SITXFSA001
Use hygienic practices for food safety

Student Training Manual

Hospitality Alliance Training | Clubs WA - National Provider Code 6226

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- Version: 06-2016

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Version 09-2016
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# Student Information

Refer to the Student Handbook for specific information regarding Hospitality Alliance Training’s policies and procedures.

## Course Information

| Course Code and Title | • SITXFSA001 - Use hygienic practices for food safety  
  • *from the SIT12 – Tourism, Travel and Hospitality Training Package* |
<table>
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<tr>
<td>Course Currency</td>
<td>• Current</td>
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</table>
| Estimated Time of Training/Accessment | • This course is self-paced  
  • Expected to require a minimum of 4 hrs |
| Location of training  | • The course will be delivered at place of registration  
  • This course may be delivered online  
  • This course may be delivered face-to-face |
| Third Party Providers | • There are no third party providers for this course |
| RTO Assessment         | • Clubs WA (Hospitality Alliance Training) is responsible for the compliance of your training and assessment |
| Certificate Issuance   | • Clubs WA (Hospitality Alliance Training) is responsible for the issuance of your certificate (Statement of Attainment) |
| Complaints and Appeals | • All information concerning our complaints and appeals processes are available within the Student Handbook |
| Course Guarantee       | • Clubs WA (Hospitality Alliance Training) guarantees to provide your training and assessment in full as per the terms and conditions of the course, which are contained in the Student Handbook |
| VET FEE-HELP           | • There is no VET FEE-HELP available for this training course |
| Student Requirements   | **Classroom**  
  • All materials provided  
  **Online**  
  • Suitable for PC; Mac; Android, iPad; iPhone  
  • Preferred Browsers are Mozilla Firefox or Google Chrome  
    • Internet Explorer may not be compatible with some aspects of online training  
  • PDF Reader  
  • Speakers or headphones |

This training resource has been developed to meet the needs of people working or wishing to work within the hospitality industry in food service and uses performance outcomes, skills and knowledge required to handle food safely during the storage, preparation, display, service and disposal of food. It requires the ability to follow predetermined procedures as outlined in a food safety program.
ASSESSMENT

Pass Mark | Competency

Prior to issuance of your Statement of Attainment for SITXFSA001, you are required to provide evidence that you have satisfactorily gained the required skills and knowledge to participate in safe food handling practices.

The assessment consists of:

- **Online Assessment | 530 points**
  - Assessment Conditions | 1 question
  - Module 1 – Responsibilities | 6 questions
  - Module 2 – Food Safety Program | 5 questions
  - Module 3 – Food Safety | Part 1 | 8 questions
  - Module 3 – Food Safety | Part 2 | 6 questions
  - Module 3 – Food Safety | Part 3 | 4 questions
  - Module 4 – Hygiene | Part 1 | 9 questions
  - Module 4 – Hygiene | Part 2 | 8 questions
  - Module 5 – Diseases | 6 questions

**Online Assessment Competency Requirement: 480 points (90%)**

Competency is required for the Online Assessment to be deemed Competent in SITXFSA001.

Reassessment will be provided if required.

Student Declaration

You will be required to sign a declaration that the assessment tendered is your own work prior to issuance of a Statement of Attainment. The declaration must be witnessed by an Authorised Person – a list is provided with the declaration.

Unique Student Identifier (USI)

All students must provide their own Unique Student Identifier (USI) prior to issuance of a Statement of Attainment.

You may obtain your free USI online at [www.usi.gov.au](http://www.usi.gov.au). If you are unable to obtain your USI please contact us so that we can arrange to obtain it for you.
LANGUAGE, LITERACY AND NUMERACY

Participants are required to read all sections of this manual and use the activities as a guide to completing the assessment at the end of this course. Minimum levels of English and numeracy will be required to obtain a good learning outcome.

Please do not hesitate to contact your trainer if you need help.

External Support Agencies for Learning Difficulties

The following agencies are also available to offer assistance and guidance:

**AUSPELD**
AUSPELD, The Australian Federation of SPELD Associations, responds to the needs of children and adults with Specific Learning Difficulties/Disabilities, such as the learning disability dyslexia, and those who care for, teach, and work with them, through the dissemination of information, advocacy, research, and support. [<https://www.auspeld.mediacloud.com.au>]

**Learning Difficulties Australia**
Learning Difficulties Australia is an association of teachers and other professionals dedicated to assisting students with learning difficulties through effective teaching practices based on scientific research, both in the classroom and through individualised instruction. [<https://www.lدائstralia.org>]

**ALNARC - Adult Literacy and Numeracy Australian Research Consortium**
This site contains key information about Australian adult literacy activity and links to a range of additional programme, professional development, resource, and research sites. [<https://www.staff.vu.edu.au/alnarc>]

**National Centre for Vocational Education Research Ltd (NCVER)**
The information in this resource is based on research funded through the Adult Literacy Research Program (ALRP) and managed by the National Centre for Vocational Education Research (NCVER). [<https://www.adultliteracyresource.edu.au>]

**Australian Council for Adult Literacy**
The Australian Council for Adult Literacy promotes adult literacy and numeracy policy and practice. The council exists to:

- provide leadership in Australian debate on adult literacy and numeracy practices and policy
- build understanding of adult literacy and numeracy issues
- advocate on behalf of equitable adult literacy and numeracy provision for all Australians
- build links between people, organisations and systems; the participants and stakeholders in the adult literacy and numeracy field
- Work with other organisations on issues of mutual concern.

[<https://www.acal.edu.au>]

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Module 1 – Responsibilities

The food industry is integral to Australia’s economic and social prosperity, providing over 206,000 jobs for Australians and valued at $5.4 billion annually to the Australian economy.

Food contamination can create an enormous social and economic strain, therefore food safety at all levels, including service, delivery, production, and manufacturing, is an essential practice within the food industry.

The Food Safety Standards Australian and New Zealand regulates the safety and suitability of food in Australia.

1.1 Federal and State Government

Australia New Zealand Food Authority (ANZFA) is a bi-national Government agency that develops food standards that apply to all foods processed or imported for sale in Australia and New Zealand. Their main responsibility is to develop and administer the Australia New Zealand Food Standards Code (the Code), which lists requirements for foods such as additives, food safety, labelling and genetically modified foods.

Vision: A safe food supply protecting and supporting the health of people in Australia and New Zealand.
Mission: To develop effective food standards in collaboration with the Australian and New Zealand governments.

Enforcement and interpretation of the Code is the responsibility of State/Territory departments and food agencies within Australia and New Zealand.

Links to the Code and State/Territory Government Agencies for further information are provided in Appendix 1.

1.2 Local Government

Local governments provide the lead role in monitoring and enforcing the relevant State Food Act and Regulations, along with licensing of food businesses.

Local governments may inspect all food businesses, whether they are licensed or not, to ensure that food businesses are undertaking a food safety program, selling safe food and complying with the minimum certification standards. Their costs for this service may be recovered through a fee.

Health Inspectors (also known as Health and Building Inspectors; Food Surveillance Officers or Council Inspectors) are engaged to ensure that the food and beverage operations of a business are compliant with current legislations. They are employed at all levels of government and have the power to:

<table>
<thead>
<tr>
<th>Right of Entry</th>
<th>Health Inspectors may visit a property at any time, and do not require the owner’s permission to conduct an inspection.</th>
</tr>
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<tbody>
<tr>
<td>Power to Inspect</td>
<td>Whilst at the property, Health Inspectors are authorised to conduct a compliance audit to check that all obligations under the applicable Food Act and Regulations are being met. Health Inspectors are authorised to collect samples of food and beverage from the premises for the purpose of evidence and testing.</td>
</tr>
<tr>
<td>Power to Close</td>
<td>If Health Inspectors consider that non-compliance breaches require immediate action they are authorised to order closure of the premises pending the matter being heard, or the non-compliance issue is resolved. Inspectors may set time-frames for compliance or improvements and may also fine or charge the property owner.</td>
</tr>
</tbody>
</table>

Contact your businesses local government for further information.
1.3 FOOD BUSINESS

The proprietor of a food business must ensure the food business complies with all the requirements of the Food Safety Standards (except Subdivision 1 of Division 4 of Standard 3.2.2).

Under Food Safety Standard 3.2.2 Food Safety Practices and General Requirements food business means a business, enterprise or activity (other than primary food production) that involves:

- The handling of food intended for sale, or
- The sale of food

regardless of whether the business, enterprise or activity concerned is of a commercial, charitable or community nature or whether it involves the handling or sale of food on one occasion only.

Under Food Safety Standard 3.2.2 Food Safety Practices and General Requirements, food businesses are expected to ensure, as far as they can, that their food handlers and anyone else on the premises does not contaminate food.

In areas where food is exposed, such as the kitchen, practical steps the business can take include:

- Restricting people who are not food handlers from food handling areas.
- Where other people have legitimate reasons for being in these areas, supervising these people to make sure that they do not handle, sneeze, blow, cough, or eat over exposed food or surfaces likely to come into contact with food.
- A food business must also take practical steps to stop people from smoking or spitting in food preparation areas or in areas where there is unprotected food, including:
  - putting ‘No Smoking’ signs on the walls
  - if spitting is a problem, put ‘No Spitting’ signs on the walls
  - ensuring there are no ashtrays in these areas

Under Food Standard 3.2.3 Food Premises and Equipment, businesses must provide basins that are easily accessible and located where food handlers need to wash their hands. The basins must be supplied with clean warm running water, soap or other cleaners and single-use cloths or paper towels. These basins are only for washing hands, arms and faces.

A food business must ensure that persons undertaking or supervising food handling operations have:

- skills in food safety and food hygiene matters; and
- knowledge of food safety and food hygiene matters, commensurate with their work activities.

A food business must not use or disclose any information regarding a food handler suffering from or carrying a food-borne disease without their consent for any purpose other than to protect food from contamination or to advise a food enforcement officer.

Food Safety Supervisors

The Food Safety Supervisor is required to take a hands-on role supervising food safety within the food business. Additionally, they must also;

- Have the authority to supervise and give instructions to food handlers
- Be responsible for the food business’ food safety programmes
- Have the ability to supervise food handling practices in the food business

Food Handlers

A food handler is a person who directly engages in the handling of food, or who handles surfaces likely to come into contact with food, for a food business.

Under Food Safety Standard 3.2.2 Food Safety Practices and General Requirements, food handlers have an overall responsibility for doing whatever is reasonable to make sure that they do not make food unsafe or unsuitable for people to eat. Food handlers also have specific responsibilities related to their health and hygiene.
Module 2 – Food Safety Program

A Food Safety Program (FSP) is an organisation’s outline of control measures and procedures that have been put in place to reduce, or eliminate, significant food safety hazards (e.g. biological, physical, chemical) associated with a product that is produced or sold.

Under Standard 3.2.1 Food Safety Programs, the following high-risk sectors are required to have a Food Safety Program:

- Food service in which potentially hazardous food is served to vulnerable populations
  Standard 3.3.1 Food Safety Programs for Food Service to Vulnerable Persons
- The harvesting, processing and distribution of raw oysters and other bivalves
  Standard 3.3.1 Primary Production and Processing Standard for Seafood

FSANZ is currently working on a Standard for Catering operations serving food to the general public.

2.1 HACCP

Hazard Analysis and Critical Control Points (HACCP), is a systematic preventive approach to food safety and pharmaceutical safety that identifies physical, allergenic, chemical, and biological hazards in production processes that can cause the finished product to be unsafe, and designs measurements to reduce these risks to a safe level. The HACCP system can be used at all stages of a food chain.

HACCP involves careful recording of all details and actions in order to provide documentation that the system is in operation and in full control of all hazards in food processing. Benefits and advantages of using HACCP include:

- Improved Food Safety;
- Compliance with the legal requirement of due diligence
- Compliance with food hygiene legislation

There are seven basic principles of HACCP, which are included in the HACCP system through 12 steps:

Step 1 Assemble the HACCP team
- Assemble a team having the knowledge and expertise to develop a HACCP plan.

Step 2 Describe the product
- Make a complete description of each food product used in the formulation of the product to assist in the identification of all possible hazards associated with the product.

Step 3 Identify intended use
- Specify where the product will be sold, as well as the target group, especially if it happens to be a sensitive portion of the population such as the elderly, immune-suppressed, pregnant women and infants.

Step 4 Construct a flowchart
- Construct a process flow diagram to identify the important process steps from receiving to final shipping.

Step 5 On site verification of the flowchart
- Develop a schematic showing product flow and employee traffic patterns for the specific product.
- The location of hand-washing facilities and footpaths should be noted.
Step 6  Conduct a hazard analysis (Principle 1)

HACCP defines a hazard as:

A biological, chemical or physical agent in, or condition of, food with the potential to cause an adverse health effect

- Identify all potential hazards associated with the product at all stages from raw materials to consumption.

Step 7  Determine critical control points (CCP) (Principle 2)

HACCP defines a Critical Control Point (CCP) as:

a step at which control can be applied and is essential to prevent or eliminate a food safety hazard or reduce it to an acceptable level

- Hazards are identified as either controlled at some point in the food establishment or cannot be controlled by the food operator.
- Identify where each hazard is controlled.
- Each hazard not controlled should be re-examined.

Step 8  Establish critical limits (Principle 3)

- Critical limits are criteria that separate acceptability from unacceptability and represent the boundary of whether an operation is producing safe products.
- At each CCP, critical limits are established and specified.
- Critical limits may be set for factors including temperature, time, physical product dimensions, water activity and moisture level.

Step 9  Monitor critical control points (CCP) (Principle 4)

- Monitoring is the scheduled measurement or observation of a CCP relative to its critical limits.
- The monitoring procedures must be able to detect loss of control at the CCP.

Step 10 Establish corrective actions (Principle 5)

HACCP defines corrective action as:

any action to be taken when the results of monitoring at the CCP indicate a loss of control

- Loss of control is considered to be a deviation from a critical limit for a CCP.
- Deviation procedures are a predetermined and documented set of actions to be implemented when a deviation occurs.
- All deviations must be controlled by taking action(s) to control the non-compliant product and to correct the cause of non-compliance.
- Product control includes proper identification, control and disposition of the affected product.
- The control and disposition of the affected product and the corrective action(s) taken must be recorded and filed.

Step 11 Establish verification procedures (Principle 6)

HACCP defines verification as:

the application of methods, procedures, tests and other evaluations, in addition to monitoring to determine compliance with the HACCP plan

- Verification and auditing methods, procedures and tests, including random sampling and analysis, can be used to determine if the HACCP system is working correctly.

Step 12 Ensure record keeping and documentation (Principle 7)

- Use records to show the process history, monitoring, deviations and corrective actions that occurred at the identified CCP.
2.2 FSP REQUIREMENTS

Under Standard 3.2.1 Food Safety Programs, a Food Safety Program must:

- Systematically identify the potential hazards that may be reasonably expected to occur in all food handling operations of the food business;
- identify where, in a food handling operation, each hazard identified under paragraph (a) can be controlled and the means of control;
- provide for the systematic monitoring of those controls;
- provide for appropriate corrective action when that hazard, or each of those hazards, is found not to be under control;
- provide for the regular review of the program by the food business to ensure its adequacy; and
- provide for appropriate records to be made and kept by the food business demonstrating action taken in relation to, or in compliance with, the food safety program.

While not legally required, it is useful to also include the following information:

- Details of the business
- A general description of the nature of the business
- Key personnel
- Development of the food safety program
- Auditing of the food safety program

State Regulations generally list minimum records that are required under the various food safety schemes.

Critical Control Points

A Critical Control Point (CCP) is a step at which control can be applied and is essential to prevent or eliminate a food safety hazard or reduce it to an acceptable level.

If a hazard has been identified at a step where control is necessary for safety, then the product or process should be modified at that step, or at an earlier or later stage, to include a control measure.

There is no limit to the number of CCPs, and it is always better to err on the side of caution. Hazards that are not fully controlled should be analysed to determine whether they are CCPs or not.
Typical CCPs in food operations include:

**Purchasing and Receiving**
Under *Standard 3.2.2 Food Safety Practices and General Requirements*, a food business must take all practicable measures to ensure it only accepts food that is protected from the likelihood of contamination and to only accept potentially hazardous food that is at a temperature 5°C or below or 60°C or above unless they have been assured that it will not adversely affect the microbiological safety of the food.

**Storage**
Under *Standard 3.2.2 Food Safety Practices and General Requirements*, a food business must store food in a manner that protects it from the likelihood of contamination and ensure the conditions will not adversely affect the safety and suitability of the food and to store potentially hazardous food under the correct temperature control.

**Processing (Preparation and Cooking)**
Under *Standard 3.2.2 Food Safety Practices and General Requirements*, a food business must take all practicable measures to process only safe and suitable food, take all necessary steps to prevent the likelihood of food being contamination and to ensure that the time the food remains at temperatures that permit the growth of infectious or toxigenic microorganisms in the food is minimised.

**Displaying and Serving**
Under *Standard 3.2.2 Food Safety Practices and General Requirements*, a food business must when displaying food take all practicable measures to protect the food from the likelihood of contamination and display potentially hazardous food under appropriate temperature control.

**Packaging**
Under *Standard 3.2.2 Food Safety Practices and General Requirements*, a food business must when packaging food only use packaging material that is fit for its intended use, not cause food contamination and ensure there is no likelihood that the food may become contaminated during the packaging process.

**Transporting**
Under *Standard 3.2.2 Food Safety Practices and General Requirements*, a food business must when transporting food protect all food from the likelihood of contamination, transport potentially hazardous food under appropriate temperature control.

**Disposing**
Under *Standard 3.2.2 Food Safety Practices and General Requirements*, a food business must ensure that food for disposal is held and kept separate until it is destroyed or otherwise used or disposed.
Module 3 – Food Safety

For the purposes of the Food Safety Standards:

**Food is not safe** if it would be likely to cause physical harm to a person who might later consume it, assuming it was:

- After that time and before being consumed by the person, properly subjected to all processes (if any) that are relevant to its reasonable intended use; and
- Consumed by the person according to its reasonable intended use.

However, food is not unsafe merely because it’s inherent nutritional or chemical properties cause, or its inherent nature causes, adverse reactions only in persons with allergies or sensitivities that are not common to the majority of persons.

**Food is not suitable** if it:

- is damaged, deteriorated or perished to an extent that affects its reasonable intended use, or
- contains any damaged, deteriorated or perished substance that affects its reasonable intended use, or
- is the product is of a diseased animal or an animal that has died otherwise than by slaughter, and has not been declared by or under another Act to be safe for human consumption, or
- contains a biological or chemical agent, or other matter or substance, that is foreign to the nature of the food.

However, food is not unsuitable for the purposes of the Food Safety Standards merely because:

- it contains an agricultural or veterinary chemical in an amount that does not contravene the Food standards Code, or
- it contains a metal or non-metal contaminant (within the meaning of the Code) in an amount that does not contravene the permitted level of the contaminant as specified in the Code.

3.1 Contamination

Under the Code, the following definitions apply:

- **contaminant** means any biological or chemical agent, foreign matter, or other substances that may compromise food safety or suitability
- **contamination** means the introduction or occurrence of a contaminant in food

**Personal factors that contribute to food contamination**

Food handlers can directly contribute to food contamination by a number of factors such as:

- Poor personal hygiene practices.
- Poor food handling practices.
- Poor cleaning practices.
- Allowing food to become contaminated with any body fluids or tobacco product, from sneezing, coughing, blowing noise, spitting, smoking or eating over food or food preparation surfaces.
- Unnecessary direct contact with ready to eat food.
- Using dirty utensils or materials.
- Operating faulty cooking equipment.
- Unhygienic clothing, failure to wear personal protective equipment such as gloves, bandages, etc.

Good personal hygiene practices and cleanliness are essential to minimise the risk of food contamination.
High-risk foods

Some foods carry a greater risk of contamination and extra care must be taken with their preparation.

High-risk foods include:

- Meat.
- Poultry.
- Dairy products.
- Eggs.
- Smallgoods.
- Seafood.
- Cooked rice.
- Cooked pasta.
- Prepared salads, coleslaws, pasta salads.
- Prepared fruit salads.

Cross contamination

Cross contamination occurs when bacteria and viruses are transferred from a contaminated surface to one which is not contaminated through:

- People
- Work surfaces
- Equipment
- Utensils
- Other foods
- Items such as linen, tea towels and utensils
3.2 Hazards

A ‘hazard’ is defined in Standard 3.1.1 as “a biological, chemical or physical agent in, or condition of, food that has the potential to cause an adverse health effect in humans”.

Potentially hazardous food means food that has to be kept at certain temperatures to minimise the growth of any pathogenic micro-organisms that may be present in the food or to prevent the formation of toxins in the food.

All food hazards that may affect health and safety must be identified, removed or minimised and reported to a supervisor or co-worker.

Biological

Foodborne biological hazards include microbiological organisms such as bacteria, viruses, fungi and parasites. These organisms are commonly associated with humans and raw products. Many of these microorganisms occur naturally in the environment where foods are grown.

Most are killed or inactivated by cooking, and numbers can be minimized by adequate control of handling and storage practices such as hygiene, temperature and time.

Bacteria

Cooked foods can provide fertile media for rapid growth of microorganisms if they are not properly handled and stored. Includes Salmonella spp., Campylobacter jejuni, Escherichia coli, Listeria monocytogenes, Staphylococcus aureus, Bacillus cereus and Clostridium perfringens.

Viruses

Can be food or water borne or transmitted to food by human, animal or other contact, however they cannot replicate in food. Includes Hepatitis A and noroviruses.

Parasites

Parasitic infections are commonly associated with undercooked meat products or contaminated ready-to-eat food. Parasites in products that are intended to be eaten raw, marinated or partially cooked can be killed by effective freezing techniques. Includes Cryptosporidium parvum and Giardia lamblia.

Fungi

Fungi can be beneficial and are used in the production of certain foods, such as cheese. Some fungi produce toxic substances (mycotoxins) such as Aspergillus flavus, which produces aflatoxin.

Chemical

Chemical contaminants in food may be naturally occurring or may be added during the processing of food. Harmful chemicals at high levels have been associated with acute cases of foodborne illnesses and can be responsible for chronic illness at lower levels.

Biological hazards can include:

- Allergens
- Added chemicals
- Toxic elements and compounds
- Food additives
- Contaminants, including from packaging materials

Physical

Food can be contaminated with physical objects, which can also introduce microbial hazards.

Physical hazards include:

- Glass
- Wood
- Stones
- Insulation
- Bone
- Plastic
- Personal Effects

Illness and injury can result from hard foreign objects in food as a result of both contamination and poor practices at many points in the food chain from harvest to consumer, including those within the food establishment.
3.3 Prepare Food Safely

Food preparation involves preparing food for cooking, packaging, reheating, serving or transporting. As contamination can occur during food preparation, tasks must be carried out under the right conditions.

During food preparation:

- Ensure that hands, clothes, equipment and kitchen surfaces are cleaned and sanitised prior to commencing and continue to keep clean throughout food preparation.
- Try to use tongs and other utensils when preparing food that will not be cooked before it is eaten, such as salads, and sandwiches.
- If wearing gloves, use for one task only.
- Never use the same utensils for raw meats and foods that are ready to eat, unless they have been thoroughly cleaned, sanitised and dried.
- Cooked food and other food that is ready to eat, should always be placed on clean and dry serving dishes.
- Utensils such as cutting boards, bowls and knives need to be cleaned and sanitised. Effective cleaning will remove most of the dangerous bacteria present. Sanitising will then kill any that might remain.
  - A dishwasher is very effective at sanitising if it has a hot wash and drying cycle.
  - If a dishwasher is not available, sanitise in a sink using a chemical sanitiser or very hot water.
  - If using a chemical sanitiser, ensure that it can be safely used for sanitising eating, drinking and cooking utensils. Follow the instruction on the container carefully, as different sanitisers work in different ways.
  - All utensils must then be thoroughly dried before they are reused. Air-drying is best but tea towels can be used if they are clean.
- Change any wiping cloths frequently and clean and rinse after each use.
- Throw away single use items (such as gloves) after using them.
- Keep the time that food is out of the refrigerator as short as you can, up to a maximum cumulative total of four hours.
- Keep ready-to-eat food separate from raw ingredients.
- Wash ready-to-eat fruit and vegetables intended for same day consumption.
- Sanitise ready-to-eat fruit and vegetables intended for future consumption.
- Throw away food where there is any chance of contamination or cross-contamination.

Storing

Food poisoning bacteria can grow quickly in high-risk foods if they are not stored at the correct temperature, properly wrapped or covered. Cold ready-to-eat food can be cross contaminated with food poisoning bacteria, and some packaged foods will have a shorter shelf life once they are opened.

It is important to:

- Store food off the floor.
- Store food at the correct temperature.
- Store ready-to-eat food in a separate refrigerator or freezer to raw food, or:
  - above raw food
  - in a separate part of the refrigerator/freezer
  - in covered containers
- Regularly check that stored foods are not at risk of contamination.

Thawing

Food poisoning bacteria can grow in food that is not defrosted properly. Food must be thoroughly defrosted before cooking, unless the manufacturer’s instructions tell you to cook it from frozen (for example, ready-to-eat foods, such as frozen meals or individual quick-frozen foods).

The safest place to thaw frozen food is in the refrigerator or cool room. To prevent cross-contamination when defrosting, keep meat, poultry and seafood separate from other food and in suitable containers. Make sure juices from thawing food do not drip onto or contact other food as this can cause cross-contamination.
Cooling

Under Standard 3.2.2 Food Safety Practices and General Requirements, food business must when cooling cooked potentially hazardous food, cool the food:

- within two hours — from 60°C to 21°C; and
- within a further four hours — from 21°C to 5°C,

unless the food business demonstrates that the cooling process used will not adversely affect the microbiological safety of the food.

Cooling hot food too slowly can allow bacteria to multiply and cause food poisoning.

Reheating

Under Standard 3.2.2 Food Safety Practices and General Requirements, a food business must when reheating previously cooked and cooled potentially hazardous food to hold it hot, use a heat process that rapidly heats the food to a temperature of 60°C or above unless it can be demonstrated that the cooling process used will not adversely affect the microbiological safety of the food.

Reheating food safely involves cooking it again, not just warming it. Bacteria introduced after cooking may multiply if it is not heated to at least 75°C in the centre.

Cooking

Some raw meat, seafood and poultry foods present a high food poisoning risk if not cooked completely. Bacteria find it hard to enter raw meats, so completely cooking steak and roast meat (except rolled and stuffed meats) is not necessary as the bacteria are unlikely to be in the centre of this meat. When meat is minced, rolled or stuffed, the bacteria enter the centre of the food, so cook these foods thoroughly to kill any bacteria in the centre of the food.

Intestines of animals contain harmful microorganisms. It is difficult to remove the gut from small animals such as chickens, rabbits and seafood without contaminating the flesh, so these foods often contain high levels of microorganisms. These foods must be cooked completely through to the centre — with the thickest part, including stuffing, reaching 75°C.

Different meats require different cooking temperatures to destroy harmful bacteria. Cooking so that the internal temperature reaches 75°C is a good guide, however the internal temperature can be lower if kept at that temperature for a longer time, for example 68°C for 10 minutes.

Wherever possible, cook close to the time that you will be serving or selling it.

Controlled Temperatures

Under Standard 3.2.2 Food Safety Practices and General Requirements, a food business must, when storing potentially hazardous food, store it under temperature control and if it is food that is intended to be stored frozen, ensure the food remains frozen during storage.

To minimise the growth of food poisoning bacteria while food is being stored, potentially hazardous food must be stored:

- at or below 5°C or at or above 60°C
  - unless the business can demonstrate that maintaining stored food between these temperatures will not adversely affect the microbiological safety of the food.

Frozen food:

- must be kept in a freezer that will keep the food frozen while it is being stored
- storage instructions recommended by the manufacturer of the food to maintain product quality and shelf life must be followed
2-Hour/4-Hour Rule

Growth of food poisoning bacteria that causes gastro-type illnesses can occur from food being in the temperature
danger zone of 5°C to 60°C.

The 2-hour/4-hour rule uses time and temperature control to keep food safe by monitoring the time that high-risk
food spends in the temperature danger zone of 5°C to 60°C.

TOTAL TIME BETWEEN 5°C AND 60°C

<table>
<thead>
<tr>
<th></th>
<th>UNDER 2 HOURS</th>
<th>2 TO 4 HOURS</th>
<th>OVER 4 HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ok to use or</td>
<td>Ok to use</td>
<td></td>
<td>Throw away</td>
</tr>
<tr>
<td>refrigerate at</td>
<td>straight away</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5°C or less</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Colour Coded Chopping Boards

To avoid possible cross contamination it is recommended that different coloured chopping boards are used in
conjunction with clean utensils for each activity.

Suggested chopping board colours in Australia:

- **Green**: Fruit and Salad
- **White**: Bakery and Dairy
- **Yellow**: Poultry
- **Red**: Raw Meat
- **Brown**: Cooked Meat
- **Blue**: Fish and Seafood

Power Failures

During a power failure:

- **Try to keep cold and frozen food cold:**
  - If food is still cold to touch (less than 5°C), it is safe to use.
  - If not cold to touch (5°C or above), it can be kept and eaten for up to 4 hours.
  - If not cold to touch (5°C or above), discard (raw meat can be cooked immediately and eaten).
  - If power is restored when frozen food is still cold to touch (less than 5°C), it is safe to refreeze.
- **Eat hot food within 4 hours of it being hot or discard.**
- **Move food from the fridge to the freezer where the temperature is colder.**
  - If available, put bagged ice under food packages and trays stored in freezers and fridges for power
    failures lasting more than 1 hour.
  - Place an insulating blanket over cold or frozen food where possible.
  - Only open fridge and freezer doors when absolutely necessary.
Module 4 – Hygiene

Good personal hygiene is essential to preventing contamination. Any person handling food must follow all business hygiene procedures to minimise the risk of food contamination.

All food and hygiene hazards that may affect health and safety must be identified, removed or minimised and reported to a supervisor or co-worker.

4.1 Hygiene Practices

Personal hygiene practices and cleanliness include:

- Being trained in safe food handling.
- Washing hands
- Preventing your body, anything from your body or clothing unnecessarily coming into contact with food or food contact surfaces.
- Wearing clean and/or protective clothing.
- Covering cuts, wounds, bandages or dressings with a waterproof covering.
- Changing disposable gloves regularly.
- Not eating, chewing gum, sneezing, blowing or coughing over unprotected food or surfaces.
- Not spitting, smoking or using tobacco or similar preparations where food is handled.
- Urinating or defecating in a toilet.
- Not changing a baby’s nappy in a food handling or food storage area.
- Keeping long hair tied back or covered.
- Keeping nails short and unpolished.
- Wearing minimal jewellery – such as plain banded rings and sleeper earrings.
- Not handling food if you feel unwell.

Hand Washing

Hands need to be washed whenever they are likely to contaminate food, including:

- Before handling food.
- After handling raw food.
- Immediately after using the toilet.
- Immediately after smoking, coughing, sneezing, using a handkerchief or disposable tissue, eating, drinking or using tobacco or similar substances.
- After touching hair, scalp or a body opening.
Effective Handwashing
Using the most effective hand wash procedure will minimise the most risk. Pay attention to dirt and germs caught under fingernails, tips of fingers, top of the hand and joins between fingers.

1. Use the hand washing facilities provided by the business.
2. Wet hands under warm running water. Add soap.
3. Rub hands together to work up a lather.
4. Rub soapy bubbles all around for 20 seconds – on palms, fingers, wrists, between fingers, and under fingernails. Use a clean nail brush if necessary
5. Rinse off soap by washing hands under warm running water for at least 20 seconds.
6. Dry well with paper towel then air dry. Never wipe wet hands on clothes, uniforms or aprons to dry them.
4.2 Hygiene Items

Single use hygiene items are effective in preventing cross contamination and the spread of diseases. These items include paper towels, tissues, disposable gloves, napkins and straws.

- Store safely and free from contamination
- Discard disposable gloves as job tasks change, for example:
  - Clean out a bin – change gloves
  - Food preparation – change gloves
  - Remove rubbish – change gloves
- Discard after one use
- Dispose of used items safely and hygienically

4.3 Maintaining a Clean Environment

Under Standard 3.2.2 Food Safety Practices and General Requirements, a food business must maintain food premises, including food transportation vehicles, to a standard of cleanliness where there is no accumulation:

- garbage, except in garbage containers
- recycled matter, except in containers
- food waste
- dirt
- grease
- other visible matter

Cleaning and Sanitising

Food may be contaminated and become unsafe to eat if the food premises, food preparation equipment, food vans and any food transport vehicles and containers are not cleaned and sanitised properly. Food premises need to be cleaned frequently and require particular attention.

Cleaning in a food environment involves removing dirt, grime, food scraps and grease from all surfaces, equipment, utensils, crockery and wherever else food is prepared for sale and consumption.

Sanitising refers to the process which reduces the number of micro-organisms to a safe level by using a bacterial-killing or sanitising product after cleaning.

- Most food poisoning bacteria are killed if they are exposed to chemical sanitisers, heat or a combination of both.
- All surfaces which foods come into contact with must be cleaned and sanitised.
- Ensure appropriate cleaning products and equipment are used.

By maintaining all equipment in a clean and sanitary condition:

- Attraction for pests is removed
- A safe working environment is maintained
- The spread of food poisoning bacteria is reduced

A ‘clean and sanitary condition’ means where it:

- is clean; and
- has had applied to it heat or chemicals, heat and chemicals, or other processes, so that the number of micro-organisms on the surface or utensil has been reduced to a level that:
  - does not compromise the safety of the food with which it may come into contact; and
  - does not permit the transmission of infectious disease
Cleaning Steps
- **Pre-clean** – scrape, wipe or sweep away food scraps and rinse with water.
- **Wash** – use hot water and detergent to remove grease and dirt and soak, if needed.
- **Rinse** – rinse off any loose dirt or detergent foam.
- **Sanitise** – use a sanitiser to kill remaining germs.
- **Final rinse** – wash off sanitiser (follow the instructions on the sanitiser container).
- **Dry** – allow to air dry.

Cleaning Frequency
The table below indicates the appropriate cleaning frequency required to keep a food business’s equipment in a clean and sanitary condition.

<table>
<thead>
<tr>
<th>ITEM</th>
<th>FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utensils</td>
<td>• After each use</td>
</tr>
<tr>
<td></td>
<td>• Between handling different foods</td>
</tr>
<tr>
<td>Food contact surfaces and equipment</td>
<td>• Start of shift</td>
</tr>
<tr>
<td></td>
<td>• End of shift</td>
</tr>
<tr>
<td></td>
<td>• After each use</td>
</tr>
<tr>
<td></td>
<td>• Between handling different foods</td>
</tr>
<tr>
<td>Bain marie</td>
<td>• End of service</td>
</tr>
<tr>
<td>Stove top, stove sides and deep fryer</td>
<td>• End of shift</td>
</tr>
<tr>
<td>Rubbish bins within food preparation area</td>
<td>• End of shift</td>
</tr>
</tbody>
</table>

Waste Disposal
As the health of the public may be at risk if waste disposal is not managed appropriately, maintaining a clean environment also involves:
- Removal of food waste
- Separation of waste food from foods to be used for human consumption
- Removal of grease
- Removal of dirt
- Removal of animal or pest waste and cleaning of affected area
- Dispose of chipped, broken or cracked crockery
Module 5 – Diseases

You must not handle food when suffering from an illness that is likely to contaminate food. For some illnesses, food handling duties should be avoided for 48 hours and clearance from a doctor may be required.

If you will be handling food, advise your supervisor if you have:

- infections or conditions such as a cold or other problem that may result in a discharge from your ears, nose or eyes
- vomiting
- diarrhea
- a fever
- a sore throat with a fever

If symptoms:

- are apparent before commencing work with food, ensure that you will not come into contact with food or food preparation areas
- arise after commencement of work, immediately cease contact with food or food preparation areas and immediately inform your supervisor or a co-worker

Isolation is the most effective way to prevent infections contaminating food and spreading to other staff members or customers. However, if your supervisor requests that you continue to handle food you are required to do whatever is reasonable to ensure you do not contaminate any food, such as completely covering an infected or medication to dry up discharges.

Also advise your supervisor if you may have made any food unsafe or unsuitable to eat by other means. This would include situations such as your jewellery worn may have fallen into food.

5.1 Food-borne Diseases

Food-borne disease (or food poisoning) results from consuming food or drink contaminated by bacteria, viruses or toxins. They are mainly spread to humans:

- through eating poorly cooked food derived from infected animals
- through cross-contamination of contaminated food
- person-to-person via the hands of an infected person
- from animals

Symptoms

Symptoms can take between a few hours to a few days, or even longer, to develop and usually last for a few days or longer. They vary and may include:

- diarrhoea
- vomiting
- nausea
- abdominal pain
- fever
- headache
- jaundice
- numbness

Prevention

- Hygiene
- Temperature control of food
- Prevent food contamination
5.2 Air-borne Diseases

Airborne diseases are spread when droplets of pathogens are expelled into the air due to coughing, sneezing or talking. Prolonged exposure is usually required. The common cold is the most well-known, with the most serious including Meningitis, chicken pox, tuberculosis and influenza.

Prevention
- hygienic practices
- prevent food contamination
- immunisation
- limiting exposure

5.3 Infectious Diseases

Infectious diseases are caused by the spread of microorganisms (bacteria, viruses, fungi or parasites) or prions to humans from other humans, animals or the environment, including food and water and many are highly contagious. Some diseases are uncomfortable but short-lived, while others can be chronic and require lifelong management. Examples include shingles, chlamydia, measles, conjunctivitis, tonsillitis, bronchitis and whooping cough.

Prevention
- hygienic practices
- prevent food contamination
- limiting exposure
### Government Agencies

<table>
<thead>
<tr>
<th>Government Agency</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
Phone: (02) 6271 2222 |
Freecall: 1800 020 103 |
Phone: (08) 9222 4222 |
Phone: (08) 8226 6000 |
Phone: 1300 650 172 |
Phone: (02) 9391 9000 |
Phone: 13 2281 |
Phone: (07) 3234 0111 |
Phone: (08) 8999 2400 |

### Conclusion

Food safety is about prevention. Poor practices allow bacteria to either survive or thrive.

It is the responsibility of everyone to ensure that the food we are consuming is safe.

The most important aspect of food safety is to treat all food with care. Most food poisonings occur as a result of mishandling food – keeping it at the wrong temperature, cross contamination, and incorrect reheating. Following workplace hygiene procedures will benefit the business by ensuring it is meeting its food safety requirements and benefit the community at large by reducing the incidence of food poisoning and associated deaths.

Eating food should be an enjoyable experience and is often used to celebrate special occasions, spend time with family and conduct business meetings.

Respect the food we eat; and ensure those happy moments don’t turn into nasty memories!