

Frantastic Food Safety Award Program

Frankston City Council has established a food business award program 'Frantastic Food Safety Award'. This award program provides you with the opportunity to showcase your commitment to providing customers with safe food. The overall purpose of this initiative is to ensure that food sold to consumers is safe. In addition to this, Council recognises that food proprietors must be supported to implement the requirements of the *Victorian Food Act 1984*.

The intention of the Award Program is to provide medium and high-risk food businesses (class 1 and 2) with an overview of their performance in relation to best practice standards and provide an incentive for a higher standard.

Frantastic Food Safety Awards will only be presented to those businesses considered excellent operators and leaders within our local food industry.

Promotional incentives for award winners are as follows:

- Display of a Frantastic Food Safety Award & window sticker for your business
- Considered for various media publicity in various Council publications
- Eligibility for a Finest Food Safety Award, four selected overall winners of this award will receive a Finest Food Safety plaque which will be presented to the winner by Council's Mayor and/or CEO. Winners of this award will also be considered for media publicity in various publications.

There are four classes of food premises, only Class 1 and Class 2 food businesses are eligible to receive an award as class 3 and 4 businesses are lower risk and not required to have a Food Safety Program or Food Safety Supervisor.

Class 1	Hospitals, child care centres and aged care services which serve high risk food
Class 2	Cafes, restaurants, coffee and dessert outlets, delicatessen's and other premises that handle unpackaged high risk food
Class 3	Convenience stores, green grocers and other premises that handle unpackaged low risk food or pre-packaged high risk food
Class 4	Newsagents, chemists and other premises that handle low risk pre-packaged food.

How to Achieve Frantastic Food Safety Award

To achieve an Award in your assessment, you must achieve an inspection result of “approved” and to achieve this you must have Less than 5 minor non-compliances in your inspection and officer discretion applies

Further criteria listed below to achieve your award:

1. Demonstrate compliance with your Food Safety Program. This includes the completion of all applicable food safety records. Completed records for the past three months must be available at the time of the assessment which will be unannounced
2. The business must have a qualified Food Safety Supervisor (FSS) who has met the required food safety competency standards/food safety training
3. The Food Safety Supervisor, proprietor or person in charge must demonstrate adequate knowledge in Food Safety during the assessment. This will be determined by the Environmental Health Officer (EHO) and includes business food safety practices on the day
4. At the conclusion of the assessment the business must have no major or critical non-compliances observed by the EHO. E.g. Unable to demonstrate how to adequately sanitise.
5. Have no substantiated complaints in relation to cleanliness, food handling, food adulteration or food poisoning matters in the previous 12 months from the assessment date
6. Businesses with a Non Standard Food Safety Program must have had an external food safety audit in the past 12 months and have not received any critical non-compliance in the previous 12 months from the assessment date
7. Allow entry and/or co-operate with the Environmental Health Officer at the time of the assessment

Grounds for Withdrawal of the Award

Food Businesses are required to maintain the high standard throughout the year and not just at the time of assessment. If it is found that standards are not being maintained, Frankston City Council reserves the right to withdraw the Award at any time.

Businesses that change hands/transfer registration throughout the year must remove from display any Award issued to a previous proprietor.

The Assessment Process

Environmental Health Officers will assess your food business in accordance with the ANZFA Food Standards Code requirements and best practice standards.

Environmental Health Officers will perform unannounced visits to your food business to ensure standards are maintained throughout the year. Unannounced inspections are important to ensure your business is maintaining a high standard throughout the year. If the inspection is unable to be unannounced then the officer must sight food handling practices for the business to be eligible for the award.

The assessment may take between 1 and 2 hours to complete. While we attempt to conduct inspections at reasonable times, sometimes this is not possible and we appreciate your cooperation.

The knowledge of the Food Safety Supervisor/proprietor or person in charge; will be assessed during the inspection through verbal questions and through work practices.

A written inspection report will be provided to you no later than close of business the following day. The report will outline any non-compliances and corrective actions to be carried out within specified time frames. A follow up inspection will be conducted within the specified time, where applicable.

If you are entitled to a Frantastic Food Safety Award it will be posted to you with your inspection report.

Appeals Process

If you disagree with the assessment result you are entitled to contact the Environmental Health Officer and discuss the reasons. If you still feel aggrieved by the decision you may put in writing the reasons why you disagree with the decision and direct your appeal to:

Coordinator Environmental Health

Frankston City Council

PO Box 490

FRANKSTON 3199

Your appeal will be considered by a review panel independent to the officer involved with your initial assessment. You will receive a written response outlining Council's final decision within 14 days.

The following General Food Safety Practices should be followed to assist you in achieving an award, further details can be found in your Food Safety Program

Food Receipt

- An Approved Food Supplier List must be kept and maintained as per your requirements in the Food Safety Program
- Food should only be accepted by businesses on your Approved Food Suppliers list as they registered under the *Food Act 1984*
- Potentially hazardous food should only be accepted if it is received under temperature control, (at or below 5°C, above 60°C or frozen solid)
- Eggs should be received clean and not cracked or broken
- Frozen food should only be received if frozen solid
- Food packaging should be clean, intact and undamaged
- Delivery vehicles should be regularly inspected for cleanliness and temperature
- All packaged food should be labelled in accordance with the Food Standards Code
- All food should be within 'best before' or 'use by' dates
- A record of food receipt should be kept in accordance with your Food Safety Program requirements

Food Storage/Display

- Potentially hazardous food must be stored/displayed under temperature control
- Frozen food should be stored below -15°C and be frozen solid
- The temperature of freezers, cold storage/display units and hot holding units should be checked and recorded at the frequencies specified in your Food Safety Program
- Cover all foods that are exposed to contamination
- Store ready to eat foods above or away from raw food
- Storing all foods off the floor
- Storing foods in clean, suitable storage containers
- Stock should be stored in a first in, first out principle
- All food should be within their 'best before' or 'use by' dates
- High-risk food should be date labelled to demonstrate safe stock rotation
- Chemicals must be stored separate to food storage areas
- Maintain food storage areas in a clean condition
- Pest activity should be checked regularly
- Probe thermometers should be checked for accuracy every six months at a minimum

Food Transportation

- Food should be protected from contamination during transport, by wrapping, packaging or enclosing food in suitable containers
- Potentially hazardous food must be transported under temperature control

Thawing

- Thaw food in the refrigerator or microwave
- Prepare food immediately after thawing in a microwave
- Protect food from contamination during thawing
- Thaw food completely prior to cooking

Preparation

- Wash all fruit and vegetables in clean water before use
- Eggs must be handled safely
- Separate raw and ready to eat foods
- Clean and sanitise equipment before each use
- Clean and sanitise chopping boards during food preparation and never place ready to eat foods on an unclean or pre-used chopping board
- Limit the time food remains in the Temperature Danger Zone – follow the 2/4 hours rule, see table below:

Less than two hours:	Food may be returned to a safe temperature
More than two hours but less than four hours:	Food must be used immediately or discarded
More than four hours:	Food must be thrown out

Cooking and Reheating

- Potentially hazardous foods that are to be cooked or reheated should reach a core temperature of 75°C or as per your Food Safety program
- Use a sanitised thermometer to check this temperature is reached

Cooling

- Cooked potentially hazardous food that is to be chilled should be cooled from 60°C to 21°C within the first two hours and then from 21°C to less than 5°C within the next four hours
- To cool larger quantities more rapidly, break down into smaller quantities with a larger surface area
- Do not put hot food straight from the oven into cold storage because it can cause the temperature inside the refrigerator, cool room or freezer to rise

Food Packaging

- Only use material that is fit for its intended use
- Only use material that is not likely to cause food contamination
- Ensure there is no likelihood that the food may become contaminated during the packaging process

Allergens

- Train staff on allergens and ensure that they can provide information to customers about the food and what ingredients and allergens are present
- Retain packaging from products that are not made on the premises
- Provide information on food displays and menus to ensure customers are aware of the allergens in the food products

Cleaning and Sanitising

- Adequately maintain the food premises; all fixtures, fittings and equipment must be to a standard where there is no accumulation of garbage, recycled matter, food waste, dirt, grease or other visible matter
- Food utensils and equipment that come in direct contact with food must be cleaned and sanitised before each use
- Follow the 6 steps to cleaning and sanitising:
 1. Pre-clean: scrape, wipe or sweep away food scraps and rinse with water
 2. Wash: use hot water and detergent to take off any grease and dirt. Soak if needed
 3. Rinse: rinse off any loose dirt or detergent
 4. Sanitise: use a sanitiser to kill any remaining bacteria
 5. Rinse: wash off sanitiser (if required by manufacturer's instructions)
 6. Dry: allow to air dry

Maintenance

- All equipment and appliances, including utensils, crockery, cutlery and containers should be maintained in a good state of repair
- Any defects should be scheduled for repair or replacement within a suitable time or immediately if the defect poses an immediate risk to food safety
- Fixtures, fittings and equipment must be easily and effectively cleaned
- Fixtures, fittings and equipment must be unable to absorb grease, food particles and water
- Fixtures, fittings and equipment must be made of a material that will not contaminate food
- Fixtures, fittings and equipment must not provide for the harbourage of pests

Water

There must be an adequate supply of hot and cold potable water to the premises' sinks, hand wash basins and dishwashers

Floors, walls and ceilings

Floors must be able to be effectively cleaned, unable to absorb grease, food particles or water, be laid so there is no pooling of water and be unable to provide shelter for pests

Lighting

Food premises must have a lighting system that provides sufficient natural or artificial light for activities conducted in the food premises

Ventilation

Food premises must have sufficient natural or mechanical ventilation to effectively remove fumes, smoke, steam and vapours from the food premises

Pest Control

Practicable measures to prevent pests entering the food premises must be taken. Some of these include:

Build Them Out

- Ensure all entry and shelter points (small cracks, holes, crevices) are sealed
- Doors leading outdoors should be kept closed when possible
- Food handling areas should be adequately protected from pest entry (sliding doors, insectocuters, fly strips)

Starve Them Out

- Keep food premises clean and store food in clean containers with tight fitting lids

Chase Them Out

- Regular inspections for pests should be conducted and immediate action should be taken if there is evidence of pests (eg. laying bait stations, employing a pest control operator)

Waste Disposal

- Waste and garbage can contaminate food, cause odours and attract pests.
- There should be a sufficient number of waste receptacles for the waste produced on the premises
- Waste should be removed from the premises when the bin is full or before
- Waste receptacles should be pest proof containers and covered with tight fitting lids when not in use
- There should be regular removal of waste from the rubbish storage areas

Waste Water

- All waste water must be disposed of through the sewer or septic system
- Waste water must not be disposed of via the storm water drain

Waste Oil Disposal

- All waste oil must be disposed so that it does not contaminate waterways or land. A contract with a waste oil collection company should be in place

Grease Trap

- If there is a grease trap on the premises, this must be maintained regularly to continue to operate effectively and avoid odour and possible contamination of the food premises

Hand Washing Facilities

- Hand washing facilities should be designated for the sole purpose of washing hands, arms and face and should be easily accessible to food handlers at all times.
- Hand washing facilities should be hands free, adequate in size and provided with liquid soap and paper towel
- Waste receptacles should be provided near by
- Hand washing facilities to staff toilets should be provided adjacent to toilets
- Hand washing facilities to staff toilets should be fully operational with water, liquid soap and paper towel or hand dryer

Washing and Sanitising Facilities

- A double bowl sink or a single bowl sink with an adequate dishwasher must be provided to allow dishes to be adequately washed and sanitised

Staff Health and Hygiene

- A food handler must take all reasonable measures not to handle food or surfaces likely to come in contact with food in a way that is likely to compromise the safety and suitability of the food
- Food handlers should cover cuts or wounds on their hands and arms with brightly coloured, waterproof bandages or strips. Disposable gloves should be worn over wounds on the hands and strips or bandages should be changed regularly
- A food handler who has symptoms of, is suffering or is a carrier of a food borne disease should:
 - Report this to their supervisor
 - Not engage in food handling where there is reasonable likelihood of the food being contaminated as a result of the disease
- A food handler suffering from a condition such as influenza, a bad cold or hayfever etc, should not handle food or do any work that may lead to the contamination of food
- Good personal hygiene is essential to ensure food is not contaminated. It is important that every person in a food handling area follows good personal hygiene practices

Personal Behaviour

- Food handlers should not eat, sneeze, blow or cough over unprotected food. They should not spit, smoke or use tobacco in food preparation areas
- Food handlers should not undertake any other unhygienic practices such as touching their nose, mouth or hair during food preparation

Personal Cleanliness

- Outer clothing must be clean and appropriate for the food handling being conducted
- Long hair is tied back
- Fingernails are short and clean
- Limited jewellery is worn (e.g. plain banded rings or sleepers)
- Uniforms are not worn outside
- Personal items and spare clothes are stored away from food preparation areas

Hand Washing

Food handlers should wash their hands before:

- Commencing or re-commencing handling food
- Immediately after going to the toilet
- Immediately after smoking, coughing, sneezing, using a handkerchief or tissue, eating drinking, or using tobacco or similar substances
- After touching hair, scalp or body
- Between handling raw and ready-to-eat food

Food Handling Practices

Food handlers should take all practicable measures to ensure that handling ready to eat foods with bare hands is minimised by the use of food handling utensils (tongs, spoons or disposable gloves) where possible

Food Safety Supervisor

A Food Safety Supervisor is a person who:

- Has a 'Statement of Attainment' that shows the required competencies from a Registered Training Organisation
- Has the ability to supervise food handling in the food premises
- Has the authority to supervise food handlers and ensure food handling is done safely
- Will ensure that the food handlers know how to handle food safely

Staff Training

- Induction training and ongoing supervisory training should be provided for new and existing staff
- Staff should be provided with information on allergens in food and be able to adequately respond to customers with respect to products containing allergens
- Information about allergens can be obtained from www.foodstandards.gov.au under Food Standards Code Mandatory Advisory Statements and Declarations, or contact the Environmental Health Unit
- Food Safety Supervisors should monitor staff food handling practices and re-train if necessary

Food Recalls

All food businesses must effectively remove from sale any food that may be unsafe

Retail

Retail food businesses must ensure that they adequately remove/isolate food on their premises that has been recalled. They must be able to identify recalled food by keeping the following information:

- Name and address of the supplier of the food
- Name and description of the food including batch numbers and date markings

A retail food business must ensure that when they are notified of a food recall by the media or an Environmental Health Officer that they:

- Remove any recalled food from sale
- Remove the food to a clearly designated area so that it cannot be used/sold
- Contact the supplier or distributor to organise collection

Manufacture, Wholesalers, Distributors or Importers

Businesses who manufacture, wholesale, distribute or import food may be required to implement a recall to remove unsafe food from sale. These businesses need to implement a recall in accordance with the ANZFA Food Industry Recall Protocol. An adequate recall should be able to stop the distribution and sale of the affected food and inform the public and appropriate authorities. A copy of the ANZFA Food Industry Recall Protocol can be obtained from <http://www.foodstandards.gov.au/industry/foodrecalls/firp/Pages/default.aspx>

Labelling of Pre-Packaged Food

- Pre-packaged food sold from the food premises must be labelled in accordance with FSANZ Food Standards Code labelling requirements
- Manufacturers and Wholesalers must also ensure the packaged food they sell is labelled in accordance with FSANZ Food Standards Code labelling requirements
- A copy of the 'Guide to Labelling of Packaged Food' may be obtained from Council's Environmental Health Unit

Calibration/Thermometer Accuracy

Food businesses must have an accurate probe thermometer to take temperatures. The thermometer must be:

- A digital probe thermometer
- Accurate to +/- 1.0°C
- Have a range of at least -20.0°C to +100.0°C
- Must not be glass

How to Take Temperatures

- The probe thermometer and other thermometers should be calibrated regularly
- The probe should be cleaned and sanitised prior to and between use
- The core temperature of food should be taken by inserting the probe into the food and waiting approximately 10-60 seconds until the temperature reading has stabilised
- If you are using a thermometer to measure hot and cold food, wait for the thermometer to return to room temperature
- If measuring the temperature of packaged food you can measure the surface temperature by placing the length of the probe between two packages

Calibration

To maintain the accuracy of the thermometer you need to calibrate it regularly, at least twice per year. To calibrate your thermometer you may use the manufacturer's instructions or the following methods:

Hot Temperature Testing (Boiling Point Calibration)

1. Boil tap water and place the thermometer temperature probe into boiling water
2. Wait for a few seconds to allow the temperature to stabilise
3. Write down the temperature of the thermometer. It should read 100°C. If the thermometer differs more than +/- 1.0°C it will need to be recalibrated, serviced or replaced. It may also require new batteries

Cold Temperature Testing (Ice Point Calibration)

1. Pour a mixture of 50 percent crushed ice and 50 percent cold water into a suitable container
2. Let the mixture stand for 5 minutes to allow the temperature of the mixture to become evenly distributed
3. Place the probe of the thermometer halfway into the mixture
4. Wait for approximately 2 minutes
5. Write down the reading on the thermometer. It should read 0°C. If the thermometer is more than +/- 1°C difference it will need to be recalibrated, serviced or replaced

Record Keeping

- All the records that are required to be kept as part of your Food Safety Program must be kept and stored on the premises at all times
- At least three months of records must be available for review during the assessment
- All aspects of the record sheets should be completed
- Your Food Safety Program must be on-site at all times
- Non-standard Food Safety Programs/QA Food Safety Programs must ensure that the business receives a food safety audit by an approved food safety auditor at least every 12 months, unless specified more frequently by the auditor

Food Safety Supervisor Competency

The following table provides a guide to the minimum competency standards for different food sectors for Food Safety Supervisors. Further information on Food Safety Supervisor requirements, including training courses and registered training organisations, can be found on the Department of Health website.

Hyperlink - <https://www.health.vic.gov.au/food-safety/food-safety-supervisors>

Food Sector	Minimum competency standard
<p>Food Processing Businesses such as food product manufacturers including flour mills, canneries, packers, bakers, breweries and wineries.</p>	<p>FDFFS2001A 'Implement the food safety program and procedures' Previous course code: FDFCORFSY2A 'Implement the food safety program and procedures'</p>
<p>Retail Businesses such as supermarkets, convenience stores, grocers, and delicatessens.</p>	<p>SIRRFSA001A 'Apply retail food safety practices' OR Use both units from the Hospitality Sector below</p>
<p>Take away and fast food businesses can be considered either retail or hospitality food businesses.</p>	<p>Previous course code: WRRLP6C 'Apply retail food safety practices'</p>
<p>Hospitality Businesses such as restaurants, cafes and hotels. Take away and fast food businesses can be considered either retail or hospitality food businesses.</p>	<p>SITXFSA101 'Use hygienic practices for food safety' SITXFSA201 'Participate in safe food handling' OR Use unit from the Retail Sector above Previous course codes: SITXOHS002A 'Follow workplace hygiene procedures' SITXFSA001A 'Implement food safety procedures' OR THHGHS01B 'Follow workplace hygiene procedures' THHBCC11B 'Implement food safety procedures'</p>
<p>Health Businesses such as hospitals.</p>	<p>HLTFS207C 'Follow basic food safety practices' HLTFS310C 'Apply and monitor food safety requirements'</p>

	<p>HLTFS309C 'Oversee the day-to-day implementation of food safety in the workplace' or HLTFS207B 'Follow basic food safety practices' HLTFS310B 'Apply and monitor food safety requirements' HLTFS309B 'Oversee the day-to-day implementation of food safety in the workplace' Previous course codes: HLTFS7A 'Follow basic food safety practices' HLTFS10A 'Apply and monitor food safety requirements' HLTFS9A 'Oversee the day-to-day implementation of food safety in the workplace'</p>
<p>Community Services Businesses such as childcare centres, nursing homes, hostels, and Meals on Wheels services.</p>	<p>Use all three units from the Health sector above.</p>
<p>Transport and Distribution Businesses such as warehouses.</p>	<p>Use relevant units from other sectors.</p>

Non-Compliances

Critical non-compliance: A situation that poses a serious threat to public health. This includes an immediate risk of unsafe food being sold or if allowed to continue will result in unsafe food being sold

Major Non-Compliance: A deficiency or breach that does not in a particular case pose an (immediate) serious threat to public health at the time at which it has been identified, but which may pose such a threat if no remedial action is taken; or any other serious breach of the *Food Act* or *Food Standards Code*

	Example of Major and Critical Non-Compliance
	Food delivered at incorrect temperatures that allow the growth of pathogens to levels that may cause illness
	<p>Food stored at incorrect temperatures for sufficient time to allow growth of pathogens to levels that may cause illness</p> <p>Food stored past its use by date</p>

	Example of Major and Critical Non-Compliance
	Ready to eat food that is stored in such a way that it has been cross-contaminated
	Unclean or un-sanitised food contact surfaces that have contaminated foods Food prepared out of temperature control for sufficient time to allow growth of pathogens to unsafe levels
	Food that requires thorough cooking, but has not been thoroughly cooked. 75°C is the critical limit
	Cooked food not cooled effectively and where sufficient time has allowed growth of pathogens to levels that may cause illness. Cooling from 60°C – 21°C in first two hours and 21°C – <5°C in the next four hours, is the critical limit
	Food displayed at incorrect temperatures for sufficient time to allow growth of pathogens to unsafe levels Displayed food for sale past its use by date
	Food handlers with illness or like symptoms, handling food in a manner that may have contaminated that food
	Evidence of pest infestation that may result in food contamination
	Food premises, fixtures, fittings or equipment are in a state of disrepair that may result in food contamination

Disclaimer

The Frantastic Food Safety Award is a reflection of the premises and operations on the day of the assessment only. The food safety award, unless reviewed during the year only lasts for one year. Frankston City Council gives no warranty as to the condition of the premises or the condition or quality of the food or standard of operation at any time. Frankston City Council disclaims any liability (including negligence) to any persons or body in respect to any consequence as a result of reliance upon this information.