FOOD STANDARDS
Australia • New Zealand
Te Mana Kounga Kai – Ahitereiria me Aotearoa

Food Safety Management Tools (P1053)

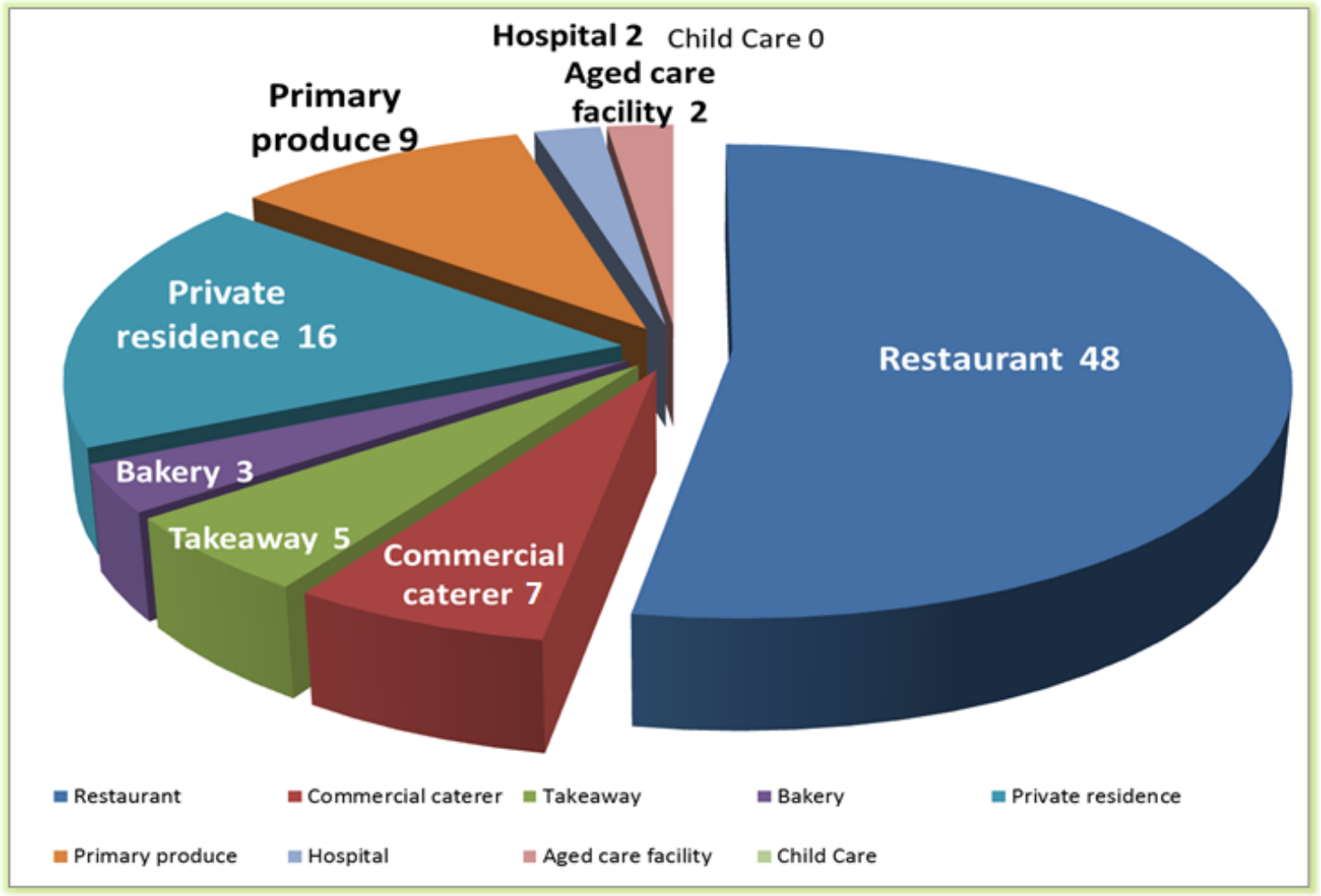
Lauren Kolstad
Senior Food Safety Risk Manager, FSANZ
Karen Ferres
Director, Food Safety and Regulation, SA Health

Introduction

- The Journey
  - Key pieces of work
  - Stakeholder Consultation
- The Draft Standard
  - Who is captured
  - Regulatory tools
- Implementation and Support
  - Non-regulatory Tools
  - Resources

The Food Safety Journey

Australia 2013 - Outbreak Settings (%)



Key Pieces of Work

- The updated Ministerial Policy Guideline
  - Food Safety Management for General Food Service and Closely Related Retail Sectors (the Policy Guideline) 2011
  - Provides a framework for the development of nationally-consistent food safety arrangements in Australia.

- Implementation Strategy
  - Additional intervention may be warranted and this intervention should be preventative rather than reactive
  - Outcomes based Standards 3.2.2 and 3.2.3 of the Food Standards Code provide a solid foundation for food businesses to produce food that is safe to eat
  - A combination of regulatory and non-regulatory measures may be required to improve food safety outcomes for the eight sectors.
  - Additional measures should be justified based on
    - Risk,
    - Appropriateness of the tool for the sector and
    - Cost-benefit assessment.

- National Consistency
  - Evaluation of risk classification systems
    - Risk Profiling Framework, identified food service and related retailers as priority business sectors
    - 8 key sectors identified
    - Relevant industry sectors were consulted and stakeholders were asked to identify technical issues
  - Evaluation of the adequacy of other jurisdictions regulatory/non regulatory tools introduced to manage food safety in these sectors 2013
  - Hazard identification in food service sector (incl changing business models) identifying potential additional tools to improve food safety in these sectors
  - Consulting with stakeholders on these tools in 2017
  - Development of Australia's Foodborne Illness Reduction Strategy in 2018.

Regulatory requirements introduced in Food Service

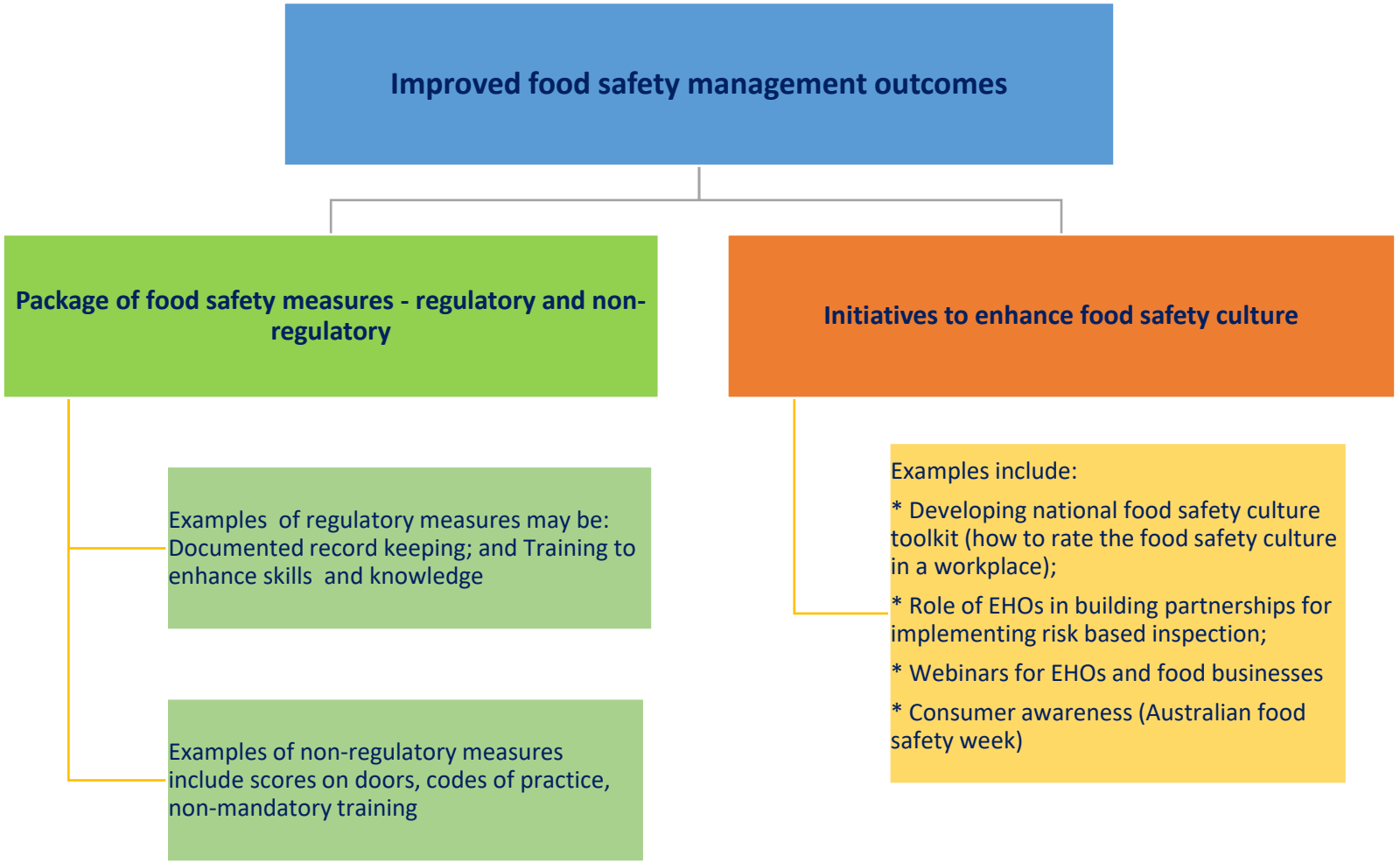
Appropriateness and learnings considered:

- Food Standards Code (ALL)
  - Standards 3.2.2 and 3.2.3 – outcomes based
  - Standards 3.2.1 and 3.3.1
- Mandatory training
  - Food Safety Supervisor (NSW, ACT, VIC, QLD)
- Food safety programs
  - Caterers (QLD, Vic)
  - Class 2 businesses (Vic)
- Record keeping
  - Raw egg food handlers (NSW, Tas)
  - Class 3 businesses (Vic)

Overarching comments from Stakeholder Consultation 2017

- There was a strong and consistent view from stakeholders that food safety remains a problem in the food service and related retail sectors and measures need to be introduced and strengthened at a national level to improve outcomes.
- Any additional measures need to be implemented at a national level. National consistency is critical for food businesses operating in different jurisdictions.
- Food regulators need to be ready to implement any new measures, including education for food businesses, education for local government to understand requirements and provide a support role, and preparation of supporting material.
- Good compliance comes from well written legislation that is easy for all food businesses to understand.
- The requirements in NZ for the food service and closely related retail sectors and the international direction should be taken into account in identifying any additional measures.
- Any new material developed should be user friendly and involve quick ‘sound bites’, e.g. animations, videos, series of photos with speech bubbles to demonstrate a process such as correctly measuring the temperature of a food.
- Existing resources should be used and shared. Documents could be edited to have a similar ‘look and feel’ and a national central repository be set up. Access to guidance from other sectors may be useful, e.g. hand hygiene in hospital settings.
- Importance of a combination of measures was supported.

Outcomes of the Journey



The Draft Standard

Enhance the requirements of 3.2.2 to manage unique risks in the sectors

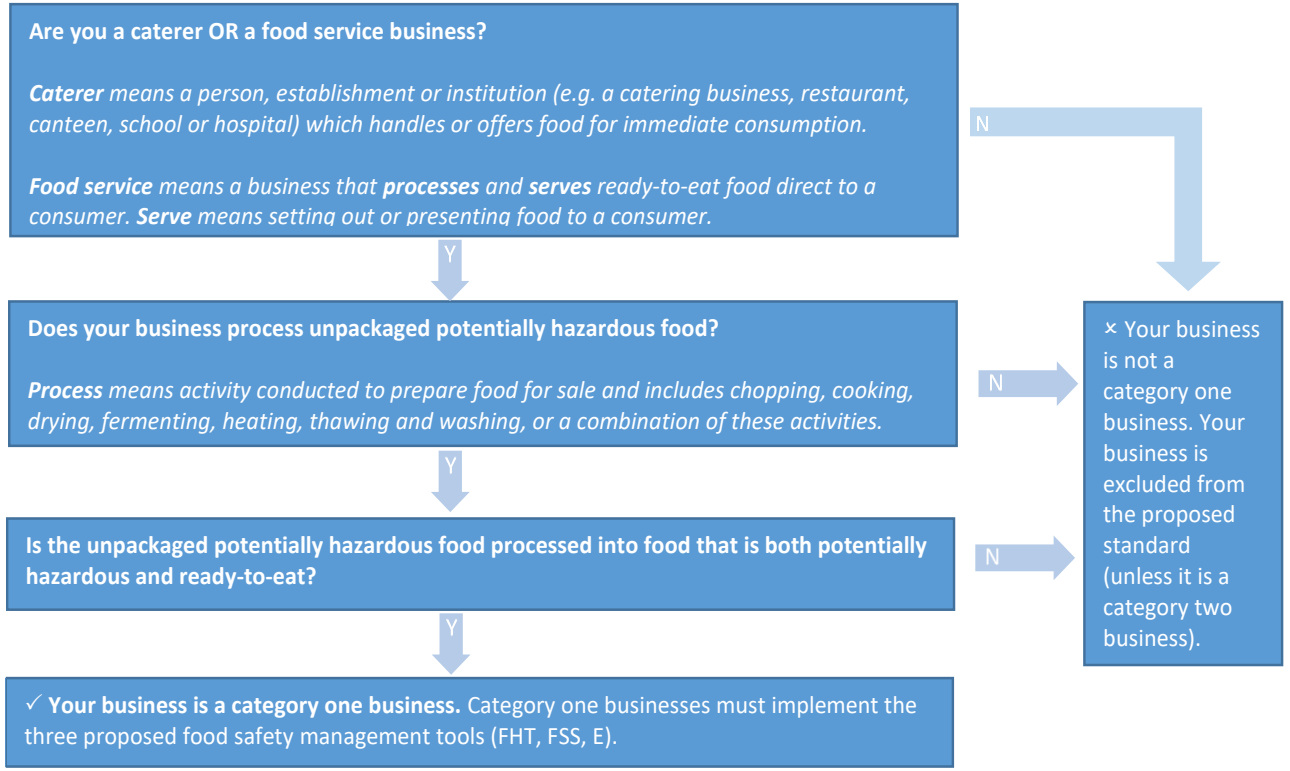
Risk profiling of food service and retail businesses

Category 1 Those handling activities that: • require the greatest number of controls critical to the safety of food prepared by the business, and • associated with a high proportion of Australian foodborne illness outbreaks.	Food service businesses, such as caterers (onsite and offsite), restaurants, takeaways and retailers who make and serve PHF The food is prepared and intended to be served to a consumer as ready-to-eat food
Category 2 Those handling activities that • require fewer controls critical to the safety of food prepared by the business compared to Category 1 handling activities, and • associated with a relatively lower proportion of Australian foodborne illness outbreaks compared to Category 1.	Retailers of unpackaged ready-to-eat PHF The PHF is handled unpackaged by the food business, but the business does not make the food. E.g. delicatessen, cafe or bakery which receives pre-prepared food (made by another business) and serves to a customer
Category 3 Those handling activities that • require fewer controls critical to the safety of food prepared by the business compared to Category 2 handling activities, and • little evidence of associated foodborne illness in Australia.	Retailers of pre-packaged ready-to-eat PHF, which remains packaged during receipt and sale The food is packaged prior to receipt by the food business and sold to the consumer in its original packaging. E.g service station

Example Categories Identification

What is a category one business?

Category one businesses are business that make and serve potentially hazardous foods to consumers for immediate consumption. Answer the following questions to check if your business is a category one business:



New Standard – 3.2.2A

- Food handler training
- Food safety supervisor
- Evidence to substantiate that key food processes are being managed

- Risk proportionate applying tools in a tier:
  - All three tools applying to category 1 businesses
  - The two skills and knowledge tools to category 2 businesses
  - No regulatory tools applied to category 3 businesses

- Targeted to causal factors of FBI, to support businesses improve food safety management

- Strong net benefits identified in the national regulatory impact analysis

- Implementation period of 12 months after Gazettal

Consistency inbuilt in Standard

Food safety training for food handlers

The food business must ensure that each food handler who engages in a prescribed activity has, before engaging in that activity:

- completed a food safety training course; or
- skills and knowledge of food safety and hygiene matters commensurate with that specific prescribed activity.

food safety training course means training in food safety that includes training in each of the following;

- safe handling of food; and
- food contamination; and
- cleaning and sanitising of food premises and equipment; and
- personal hygiene.

Consistency inbuilt in Standard

Food Safety Supervisor

- The proposed food safety supervisor (FSS) tool requires both category one and category two businesses appoint a food safety supervisor before they engage in prescribed activities. A person appointed as a food safety supervisor must:
  - Have a valid ***food safety supervisor certificate*** (must be issued within the last 5 years);
  - Have food safety skills and knowledge, related to the foods that are handled and processes undertaken by the business;
  - Be given authority by the business to manage and give direction on safe food handling to others within the business; and
  - Be ***reasonably available*** to supervise food handlers when engaging in prescribed activities.

Consistency inbuilt in Standard

Substantiating food safety management of prescribed activities

Record, for the purposes of this Standard, means a document or piece of evidence where information has been accurately documented and can be referred to later. Records can include:

- entries onto paper templates or captured electronically;
- standard operating procedures; or
- information on a template, invoice (e.g. a receipt temperature), graph from a ‘data logger’, or data recorded in any other way that allows the information to be captured, kept for the required amount of time, and produced when requested.

- Records should be made on each day the business is open and operating and should have date marking to identify when the record was made and which food, process or procedure the record relates to.
- The proposed standard requires records to be kept for at least 3 months after it was made.
- Records must be made available upon request to an authorised officer, therefore should be available at the business at any time the business is operating.

Some record templates are available in Appendix 8 of Safe Food Australia. Businesses can adapt templates to suit their business needs, as long as the record clearly demonstrates that the provision of the Standard is being met. Individual councils or state jurisdictions may also have record templates available.

Prescribed Provisions in Std 3.2.2A

Standard 3.2.2 Clause	Activity
subclause 5(3)	Receiving potentially hazardous food (PHF).
paragraph 6(2)(a)	Store PHF under temperature control (<5C or >60C).
paragraph 7(1)(b)(ii)	Processing food that includes pathogen reduction.
subclause 7(2)	When processing PHF not undergoing pathogen reduction, ensure food kept at a temperature that minimises growth.
subclause 7(3)	Cooling food 60-21C in 2hrs and then from 21-5C in 4 hrs.
subclause 7(4)	Reheating PHF to 60C or above.
paragraph 8(5)(a)	Display Ready to Eat food under temperature control (that is <5C or >60C).
paragraph 10(b)	Transporting PHF under temperature control.
clause 20	Cleaning & sanitising of equipment.

Implementation and Support

Support businesses and EHOs

How the tools will be used in a food business

- **Not a Food Safety Program**
- Controls identified in Standard 3.2.2, just enhancements
- Many Jurisdictions already have legislative requirements for these tools

Example

Category 1 Food Business Owner checks the new standard and sees that:

- His business needs to have a qualified Food Safety Supervisor (FSS), but he already has one because NSW already required it.
- His staff that prepare the meals (e.g. kitchen hands) will all need to complete a food safety course (FHT) that covers the specific topics in the standard (they can do this online). This training can be completed for free online.
- His business will also now have to have evidence (E) that shows how they are keeping food safe. This includes the standard operating procedures he already has, as well as records of temperature checks (for food storage, cooking and cooling), and cleaning and sanitising. These will help the owner ensure his business is taking food safety seriously and doing things correctly. The evidence will also help him show regulators he is complying with the standard.

How will the proposed standard be monitored and enforced?

- Compliance with the proposed standard will be monitored during routine food safety inspections or audits by authorised officers.
- Authorised officers will review records (where required), observe and ask questions to determine if a business is complying with the standard.
- It is not intended that additional inspections or audits will be required as a result of implementing the proposed standard, however it may mean that authorised officers need additional time at the business to complete their audit or inspection.

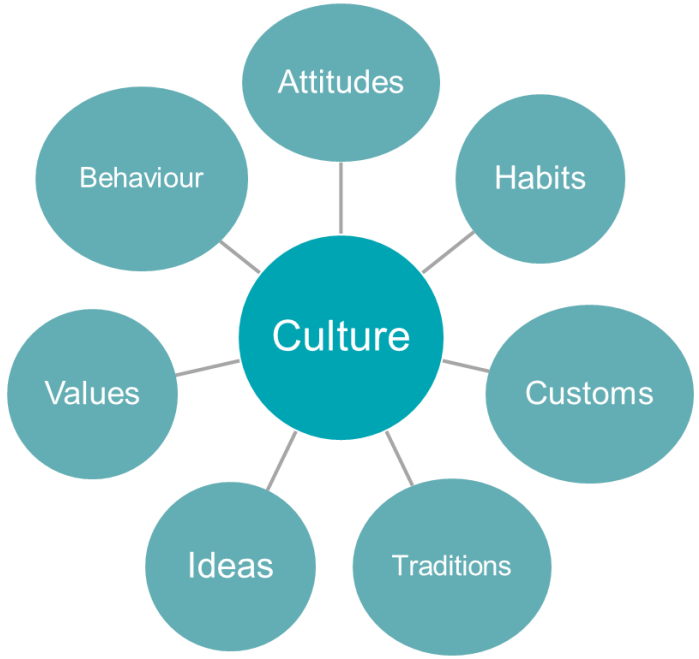
Additional capture

- Will also include Hospitals, aged care facilities and childcare centres that prepare and serve food as food service or caterers.
- These businesses are likely to have already implemented the tools required by the Standard as part of their food safety program requirements.

Non-regulatory tools

- Food Safety Culture
  - Focus on people as well as process

Leadership	As the owner, openly commit to making safe food the top priority throughout your business
Committed managers	Managers walk the talk, commit time and effort
Everyone contributes	The whole organisation believes making safe food is important and everyone plays a part
Everyone's accountable	Everyone understands that they are held responsible for ensuring food is safe
Knowing and doing right	More than training people — making sure they actually do the right thing, every time
Continual improvement	Be proactive — monitor what goes on, look for ways to improve, prevent problems happening in the future



- Education package
  - Identify any gaps
    - Including targeted education for category 3 businesses on temperature control
  - Simple messages and translations
  - Food businesses and regulators

Food Safety Culture

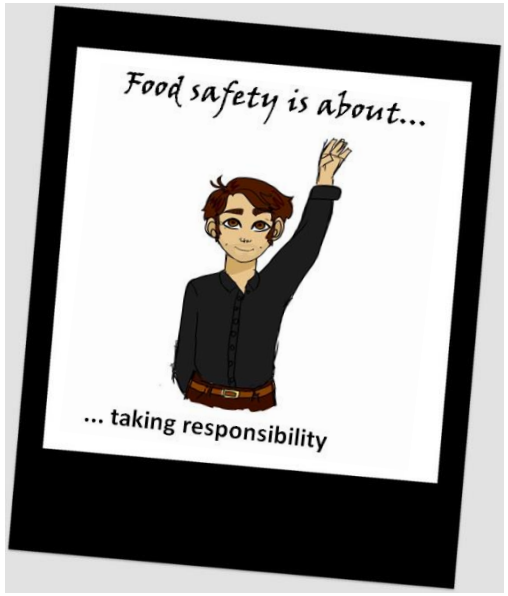
- How everyone (owners, managers and team members) thinks and acts in their daily job to make sure the food they make or serve is safe

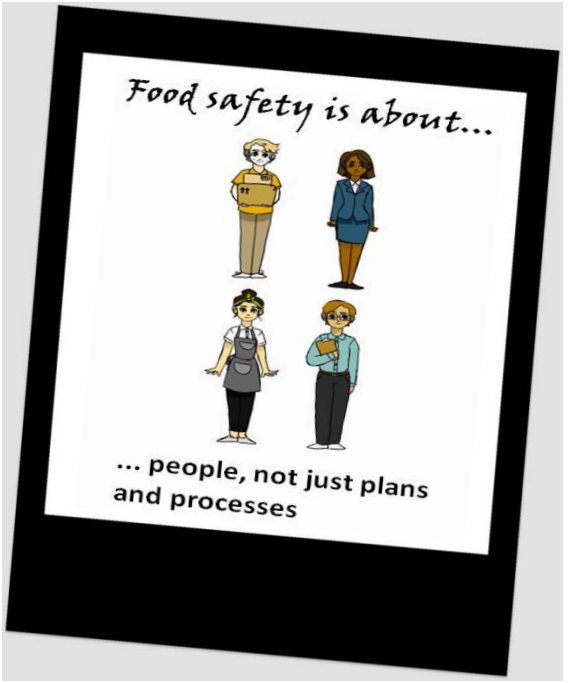
- More than training and processes
  - **Behaviour (values & beliefs)**

- Pride and commitment in safe product, every time

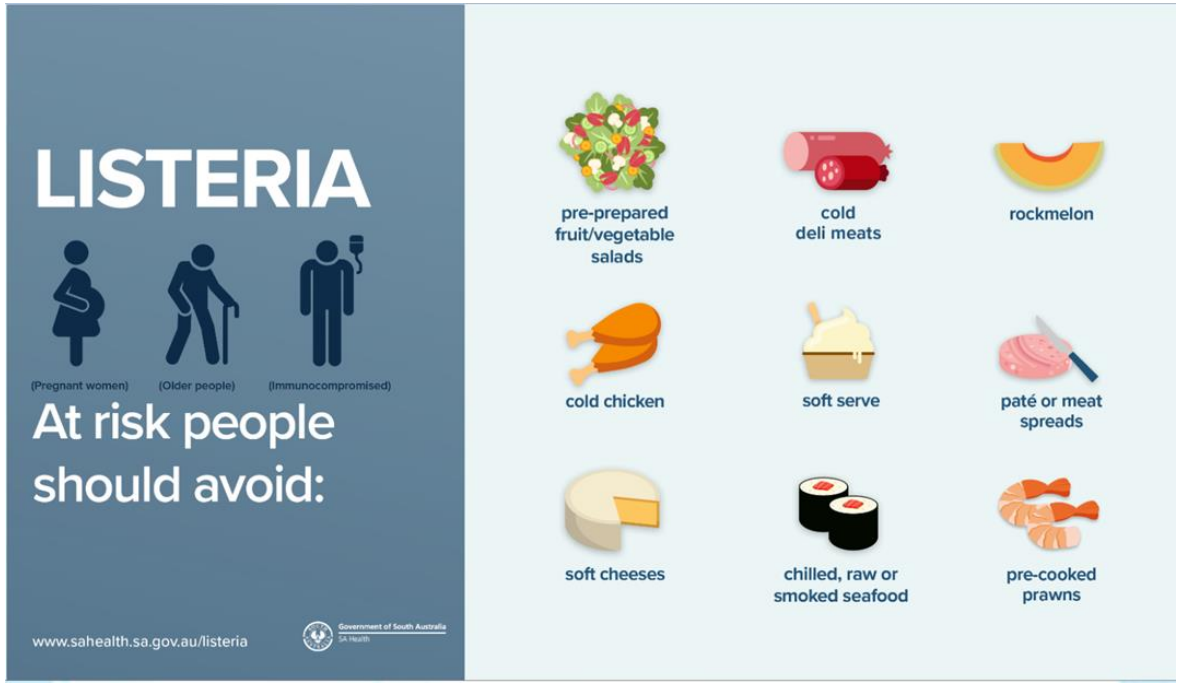
- What happens when no-one's watching

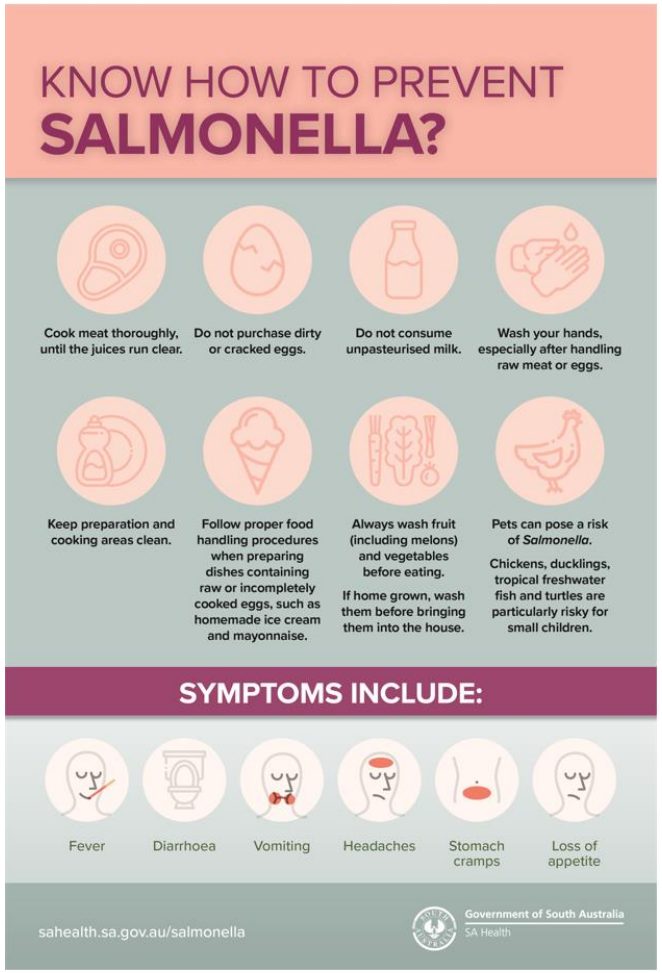
Simple Messages



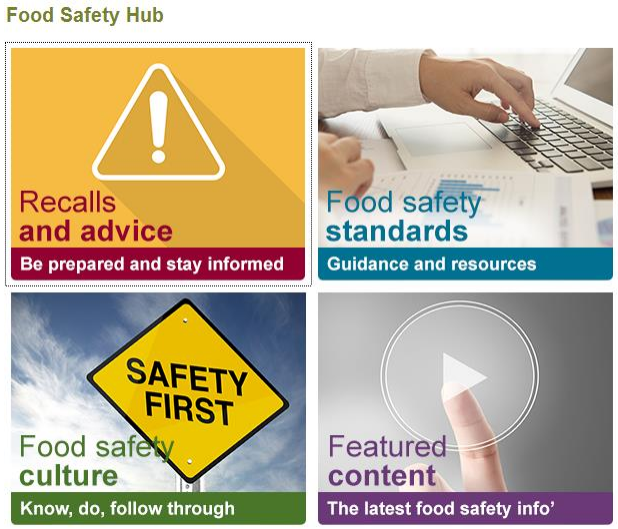


Infographics





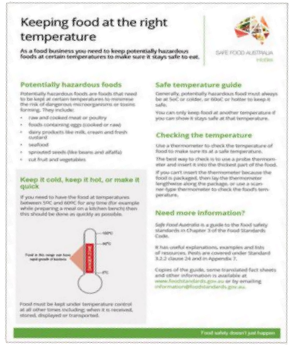
Resources



> FSANZ References

1. *Food Safety Hub*

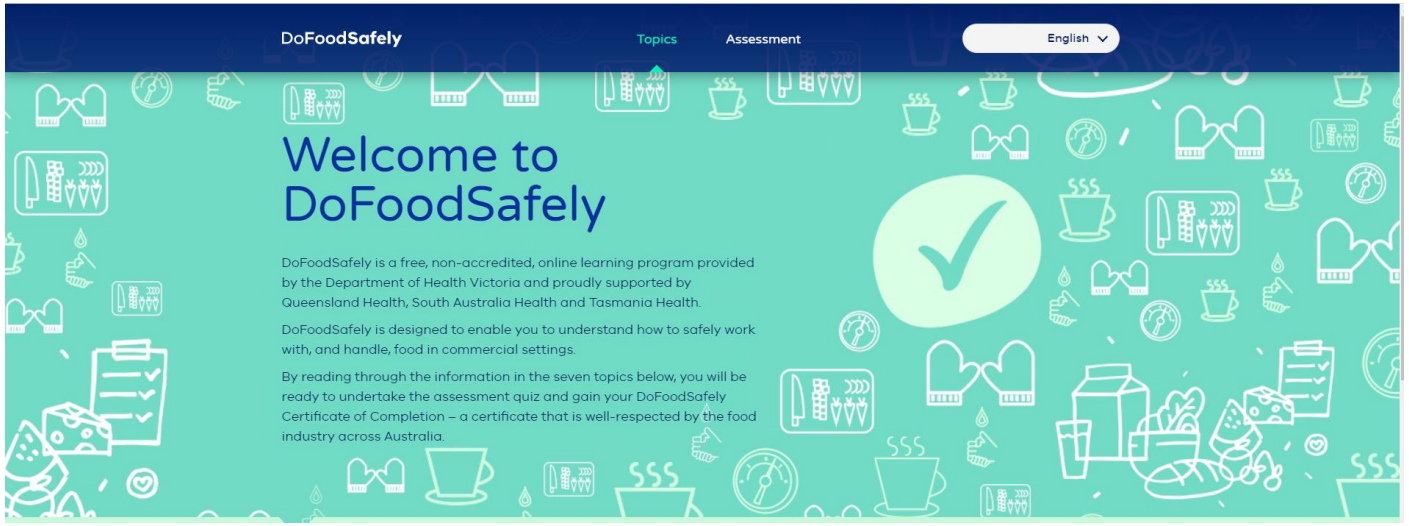
- http://www.foodstandards.gov.au/foodsafety/Pages/default.aspx



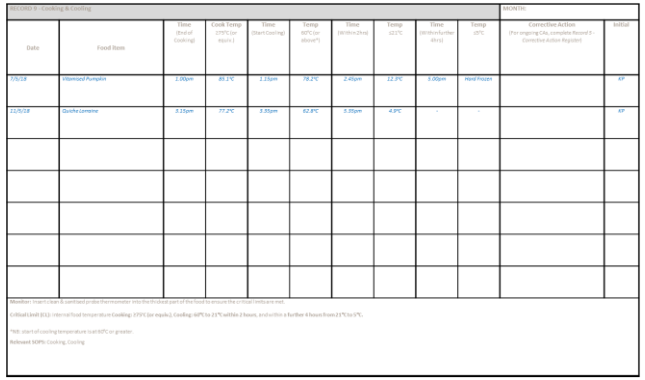
2. *Safe Food Australia 3rd Edition*

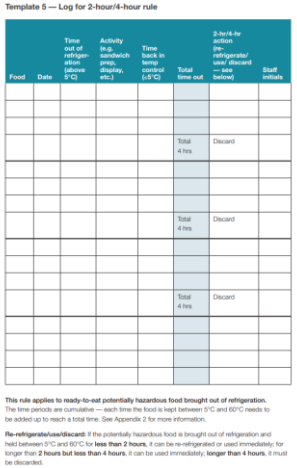
- Released Nov 2016
- Available on line in a mobile-friendly pdf format
- Intend to update for Std 3.2.2A implementation

Resources


DoFoodSafely
Topics
Assessment
English
Welcome to DoFoodSafely
DoFoodSafely is a free, non-accredited, online learning program provided by the Department of Health Victoria and proudly supported by Queensland Health, South Australia Health and Tasmania Health.
DoFoodSafely is designed to enable you to understand how to safely work with, and handle, food in commercial settings.
By reading through the information in the seven topics below, you will be ready to undertake the assessment quiz and gain your DoFoodSafely Certificate of Completion – a certificate that is well-respected by the food industry across Australia.

I'M ALERT
Are You ALERT?




Template 5 — Log for 2-hour/4-hour rule
This rule applies to ready-to-eat potentially hazardous food brought out of refrigeration.

Food Authority
Guideline to
Food Safety Supervisor
Requirements

Food safety supervisors
Food Act 2006
Queensland Government

FSANZ Animation – Food Safety Culture

Future of Food Safety

Questions ?
&
Thank you!

www.foodstandards.gov.au

Food.Standards

@FSANZnews

foodstandardsanz

Copyright

© Food Standards Australia New Zealand 2021

This work is copyright. You may download, display, print and reproduce this material in unaltered form only (retaining this notice) for your personal, non-commercial use or use within your organisation. Apart from any other use as permitted under the *Copyright Act 1968*, all other rights are reserved. Requests for further authorisation should be directed to information@foodstandards.gov.au