



Catering Food Safety Plan

Nuovo
Chef

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Team Food Safety



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**FOOD
SAFETY**

1.0 Introduction

Introduction

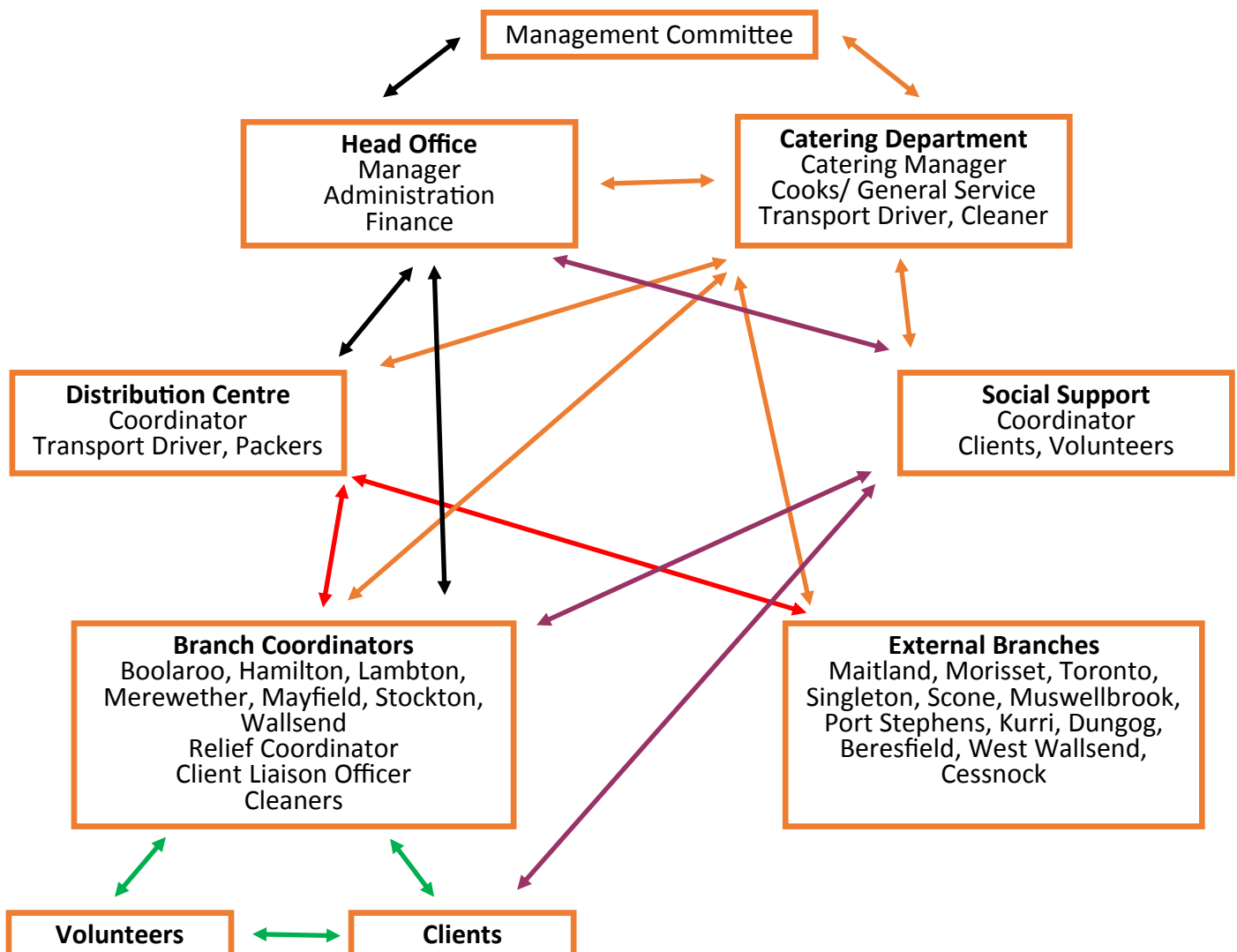
Nuovo Chef (Newcastle Meals on Wheels Inc.) are a community service whose purpose is to provide regular safe nutritious meals to people who are unable to prepare meals for themselves because of age, illness or disability.

Nuovo Chef (Newcastle Meals on Wheels Inc.) are also committed to complying with the regulations and requirements of the food Act 2003 and the Food Standards Code.

Mission

Nuovo Chef (Newcastle Meals on Wheels Inc.) are a caring organisation. Our mission is to provide a safe, nutritious food service to the frail aged, people with disabilities and their carers in order to assist them in maintaining their health and independence.

Organisational Chart



2.0 Food Safety Program

Name of Food Safety instructor:

David Conway

Position:

Catering Manager

Experience:

Over 25 years

Food Hygiene Qualifications and / or Experience:

2007 AMB course in basic food hygiene

Commercial cookery sauce techniques

Craftsman's certificate retail butchery

Post trade pates and croutes

Craftsman's certificate cooking

Post trade entremets hot and cold

D.I.R.E work practices and procedures

Certificate 4 workplace training and assessment

Post trade pasta cookery



2.1 Food Safety Team

Duties:	Catering Manager	Cook General Service	Delivery Driver	Cleaner
Staff Training	✓			
Pest control program	✓			✓
Purchasing—suppliers list	✓			
Schedule of products	✓			
Corrective Action	✓			
Recall Procedures	✓			
Customer Complaints and services	✓	✓	✓	
Facility maintenance and service	✓			
Thermometer calibration	✓			
Hazard Audit	✓			
Course development and review	✓			
Food preparation	✓	✓	✓	
Monitoring CCP and record data	✓	✓	✓	
Receipt of incoming goods	✓	✓	✓	
Food temperature checks	✓	✓	✓	
Personal Hygiene	✓	✓	✓	✓
Waste disposal	✓	✓	✓	✓
Flow charting	✓	✓	✓	✓
Cleaning & sanitation	✓	✓	✓	✓
Continues improvement	✓			
Appliance temperature checks		✓	✓	
Deliveries			✓	

2.2 Scope and Purpose

Scope:-

Nuovo Chef (Newcastle Meals on Wheels Inc.) Food Safety Program covers:-

- ⇒ Receive
- ⇒ Storage
- ⇒ Preparation
- ⇒ Cooking
- ⇒ Chilling
- ⇒ Post chilling processing
- ⇒ Cold storage
- ⇒ Transport
- ⇒ Plating
- ⇒ Delivery of chilled prepared food
- ⇒ Delivery of frozen prepared food
- ⇒ Cleaning and sanitation



Purpose:-

Nuovo Chef (Newcastle Meals on Wheels Inc.) Food Safety Program has been implemented to minimise the risk of hazards during the handling of the food whilst in the facilities control; Thereby ensuring that the food product is as safe as possible and meets the regulatory requirements of the NSW Food Authority.



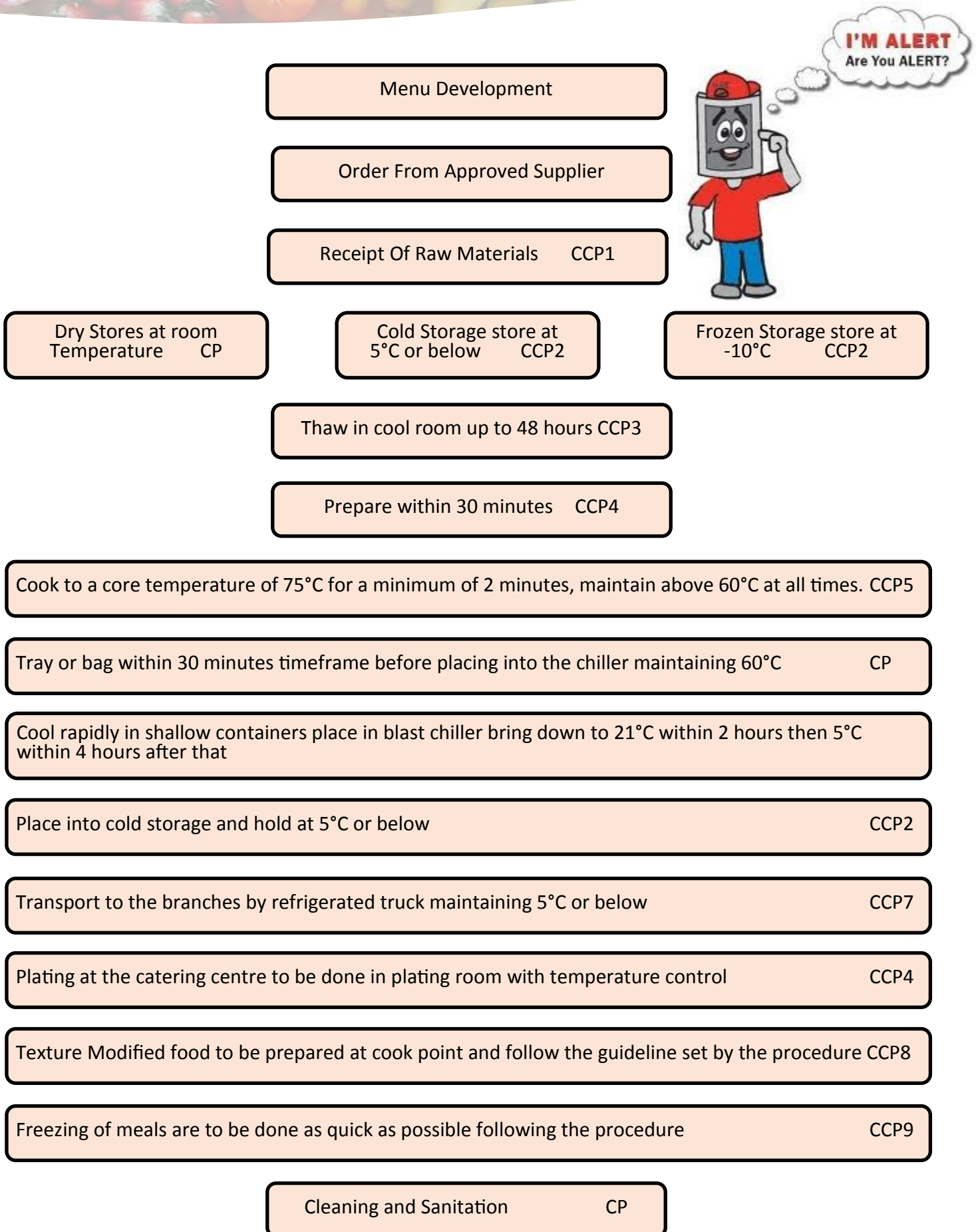
2.3 Product Description and Intended Use

Product Description	Fully cooked & prepared meals, chilled to be consumed by the use by date. Frozen meals to be used by the use by dates.
Examples	Soups, Beef Stew, Braised Steak, Beef Lasagne, Roast Beef, Fish Cakes, Sweet & Sour Pork, Spaghetti Napolitano, Spaghetti & Meatballs, Chicken Casserole, Vegetable Quiche, Rissoles, Chicken & Mushroom Casserole, Lamb & Rosemary, Macaroni Cheese, Corned Beef & Sauce, Chicken Schnitzel, Shepherd's Pie, Vegetable Lasagne, Beef Casserole, Prawn Mornay, Chicken Stroganoff, Stuffed Zucchini, Roast Chicken, Crumbed Fish, Sausages & Gravy, Spinach & Ricotta Crepe, Steak & Kidney, Pasta Bake, Cheese & Vegetable Patties, Savoury Mince, Lamb Casserole, Chicken Mornay, Vegetable Chickpea Curry, Roast Lamb, Sweet & Sour Meatballs, Pumpkin Quiche, Meatloaf, Chicken In Apricot, Asparagus Quiche, Beef Schnitzel, Cottage Pie, Sweet & Sour Chicken, Mushroom Risotto, Roast Pork, Salmon Patties, Beef Stroganoff, Spicy Chickpea Patties, Beef Chow Mien, Sweets etc.
Product Composition	Varies according to standard recipe. Includes beef, chicken, lamb, pork, seafood and vegetables
Methods of Processing	Cooking may be baked, boiled, roasted, steamed, stir fried and or pan fried. Chilled and frozen
Special Preparation Characteristics	Food may be cut or portioned prior to plating. Food is plated and chilled within 30 minutes. Food chilled has a 10 day shelf life. Food may be texture modified prior to plating
Packaging	Gastronome trays with lids and bags for bulk meal storage Meals are plated into foil/ Oliver containers and lidded Soup and Sweets are plated into plastic containers with lids
Storage	Chilled food is stored below 5°C and delivered in bulk to the Branches in the refrigerated truck. Maintaining the temperature below 5°C plated meals are placed into chilled eskies with ice blankets to maintain the temperatures below 5°C. Frozen meals are stored in freezers below - 10°C and are transported to the branches by the refrigerated truck and are delivered frozen solid. Frozen meals are delivered to the clients frozen solid in chilled eskies with ice blankets.
Shelf Life	Chilled meals have a 10 day shelf life Frozen meals have a 6 month shelf life
Distribution Methods	Refrigerated truck and volunteers cars
Consumer	Vulnerable population – aged, frail, people with disabilities and their carers
Intended Use	Chilled and frozen meals to be consumed by the printed use by date.



2.4 Process Flow Chart

Cook Chill Process (Short Shelf Life)



2.5 Hazard Analysis

Step	Input (s)	Hazards	Hazard?	Justification	CCP?	Control
All steps 1 - 13	Staff and volunteers (jewellery, bandaids, hair, gum)	C = chemical contamination	No	Unlikely to occur due to good food handling hygiene practices (staff training) and maintenance programs Avoid foreign objects	No	SPs Staff training Food handling DVD
	Equipment (bolts, grease, glass, objects)	P = foreign object				
	Building (flaking paint, glass and plastic objects)	B = bacteria and virus cross contamination				
	Processing (utensils, plastic packaging)					
1 Menu Design/ Ordering & Purchasing	Harmful or incorrect level of compound or ingredient as a result of incorrect blend or contamination during transit	C= chemical contamination	No	Unlikely to occur due to supplier approval programs, good compliance history, certificate of registration and HACCP licences	No	SPs Approved suppliers list Supplier agreements Standard recipes Incoming goods registers Product recall process
	Introduction of foreign objects (metal, glass, wood, cardboard)	C= chemical contamination	No			
	Introduction of food borne bacteria and viruses that cause illness.	B= microbiological contamination	No			
2 Receival	Contamination by visible metal, plastic, cardboard, wood, glass and chemical during transit.	C,P = introduction of foreign objects	No	Unlikely to occur as product integrity checked upon arrival as part of the inspection program	No	SPs Incoming goods register
	Temperature of food during transit	B = growth of bacteria that causes food borne illness	Yes	Increased temperatures can result in bacteria growth to high levels unable to be controlled by the cooking process. There is also potential for the growth of organisms that produce heat resistant toxins (staphylococcus aureus) at increased temperatures.	Yes	Check that the temperature of perishable, ready to eat foods on arrival is $\leq 5^{\circ}\text{C}$ max and frozen food is hard frozen SPs Incoming goods register
	Contamination during handling at Receival step (e.g. from thermometer, pest)	B = introduction of microorganisms	No	Unlikely to occur as good hygiene practices should outline standard procedures for the use of alcohol wipes prior to taking temperatures, and products stored correctly and quickly.	No	SPs Incoming goods register Supplier agreements

2.5 Hazard Analysis Continued

Step	Input (s)	Hazards	Hazard?	Justification	CCP?	Control
3 Storage	Contamination during storage by cleaning products (lubricants, soaps and detergents) and dangerous chemicals (rodent baits).	C = chemical contamination	No	Unlikely to occur as sanitation and pest control programs to control these hazards are in place. Chemicals are stored & labelled correctly. Bait stations at appropriate locations. Tamper proof bait stations in use	No	SPs Cleaning schedule Cleaning worksheets Pest control register
	Contamination by vermin and dirt during storage	P,B = contamination by foreign objects or bacteria or viruses that cause illness	No	Unlikely to occur as products and ingredients are packaged and good sanitation practices & pest control programs are in place. Premises are in good repair, doors are kept closed to prevent pest entry.	No	SPs Cleaning schedule Cleaning worksheets Pest control register Storage of open food According to manufacturer or 5 Day's
	Temperature of chilled and frozen ingredients and food during storage	B = growth of bacteria	No	Unlikely to occur as products are stored and maintained at $\leq 5^{\circ}\text{C}$ (refrigerated) and $\leq -10^{\circ}\text{C}$ *frozen). These temperatures are checked regularly.	No	SPs Manual check
4 Thawing	Ingredient or product temperatures during defrost at refrigerated temperatures.	B = growth of bacteria that cause food borne illness	No	Unlikely to occur if frozen product is always completely thawed at refrigerated temperatures	No	SPs Food audit Flash link program Manual check
	Ingredient or product temperatures during defrost in the microwave		Yes	Increased temperatures can result in bacteria growth to high levels unable to be controlled by the cooking process. There is also potential for growth of organisms that produce heat resistant toxins (staphylococcus aureus) at increased temperatures.	Yes	Make sure time and temperature do not allow growth. Use standard procedure. Be sure that the cooking process is commenced at the completion of the defrost cycle.

2.5 Hazard Analysis Continued

Step	Input (s)	Hazards	Hazard?	Justification	CCP?	Control
5 Preparation	Contamination by chemicals, oils and cleaners	C = chemical contamination	No	Unlikely to occur due to residual cleaning and sanitizing chemicals, lubricants are addressed by the cleaning & sanitation program	No	SPs Cleaning schedule Cleaning worksheets
	Dust and insect, utensils	P = contamination by foreign objects	No	Unlikely to occur due to good food handling practices and sanitation programs in place	No	SPs Cleaning schedule Cleaning worksheets Staff training
	Time. Growth of bacteria when temperatures are not maintained during preparation.	B = growth of bacteria that cause food borne illness	Yes	Strict time monitoring during preparation Time of ingredients out of refrigeration is minimised. Ingredients are pre-cooled before use	Yes	Limit the amount of preparation time. SPs Run sheets Food audits
6 Cooking	Cooking process (baking, boiling, grilling etc.) times and temperatures	B = growth of bacteria and contaminating microbes when food is not cooked properly	Yes	Bacteria and contaminating micro-organisms are likely to occur in raw ingredients (especially meat). The cooking process must reduce these to a safe level.	Yes	Cook to standard times and temperatures. Take core or cold spot temperatures CPs Run sheets Food audit
7 Chilling	Chilling process times and temperatures	B = growth of bacteria and contaminating microbes when food is not chilled properly	Yes	Bacteria and contaminating micro-organisms are likely to occur if the product is not chilled in the correct time frame (especially high risk foods such as meat, eggs, fish, etc.) the chilling process must reduce the risk of the growth of these bacteria and micro-organisms	Yes	Make sure all food is placed in the blast chillers & chilled correctly to $\leq 21^{\circ}\text{C}$ within 2 hours then to $\leq 5^{\circ}\text{C}$ within 4 hours SPs Run sheets/ Food audits



2.5 Hazard Analysis Continued

Step	Input (s)	Hazards	Hazard?	Justification	CCP?	Control
8 Post Cook Processing (portioning, slicing or texture modification)	Contamination by bacteria during puree process	B = growth of bacteria that cause food borne illness	No	Severity is high but unlikely to occur if puree/ texture modified support program is in place. Ensure adequate cleaning and sanitation is undertaken	No	If product is not portioned or pureed quickly after cooking and before cooling or eating, growth of heat resistant or contaminating bacteria is possible
	Times and product temperatures allow growth of surviving heat resistant and any contaminating micro-organisms while portioning occurs		Yes	If product is not portioned or pureed quickly after cooking and before cooling or eating, growth of heat resistant or contaminating bacteria is possible	Yes	Limit the time between cooking and chilling Monitor the foods time out of the cook, chill or service. SPs Texture modification worksheets
9 Cold Storage	Contamination during storage by cleaning products (lubricants, soaps and detergents) and dangerous chemicals (rodent baits).	C = chemical contamination	No	Unlikely to occur as sanitation and pest control programs control these hazards. Chemicals are stored & labelled correctly. Bait stations at appropriate locations. Tamper proof bait stations in use	No	SPs Cleaning schedule Cleaning worksheets Pest control register
	Contamination by vermin and dirt during storage	P,B = contamination by foreign objects, bacteria or viruses that cause illness	No	Unlikely to occur, products and ingredients are packaged, good sanitation practices and pest control programs are in place. Premises are in good repair, doors are kept closed to prevent pest entry.	No	SPs Cleaning schedule Cleaning worksheets Pest control register
	Contamination by vermin and dirt during storage	B = growth of bacteria	No	Unlikely to occur products stored at (refrigerated $\leq 5^{\circ}\text{C}$ frozen $\leq -10^{\circ}\text{C}$) is maintained and checked regular.	No	SPs Manual check



2.5 Hazard Analysis Continued

Step	Input (s)	Hazards	Hazard?	Justification	CCP?	Control
10 Bulk Delivery	Times and product temperature allowing growth of surviving heat resistant and any contamination micro-organisms	B = growth of bacteria that cause food borne illness	Yes	Bacteria and contaminating microbes will be able to grow or survive if the conditions are favourable. The chilled temperature and delivery times need to eliminate this hazard	Yes	Deliver only chilled meals and deliver quickly. Monitor temperatures and delivery times. SP's delivery worksheets
	Contamination by unclean trolley/ delivery vehicles, dust, insects and utensils	P,B = contamination by foreign objects or bacteria or viruses that cause illness	Yes	Unlikely to occur because food is kept covered and the cleaning and sanitation program covers all areas of the delivery with the pest control program.	Yes	SPs Cleaning schedule Cleaning worksheets Pest control worksheet
11 Plating	Contamination by bacteria during plating process		Yes	Severity is high but unlikely to occur if plating support program is in place. Ensure adequate cleaning and sanitation is undertaken	Yes	SPs plating worksheets and food temperature worksheets
	Times and product temperatures allowing growth of surviving heat resistant and any contaminating micro-organisms while portioning occurs	B = growth of bacteria that cause food borne illness	Yes	If product is not plated within the 30 minute time frame, growth of heat resistant or contaminating bacteria is possible	No	Limit the time between plating & chilling Monitor the time out of the refrigeration. SPs plating worksheets food temperature worksheets
12 Delivering	Times and product temperature allowing growth of surviving heat resistant and any contamination micro-organisms	B = growth of bacteria that cause food borne illness	Yes	Bacteria and contaminating microbes will be able to grow or survive if the conditions are favourable. The chilled temperature and delivery times need to eliminate this hazard.	Yes	Deliver only chilled meals. Deliver as quickly as possible. Monitor temperatures and delivery times. SPs Delivery worksheets
	Contamination by unclean esky/ delivery vehicles, dust, insects and utensils	P,B = contamination by foreign objects or bacteria or viruses that cause illness	Yes	Unlikely to occur because food is kept covered and the cleaning and sanitation program covers all areas of the delivery with the pest control program	No	SPs Cleaning schedule Cleaning worksheets Pest control worksheets

2.5 Hazard Analysis Continued

Step	Input (s)	Hazards	Hazard ?	Justification	CCP?	Control
13 Clean up	Inadequate dishwasher temperature allowing survival and subsequent growth of any contaminating micro-organisms on utensils and crockery	B = growth of bacteria that cause food borne illness	Yes	It is likely that utensils and crockery are contaminated upon return from service. Dishwasher rinse temperatures are monitored as a part of the cleaning program	No	SPs Flash link program Manual Check
	Inappropriate clean-up of returned food items/ trays and contaminates food preparation area	B = cross contamination by bacteria that cause food borne illness P = contamination by foreign objects	Yes	Returned food items are disposed in a dedicated area (separate from food preparation areas)	No	SPs Waste disposal worksheet
	Inappropriate cleaning procedures, where incorrect chemical or incorrect concentrations are used	C = chemical contamination food contacting surfaces, plates and utensils	No	Unlikely to occur, only approved cleaning chemicals are used. This is addressed in the sanitation and cleaning program	No	SPs Cleaning schedule Cleaning worksheets
	Infestation of pests due to garbage as an available food source	P = pests contaminate food and environment	No	Unlikely to occur as garbage and waste is removed in timely manner Pest control program includes regular pest inspections	No	SPs Waste disposal worksheets Pest control worksheet
	Trays/ foils, lids, containers, implements are stored incorrectly	P = physical contamination	no	Unlikely to occur as trays/ foils, lids, containers, implements are stored correctly after delivery or cleaning. This is addressed in the cleaning program	No	SPs Cleaning Schedule Delivery worksheet
	Potentially contaminated items from staff and volunteers (eg bandages, vomitus, medications, body fluids etc)	B = cross contamination by micro-organisms P = contamination by foreign objects	No	Contaminated items to be removed before return to the kitchen or branch	No	SPs Good food handling program Staff illness register



2.6 Hazard Control Table

Process Step	Potential Hazard/s	Control measures	CCP	Critical limit	Records				
1 Receiving	Microbiological (temperature abuse)-chilled RTE foods	Temperature of chilled RTE product taken on arrival	CCP	Maximum product temperature 5°C	Incoming goods worksheet (form 1) Unsatisfactory Goods worksheet (form 1)				
					Monitoring Procedures				Corrective Action
					What	How	When	Who	
					Take representative temperatures of chilled RTE food for every delivery or representative sample	Sanitised calibrated thermometer or IR gun on packets (not cartons) as per manufacturer instructions	Every delivery	Person accepting delivery	
Process Step	Potential Hazard/s	Control measures	CCP	Critical limit	Records				
1 Receiving Juice	Microbiological (temperature abuse)-chilled RTE foods	Temperature of chilled RTE product taken on arrival	CCP	Below 5°C	Incoming goods worksheet (form 1) Unsatisfactory Goods worksheet (form 1)				
				6°C to 8°C					
				8°C to 10°C					
				Above 10°C					
				Monitoring Procedures				Corrective Action	
What	How	When	Who						
Take representative temperatures of chilled RTE food for every delivery or representative sample	Sanitised calibrated thermometer or IR gun on packets (not cartons) as per manufacturer instructions	Every delivery	Person accepting delivery	No corrective action required, place into refrigeration. To be placed immediately into refrigeration and re-checked in 30 min to be sure it is at temperature. Juice is to be placed into the freezer for 30 minutes then temperature checked and placed into refrigeration if at acceptable temperature. Juice to be rejected and sent back after checking one of the Juices with a probe to be sure it is above 10°C					

2.6 Hazard Control Table Continued

Process Step	Potential Hazard/s	Control measures	CCP	Critical limit	Records	
1 Receiving	Microbiological (temperature abuse)- Frozen RTE foods	Appearance of frozen produce	SP	No evidence of freezer/thawing (ice crystal formation Must be hard frozen	Incoming goods worksheet (form 1) Unsatisfactory Goods worksheet (form 1)	
	Microbiological out of date	Product to be within use-by	SP	Must be within use by date	Incoming goods worksheet (form 1) Unsatisfactory Goods worksheet (form 1)	
	Contamination Microbiologic	Appearance of a. Product b. packaging condition c. delivery vehicle	SP	No evidence a.dirty/damage product b.dirty/damage boxes c.poor truck condition	Incoming goods worksheet (form 1) Unsatisfactory Goods worksheet (form 1)	
	Monitoring Procedures					Corrective Action
		What	How	When	Who	
		Feel each product type per delivery	Feel or use IR gun on frozen packets (not cartons) as per manufacturer instructions	Every delivery	Person accepting delivery	Contact catering manager/ supervisor Reject soft partially thawed produce with ice crystal formation Notify supplier and report
		Visual inspection of all produce	Check packages and labels	Every delivery	Person placing stores away	Reject products that are out of date or very close to date if you can't use it in time. For RTE foods notify catering manager/ supervisor
	Visual inspection	Check truck, packaging and product	Every delivery	Person accepting delivery	Reject any produce that looks damaged or tampered with or has been soiled/contaminated Notify catering manager/ supervisor	

2.6 Hazard Control Table Continued

Process Step	Potential Hazard/s	Control measures	CCP	Critical limit	Records
2 Storage:- Chilled Frozen Ambient	Microbiological (temperature abuse)-of RTE foods	Temperature of chilled RTE food Storage temperature of freezers		Maximum storage temperature 5°C Minimum freezer temperature of -10°C	Manual check (form 1)
	Contamination	Monitor product packaging storage areas stock rotation		No evidence of: Damage to stock or packaging Poorly maintained store area Out of date stock Food stored uncovered or on the floor	Incoming goods worksheet (form 1) Cleaning worksheet (form 1) Waste removal worksheet (form 1)
	Monitoring Procedures				Corrective Action
	What	How	When	Who	
	Product temperature Freezer temperature	Manual Check	AM and PM	All Staff	
	Examine the product	Visually inspect	Daily	All staff	For food between 5°C and 10°C refrigerate and use within 12 hours Discard any food over 10°C
				Clean and remove garbage more frequently, correct stock rotation Discard any item that is damaged, unlabelled or out of date	



2.6 Hazard Control Table Continued

Process Step	Potential Hazard/s	Control measures	CCP	Critical limit	Records
3 Thawing	Microbiological (undercooking)	Completely thaw product	SP	Time taken for thaw process	Added to run sheet
	Microbiological (temperature abuse)	Product temperature during thawing	SP	Product to be completely thawed in refrigerator (max 5°C)	Added to run sheet
	Monitoring Procedures				Corrective Action
	What	How	When	Who	
		Check for evidence of hard frozen product	Visual inspection	All product Daily	All staff
	Product location	Visual inspection	All product Daily	All staff	Continue to thaw in the refrigerator
Process Step	Potential Hazard/s	Control measures	CCP	Critical limit	Records
4 Preparation	Growth of bacteria	Monitor product times	CCP	Maximum 30 minutes	Run sheet From menu
	Monitoring Procedures				Corrective Action
	What	How	When	Who	
		Time in preparation room Or Visual check	Visually check that there is no food left out of the refrigeration at break times or once finished	At each break and at the end of the shift	All staff
Process Step	Potential Hazard/s	Control measures	CCP	Critical limit	Records
5 Cooking	Survival of bacteria when food is not cooked properly	Check product temperatures for oven cooking, gently heated or grilled product for every batch	CCP	Core is minimum 70°C for 2 minutes (75°C) instant	Run sheet From menu
	Monitoring Procedures				Corrective Action
	What	How	When	Who	
	Take at least one final core temperature of the product (in oven cold spot if applicable)	Sanitised calibrated thermometer	Every batch or every oven cycle	All Staff	Keep cooking until cook temperature is reached

2.6 Hazard Control Table Continued

Process Step	Potential Hazard/s	Control measures	CCP	Critical limit	Records
6 Chilling	Growth of bacteria	Monitor product time	CCP	Core temperature of 20°C within 2 hours then 5 within 4 hours	Run sheet From menu
	Monitoring Procedures				
	What	How	When	Who	Corrective Action
	Take at least one final core temperature in the chillier hot spot	Sanitised calibrated thermometer	Every batch	All staff	Keep chilling until cooling temperature is reached
Process Step	Potential Hazard/s	Control measures	CCP	Critical limit	Records
7 Post Cook Processing	Growth of bacteria (time and temperature abuse)	Elapsed time and temperature at end of process	CCP	Maximum 30 minutes elapsed time and max temp of 5°C at of process	Texture modification worksheet (form 4)
	Microbial contamination	Use of clean and sanitised equipment and utensils according to standard procedures	SP	Ensure equipment and utensils are clean and sanitised	Cleaning worksheet (form 1)
	Monitoring Procedures				
	What	How	When	Who	Corrective Action
	Elapsed time after chilling before plating and cold hold Temp at the end of the process	Record time out of chill and holding chill time Record temp at the end of process	Each service	Person responsible for process	Keep food chilled while processing and place into refrigeration after processing
Check that all equipment and utensils are clean and sanitised	Visual check	Before use	All Staff	Re-clean and sanitise equipment and utensils prior to use	



2.6 Hazard Control Table Continued

Process Step	Potential Hazard/s	Control measures	CCP	Critical limit	Records
8 Cold Storage	Microbiological (temperature abuse)-of RTE foods	Temperature of chilled RTE food Storage temperature of freezers	CCP	Maximum storage temperature 5°C Minimum freezer temperature of -10°C	Manual checks (form 1)
	Contamination	Monitor product packaging Storage areas Stock rotation		No evidence of: Damaged stock or packaging Poorly maintained store area Out of date stock Food stored uncovered or on the floor	Run sheet From menu Cleaning worksheet (form 1) Waste removal worksheet (form 1)
	Monitoring Procedures				Corrective Action
	What	How	When	Who	
	Product temperature Freezer temperature	Manual checks	Twice Daily	All staff	For food between 5°C and 10°C refrigerate and use within 12 hours Discard any food over 10°C
Examine the product	Visually inspect	Daily	All staff	Clean and remove garbage more frequently, correct stock rotation Discard any item that is damaged, unlabelled or out of date	



2.6 Hazard Control Table Continued

Process Step	Potential Hazard/s	Control measures	CCP	Critical limit	Records
9 Bulk Delivery	Contamination (foreign objects bacteria viruses)	Protect food during transport	SP	All food is to be covered for transport	Food audit record
	Growth of bacteria due to time abuse	Amount of time taken for delivery	CCP	All times and temperatures to be registered in log	Transport delivery worksheet (form 2)
	Monitoring Procedures				Corrective Action
	What	How	When	Who	
	Covered food	Visual inspection	Each delivery	Transport driver	Cover any food that is uncovered
Elapsed time between the start and finish of the run and the transport hold temperature	Monitor time and temperature	Each delivery	Transport driver	Be sure times and temperatures are recorded and food is not above 5°C if food is above the allowable temperature notify the catering manager/supervisor	
Process Step	Potential Hazard/s	Control measures	CCP	Critical limit	Records
10 Plating	Growth of bacteria (time and temperature abuse)	Elapsed time and temperature at end of process	CCP	Maximum 30 minutes elapsed time and max temp of 5°C at the end of process	Plating meal worksheet (form 1)
	Microbial contamination	Use of clean and sanitised equipment and utensils according to standard procedures	SP	Ensure equipment and utensils are clean and sanitised	Cleaning worksheet (form 1)
	Monitoring Procedures				Corrective Action
	What	How	When	Who	
	Elapsed time after chilling before plating and cold hold Temp at the end of the process	Record time out of chill and holding chill time Record temp at the end of process	Each service	Person responsible for process	Keep food chilled while plating and place into refrigeration or ice boxes after processing
Check that all equipment and utensils are clean and sanitised	Visual check	Before use	All staff	Re-clean and sanitise equipment and utensils prior to use	

2.6 Hazard Control Table Continued

Process Step	Potential Hazard/s	Control measures	CCP	Critical limit	Records
11 Delivery	Contamination (foreign objects bacteria viruses)	Protect food during transport	SP	All food is to be covered for transport	Food delivery worksheet (form 1, 5&6)
	Growth of bacteria due to time abuse	Amount of time taken for delivery	CCP	All times and temperatures to be registered in log	Transport delivery worksheet (form1, 5&6)
	Monitoring Procedures				Corrective Action
	What	How	When	Who	
	Covered food	Visual inspection	Each delivery	Person delivering meals	Cover any food that is uncovered
Elapsed time between the start and finish of the run and the transport hold temperature	Monitor time and temperature	Each delivery	Person delivering meals	Be sure times and temperatures are recorded and food is not above 5°C if food is above the allowable temperature notify the coordinator/ supervisor	
Process Step	Potential Hazard/s	Control measures	CCP	Critical limit	Records
12 Clean-up	Contamination (foreign objects, bacteria, viruses)	Clean with hot water all multipurpose implements and utensils using the standard practice Clean up in a dedicated area	SP	Dishwasher must achieve wash cycle temp enough to remove fat and soil and not bake it on. Sanitising rinse cycle must achieve 82°C minimum Items must dry	Manual check (Form 1)
	Monitoring Procedures				Corrective Action
	What	How	When	Who	
Water temperature (start and end of clean-up)	Manual checks	Twice Daily	All Staff	Adjust rinse temperature on dishwasher. Re-sanitise dishes. Manual sanitation if no dishwasher.	

2.6.1 Justification Table

Hazard / Control Measure	Critical Limit	Reference / Justification
Receival / Storage	Maximum product temperature 5°C for refrigerated product and frozen solid for frozen product	Clause 5 Standard 3.2.2, Food Safety Standards, Food Standards Code, Food Standards Australia New Zealand (FSANZ)
Preparation	During preparation product temperatures must not reach a maximum 10°C for more than 30 minutes.	CODEX alimentarius, Code of Hygienic Practice for Processed Meat and Poultry Products, CAC/RCP 13, 1976.
Post-cook Processing (puree, portioning etc.)	Maximum portioning or puréeing time 30 minutes before chilling commences.	CODEX alimentarius, Code of Hygienic Practice for precooked and cooked foods in mass catering, CAC/RCP 39, 1993.
Cold Hold	Minimum holding temperature 5°C or at a lower temperature for a short period of time*. The facility must be able to demonstrate in their food safety program that the variance is not unsafe using time as a public health control measure.	Clause 8 (5) Standard 3.2.2, Food Safety Standards, Food Standards Code, (FSANZ)
Delivery / Transport	Potentially hazardous food should be kept under temperature control. This applies to potentially hazardous food that may be delivered to a ward or transported between sites. If there is a deviation from this requirement then the potentially hazardous food must meet the criteria of the '4-hour/2-hour rule'*.	The FSANZ Guide to the Food Safety Standard Appendix 1 recommends the maximum cumulative time that the meal or its ingredients are outside temperature control must not be greater than a total of 2 hours*. Clause 10 Standard 3.2.2, Food Safety Standards, Food Standards Code, (FSANZ).
Cold Storage	Maximum refrigerated shelf life of 10 days, including day of production and consumption	Blue book Cook chill for foodservice and manufacturing page 192
Cooling	Maximum core temperature of 21°C within 2 Hours or less than 5°C within 4 hours from the end of the cooking cycle.	Blue book Cook chill for foodservice and manufacturing page 192
Cooking	Food is given a 6D process for <i>Listeria monocytogenes</i> , i.e. equivalent to heating to 75°C	Blue book Cook chill for foodservice and manufacturing page 192
Cleaning	Min of 82°C dishwasher rinse temperature	FDA Food Code. Chapter 4, section 4-501.112 (A) (2). Safe Food Australia 2nd Edition 2001, Appendix 4 Cleaning and sanitising surfaces and utensils



2.6.2 Verification Table

CCP or Support program	Verification Activity	Frequency	Person Responsible	Records	Corrective action / comments
Maintenance	Physical check	Daily and monthly	Supervisors and or appointed person	Forms 2,3,6,11	
Approved suppliers	Agreements	Yearly	Catering Manager	Forms 8,9,10	
Good handling practices	Physical & training	Daily and as needed	Supervisors and or appointed person	Forms 1,3,4, 4a,4b,4c,4d, 6,7	
Cleaning and Sanitation	Physical	Daily and weekly	Supervisors	Forms 4a, 4b, 4c, 4d, 4, 1, 2, 3, 11	
Pest Control	Physical	Daily and monthly	Supervisors and or appointed person	Form 1, 3, 6, 11	
Personal Hygiene	Observation and documentation	Daily	Supervisors	Form 6, 11	
Product Recall	Physical	When required	Supervisors and Catering Manager	Form 12	
Staff Training	Physical	When required	Supervisors and Catering Manager	Form 7	
Calibration	Physical	6 Monthly or when required	Supervisors and Catering Manager	Form 3	
Internal Audit	Physical	Yearly	Supervisors and Catering Manager	Forms 3 ,6	
Document and Data Control	Physical	End of each menu cycle	Catering manager	All forms	
Texture-Modified Foods	Physical	Daily	Supervisor and person completing the work	Form 3	
Customer Complaint	Physical	When required	Supervisor	Form 3, 10	
Transport Safety/ Cleaning	Physical	Daily	Transport driver	Form 2, 3	



2.7 Summary Table of Food Borne Illness

Cause of illness	Source	Hazard	Control / Precaution
Bacillus cereus	Present in most raw, dried and processed foods, especially spices, cereals and starchy foods	Spores survive cooking and grow well in foods such as a cooked rice dishes. Growth of the bacteria occurs best at room temperature. Two toxins that survive further cooking may be produced. One causes diarrhoea, another vomiting.	Cool pre-cooked foods quickly in shallow dishes (<10cm) and store at or below 5°C. Alternatively, hold food at or above 60°C . Do not store pre-cooked rice etc at room temperature. Compliance with cooling profile CCP (Appendix 5).
Campylobacter spp.	Commonly found in animals (especially cattle and poultry), food products of animal origin, water. May be carried by pets.	Survival of bacteria due to insufficient cooking, cross-contamination of cooked foods by raw foods, hands, surfaces and utensils.	Ensure meats (especially poultry and offal) are cooked adequately. Prevent cross-contamination via surfaces and utensils. Good food handling practices and good personnel hygiene important.
Clostridium Botulinum	Spore forming bacterium found almost everywhere, especially in soil and agricultural products.	Spores survive and grow in inadequately cooked canned and preserved (cook-chill) food such as meat and vegetables. Incorrectly preserved vegetables and herbs in oil can also be a hazard. Usually fatal unless quickly treated. Recovery may take years.	Approved cooking processes for preserving (cook-chill) and canned food. Store cook-chill foods at low temperatures (0-3°C). Acidification of preserved food (eg vegetables in oil) to below pH 4.6. May sometimes grow in deep containers in absence of oxygen. NEVER store stews etc in deep pots. See Section 4 for information on Cook-Chill food. Compliance with cooling profile CCP (see Appendix 5).
Clostridium perfringens	Spore forming organism common in soil and on raw foods: vegetables and meat.	Spores survive cooking and germinate in soups, sauces, stews and pies that are cooled or reheated too slowly. Food prepared in advance is most at risk.	Hold food at temperatures at or above 60°C or rapidly chill in shallow trays (max. depth 10cm). Reheat thoroughly. Reheat pies in an oven, not in a pie warmer. Reheat cold food BEFORE food is transferred to hot holding equipment (eg. bainemarie). NEVER cool stews etc in deep pots. Make sure cook-chill food is chilled quickly and reheated properly. See Section 4 for information on Cook-Chill food. Compliance with cooling profile CCP (see Appendix 5).

2.7 Summary Table of Food Borne Illness continued

Cause of illness	Source	Hazard	Control / Precaution
Escherichia coli Enterotoxigenic Enteropathogenic Enteroinvasive Enterohaemorrhagic	Lives in the gut (enteric). The types that cause illness are usually of human origin. Certain types commonly in cattle, beef and raw milk.	Survival of bacteria due to insufficient cooking, cross-contamination of cooked foods by raw foods, hand and utensils	Scrupulous cleanliness, especially after using the toilet. Thorough cooking. Control of cross-contamination
Listeria monocytogenes	Widespread in the environment. Unpasteurised milk, vegetables, humans.	Grows at normal refrigeration temperatures. Often fatal for vulnerable people.	Efficient cleaning and sanitation program. Control of handling and prevention of cross contamination of cooked meat and dairy products. Store below 3°C. Refer to Section 6 Part '5.1 Listeria and Food' for more information.
Salmonella (non typhi)	Wide range of animals and foods of animal origin – especially poultry and meats; also infected persons / carriers / food handlers.	As for Campylobacter and E. coli.	Proper cooking of surface, rapid cooling and control of hygiene and cross contamination.
Salmonella typhi and paratyphi	Humans (enteric)	As above. May be fatal.	As above. Exclude carriers from food preparation.
Shigella	Humans (enteric)	Transmitted through poor personal hygiene and inappropriate handling of foods.	Personal hygiene, especially after using the toilet. Thorough cooking.
Staphylococcus aureus	Humans; from skin, hair, cuts and sores, nose and throat.	Growth in food causes toxin in food which is not destroyed on reheating.	Personal hygiene and not allowing staff with infected cuts/sores to handle food, thorough cooking and quick chilling.
Yersinia enterocolitica	Animals: especially pigs, occasionally humans.	May grow under refrigeration in vacuum-packed meats and similar products.	Good food handling, especially in preparation of raw meats. Cook pork thoroughly.
Viral Gastroenteritis (e.g. Norovirus)	Humans	Handlers may spread virus to unpackaged foods (may be airborne – coughs, sneezes etc)	Good food handling, personal hygiene, (ensuring infected staff do not work with unpackaged food) and proper cooking and storage.



2.8 Cooking Times and Temperatures

2.8.1 Inactivation of *Listeria Monocytogenes*

Internal Product Temperature (°F)	Internal Product Temperature (°C)	Lethal Rate	Time for 6D Process (minutes)
145	63	0.117	17.0
147	64	0.158	12.7
149	65	0.215	9.3
151	66	0.293	6.8
153	67	0.398	5.0
154	68	0.541	3.7
156	69	0.736	2.7
158	70	1.000	2.0
160	71	1.359	1.5
162	72	1.848	1.0
163	73	2.512	0.8
165	74	3.415	0.6
167	75	4.642	0.4
169	76	6.310	0.3
171	77	8.577	0.2
172	78	11.659	0.2
174	79	15.849	0.1
176	80	21.544	0.09
178	81	29.286	0.07
180	82	39.810	0.05
182	83	54.116	0.03
183	84	73.564	0.03
185	85	100.000	0.02

Note: z = 13.5°F (7.5°C)



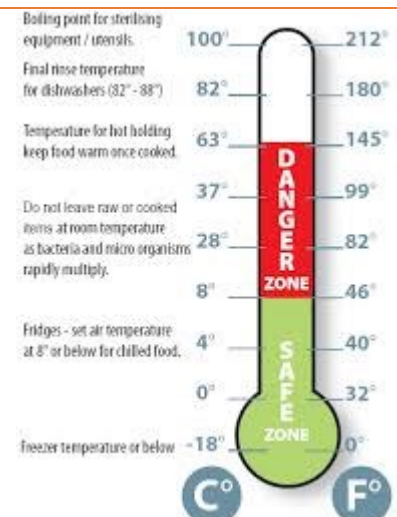
2.8 Cooking Times and Temperatures

2.8.2 Inactivation of nonproteolytic *Clostridium botulinum* type B

Internal product temperature (°F)	Internal product temperature (°C)	Lethal rate	Time for 6D process (minutes)
185	85	0.193	51.8
187	86	0.270	37.0
189	87	0.370	27.0
190	88	0.520	19.2
192	89	0.720	13.9
194	90	1.000	10.0
196	91	1.260	7.9
198	92	1.600	6.3
199	93	2.000	5.0
201	94	2.510	4.0
203	95	3.160	3.2
205	96	3.980	2.5
207	97	5.010	2.0
208	98	6.310	1.6
210	99	7.940	1.3
212	100	10.000	1.0

Note: For temperatures less than 194°F (90°C) $z = 12.6^\circ\text{F}$ (7.0°C);
for temperatures above 194°F (90°C) $z = 18^\circ\text{F}$ (10°C).

***Note:** These lethal rates and process times may not be sufficient for the destruction of non-proteolytic *C. botulinum* in Dungeness crabmeat, because of the potential that substances that may be naturally present, such as lysozyme, may enable the pathogen to more easily recover from heat damage.



3.0 Support Programs

3.1 Maintenance Program

Maintenance of the buildings & equipment is important to minimise the risk of food contamination. A pre-operational check is to be carried out at the start of each day and will include checking for:

- ◆ premises clean and tidy
- ◆ processing area clean and tidy
- ◆ any evidence of pest infestation
- ◆ hand washing facilities clean and stocked with soap and paper towel
- ◆ food contact surfaces clean and sanitised
- ◆ all equipment clean
- ◆ all packaging material stored correctly
- ◆ cool rooms/ freezers and fridges clean and tidy
- ◆ food transport vehicles clean and tidy and safety check

These are to be documented on **Form 1: Pre-operational checklist** and **Form 2: Transport Pre-Operational Checklist**

A monthly check is to be carried out on six key areas covering all maintenance areas & include such things as evidence of:-

- ◆ flaking paint
- ◆ rust
- ◆ light fittings
- ◆ door seals
- ◆ condensation
- ◆ fittings and fixtures
- ◆ chemicals
- ◆ amenities

These are to be documented on **Form 15: Monthly Maintenance Checklist**

3.2 Approved Supplier Program

All suppliers shall abide by the standards set by the Food Safety Program of Meals on Wheels Newcastle Inc. These standards include:

- ◆ Copies of their HACCP certification or have a food safety plan in place.

All suppliers will be required to complete Food Suppliers Agreement see **Form 12: Food Supplier's Agreement** which includes information of the business and the requirements of Meals on Wheels Newcastle Inc.

All suppliers will be placed on the approved Suppliers List, see **Form 13: Approved Suppliers List** and will include contact details and product or service provided from the companies.



3.3 Good Handling Practices

Newcastle and District Meals on Wheels is committed to using correct handling practices. These practices will cover food storage, packaging, rotation, waste management, food disposal, equipment temperature monitoring, food temperature monitoring and transport temperature control. No person handling food shall eat or drink whilst in the food preparation area. All persons shall wear appropriate and clean clothing and have good personal hygiene.

Delivery and Storage

All food and supplies to Meals on Wheels Newcastle Inc. will come from an approved supplier and will be recorded on **Order sheet from the ordering system**. Any delivery that is unsatisfactory shall be registered on **order sheet from the ordering system** and inform the catering manager / supervisor and returned to the supplier.

Juice

Corrective Action to be Taken	
Below 5°C	No corrective action required place into refrigeration.
6°C to 8°C	To be placed immediately into refrigeration and re checked in 30 min to be sure it is at temperature.
8°C to 10°C	Juice to be placed into Freezer 30 min then temperature checked and if at temperature placed into refrigeration.
Above 10°C	Juice to be rejected and sent back after checking one of the Juices with a probe to be sure it is above 10°C

All products delivered shall have correct packaging, not broken or dented and will have long use by dates. Refrigerated goods are to be delivered directly into their respective cool rooms with their temperatures recorded on **order sheet from the ordering system**. All products will be checked at the point of delivery for damage in packaging and use by dates.

Frozen goods are to be delivered directly into the freezer room and are to be checked for damage, use by dates and that all goods are frozen solid. Records are to be made using **order sheet from the ordering system** Dry goods are to be placed in the delivery bay then placed into the storage areas, checking packaging and use by dates. Stock will be rotated through the shelving from the left to the right. Any product found to be damaged or have a low use by date is to be rejected and registered on an **order sheet from the ordering system** and returned to the supplier. At this time the Catering Manager/ Supervisor is to be notified of the non-conformities and corrective actions taken.

Waste Management and Food Disposal

1. Waste disposal bins are to be placed around the work area of the premises, so that they are convenient to the staff and operations.
2. Waste bins are to be clearly distinguishable from other storage bins.
3. Plastic liners are to be used in waste disposal bins.
4. Waste disposal bins are to be emptied when $\frac{3}{4}$ full or on a regular basis and regularly transferred to the main collection area of the establishment.
5. All plastic liners are to be tied before placing into the receptacle.
6. Waste must be kept in a designated collection area that is well ventilated with washing and sanitation facilities.
7. Monitoring of waste disposal procedure on **Form 1: Waste Management Worksheet**.
8. All products that have been temperature compromised, damaged or are out of date are to be disposed of and registered on **Form 1: Food Disposal Register**. At this time, the Catering Manager/ Supervisor is to be notified of the non-conformities and corrective action taken.

3.3 Good Handling Practices Continued

Equipment Temperature Monitoring

All equipment used for the storage of perishable foods and the washing of pots, utensils etc. is to be monitored for the correct temperature.

All refrigeration is to be below 5°C

All freezers are to be below -10°C

Dish or pot-washer is to have a rinse cycle above 82°C

This process is to be carried out by manually checking twice a day at the catering centre and branches. All recordings are to be placed on:-

Form 1: Appliance Temperature Worksheet - Cool room

Form 1: Appliance Temperature Worksheet - Refrigerator

Form 1: Appliance Temperature Worksheet - Freezer

Form 1: Appliance Temperature Worksheet - Dish/Pot washer

Any non-conformity is to be registered on the corresponding form and corrective action taken at this time. The Catering Manager/ supervisor is to be notified of the non-conformities and corrective action.

Food Temperature Monitoring

All food temperatures are to be monitored at each of the process steps and recorded on:

Arrival -

order sheet from the ordering system

Cooking -

Run Sheets from Menu

Chilling -

Run Sheets from Menu

Bulk Transport -

Form 2: Food Transport Temperature Records

Plating -

Form 1: Food Temperature Monitoring Worksheet

Texture modification -

Form 4: Texture Modified Food Register & Run Sheet

Transport -

Form 5: Plated Meal Delivery Worksheet

Checks are to be made on key steps of the process and registered on:

Form 3: Food Audit from the Menu

Form 1: Meal Service Supervision Worksheet



Transport Temperature Monitoring

Bulk food transport is the responsibility of the Transport Officer. The Transport Officer is responsible for:- the pre-operation safety check **Form 2: Transport Pre-operational Checklist.**

for keeping records of the time and temperature of the food in transport to the branches **Form 2: Food Transport Temperature Records.**

for the temperature recording of the refrigeration at the branches being delivered into on arrival **Form 1: Appliance Temperature Worksheet- Cool Room, Form 1: Appliance Temperature Worksheet- Refrigerator** and **Form 1: Appliance Temperature Worksheet- Freezer**

for the delivery of food to external clients and will maintain records of time and temperature on **Form 2: External Food Delivery's - Chilled and Frozen**

The transport of the meals to the clients is the responsibility of the coordinator and the volunteer and a record of time lines are to be maintained on **Form 6: Delivery Departure and Return Register.**

The delivery is to be made within the 2 hour time frame.

Meal temperature checks are to be made using the supplied thermometer in a sample meal three times during a run, once at the first delivery, once in the middle of the run and once at the last delivery all temperatures are to be recorder on **Form 5: Plated Meal Delivery Temperature Check.** This is to be carried out once a week on different runs and on different days.

Any non-conformity is too be registered on the corresponding form and corrective action taken at this time the Catering Manager/Supervisor is to notified of the non-conformities and corrective action.

3.3 Good Handling Practices Continued

Plating of Chilled Meals

- ◆ The correct procedure for the plating of chilled meals is the direct responsibility of the Branch Coordinator.
- ◆ The Branch Coordinator will roster no more than 6 Volunteers to the plating area for the plating process.
- ◆ All Volunteers involved in the plating process are to follow the procedure under the direct supervision of the Coordinator.
- ◆ At no time during the plating process is any person to eat or drink in the work area.
- ◆ All plating persons are to wear correct attire, (shirt with sleeves, long pants or knee length shorts or skirts, fully enclosed slip-resistant foot wear, baseball caps and/ or hair net, apron).
- ◆ All people must wash and dry their hands prior to handling of food. Where gloves are used, they are to be kept clean & intact, changed regularly and in-between different foods, washing hands before placing new gloves on.
- ◆ Fingernails are kept short and clean with no nail polish or false nails.
- ◆ NO JEWELLERY except for a plain wedding band is worn in the food handling area.
- ◆ Any personnel suffering from a transmittable condition or symptoms of food borne disease (such as a cold, diarrhoea or vomiting) shall not engage in food handling if there is any possibility of them contaminating the products being processed/delivered.

The Process

1. Take the Temperature of the food before removing from the refrigeration. Record the Time and temperature on form 1 Food Monitoring Worksheet

NOTE: Probe Thermometers are to be used and must be sanitised before and after each food item, making sure the time is recorded for each different product.



2. Place Ice Blankets into eskies to chill ready for use.
NOTE: Once the ice blankets are placed into the eskies the lid is to remain closed at all times except when placing meals into them.



3. Set up the work area for the production of the meals using the assembly line method.

NOTE: Benches are to be sanitised before use, foils / containers are placed upside-down on the end of the bench taking care that there is no contact with the food contact surface of the tray or container. Ice blankets are to be placed onto the bench in the positions where the trays are to be placed to help maintain temperature.



3.3 Good Handling Practices Continued

Plating of Chilled Meals Continued

The Process



4. Unlabelled lids are to be placed at the opposite end of the bench with the tray clumper.

NOTE: Gloves are to be worn at all times while handling the lids.

5. One variety of meal is to be plated at a time.

NOTE: Ensure the foil / container is picked up from the bottom (i.e. not handling the food contact surface). Benches are to be kept clean at all times, cleaning with paper towel as messes occur, benches are then emptied of food after each item and the measuring scales and ice blankets are sanitised ready for the next run.

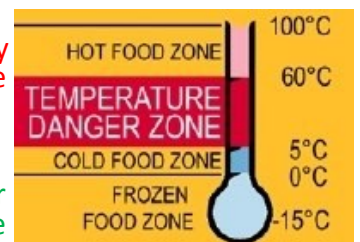


6. Place food components in the respective compartments passing it down the assembly line where it is lidded and clamped shut and the respective date stamped label applied prior to placing into the eskies.

NOTE: Gloves are to be worn at all times while handling the lids.

IMPORTANT: if the time period between the plating of the meal and the delivery pick-up is longer than 20 minutes then the meals must be placed into the refrigeration in order to keep the temperature within the safe limits.

- ⇒ Implements are to be used where possible.
- ⇒ Gloves are to be worn where there is direct contact between the cooked or ready to eat food and the skin or the food contact surface. Gloves **MUST** be changed on a regular basis and hands washed and dried before placing gloves on.
- ⇒ Gloves are to be worn at all times while preparing texture-modified foods these meals are to be placed back into refrigeration before packing into the eskies to reduce the temperature. A record of the temperature of texture modified food is to be recorded on **Form 4: Texture Modified Food Register**.
- ⇒ The plating process should take no longer than 30 minutes and food that is not being used at the time of plating should remain in the refrigeration.



3.3 Good Handling Practices Continued

Plating of Chilled Meals Continued

The Process Continued

- ⇒ When serving the soup and sweets, the same methods are to be used with containers lifted by the base being careful not to touch the food contact surface then filled and passed down for the line for the lid and date stamped label then packed into the eskies. **Note: Gloves are to be worn at all times while handling the lids.**
 - ⇒ A record of supervision is to be maintained on **Form 1: Meal Service Supervision Worksheet.**
 - ⇒ A record of the delivery time line is to be maintained on **Form 6: Delivery Departure and Return Register.**
 - ⇒ A random temperature of a plated meal is to be take prior to delivery and recorded on **Form 5: Plated Meal Delivery Worksheet**
8. In extreme circumstances, meals may be heated at the branch for a client. When this process occurs, it is to be registered on **Form 17: Heated Meal Delivery Register** and the Coordinator will need to have a signed **Form 16: Provision of Heated Meal Agreement** from the client.

Transport Temperature Monitoring

Bulk food transport is the responsibility of the Transport Officer. The Transport Officer is responsible for:-



- ◆ The pre-operation safety check **Form 2: Transport Pre-operational Checklist.**
- ◆ For keeping records of the time and temperature of the food in transport to the branches **Form 2: Food Transport Temperature Records.**
- ◆ For the temperature recording of the refrigeration at the branches being delivered into on arrival **Form 1: Appliance Temperature Worksheet- Cool Room, Form 1: Appliance Temperature Worksheet- Refrigerator** and **Form 1: Appliance Temperature Worksheet- Freezer**
- ◆ For the delivery of food to external clients and will maintain records of time and temperature on **Form 2: External Food Delivery's - Chilled and Frozen**
- ◆ The transport of the meals to the clients is the responsibility of the coordinator and the volunteer and a record of time lines are to be maintained on **Form 6: Delivery Departure and Return Register.**
- ◆ The delivery is to be made within the 2 hour time frame.
- ◆ Meal temperature checks are to be made using the supplied thermometer in a sample meal three times during a run, once at the first delivery, once in the middle of the run and once at the last delivery all temperatures are to be recorder on **Form 5: Plated Meal Delivery Temperature Check.** This is to be carried out once a week on different runs and on different days.
- ◆ Any non-conformity is too be registered on the corresponding form and corrective action taken at this time the Catering Manager/Supervisor is to notified of the non-conformities and corrective action.

3.4 Cleaning & Sanitation Program

The cleaning & sanitation is to be carried out as per the schedule for both the Catering Centre and branches. All cleaning and sanitation are to be recorded on **Form 1a: Cleaning Schedule Worksheet-Catering Department** and **Form 1: Cleaning Schedule Worksheet-Branches**

The designated staff member is responsible for the checking of cleaning and sanitation at the Catering Centre and recording on **Form 8: Cleaning Schedule Check sheet**. The Branch Coordinators are responsible for the checking of cleaning and sanitation and recording on **Form 1: Supervision of Cleaning - Branches**.

High cleaning at the Branches is carried out by a designated person who is responsible for carrying out these duties as per the Cleaning and Sanitisation Schedule and recording on **Form 1: Cleaning Schedule Worksheet**.

Any non-conformity is to be registered on the corresponding form and corrective action taken at this time. The Catering Manager/Supervisor is to be notified of the non-conformities and corrective action. The laundry shall be done as per the Laundry Schedule. Numbers and corrective actions are to be recorded on **Form 19: Laundry Worksheet**.

Cleaning Schedule—Catering Department

Item	Responsibility Of	When	Method
Floor Kitchen Plating room	All Staff	After cooking is completed and staff are in the plating room the main area is cleaned. On completion of the plating the plating room is cleaned.	Sweep the entire floor area especially where the floor meets the walls and coverings. Remove floor drains Apply hot water and sanitiser and scrub with brush Rinse with hose Allow to air dry Wash floor drains and replace.
Floor Delivery area Entry area Garbage & Trolley wash Under stairwell & Locker area	Cleaners	After delivery is put away and either between the wash-up cycles or at the end of the day.	Remove garbage receptacle Sweep the entire floor area especially where the floor meets the walls and coverings. Remove floor drains Apply hot water and sanitiser and scrub with brush Rinse with hose Allow to air dry wash floor drains and replace replace garbage receptacle
Floor Office	Cleaners	At the end of the shift or when there is spare time in the day.	Pick up all paper etc. from the floor, remove the garbage and place into the receptacle ready for collection Vacuum the floor Replace the bins ready for use
Floor Meal room Board room Stairs	Cleaners	At the end of the shift or when there is spare time.	Pick up all paper etc. from the floor, remove the garbage and place into receptacle ready for collection Mop the floor with hot water and sanitiser starting with the board room and finish with the stairs Allow to air dry Replace the bin ready for use.

Cleaning Schedule—Catering Department

Continued

Item	Responsibility Of	When	Method
Benches/ Sinks, Taps / Sprayers and draws Kitchen Plating room Wash-up	All staff	At the end of use &/or at the end of the shift	Remove all food and debris from the bench and sinks and place into the bin Wash with hot soapy water including the fittings, drawers and under bench Rinse with clean hot water Spray with sanitiser allow activation Wipe dry with clean cloth
Benches / Sinks, cupboards and drawers Delivery area Meal room	Cleaners	During Shift NOTE: Fill all containers ready for use after cleaning.	Remove all food and debris from the bench and sinks and place into the bin Wash with hot soapy water including the fittings and under bench all cupboards and drawers Rinse with clean hot water Spray with Sanitiser allow activation Wipe dry with clean cloth
Pigeon holes in delivery area	Cleaners	At the end of the shift or a lull in production	Wash with hot soapy water (avoid use of excess water to damage unit) Wipe with clean cloth Spray with Sanitiser and allow to activate Wipe with a clean cloth
Implements Trays cooking utensils	All staff	From start of shift the pot- washer is to be loaded and washing done other jobs can be done while loads are being washed	Rinse all soiled trays, implements & utensils with hot water If there is baked on food then scrub with stainless steel wool and hot soapy water Place into pot-washer and wash Allow to air dry before replacing into correct area of the kitchen
Robot Slicing Machine	All Staff	After use	Remove all food waste & place into bin Rinse with water Wash with hot soapy water Rinse with hot water Allow to air dry Wipe outside with a clean cloth
Oliver Plating Machine	All Staff	After use or when heavily soiled	Remove all solid waste and place into receptacle. Wipe over with sanitiser soaked cloth Wipe over with alcohol wipes.
Multi mixer kettles Inside and out	All Staff	After use	Remove all food waste & place into bin Rinse with water Wash with hot soapy water and stainless steel wool rubbing lightly Rinse with hot water Allow to air dry Wipe outside with a clean cloth
Blenders	All staff	After Use	Rinse with hot water Place container and lid in pot washer and wash Wipe over base with sanitiser Replace ready for use

Cleaning Schedule—Catering Department

Continued

Item	Responsibility Of	When	Method
Oven 1 & 2 Inside and outside + Extra trolleys	All Staff	End of use or End of the shift	<p>INSIDE Remove all food scraps from the unit and replace trolley. For baked on food use stainless steel wool and hot soapy water rubbing lightly to remove. Spray with Convoclean (gloves to be worn while using this chemical) Close the oven door & steam for 20 min After steaming rinse with hose Invert drip tray in trolley & turn oven off NOTE: If there are more trolleys to be washed then repeat the process until all trolleys have been cleaned. Other work can be done while waiting for the steaming process.</p> <p>OUTSIDE Wash with hot soapy water Wipe with clean cloth Spray with Sanitiser allow to activate Wipe with clean cloth NOTE: Make sure the top of the oven is cleaned at the same time & that ovens are turned off at the power supply while you are cleaning them.</p>
Meat slicer	All Staff	After use	<p>Remove the power supply Remove all removable parts and wash in hot soapy water. Rinse with hot water and allow to air dry ready for re assembly Remove all food waste Wash with hot soapy water Rinse with clean hot water Wipe over with alcohol wipes including removable parts Reassemble ready for use</p>
Garbage bins	All Staff	When ¾ full and at the end of the shift	<p>Tie the liner and remove it to the receptacle. Place the bin in the pot washer and wash Turn upside down to air dry. (only at the end of the shift then pot washer sanitised)</p>
Garbage receptacle	All Staff	Once a week after the bin has been emptied	<p>Remove any debris from the bottom of the bin and place into liner using the gripper. Wash with hot soapy water Rinse with hose Allow to drain Push back into position and place liner with debris into it.</p>
Hand washing sinks	All staff	End of the shift	<p>Remove all food and debris from the bench and sinks and place into the bin Wash with hot soapy water including the fittings and under bench Rinse with clean hot water Spray with sanitiser allow activation Wipe dry with clean cloth</p>

Cleaning Schedule—Catering Department

Continued

Item	Responsibility Of	When	Method
Pot Washer Inside and outside	All Staff	At the end of the shift	Remove all items from the last load of the day and place the rack back into position Close the door Press the drain button Wash the outside with hot soapy water including the top wipe with a clean cloth WEEKLY Remove all parts and wash in the sink with hot soapy water Close the door and press the drain button Replace all parts ready for use
Door handles	Cleaners	During the shift	Spray a cloth with sanitiser and wipe door handles and surrounds Allow to air dry NOTE: Be sure to do all handles including upstairs and all store rooms.
Cobwebs	Cleaners	During the shift	Inspect web to be sure there is no spider in the web If there is a spider then if you can reach to spray it safely do so if not report it to the catering manager. Using web broom remove all cobwebs Wash the web broom and allow to air dry
Pressure Cooker	All Staff	After each use	Remove all foods and debris from the pressure cooker Wash with hot soapy water Rinse with clean hot water Sanitise ready for next use.
Office Meal room Board room	Cleaners	End of the shift or if there is a lull in the work during the day	Remove all food waste and place into the bin Remove bin and place into the receptacle Wash all fittings benches and tables and chairs with hot soapy water Wipe with a clean cloth Dust all pictures and wall hangings Wipe all walls with a clean damp cloth Replace bin ready for use
Blast chillers 1 & 2 Inside and out	All staff	At the end of use or after a spill	Remove any debris from the chillers and place into receptacle Wash the inside and outside of the unit with hot soapy water Rinse with clean water Spray with sanitiser and allow to activate Wipe outside with a clean cloth
Trolleys	Delivery driver	At the end of a delivery	Remove any food scraps and place into receptacle Place trolley into wash bay Wash with high pressure water blaster Spray with Sanitiser Allow to air dry

Cleaning Schedule—Catering Department

Continued

Item	Responsibility Of	When	Method
Dairy Cool room	All Staff	At the end of the shift or during the day if time permits	Remove all debris from the cool room and place into the receptacle Check all stock and discard any out of date or stock that is unusable Wash walls, door and shelving with sanitiser Mop the floor with sanitiser and hot water Allow to air dry
Vegetable Cool Room	All Staff	At the end of the shift or during the day if time permits	Remove all debris from the cool room and place into the receptacle Check all stock and discard any out of date or stock that is unusable Wash walls, door and shelving with sanitiser Mop the floor with sanitiser and hot water Allow to air dry
Meat Cool Room	All Staff	At the end of the shift or during the day if time permits	Remove all debris from the cool room and place into the receptacle Check all stock and discard any out of date or stock that is unusable Wash walls, door and shelving with sanitiser Mop the floor with sanitiser and hot water Allow to air dry
Trolley Cool Room	All Staff	At the end of the shift or during the day if time permits	Remove all debris from the cool room and place into the receptacle Check all stock and discard any out of date stock that is unusable Wash walls, door and shelving with sanitiser Mop the floor with sanitiser and hot water Allow to air dry
Stock Freezer room	All Staff	At the end of the shift or if time permits during the day	NOTE: Do not wash the floor unless the freezer has been emptied & turned off. The floor must be fully dried before turning back on. Place all stock on shelves and check use by dates Wipe over shelves and doors with Sanitiser.
Meal Freezer Room	All Staff	At the end of the shift or if time permits during the day	NOTE: Do not wash the floor unless the freezer has been emptied & turned off. The floor must be fully dried before turning back on. Place all stock on shelves and check use by dates Wipe over shelves and doors with Sanitiser.
Robot Coupe mixers 1 & 2	All Staff	After Use	Remove all food scraps into the bin Wash with hot soapy water (be sure not to wet the motor) Rinse with hot water spray with sanitiser Allow to air dry Place bowl and beaters back into storage area ready for use

Cleaning Schedule—Catering Department

Continued

Item	Responsibility Of	When	Method
Bag clipper	All Staff	After use or at the end of the shift	Remove any food scraps from the clipper and place into the bin Wipe the clipper over with a clean cloth moistened with sanitiser Allow to air dry
Floor Laundry Area	Cleaner	At the end of the shift or if time permits during the shift	Sweep the entire floor area especially where the floor meets the walls and coverings. Apply water and sanitiser and scrub with brush Rinse with hose Allow to air dry
Dry Stores Room	All Staff	At the end of the shift or if time permits during the shift	Remove any debris from the floor and place into the receptacle Remove all Grundy bins and wipe them over with Sanitiser or take into wash-up if empty for cleaning. Wipe over the shelving using Sanitiser and a clean cloth Wash floor and walls with hot water and Sanitiser Rinse with clean water Squeegee the excess water off the floor Allow to air dry Replace bins filling if required.
Stainless steel Wall	All Staff	At the end of the shift or if time permits during the shift	Wash all walls with hot soapy water using the extension cleaner Rinse with clean water Spray with Sanitiser and allow to activate Wipe with a clean cloth
Kitchen walls, ceiling and plastic doors	All Staff	At the end of the shift or if time permits during the shift	Wash all walls and plastic doors with hot soapy water using the extension cleaner Rinse with clean water Spray with Sanitiser and allow to activate Wipe with a clean cloth
Plating room walls, ceiling and door	All Staff	At the end of the shift or if time permits during the shift	Wash all walls and doors with hot soapy water using the extension cleaner Rinse with clean water Spray with Sanitiser and allow to activate Wipe with a clean cloth
Meat Slicing Room walls	All Staff	At the end of the shift or if time permits during the shift	Wash all walls and doors with hot soapy water using the extension cleaner Rinse with clean water Spray with Sanitiser and allow to activate Wipe with a clean cloth
Deliver and front area walls	All Staff	At the end of the shift or if time permits during the shift	Wash all walls and doors with hot soapy water using the extension cleaner Rinse with clean water Spray with Sanitiser and allow to activate Wipe with a clean cloth

Cleaning Schedule—Catering Department

Continued

Item	Responsibility Of	When	Method
Light fittings	All staff	At the end of the shift or if time permits during the day	Remove the diffusers and wipe over with a clean cloth moistened with Sanitiser Replace any tubes that are faulty Replace the diffuser
Shelving and Kitchen area	All staff	At the end of the shift or during the day if time permits	Remove all items from the shelves Wipe down with clean cloth moistened with sanitiser Allow to air dry Replace all items onto the shelves
Shelving Kitchen Wash-up area	All staff	At the end of the shift or during the day if time permits	Remove all items from the shelves Wipe down with clean cloth moistened with sanitiser Allow to air dry Replace all items onto the shelves
Exhaust Canopy	All staff	At the end of the shift or during the day if time permits	Wash with hot soapy water using extension washing equipment Scrub with sponge scourers if required for stubborn areas Wipe over with clean cloth Wipe with cloth moistened with sanitiser Allow to air dry
Exhaust Filters	All staff	At the end of the shift or during the day if time permits	Remove all filters Place filters into pot washer Wash Allow to air dry Replace filters into canopy Remove all drip cups and place into the pot washer and wash Replace into canopy after the channels have been cleaned using the same method as the canopy clean
Floor Grates and drains	All staff	At the end of the shift or during the day if time permits	Remove all grates and drainage baskets Empty debris into receptacle. Place grates and baskets into pot washer Wash Allow to air dry Replace baskets and gaiters into floor once the drains have been fully washed with hot soapy water and rinsed with hot water.
Storage containers	All Staff	At the end of the shift or during the day if time permits	Remove all stock from the containers Wash the containers in the pot washer Allow to air dry Replace the stock ready for use.
Motor area	All staff	At the end of the shift or during the day if time permits	Remove all garbage from area Remove cobwebs from motors and walls with cob web brush. Sweep area and make tidy If necessary wash area with hot soapy water and rinse with hose. NOTE: All care should be taken to ensure that the motors are not hosed or water splashed onto them.

Cleaning Schedule—Catering Department

Continued

Item	Responsibility Of	When	Method
Waste Paper Bins	Cleaner	During Shift	Empty waste paper bins into a plastic bin liner for disposal in receptacle
Vacuum Board room	Cleaner	During Shift	Remove any debris and place into receptacle. Use provided vacuum to vacuum the entire area making sure to get the area between the carpet and the skirting boards
Vacuum Admin office	Cleaner	During Shift	Remove any debris and place into receptacle. Use provided vacuum to vacuum the entire area making sure to get the area between the carpet and the skirting boards
Vacuum Hallway	Cleaner	During Shift	Remove any debris and place into receptacle. Use provided vacuum to vacuum the entire area making sure to get the area between the carpet and the skirting boards
All Desks	Cleaner	During Shift	Using sanitiser spray and clean cloth to wipe down all desks making sure to not disturb any work in progress on the desk. NOTE: all work on desks are confidential and must not be discussed outside the office area.
All Tables	Cleaner	During Shift	Remove all debris from the tables and place into receptacle. Remove any items on the tables. Using sanitiser spray and a clean cloth wipe over the tables. Replace any items ready for use.
All Chairs	Cleaner	During Shift	Using provided vacuum, vacuum the cloth part of the chairs. Using sanitiser spray and a clean cloth wipe over all legs and uprights of the chairs. Place chairs back ready for use.
All skirting boards	Cleaner	During Shift	Spray a cloth with sanitiser wipe over skirting boards Allow to air dry.
All window sills	Cleaner	During Shift	Spray a cloth with sanitiser wipe over sills Allow to air dry.
All picture frames	Cleaner	During Shift	Spray a cloth with sanitiser wipe over picture frames Allow to air dry.
All doors	Cleaner	During Shift	Spray a cloth with sanitiser wipe over doors making sure to do the top of the door as well. Allow to air dry.

Cleaning Schedule—Catering Department

Continued

Item	Responsibility Of	When	Method
All door Frames	Cleaner	During Shift	Spray a cloth with sanitiser and wipe over all door frames. Allow to air dry.
All Rest Rooms	Cleaner All staff are to check that the rest rooms are left in an acceptable state after use.	Last Job of the shift IMPORTANT Rest rooms are to be checked daily, if cleaning is required clean and report to the catering manager	Remove all waste paper bins and place into the receptacle Wash toilet bowl with toilet brush and detergent Wash basin, cistern and button with hot water and detergent Replace handtowel in dispenser Replace toilet roll in the dispenser Wash the floor with hot water and detergent using floor brush Rinse with hot water Allow to air dry and replace the bins ready for use.
Servery (Grace's Place)	Cleaner	During Shift	Using Sanitiser spray and a clean cloth clean the servery glass and stainless steel. Hot soapy water can be used on the stainless steel to remove any marks.
Store Room (Grace's Place)	Cleaner	During Shift	Using a cloth moistened with sanitiser wipe down all shelving, appliances and fixtures. Allow to air dry.
Floor (Graces Place)	Cleaner	During Shift	Remove garbage receptacle Sweep the entire floor area especially where the floor meets the walls and coverings. Mop the entire floor using the provided steam mop. Allow to air dry replace garbage receptacle
Microwave Staff, Delivery and Grace's Place	Cleaner	During Shift	Using Hot soapy water and a clean cloth clean inside and outside of the microwave making sure not to flood the microwave. With a clean cloth moistened with sanitiser wipe over all surfaces of the microwave and allow to air dry ready for use.
Fridge Staff and Grace's Place	Cleaner	During shift	Remove everything from the fridge and discard all perished food and check use by dates. Wipe the fridge inside and outside with a clean cloth moistened with sanitiser. Replace all food items and replenish milk supply ready for use.
Stairwell	Cleaner	During shift NOTE: please use wet floor signs when mopping the floors	Sweep all debris from stairs and under stair well. The vacuum may be used if necessary. Mop over with hot soapy water making sure not to leave excesses of water. Allow to air dry. With a clean cloth moistened with sanitiser wipe over hand rails.
Venetian Blinds	Cleaner	During shift	Using a duster, dust venations. Once a month using a clean cloth moistened with sanitiser wipe over the venations.

Cleaning Schedule—Catering Department

Continued

Item	Responsibility Of	When	Method
Windows (Inside)	Cleaner	During Shift	Using hot soapy water and the window cleaner wash all windows, squeegee dry.
Windows (Outside)	Cleaner	During Shift	Using the hose wash down all windows making sure office and board room windows are closed before starting. Using the extension pole squeegee to dry.
Maintenance Garden Area	Cleaner	During shift if time permits	Keep garden area clean picking up any paper and debris. Trimming plants and hosing down paths and driveways.

Laundry Schedule

APRONS & TOWELS

All laundry will be delivered to the Catering Department of Newcastle Meals on Wheels Inc. All baskets are to be Tagged with branch Name and items in the basket.

Place aprons and towels into washing machine checking and removing any heavy soiled item for soaking, Wash on 'Permanent Press' cycle making sure to press the auto chemical dispensing unit to supply the chemical for the wash.

After washing cycle is completed, remove the aprons and towels and place into the dryer. Making sure they are completely dry before removing from dryer.

NOTE: before using the dryer make sure the filter has been fully cleaned.

When aprons and towels are dry, remove from the dryer and fold into a clean sanitised basket on the bench, according to the numbers on the basket tag.

MOPHEADS

WEEKLY:- Mop heads are to be washed last load of the day.

Wash on the 'White cycle'. Making sure to press the auto chemical dispenser to add chemical to the wash.

After the cycle with the mops is completed, remove and place onto the clothes air dryer to allow to dry.

Once dry place into a clean sanitised basket according the respective branch tag.

Once all items have been returned to the delivery Baskets place baskets into the pigeon holes ready for collection by the drivers.

At end of each day, spray the washing machine with Sanitiser and allow 2 min for activation then wipe with a clean cloth

At end of each day, remove all lint filters from dryer and clean. Spray dryer with Sanitiser and allow 2 min activation and wipe with a clean cloth.

Example of Basket Tag:

Branch	Apron	Towel	S/Mop	G/Mop	R/Mop

3.5 Pest Control Program

Newcastle Meals on Wheels Inc. has implemented a pest control program by commissioning a contract pest control company, Insect control & the use of bait station.

An inspection of the buildings for signs of pest infestation is performed daily with the pre-operational check **Form 1: Pre-operational Checklist** with a full inspection made monthly ensuring that baits stations are positioned away from food. Ensuring that chemicals are stored away from food monthly findings are to be recorded on **Form 13: Monthly Audit**

Steps to be made while inspecting the premises:

Signs of pest infestation? Look for roach dirt or vermin droppings any sightings or ant trails.

Record findings on **Form 1: Pest Control Worksheet**. Inform the Catering Manager or person in charge so that they can contact Pest Control Company to come and spray the problem immediately.

Re-inspect the premises.

Record the inspection action and treatment on **Form 1: Pest Control Worksheet**

Place pest control company report on pest control file. Respond to recommendations given by the pest control report, informing staff.

Rectify any problem pertaining to cleaning concerning pest control. Recording corrective action on **Form 1: Pest Control Worksheet**

Any non-conformity is to be registered on the corresponding form and corrective action taken at this time. The Catering Manager/Supervisor is too notified of all non-conformities and corrective action.

3.6 Personal Hygiene Program

The following is a general guide for all personnel including visitors:

- ◆ Clean appropriate clothing is to be worn by everyone entering the food handling area.
- ◆ Coverings such as aprons are not worn outside the food handling area.
- ◆ Disposable coverings are changed & disposed of regularly, especially when changing work duties, taking breaks and when going to the toilet.
- ◆ Appropriate clothing includes shirt with sleeves, long pants, fully enclosed slip-resistant foot wear, baseball caps and/ or hair net, apron.
- ◆ Hair must not be able to contaminate food i.e. long hair must be tied back or covered with a hair net. Beards are to be kept tidy or beard snoods used.
- ◆ All people must wash and dry their hands prior to handling of food. Where gloves are used, they are to be kept clean & intact, changed regularly -washing hands before placing new gloves on.
- ◆ Fingernails are kept short and clean with no nail polish or false nails.
- ◆ NO JEWELLERY except for a plain wedding band is worn in the food handling area.
- ◆ People with sores, boils, cuts or abrasions must not handle food unless:
 - The affected area is covered with a waterproof adhesive dressing; and
 - The food cannot be contaminated.
- ◆ All persons must ensure they:
 - Do not eat over food or food handling surfaces;
 - Do not smoke in food handling areas; and
 - Do not sneeze, blow or cough over uncovered food or food contact surfaces.
- ◆ All personnel handling food shall be knowingly free from infectious diseases or skin conditions, which may be transmitted through the handling of food products.
- ◆ Any personnel suffering from a transmittable condition or symptoms of food borne disease (such as diarrhoea or vomiting) shall not engage in food handling if there is any possibility of them contaminating the products being processed/delivered.

A record of illness is to be maintained by the coordinators and or supervisors on **Form 9 staff/ volunteer illness register**

3.7 Product Recall Program

Nuovo Chef (Newcastle Meals on Wheels Inc.) has adopted a Product Recall program, developed to enable the retrieval of any unsafe product that may have been distributed to other facilities and clients. Hence, it is important to be able to trace products to the provider and the raw materials used.

Product may need to be recalled if it is:

- ◆ Not from an approved source
- ◆ Contaminated with harmful microorganisms
- ◆ Contaminated with harmful chemicals
- ◆ Contaminated with physical matter (eg glass, wood)
- ◆ Has been tampered with.



Therefore records may need to be kept of:

- ◆ Batch codes of ingredients and raw materials used (batch codes to be listed on the invoice)
- ◆ Use by dates, volumes produced etc to allow for in process traceability
- ◆ List of all customers & sales information as well as invoices for product delivered and despatch records in order to identify where product has been delivered to (if relevant). In the event of a product recall, the program will need to be controlled by the Catering Manager or supervising employee of the business and the system as defined in the guide Food Recall Protocol. All records shall be made on **Form 18 Food Recall Procedure**.

A list of Government Food Recall Officers supplied by FSANZ must be held. FSANZ is to be contacted in the event of a recall.

They can be contacted on 02 62712222 during normal business hours or on weekends / after hours on 0412166965

The NSW Food Authority should also be contacted in the event of a recall on (02) 97141777 within 24 hours. Care should be taken to ensure that labels are adequate,

For example:

- ◆ Any allergens in foods should be identified and labelled appropriately to prevent potential adverse health reactions
- ◆ Use by dates should be correctly labelled where necessary

The Food Recall Coordinator	Environmental Health Unit	Health Protection Unit
Food Standards Australia New Zealand PO Box 7186 Canberra BC ACT 2610 Ph. 0262712222 fax. 0262712278 Web. http://www.foodstandards.gov.au	TAS Department of Health and Human Service GPO Box 125 Hobart TAS 7001 Ph. 1800671738 Fax. 0362227407 Web. http://www.dhhs.tas.gov.au	ACT Department of Health Locked Bag 5 Weston Creek ACT 2611 Ph. 0262051700 Fax. 0262051705 Web. http://www.health.act.gov.au
Food Safety & Regulatory Activities	NSW Food Authority	Environmental Health Directorate
VIC Department of Human Services GPO Box 4057 Melbourne VIC 3001 Ph. 1300364352 fax. 0390969185 Web. http://www.health.vic.gov.au	PO Box 6682 Silverwater NSW 1811 Ph. 1300552406 fax. 0296470026 Web. http://www.foodauthority.nsw.gov.au	WA Department of Health PO Box 8172 Perth Business Centre WA 6849 Ph. 0893884999 fax. 0893884955 Web. http://www.health.wa.gov.au
NT Department of Health & Families	National Incident Room	Food Safety Policy & Regulation
PO Box 40596 Casuarina NT 0811 Ph. 0889992400 fax. 0889992700 Web. http://health.nt.gov.au	Office of Health Protection Department of Health and Ageing GPO Box 98488 Canberra ACT 2601 Ph. 0262893030 fax. 0262893041 Web. http://www.health.gov.au	Environmental Health Unit QLD Department of Health GPO Box 48 Brisbane QLD 4001 Ph. 0732340938 fax 0732341480 Web. http://health.qld.gov.au
Oz Food Net	Food Policy & Program Branch	NZ Food Safety Authority
Office of Health Protection Department of Health and Ageing GPO Box 9848 Canberra ACT 2601 Ph. 0262892751 fax 0262892500 Web. http://www.ozfoodnet.org.au	SA Department of Health PO Box 6 Rundle Mall Adelaide SA 5000 Ph. 0882267107 (24 hrs.) fax 0882267102 Web. http://www.health.sa.gov.au	Po Box 2835 Wellington New Zealand Ph. 00116448942500 fax. 00116448942501 Web. http://nzfsa.govt.nz

3.8 Staff Training Program

All staff will be trained to enable them to perform their job safely and competently. All new staff will receive an induction covering instructions on how to perform their duties to ensure good food handling procedures are followed.

Training can be conducted internally or externally and will include:

- ◆ Good personal hygiene;
- ◆ Food handling procedures;
- ◆ Use of thermometers and other measuring instruments; and
- ◆ Cleaning and sanitation, including:
- ◆ Correct storage and handling of chemicals;
- ◆ Correct make up of the chemicals; and
- ◆ Procedure for cleaning and sanitation.



3.8.1 Calibration Program

Calibration of the thermometers at the catering centre are to be done both at cold and hot.

Procedure for Calibration of the Thermometers Using HLP infra-red & probe thermometer calibration checker.

Cold

- ◆ Remove both parts of the kit from the case, plug yellow plug into the top of the thermometer and push the ON/OFF button to turn on.
- ◆ Place into refrigeration along with the thermometers being checked for at least 10 minutes to allow to acclimatize.
- ◆ Compare reading with the display of the calibration checker. Readings should be within + or -1°C of each other for pass.
- ◆ Record the reading and corrective action on [form 3](#).

The calibration checker is to be checked every 12 months.

Hot

- ◆ Remove both parts of the kit from the case, plug yellow plug into the top of the thermometer and push the ON/OFF button to turn on.
- ◆ Place into hot part of the kitchen along with the thermometers allowing at least 10 minutes for acclimatisation.
- ◆ Compare reading with the display of the calibration checker. Readings should be within + or -1°C of each other for pass.
- ◆ Record the reading and corrective action on [form 3](#).

The calibration checker is to be checked every 12 months.

All recordings are to be made on [Form 3: Calibration Register](#).

All cooking and refrigeration calibration will be carried out by external maintenance contractors every 6 months.



3.9 Internal Audit Program

Internal audits should review the entire system (system review), comply to the system described in your Food Safety Program (compliance audit), and the ability of the system to achieve its purpose. They identify areas of noncompliance (so that corrective and preventative action can be taken). Internal audits are generally conducted by staff within the organisation. Where possible, these staff should be independent of the operation being audited. A system review is conducted:

When the products that are produced change; When the process changes; at least annually
The findings of the internal audits must be documented, retained and available for audit for four years. The findings must be brought to the attention of the Catering Manager/ Supervisor responsible for the section being audited. The Catering Manager/ Supervisor responsible for the area are to take timely corrective action on deficiencies found during the audit. A record must be kept of action taken.

There are 11 audit areas and the corresponding findings are to be placed on the respective forms:

⇒ Area 1	Systems Review	Form 10: Internal Audit System Checklist
⇒ Area 2	Pest Control	Form 3: Internal Audit Pest Control
⇒ Area 3	Cleaning & Sanitation	Form 3: Internal Audit Cleaning & Sanitation
⇒ Area 4	Delivery	Form 3: Internal Audit Delivery Incoming/ Unsatisfactory
⇒ Area 5	Appliance Temperature	Form 3: Internal Audit Appliance Temperature
⇒ Area 6	Food Temperature	Form 3: Internal Audit Food Temperature
⇒ Area 7	Maintenance	Form 3: Internal Audit Maintenance
⇒ Area 8	Waste Management	Form 3: Internal Audit Waste Management
⇒ Area 9	Customer Complaint	Form 3: Internal Audit Customer Complaint
⇒ Area 10	Laundry	Form 3: Internal Audit Laundry
⇒ Area 11	Food Transport	Form 3: Internal Audit Food Transport

3.10 Document & Data Control Program



All documents should be identified, authorised and dated.

Obsolete and/or invalid documents must be removed

Current documents may be held in a master manual which can be a "working" manual or held electronically.

Ticks or crosses are generally not acceptable records except when the form is signed by the person filling in the document.

Data entry / records are to be signed or initialled. Records of HACCP checks & compliance to procedures provide evidence to auditors and management that the system is being complied with. Records could include data recorders, cleaning, cool room temperature data and temperature loggers. Records can be held electronically but must be accessible and retained for a minimum of 12 months or for frozen product to at least the end of a product's use by date or best before date.

Records must be retrievable, stored safely and protected from damage.

All forms are to be returned to the Catering Manager after each menu cycle for archiving.

Texture Modified Food Program

Texture modified food is at high risk of contamination/ cross contamination due to the extra process steps taken.

Puree foods have a temperature change and need to be done as quickly as possible then placed back into refrigeration to make sure the product is not compromised.

All equipment used for the texture modified process is to be clean and sanitised with all parts firmly in place and checked at both the beginning and end of the process to prevent contamination or foreign objects in the food.

Gloves are to be worn at all times while preparing texture modified foods and changed between the different foods being modified hands must also be washed before placing gloves on each time.

Records of the texture modified food process are to be made on **The Days Run Sheet**.

Texture modified food includes: puree, cut up, thickened or any other steps that change the consistency of the product.

3.11 Customer Complaint Program

As part of our establishment quality assurance in Food Safety program there needs to be a mechanism for the recording and actioning of customer complaints.

The complaints that require recording are those that relate to hazards i.e. where foreign objects are found in the food such as glass, plastic, wood or pests. The temperature and taste of the food also needs to be taken into consideration i.e. if the delivery temperature was warm or if the item of food had a strange flavour.

The following procedures must be followed:

- ◆ All complaints from customers are documented on **Form 10**
- ◆ The date, customer details, reason for the complaint as well as the response and corrective action are taken and recorded
- ◆ All customers' complaints in relation to food are to be addressed by the Catering Manager or person in charge.

Delivery Trolley Maintenance

After each delivery checks are to be made on the following for each trolley:

- ⇒ Trolley is clean if not wash with hot soapy water, rinse with the hose and allow to air dry
- ⇒ Ensure they are in good working order and tighten the wheels if required
- ⇒ Check for any evidence of rust, if there is then paint with rust paint.

Place all trollies in loading bay ready for the staff to use.

Any trolley that cannot be fixed is to be tagged and reported to the catering manager or person in charge so they can organise them to be fixed.

3.12 Transport Safety & Cleaning Procedure

SAFETY

At the start of each shift the following safety checks must be made and signed off on the worksheet.

1. Tyres both pressure and tread
2. Lights, including indicators, head lights and brake lights
3. Tailgate make sure the tailgate is fully up and the safety chain is on

CLEANING

At the end of each day the delivery compartment of the truck is to be washed and sanitised ready for the next run.

WASHING INSTRUCTIONS

1. Remove any food/materials from the compartment & place into the receptacle for disposal.
2. Rinse with clean water
3. Wash with sanitiser and scrubbing brush being sure to get all corners and walls.
4. Rinse with clean water
5. Spray with sanitiser and allow to air dry.

DETAILING

The first Monday of each month the truck is to be detailed both inside and out.

Outside:-

1. Add truck wash to hot water in a bucket
2. Using the hose, rinse the truck to remove loose dirt and grit
3. Using the soft broom wash the large areas of the truck, pan and cab, using the small brush the do the tight areas, wheels and tailgate, use soft sponge to wash cab to remove bugs and also to wash the windows
4. Rinse with the hose and allow to air dry
5. Use window cleaner on glass to remove water marks
6. Lift the cab, check motor components, belts & liquids checking for loose or broken items.

Inside:-

1. Using dustpan and brush, sweep out the truck floor
2. Using window cleaner on chux wipe over all the inside, doors, dash and windows
3. Shake out cover on passenger seat

END OF SHIFT CHECK

1. Check there is enough fuel it must be over ¼ of a tank.
2. Make sure the roller door is down and locked
3. Place the tailgate controller inside the cab and lock the truck
4. Male sure gates to the garage are locked
5. Be sure to place the key on the hook inside the Mayfield branch office

Records are to be maintained on **Form 2: Transport Pre-operational checklist**



3.13 Labelling Policy

Open and decanted foods must be labelled using the labels provided and will have the following information. (Time Limit according to manufacturer or 5 Day's)

- Product Name
- Name of Manufacture
- Opened date
- Use by date

NOTE: No high risk food (such as meat, fish, eggs) are to be decanted or stored after opening at the branches, it is too be used immediately.

Food manufactured by Newcastle Meals on Wheels will be labelled as follows

Bulk:

- ⇒ Batch Number
- ⇒ Location
- ⇒ Amount
- ⇒ Product name

Chilled meals:

- ⇒ Product Name
- ⇒ Manufactures name
- ⇒ Use by date

Frozen meals:

- ⇒ Product Name
- ⇒ Manufacturers Name
- ⇒ Ingredient list
- ⇒ Use by date

All branches are to have a current ingredient & nutritional information booklet and send relevant information to the clients upon request.

Labelling of chilled foods to be made into frozen meals:

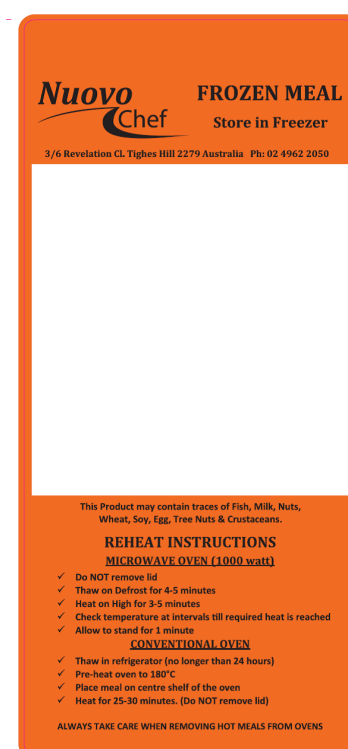
Must have:

Date Made

Last Packing Day

Chilled foods have a 10 day shelf life from the day of cooking.

Final use by date is 6 months after the packed day.



Form 1: Daily Operations

Catering Centre

Date: ____/____/____

1. Pre Operational Check List:

Complete at the commencement of each day

(S) Satisfactory (U) Unsatisfactory and complete corrective action / comments

	Mon	Tue	Wed	Thu	Fri
Premises Clean & Tidy Including Processing Areas					
No evidence of pests					
Hand Washing Facility Clean and Stocked Ready					
Food Contact Surfaces Clean					
All equipment Clean					
All Packaging Material Stored Correctly					
Refrigeration Clean and Tidy					
Transport Vehicles Clean & Tidy					

2. Appliance Temperatures:

MEAL FREEZER (Freezers are to be below -10°C **)									
MON		TUE		WED		THU		FRI	
AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
TROLLEY COOLROOM (Cool rooms and fridges are to be below 5°C **)									
AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
DAIRY COOLROOM (Cool rooms and fridges are to be below 5°C **)									
AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
VEGETABLE COOLROOM (Cool rooms and fridges are to be below 5°C **)									
AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
MEAT COOLROOM (Cool rooms and fridges are to be below 5°C **)									
AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
STORES FREEZER (Freezers are to be below -10°C **)									
AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
POTWASHER (Pot washer must be above 82°C Rinse Cycle**)									
AM	PM	AM	PM	AM	PM	AM	PM	AM	PM

Form 1: Daily Operations Continued

3. Waste management:

Y= (yes) N= (no)

	M	T	W	T	F
Was all the garbage removed from the work area during and after the shift?					

4. Pest Control:

If there was evidence of pest in the operational checklist then this section needs to be filled in.

What evidence was found?	
MONDAY	
TUESDAY	
WEDNESDAY	
THURSDAY	
FRIDAY	
Pest Contractor Phone	(02) 49 431 136
Catering Manager Phone	(02) 49 622 050 or 0412 573 072

#	Corrective Action / Comments:

Signature: _____

Form 2: Transport

Week Beginning: ____/____/____

Pre Operations Checklist:

Satisfactory (S) Unsatisfactory and complete corrective action / comments.

1. Safety Check	MON	TUE	WED	THU	FRI
Tyers (Pressure and Tread)					
All Lights					
Tailgate					

2. Daily Cleaning	MON	TUE	WED	THU	FRI
Truck Delivery Compartment					
Delivery Trollies					
Delivery Trolley storage area					

3. Weekly Cleaning	MON	TUE	WED	THU	FRI
Delivery Dock					
Mezzanine Area					
Freezer Room 1.					
Freezer Room 2.					
Truck Exteriors and Cab					

4. End of Shift Check	MON	TUE	WED	THU	FRI
Fuel Level					
Roller Door and Dock Door					
Tailgate Controller in Cab					
Keys Placed Back Ready for Next Use					
All Lights Turned Off					
Doors Locked and Alarmed if Required					

#	Corrective Action / Comment:

Form 2: Transport Continued

Deliveries

5. Tuesday			Date:	
Location of Delivery	Time in	Time Out	Truck Temp	Person Accepting Delivery

6. Thursday			Date:	
Location of Delivery	Time in	Time Out	Truck Temp	Person Accepting Delivery

7. Friday			Date:	
Location of Delivery	Time in	Time Out	Truck Temp	Person Accepting Delivery

Signature of Driver: _____

Form 3 Monthly Internal Audits and Checks

Catering Centre

Date: ____/____/____

1. Calibration of Thermometers:

	Probe	IR	Ref:	Temp	Pass	Fail
Thermometer 1a						
Thermometer 1b						
Thermometer 1c						
Thermometer 1d						
Thermometer 2a						
Thermometer 2b						
Thermometer 2c						
Thermometer 2d						

2. Pest Control:

Do external doors have weather strips in place to prevent pest from entering?	Y / N
Do all windows that are open have properly fitted insect screens in good order?	Y / N
Have any pest or pest droppings being sighted in the dry store or any other area?	Y / N
Are there any holes or gaps in walls or near pipes that could allow pest to enter?	Y / N
Is waste stored in an enclosed bin?	Y / N
Is the surrounding area clean and free from overgrowth or other materials?	Y / N
Is all rubbish removed from the food preparation area?	Y / N
Are there any pest droppings around the hot water service?	Y / N
Are floor drains clean and free from and food scraps?	Y / N
Are the pest control worksheets filled in and up to date?	Y / N
Is the contractor's book filled in and up to date?	Y / N
Date of last contractors visit?	_____

3. Cleaning and Sanitation:

Is there a copy of the cleaning schedule?	Y / N
Do the cleaners follow the cleaning schedule?	Y / N
Do the cleaners fill in the cleaning schedule worksheets?	Y / N
Is there any evidence of dirt or mess on the premises?	Y / N
Are all chemicals in correct containers and marked?	Y / N
Are the material safety data sheets available for view?	Y / N
Is the cleaning checked by the supervisor and recorded?	Y / N
Are there any chemicals that do not have MSDS sheets?	Y / N

Form 3 Monthly Internal Audits and Checks

continued

4. Deliver Incoming / Unsatisfactory Goods:

Is the incoming register filled in correctly?	Y / N
Are used by dates checked on delivery?	Y / N
Are there any reports of an unsatisfactory delivery?	Y / N

5. Customer Complaint:

Is there a copy of the customer complaint procedure?	Y / N
Do the coordinators know where to find the complaint procedure?	Y / N
Are the customer complaint record sheets filled in?	Y / N
If so has the catering manager been informed of any food related complaint?	Y / N

6. Waste Management:

Is there a copy of the waste management control procedure?	Y / N
Do people now where it is kept?	Y / N
Are the waste management control worksheets filled in?	Y / N
Do people now how to fill in the worksheet?	Y / N
Is the waste kept in the correct area?	Y / N
Is waste handled correctly?	Y / N

7. Food Temperature:

Are the food temperature recorded on worksheets?	Y / N
Are temperatures within the safe food Range?	Y / N
Are meals plated within the 30min timeframe?	Y / N
Are all meals plated using the assembly Line method?	Y / N
Are gloves worn correctly and changed regularly?	Y / N
Are implements used where possible?	Y / N
Is the meal supervision worksheet filled in & supervision being carried out?	Y / N

8. Maintenance:

Is there a copy of the maintenance procedure?	Y / N
Do people know where it is kept?	Y / N
Is the maintenance worksheet used?	Y / N
Do people now how or who to report maintenance too?	Y / N
Is there any maintenance required?	Y / N

Form 3 Monthly Internal Audits and Checks continued

9. Appliance Temperature:

Are temperatures recorded for all appliances on the worksheets? Y / N
 Are temperatures maintained on all appliances? Y / N
 Has there been a change in temperatures on any appliances? Y / N
 Date of last appliance maintenance? _____
 Has any appliance needed repair since last audit? Y / N

Food Transport Branches:

Is the delivery departure and return register filled in? Y / N
 Are any runs over the 2 hour timeframe? Y / N
 Has the plated meal delivery worksheet been filled in? Y / N
 Are there any discrepancies in the temperatures on runs? Y / N

Food Transport Trucks:

Is there a copy of the food transport temperature record? Y / N
 Is the worksheet filled in? Y / N
 Are there discrepancies in temperatures recorded of fridges? Y / N

Texture Modification:

Has there been a need to use the texture modification register? Y / N
 Are there any discrepancies in temperatures or corrective actions? Y / N

#	Corrective Action / Comments:

Signature: _____

Form 4 Daily Cleaning Worksheet

Name: _____ Fortnight Beginning: ____/____/____

Item	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
Floor kitchen										
Floor plating room										
Floor meat Cutting Room										
Bench/ sinks /taps/ sprayers K1										
Bench/ sinks /taps/ sprayers K2										
Bench/ sinks /taps/ sprayers K3										
Bench/ sinks /taps/ sprayers W1										
Benches plating room										
Implements trays cooking utensil										
Oven 1										
Oven 2										
Pressure Cooker										
Multi mixer kettle 1										
Multi mixer kettle 2										
Multi mixer kettle 3										
Blender 1										
Blender 2										
Meat slicer										
Garbage bin										
Hand wash sink kitchen										
Hand wash sink plating room										
Pot washer										
Oliver Plating Machine Conveyer										
Oliver Plating Machine 1										
Oliver Plating Machine 2										
Oliver Plating Machine 3										
Blast chillier 1										
Blast chillier 2										
Trolleys flat bed										
Robot coupe mixer										
Bag clipper										

Form 4a Fortnightly Cleaning Worksheet

Month: _____/_____/_____.

Item	Responsibility of	Week 1	Week 2	Week 3	Week 4
Floor delivery area	Matthew Conway				
Floor laundry area					
Floor wash area					
Bench / sink delivery area	Janice Sullivan				
Pigeon holes delivery area					
Garbage bins	Steve Mulholland				
Garbage receptacle					
Door handles kitchen	Janice Sullivan				
Dry store room	Steve Mulholland				
Dairy cool room	Matthew Sullivan				
Vegetable cool room					
Meat cool room					
Trolley cool room	Matthew Conway				

Form 4b Monthly Cleaning Worksheet

Item	Responsibility of	Signature
Cobwebs	Matthew Sullivan	
Stainless steel walls	Matthew Conway	
Kitchen walls	Janice Sullivan	
Plating room walls	Matthew Sullivan	
Meat slicing room walls		
Delivery area walls	Steve Mulholland	
Freezer room 1	Matthew Sullivan	
Freezer room 2		
Light fittings	Matthew Conway	
Shelving kitchen	Janice Sullivan	
Shelving wash-up area		
Exhaust canopy	Matthew Conway	
Exhaust filters		
Floor grates	Steve Mulholland	
Storage containers	Janice Sullivan	
Motor area	Steve Mulholland	

Form 4c

Weekly Cleaners Worksheet

Name: _____ Fortnight Beginning: ____/____/____

Item	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
Waste Bins										
Vacuum NuovoChef Office										
Vacuum Board Room										
Vacuum Admin Office										
Vacuum Hallway										
All Desks										
All Tables										
All Chairs										
All Skirting Boards										
All Window Sills										
All Picture Frames										
All Door Handles										
All Doors										
All Door Frames										
All Toilets & Shower										
Servery (Graces Place)										
Store Room (Graces Place)										
Stores Shelving (Graces Place)										
Floor Graces Place										
Floor Staff Room										
Staff Room Wash-up Area										
Fill All Containers Staff Room										
Microwave Staff Room										
Microwave Graces Place										
Fridge Staff Room										
Stairwell Catering										
Stairwell Distribution										
Venetian Blinds										
Glass Window Inside										
Cobwebs										
Maintenance Garden Area										

Form 4d Cleaning Check Sheet

Name: _____ Week Beginning: ____/____/____

Item	Mon	Tue	Wed	Thu	Fri	Comment or Concern
Floor kitchen						
Floor plating room						
Floor meat Cutting Room						
Floor delivery area						
Floor washing area						
Floor trolley wash area						
Bench/ sinks /taps/ sprayers K1						
Bench/ sinks /taps/ sprayers K2						
Bench/ sinks /taps/ sprayers K3						
Bench/ sinks /taps/ sprayers W1						
Benches plating room						
Bench/ sink delivery area						
Pigeon holes delivery area						
Implements trays cooking utensil						
Oven 1						
Oven 2						
Pressure Cooker						
Multi mixer kettle 1						
Multi mixer kettle 2						
Multi mixer kettle 3						
Blender 1						
Blender 2						
Meat slicer						
Garbage bin						
Hand wash sink kitchen						
Hand wash sink plating room						
Pot washer						
Oliver Plating Machine Conveyer						
Oliver Plating Machine 1						
Oliver Plating Machine 2						
Oliver Plating Machine 3						
Blast chillier 1						
Blast chillier 2						
Trolleys flat bed						
Robot coupe mixer						
Bag clipper						

Form 4d Cleaning Check Sheet Continued

Item	Mon	Tue	Wed	Thu	Fri	Comment or Concern
Garbage Bins						
Garbage Receptacle						
Door Handles Kitchen						
Dry Store Room						
Dairy Cool Room						
Vegetable Cool Room						
Meat Cool Room						
Trolley Cool Room						
Cobwebs						
Stainless Steel Walls						
Kitchen Walls						
Plating Room Walls						
Meat Slicing Room Walls						
Delivery area Walls						
Freezer Room 1						
Freezer Room 2						
Light Fittings						
Shelving Kitchen						
Shelving Wash-up Area						
Exhaust Canopy						
Exhaust Filters						
Floor Grates						
Storage Containers						
Motor Area						
Truck Delivery Compartment						
Delivery Trollies						
Delivery Trolley Storage Area						
Delivery Dock						
Mezzanine Area						
Truck Exterior and Cab						

Form 5: Staff / Volunteer Illness Register

Catering

Name:	Was the illness reported / referred to a doctor?		Has a medical certificate been supplied ?		Does the condition exclude the person from handling food?	
	Yes	No	Yes	No	Yes	No
Date:						
If yes to any of the questions above do we have a clearance?	Yes			No		
Signature:						
Corrective Action / Comment:						

Name:	Was the illness reported / referred to a doctor?		Has a medical certificate been supplied ?		Does the condition exclude the person from handling food?	
	Yes	No	Yes	No	Yes	No
Date:						
If yes to any of the questions above do we have a clearance?	Yes			No		
Signature:						
Corrective Action / Comment:						

Name:	Was the illness reported / referred to a doctor?		Has a medical certificate been supplied ?		Does the condition exclude the person from handling food?	
	Yes	No	Yes	No	Yes	No
Date:						
If yes to any of the questions above do we have a clearance?	Yes			No		
Signature:						
Corrective Action / Comment:						

Name:	Was the illness reported / referred to a doctor?		Has a medical certificate been supplied ?		Does the condition exclude the person from handling food?	
	Yes	No	Yes	No	Yes	No
Date:						
If yes to any of the questions above do we have a clearance?	Yes			No		
Signature:						
Corrective Action / Comment:						

Signature FSI: _____

Form 6: Internal Audit System Check : Every 12 Months

Satisfactory (S) Unsatisfactory (U) and complete corrective action / comments.

1. Management Responsibly	S	U
Is the food safety statement still current?		
Is the scope and purpose still current?		
Are the members id the food safety team still current?		
2. Food Safety Program Plan	S	U
Are the product specifications still valid?		
Is the flow chart still correct?		
Is the hazard analysis still valid?		
3. Premises and Equipment	S	U
Have routine maintenance checklists been completed?		
Have the temperature monitoring sheets been completed?		
4. Supplier Approval Program	S	U
Is the supplier approval list up to date and have copies of current licences?		
5. Food Handling Procedures	S	U
Have the product dispatch monitoring sheets been completed?		
6. Testing and Calibration	S	U
Are all results within the standards specified?		
Have any results exceeding the standards been reported to the NSW Food Authority?		
Have all thermometers and temperature gauges been calibrated regularly?		
7. Cleaning and Sanitation	S	U
Have the pre-operational checklist been completed?		
Are chemicals listed still used?		
8. Pest Control	S	U
Are procedures still correct?		
Is the bait maps still current?		
Are pest company records available?		
9. Personal Hygiene	S	U
Have all staff and volunteers been briefed and trained on personal hygiene?		
10. Product Identification and Traceability	S	U
Is the list of customers up to date?		
Are invoices for each sale available?		
11. Food Recall	S	U
Is there a copy of the FSANZ Food Recall Protocol Available?		
Are the contact numbers up to date?		
12. Staff Training	S	U
Is the staff training matrix up to date?		



Form 7 Staff Training

Record all food safety training conducted for the organisation.

Date:	Time:
Venue:	Presenter:
Course Name:	

Course: Objectives:

Participants Name	Staff	Volunteer	Signature

FSI: Signature: _____ Date: _____

Form 8 Food Suppliers Agreement

Name of Supplier:	
Address:	
Contact Person:	
Phone Number:	Fax Number:
Emergency Contact:	Phone Number:
Email Address:	
ABN (if applicable):	
HACCP Approval Number:	
Types of food / Service normally delivered:	
Our Company agree to the following conditions and will supply Nuovo Chef (Newcastle Meals on Wheels).	
Signature:	Position:
Name <small>(Block Letters)</small> :	Date:
FSI Signature:	Date:

1. Quality and Freshness

- ⇒ All food items ordered must be of premium freshness and quality.
- ⇒ All food supplied is to conform to the current "FOOD ACT", "The Australian New Zealand Food Standards Code" and or any other relevant code.
- ⇒ Delivery of out of date or close to use by date products will not be accepted.
- ⇒ Products that have damaged packaging or that are inadequately labelled will not be accepted.
- ⇒ Product labelling will include use by date, product description, size, weight, storage conditions, handling precautions, list of ingredients with relevant food code number where applicable.

2. Food Transport

- ⇒ All food items are to be delivered via an "approved Food Transport Vehicle" clearly designated for food transport.
- ⇒ The Vehicle must be clean and well maintained.
- ⇒ The person delivering the food must have knowledge and practices consistent with good hygiene practices.
- ⇒ Raw and ready to eat meats must not be transported together
- ⇒ Food must not be transported and delivered in a manner that allows contamination of food poisoning bacteria.
- ⇒ Refrigerated food must be delivered in a refrigerated vehicle, which is maintained at below 5°C.
- ⇒ The refrigerated food is stacked in the vehicle in a manner that allows circulation of air around the outer surrounds of the product.
- ⇒ Frozen food must be delivered in a vehicle which can keep food frozen solid. Frozen food is stacked in the vehicle in a manner that allows circulation of air around the outer surrounds of the product.
- ⇒ Food should be delivered at agreed times and to agreed delivery point.
- ⇒ Should food be outside the required temperatures then stock will not be accepted and returned.

Form 9 Approved Suppliers List

Suppliers Name:	Amalgamated Pest Control		
Product Supplied:	Pest Contractor		
Date Approved:	5/1/2010	Agreement Signed:	Yes
Registration Number:		HACCP Approved:	
Contact Number:	49439999	Contact Person:	All staff

Suppliers Name:	Raisbeck Refrigeration		
Product Supplied:	Refrigeration and Air Conditioning Contractor		
Date Approved:	5/1/2010	Agreement Signed:	Yes
Registration Number:		HACCP Approved:	
Contact Number:	49614392	Contact Person:	Steve

Suppliers Name:	A-Tech		
Product Supplied:	Equipment Maintenance and Repairs		
Date Approved:	2012	Agreement Signed:	No
Registration Number:		HACCP Approved:	
Contact Number:	0400641133	Contact Person:	Adam Carlyle

Suppliers Name:	Epic Wright Heaton		
Product Supplied:	Dry, Chilled and Frozen Food		
Date Approved:	5/1/2010	Agreement Signed:	Yes
Registration Number:		HACCP Approved:	
Contact Number:	49853000	Contact Person:	Louise Moore

Suppliers Name:	Bidvest		
Product Supplied:	Dry, Chilled and Frozen Food, Cooked Meats and Meat		
Date Approved:	2012	Agreement Signed:	Yes
Registration Number:		HACCP Approved:	
Contact Number:	49607700	Contact Person:	Jeanette Harris

Suppliers Name:	Hunter Valley Premium Meats		
Product Supplied:	Meat		
Date Approved:	2014	Agreement Signed:	
Registration Number:	22112	HACCP Approved:	
Contact Number:	0435775577	Contact Person:	James Christensen

Form 9 Approved Suppliers List Continued

Suppliers Name:	Slick Chicks		
Product Supplied:	Chicken		
Date Approved:	5/1/2010	Agreement Signed:	Yes
Registration Number:		HACCP Approved:	
Contact Number:	49516226	Contact Person:	All Staff

Suppliers Name:	John Rarity		
Product Supplied:	Prepared Vegetables		
Date Approved:	5/1/2010	Agreement Signed:	Yes
Registration Number:		HACCP Approved:	
Contact Number:	49609709	Contact Person:	Trevor

Suppliers Name:	Kevin Thomas Electrical		
Product Supplied:	Electrical and Lighting Repair		
Date Approved:	5/1/2010	Agreement Signed:	
Registration Number:		HACCP Approved:	
Contact Number:	49632768	Contact Person:	Keven Thomas

Suppliers Name:	David Jobber Plumbing		
Product Supplied:	Plumbing		
Date Approved:	5/1/2010	Agreement Signed:	
Registration Number:		HACCP Approved:	
Contact Number:	49472211	Contact Person:	David Jobber

Suppliers Name:	Castle Chemical Solutions		
Product Supplied:	Chemicals		
Date Approved:		Agreement Signed:	
Registration Number:	2012	HACCP Approved:	
Contact Number:	40145555	Contact Person:	Greg Billingham

Suppliers Name:	Con Foil		
Product Supplied:	Packaging Material		
Date Approved:	5/1/2010	Agreement Signed:	
Registration Number:		HACCP Approved:	
Contact Number:	88258800	Contact Person:	Peter McGrath

FSI: Signature: _____ Date: _____

Form 10 Customer Complaint Register Catering

As part of our establishment quality assurance in Food Safety program there needs to be a mechanism for the recording and actioning of customer complaints.

The complaints that require recording are those that relate to hazards i.e. where foreign objects are found in the food such as glass, plastic, wood, or flies §. The temperature and taste of the food also needs to be taken into consideration i.e. if the delivery temperature was warm or if an item of food had a strange flavour.

The following procedures must be followed:

- ⇒ all food complaints from customers are documented
- ⇒ Date, customers details, reason for the complaint, response & corrective action are taken & recorded.
- ⇒ All customers' complaints are to be addressed by the Catering Manager or the person in charge.

Date:	Client's Name:
Complaint:	
Corrective Action:	
On completion: Signature:	Date:

Form 11 Monthly Maintenance Checklist Catering

(S) Satisfactory (U) Unsatisfactory and complete corrective action/ comments.

1. Processing and Service Area

Ceiling, walls and floors free from cracks and other signs of damage?	S	U
Food processing benches free from rust, damage and deterioration?	S	U
All equipment free from rust, damage and deterioration?	S	U
Lights above processing area covered?	S	U
All sinks (including hand washing) accessible and in working order?	S	U
Other fittings and fixtures in good condition and in working order?	S	U

2. Cool Rooms, Fridges and Freezers

Walls, floors and ceiling clean and in good condition?	S	U
Shelving free from rust and kept clean?	S	U
Lights covered?	S	U
Door seals clean and in good condition?	S	U
Cooling units free from rust and corrosion?	S	U
No evidence of condensation?	S	U
Condensation tray beneath unit regularly emptied?	S	U
Temperature gauges visible and in good order?	S	U

3. Storage Areas

Chemical stored separately to food and packaging materials?	S	U
Food and packaging stored in a manner to prevent contamination?	S	U

4. Staff Amenities

Amenities kept clean and tidy?	S	U
Hand washing sink accessible and in good order?	S	U

5. Pest Control

Any signs of pest within the complex?	S	U
Bait stations maintained and correctly situated?	S	U

6. Transport Vehicles / trolleys / Carts

Units kept in clean condition?	S	U
Units kept in good working order?	S	U

Corrective Action / Comments	

FSI: Signature: _____ Date: _____

Form 12 Food Recall Procedure

Product Recalled:		Date Of Recall:	
Reason For Recall:			
Product Quantity:		Product Use By Date:	
Product Identification:			
Where has the product been distributed?			
Location	Amount	Location	Amount

Have the authorities been informed?	Yes	No
Has all staff been informed?	Yes	No
Has the stock been returned in full?	Yes	No
Has the product been destroyed under supervision?	Yes	No

Staff Member Responsible Signature: _____ Date: ____/____/____

FSI Signature: _____ Date: ____/____/____

Contact Numbers	
Catering Manager (Nuovo Chef) (02) 49 622 050 after hours 0412 573 072 Email catering@mow.net.au	Manager (Newcastle Meals on Wheels) (02) 49 577 097 Email manager@mow.net.au
NSW Food Authority 1300 552 406 Fax (02) 96 470 026 Website http://www.foodauthority.nsw.gov.au	Food Recall Coordinator (Australia) (02) 62 712 222 Fax (02)62 712 278 Website http://www.foodstandards.gov.au

Form 13 Catering Labels for Food Storage

Product Name		Product Name	
Name of Manufacturer		Name of Manufacturer	
Cooked Date		Cooked Date	
Last Pack Date 10 day shelf life		Last Pack Date 10 day shelf life	
Product Name		Product Name	
Name of Manufacturer		Name of Manufacturer	
Cooked Date		Cooked Date	
Last Pack Date 10 day shelf life		Last Pack Date 10 day shelf life	
Product Name		Product Name	
Name of Manufacturer		Name of Manufacturer	
Cooked Date		Cooked Date	
Last Pack Date 10 day shelf life		Last Pack Date 10 day shelf life	
Product Name		Product Name	
Name of Manufacturer		Name of Manufacturer	
Cooked Date		Cooked Date	
Last Pack Date 10 day shelf life		Last Pack Date 10 day shelf life	

Appendix 1. Definitions and Abbreviations

ABBREVIATION	DEFINITION
Ambient	Temperature of the surroundings usually refers to room temperature
Available (free) chlorine	The amount of chlorine that is able to act as a sanitising agent in a produce sanitising solution or on equipment.
ANZFA	The previous name for FSANZ. See FSANZ
Approved supplier	A person or company who provides food ingredients, prepared foods or ready to eat food to your business, where you are satisfied that this business can clearly demonstrate good food management practices and procedures.
AQIS	Australian Quarantine and Inspection Service
Auditor	See Food Safety Auditor
Audit	An examination and evaluation of evidence to establish whether activities and
Auditing frequency	A frequency of auditing determined by the NSW Food Authority.
Bacteria	Commonly known as germs. Microorganisms that are found in or on food,
Biological Hazard	A risk to food safety caused by the contamination of food by Microorganisms,
Calibration	To ensure the accuracy of readings from a measuring instrument are consistent
Carrier of a food borne disease	A person who harbours a food borne disease causing microorganisms but does not have symptoms of the disease and is able to pass it on. Does not include a
CCP	See Critical Control Point
Certificate of Analysis	A document prepared by a NATA (National Association of Testing Authorities) accredited testing laboratory stating the tests conducted and results achieved
Certificate of Conformance	A document prepared by a supplier listing agreed specification to which the goods are promised to meet.
Clean	Clean to touch and free from visible matter and objectionable odour, grease,
Cleaning schedule	A 'to-do' list of the cleaning activities that is required throughout the premises and equipment, for example, how often cleaning is to be done, how this cleaning is carried out (eg. chemicals and equipment required and how they should be applied) and for recording the completion of these cleaning activities. If your business transports food your cleaning schedule must also include a
Codex HACCP	See HACCP
Contaminant	Any biological or chemical agent, foreign matter, or other substance that may
Contamination	The introduction or occurrence of a contaminant.

Appendix 1. Definitions and Abbreviations Continued

Control (verb)	To take all necessary actions to ensure and maintain compliance with criteria
Control (noun)	The state where correct procedures are being followed and criteria are being met. A check, limit restraint or measure taken to ensure the hazard to the food is minimised.
Control measure	Any action and activity that can be used to prevent or eliminate a food safety
Control Point	A process or product specific step at which control can be applied to prevent or eliminate a food safety hazard or reduce it to an acceptable level.
Corrective action	Any action to be taken when the results of monitoring at the CCP or SP indicate a loss of control.
Cook Chill Foods with Short Life	Perishable foods that have undergone a mild heat or pasteurisation process and which, to extend the time during which they remain wholesome (usually maximum 10 days), are intended to be kept in the temperature range of 0 - 3°C. Typically, these foods are cooked and stored in covered gastronome trays and are reheated
Cook Chill Foods with Extended Life	Also known as sous-vide. Perishable foods that have undergone a more marked pasteurisation process and which, to extend the time during which they remain wholesome (usually minimum of 10 days), are intended to be kept in the temperature range of 0-3°C (maximum 5°C) and are reheated before eating. These foods may be assembled after cooking of individual components, chilled and then packed in the final container. Alternatively, the components may be cooked individually, packaged, sealed and chilled in the final container.
Cook Fresh Foods	Food that is intended for consumption on the day it is prepared.
Core Temperature	The temperature measured in the part of the food which heats more slowly or cools less quickly (usually the centre of the food, or the breast in chicken).
Critical Control Point (CCP)	A process or product specific 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.
Critical limit	A criterion which separates acceptability from unacceptability.
Cross contamination	Contamination from one food, surface or utensil to another, e.g. juices of raw chicken onto a knife which is then used to chop lettuce for salad; or knife used to spread peanut butter used to cut a cheese sandwich (allergen issue).
Customer complaint record	A record of complaints about food safety in an establishment and the action taken.
Delivered Meal Organisation (DMO)	DMOs are not defined in the standard; however they generally include Meals-On-Wheels and like organisations that deliver food to people in their own home, including the elderly or people with disabilities, who cannot cater for themselves (see page 16 for further explanation).
Detergent	Agent/chemical used to assist the removal of food particles, grease and dirt. Detergents do not kill bacteria. Detergents work best in clean, hot water.

Appendix 1. Definitions and Abbreviations Continued

Deviation	Failure to meet a critical limit
Disposition	The actions/events outlining consequence of the item
Dry goods	Food ingredients which can be stored at room temperature (not chilled or frozen) without being a risk to food safety, eg. Flour, sugar, rice, jars and bottles
Dry storage	Storing dry goods at room temperature.
Due diligence	An ability to prove that all reasonable precautions have been taken to prevent
Equipment	A machine, instrument, apparatus or appliance (other than a single use item) used in connection with food handling. Includes any equipment used to clean food premises or equipment.
Facility:	<p>Activity 1 and Activity 2 of Standard 3.3.1 of the code apply to food businesses that serve or process food for service in a facility listed and defined in the Schedule to the standard. These facilities include:</p> <ul style="list-style-type: none"> • acute care hospitals • psychiatric hospitals • nursing homes for the aged • hospices • same day establishments for chemotherapy and renal dialysis services • respite care establishments for the aged • same day aged care establishments • low care aged care establishments • child care centres <p>The editorial note following the table to subclause 1(1) outlines that the definitions listed in the Schedule have been adapted from the National health data dictionary¹. Further discussion of these facilities is provided in this Manual under Section 2.</p> <p>Food business means a business, enterprise or activity (other than primary food production) that involves</p> <p>(a) the handling of food intended for sale; or</p> <p>(b) the sale of food;</p> <p>Regardless of whether the business, enterprise or activity concerned is of a commercial, charitable or community nature or whether it involves the handling</p>

Appendix 1. Definitions and Abbreviations Continued

Food allergies	When preparing food for residents or patients it is important that information about the product is available and known as some people can be severely allergic to certain types of foods. Common allergies include foods that contain the following: Gluten (found in wheat, rye, barley and oat products) crustacean (shellfish) and crustacean products, egg and egg products, fish and fish products, soy beans and soy beans products, peanuts and peanut products, milk and milk products, other nuts and nuts products, sesame seed products, sulphites more than 10 mg/kg. If you wish to find out more about allergies see this web site www.foodallergy.org . If you wish to find out more about labelling, check the Food Standards Code or as per information section.
FSP	See Food Safety Program
Flow chart	A systematic representation of the sequence of steps or operations used in the production or manufacture of a particular food item or a group of similar items.
Food borne disease	A disease that is likely to be transmitted through consumption of contaminated food
Food borne illness	Illness from consuming food which contains pathogenic microorganisms, harmful chemicals or other foreign substances.
Food business	Means a business, enterprise or activity that involves the handling of food intended for sale, or the sale of food.
Food handler	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.
Food handling	Any procedure or action which involves the handling of food. i.e. serving, displaying, thawing, cooking, packing, preparing, delivering, storing etc. or who handles surfaces likely to come into contact with food
Food handling operation	Means any activity involving the handling of food.
Food hygiene requirements	The mandatory requirements for compliance with regards to the preparation, transportation and handling of food. It also incorporates the structure and maintenance of a food premises.
Food premises	Any premises declared by the relevant authority to be premises under the food act kept or used for the handling of food for sale.
Frozen products	Food that is intended to be stored below freezing point.
Food recall	Action taken to retrieve and dispose of foods that are likely to pose a safety hazard to consumers. Some food manufacturers conduct recalls based on quality issues alone.
Food Safety Auditor	A person approved as a Food Safety Auditor by the NSW Food Authority.
Food Safety Officer	A person approved as a Food Safety Officer by the NSW Food Authority
Food Safety Program	A food safety program that satisfies the requirements of Clause 5 of Standard 3.2.1 – Food Safety Programs of the Food Standards Code.
Food Safety System	All programs including Support programs and Food Safety Program.
FSANZ	“Food Standards Australia New Zealand” is the authority that develops and coordinates Food Safety legislation (formerly known as ANZFA – Australia New Zealand Food Authority)
FSC 3.2.1	Abbreviation for Australia New Zealand Food Standards Code, Standard 3.2.1, Food Safety Programs.
Food Standards Code	Standards for Australia and New Zealand pertaining to requirements, limits, labelling etc.

Appendix 1. Definitions and Abbreviations Continued

Facility	The establishment responsible for the care of the patients/residents (eg hospital or aged care organisation)
Food Safety Standards	Standards contained in Chapter 3 of the FSANZ Food Standards Code
Garnish	To decorate food i.e. addition of parsley to the top of cannelloni.
GCP	Good Catering Practices
GHP	Good Hygienic Practices
GMP	Good Manufacturing Practices
HACCP	Codex alimentarius based Hazard Analysis and Critical Control Point (HACCP) system is a system which identifies, evaluates, and controls hazards which are significant for food safety.
HACCP plan	A document prepared in accordance with the principles of HACCP to ensure control of hazards which are significant for food safety in the segment of the food chain under consideration.
Handling of food	Includes the making, manufacturing, producing, collecting, extracting, processing, storing, transporting, delivering, preparing, treating, preserving, packing, cooking, thawing, serving or displaying of food,
Hazard	A biological, chemical or physical agent in, or condition of, food with the potential to cause an adverse health effect.
Hazard analysis	The process of collecting and evaluating information on hazards and conditions leading to their presence to decide which are significant for food safety and therefore should be addressed in the HACCP plan (or Food Safety Program).
High risk food	Foods such as smallgoods, meat, seafood, poultry, eggs, dairy products, cooked rice, or any food product containing these foods for example; salads and sandwiches provide a good medium for bacterial growth.
Hot holding	Keeping food hot at 60°C or above using equipment such as baine marie etc.
Immunocompromised populations	The subpopulations are transplant, cancer-blood, AIDS, dialysis, cancer-pulmonary, cancer-gastrointestinal and liver, non-cancer liver disease, cancer-bladder and prostate, cancer-gynaecological, diabetes, insulin and non insulin dependent and alcoholism.
Internal Audit	These include a 'system review' which examines the elements of the Food Safety Program and a 'compliance review' which seeks evidence of compliance to the program.
Microbes	See microorganisms.
Microorganisms	Any living organism that can survive as a single cell. This includes bacteria, viruses, yeasts and moulds.
Milk	Milk includes flavoured and modified milk. Standard 3.3.1 does not apply to businesses that only serve milk or soy milk (this exemption is discussed under Subclause 3(a)). A definition of milk is included in Standard 2.5.1 of the Food Standards Code but does not cover modified and flavoured milks. A definition of milk has therefore been provided for the purpose of Standard 3.3.1 to clarify that milk, includes flavoured milks and modified milks (such as skim milk, low fat milks etc.).
Monitor	The act of conducting a planned sequence of observations, supervising or measurements of control parameters to assess whether a CCP is under control.
Monitoring procedures	A procedure of scheduled checking and recording of food safety activities by staff.

Appendix 1. Definitions and Abbreviations Continued

Nosocomial disease	Disease acquired while in hospital.
NSW Food Authority	NSW state government agency established in April 2004 to provide food regulation framework in NSW. Responsible for food safety across the entire food industry, from primary production to point of sale.
ppm, p.p.m.	Parts per million. Chemical concentrations of milligrams per kilogram or millilitres per litre are commonly expressed this way.
Pathogen	Any microorganism that is able to cause disease in humans.
Pathogenic	Disease causing
Pest Control	The elimination of pests from a food premises and the prevention of pests from entering the premises
Potable water	Adequate water supply that is fit for human consumption (eg water supplied by water authority or board)
Potential hazard	Is any chemical, biological or physical condition that could make food unsafe but has not yet done so.
Potentially Hazardous Food (PHF)	Potentially hazardous food is defined in Standard 3.2.2 as ‘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’. This definition has been provided within an editorial note in the Standard following Clause (2)
Prepared food	Potentially hazardous food that has been prepared from raw or ready-to-eat ingredients, it is not cooked and is intended for consumption the same day it is prepared (eg. salads and sandwiches)
Preventative action	The action taken ensures that an identified hazard is controlled.
Principal activity	Principal activity Not all food businesses that process food for service to vulnerable persons principally process food for service to the identified facilities or delivered meal organisations. For example a business may process food for service to the general community as well as providing meals to the local aged care facility or delivered meals organisation. Such an example may occur in rural areas where the local club restaurant, in addition to providing meals to its patrons, processes meals for delivery by the local delivered meals organisation. This would not be, however, the principal activity of the business and it would not need to comply with Standard 3.3.1.
Probe thermometer	Probe Thermometer is an instrument used to measure the internal core temperature of food.
Procedure	Established method for staff to follow which ensure food and food processes remain safe.
Process	Process in relation to food is defined in Standard 3.2.2 as an ‘activity conducted to prepare food for sale including chopping, cooking, drying, fermenting, heating, pasteurising, thawing and washing, or a combination of these activities’. This definition has been provided within an editorial note in the Standard following Clause (1) of Standard 3.3.1
Processed fruit and vegetables	Vegetable and fruit that have been processed and therefore altered from their original state (eg peeled, cut or treated in some other way).
Raw materials	Food that is in its original state as received by the food business.

Appendix 1. Definitions and Abbreviations Continued

Ready-to-eat (RTE) foods	Ready to eat in relation to food means food that is ready for consumption, but includes food that may be re-heated, portioned or garnished or food that undergoes similar finishing prior to service
Records	Documentation made and kept by the food business demonstrating action taken in relation to, or in compliance with, the Food Safety Program.
Refrigerated storage	Chilled storage of potentially hazardous foods at 5°C or below (0°C- 5°C, or 0°C - 3°C if cook chill).
Reheat	The reheating of previously cooked and cooled food (usually 72°C instant or 70° C for 2 minutes or equivalent).
Sanitise	To apply heat or chemicals, or other processes, to a surface so that the number of microorganisms on the surface is reduced to a level that: does not compromise the safety of food with which it may come into contact; and does not permit the transmission of infectious disease.
Serve	Serve is not defined in the Food Standards Code and has not been defined for the purpose of Standard 3.3.1 as it is a commonly used and understood term referring to the act of setting out or presenting food for a person who is about to eat. The service of food is considered the final stage of food preparation and is the last step prior to consumption
Sell	Sell is defined in Standard 3.1.1 of the Food Standards Code and means: (a) barter, offer or attempt to sell; or (b) receive for sale; or (c) have in possession for sale; or (d) display for sale; or (e) cause or permit to be sold or offered for sale; or (f) send, forward or deliver for sale; or (g) dispose of by any method for valuable consideration; or (h) dispose of to an agent for sale on consignment; or (i) provide under a contract of service; or (j) supply food as a meal or part of a meal to an employee, in accordance with a term of an award governing the employment of the employee or a term of the employee's contract of service, for consumption by the employee at the employee's place of work; (k) dispose of by way of raffle, lottery or other game of chance; or (l) offer as a prize or reward; or (m) give away for the purpose of advertisement or in furtherance of trade or business; or (n) supply food under a contract (whether or not the contract is made with the consumer of the food), together with accommodation, service or entertainment, in consideration of an inclusive charge for the food supplied and the accommodation, service or entertainment; or (o) supply food (whether or not for consideration) in the course of providing services to patients or inmates in public institutions, where 'public institution' means 'public institution' as defined in the Act, if it is so defined; or (p) sell for the purpose of resale.'
Sewage	Includes the discharge form toilets, urinals, basins, showers, sinks and dishwashers, whether discharged through sewers or by other means.

Appendix 1. Definitions and Abbreviations Continued

Single-use-item	An instrument, apparatus, utensil or other thing intended by the manufacturer to only be used once in connection with food handling, and includes disposable gloves.
Step	A point, procedure, operation or stage in the food chain including raw materials, from primary production to final consumption
Stock Rotation	Rotation of stored foods so that the most recent stock is placed behind older existing stock, ensuring existing stock will be consumed or used first, prior to the expiration of the use by date or best before date. Often known as First In First Out (FIFO)
Storage	Controlled conditions for retaining food products in safe condition.
Supplier/s	Any company that delivers foods to a food business (eg fruit and vegetables, meat, dairy etc)
Support programs	Activities that provide an environment for the safe production and service of food. They are sometimes called Standard Operating Procedures (SOPs) or Good Catering Practices (GCP)
Symptom	Diarrhoea, vomiting, sore throat with fever, fever or jaundice
System review	A systematic review of the food safety program and procedures to ensure all requirements are being met.
Temperature control	The maintaining of food at specified temperatures i.e. refrigerated food items at or below 5°C and hot food at or above 60°C, or another temperature, if the food business demonstrates that maintenance of the food at this temperature for the period of time for which it will be so maintained will not adversely affect the microbiological safety of the food.
Thawing	Bringing frozen food to a chilled temperature state, using appropriate thawing procedures.
Texture modified foods	Foods that have undergone texture modification such as blending, slicing, mincing, vitamising or pureeing.
Trained food handler	An employee who has received training in a program that covers food handling, personal hygiene, cleaning procedures, temperature checks and the monitoring of these practices to ensure the safe production of food.
Transport	To take or deliver food from one location to another e.g. main kitchen to satellite kitchen.
Unsatisfactory	When the variable being monitored falls outside the set limits (eg fresh milk delivered at 15°C is unsatisfactory).
Validation	Obtaining evidence (usually scientific) that the elements of the Food Safety Program are effective in controlling hazards.
Verification	The application of methods, procedures, tests and other evaluations, in addition to monitoring to determine compliance with the HACCP plan.
Vulnerable person	Vulnerable person means a person who is in care in a facility listed in the Schedule or a client of a delivered meals organisation
Vulnerable persons food business	Vulnerable persons food business means a food business to which Standard 3.3.1 of the Food Standards Code applies. Wash To clean with soap, detergent and water.

Appendix 2. Overview of Food Safety Laws

Food is a fundamental human need and a prerequisite to good health. Ensuring that the food we eat is safe is a major function of both government and industry. The food sector is one of the largest industries in Australia, with over 20 billion meals provided each year. Even though the food supply in Australia is one of the safest in the world, data from OzFoodNet, an enhanced food-borne illness surveillance system funded by commonwealth Department of Health and Ageing, estimates over 7 million cases of gastroenteritis per year are believed to be caused by contaminated food (most of these being unreported to health authorities). To ensure the safety of the food supply in Australia and to help minimise the incidence of foodborne illness, a system of nationally uniform food safety standards has been developed and is in place.

The Food Standards Code

On 20 December 2000, a new joint Australia New Zealand Food Standards Code became law in Australia and New Zealand. It is the principal piece of legislation for regulating food in Australia. The code provides standards for the labelling and composition of food products, food additives, contaminants and residues, microbiological and processing requirements as well as standards governing the safe production for foods. The 'new' Code differs from the 'old' code in that it has shifted its focus from commodity based prescriptive standards in the 'old' Code, to a greater number of general standards that cover a wider range of foods in the 'new' code. The new code consists of three main chapters; chapter 1- General Food Standards, Chapter 2 – Food Product Standards, Chapter 3 – Food Safety Standards.

Australian food businesses are required to comply with food safety standards that are part of the Australia New Zealand Food Standards Code. These Standards are adopted into NSW State law. In the Vulnerable Persons sector they are enforced by the NSW Food Authority.

There are five Food Safety Standards in Chapter 3 of the Food Standards code. These are:

- Standard 3.1.1 Interpretation and Application
- Standard 3.2.2 Food Safety Practices and General Requirements
- Standard 3.2.3 Food Premises and Equipment.
- Standard 3.2.1 Food Safety Programs; and
- Standard 3.3.1 Food safety Programs for Foods Supplied to Vulnerable Persons

(Australia Only)

Standard 3.3.1 gives effect to Standard 3.2.1 (that is, Standard 3.3.1 makes Standard 3.2.1 mandatory for foods supplied to vulnerable persons).

Appendix 3. Standard 3.3.1

STANDARD 3.3.1 FOOD SAFETY PROGRAMS FOR FOOD SERVICE TO VULNERABLE PERSONS

To commence on 5 October 2008 (Australia only)

Purpose and commentary

This standard requires food businesses that process food for service to vulnerable persons to implement a documented and audited food safety program.

Food businesses that process or serve potentially hazardous food for hospital patients, aged care recipients, children in child care centres and vulnerable people receiving other services will generally fall within the requirements of this Standard provided the food is intended for six or more vulnerable persons. This Standard also applies to delivered meals organisations that process potentially hazardous meals intended for six or more vulnerable persons.

Appendix 3. Standard 3.3.1 continued

Table of Provisions

- 1 Application
- 2 Interpretation
- 3 Food safety programs

Clauses

1 Application

(1) This Standard applies to food businesses that engage in one of the activities listed and described in the Table to this subclause.

Table to subclause 1(1)

Activity 1	Process or serve potentially hazardous food within a facility listed and defined in the Schedule to six or more vulnerable persons at any given time
Activity 2	The principal activity is processing food into ready to eat food for service in a facility listed and defined in the Schedule and the processed food – (a) is for service to six or more vulnerable persons at any given time; and (b) includes ready to eat potentially hazardous food.
Activity 3	The principal activity is processing food into ready to eat food for delivery by a delivered meal organisation and the processed food – (a) is for service to six or more vulnerable persons at any given time; and (b) includes ready to eat potentially hazardous food.
Editorial note: ‘Process’ in relation to food is defined in Standard 3.2.2 as an activity conducted to prepare food for sale including chopping, cooking, drying, fermenting, heating, pasteurising, thawing and washing, or a combination of these activities. A number of the definitions of the facilities listed in the Schedule are adapted from the National Health Data Dictionary, version 12. This Dictionary contains core definitions endorsed by the Australian Health Ministers Advisory Council as the authoritative source of national standard definitions for use in clinical care delivery.	

(2) This Standard also applies to delivered meals organisations that –
 (a) are food businesses; and
 (b) process food for service to six or more vulnerable persons at any given time, and the food served is ready to eat food which includes ready to eat potentially hazardous food.

Editorial note:

‘Potentially hazardous food’ is defined in Standard 3.2.2 as 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.

(3) This Standard does not apply to –
 (a) food businesses that only serve milk or soy milk as, or in, a beverage; or
 (b) delivered meals organisations that only deliver food.

(4) Subclause 1(2) of Standard 1.1.1 does not apply to this Standard.

2 Interpretation

(1) Unless the contrary intention appears, the definitions in Parts 3.1 and 3.2 of this Code apply in this Standard.

(2) In this Standard – **milk** includes flavoured and modified milk. **ready to eat** in relation to food means food that is ready for consumption, but includes food that may be re-heated, portioned or garnished or food that undergoes similar finishing prior to service. **Vulnerable person** means a person who is in care in a facility listed in the Schedule or a client of a delivered meals organisation.

3 Food safety programs

- (1) A food business to which this Standard applies must comply with Standard 3.2.1
- (2) Clause 6 of Standard 3.2.1 applies to a food business to which this Standard applies.

Schedule

Column 1 / Facility	Column 2 / Definition
Acute care hospitals	Establishments which provide at least minimal medical, surgical or obstetric services for inpatient treatment or care, and which provide round-the-clock comprehensive qualified nursing services as well as other necessary professional services. Most patients have acute conditions or temporary ailments and the average stay per admission is relatively short. Acute care hospitals include: (a) Hospitals specialising in dental, ophthalmic aids and other specialised medical or surgical care; (b) Public acute care hospitals; (c) Private acute care hospitals; (d) Veterans' Affairs hospitals.
Psychiatric hospitals	Establishments devoted primarily to the treatment and care of inpatients with psychiatric, mental or behavioural disorders including any: (a) Public psychiatric hospital; (b) Private psychiatric hospital.
Nursing homes for the aged	Establishments which provide long-term care involving regular basic nursing care to aged persons and including any: (a) Private charitable nursing home for the aged; (b) Private profit nursing home for the aged; (c) Government nursing home for the aged.
Hospices Freestanding	establishments providing palliative care to terminally ill patients, including any: (a) Public hospice; (b) Private hospice.
Same day	establishments for chemotherapy and renal dialysis services Including both the traditional day centre/hospital that provides chemotherapy and/or renal dialysis services and also freestanding day surgery centres that provide chemotherapy and/or renal dialysis services including any: (a) Public day centre/hospital (b) Public freestanding day surgery centre (c) Private day centre/hospital (d) Private freestanding day surgery centre that provides those services.
Day centres/ hospitals	are establishments providing a course of acute treatment on a full-day or part-day non- residential attendance basis at specified intervals over a period of time. Freestanding day surgery centres are hospital facilities providing investigation and treatment for acute conditions on a day-only basis
Respite care establishments for the Aged	Establishments which provide short-term care including personal care and regular basic nursing care to aged persons.
Same – day aged care establishments	Establishments where aged persons attend for day or part-day rehabilitative or therapeutic treatment.
Low care aged care establishments	Establishments where aged persons live independently but on-call assistance, including the provision of meals, is provided if needed.

Schedule Continued

Child care centres

A facility which is not a private residential dwelling and is designated for the purpose of childcare and provides long day care, employer sponsored childcare, or occasional care, for children four years of age or less, but **does not** include the following:

- (a) a service for providing preschool education conducted by a school;
- (b) a service principally conducted to provide:
 - (i) therapeutic services;
 - (ii) residential facilities;
 - (iii) instruction in a particular activity e.g. dance, music or a sport;
 - (iv) tutoring, coaching or religious instruction;
 - (v) a recreational activity, for example, a camp or party.
- (c) a service for which, ordinarily, the children in care are entirely or mostly different on each occasion child care is provided, for example, resort care for children of guests of the resort.

Appendix 4. Standard 3.2.1 Food Safety Programs

(Australia only)

Purpose

This Standard is based upon the principle that food safety is best ensured through the identification and control of hazards in the production, manufacturing and handling of food as described in the Hazard Analysis and Critical Control Point (HACCP) system, adopted by the joint WHO/FAO Codex Alimentarius Commission, rather than relying on end product standards alone. This standard enables States and Territories to require food businesses to implement a food safety program based upon the HACCP concepts. The food safety program is to be implemented and reviewed by the food business, and is subject to periodic audit by a suitably qualified food safety auditor.

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Division 1 – Interpretation and application

Appendix 4. Standard 3.2.1 Food Safety Programs

1 Interpretation

In this Standard – **auditing frequency** means the most recently determined frequency of auditing determined by the appropriate enforcement agency, or a food safety auditor, in accordance with the Act.

Food safety program means a food safety program that satisfies the requirements of clause 5. **Food**

safety auditor means a person approved as a food safety auditor under the Act as a person competent to audit the relevant class of food business.

Editorial note: Jurisdictions may approve environmental health officers, private contractors, or a mixture of the two as food safety auditors.

Monitoring includes checking, observing or supervising in order to maintain control.

2 Application of this Standard

(1) This Standard applies to food businesses in Australia in accordance with Standard 3.1.1 and subclause (2).

(2) Unless expressly provided elsewhere in this Code, this Standard applies to all food and primary food production businesses that are determined by the appropriate enforcement agency under the Act to be within a priority classification of food business from the commencement date for that priority classification of food business.

Editorial note: Under the Act, the appropriate enforcement agency must determine the priority classification of individual food businesses.
Jurisdictions may determine the mechanism by which a priority classification system and date of commencement is established, i.e. by

Division 2 – Food safety programs

3 General food safety program requirements

A food business must –

- (a) systematically examine all of its food handling operations in order to identify the potential hazards that may reasonably be expected to occur;
- (b) if one or more hazards are identified in accordance with paragraph (a), develop and implement a food safety program to control the hazard or hazards;
- (c) set out the food safety program in a written document and retain that document at the food premises;
- (d) comply with the food safety program; and
- (e) conduct a review of the food safety program at least annually to ensure its adequacy.

4 Auditing of food safety programs

A food business must –

- (a) ensure that the food safety program is audited by a food safety auditor at the auditing frequency applicable to the food business;
- (b) make the written document that sets out the food safety program, and the appropriate records referred to in paragraph 5(f), available to any food safety auditor who has been requested to conduct an audit of the food safety program; and
- (c) retain copies of all written reports of the results of all audits of the food safety program conducted by a food safety auditor within the last four years, for inspection upon request by a food safety auditor who audits the food safety program or an authorised officer.

Editorial note:

Appendix 4. Standard 3.2.1 Food Safety Programs

5 Content of food safety programs

A food safety program must –

- (a) systematically identify the potential hazards that may be reasonably expected to occur in all food handling operations of the food business;
- (b) identify where, in a food handling operation, each hazard identified under paragraph (a) can be controlled and the means of control;
- (c) provide for the systematic monitoring of those controls;
- (d) provide for appropriate corrective action when that hazard, or each of those hazards, is found not to be under control;
- (e) provide for the regular review of the program by the food business to ensure its adequacy; and
- (f) 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.

6 Fund raising events

A food business does not have to prepare a food safety program in accordance with this Standard in relation to fundraising events conducted by the food business, that is, events that raise funds solely for community or charitable causes and not for personal financial gain.

Appendix 5. References & Further Readings

General Food Safety References

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