actions result in the microbiological contamination of food? Tick all that apply.

- Coughing or sneezing near food
- Touching raw food, like salad, with your hands
- Using a colour coding chopping board system
- Packaging food items in food preparation areas
- Using the same tea towel to dry your hands and wet food items



Part B

Read the case study and answer the questions that follow.

Case study

Alegria is a disability support worker who is visiting her client named Freida. Freida is unable to prepare her lunch or dinner, and Alegria has been instructed to assist Freida in this task by preparing cold sandwiches for lunch and warming up a precooked meal for dinner.

Alegria is aware that infections (e.g. diarrhoea) from contaminated food can be serious, especially in people who are frail or ill.

1. List two examples of food preparation techniques that Alegria must abide by to protect Freida from foodborne illnesses.

2. List five times where Alegria should perform hand hygiene.

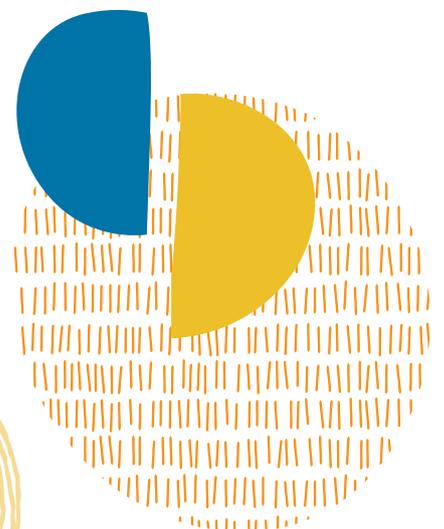


3. Name two illnesses that Alegria must report to her supervisor and seek medical clearance for before coming back to work.



Topic 2: Contribute to the cleanliness of food-handling areas according to the food safety program

- 2A Maintain the workplace in a clean and tidy order
- 2B Comply with workplace measures to prevent pests entering food premises
- 2C Identify and report indicators of pest presence



2A

Maintain the workplace in a clean and tidy order

Kitchens can get dirty quickly and it is employees' responsibility to keep it clean.

Standard 3.2.2 of the Food Safety Standards sets out the requirements for food premises and equipment, which must be complied with to keep food safe and allow the food business to remain in operation.

Many penalty notices are served on businesses because the business has not controlled pests or has failed to maintain the business to the required standard of cleanliness. Germs can spread quickly and the food you prepare needs to be safe to eat. Cleaning and maintaining the food areas is everyone's responsibility, but you may have added responsibility for your work area.

Cleaning involves removing the dirt, grime, scraps and grease from surfaces that come into contact with food, or surfaces in the food preparation area.

The Australia New Zealand Food Standards Code states that a food business must ensure that eating and drinking utensils and food contact services are in a clean and sanitary condition before each use.

When fresh food comes into contact with dirty utensils, equipment or surfaces, bacteria will be transferred. Food utensils and equipment must be cleaned and sanitised before and after each use. You should always wash glass utensils separately to metal and other utensils.

The surfaces that come into contact with food (including sinks, tables and food carts) must also be cleaned and sanitised.

When you clean effectively, you not only reduce the bacteria from food contact surfaces, but also remove the temptation for rodents and other pests to enter the premises.

Cleaning processes and equipment

Here is some information about cleaning and sanitising these areas, and the equipment you will need.

Cleaning equipment	<ul style="list-style-type: none">To clean efficiently and effectively you must know what tools to use for particular jobs. Cleaning equipment you may need to use includes:<ul style="list-style-type: none">- brooms- dustpans- mops- buckets- cleaning cloths- sponges- grill bricks- scourers- scrapers- vacuum cleaners- spray bottles- floor polishers- squeegees- commercial dishwashers.
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<p>Cleaning equipment (cont.)</p>	<ul style="list-style-type: none"> • Some cleaning utensils can damage delicate surfaces. For example, metal scourers should not be used on stainless steel surfaces or Teflon. Always check the manufacturer's instructions and use your common sense when deciding what equipment to use. • Cleaning equipment should be in good working order, regularly maintained and cleaned, stored appropriately and replaced when necessary.
<p>Cleaning schedule</p>	<ul style="list-style-type: none"> • Cleaning schedule documents may include instructions on the equipment and the method to use it. The personal protective equipment (PPE) you need to use may also be included in these documents. • Cleaning and checking equipment regularly acts as preventative maintenance. It will give equipment a longer operating life, and also provides an opportunity to check the condition of the equipment and replace parts where necessary. If equipment is not operating correctly, you will need to notify the person responsible or arrange for a professional repair.
<p>Chemicals used for cleaning</p>	<ul style="list-style-type: none"> • Always select the correct cleaning agent for its purpose. • Detergent will not remove all germs and bacteria, but it will remove grease and dirt. A sanitiser is then used to reduce the bacteria to a safe level. Cleaning needs to be done in a logical order so that the surfaces can be as hygienic as possible for the next task. This also reduces the risk of pests. • Make sure you use the correct chemicals for each job. Like equipment, some chemicals can damage certain surfaces. For example, caustic products should not be used on aluminium or chrome surfaces, or on plastic. If you are uncertain of what products to use or how to use them, ask your supervisor or manager. For example, solvent cleaners (also known as degreasers) are used where grease has been burned onto equipment or a surface, and abrasive cleaners may be needed to remove build-up on pans. • Information should be available in the organisation's food safety manual and procedures about using cleaning agents to clean surfaces that come into contact with food. Manufacturer's instructions and safety data sheets provide information about chemicals found in cleaning agents. • Cleaning supplies need to be stored away from food to avoid contamination. • Consider the use of PPE while cleaning and sanitising. Some chemicals can cause harm if you are not using the correct safety equipment. Aprons, breathing apparatus, gloves and goggles should be used to prevent chemicals coming into contact with your skin or eyes. PPE will also protect you from unnecessary harm and stop any contamination from you to the work areas.

Cleaning and sanitising	<ul style="list-style-type: none"> • It is important to understand the difference between cleaning and sanitising. Cleaning removes dirt and grime, scraps and grease from surfaces that come into contact with food. It does not reduce microorganisms (bacteria) to a safe level. • Sanitising kills bacteria and is used to reduce the number of microorganisms to a safe level. Sanitising involves using hot water and/or chemicals. Some sanitisers must be rinsed off afterwards. Check the instructions and workplace procedures. • A dishwasher final rinse of 82°C is hot enough to sanitise dishes and utensils. If the machine is a stationary rack single-temperature machine, the temperature must be at least 74°C. • Always use clean hands to store sanitised items and put them away quickly once they have been sanitised.
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Cleaning procedure

Food contact surfaces, equipment, utensils and thermometers should be cleaned and sanitised before and after each use and immediately after any other time contamination could have taken place.

Read about what happens at each step in the cleaning process in a food preparation area.

1. Pre-clean	Scrape, wipe or sweep away food scraps and rinse with water.
2. Wash	Use hot water and detergent to take off any grease and dirt. Soak if needed.
3. Rinse	Rinse off any loose dirt or detergent.
4. Sanitise	Use a sanitiser to kill any remaining bacteria.
5. Rinse again	Wash off sanitiser if required by manufacturer’s instructions.
6. Dry	Allow to air-dry.

Video: Sanitising benches

Watch this video to learn about the process of sanitising benches:
aspirelr.link/sanitising-benches-process
 Note each step involved in the process.



The following table outlines systems that enable food handlers to clean and sanitise effectively.



Cleaning schedules	You must clean up spills when they occur and constantly keep the benches clean, but a schedule is how you know nothing has been overlooked. This includes equipment that only needs to be cleaned weekly, like the extraction fans. The requirement to monitor cleaning schedules also lets you identify areas that may need maintenance or review.
Employee responsibilities	As a food handler, you are responsible for helping look after the equipment, food and premises, and to report any identified hazards.
Food safety supervisor responsibilities	As well as general cleaning responsibilities, a food safety supervisor needs to identify the methods that can be used to fix issues and when maintenance is needed; for example, adding 'behind the fridge' to the cleaning schedule.
Filling in the schedule	Keep in mind that sections on the form need to be kept neat. You have to keep the records for health inspectors to be sure everyone is doing the right thing.

Maintenance of cleaning equipment

Any electrical cleaning equipment (including vacuum cleaners, steamers and polishers) should only be operated if all the electrical components (cords, switches and controls) are safe and in good condition.

If cords are frayed or switches are damaged, do not use the equipment until repairs have been made and the machinery has been tested and tagged by a qualified service provider. By law, all electrical equipment must be tested and tagged by qualified and authorised personnel.

Each piece of equipment you use will have its own cleaning requirements. Check over equipment as it is being cleaned to identify any maintenance requirements and alert your supervisor if necessary. Here are examples of the maintenance requirements of four common pieces of kitchen cleaning equipment.

Vacuum cleaners	Vacuum cleaners must be regularly emptied, and the bags replaced.
Cleaning cloths	Cleaning cloths should be regularly cleaned, sanitised, and thoroughly dried. Sponges used for cleaning must be rinsed in hot water and left to dry out thoroughly after each service period.
Commercial dishwashers	Commercial dishwashers must be regularly cleaned, emptied and sanitised by cleaning the drains.
Scourers	Scourers should be scraped and cleaned in hot water using grease-removing chemicals, then left to dry.

Video: Cleaning food contact surfaces

Watch this video for more information about cleaning and sanitising food contact surfaces: aspirelr.link/cleaning-food-contact-surfaces

Make a list of all the areas, surfaces and equipment that must be kept clean.



Cleaning schedules

The cleaning schedule can be planned using advice from relevant authorities but must be specific to the workplace and its equipment, layout, stock and staff rosters. As a starting point, identify all areas that need to be cleaned. Effective and appropriate cleaning methods must be identified, and decisions need to be made about how often each area needs to be cleaned and who will do it.

Cleaning schedules must be completed on a daily basis, and all equipment and utensils used need to be inspected for maintenance. Damaged equipment and utensils can contaminate food and cause it to become unfit for eating. Maintaining the kitchen to high standards of cleanliness includes replacing damaged equipment.

Malfunctioning fridges and temperature probes are particularly problematic as they can cause significant food safety issues. Fridges need to be able to maintain food at temperatures between 4–5°C. If temperatures exceed 5°C, bacteria can grow and spoil food. Temperature probes need to be used in a range of critical areas in food safety, including cooking, cooling, food display, food receiving and hot water and refrigeration temperatures. Inaccurate temperature readings can lead to food spoilage, contamination or inadequate cleaning and sanitising processes.

All issues need to be reported to the supervisor so they can be corrected. When reporting the issue, immediately inform the supervisor verbally, then follow up with a written report. If the issue is not posing a risk to other staff or the people you are cooking for, complete a written report so the issue can be addressed by the appropriate person.

Excerpt from example cleaning schedule							
Area/ equipment	Method	Frequency	M	T	W	T	F
Food prep benches	• Use a clean cloth to wipe food scraps into a dustpan.	• Beginning of each shift	✓	✓	✓	✓	✓
	• Wash bench with hot water and detergent.	• End of each shift	✓	✓	✓	✓	✓
	• Wipe excess detergent off with a clean cloth.	• As required after spills and product changes	✓	✓	✓	✓	✓
	• Use a sanitiser to sanitise the bench.						
	• Wipe off sanitiser and allow to dry.						



Excerpt from example cleaning schedule							
Area/ equipment	Method	Frequency	M	T	W	T	F
Walls	<ul style="list-style-type: none"> Use a cleaner brush and work cloth. Use a degreaser for areas of oil build up. Use a no-rinse sanitiser for tiles behind prep bench. 	<ul style="list-style-type: none"> Weekly 					✓

Practice Task 5

Question 1

Briefly explain what cleaning in food service is and why it is important.

Question 2

Number each step from 1 to 6 in the order you would follow for the cleaning process in a food preparation area.

	Sanitise: Use a sanitiser to kill any remaining bacteria.
	Dry: Allow to air-dry.
	Pre-clean: Scrape, wipe or sweep away food scraps and rinse with water.
	Rinse: Rinse off any loose dirt or detergent.
	Wash: Use hot water and detergent to take off any grease and dirt. Soak if needed.
	Rinse again: Wash off sanitiser if required by manufacturer's instructions.



Question 3

Which of the following statements are correct? Select 'Yes' or 'No' for each one.

a. Cleaning and checking equipment regularly acts as a preventative measure to ensure it is kept in good working order.	Yes / No
b. A cleaning schedule provides an opportunity to check the condition of the equipment and replace parts where necessary.	Yes / No
c. If equipment is not operating correctly, you will need to order a replacement immediately.	Yes / No
d. Cleaning chemicals should be stored under food preparation benches for quick and easy access.	Yes / No
e. All dirty equipment and utensils must be cleaned with metal scourers to remove dirt and grime.	Yes / No

2B

Comply with workplace measures to prevent pests entering food premises

All food businesses will need to dispose of food. This includes food scraps, food past its use-by date and food that has exceeded safe time limits in the danger zone.

Disposal of food is a critical control point, as any food that has not been disposed of quickly can attract pests. Most businesses will have to organise waste collection (or additional waste collection) due to the amount of food waste generated.

Some methods for controlling waste and garbage are:

- using correct bin liners and making sure there are enough bins
- regularly removing rubbish from the kitchen and food service area
- regularly emptying bins, including outside bins
- regularly collecting recyclable waste and disposing of it appropriately
- regularly washing and disinfecting garbage bins and waste storage areas.

Foods to discard	<ul style="list-style-type: none">• Foods that should be disposed of are:<ul style="list-style-type: none">- unsafe food, including food with damaged packaging- food that has been recalled- food left over or returned by clients- any food that may be contaminated.
Food disposal rules	<ul style="list-style-type: none">• Food that will be disposed of should be treated as contaminated food. The Food Safety Standards require that food for disposal should be kept separate from other food to ensure it is not used or sold. It should then either be:<ul style="list-style-type: none">- correctly disposed of or destroyed- returned to the supplier.• Any food coming back through the kitchen should have a direct path to the bins and should be disposed of immediately. This will minimise the risk of contaminating other food and the food preparation area.• A business should have procedures in place to assist staff with handling and managing food disposal in a prompt and hygienic manner. If waste builds up, it attracts pests and becomes more hazardous as bacteria multiply. Use gloves when disposing of food so that you are not exposed to contaminated food, and use trolleys to prevent material from spilling out.



Bins	<ul style="list-style-type: none">• Bins should have lids to avoid attracting birds, animals and insects, and to reduce odour. They should be undamaged and easy to clean. Colour-coded lids can be used to guide staff to dispose of similar materials, such as recyclable items, and to avoid mixing one type of waste with another.• Bins in food areas should have mechanisms for opening without having to touch it. These bins should be emptied and washed daily with disinfectant and dried before being used again. Liquids and solid waste should be separated at the time of placing food items into the bins. Bins should also be placed at a sufficient distance to prevent contamination.
Vermin	<ul style="list-style-type: none">• The most common pests found in commercial kitchens include:<ul style="list-style-type: none">- rodents such as mice and rats- flies- cockroaches.• Pests can create serious issues for food businesses by spreading foodborne illnesses, causing structural damage, increasing operational costs, contributing to health code violations and damaging the brand and reputation of the business.• Rodents spread bacteria and other microorganisms which they carry in their droppings, fur and urine. As they move about, they can spread disease from one area of the business to another.• Flies can also spread pathogenic microorganisms which they carry on their bodies, eggs and faeces. Common house flies can carry pathogens such as <i>E. coli</i> and <i>Salmonella</i> spp., which can cause fever, diarrhoea and abdominal cramps in humans.• Cockroaches typically travel from garbage and sewers, bringing with them a host of diseases, including gastroenteritis, cholera, dysentery and salmonellosis. They transfer these harmful pathogens as they travel over food preparation surfaces and tableware.

Comply with legislation

Polluting waste, including cooking oils, should never be poured down drains. Instead, cooking fats and oils can be recycled to be used in animal feed. Follow the National Standards when recycling these types of products, which aim to prevent livestock from developing illness from contaminated cooking fats and oils.

Food businesses are advised by governments to use a licensed waste disposal contractor to collect this kind of waste.

You can access further information at the Australian Renderers Association website: aspirelr.link/aus-renderers-association

If you have a large amount of food for disposal, you should check with local authorities whether special arrangements need to be made.



Standard 3.2.2 of the Food Standards Code contains information on food safety at all critical control points, and information to assist food businesses to deal with contingencies in disposing of food.

For more information about Food Premises and Equipment, go to:

aspirelr.link/food-premises-equipment

Video: Safe food waste disposal

Watch this video to learn about safe food waste disposal:

aspirelr.link/safe-food-waste-disposal

Take notes on the correct way to dispose of food safely.



Prevent pest problems

Standard 3.2.2 Food Safety Practices and General Requirements states that food businesses must do everything possible to prevent pests from entering or living in the premises. This also includes eradicating pests from the premises and from any vehicles used to transport food items.

To ensure pests are appropriately managed, businesses should develop a pest management plan. This document should outline:

- the types of pests to be eradicated and the treatments to be used on each
- areas of the food preparation area that need inspection and treatment (for example, behind or under the fridge or ovens, inside cupboards, under or behind pantry shelves)
- where pest control devices and chemicals are kept. Storage areas should be away from food or food contact surfaces
- the frequency of inspections and treatments. Factors that influence frequency will include the business' location, local climate, food activities of the business, type of pests on the premises and their activity.

Any chemicals used to eradicate pests should be approved for use in food premises and should contain safety and expiry information.

Keeping reports of pest inspections and treatments ensures compliance with food safety standards. Reports should be dated and document the type of pest identified, the chemicals or controls used to treat the pest and recommended actions moving forward. Effective pest management means ensuring that any recommended action is undertaken as soon as possible.

For more information on standards for preventing pest problems:

aspirelr.link/preventing-pest-problems

Dispose of damaged utensils

Utensils used for eating and drinking, and for preparing food need to be monitored for any damage. This includes checking tongs, spoons, spatulas and whisks. Over time, items become worn and develop cracks and abrasions, dints, scratches and other damage that can contain bacteria.

Washing utensils will not necessarily reduce bacteria to a safe level. If food gets caught in them, contamination leading to food poisoning is more likely to occur.

Report any issue with utensils to a workplace supervisor so the utensils can be replaced, and the safety of staff and the people you are serving is maintained. If you are disposing of utensils, remember that glass, plastic and some metal utensils are recyclable.

Example

Preventing pests entering premises

Jack works in the kitchen of a residential aged care home, and has just finished preparing food for the dinner service period. He notices that a lot of food has been spilt, including on the ground and around the table, so he grabs some hot soapy water and starts cleaning the bench and the front of the bench fridge.

As he is cleaning the front of the fridge, he sees a cockroach go underneath. He looks under the fridge and notices there are food scraps. Jack grabs a broom and sweeps up the food scraps on the floor as well as under the fridge. He also cleans under the rest of the benches in the kitchen.

After sanitising the benches, Jack finds his supervisor and reports that he has seen a cockroach. The supervisor contacts a pest control company to remove the pests.



Practice Task 6

Question 1

Which of the following statements are correct? Select 'Yes' or 'No' for each one.

a. Food that will be disposed of should be treated as contaminated food.	Yes / No
b. Only foods with damaged packaging should be disposed of.	Yes / No
c. A business should have procedures in place to assist staff with handling and managing food disposal.	Yes / No
d. Colour-coded bin lids are useful to make the garbage area more organised.	Yes / No
e. Rodents can spread disease through their fur, droppings and urine as they travel through food preparation areas.	Yes / No

Question 2

Briefly explain how an organisation that serves food should dispose of waste according to legislation.

Question 3

List two ways to prevent pests from entering food premises.

2C

Identify and report indicators of pest presence

Pests and vermin are a risk to food-handling practices due to the micro-organisms they may carry, leading to potential illness.

This Pest Management Handbook for Food Service Business Operators includes information on:

- types of pests
- pest management
- reporting and documentation
- pest control practices.

Standard 3.2.2 sets out that it is the responsibility of the business to prevent pests from being at the workplace and in food transport vehicles by undertaking all reasonable courses of action.

Read the Pest Management Handbook for Food Service Business Operators at: aspirelr.link/pest-management-handbook

Manage pest infestation

If pests are detected in your food handling workplace, it is important that you let management know immediately so that appropriate controls can be applied. These controls will be set out in a pest management plan, and may include things, such as setting out bait (away from food products so that food cannot be contaminated) or seeking professional assistance to eradicate the pests.

Read the following guide to the Food Safety Standards for more information on pest management: aspirelr.link/pest-management

Below are some of the common pests and how to control infestations.

Common pests	Common pests include cockroaches, mice and flies. They can enter a building at any time. You may not always see them, but many carry disease and can contaminate surface areas and foods. Other pests, such as weevils, moths and beetles, can come into the building through contaminated foods, even if the supplied goods have been inspected.
Flies as a food hazard	Flies are a very real hazard to food. Flies feed off garbage, animal manure and carcasses, so they carry a lot of pathogenic bacteria. This is why we don't want them settling on food or food preparation surfaces.



<p>Other signs of infestation</p>	<p>Other signs of infestation include droppings, damage to packaging, and larvae inside packets.</p> <p>If you notice a sign of infestation, report it to your supervisor as soon as possible to maintain hygiene in the workplace. The supervisor will then be able to replace the item or refund the purchase (if applicable). They will also identify any large-scale issues with a product. You should also immediately alert other staff to the issue so they can take precautions where needed, and not use the contaminated product.</p>
<p>Pest control</p>	<p>Pest control measures will be documented in the food safety program. The program will also require a record to be kept of the action that has been taken, what chemicals have been used and where the baits have been placed. If any contamination occurs, this information can be used to ensure that the correct health precautions are taken.</p>
<p>Cleaning infested areas</p>	<p>You must remove pest carcasses and any waste, and inspect the area for other signs of contamination. Always wear gloves when removing excrement and carcasses, and only use chemicals and sanitisers that are approved for the area.</p>
<p>Using cleaning chemicals</p>	<p>The chemicals used are specifically designed for food areas. They must be placed in correct areas to limit the risk of contaminating the food preparation area. Pest management chemicals may be kept outside the entry of a kitchen, or outside of storage areas.</p>

Practice Task 7

Question 1

How should you dispose of pest waste correctly?



Question 2

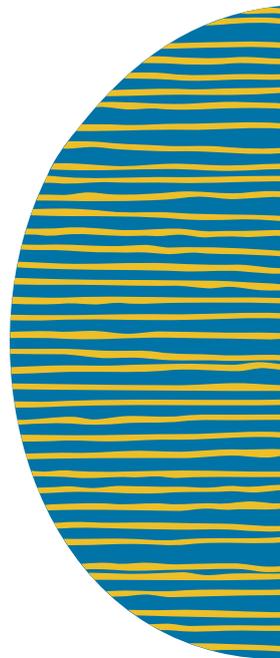
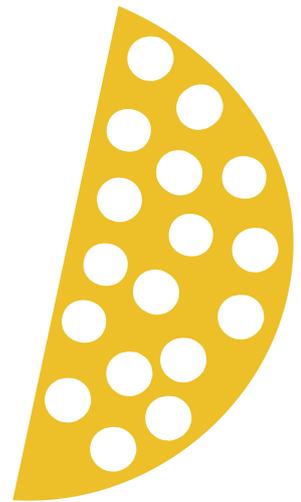
Which of the following statements about pest infestation are correct? Tick all that apply.

- Common pests are frogs, insects, cats and birds.
- Pests are generally attracted to water, food and shelter in dark places.
- The types of treatment to be used include baits, sprays and traps.
- The frequency and timing of pest treatment will depend on location, climate, type of food, type of pest, season and signs of pest activity.
- Hiring a professional pest controller is a requirement under Food Safety standards.



Summary

- Your work area is your responsibility.
- Maintain cleaning equipment correctly.
- Use correct chemicals for cleaning.
- Follow cleaning schedules.
- Sanitise work areas frequently.
- Remove waste and food scraps from the kitchen promptly.
- Recalled food items should be disposed of according to the supplier's instructions.
- Undertaking regular equipment maintenance will help to keep running costs down and prolong the life of machinery.
- Regular cleaning will keep bacteria and food build-up to a minimum, and ensure the kitchen remains safe and hygienic.
- Immediately report any signs of pest infestation.





Learning Checkpoint 2

Contribute to the cleanliness of food handling areas according to the food safety program

Part A

1. Briefly explain how cleaning equipment should be used and stored.

2. Which of the following apply to materials, equipment and utensils used in food handling? Tick all that apply.

- Equipment that is not working correctly should be identified during the implementation of the cleaning schedule.
- Equipment and utensils should be in good condition.
- All equipment, regardless of material composition, should be cleaned with caustic agents.
- Fridges and temperature probes that do not work properly pose huge food safety issues.

3. Briefly explain what a cleaning schedule is and what it is used for.



4. Match each step of the cleaning process to its definition/description.

1. Pre-clean	Rinse off any loose dirt or detergent.
2. Wash	Use a sanitiser to kill any remaining bacteria.
3. Rinse	Use hot water and detergent to take off any grease and dirt. Soak if needed.
4. Sanitise	Wash off sanitiser if required by manufacturer's instructions.
5. Rinse again	Allow to air-dry.
6. Dry	Scrape, wipe or sweep away food scraps and rinse with water.

Part B

Read the case study below and answer the questions that follow.

Case study

Terry works at a large food bank that also provides hot meals to those in need. One of the first things Terry does when she arrives in the kitchen is check the cool room and freezer temperatures. Terry's reading for the freezer is -18.6°C , and her reading for the cool room is 5.5°C .

The second task Terry completes is a thorough check of all use-by dates and rotation of items in the cool room. This morning Terry sees that cream dated 15/02 is at the front of the fridge, while cream dated 14/02 is behind.

Terry continues her checks to find that fish is defrosting on the top shelf of the cool room right above yesterday's fruit and vegetable delivery. The freezer is full, so there are also boxes of frozen berries on the freezer floor.

Terry enters the dry store to see evidence of a cockroach infestation. 'Oh, no,' she sighs, 'they're back.'

As Terry heads towards the work benches, she sees several dirty utensils and a mixer that hasn't been cleaned properly from the night before. There is a chemical delivery (detergents etc.) that has been left next to the flour, sugar and cocoa.



1. List all seven problems that exist in this kitchen.

2. List five actions to be taken to manage the cockroach infestation.

3. List two food items that must be disposed of to prevent foodborne illnesses.



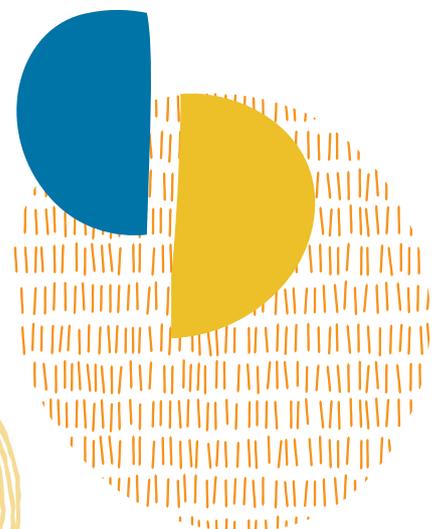
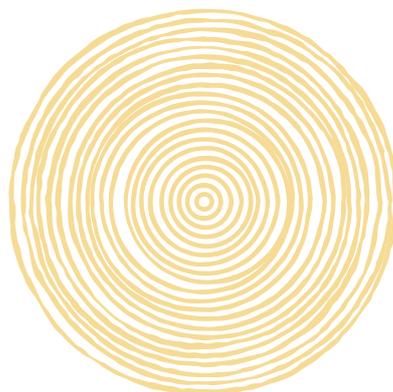
4. Explain how Terry should dispose of these food items to prevent contamination of food, equipment and garbage.

A large, empty rounded rectangular box with a thin black border, intended for the student to write their answer to the question above.



Topic 3: Follow food safety program

- 3A Handle and store food according to the food safety program
- 3B Store, use and dispose of single-use items to avoid damage and contamination
- 3C Keep food for disposal separate and follow procedures for food disposal
- 3D Report processes and practices not consistent with the food safety program and take corrective action



3A

Handle and store food according to the food safety program

Food safety programs are required by law, but not all food businesses require the same level of food safety.

Each state and territory has different classifications according to food safety risks for food businesses.

For example, in Victoria, Class 1 covers aged care facilities, hospitals and childcare services. These are places where people who may have weak immune systems are served food that must be temperature-controlled. Some food businesses do not handle high-risk foods, so the requirements for them are less strict.

Check with your relevant food authority to learn the way that it classifies different food businesses. State and territory governments provide a lot of information about food safety, and a business's responsibilities. They inform the public about penalty notices issued to food businesses.

You can read more about food business classifications and find links to state and territory authorities at: aspirelr.link/food-business-classifications

A food safety program outlines policies and procedures that are required by law and will also help to maintain the safety of the food, as well as the clients and staff.

It is a legal requirement for all Class 1 and Class 2 food businesses to have a food safety program. Class 3 businesses are recommended to train staff in food safety and must keep simple food safety records. Class 4 has no compulsory requirements.

Records need to be completed to monitor the food and the food-handling practices in the workplace.

There is a large range of organisational records that a workplace is required to complete. These include the:

- cleaning schedule
- goods receiving form
- illness record
- pest control inspection report
- food handler training record
- cold storage record.
- approved food suppliers list

All records need to be completed accurately and consistently.

This is your plan for serving safe food. You need to be able to identify and understand documents that are part of the plan and relevant to your work role.



Food safety programs are based on the principles of an internationally accepted system for reducing the risk of food hazards called Hazard Analysis Critical Control Point (HACCP).

Food safety programs must identify, evaluate and control hazards associated with the organisation's food processes. They look at food preparation from the time food is purchased from the supplier to the time it is consumed. The food safety program must be reviewed annually to ensure it is still appropriate and fits with your business.

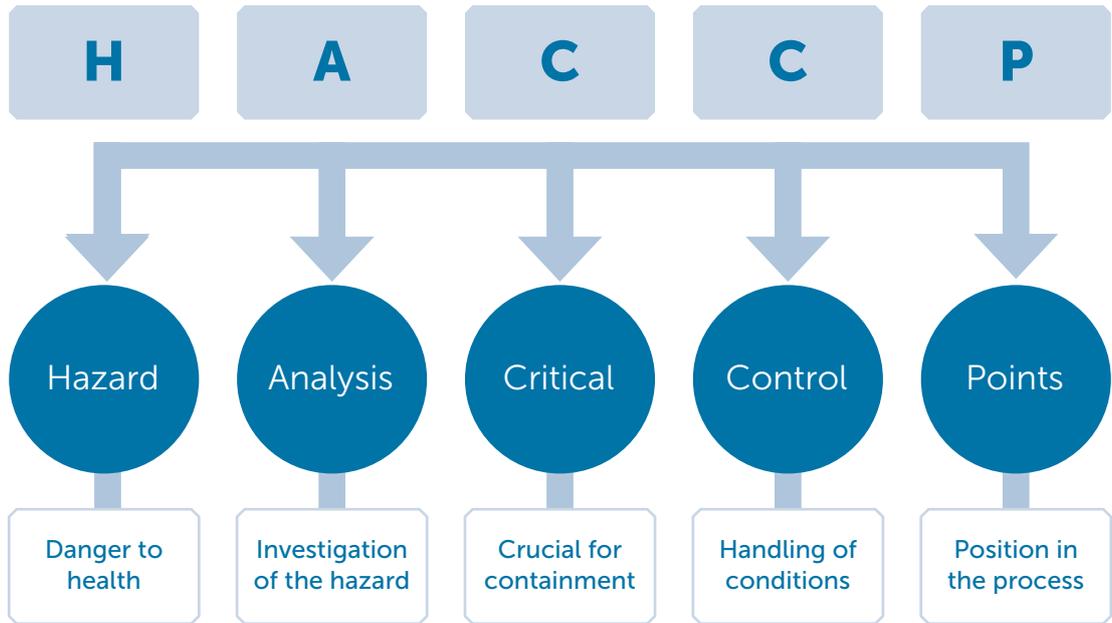
Food safety programs
Written plans that show how your business will manage the safety of the food you prepare, serve, manufacture or sell.



Hazard Analysis and Critical Control Point (HACCP)

A HACCP plan is a method that looks at how hazards can be identified, measured and controlled in the workplace.

A food business needs to serve safe food. To do this, the company needs an organisation-wide approach to food safety that will focus on preventing food illnesses and include a contingency plan for when an incident occurs.



HACCP

Hazard analysis and critical control points (HACCP) plan contains seven principles for identifying, analysing and controlling hazards.

A **HACCP** plan has seven principles to identify, analyse and control hazards, as shown in the following table.

<p>Principle 1: Conduct a hazard analysis</p>	<ul style="list-style-type: none"> • Conducting a hazard analysis means recognising any potential hazards to food safety in the workplace. A plan should be put into place to prevent any danger from those hazards, which could include biological, physical or chemical contamination.
<p>Principle 2: Identify critical control points</p>	<ul style="list-style-type: none"> • Basic critical control points have been identified by Food Standards Australia New Zealand. Critical control points are usually practices and/or procedures for handling food which, when not done correctly, are the leading causes of foodborne illnesses. • Handling food may involve: <ul style="list-style-type: none"> - receiving food - preparing food - processing food (cooking, cooling, re-heating, holding) - displaying and/or serving food - packaging food - transporting food - disposing of food. • Controls are needed at critical control points to prevent, eliminate or minimise food safety hazards as much as possible. For example, businesses that deliver pre-cooked food must ensure the food is safe when delivered. There may be a signed agreement with a supplier that food is delivered in a refrigerated truck.



Principle 3: Establish critical limits	<ul style="list-style-type: none"> • Critical points need critical limits to prevent, eliminate or minimise food safety hazards as much as possible. • These limits, including minima and maxima, must be followed. Any breaks in limits will need to be addressed and dealt with. • This poster shows the temperature danger zone: aspirelr.link/temperature-danger-zone. Knowing about this zone is vital for the safety of high-risk foods.
Principle 4: Monitor critical control points	<ul style="list-style-type: none"> • Control points and limits must be monitored to check for any changes that can lead to risks.
Principle 5: Establish corrective actions	<ul style="list-style-type: none"> • Establish a plan for specific corrective actions if a hazard arises at a critical control point.
Principle 6: Establish procedures for verification	<ul style="list-style-type: none"> • Establish a number of processes to ensure that the HACCP process functions as intended and that the HACCP plan itself is not failing.
Principle 7: Establish record-keeping procedures	<ul style="list-style-type: none"> • Record-keeping procedures should be set to ensure HACCP is always followed and implemented correctly. All employees involved in the process should be able to verify the steps they are responsible for.

The seven HACCP principles are included in the international standard 'ISO 22000:2018 Food safety management systems – Requirements for any organization in the food chain' and are implemented in many food safety programs all around the world.

When working in the different classifications of businesses, it is important that you understand which documents and records need to be completed as part of monitoring and controlling food safety.

You can read more about HACCP at:

- aspirelr.link/haccp-food-safety-programmes
- aspirelr.link/everything-to-know-about-haccp

A workplace should have plans and schedules in place for completing the food safety information. Templates should also be developed to complete induction training and ongoing training with staff.

Example

Food safety program

Shaun arrives in the kitchen ready to begin work and follows the kitchen opening procedure:

1. He opens the doors and turns the lights on.
2. He changes into his uniform.
3. He washes his hands.
4. He inspects the workplace for pests and inspects storage areas for any signs of contamination to ensure all food is safe.
5. He disposes of any contaminated or out-of-date food.
6. He completes records for storage areas.
7. He identifies and resolves hazards as they arise.
8. He sanitises the benches.
9. He sets up the workstation.
10. Finally, he plans a logical work order for the preparation of food.

Video: Food safety program example

Watch the following video which demonstrates the workplace example above: aspirelr.link/food-safety-workplace-example



Safe food-handling practices

Every action that a food handler takes – or fails to take – can affect the safety and quality of food consumed by the people they serve.

You need to take all required actions to protect the food and the people who consume it by identifying and controlling hazards. You will also need to report any hazards as they are identified.

Food must be handled safely during preparation and processing. You need to complete food preparation before cooking or serving it. This may include measuring



ingredients, mixing them together, coating food with batter, or grinding and chopping food. 'Processing' in a food service environment means cooking food in a way that destroys microorganisms (bacteria) and transforms the food from raw to edible.

Critical control points are implemented to maintain food safety for the people you are cooking for and staff. For each critical control point there are policies and procedures to be followed when completing tasks. These set parameters for various control methods, including time, temperature, chemicals used and monitoring food.

Controls may be set out in table form, such as in the following example.

Key step	Cooling food
Potential hazards	Growth of bacteria to unsafe levels
Controls	<ul style="list-style-type: none"> • Food must be cooled at room temperature. • Food must be cooled in metal containers to a shallow depth (no more than 5 cm). • Food must be cooled to 20°C within two hours. • Use blast chillers where possible.
Monitoring	Shift supervisor to check at least once per day that the cooling process is being followed.
Corrective action to take (if necessary)	Food that has not been cooled according to procedures must be discarded. For example, food that was uncovered during the cleaning process may have been contaminated.

Food-handling policies and procedures provide guidelines to complete tasks in a safe manner. For example, this may include advising staff when to use gloves or what chemicals to use. Following the correct procedures for hand-washing is an important way of limiting food contamination.

Use the personal protective equipment (PPE) provided by your organisation, such as gloves and aprons, to create a barrier between you and the food you are handling. Use separate utensils such as graters and knives when preparing different types of food, and make sure you wash them with hot soapy water after each use. The cleaning schedule should guide you to ensure that equipment and surfaces are hygienic.

Food businesses should provide you with equipment for preparing food, such as coloured chopping boards that correspond to the type of food being prepared. Using coloured chopping boards will minimise contamination between different food types.

Monitor how long food is at room temperature in the preparation stage.

Your organisation may have other food safety programs in place, which may be workplace-specific.

The table below illustrates the colour-coding system used for chopping boards.



Seafood	Blue chopping board	Raw meat	Red chopping board
Poultry	Yellow chopping board	Cooked meat	Brown chopping board
Fruit and vegetables	Green chopping board	Farinaceous food (e.g. grains and legumes)	White chopping board

Safe food handling for different types of food

High-risk food must be cooked to 75°C or hotter. Raw and under-cooked foods are the leading source of bacteria in the kitchen.

Food type	Safe food-handling practices
Seafood	<ul style="list-style-type: none"> Seafood is a delicate protein and should be handled with care. It should be stored down low in the cool room or fridge and below 5°C, with ideal temperatures between 1–4°C. It’s a good idea to place ice around seafood. Keeping seafood at the correct temperature will minimise the growth of harmful bacteria and toxins. Seafood should be labelled, dated and monitored in storage to ensure it is prepared and served in time. Freshly caught seafood should be kept for no longer than three days. Storage of seafood above 5°C is not advisable because the products are generally very perishable. However, seafood that has been cooked or processed and has not been contaminated will remain safe if the 2–4 hour rule is applied. You can read more about handling seafood during critical control points by searching for ‘Safe seafood’ at: aspirelr.link/safe-seafood-aus
Uncooked meat	<ul style="list-style-type: none"> Uncooked meat should always be kept separate from cooked meat. When meat is raw and whole, the meat should be stored in the open, preferably hanging. This will allow the air to pass around the meat and will help to dry the surface. This minimises the bacteria as it reduces the moisture. Meat should also be stored below 5°C to prevent the growth of bacteria. All meat should be stored between 1–3°C – anything above 5°C is unacceptable. Meat such as offal and minced meat should be handled with extra care as it carries large amounts of the food-poisoning bacteria that can spoil the food very quickly. The microorganisms in this type of meat will grow even below 5°C, so it is best to keep it as close to 0°C as possible. Poultry should be handled in a similar way to other types of meat, but it must be covered. Poultry also needs to be kept below 5°C and stored low in the fridge. It is important to inspect all meat before you begin working with it.



Food type	Safe food-handling practices
Cooked meats (including poultry and seafood)	<ul style="list-style-type: none"> • Cook mince, sausages, whole chickens or stuffed meats right through to the centre, as bacteria can be found throughout. You should not be able to see any pink meat and the juices should be clear. • These meats must be chilled as quickly as possible after the cooking process. Leaving the items on the bench will allow the bacteria to grow at rapid rates once the food is within the danger zone. It's important to note that food-poisoning bacteria is mostly on the surface of steak. • The risk of food poisoning with these foods is increased if the bacteria survives the cooking process. Care needs to be taken from the time that the food is prepared and cooked to the time it is consumed, which includes reheating the food.
Fruit and vegetables (including nuts, herbs and spices)	<ul style="list-style-type: none"> • Although fruit and vegetables do not contain food-poisoning bacteria, they can still be hazardous to health. The use of sprays and chemicals, and risk of contamination from other people and animals can lead to food poisoning. • Fruit and vegetables need to be stored and handled correctly to avoid them being damaged or spoiled by cuts and bruises, which can encourage the growth of moulds and fungi. • It is important to understand the requirements when storing these items. Most fresh fruit and vegetables are temperature-sensitive, and should be stored in a cool room or refrigerator. Some foods, such as potatoes, are light-sensitive and should be stored in dark areas or away from natural light. Stone fruit, such as peaches and plums, and tropical fruit are sensitive to cold temperatures. They should not be stored below 5°C unless they have been cut up.
Farinaceous foods and dried goods	<ul style="list-style-type: none"> • Farinaceous foods include cereals, starchy vegetables, pasta, noodles, rice, polenta and gnocchi. These are often stored in dry form. Dried foods have had the moisture removed from them, making them shelf-stable. If they are stored in a dry, well-ventilated, cool location, they will maintain their stability throughout storage. • As the dry goods are shelf-stable, they are able to last for an extended period of time, but it is important to apply the first-in, first-out storage rules. • Care must be taken if these foods are stored in a refrigerator or cool room after cooking, as bacteria spores may have germinated. They must be covered and disposed of within three days.
Dairy	<ul style="list-style-type: none"> • Dairy products are highly vulnerable to contamination by pathogens and most have a relatively short shelf-life, especially milk (10–16 days under optimum storage conditions). Storing dairy products according to the manufacturer's instructions is vital for reducing the potential for contamination. • Contamination can occur through cross-contamination with other foods, soil, dust, rodents and insects, and improper storage measures that induce the growth of pathogenic microorganisms.

Food type	Safe food-handling practices
Dairy (cont.)	<ul style="list-style-type: none"> Dairy products should be stored in refrigeration as a perishable product and kept separate from other food products to avoid cross-contamination. Once opened, they should be covered and sealed against possible cross-contamination. Use-by dates also need to be observed.
Frozen	<ul style="list-style-type: none"> Frozen products should be well-wrapped or sealed in airtight plastic containers to prevent freezer burn. All containers must be labelled with the date, quantity and product, as frozen goods cannot be frozen indefinitely. On receipt, frozen foods must be stored immediately to prevent thawing and should be checked to be frozen solid. If there are signs of defrosting, the items must be sent back.
Eggs	<ul style="list-style-type: none"> Eggs are widely used in cooking as they are a versatile ingredient. However, they are also high-risk and can contain salmonella. Because of the risk of food poisoning it is important that eggs are stored, handled and cooked correctly. When purchasing eggs, ensure they are clean and not cracked. Consuming cracked eggs will increase the risk of food poisoning. Eggs should be kept in the fridge below 5°C and in the original container. The container reduces the absorption of flavour from other ingredients and stops too much moisture from getting to the eggs.

Cook and heat food correctly

Food must be heated to above 75°C to kill as many bacteria as possible.

If you are keeping food hot, it should be kept above 60°C. The food's temperature should continually be measured and recorded. Measurements should be taken in the middle of food; this is known as a core temperature measurement.

When reheating food, heat it to 70°C and keep it at that temperature for at least two minutes.

Take care when microwaving food, as a microwave may heat food unevenly. Stir food during cooking, cover it with a lid and leave it to stand for a short time.

Cooked food should spend only a limited time in the danger zone. If food handlers are called away from the task at hand, food should be placed back into refrigeration.

Cool food

The Food Safety Standards require potentially hazardous food to be cooled in the following ways:

- From 60°C to 21°C in a maximum of two hours.
- From 21°C to 5°C in a maximum of four hours.

This is done to minimise the time that cooked food is in the danger zone (between 5°C and 60°C), which is the optimal temperature for the bacteria to grow.

Leaving food to cool beyond these time limits will increase the risk of food becoming contaminated. The contamination could then spread to hands and utensils.

Actions that help food to cool more quickly include:

- cutting food into smaller portions
- placing liquid foods, such as stews and casseroles, in shallow containers no more than 5 cm deep.
- You also need to consider the fridge temperature when you put food away. Fridge temperatures will fluctuate and putting hot food into the fridge will cause the temperature to go up. It is best to wait until the food has stopped steaming.

Never freeze foods that have been reheated.

You can read more information about heating and cooling food at:

aspirelr.link/foodstandards-temperature-control

Example

Safe food handling

Ben is a head chef of an allergen-free catering company that delivers nut-, dairy- and gluten-free food to aged care facilities. His team includes Sarah and Tim, who are both qualified chefs.

Ben's company has a contract to supply food to an aged care facility that is located 30 km away; mindful that it must be transported over this distance, he has developed a menu that includes both hot and cold food items. Ben instructs Sarah and Tim to prepare the food.

Tim gets the recipes ready to prepare the menu items and gathers the ingredients, checking each item for quality, and for signs of pests and contamination.

While they are preparing the food, Ben checks the temperature of all the food and records it in the food safety program. He labels the sheet as 'Function food' before it is transported.

Sarah and Tim finish preparing and packaging the food ready for transport. Having considered the travel time, they wrap everything well, piercing a small hole in the top of the packaging of the hot foods to allow the steam to escape.



When they arrive at the facility, they clean the area, unpack the food and check all temperatures.

They serve the food immediately, so the residents are able to enjoy food that was kept hot and safe.

Practice Task 8

Question 1

Which of the following statements are correct? Select 'Yes' or 'No' for each one.

a. The food safety program must be reviewed monthly to ensure it is meeting requirements.	Yes / No
b. A HACCP plan is used to identify, analyse and control hazards.	Yes / No
c. The food safety program helps to identify, evaluate and control hazards in the organisation's food-handling processes.	Yes / No
d. Critical control points in a HACCP plan are high-risk areas.	Yes / No
e. Community services do not need to follow food safety procedures because they need to prepare and deliver food to clients with a range of different physical and mental needs.	Yes / No

Question 2

Which of the following statements relating to storing food safely are correct? Tick all that apply.

- Frozen food must remain frozen during storage.
- Check the temperature of fridges, freezers and food with a thermometer.
- Always keep hot food above 80°C.
- Cook and reheat food to 75°C to kill bacteria.
- Ensure fridges are set to 6°C or below.
- You must only receive food from approved suppliers.



Question 3

Which of the following actions help control food hazards? Tick all that apply.

- Uncooked meat should always be kept separate from cooked meat.
- If the outside of a chicken looks crisp and golden brown, this means it is cooked safely for consumption.
- Take care when microwaving food, as a microwave may heat food unevenly.
- Always freeze foods that have been reheated.
- Wait until the food has stopped steaming before placing into the fridge.

3 B

Store, use and dispose of single-use items to avoid damage and contamination

Before food is stored and handled, procedures for receiving it into the business need to be followed.

Before food is stored and handled, procedures for receiving it into the business need to be followed. These procedures are there to avoid serving poor-quality food and to begin with an accurate record for that item of stock.

Hazards must be controlled when the food is received and stored. Once food is stored, it is important to monitor it and to ensure that storage conditions continue to be satisfactory.

Here is some information about actions you can take when receiving, monitoring and storing food, including single-use food items such as sugar sachets, spreads, butter, condiments, coffee and tea.

Receiving food	<ul style="list-style-type: none">• Follow your food safety program to check that the food your business receives is safe and suitable. There is always a chance that it might be contaminated.• An employee must be present when food deliveries are made to check that packages are not damaged, that frozen food is still frozen and the quantities ordered are correct. The delivered food must be put into storage straight away.
Storing food	<ul style="list-style-type: none">• The Food Safety Standard 3.2.2 requires a food business to store food in such a way that 'it is protected from the likelihood of contamination; and the environmental conditions under which it is stored will not adversely affect the safety and suitability of the food'.• Food that is stored incorrectly may cause a health risk. You need to monitor all storage areas and maintain the cleanliness of each area. It is important to check labels, the temperature of storage areas, and to use appropriate containers.
Monitoring food	<ul style="list-style-type: none">• Food monitoring is done at all critical control points. Monitoring will help to ensure that you take all action needed to protect food by identifying and controlling hazards, and reporting any hazards as they are presented.• Monitoring the temperature of food and the time it spends in temperatures between 5°C and 60°C is an important part of this process.

Receive food

Buying food at its freshest is a good starting point for maintaining food safety and quality.



Food handlers need to take steps to protect food against contamination. If you are expecting a delivery of food, arrange for an employee to be there to accept it.

The following should be taken into consideration when inspecting a delivery.

Supplier	Food handlers should only accept food from approved food suppliers. Approved food suppliers are those registered or licensed under relevant state or territory laws. You should keep a list of all approved food suppliers, in accordance with your food safety program requirements. The food business should negotiate with the supplier about what steps they need to take to ensure that food is protected from contamination.
Temperature control	Potentially hazardous food should only be accepted if it is received under a controlled temperature. This is usually either below 5°C, or below –15°C for frozen products. Frozen food should only be received if it is frozen solid. Hot food should be kept hot and only transported at 60°C or hotter.
Packaging	Food packaging should be clean, intact and undamaged. Items with damaged packaging should be rejected.
Transport	Delivery vehicles should be regularly inspected for cleanliness and temperature.
Labelling	All packaged food should be labelled in accordance with the Australia New Zealand Food Standards Code.
Use-by date	All food should be within its best-before or use-by date.
Documentation	A record of food receipt should be kept in accordance with your food safety program requirements. The food safety program may also require you to complete records of inspections and any corrective action that has been taken. For example, the supplier may be found to be delivering too much or too little stock.

Under Standard 3.2.2 of the Food Standards Code, food businesses are expected to take all practicable measures to ensure that they do not receive unsafe or unsuitable food. This means that they must make sure the food they receive:

- is protected from contamination
- can be identified while it is on the premises
- is at the correct temperature when it arrives if it is potentially hazardous.

You can read more about receiving food at: aspirelr.link/foodstandards-receiving-food

Store food

Stock that is to be sold for consumption needs to be kept in specific food storage areas. Food stock should be stored using a first-in, first-out (FIFO) method. This involves using the oldest items first.



High-risk food should be labelled by date to demonstrate safe stock rotation.

Semi-perishable foods (such as sugar sachets) and non-perishable foods (such as dried food or canned food) should be stored in dry storage. Temperature is not so much of an issue in dry storage, but it is important to keep the food in suitable, labelled containers in an uncluttered area that is free from pests. Dried food can keep for a long time, provided it is kept from moisture and contaminants.

The following outlines actions to take to store food safely.

Check temperatures	<ul style="list-style-type: none">• Potentially hazardous food must be stored and displayed under temperature control.• Frozen food should be stored below -15°C and kept frozen solid.• Refrigerated stock should be kept below 5°C.• Hot food must be kept above 60°C, but should not be kept too hot (at 80°C, food quality may deteriorate as the food will quickly dry out).• The temperatures of freezers, cold storage/display units and heated units should be checked and recorded using probe thermometers.
Prevent contamination	<ul style="list-style-type: none">• Follow correct handling and storage procedures.• Use correct containers and store food in the correct areas of the cool room.• Cover all foods that are exposed to contamination.• Store ready-to-eat food above or away from raw meat and seafood.• Ensure food is stored on shelves and not on the floor.• Store chemicals separately to food storage areas.
Consider quality and freshness of food	<ul style="list-style-type: none">• Aim to preserve the quality and freshness of food in storage. Sometimes food can be safe to eat, but of poor quality (for example, frozen food can develop freezer burn from too much oxygen, which can affect the taste and texture).• Follow the storage rules for each storage area to minimise the effects on food, such as reduced humidity causing lettuce to become limp.
Monitor stored food	<ul style="list-style-type: none">• Monitor the temperature of storage areas as well as the food being stored there.• Pest activity should be checked regularly and monitored, as should the cleanliness and moisture content of the storage area.

You can read more about storing food at: aspirelr.link/foodstandards-storing-food



Single-use items

Single-use items must not be used more than once. These include disposable utensils and cutlery, sugar sachets and serviettes. Bacteria can multiply on these items if they are not handled correctly.

You may need to take the following actions in relation to single-use items:

- When single-use items are delivered, check them for their use-by date, if relevant (for example, in relation to butter or jam sachets), and for any damage to packaging.
- Store them in hygienic storage conditions (for example, in a labelled container that has a lid).
- Refrigerate items such as butter and margarine.
- Handle items carefully so as not to damage packaging and expose the contents to contaminants.
- Follow instructions about the correct way to use single-use items.
 - Dispose of items after use.
 - Ensure only small quantities of items are available at a time.
 - Do not use items for any other purpose.

Single-use items

Items that are intended for single use only, such as sugar sachets, spreads, butter, condiments, coffee, tea, cutlery and paper serviettes.

You need to store, display and provide single-use items so they are protected from damage and contamination.

Once a client has handled an item, it is considered to be used and must be disposed of.

Example

Food poisoning

Sam has just started working as a manager in a café within a community service organisation. He has become aware that the café is serving foods containing raw eggs (e.g. mayonnaise, shakes with raw eggs) which are a very high risk for salmonella poisoning. Any foods containing raw egg are at significant risk, as trace amounts of bacteria from the shell of an egg can be introduced into the product, which may not undergo any further processing.

Sam is aware that food with raw eggs imposes a high risk, so he decides to look for an alternative product (such as pasteurised mayonnaise) or follow the directions in the Food Safety Guidelines for the Preparation of Raw Egg Products.



He is also aware that his staff need to practise proper hygiene and so he implements measures. He ensures that all equipment and surfaces are cleaned and sanitised appropriately, and that all staff within the business understand the importance of this. He also ensures that staff understand how to disassemble and clean equipment effectively.

Practice Task 9

Question 1

Which of the following statements about receiving and storing food are correct? Tick all that apply.

- There is always a chance that food delivered might be contaminated.
- Potentially hazardous food should only be accepted if it is frozen.
- Deliveries must be checked for damage, temperatures, quantities ordered and pests.
- Food that is stored incorrectly may cause a health risk.
- Food storage areas must be monitored by checking labels, temperature and cleanliness.

Question 2

List three circumstances in which you would need to dispose of single-use items to avoid contamination.

3C

Keep food for disposal separate and follow procedures for food disposal

Handling food that requires disposal efficiently will prevent any cross-contamination and any decaying or spoiling of food.

Food that requires disposal needs to be handled efficiently. Doing so will prevent any mix up between foods, any cross-contamination, and any decaying or spoiling of the food.

Food should be disposed of if it:

- has been served to another person
- has been sitting outside of its appropriate temperature range for a length of time
- has passed its use-by date
- shows signs of perishing
- has been cross-contaminated
- has been exposed to environmental factors that may lead to foodborne illness (for example: an ill person has been in contact with the food, or the food has been in contact with a dirty surface).

Businesses, including community services organisations that handle food, should have a system in place that ensures no mix-up between food waste and other foods.

The layout of the food preparation area should be designed so that there is no cross-over between food disposal or waste areas and food storage or preparation areas.

Food for disposal may be stored in garbage bins, compost bins or food waste bins provided by the local council. Different types of food may have different disposal requirements. For example, liquids may not be suitable for garbage bins, whereas meat and dairy products are unsuitable for compost bins. It is a good idea to properly label each of the food disposal or compost bins available at your centre with the food that can be discarded inside.

This will ensure that food disposal is managed in the most hygienic, efficient, and environmentally friendly way possible.

It is also important to adequately dispose of food packaging in line with local council rules. Most organisations will have specific bins for recycling cardboard, aluminium, paper and glass. Ensuring food packaging is recycled correctly goes a



long way in protecting the environment and minimising unnecessary waste going to landfill. There are also many organisations now recycling used plastics, such as those used to package single-use cutlery or perishables such as fresh fruit and vegetables. Organisations should make a conscious effort to recycle these materials by placing them in a specific bin and organising for their collection or drop off to the appropriate point.

Often, services will need to demonstrate their procedures for handling food disposal, waste and recycling to their local council upon receiving council approval to operate. This is to ensure that safe and sanitary practices are followed.

Read more about safe food waste disposal at: aspirelr.link/qld-safe-food-waste-disposal

It is also a good idea for any community service handling food to look at strategies to reduce food waste.

You can read more about this at: aspirelr.link/reduce-restaurants-food-waste

Practice Task 10

Question 1

List three ways you can dispose of food safely at your place of work.



Question 2

List five ways a food service could reduce food waste.

Question 3

Provide one example of a recycling procedure that can be implemented in the workplace.

3D

Report processes and practices not consistent with the food safety program and take corrective action

Food Safety Standard 3.2.2 requires food handlers to do whatever is reasonable to make sure food is safe and suitable for people to eat.

As a food handler, you have a responsibility to follow hygienic and safe practices, such as when and how to wash your hands. You also need to know what to wear, as well as what to do if you have an injury or illness.

When unexpected things happen (for example, if it is much busier than usual), you need to work out what you can reasonably do to keep food safe.

As a food handler, you have the following responsibilities:

- Understand and be clear about your role.
- Follow directions of your food safety supervisor and employer, and seek further information when you are unsure of the correct procedure.
- Ensure you have good personal hygiene, and meet organisational standards and food safety principles, including:
 - wearing the correct, clean uniform when preparing and serving food
 - washing your hands whenever necessary
 - ensuring your hair is covered and/or tied back.
- Ensure you do not work with food when you are sick or infectious.
- Report any food safety breaches to management.
- Store, prepare, cook and serve food according to the organisation's food safety program.
- Keep accurate records.

Report corrective action

Processes or practices that do not follow the food safety program should be reported. Reporting enables poor food handling practices to be identified and helps to prevent these practices occurring in the future. It also increases awareness of food safety issues.



You must report to your supervisor when:

- critical limits are not reached, and corrective action has been required; e.g. when products being received are returned due to incorrect temperature, use-by dates or packaging that does not meet standards
- equipment is not working properly or is not operating at correct temperatures; e.g. when temperatures are not correct in cool rooms, freezers and other refrigeration units
- hygiene policy has been ignored, leading to contamination of food or food contact surfaces
- lights in food preparation and storage areas are not working
- signs of pests are noticed
- supplies of equipment needed to reduce food safety hazards, such as cleaning and sanitising products or single-use gloves, are running low.

Always be mindful of ways to improve food safety in the workplace, and report issues as they are identified so that they can be fixed and safety can be maintained. If you cannot fix an issue yourself, you must report all hazards to the supervisor as soon as they are found.

Lack of food safety knowledge and skills

Standard 3.2.2 Food Safety Practices and General Requirements requires food businesses to make sure that people who handle food or food contact surfaces, and their supervisors, have the skills and knowledge needed to handle food safely.

If workers do not have the knowledge or skill to work with food safely, this can lead to contamination of food and cause serious illness to clients living or attending the community service.

The skills workers and supervisors need include those that enable them to do their work in ways that produce safe food. The knowledge that workers and supervisors need includes knowing about food safety issues and safe food handling practices relevant to their work role and the organisation.

For example, in relation to food safety, workers need:

- to know that raw chicken is likely to be contaminated with dangerous bacteria and undercooked chicken can cause food poisoning
- to know the temperature and cooking time to ensure chicken is thoroughly cooked
- the skill to check that the chicken is thoroughly cooked
- the skill to make sure that equipment for storing chicken is set at the right temperature.



In relation to food hygiene, workers need:

- to know that hands, disposable gloves or utensils used to handle raw chicken can contaminate cooked chicken
- the skill to effectively wash hands and food handling equipment in ways that reduce the likelihood of contamination
- to know that cooked chicken can be contaminated by other elements, such as dirty linen, benches or clothes
- the skill to keep the food preparation and service areas clean.

Ensure colleagues have adequate skills and knowledge

Some examples include:

- offer 'in house' training by another worker or supervisor
- provide workers with food safety and food hygiene information for them to read
- create clear policies and procedures which set out the responsibilities of food handlers and their supervisors
- enrol workers in food safety courses run by external parties
- hire a third party to deliver food safety training at the organisation.

To identify gaps in workers' skill and knowledge, consider the following:

- What food handling and safety risks exist in your business?
- What food handling tasks do different workers carry out?
- Have all workers been instructed or shown how to handle food safely within the organisation?
- Is there a person responsible for overseeing set procedures are followed?
- Does the organisation have the equipment workers need to keep work areas clean? And do workers know how to use it properly?

Organisations that ensure workers have safe food handling skills and knowledge, who have personnel responsible for supervising the work of their staff, and who regularly discuss safe food handling practices, should find it easy to comply with the skills and knowledge requirement.



Example

Failure to follow practices

Harry is receiving a delivery of meat and a delivery of vegetables at the residential aged care home he works at. He checks them on the invoice to make sure he has the correct amount. He does not check the temperatures because the suppliers have been supplying the food for a long time now.

Harry needs to get the food into storage as quickly as possible to get back to preparing food for the dinner service. He puts it all into the fridge and leaves it for another staff member to unpack.

At the end of the day no one has put the items away. Harry is tired and decides to leave it till tomorrow.

When he comes in to work the next day, he checks the order and notices that the meat has leaked onto some of the vegetables that are to be used in a salad. The herbs have started to freeze over a little.

He must now notify his supervisor that they have to throw out all of the order and pay for another delivery.

Practice Task 11

Question 1

List three responsibilities workers have to take corrective action for non-consistent processes and practices.



Question 2

Briefly explain why it is important to report corrective action, and provide an example when you might report.

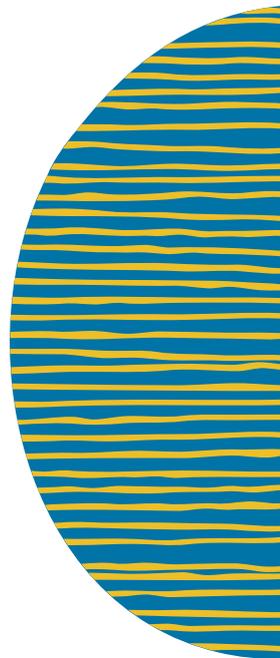
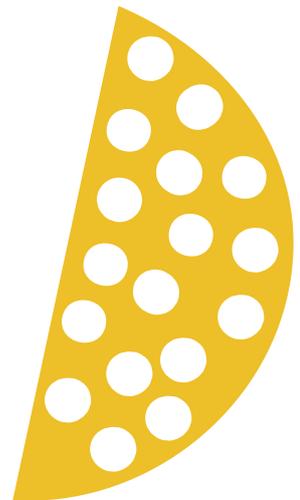
Question 3

Why is it important for all workers to have food safety and food hygiene knowledge and skills?



Summary

- Each state and territory has different classifications according to food safety risks for food businesses.
- A food safety program outlines policies and procedures that are required by law and will also help to maintain the safety of the food, the clients and staff.
- A HACCP plan is a method that looks at how hazards can be identified, measured and controlled in the workplace.
- You need to take all required actions to protect the food and the people who consume it by identifying and controlling hazards.
- Hazards must be controlled when the food is received and stored.
- As a food handler, you have a responsibility to follow hygienic and safe practices, such as when and how to wash your hands.
- Processes or practices that do not follow the food safety program should be reported. This includes the corrective action that has been taken.





Learning Checkpoint 3

Follow food safety program

Part A

1. Briefly explain what a food safety program is and what it must contain.

2. Match each principle to its description.

Principle 1: Conduct a hazard analysis	This means monitoring to check for any changes that can lead to risks.
Principle 2: Identify critical control points	This means corrective actions to address a hazard that arises at a critical control point.
Principle 3: Establish critical limits	This means identifying practices and/or procedures which, when not done correctly, are the leading causes of food-borne illnesses when handling food.
Principle 4: Monitor critical control points	This means putting in place processes to ensure that the HACCP process functions as intended, and that the HACCP plan itself is not failing.
Principle 5: Establish corrective actions	This means recognising any potential hazards to food safety in the workplace.
Principle 6: Establish procedures for verification	This means record-keeping procedures should be set to ensure HACCP is always followed and implemented correctly.
Principle 7: Establish record-keeping procedures	This means setting critical limits to prevent, eliminate or minimise food safety hazards as much as possible.



3. List five ways to handle and store food safely.

4. List three consequences of not following a food safety program and procedures.

5. As a food handler, list four actions you need to take in relation to single-use items.



6. Which of the following are ways you can dispose of food safely in a workplace?
Tick all that apply.

- Remove food scraps from the kitchen daily (or more frequently if required).
- Arrange regular garbage collection. Garbage that is not collected for some time after disposal is very attractive to pests.
- Do not allow garbage containers to overflow.
- Regularly hose down and clean garbage containers.
- Recycle single-use cutlery and paper napkins.

7. List four responsibilities that require you to take corrective action for non-consistent processes and practices.

8. List three situations you must report to your supervisor.



Part B

Read the case study and answer the questions that follow.

Case study

Caitlyn works in food service at a large provider of shared accommodation for people with a disability. She is responsible for ensuring that temperatures in the cool room and freezer are checked and any issues are reported. Caitlyn's reading for the freezer is -18.1°C , and her reading for the cool room is 5.4°C . Caitlyn jots down these readings and continues with her other assigned tasks.

When she finishes, she washes her hand and heads towards her work bench, where she dries her hands on the tea towel she used yesterday. She grabs cleaning chemicals from the storage cupboard and washes and disinfects her work space. She then places the chemicals underneath her bench for later use.

When Amal begins her shift, she asks Caitlyn about her findings from the morning's inspections. Caitlyn says everything is fine and they can begin preparing the food for the residents' morning tea.

1. What knowledge and/or skills does Caitlyn not possess that could negatively affect the operations of the business?



Glossary

Food safety programs

Written plans that show how your business will manage the safety of the food you prepare, serve, manufacture or sell.

HACCP

Hazard Analysis and Critical Control Points plan; contains seven principles for identifying, analysing and controlling hazards.

Hazard

A source or a situation with the potential for causing harm, damaging humans, property and/or the environment.

Hygiene practices

Procedures for preventing food contamination and disease transmission by maintaining personal and workplace cleanliness.

Infectious diseases

Diseases caused by microorganisms such as bacteria, viruses, parasites and fungi, which can spread from one person to another.

Notifiable disease

Illnesses and diseases that must be reported to government health authorities.

Personal hygiene

Keeping your body clean and healthy by maintaining personal cleanliness.

Personal protective equipment (PPE)

Clothing and equipment designed to protect the wearer from harm, and to prevent transmission of contaminants or infective agents.

Single-use items

Items that are intended only for single use, such as sugar sachets, spreads, butter, condiments, coffee, tea, cutlery and paper serviettes.

Toxins

Harmful matter caused by bacteria in food.

