



## **New Government Legislation**

Amendments to the Food Act 1984 now require all Food Premises registered in Victoria to implement **Food Safety Programs**.

### **Why a New Legislation?**

This new legislation came about by the increase of critical outbreaks of food poisoning in the past few years. "The limitation for control of laws and standards in the past, was the inability to keep pace with the rapid advances and changes in food technology and food preparation practices" (Dept. Hum. Serv. '98).

### **What is Food Poisoning?**

Food Poisoning is an illness that can effect anyone. Symptoms (usually diarrhoea and or vomiting, abdominal pain and nausea) are often more severe in the elderly, the very young and people with pre-existing medical conditions. In extreme cases the illness can result in death.

Traditional approaches to food safety have failed to prevent food poisoning. This has resulted in over 5 million reported cases in Australia each year. With the New Legislation, proprietors of businesses are required to ensure they are able to consistently provide **Safe Food**.

### **What is a Food Safety Program?**

The Food Safety Program is based on the principles of H.A.C.C.P (Hazard Analysis Critical Control Points) which is an internationally accepted prevention and risk based safety program.

### **A Food Safety Program is good for business**

The sale of good quality food enhances reputations and help to develop customer loyalty. Experience shows that businesses, which have implemented food safety programs, save money by minimising wastage and improving productivity (P. 3 Dept. Hum. Service. '98).



## A Food Safety Program assists in legal protection

Every food business has a legal responsibility to produce & sell safe food. Failure to do so could result in heavy penalties, closure of business and court proceedings (Food Act).

Hospitals, Aged Care and Child Care facilities are classified as high risk (Class 1) because those customers have a low immunity system, therefore are more prone to severe repercussions from such an incident. .

Training of staff in the food industry has become a major part of food safety.

The nominated Food Safety Supervisor must prove that they are competent for ensuring the food safety program is understood and being fully implemented. They *must* have an understanding of the procedures & monitoring records put in place.

They must understand the importance of handling problems and implementing the corrective actions if a problem or non-conformance should occur. They also need to be able to oversee other staff members and instruct them where required or arrange for their training requirements.

The training of the food handler needs to ensure that they understand the important role they show in the prevention of food poisoning. This can be achieved by in-house training sessions, including competency evaluations, on-site work place observations, hiring/ purchasing industry food safety video's or arrange training through a registered training organisation.



## THE PURPOSE OF AN AUDIT IS TO:

The Food Act (1984) requires that a Food Safety Audit be conducted at declared intervals to determine whether a food safety program has been complied with during the period covered by the audit and is still adequate on the day of the audit. An approved Food Safety Auditor, certified as competent to conduct an audit of such premises must conduct the Food Safety Audit.

*The primary responsibility of the food business under the food act is to ensure food safety. The auditor's role is to assist the business in this outcome.*

## WHAT IS INVOLVED WITH A FOOD SAFETY AUDIT?

It is similar to the previous EHO inspection you have already had prior to this current new legislation, requiring all Class 1 premises to have a 3<sup>rd</sup> Party Auditor.

The differences are:

- The auditor is a private provider, therefore must cover his or her own business costs, auditor registration fees and have at least \$5 million professional indemnity insurance.
- An auditor is not an Environmental Health Officer.
- You arrange the audit appointment with the auditor. An auditor cannot come to your site and conduct an audit without a prior arranged appointment.
- Local Council EHO's retain the responsibility for registering food businesses and conducting inspections, including those that are 3<sup>rd</sup> Party audited. They are authorised officers who can enter food premises for inspections without prior notice.
- By law the auditor must notify the relevant council where a failure to comply with the Food Safety Program or adequacy of the program may lead to serious risk of the food being sold or produced that is unsafe or unsuitable for consumption.
- Within 14 days from the audit, the Local Council must receive a copy of confirmation of the audit and the report.
- The Auditor must, by law, report serious non-conformances to the Health Department. The EHO will have a significant role to play in managing the 3<sup>rd</sup> Party Audit System by investigating reported non-conformances resulting from the audits and enforcing the law, including prosecution, where required. They ensure compliance with the set audit frequency, and investigate complaints against food businesses. They decide what action and follow up is required. A business is required to have satisfactorily implemented their food safety program. A serious non-compliance can incur more frequent audits or litigation, depending on the severity and responsive action of the proprietor.
- The audit must take place under a format/process.



- Audits are carried out annually or more frequently if specified by the Council.
- Building codes come under the Council inspections but obvious industry guidelines *such as* porous workbenches, damaged equipment, missing or damaged fly screens, uncovered light fittings above food areas and flaking paint should be included in the report.
- Your Food Safety Program will be read (desktop audit) to ensure that you have identified all the critical points of your operation and taken the correct control measures to prevent food adulteration and contamination. (Food Act)
- The written program must reflect the operation of your food business and control measures in place.
- The auditor must ensure that the food-handling program conforms to the Victorian Food Act & the Food Premises Code, FSANZ Food Standards Australia & New Zealand) & (The Cook Chill Guidelines & other relevant industry guidelines specified in your program (*where applicable*)).



## **WHAT QUALIFICATIONS SHOULD THE AUDITOR BE REQUIRED TO HAVE?**

The selection criteria for auditors were based on technical expertise, competence, training, qualifications and experience.

An auditor must be certified with QSA as a *Food Auditor* before applying for certification by the Department of Human Services. (DHS).

The auditor must be qualified to audit *Class 1* premises.

When choosing your auditor you can request identification of their category. Failure to be certified with both bodies will dismiss your audit and cost you money. Approved auditor's names, registration number and contact details are listed with the DHS or your Local Council. Your Local Council may have already sent you a listing. The Food Auditors list is being updated regularly.

The list of approved auditors by DHS can be obtained on: [www.foodsafety.vic.gov.au](http://www.foodsafety.vic.gov.au)

You may notice other categories of auditors as well. They *must* include Catering & Food Operations to audit Class 1 premises.

## **WHAT ARE THE AUDIT COSTS?**

The cost of an auditor is competitive. The fee structure is for each individual private provider to decide. The cost will vary according to the complexity of the program, the scope of the audit and the level of production of each individual premise. e.g. a cook-fresh catering operation will involve more procedures compared to a cook-chill receiving kitchen. Aged Care Facilities and Hospitals may transport food to other venues off-site and these procedures will need to be included in the auditing process. Some auditors offer a discount for multiple sites and/or on-going return contracts.

Confirm with the Auditor what the overall cost includes. i.e the desktop audit, reports, travel and accommodation charges if applicable & non-conformance return audits. This costing structure could be charged as the separate costing or charged as and inclusive cost.



Food business proprietors are encouraged to enter into a service agreement that clearly identifies the costs and conditions of the audit.

A re audit could be required to enable the auditor to check that any matters have been remedied. In particular there may be a return audit where there have been a significant number of non-conformances or where a notification has been made and is of such a type and consequence that a re-audit is considered mandatory by the auditor.

### WHO ASSESSES THE AUDITORS?

Auditors can have their registration suspected or revoked if they fail to meet the terms & conditions agreed on by the accreditation bodies. The auditor is required to list the name of their clients and proof that they have carried out sufficient audits to update qualifications or to annually qualify for re registration as an auditor. QSA may ring a client randomly and assess the professionalism of the auditor. If you are dissatisfied with the auditor and feel he or she has not carried out the audit professionally you can contact the DHS and register a complaint. You are not obliged to continue with the same auditor for on-going annual audits if you feel dissatisfied. You must notify the Local Council and resubmit the name and registration number of the new auditor. An auditor cannot audit a site if he/she has prepared or be under employment of another person who has written or assisted in preparing the program. They cannot audit a site where they are the proprietor or an employee.

It is in your best interest when an auditor does identify a non-conformance as that problem may cause harm to your client, risk litigation fines and have a negative effect on your business.

You need to be able to feel comfortable with your chosen auditor; they should be helpful, yet *very thorough & professional in the audit process*.

All amendments to your program and audit results must be submitted to the Council within 14 days.

### PREPARING FOR YOUR AUDIT

Prior to the audit, read over your program and ask yourself if what is written in the program is actually being implemented in the workplace. Are there any updates or changes that need to be implemented (A new nominated F/S Supervisor or new equipment to be included in the cleaning schedules etc)

If your program states that you are purchasing from approved suppliers have pest control procedures in place and that your staff are trained, do you have the documentation available to prove it?

### WHAT IS A NON CONFORMANCE?

A non-conformance is a food handling practice that is found not to comply with specified requirements documented in the Food Safety Program or requirements from Food Act or Food Safety Standards.



## WHAT IS A NOTIFIABLE NONCONFORMANCE?

### Critical nonconformance

This is defined as “high risk” -where an imminent or serious risk to the public health is identified. Where public health is compromised or will be compromised if allowed to continue.

### Notification of critical nonconformances;

- Council must be notified immediately by telephone and a written confirmation followed.
- Council EHO to attend the premises and ensure action taken within 24 hours to rectify the non conformance
- Council advises the auditor when it is satisfied the nonconformance has been rectified
- The Auditor must re-audits the premises within 7 days of the Councils notification.



### Major nonconformance

- A major nonconformance is a “high *potential* risk” where the potential impact is likely to compromise food safety if no remedial action is taken to correct the nonconformance within a specified 7 days or less.

#### Notification of major nonconformance:

- Council must be notified within 7 days.
- Council not required to take any action.
- Follow up audit within 7 days.
- If a major nonconformance is not rectified, the nonconformance becomes “critical”.

Nonconformance must be reported to Council with all the correct details and the signature of the person in the business with whom the nonconformance was discussed.

#### Non-notifiable nonconformance

A non-notifiable nonconformance is a “low risk” situation either with the requirements of the Food Act or standards or Food Safety Program. But not likely to cause serious or imminent risk to public health

The auditor must negotiate with the business an appropriate timeframe for rectification and then follow up to verify conformance.

Non-notifiable nonconformances are reported to Council by means of the audit report.



## THE PROCESS OF AN AUDIT:

Step 1	Initiating the audit	Interviewing the auditor.
Step 2	Establishing the audit requirements	For example: establish the level of audit: i.e. Child are, Aged Care, Hospital, Hostel, Day Care Centre, Cook-Chill Production Site, Receival Site only, multiple sites. Taking into account travel costs.
Step 3	Notifying the business & confirmation:  i.e.	Audit date, arrival time & expected duration, costs. And requirements on arrival: <ul style="list-style-type: none"><li>• Supervisors availability,</li><li>• Monitoring documents,</li><li>• Food Safety Program,</li><li>• Security and OH&amp; S requirements</li></ul>
Step 4	Preparing for the audit	Opening meeting-with Management, interviewing the Food Safety Supervisor & site familiarisation,
Step 5	Performing the on-site audit activities	Desktop reading of the program & examine evidence/records & food handling procedures, identify non-conformances and discuss when an observation is made.
Step 6	Closing meeting	Audit reporting/questions Reporting the audit outcome
Step 8	Remedy check/follow up audit reports	Non-conformances, documentation for Local Council
Step 9	Audit remedy checks	(Follow up/ CAR's (Corrective-Actions) for non-conformances)
Step 10	Certification	



## SUMMARY

My recommendation is that your programs are updated and fully implemented to save you auditing and reporting time.

- a) The on-site audit will review:
- b) The written program as a desktop audit;
- c) Food delivery temperatures and food hygiene standards;
- d) Storage procedures for all dry goods, perishables and chemicals;
- e) Observing current practices for the preparation of food and documentation requirements to ensure that food is prepared cooked and held to required standards;
- f) Food serving practices;
- g) Delivery of food to patients/residents/children;
- h) Current cleaning practices;
- i) Pest control procedures;
- j) Food recall procedures;
- k) Check Illness records are documented;
- l) Maintenance and calibration of temperatures;
- m) Training of staff in personal hygiene practices
- n) Interviewing the nominated Food Safety Supervisor.
- o) Maintenance procedures in place i.e (ensuring the structure of the building is compliant (screens on doors, no holes in ceilings & walls, non-porous surfaces, light fittings covered above food preparation, storage areas & delivery, refrigeration door seals) all equipment is well maintained.

Setting up an internal audit of your program will assist you to verify that your program is working "continually" and that the food you produce is safe -all the time!-"not just prior to the audit". This internal audit could be carried out Weekly, Monthly or Quarterly, or at frequencies for you to feel confident all your staff members fully understand and are implementing the program.



"Sample Only" INTERNAL AUDIT OF FOOD SAFETY PROGRAM		Page 1		
DATE- -----MONTH-----YEAR-----				
Monitoring documents to be checked are as follows:-				
Checklists	Check procedures	Pass Yes No ✓ X	Non Compliance	Sign and Date
<ul style="list-style-type: none"> <li><u>Goods received:</u></li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Refrigerated trucks where stated</li> <li><input type="checkbox"/> Correct temperatures recorded</li> <li><input type="checkbox"/> <u>Correct Packaging</u></li> <li><input type="checkbox"/> Goods As Ordered</li> <li><input type="checkbox"/> Current Use by Dates</li> <li><input type="checkbox"/> Dry goods checked, documented and in good condition</li> <li><input type="checkbox"/> Clean well maintained trucks (random Checks documented)</li> <li><input type="checkbox"/> The food delivery personnel must display high standards of personal hygiene practices.</li> </ul>			
Storage of goods:-				
<ul style="list-style-type: none"> <li><u>Dry Goods Storage</u></li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> All food sealed, clearly labelled &amp; dated</li> <li><input type="checkbox"/> Foods stored in correct food grade containers</li> <li><input type="checkbox"/> Storage rotated / First in- First out</li> <li><input type="checkbox"/> Clean storage areas-for dry goods</li> <li><input type="checkbox"/> No Visible sign of pests</li> <li><input type="checkbox"/> Items stored off floor or on wheels</li> <li><input type="checkbox"/> Check labels for changed storage conditions once product is opened (i.e.tomato sauce/soy sauce "refrigerate after opening")</li> </ul>			
<ul style="list-style-type: none"> <li><u>Refrigeration Fridge Freezer</u></li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Correct Temperatures</li> <li><input type="checkbox"/> Foods Covered, clearly labelled &amp; dated</li> <li><input type="checkbox"/> No out- of- date foods or use- by- dates</li> <li><input type="checkbox"/> Correct storage (always keep raw food separated and stored below cooked foods)</li> <li><input type="checkbox"/> Clean &amp; tidy</li> <li><input type="checkbox"/> Items stored off floor area</li> </ul>			
Cleaning Storage and Schedules:-				
<ul style="list-style-type: none"> <li><u>Chemical Products</u></li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Chemicals stored correctly and away from food storage areas</li> <li><input type="checkbox"/> Chemicals sealed and correctly labelled chemical containers only</li> <li><input type="checkbox"/> Mops and Buckets stored up side down to dry correctly</li> <li><input type="checkbox"/> Hazard Alert Data visible</li> <li><input type="checkbox"/> Equipment stored clean &amp; in good condition.</li> </ul>			
<ul style="list-style-type: none"> <li><u>Cleaning schedules : -</u></li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> All cleaning procedures carried out daily - weekly - monthly.</li> <li><input type="checkbox"/> Correct cleaning of equipment</li> </ul>			



	<ul style="list-style-type: none"> <li><input type="checkbox"/> Correct use of cleaning equipment &amp; Chemicals</li> </ul>			
<ul style="list-style-type: none"> <li>• Garbage</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Bins emptied out each day then washed out, sanitised and stored to air dry.</li> <li><input type="checkbox"/> Waste disposal area kept clean to avoid attraction to pests.</li> <li><input type="checkbox"/> Rubbish being correctly stored for re-cycle laws</li> <li><input type="checkbox"/> Rubbish not stored in thoroughfares</li> <li><input type="checkbox"/> Contractor meeting company contractual standards</li> </ul>			
<ul style="list-style-type: none"> <li>• Maintenance</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Check that all equipment has been checked, maintained and recorded.</li> <li><input type="checkbox"/> Lights covered</li> <li><input type="checkbox"/> No Paint peeling from walls or ceilings</li> <li><input type="checkbox"/> All equipment in good repair</li> <li><input type="checkbox"/> Refrigeration seals in good condition</li> <li><input type="checkbox"/> High fittings in good repair &amp; cleaned</li> <li><input type="checkbox"/> Cooling vents serviced regularly</li> <li><input type="checkbox"/> Water not pooling on floor areas</li> </ul>			



**INTERNAL AUDIT OF FOOD SAFETY PROGRAM**

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Checklists	Check procedures	Pass Yes No ✓ X	Non Compliance	Sign and Date
<ul style="list-style-type: none"> <li>Monitoring record forms</li> </ul>	<ul style="list-style-type: none"> <li>❑ Check that all monitoring forms have been documented correctly and are available for on-going month.</li> <li>❑ Check all completed records have been correctly filed. (Tick below once checked).</li> </ul>			
<ul style="list-style-type: none"> <li>Staff Personal Hygiene:-</li> </ul>	<ul style="list-style-type: none"> <li>❑ Correct &amp; clean uniform/shoes/aprons</li> <li>❑ Long hair tied back <i>or all hair</i> contained under hair cover net</li> <li>❑ Correct use of food handling gloves</li> <li>❑ Jewellery-Only plain wedding bands allowed &amp; sleeper earrings (no visible necklaces) (or as per hygiene policies)</li> <li>❑ No nail polish or false nails</li> <li>❑ Band-aids coloured and covered with a glove if on hands</li> <li>❑ Illness records documented</li> <li>❑ All food handling &amp; personal hygiene practices adhered to</li> <li>❑ Policies understood- compliance forms documented.</li> </ul>			
<ul style="list-style-type: none"> <li>Food Preparation Time</li> </ul>	<ul style="list-style-type: none"> <li>❑ Monitor the time of high-risk food preparation and ensure it does not exceed time allowed at incorrect temperature.</li> <li>❑ Return to refrigeration within one hour from the beginning of preparation time (or as per your Food Safety Program states)</li> <li>❑ Serve food immediately or dispose of food if temperature exceeds stipulated preparation time. Retrain staff. (If applicable).</li> </ul>			
<ul style="list-style-type: none"> <li>Staff training records</li> </ul>	<ul style="list-style-type: none"> <li>❑ Food service staff should undertake food-handling training.</li> <li>❑ Revise training sessions every 12 months (or as programs states)</li> <li>❑ Ensure training records are kept update</li> <li>❑ Casuals, agency staffs or work experience students-correctly informed of company standards. (Uniform &amp; Hygiene)</li> </ul>			
<ul style="list-style-type: none"> <li>Calibration</li> </ul>	Check with maintenance for calibration of following equipment and monitor findings on:- <ul style="list-style-type: none"> <li>❑ Temperature probes</li> </ul>			



	<input type="checkbox"/> Refrigerators & Freezer Temperatures <input type="checkbox"/> Dishwasher temperatures <input type="checkbox"/> Ovens <input type="checkbox"/> Scales			
• Pest Control	<input type="checkbox"/> Check contract records have been completed, action & filed correctly. <input type="checkbox"/> Check documentation on pest control/ file if applicable. <input type="checkbox"/> Check for action taken.			
• Suppliers	<input type="checkbox"/> Check Suppliers are meeting company policy for delivery, receipt and quality of goods <input type="checkbox"/> Ensure records of approved supplier's list are kept updated. <input type="checkbox"/> Arrange for letters to be sent of terms and conditions to new suppliers <input type="checkbox"/> Make changes to records with the introduction of new suppliers.			
• Customer Complaints and Food Recall Policy	<input type="checkbox"/> Check all complaints and recalls to be documented <input type="checkbox"/> Contact consultant and review food safety program if required. <input type="checkbox"/> Check all returns are documented and follow up advice or refunds received. <input type="checkbox"/> EHO notified & follow up if product recall/complaint serious			
<b>CHECKLIST OF MONITORING RECORDS.</b>				
<input type="checkbox"/> Stock receipt <input type="checkbox"/> Refrigerators <input type="checkbox"/> Freezers <input type="checkbox"/> Dry storage <input type="checkbox"/> Cooking <input type="checkbox"/> Cooling/Re-heating <input type="checkbox"/> Approved suppliers <input type="checkbox"/> Staff training records		<input type="checkbox"/> Illness records <input type="checkbox"/> Pest control <input type="checkbox"/> Food complaints <input type="checkbox"/> Quarterly Calibration/ <input type="checkbox"/> Maintenance program <input type="checkbox"/> Time/temperature delivery of last meal service to residents/patients/rooms.		
<i>Record all problems and corrective Action Taken. (Notify EHO within 14 days of changes to the program)</i>				



**COMMON REPORTS I HAVE FOUND IN FOOD PREMISES**

No	Area	Problem	Suggested Corrective Action	Comments
1.	Staff personal hygiene standards	Jewellery, nail polish & Incorrect uniforms or hair cover being worn	Review standards/policies regarding the wearing of uniform, jewellery nail polish, hair cover	
2.	Agency staff	Agency staff not familiar with a food safety program/monitoring requirements. Some have not had food hygiene training.	Document and inform Agency of expected standards for jewelley/hair cover policies etc- must have training in Food handling & Food Safety monitoring or orientation to your policies in place	
3.	Cleaning equipment	Mop left in buckets of water	Leaving mops in buckets -risks contamination. Arrange an allocated area where the cleaning equipment can be dried/hung & stored correctly.	
4.	Refrigeration temperatures	No temperature recording gauge's	Gauges or verification required so as a regular monitoring check can be in place	
5.	Cleaning schedules	Ceiling fans and high fittings often dirty	Ensure ceiling vents, fans or mobile/fixed kitchen fans are included on the cleaning schedules	
6.	Street clothing storage	Shoes/ handbags & street clothing stored on shelving where food utensils etc are stored	Arrange for a designated area or lockers for street bags/clothing etc away from food utensil/food prep areas.	
7.	Chemical storage	Chemicals stored with food/food prep equipment Incorrect labelling and often in food containers.	Chemicals must be stored separately from food prep & food storage area. (away from heat) All chemicals must be clearly labelled and stored in chemical containers only	
8.	Tea-towels	Incorrect use of tea-towels- (Covering foods-staff drying hands, left wet on benches overnight etc).	Policies could state - keep tea-towel use to a minimum-only use a clean tea towel rather than store items away wet. Cover food with a designated food cover cloth. Industry guidelines recommend - use cloth once. Air dry or single use products/paper wherever possible.	
9.	Scourers & cleaning sponges	Old-shabby-Could end up in a product/container. (foreign object)	Ensure cleaning scourers & sponges etc. are cleaned & in good order	
10.	Refrigeration	Food stored uncovered/no date or product name	Ensure all food stored is covered or sealed in food grade containers, dated and easily identifiable	
11.	Plumbing	Hole in pipe surrounds (could allow pest entry)	Seal all areas after repairs to avoid pest invasion.	



12.	<b>Pest control</b>	Screens off doors and window screen or often in need of repair	Ensure all areas are sealed or screened to avoid pest invasion. Remove and ensure the lid is on all stored rubbish in outside bins away from the kitchen.	
13.	<b>Food Delivery</b>	Food being delivered unwrapped. (Bread) Risk of: contamination/adulteration	Ensure all foods are delivered in clean food safe wrap or sealed containers. Reject if unsealed or damaged.	
14.	<b>Fluorescent light tubes</b>	Tubes need to be covered or shatterproof above goods food preparation &/or storage/container /utensils storage areas	Ensure checks for light covers, flaking paint and chipped shelving are on your maintenance programs	
15.	<b>Misuse of food handling gloves</b>	Food handling gloves, tongs or spoons must be correctly used when handling opened or unpacked foods. Hand wash basins need to be easy accessible for staff to ensure thorough hand washing takes place prior to handling food and/or wearing gloves	Never handle opened/prepared food with bare hands- use clean tongs, gloves or spoons- Change gloves after one-hour continual use or after each change of practice. Wash hands between changing gloves. Air dryer/ Paper towel & a soap dispenser must be available at the hand wash basins with a hands-free tap. (the waste paper bin-should have a pedal lid or no lid to avoid touching lid and cross-contaminating hands)	



No	Area	Problem	Suggested Corrective Action	Comments
16.	Dry storerooms	Out of date stock Products stored on floors  Uncovered/unsealed stock Single use products/packaging stored incorrectly	Have a checklist for rotation of stock and ensure out of date stock is documented & disposed of.  Store food items off floor or in canisters on wheels for easy maneuvering. Ensure all food or food storage items are in labelled & sealed units once opened to avoid the risk of adulteration from foreign objects, pests etc. or from other contaminants	
17.	Old equipment Storage	Disused equipment being kept in store areas restricting space for common use items	Remove equipment no longer in use - Food Safety reviews are a good time to stand back and see what is no longer required & could be taking up valuable storage space to help keep items off the floors.	
18.	Chemicals	Chemicals stored with food items	Chemicals must be kept separate from all food storage & food utensils/equipment areas. Ensure there is a separate cupboard for them. Clearly label all chemicals, including detergents. Chemicals must only be stored in correct chemical containers - never in food containers. Ensure a chemical data sheet is displayed for easy reference.	
19.	Canisters	Scoops in canisters - not cleaned Canisters dirty	Need to include scoops on the "daily" cleaning schedule Include canisters on cleaning schedules	
		Old or inappropriate food storage containers (some rubbish bins used for storage match the food storage "rubbish bins")	Ensure food storage containers are in excellent condition. Suggest labels to be waterproof and easy removable for thorough cleaning of the canister to take place. ( <i>good idea-</i> to laminate labels and have on a split ring -hang from handles-for easy removal )	
20	First Aid Box	Flesh coloured baidaid should be replaced with coloured.	Blue is recommended for the Food Industry. When handling unpacked foods -correctly wear gloves over the Band-Aid at all times during food & equipment handling. Change as per policy guidelines requirements to avoid the glove being contaminated by misuse	
22	Food Storage	Signage required	To remind all staff to cover, label & date and identify all stored foods.	
23	Freezer	Unlabelled foods-Ice	Freezer food also needs to be included with	



		build up	labelling and date codes. Freezer ice build up needs to be removed in coolrooms (can also be slippery for staff) or as in all freezers, restricts doors sealing correctly.	
24	Cleaning Equipment	Stored in with food	Store mops, buckets etc away from any food storage areas. Ensure mops can be hung to dry	
25	Food Trolleys	Dirty-	Need to be included in a cleaning schedule - Include legs & wheels	
27	Mould on food	Ensure a regular checklist is in place for checking stored food- dispose of food with mould forming.	Remind all staff to visually check for old foods -daily Monitor stock rotation- document weekly checks	
28	Staff Tea/coffee making facilities	Milk left out of refrigeration	Store high-risk foods/drinks under correct conditions. Staff can get sick too-	
29	Storage	Food storage on floors	Keep food containers on shelving (or wheels) for easy cleaning & maneuvering	
30	Vents	Dirty often dirty	Ensure they are included on your cleaning schedules	



No	Area	Problem	Suggested Corrective Action	Comments
31	Jewellery	Food handlers wearing watches, ear rings, stoned rings, nail polish, and hair out of cover.	Check personal hygiene policies in program.	
33	Short coded food deliveries	Ensure goods are checked on receipt	Ensure the suppliers have sent fresh stock - check dates	
34	Supplier checks	Milk left outside catering department (risk of adulteration & milk spoilage)	Ensure all suppliers have a food safety program in place - randomly check their practices on delivery Have delivery times when food can be accepted & checked	
35	Bug zappers	"Bug zappers" positioned above food prep/holding areas	Move to a location when bugs falling/zapped cannot contaminate food.	
36	Person Hygiene Policies	Beards not covered	Ensure to include beard cover with hair cover policy (some beards are as long as some peoples hair)	
37	Cleaning schedules	Cleaning schedules not being adhered to.	May need to redesigned into a more user friendly system and ensure sign off is checked	
39	Shabby signage	Wall signage that has been on the walls for a long time. Some times no longer relevant.	Replace with signage that is updated and laminated for easy cleaning.	
38	Chemicals	Chemicals stored in food containers(jugs)	Chemicals must only be stored in clearly labelled chemical containers only-never in food storage containers/jugs/bottles	
39	Old cooking equipment	Broken chipped wooden spoons/utensils need to be checked, disposed of and replaced.	Ensure equipment is in good order, especially wooden items that harbour food particles if cracked & check loose bits and screw on any catering tools risking food adulteration.	
42	Catering Policies	Visitors entering catering departments without hats/gowns	Policy & signage required to notify visitors/ other staff entering the catering department to adhere to policies on jewellery/hair cover etc.	
43	Maintenance	Holes in ceilings/panels missing (man hole panels missing)	Need to add to maintenance checks list and staff made aware to report if the manhole is not replaced after work carried out. Risk pest invasion.	
45	Food Preparation & storage	Tea towels used as food cover cloths	Keep tea-towel use to a minimum-Air dry dishes where possible (preferably in dishwasher cycle) or use a clean tea towel rather than store dishes away	



			wet. Provide plain covers for food to avoid the risk of a used tea towel contaminating food being covered.	
48	Fluorescent light tubes	Tubes need to be maintained, some were hanging/not covered/broken	Checklist for maintenance requirements to be included in monitoring forms for each section/department	
49	Dishwasher temperature checks	Temperature of wash & rinse cycles are not checked & recorded	Hot wash should be at or above Rinse cycle should be at or	
51	Food Preparation benches	Broken tiles Chipped shelving	Carry out routine maintenance checks	
52	Fruit & Vegetable sanitisation	Sanitisation of fruit and vegetables must be included in the program under food preparation. Check sanitiser is food safe & used as directed.	All fruit & vegies must be thoroughly washed in potable water then fruit & vegetables not being cooked or peeled must be soaked for 5 minutes in preferably in a food safe sanitiser air dry in a colander	
54	Corrective actions not documented	Staff monitor refrigeration - the record states below 5 degrees C yet may record 5 degrees C higher than specified - no action taken	Monitor must record the problem and corrective action taken to address the non-compliance (e.g.- door was left slightly opened-checked again in one hour and if not corrected report to supervisor	

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