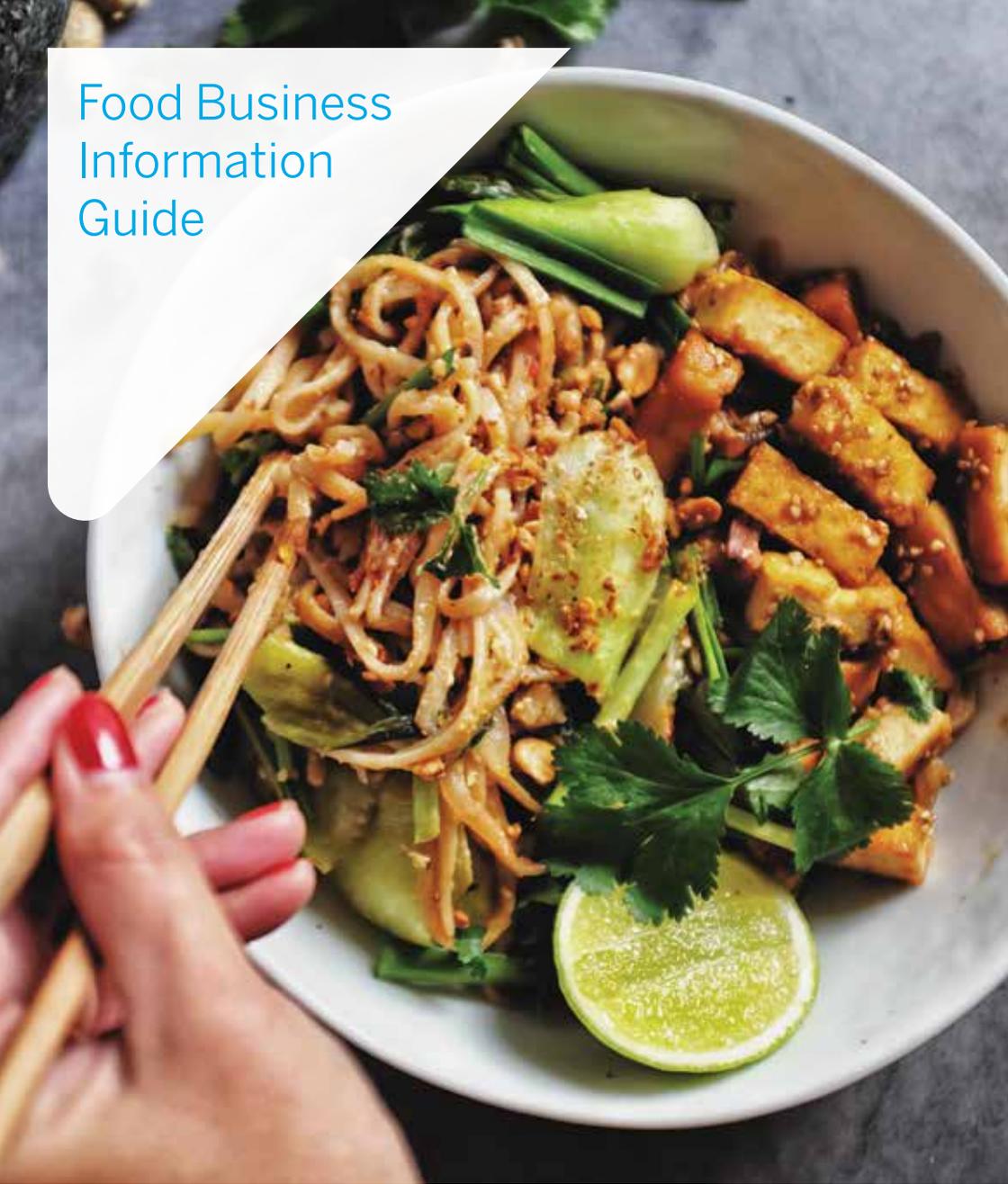


Food Business Information Guide



City of
Mount Gambier

CONTENTS

1.0	Introduction to operating a food business	1
1.1	Are you thinking of starting a food business	1
1.2	What's next	1
1.3	Frequently asked questions	2
1.4	Council's contact details	3
2.0	Introduction to food hygiene	3
2.1	Factors affecting microbial growth	3
2.2	What is suitable food	3
2.3	What is suitable water	4
2.4	Suitable temperature	4
2.5	Suitable oxygen levels	4
2.6	Suitable pH	5
2.7	Suitable time	5
2.8	Food poisoning bacteria	6
3.0	Food safety tips	10
3.1	Responsibilities	10
3.2	Hand washing	10
3.3	Food preparation – cleaning and sanitising	11
3.4	Chemical types	12
3.5	Types of sanitisers	12
3.6	Using a thermometer	16
3.7	Egg safety	17
3.8	Pest proofing and pest control	17
4.0	Food labelling	18
4.1	General food labelling	19
4.2	Exemptions from labelling requirements	20
4.3	Additional labelling information	20
5.0	Mobile Food Vendors (MFV)	21
6.0	Home based food businesses	22
7.0	Further information	23
7.1	EHO - Right to inspect a food business	23

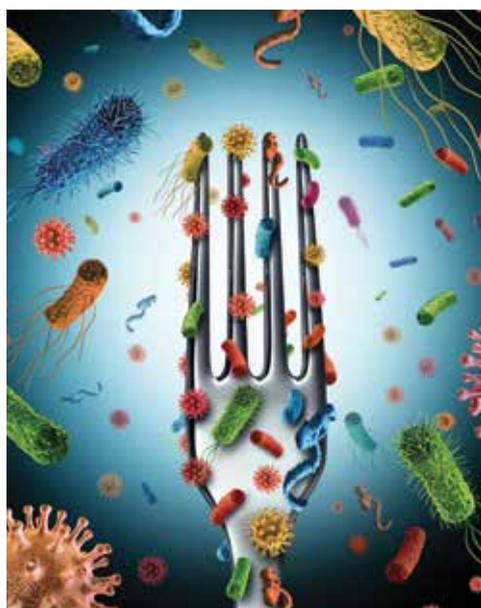
AIM

This guide is a brief overview of food safety requirements in South Australia, provided to assist food business owners and operators to meet the requirements of the overarching legislation; *Food Act 2001* and other related acts, regulations, standards and guidelines at the time of printing.

Council endeavours to provide comprehensive advice but the onus is on the food proprietors to familiarise themselves with their legal obligations and act accordingly.

If using this document as a guide outside of City of Mount Gambier, check your local requirements.

The City of Mount Gambier acknowledge the contribution made by Envirand Pty Ltd in creating this guide.



1. INTRODUCTION TO OPERATING A FOOD BUSINESS - NEW OR EXISTING

1.1 ARE YOU THINKING OF STARTING YOUR OWN FOOD BUSINESS? HERE IS A QUICK GUIDE ON HOW TO GET STARTED.

The proprietor of a new or existing food business must ensure the food business complies with all the requirements of the 'Food Safety Standards'.

- Australia New Zealand Food Standards (ANZFS) Code (referred to as the Food Standards)
- Food Standards 3.1.1 Clause 4 - Compliance

A food business or activity, of any commercial, charitable or community nature which involves the handling (e.g. *cooking, thawing, serving, storing of food*) or sale of food must comply with:

- South Australian Food Act 2001,
- South Australian Food Regulations 2017,
- Australia New Zealand Food Standards (ANZFS) Code (see also Food Standards User Guides),
- Mobile Food Vendor (MFV) Food Safety Passport System (if applicable – including but not limited to, catering at markets or events).

Other guides to assist compliance:

- AS 4674-200 Design,

construction and fit-out of food premises,

- Food Premises Checklist for fit-out (Council generated form).

1.2 WHAT'S NEXT?

- Read Food Safety Information from Council, accessed via Council's Food Safety webpage - www.mountgambier.sa.gov.au/foodsafety or request hard copies.
- If you are a Mobile Food Vendor (MFV), notification for each food activity is required with the Council in which you operate. See the SA Health Food Safety Passport System Guide at www.sahealth.sa.gov.au or Council's Food Safety webpage: www.mountgambier.sa.gov.au/foodsafety
- Contact Council's Building, Planning and Health Officers regarding proposed location and arrange an appointment for onsite inspection is recommended.
- Contact SA Water for requirements on grease trap and waste water via phone (08) 7424 1336 or email: TradeWasteBranch@sawater.com.au
- Submit Food Business Notification (FBN) form (and other Council notifications/ applications if necessary e.g. Development Application).
- Read the Food Standards and keep a copy onsite at the food business for reference (forms part of inspection).

- Staff training - ensure all staff have adequate food safety and hygiene skills and knowledge for tasks being undertaken.
- Develop an emergency action plan (e.g. power blackout).
- Ensure staff induction is undertaken on food safety, temperature control methods, cleaning rosters, pest control checks and probe thermometer use and calibration checks or other relevant duties.
- Strongly recommended: implement documentation to assist in compliance under the Food Standards (e.g. temperature log sheets).

1.3 FREQUENTLY ASKED QUESTIONS

If I am moving into an existing food premises/kitchen do I still need to contact Council?

Yes. A new FBN must be created due to change in ownership. It is also recommended you arrange an onsite inspection with Council's health officers to provide advice if the food premises meets current ANZFS.

Is Council able to provide general advice on a location before starting a business?

Yes, Council strongly recommends you arrange for a free onsite inspection with building, planning and health officers prior to commencing a lease or fit-out of a business.

If I am starting a home based food business or cooking for

markets from home do I need to notify?

Yes. For further information see fact sheets for 'Home Based Food Businesses' and 'Development Leaflet for Home Activities - Home Based Business' on Council's website under Services, www.mountgambier.sa.gov.au

What training options are available for myself and staff to gain food safety and hygiene skills and knowledge?

There are various local and online options available. See 'Food Safety Training' fact sheet on Council's Food Safety webpage, www.mountgambier.sa.gov.au/foodsafety

When should chopping boards be replaced?



Non complying - surface is stained and scored. Food grade sanitising has not effectively sanitised the surface.

Intended use for chopping boards is direct contact with food during food preparation. Once the board becomes stained or has a rough surface which can not be effectively cleaned or sanitised, the board must be disposed of.

Do salad bars need to have sneeze guard protection?

Yes. All ready to eat food must be protected from cross

contamination. This includes potential contamination from patrons who may cough or sneeze over the food. Self-serve food bars (including grazing tables) must also be monitored by staff to ensure people and pests, such as flies, are not a source of cross contamination.

Can uncovered food be displayed on customer service counters, stalls or food events?

No, all ready to eat food must be sealed when on display for sale to prevent potential cross contamination. This can include packaging food materials such as cling wrap, sealed containers or sealed refrigeration units. Some container lids or covers (e.g. mesh) do not prevent pest or air droplet contamination from people coughing and sneezing over the displayed food and are therefore not complying.

If equipment is going rusty do I have to replace it?

All food premises must be fitted out with smooth and impervious equipment surfaces to reduce the risk of cross contamination and to allow effective cleaning. If equipment is rusting it must be repaired or replaced.

1.4 COUNCIL CONTACT DETAILS

Please contact Council's Environmental Health Officers with any other queries:

Phone 08 8721 2555 or
city@mountgambier.sa.gov.au

2. INTRODUCTION TO FOOD HYGIENE

2.1 FACTORS AFFECTING MICROBIAL GROWTH

Microorganisms form an invisible world around us. They are in the air, on us, on food, equipment and food preparation surfaces. It would be difficult to find an environment free of microorganisms.

In some situations within the food industry a range of food products could not be manufactured without them i.e. in making yoghurt or bread. At times their presence will be discouraged, i.e. in taking corrective actions to prevent food spoilage or a food poisoning incident. Either way, to understand how to control microorganisms all food workers should have a basic knowledge of the conditions required for microbial growth.

There are six (6) factors that are required for the growth of microorganisms:

1. Suitable food
2. Suitable water
3. Suitable temperature
4. Suitable time
5. Suitable oxygen levels
6. Suitable pH

2.2 WHAT IS SUITABLE FOOD?

The bacteria responsible for the majority of food poisoning incidents are commonly found in foods we like to eat, especially those high in protein, high in moisture and low acidity.

Microorganisms can also survive on inorganic materials such as plastics or metal surfaces for limited periods of time if they have access to moisture. This is why a food grade sanitising step is required in your cleaning and sanitation program if these surfaces are likely to come in contact with potentially hazardous foods.

2.3 WHAT IS SUITABLE WATER?

Water is the most important limiting factor in the growth of microorganisms. Cell reactions take place in a watery medium. Water transports nutrients into the cell and waste products out of the cell. It is possible for some microorganisms to survive in dry conditions but they cannot multiply. Not all the moisture present in a substance is available for microorganisms to use. Some water will be chemically combined with salts and/or sugars such as in preserved foods. When foods are frozen, the water is solid and as such unavailable for microorganisms to use, once this product is thawed however, the water is then available to support microbial growth.

Bacteria need relatively high levels of moisture while drier foods tend to be spoiled by moulds and yeast.

Food is not the only aspect of a kitchen environment that may supply the moisture required for microbial growth. Soiled wet tea towels, dish cloths and cleaning

equipment, such as mops, also provide an ideal medium for microbial growth if not sanitised and air dried after use.

2.4 SUITABLE TEMPERATURE

Microorganisms vary in their temperature requirements, some will grow at temperatures below 5°C such as *Listeria Monocytogenes* but others will survive at higher temperatures. The pasteurisation process for milk will destroy the pathogenic (disease-causing) bacteria but will not destroy the spoilage bacteria in milk.

Bacteria that cause food poisoning generally grows best at temperatures between 5°C and 60°C, this is called the Temperature Danger Zone.

To avoid a food poisoning incident hot food should be stored above 60°C and cold food below 5°C.

As the majority of food preparation and/or processing in a commercial or retail food business will take place within the Temperature Danger Zone food operational procedures should monitor the time that food is held or stored within this temperature zone.

At times, food may be within the Temperature Danger Zone for different reasons, for example; items on display for sale, ingredients out of the fridge during food prep or large batches of cooked foods being cooled down for storage and again when being reheated.

This is when businesses need to be aware of and utilise the '2hr/4hr Rule' and the cooling/reheating requirements. Fact sheets for both scenarios can be accessed on the Food Standards website www.foodstandards.gov.au

2.5 SUITABLE OXYGEN LEVELS

Microorganisms vary in their requirements for oxygen.

Microorganisms that need oxygen for their survival are called aerobes while those that do not need oxygen are called anaerobes.

Microorganisms that can adapt to an environment with or without oxygen are called facultative.

All moulds are aerobic which explains why they grow on the surface of foods, yeast are facultative while bacteria can be both aerobic and anaerobic or facultative.

2.6 SUITABLE pH

The pH (power of hydrogen) scale expresses numerically the acidity or alkalinity of a substance. The pH scale goes from 0 to 14 with 7 being neutral. Below 7 is acid and above 7 is alkaline.

Moulds and yeasts will tolerate acidic environments while bacteria prefer neutral to slightly acidic environments.

2.7 SUITABLE TIME

Given optimal conditions microorganisms can reproduce rapidly, that is they have access to moisture, the temperature

range is within 5°C - 60°C and the oxygen and pH ranges are both suitable. If this was to occur 1000 bacteria could grow to over four million in four hours.

Bacteria are the fastest growing microbes. Growth does not relate to an increase in size but an increase in numbers. The growth rate of bacteria occurs in four different stages, these are:

1. The lag phase - initial contamination, no apparent growth as bacteria are adjusting to their new environment.
2. Logarithmic phase - dramatically increase in population. Population likely to double in number every twenty minutes.
3. Stationary phase - numbers of bacteria multiplying equals the number dying, no overall increase in numbers.
4. Decline phase - the numbers of bacteria dying are greater than the number multiplying. The population is declining. For some bacteria such as *Staphylococcus aureus* this process has the potential to produce a toxin which is not killed during the cooking or reheating process.

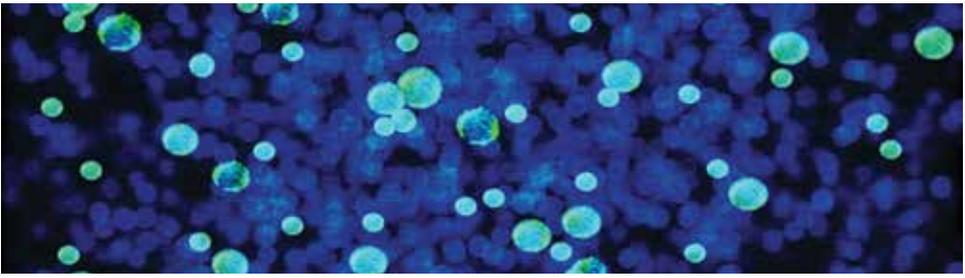
This is why the use of the '2hr/4hr rule' and cooling/reheating principles are so important when dealing with food outside of the required temperature zone (refer to section 2.4).

2.8 FOOD POISONING BACTERIA

The chart provides general information on bacteria that are commonly associated with food poisoning incidents.

This information includes the incubation period (the time taken from consumption of the food to the onset of illness), the common symptoms and the duration of these symptoms, the environment and the source of the bacteria, plus control techniques which can be employed to prevent a food poisoning incident.

Bacteria	Incubation Time	Symptoms	Duration
Salmonella	12-72 hours	Diarrhoea, vomiting, abdominal pain, fever	4-7 days
Clostridium Perfringens	8-22 hours	Diarrhoea and abdominal pain. Vomiting is rare.	12-48 hours with less severe symptoms lasting for 1-2 weeks
Vibrio Parahaemolyticus	12-24 hours	Vomiting and diarrhoea.	1-2 days
Campylo-bacter Jejuni	2-5 days	24 hour flu-like symptoms, then acute gastroenteritis- abdominal pain, diarrhoea and fever.	7-10 days



Environmental/Food Source	Control Techniques
<ul style="list-style-type: none"> • Present in the intestine of animals. • Spread by flies, cockroaches, rats & mice. • Meats, poultry and eggs contaminated with excreta during processing. • Fish, shellfish from sewerage polluted waters. • Vegetables grown using animal manure • Transferred from raw to cooked foods by hands, equipment and surfaces in the kitchen. • Food handlers can be carriers of Salmonella. 	<ul style="list-style-type: none"> • Thorough cooking of foods. Temperatures above 65 °C will destroy Salmonella. • Wash hands and equipment between handling raw and cooked foods. • Wash vegetables, especially those to be eaten raw. • Enforce strict personal hygiene. • Avoid cross contamination after cooking by keeping raw and cooked meat apart.
<ul style="list-style-type: none"> • Present in intestines of animals, commonly found on meat and poultry. • Spores occur widely in soil, dust, air and water. • Vegetables contaminated with animal manure, soil or dust may harbour spores. • Large quantity meat dishes that involve long slow cooking and roasts that are cooked ahead and then reheated. Spores may survive the cooking process. • If cooling is slow and not under refrigeration spores may germinate and Clostridium Perfringens bacteria grow to dangerous numbers. 	<ul style="list-style-type: none"> • Keeps soil carrying vegetables out of preparation areas. • Avoid partial cooking of foods then reheating later. • Cool cooked meat dishes quickly (within 1.5 hours) and refrigerate. • If foods must be reheated do it quickly and thoroughly. • Enforce strict personal hygiene.
<p>Vibrio Parahaemolyticus is associated with the consumption of raw or inadequately cooked seafood (e.g. raw fish, calamari, the shells of crabs, prawns, crayfish and oysters) or foods processed in brackish or seawater.</p>	<ul style="list-style-type: none"> • Thorough cooking. Temperatures above 65 °C will destroy Vibrio Parahaemolyticus. • Keep fish and shellfish below 0 °C to inhibit growth. • Prevent cross contamination (e.g. raw oysters contaminating cooked fish).
<ul style="list-style-type: none"> • Farm and domestic animal faeces. • Raw or poorly cooked contaminated meat or poultry. • Unpasteurised milk. 	<ul style="list-style-type: none"> • Deny domestic pets access to food preparation areas. • Thorough cooking of foods, especially poultry. • Proper hand washing after handling raw poultry and meat.

Bacteria	Incubation Time	Symptoms	Duration	
Staphylo-coccus Aureus	2-6 hours	Acute vomiting, abdominal cramps and sometimes diarrhoea.	6-24 hours	
Listeria Monocy-togenes	3-70 days	Healthy people may not be affected at all, in persons at risk symptoms may include fever, headache, tiredness, aches and pains. These symptoms can progress to more serious forms of the illness, such as meningitis (brain infection) and septicaemia (blood poisoning). In pregnant women, Listeria infection is usually a mild illness. A high temperature before or during labour may be the only sign. However, even a mild form of the illness can affect the unborn baby (foetus) and can lead to miscarriage or a very ill baby at birth.	Up to 4 weeks	
Bacillus Cereus	1-12 hours	Vomiting, some diarrhoea and abdominal pain.	12-24 hours	
Clostridium Botulinum	12-36 hours	Toxins act on the central nervous system. Vision and speech are impaired. Respiratory muscles are paralysed. In the worst cases breathing stops. An anti-toxin is available.		

Environmental/Food Source	Control Techniques
<ul style="list-style-type: none"> • Food handled with contaminated hands. • Food handler coughing or sneezing over food. • Ham, cold meats, sausages. • Bakery items (cream filled cakes, trifles, and custards). • Salads (pasta, potato) • Unpasteurised milk from cows with infected udders. 	<ul style="list-style-type: none"> • Enforce strict personal hygiene. • Food handlers with colds should not work with food. • Use gloves, tongs, spoons etc. to minimise contacting food with bare hands when mixing, slicing, serving etc. • Store food items under refrigeration. • Guard against cross contamination.
<ul style="list-style-type: none"> • Listeria bacteria are widespread and commonly found in soil, silage and sewerage. • They have also been found in raw meat, raw vegetables and some processed foods. • Outbreaks of Listeria infection due to foods such as soft cheeses, milk, coleslaw, hot dogs and paté have been reported in Europe, America and Australia. 	<ul style="list-style-type: none"> • Avoid: <ul style="list-style-type: none"> › High risk 'ready-to-eat' foods such as smoked fish and smoked mussels/ oysters or raw seafood such as sashimi or sushi. › Pre-prepared or stored salads, including coleslaw. › Precooked meat products which are eaten without further cooking or heating, such as pate, sliced deli meat and cooked diced chicken (as used in sandwich shops). › Any unpasteurised milk or foods made from unpasteurised milk. › Soft serve ice-creams. › Soft cheeses such as brie, camembert, ricotta (these are safe if cooked and served hot). • Enforce strict personal hygiene. • Good food handling. • Avoid contact with any animal afterbirth (placenta) and with aborted animal fetuses, as Listeria infection has been known to cause illness and abortion in animals.
<ul style="list-style-type: none"> • Found in soil, dust and water. • Frequently present in rice, cornflour, dried peas and beans. • Mostly associated with spore germination in cooked foods incorrectly stored and reheated. 	<ul style="list-style-type: none"> • Hold food out of the temperature danger zone (particularly rice and products containing corn flour). • Discard water used for soaking dried peas and beans. • Refrigerate leftovers quickly. • Thoroughly reheat leftovers.
<ul style="list-style-type: none"> • Found in soil, sea water. • Low acid canned/bottled foods that have been inadequately heat processed (beetroot, corn, beans, mushrooms, fish). • Vacuum packed fish eaten raw. • Most outbreaks are the result of poor home canning processes. 	<ul style="list-style-type: none"> • Do not use defective "blown" canned foods. • Ensure sufficient time-temperature combinations in cooking. • Heat low acid foods to 90 °C for 10 minutes and corn, spinach & meats for 20 minutes prior to consumption. • Add acid (vinegar, wine, lemon juice) to low acid foods bottled on the premises.

3. SKILLS AND KNOWLEDGE FOR FOOD HANDLERS

3.1 RESPONSIBILITIES

Food businesses have responsibilities to ensure that staff who **undertake and/or supervise food handling activities have the skills and knowledge in food safety and food hygiene** for food activities undertaken.

Food handlers need the skills and knowledge to keep food safe for the tasks that they do in the business. They do not need skills and knowledge for all jobs in the business. For example, a cook will need skills and knowledge in food safety and food hygiene that are quite different from those needed by a waiter. Although, it is important to remember that if some staff help with other tasks when people are away, then they must also have the skills and knowledge required for these duties prior to them being undertaken.

Owners and Managers (e.g. Hotel/Motel, Publican) need to ensure they have food safety knowledge relative to the entire business, regardless if they work in the kitchen or not. This knowledge is needed to ensure that they understand what training staff need, what to expect from staff and that food safety requirements are being met and carried out correctly, including ongoing maintenance.

Businesses can choose the approach that best suits their

needs to ensure that food handlers have the required skills and knowledge to keep food safe. Refer to Council's Food Safety webpage for information, www.mountgambier.sa.gov.au/foodsafety

3.2 HAND WASHING



Hand washing is an important food safety basic, and is one of the most effective ways of preventing the spread of harmful bacteria. Having a dedicated hand wash basin is a requirement of the Food Standards and all food businesses must comply.

Do I need a hand wash basin?

Yes - all food businesses must have at least one dedicated hand wash facility within a food preparation area and separate complying hand wash facilities for toilets.

What are the main hand wash facility requirements?

- Must be separate from other basins (e.g. basins/sink for washing equipment or food prep),
- May be a permanent fixture,
- Must be located where it doesn't become a source of contamination of food,

- Must be easily accessible to all employees (not obstructed by equipment etc),
 - Must be connected to a supply of warm running water,
 - Must have a continual supply of soap,
 - Must have single use towels or another way for hands to be dried so that germs are not spread,
 - Must not be used for any other purpose,
 - Located within five metres and in the same room or area in which hands can become contaminated (without obstruction).
- In areas where hands may become a source of contamination and,
 - Immediately next to or adjacent to the toilets or toilet cubicles that are part of your food business.

3.3 FOOD PREPARATION - CLEANING AND SANITISING



Don't leave dirty dishes overnight.

Food safety is best achieved when a food business keeps its premise clean and ensures all its food contact equipment is correctly cleaned and sanitised. Cleaning and sanitising is also a requirement of the Australia New Zealand Food Standards Code and all food businesses must comply with the food standards.

What is the difference between cleaning and food grade sanitising?

Cleaning is the process of removing residual food matter, dust, grease, dirt, stains and smelly odours from all surfaces, fixtures, utensils and equipment using a **detergent and water**.

Food Grade Sanitising is the process of killing food poisoning bacteria by using **heat and/or food grade chemicals (sanitiser)**. This process must be used on food contact surfaces

Hand washing - who and when?

Anyone who is handling food in the business must wash their hands:

- After going to the toilet,
- Before and after handling food,
- When moving from handling raw food to any other task including handling ready to eat food,
- When hands become contaminated,
- Immediately after coughing, sneezing, using a handkerchief or tissue, eating, drinking, smoking and touching hair, scalp, or body, handling money and removing gloves (if used).

Where do I need to have a hand wash facility?

A food premise must have hand wash facilities:

and equipment so that the number of bacteria is reduced to a level that is safe for food contact and greatly reduces the risk of infectious diseases being passed on (see section 2).

Cleaning and food grade sanitising are generally separate processes. A surface should be thoroughly cleaned before sanitising. Sanitising is not as effective if a surface is still dirty or detergents are still present.

Six steps to effectively clean and food grade sanitise:

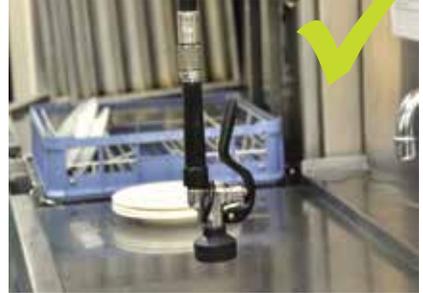
1. *Pre-clean*
Remove dirt and food by sweeping, scraping, wiping or rinsing with water.
2. *Wash*
Use warm water and detergent. Soak if needed.
3. *Rinse*
Rinse off detergent and any remaining food or dirt.
4. *Sanitise*
Sanitise with food grade sanitiser to eliminate/reduce microorganisms to safer levels.
5. *Final Rinse*
Rinse off the food grade sanitiser if directed by manufacturer's instructions.
6. *Dry*
Air dry or use a single use towel or clean tea towel.

3.4 CHEMICAL TYPES

It is important to know the general categories of chemical types to ensure you are using the appropriate one.

Detergents

Detergents are soap in liquid form. They attract and wash away grease, dirt and debris from surfaces. They do not kill bacteria.



Food grade sanitisers

Food grade sanitisers are chemicals that are capable of destroying microorganisms including food poisoning and other disease-causing bacteria.

When manufacturer's instructions are followed, they can reduce surface contamination by bacteria to a safe level.

Disinfectants

Disinfectants are commonly household cleaning products suitable for toilets and floors but not always for food contact surfaces. They generally contain deodorants. They must not be used as sanitisers for food contact surfaces (unless advised by the manufacturer in writing, that it is safe and suitable to do so).

3.5 FOOD GRADE SANITISING OPTIONS

Sanitising is not a substitute for

cleaning and is most effective at killing food poisoning bacteria when performed after cleaning. The two most commonly used methods of sanitising are heat and chemicals, or a combination of both.



Heat

Hot water must reach a minimum of 77°C for at least 30 seconds to be effective. A heating element should be used to keep the water temperature at 77°C or higher. Water at this temperature can be dangerous, so this method is recommended for use with specialised equipment such as dishwashers or other processing equipment with self-cleaning technology.

It is important to note that there is a difference between how commercial dishwashers and domestic dishwashers work. In general, commercial dishwashers use high water temperatures (above 80°C) whilst domestic dishwashers use a lower temperature (around 65°C - 68°C). Since domestic dishwashers operate at lower temperatures, it is important that the longest cycle time and hottest temperature setting

should be used for effective sanitation to occur (over 65°C).

It is the businesses responsibility to ensure the dishwasher used is effectively sanitising. To demonstrate this, businesses may require technical specifications for the specific dishwasher model they are using. For further information, refer to 'A guide to Food Safety Standards' at www.foodstandards.gov.au

Tips for effectively food grade sanitising with a dishwasher:

- Train relevant staff in the correct operation of the machine - how does it work, what are the effective temperatures, what onsite variables affect operation, what monitoring do you need to do to ensure its effective operation,
- Recommended a sign is displayed with the relevant information near the machine,
- Ensure you are using the correct detergent/chemical type (if applicable),
- Use the hottest rinse cycle available,
- Check that equipment and utensils are clean when removing from the dishwasher,
- Clean the dishwasher to ensure no build-up of food residues,
- Maintain and service the dishwasher correctly,
- Calibrate temperature of dishwasher,
- Have a back-up procedure in

the event of malfunction (e.g. breakdown, black-out).

Food grade chemicals

Food grade chemicals (food grade sanitisers) are also an effective way to sanitise. Some dishwashers are designed to also use chemicals to sanitise. Food businesses must ensure that any chemical sanitiser used is 'food grade', as specified by labelling and material safety data sheets and that it is used and stored in a manner that will not contaminate food. Food grade indicates that it is safe for food contact surfaces. When using chemical sanitisers, it is important to always refer to and follow the manufacturer's instructions.

When sanitising manually, follow the manufacturer's instructions. The following methods can be used.

- **Items that fit in a double bowl sink** - wash in detergent and hot water in the first bowl (or tub), rinse off detergent suds in clean water in the second bowl and then sanitise using a chemical sanitiser and water (if applicable) in the third bowl (adhere to manufacturer's recommended dilution rates and contact times).
- **Items that do not fit in a sink and all other food contact surfaces** - thoroughly cleaned and then use a spray bottle to apply the sanitiser, as per the manufacturer's instructions.

In both instances, allow the manufacturer's required contact

time for the sanitiser to work, air dry or wipe off with a clean tea towel or single-use paper towel.

Commercial sanitisers

Commercial sanitisers are available from a range of commercial chemical suppliers and retailers. The most commonly used sanitisers used in food businesses contain chlorine or quaternary ammonium compounds (QUATs) as active ingredients. These must be used in accordance with the manufacturer's instructions. It is also important to check that the sanitiser you use is food grade along with any other information on its effectiveness in sanitising and ensuring it does not inadvertently contaminate food.

Other chemical sanitisers

Other chemical sanitisers include organic sanitisers and combined detergent-sanitiser chemicals. Sanitisers with peracetic acid, hydrogen peroxide or organic acids as active ingredients are examples of organic sanitiser and must be used in accordance with the manufacturer's instructions. Specially designed detergent-sanitiser chemicals may be appropriate for some small businesses with limited sanitation requirements and a single bowl sink. These must be used in accordance with the manufacturer's instructions and should be effective on lightly soiled surfaces with no protein or fat residues (e.g. milk, grease).

Tips for chemical sanitising

- Ensure your chemical sanitiser is food grade,
- Sanitisers are most effective at the correct dilution – check the manufacturer’s instructions,
- Prepare diluted chemical solutions as required to ensure it remains effective (for instance, daily if required due to shelf-life once diluted) and add to cleaning schedule,
- Sanitisers need time to work – check the contact time required as they vary for each product,
- Check if the sanitiser needs to be rinsed off after it has been applied,
- Check the expiration dates of your chemicals to ensure the active ingredients are still effective (e.g. stock rotation),
- Chemicals must be clearly labelled especially when they are transferred from their original packaging (e.g. diluted and put into a spray bottle),
- Chemicals must be stored away from food and food storage areas to minimise the risk of contamination,
- Ensure utensils, equipment and surfaces are dry after sanitising before reuse,
- Ensure your staff know when and how to correctly use your chemical sanitiser,
- It is recommended that back up stock of chemicals are kept for busy periods, delivery

delays or for use during black outs if a dishwasher is usually relied on,

- Ensure Safety Data Sheets are available onsite for all relevant chemicals.

Importance of thoroughly cleaning and sanitising mechanical equipment

Sometimes mechanical equipment can look clean on the outside but may be dirty on the inside. Mechanical action may draw food and bacteria into the inside areas of equipment where bacteria can grow, multiply and then contaminate the next food that is prepared with the equipment.

So it is important that all mechanical equipment can be dismantled enough for it to be thoroughly cleaned and sanitised (e.g. blenders, stick mixers). Refer to the SA Health Bulletin – Cleaning and Sanitation of Mechanical Equipment, located on Council Food Safety webpage, www.mountgambier.sa.gov.au/foodsafety or contact your Council.



Non-complying - chemical bottle not correctly labelled with contents.

3.6 USING THERMOMETERS IN FOOD



A probe thermometer.

One of the most important food safety actions a business can take is to use a probe thermometer to check that potentially hazardous foods are cooked, cooled or held at the correct temperature. Having a working and calibrated temperature probe is also a requirement of the Australia New Zealand Food Standards Code, and all food businesses must comply with the Food Standards.

When do I need a thermometer?

If you store, transport, prepare, cook or sell potentially hazardous food, you must have a working thermometer available at all times. Potentially hazardous foods include, but are not limited to, raw or minimally cooked egg products, meat, fish, dairy products, gravies, cooked rice and pasta. See the Food Standards for further definitions, www.foodstandards.gov.au

The Food Standards specifies temperatures for safe receipt and storage of potentially hazardous food, as well as the requirements for cooling, however a

business must understand the temperature requirements for their own individual products.

What sort of thermometer do I need?

The business needs a probe thermometer or temperature probe as this allows the internal temperature of the food to be taken. Best practise is to use a **digital thermometer** which is accurate to within 1°C and can measure both hot and cold (below 0°C).

How do I use a thermometer and make sure it is working?

- Make sure that the thermometer is clean, dry and has been effectively sanitised with a food grade sanitiser,
- Place the probe in the food (covering the metal end of the probe as much as practicable) and wait until the temperature reading has stabilised before reading the temperature,
- Measure the food at the thickest area, i.e. slowest heating or cooling point,
- Clean and sanitise the thermometer between measuring different foods,
- If using the thermometer to measure hot and cold foods, wait for the thermometer to return to room temperature,
- Measure different spots in the refrigerator as temperatures change within the fridge or cold display units,
- Measure the temperature of

sealed packaged frozen/chilled foods by placing the probe thermometer between two packages,

- Maintain your thermometer to make sure it is working (e.g. replacing batteries) and that it is accurate to +/-1°C by calibrating regularly.

More tips on how to clean, sanitise and calibrate a thermometer and information about temperature control requirements can be found at: www.sahealth.sa.gov.au/foodstandards

3.7 EGG SAFETY

Food businesses must make themselves aware of the current egg safety requirements for egg use, processing, storage, handling and sale of eggs within their food business. Food poisoning outbreaks linked to eggs and egg handling have occurred in Australia. Ensure egg cartons are not re-used. Further information at www.sahealth.sa.gov.au

3.8 PEST PROOFING AND PEST CONTROL



Premises must be designed so as to prevent the entry and/or harbourage of rodents, birds,

animals and insects. Gaps under doors and around service pipes are to be eliminated.

Pest Control

Pest control can be undertaken by the food business and /or by a licensed pest control operator. The frequency and duration of any pest control operation will be directly related to the type of food activity and the standard of hygiene within the premise.

Common pests usually associated with the food industry are rodents (rats and mice) and insect pests (cockroaches, flies, ants).

All food businesses should implement an efficient and effective pest control program, this should include:

- Documented checks and activity results, including any actions undertaken,
- Pest equipment (e.g. bug zappers, baits) must **not** be placed in areas which may be a source of cross-contamination (e.g. above food prep benches),
- Documented locations of any pest control equipment (e.g. bug zappers, baits),
- If self-managed, documentation should include manufacturers requirements for products used, and
- Reference to cleaning and maintenance programs for areas such as flyscreens, bug zappers, floors, walls and ceiling and fridge seals.

4. FOOD LABELLING

The labelling requirements allow consumers to make informed choices about the food they buy. Details such as: allergen labelling, which is vital to those with allergies to foods and mandatory nutrition information, which provides important nutritional information to consumers. The customer has the right to know what the ingredients are in a particular food.

Date Mark and storage conditions — **BEST BEFORE** 12 JUL 14
STORE AT OR BELOW -18°C

Name of the food — **Meat Pies**

Where a food is packed using variable weights or volumes the number of servings per package can be replaced with servings per kilogram or other appropriate unit

SERVING SUGGESTION

The word serving may be replaced with the word slice, pack, or package or other common unit of measure including metric cup or metric tablespoon

NUTRITION INFORMATION
SERVINGS PER PACKAGE – 4
SERVING SIZE – 175g

	QUANTITY PER 175g SERVING	QUANTITY PER 100g
ENERGY	1615kJ	923kJ
PROTEIN	25.9g	14.8g
FAT - Total	20.8g	11.8g
- Saturated	10.0g	5.70g
CARBOHYDRATE	23.0g	13.5g
- Sugars	1.2g	0.7g
SODIUM	471mg	266mg

All values are average quantities

INGREDIENTS
WHEAT FLOUR, MEAT (MINIMUM 25%), WATER, ANIMAL AND VEGETABLE FAT, ONION POWDER, HYDROLYSED VEGETABLE PROTEIN, EGG THICKENER (410), SUGAR, MINERAL SALT (480), SALT, COLOUR (150a), HERBS, PRESERVATIVE (223).

FINESFOOD CO.
20 MAIN ST.
ADELAIDE,
SOUTH AUSTRALIA.

PRODUCT OF AUSTRALIA **700g**

A statement of ingredients in descending order of ingoing weight showing the percentage of the characterising ingredient

Weights and measures

The nutrition information panel information must clearly indicate that the values are average quantities or if some are minimum or maximum quantities indicate those values that are minimum or maximum quantities

Name and business address in Australia or New Zealand and a separate *Country of Origin* statement

4.1 GENERAL LABELLING REQUIREMENT

The label on a package of food for retail sale or for catering purposes generally **MUST** include the following essential information:

- **Prescribed name**
Name of the food product or where no name is known, a name or description of the food that clearly states the true nature of the food. Labels must tell the truth.
- **Legibility requirement**
Labels must be clear, in full view and in English. The type size of warning statements must be no less than 3mm high or not less than 1.5mm for small packages.
- **Food recall information**
In the event of a food recall labels must have the name and business address in Australia or New Zealand, or the manufacturer or importer. Also, the lot and batch number of the food, and where the food was packed or prepared. Food manufacturers must have an established food recall plan.
- **Ingredient listing**
Ingredients, additives and compound ingredients used in the manufacture of the food must be listed from greatest to smallest order of ingoing weight.
- **Date marking**
Packaged foods that have a shelf life of two years or less must have a 'use by' or 'best before' date. 'Best before' may still be safe to eat, though may have lost quality and nutritional value. Foods that must be consumed within a certain time for health and safety reasons must have a 'use by' date. Food labelled with a 'use by' date cannot be sold after the given date.
- **Nutrition labelling**
Nutrition labelling is generally required and must be displayed as a nutrition information panel in a certain format that sets out the energy, protein, fat, saturated fat, carbohydrate, sugars and sodium content of the food.
- **Percentage labelling**
Packaged foods will require labels that show the percentages of the main or key ingredients of the food product, i.e. the amount of meat in a meat pie.
- **Direction for use and storage**
Where due to the nature of the food and reasons of health or safety consumers need directions about the use or storage of the food. This information is mandatory for the product to remain safe until its 'use by date' e.g. refrigerate after opening or store away from sunlight.
- **Mandatory warning and advisory statements**
Where there is a possible health risk caused by certain foods or substances found in food that people may be

unaware of, a mandatory advisory statement must be placed on the label to let people know. Examples such as; infant formula products, irradiated foods and formulated meal replacements.

- **Mandatory declarations**

The most common foods, ingredients or main part of an ingredient that can cause some people serious harmful reactions must be declared on the label however small the amount. This declaration is usually in the ingredient list.

4.2 EXEMPTION FROM LABELLING REQUIREMENTS

Some foods are generally exempt from some of the labelling requirements and these include:

- Food that is not packaged,
- Food in an inner package that is sold in an outer package, except individual portion packs which contain substances that must be declared,
- Food made and packaged from the premises from which it is sold,
- Food packaged in front of the purchaser,
- Whole or cut fresh fruit and vegetables (except sprouting seeds e.g. alfalfa) where the nature and quality can still be seen through the packaging,
- Food delivered packaged and ready to eat as ordered by the customer,
- Food sold at a fundraising event.

Please note: even when exempt from displaying a label certain information about a food **MUST** be available to the consumer, e.g. Information covered by mandatory warning and advisory statements and mandatory declarations.

4.3 ADDITIONAL LABELLING INFORMATION

In addition to the core requirements there are requirements that cover things such as health claims, nutritional claims, country of origin and commodity specific requirements (e.g. meat, fish, honey etc).

Important: The information that is provided in this document is only a guide to the labelling requirements. You must check the Food Standards Code for exact details.

For further information refer to:

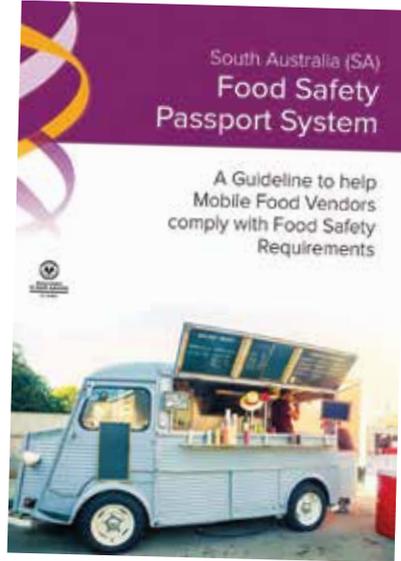
- Packaging and Labelling fact sheet
- FSANZ website www.foodstandards.gov.au
- SA Health: *Guide to the Labelling of Packaged Food*



5.0 MOBILE FOOD VENDORS (MFV)

SA Health has established a Food Safety Passport System which includes 'A Guide to help Mobile Food Vendors comply with Food Safety Requirements'. This document and further information can be found on SA Health website at www.sahealth.sa.gov.au and a Food Safety Passport System folder can also be collected from Council (if in stock).

Mobile Food Vendors (MFV) must also refer to the 'Mobile Food Vendors Location Rules' document for the Council within which they wish to operate (refer to Council's website). This document will outline, when, where and how a MFV can operate on public roads and any permits that may be needed.



6.0 HOME-BASED FOOD BUSINESSES

Food businesses operated from a residential property may be permitted, however may require further Council approvals if over a certain size and activity type. This is assessed by Council's planning and health officers. SA Health recommend food Activities Risk Rated at priority 3 or priority 4 is suitable for home-based activity.

For further information and requirements, refer to the 'Home Based Food Business Leaflet' located on Councils Food Safety webpage and the development leaflet 'Home Activities - Home Based Business'.



7.0 FURTHER INFORMATION

Council strongly recommends you arrange a free onsite inspection with Building, Planning and Health Officers prior to commencing a lease or fit-out of a business. Contact can be made either by phone on 08 8721 2555 or via email, city@mountgambier.sa.gov.au.

Links to helpful websites and fact sheets can be accessed via the Food Safety Page on Council's website, www.mountgambier.sa.gov.au including a 'Food Premises Checklist for Fit-out'.

It is recommended that owners and operators make themselves familiar with regulatory documents, such as:

- Food Act 2011 & Food Regulations 2017 - www.legislations.sa.gov.au
- Food Standards Australia New Zealand (FSANZ), Food Standards Code - www.foodstandards.gov.au
- AS 4674-2004 Design, construction and fit-out of food premises



7.1 ENVIRONMENTAL HEALTH OFFICER – RIGHT TO INSPECT A FOOD BUSINESS

Environmental Health Officers (EHO) are employed by local government to undertake duties in the realm of public health, including routine food safety inspections of food businesses and are often referred to as "health inspectors".

An EHO is authorised to carry out duties under the SA Food Act 2001 (authorised officers), which includes the power to enter a food business at any reasonable time (eg open for business). This means that the owner/manager does not have to be present at the time and an officer will make contact with the most senior staff member present upon arrival, introduce themselves and show their identification so that staff know who they are. Penalties can be imposed for anyone found to be obstructing an EHO during the course of their duty.

Please make all staff aware of the above and remember that an EHO will most likely carry out routine food safety inspections at an unannounced time.

Note: appointments are usually made for home based businesses and community groups unless an unannounced inspection is warranted.



Complying - rack storage with space for airflow between boards. The boards have come up white/clear for knife scores.



City of
Mount Gambier

10 Watson Terrace (PO Box 56)
Mount Gambier SA 5290

Phone 08 8721 2555

Email city@mountgambier.sa.gov.au

www.mountgambier.sa.gov.au
