

## Section 5: Our Standard Procedures

This section covers our normal procedures for ensuring food safety.

These procedures are summarized in the Kitchen Guidelines displayed in the church kitchen and distributed to all kitchen users and user groups.

### Our Standard Action and Procedures

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*We recognise that we need to take all reasonable precautions to ensure that all helpers know and follow safe food procedures in all they do in relation to food.*

## Note regarding non-church groups that hire our kitchen facilities:

We cannot monitor food handling and/or preparation practices for outside groups that use our kitchen.

Two main concerns expressed by our church volunteers:

### 1. "Our kitchen & equipment will not be clean when we use it"

ANSWERS:

- The *bottom line here* is that we must make sure that everything we use is clean before we use it. If we suspect that it is not, then we will need to clean and sanitise it prior to use.
- It is probably safest to assume at any given time that the benches we are going to use are not clean and wipe and sanitise them before use.

### 2. "We might be liable for any food poisoning at their events"

ANSWERS:

- They have a responsibility to have a planned method of providing safe food in the same way as we do. If they are selling food, our church should ask them to register with the council as a separate food 'entity', this will ensure that their responsibility is clear to them as well as keeping things clear to everyone else.
- We will not be held liable for any failing on their behalf to provide safe food if we have taken all reasonable precautions.
- We will provide them with some assistance. Its about working together and encouraging them to be proactive as well as us. We will provide:
  - A set of guidelines about the use of the Kitchen. They are to supply their own tea towels.
  - Sanitiser in spray bottles readily available
  - Vinyl aprons – to be sanitised after use.
  - Soap and paper towel for hand washing
  - Food safety posters displayed prominently

1. Food Handling Actions	How will this work in our organisation?
<b>1.1 Buying food supplies</b>	
<ul style="list-style-type: none"> <li>Raw materials will be purchased from reputable suppliers only. This will be a registered business with professional premises.</li> </ul>	<p>Home Cooking Guidelines including the purchase and storage of ingredients, are provided to all relevant groups and everyone who prepares food at home.</p> <p>Food Transport Guidelines for those who transport food in private cars are provided to all groups and drivers involved.</p> <p>Food is transported as quickly as possible to the place where it will be stored under temperature control.</p> <p>Food safety is discussed as part of the planning for all food activities which we undertake.</p>
<ul style="list-style-type: none"> <li>Potentially hazardous food will be purchased at 5°C or less. This will feel cold to touch and many cold displays have dial thermometers in them for you to check.</li> </ul>	
<ul style="list-style-type: none"> <li>Use-by dates will be checked to ensure food is consumed within the recommended period.</li> </ul>	
<ul style="list-style-type: none"> <li>Frozen food will not be purchased unfrozen. This will feel rock hard.</li> </ul>	
<ul style="list-style-type: none"> <li>Items will be inspected to ensure packages are not damaged and food is undamaged and uncontaminated. Cans should not be dented, rusty or swollen, fruit and vegetables should be firm and undamaged and there should be no strange smells associated with any food.</li> </ul>	
<ul style="list-style-type: none"> <li>Only foods with correct labelling (in English) will be purchased. All ingredients should be listed on the label.</li> </ul>	
<ul style="list-style-type: none"> <li>Refrigerated and frozen foods should be selected last, kept together and will be moved to appropriate cold storage as soon as possible.</li> </ul>	

1. Food Handling Actions	How will this work in our organisation?
1.2 Storage	
<ul style="list-style-type: none"><li>Food will be transported to storage as quickly as possible</li></ul>	Kitchen Guidelines, including storage instructions, are displayed in the kitchen, and are distributed to all groups and helpers.
<ul style="list-style-type: none"><li>Refrigerated food will be stored at 5°C or below</li></ul>	
<ul style="list-style-type: none"><li>Frozen food will be stored at -18°C or below.</li></ul>	Home Cooking Guidelines, including the purchase and storage of ingredients, are provided to all relevant groups and everyone who prepares food at home.
<ul style="list-style-type: none"><li>Hot food will be held at 60°C or above.</li></ul>	
<ul style="list-style-type: none"><li>Dry non-potentially hazardous food will be stored in sealed containers stored off the ground</li></ul>	Temperature records for fridge and freezer will be maintained by the Careful Kitchen Crew. Action will be taken immediately if temperatures are not within limits, by adjusting the settings or calling a refrigeration mechanic.
<ul style="list-style-type: none"><li>Temperatures of food stored in freezers, refrigerators and bain-maries will be measured and recorded on a regular basis.</li></ul>	
<ul style="list-style-type: none"><li>Food will be stored so that cross contamination is avoided. This means that cooked food must not be stored below raw food, all cooked food should be covered and that all food types should be separated.</li></ul>	Food storage in the church kitchen is minimised, so that only long shelf-life foods are stored in labelled cupboards for use by specific groups.
<ul style="list-style-type: none"><li>Food will be stored so that chemical and physical contamination is avoided.</li></ul>	
<ul style="list-style-type: none"><li>Any frozen food which has been thawed or has begun to thaw must be used immediately or thrown away. It must not be re-frozen.</li></ul>	The fridge-freezer is monitored weekly, and any out-of-date or suspect foods are removed. Any potentially hazardous foods left in the fridge or freezer must be covered and labelled.
<ul style="list-style-type: none"><li>Any potentially hazardous food which has reached 5°C or warmer for less than four hours is to be used immediately. If at 5°C or warmer for longer than 4 hours, throw it away.</li></ul>	
<ul style="list-style-type: none"><li>Helpers will be encouraged to ensure that all food is used at the activity for which it has been prepared or taken home. If left-overs are to be stored in the church fridge, they must be stored separately in a sealed container, clearly labelled with a contact name, phone number, date of storage, contents and instructions for use. Left-over milk may be retained and will be used according to use-by date.</li></ul> <p>If in doubt, throw it out!</p>	All food storage areas are cleaned regularly.
<ul style="list-style-type: none"><li>Food will not be used if the use-by-date has expired.</li></ul>	
	Food safety is discussed as part of the planning for all food activities which we undertake.
	Dept. Human Services Food Safety Victoria brochure “Safe Food Storage and Display” distributed to helpers at annual training session.

1. Food Handling Actions	How will this work in our organisation?
<b>1.3 Food Preparation</b>	
<ul style="list-style-type: none"> <li>• All vegetables will be washed in drinkable water.</li> </ul>	<p>Kitchen Guidelines, including food preparation instructions, are displayed in the kitchen, and are distributed to all groups and helpers.</p> <p>Helpers doing food preparation will have done some food safety training and/or be under the supervision of a Food Event Coordinator.</p> <p>Dept. Human Services Food Safety Victoria brochure “Hygienic Food Preparation and Handling” distributed to helpers at annual training session.</p> <p>If using gloves, helpers will be reminded that all gloves do is replace your skin as the contact surface. You need to use the same sense of cleanliness as if you were not wearing them, ie. Change gloves as often as you would wash your hands!</p> <p>Throw away any food where there is any chance of contamination or cross-contamination.</p> <p>Monitor how people prepare food and make changes to improve procedures. Retrain people where necessary.</p> <p>Food safety is discussed as part of the planning for all food activities which we undertake.</p>
<ul style="list-style-type: none"> <li>• Frozen food will be thawed in the microwave or refrigerator. Thawed food will be cooked as soon as possible.</li> </ul>	
<ul style="list-style-type: none"> <li>• Hands will be washed properly before touching food.</li> </ul>	
<ul style="list-style-type: none"> <li>• Food handling utensils, eg. spoons, tongs, etc. or gloves will be used wherever possible.</li> </ul>	
<ul style="list-style-type: none"> <li>• Separate clean dry utensils and chopping boards will be used for raw and cooked foods.</li> </ul>	
<ul style="list-style-type: none"> <li>• Potentially Hazardous Food will not be left out of refrigeration for more than 2 hours.</li> </ul>	
<ul style="list-style-type: none"> <li>• After addition of marinade, food will be stored in the refrigerator. Marinade will not be used to baste cooking meat.</li> </ul>	
<ul style="list-style-type: none"> <li>• Only enough food will be handled that the food does not remain out of refrigeration for more than 2 hours.</li> </ul>	
<ul style="list-style-type: none"> <li>• Food will be kept covered as much as possible.</li> </ul>	
<ul style="list-style-type: none"> <li>• Change any wiping cloths frequently and clean and rinse after each use.</li> </ul>	
<ul style="list-style-type: none"> <li>• Perishable food will be prepared as quickly as possible; preparation process will not be interrupted except where planned.</li> </ul>	
<ul style="list-style-type: none"> <li>• Vinyl aprons are provided – to be worn during food preparation. They are to be sanitised after use.</li> </ul>	
<ul style="list-style-type: none"> <li>• No animals are permitted in food preparation areas including guide dogs.</li> </ul>	
<ul style="list-style-type: none"> <li>• If DISPOSABLE GLOVES are to be used, helpers will:             <ul style="list-style-type: none"> <li>– Wash hands before putting them on</li> <li>– Make sure that gloves fit you well. If not, they may tear.</li> <li>– Change them whenever they change what they are doing</li> <li>– Change them if they touch anything which is not clean including money, cupboard handles, door handles.</li> <li>– Remove them when they are leaving the kitchen or food preparation area</li> <li>– Change them regularly to avoid build-up of perspiration and germs, particularly on hot days</li> <li>– Keep away from hot surfaces</li> </ul> </li> </ul>	

1. Food Handling Actions	How will this work in our organisation?
<b>1.4 Cooking</b>	
<ul style="list-style-type: none"> <li>Food will be cooked thoroughly. Soups and stews will boil for at least 5 minutes and meat will be cooked until the juices run clear from the thickest joint.</li> </ul>	<p>Kitchen Guidelines, including food preparation instructions, are displayed in the kitchen, and are distributed to all groups and helpers.</p> <p>Home Cooking Guidelines are provided to all relevant groups and everyone who prepares/cooks food at home.</p> <p>Dept. Human Services Food Safety Victoria brochure “Hygienic Food Preparation and Handling” distributed to helpers at annual training session.</p> <p>A digital probe thermometer is located in the church kitchen for checking temperatures. If the temperature of food has not reached 75°C, it should be returned to the cooker until it does.</p> <p>Food safety is discussed as part of the planning for all food activities which we undertake.</p>
<ul style="list-style-type: none"> <li>Check the internal temperatures of cooking foods to ensure that they reach 75°C.</li> </ul>	
<ul style="list-style-type: none"> <li>All vegetables will be thoroughly washed before cooking</li> </ul>	
<ul style="list-style-type: none"> <li>Once cooked, food should be served or kept at 60°C or hotter.</li> </ul>	
<ul style="list-style-type: none"> <li>Helpers will not taste food without an appropriate utensil and this will be washed immediately after use</li> </ul>	
<b>1.5 Cooling</b>	
<ul style="list-style-type: none"> <li>Food must cool from 60°C to 21°C within 2 hours and 5°C or less within a further 4 hours. Food will be placed in fridge once it has stopped steaming.</li> </ul>	<p>A digital probe thermometer may be used to check the temperature of food as it cools.</p> <p>All food donated for Leisure Time is labelled and includes a cooling record.</p> <p>Food safety is discussed as part of the planning for all food activities which we undertake.</p>
<ul style="list-style-type: none"> <li>Cooling of soup requires close temperature monitoring during the cooling process. To achieve best and safest practice, any bulk food such as soup or rice may need to be decanted into shallow metal containers.</li> </ul>	
<ul style="list-style-type: none"> <li>Cover food as soon as possible.</li> </ul>	
<ul style="list-style-type: none"> <li>Food should be allowed to cool before being placed in the refrigerator, otherwise it will raise the temperature in the fridge and cause problems with other food stored in there.</li> </ul>	

1. Food Handling Actions	How will this work in our organisation?
<b>1.6 Labelling, packaging and display of home-cooked foods</b>	
<ul style="list-style-type: none"> <li>• Labelling will include the name or some identifier of the person who made the item, the date that the item was cooked/prepared and a list of all ingredients.</li> </ul>	
<ul style="list-style-type: none"> <li>• The label will also include a warning about refrigeration if this is required and a note that the item should be consumed within 24 hours if it contains fresh cream and that frozen foods should be moved to appropriate cold storage as soon as possible.</li> </ul>	
<ul style="list-style-type: none"> <li>• Packaging material is suitable for use and will only be used once.</li> </ul>	
<ul style="list-style-type: none"> <li>• Packaging material will be stored so that it is unlikely to become contaminated before use.</li> </ul>	<div data-bbox="1037 463 1524 607" style="border: 1px solid black; padding: 5px; text-align: center;"> <p><b>Delicious Plum Jam</b> 250gm Made by bc SmallBiz Enterprises on 2/2/99 Ingredients: Plums, Sugar, Pectin, Orange Peel</p> </div> <p><i>A sample of a good label</i></p> <p>Food safety is discussed as part of the planning for all food activities which we undertake.</p>
<ul style="list-style-type: none"> <li>• Helpers will not lick their fingers while packaging food.</li> </ul>	
<ul style="list-style-type: none"> <li>• All food displayed will be kept at an appropriate temperature.</li> </ul>	
<ul style="list-style-type: none"> <li>• Any unpackaged ready-to-eat food will be displayed in a manner that protects it from contamination by customers.</li> </ul>	
<ul style="list-style-type: none"> <li>• All food displayed will be supervised by the event coordinator so that any food suspected of being contaminated can be immediately removed.</li> </ul>	
<ul style="list-style-type: none"> <li>• See layout plan for outside stalls selling hot food in 12. Special arrangements for annual fete &amp; sausage sizzles</li> </ul>	
<ul style="list-style-type: none"> <li>• All food served to a customer and returned will be discarded unless the item was completely wrapped and the wrapping has not been disturbed.</li> </ul>	



1. Food Handling Actions	How will this work in our organisation?
<b>1.7 Donated Food</b>	
<ul style="list-style-type: none"><li>A record of all donated food will be kept including name and item donated and date received.</li></ul>	<i>A Donated Food Register will be kept by the Food Event Coordinator for all home cooked food donated for sale – see example in Forms section.</i>
<ul style="list-style-type: none"><li>A separate record will be kept for each stall to enable easy access by the stall holder/coordinator.</li></ul>	
<b>1.8 Distribution/Transporting of Food</b>	
<ul style="list-style-type: none"><li>Cold food will be transported under refrigeration or in insulated boxes. Ice, iced water or condensation from cold packs will not contact food.</li></ul>	Food Transport Guidelines for those who transport food in private cars are provided to all groups and drivers involved.  Dept. Human Services Food Safety Victoria brochure “Hygienic Food Preparation and Handling” distributed to helpers at annual training session.  Food safety is discussed as part of the planning for all food activities which we undertake.
<ul style="list-style-type: none"><li>Potentially hazardous food will not be between 5°C and 60°C for more than 2 hours once chilled.</li></ul>	
<ul style="list-style-type: none"><li>The vehicle will be clean and any spillage will be cleaned up immediately.</li></ul>	
<ul style="list-style-type: none"><li>No animals or toxic chemicals will be in the vehicle with the food.</li></ul>	
<ul style="list-style-type: none"><li>Non potentially hazardous foods will be transported in clean, lidded containers.</li></ul>	
<ul style="list-style-type: none"><li>Hot food will be transported in insulated boxes and the temperature must not be below 60°C for more than 30 minutes.</li></ul>	
<b>1.9 Reheating</b>	
<ul style="list-style-type: none"><li>Core temperature of food will reach 70°C or more for at least 2 minutes during reheating. Alternatively, food such as soup will be reheated so it boils for 5 minutes.</li></ul>	Food safety is discussed as part of the planning for all food activities which we undertake.
<ul style="list-style-type: none"><li>Reheating process will be completed within 2 hours after start.</li></ul>	A digital probe thermometer will be used to check reheating temperature. Temperatures recorded on food labels for Leisure Time reheating.
<b>1.10 Single Use Items – disposable plates, cutlery, serviettes</b>	
<ul style="list-style-type: none"><li>All single use items will be used only once</li></ul>	Food safety is discussed as part of the planning for all food activities which we undertake.
<ul style="list-style-type: none"><li>These items will be stored and displayed in closed containers to prevent contamination.</li></ul>	
<ul style="list-style-type: none"><li>These items will not be used if they are suspected of being contaminated</li></ul>	



2. Cleaning Actions	How will this work in our organisation?
<b>2.1 Standard Procedures for Washing Up and Cleaning</b>	
<ul style="list-style-type: none"> <li>• Preclean - pick up or scraping of scraps and rubbish.</li> <li>• Detergent application with water - correct contact time and concentration (follow instructions), hot water.</li> <li>• Thorough rinsing with clean water - residual detergent reduces the effectiveness of the sanitiser.</li> <li>• Sanitising - correct contact time and concentration (follow instructions) and very hot water to kill germs.</li> <li>• Final rinse and dry (depends on the type of sanitiser used) - ensure drying is as rapid as possible. If using tea towels for drying, they must be clean and changed often.</li> <li>• USE OF DISHWASHER – the commercial dishwasher should be used for any large quantities of washing up.</li> </ul>	<p>Kitchen Guidelines, including Cleaning and Sanitation instructions are displayed in the kitchen, and are distributed to all groups and helpers.</p> <p>Home Cooking Guidelines are provided to all relevant groups and everyone who prepares/cooks food at home so that similar cleaning standards will be met in home kitchens.</p> <p>Instructions for use of the dishwasher are affixed to the wall. All user groups are encouraged to use the dishwasher. Training in its use is readily available from the Careful Kitchen Crew.</p> <p>Dept. Human Services Food Safety Victoria brochure “Hygienic Food Preparation and Handling” distributed to helpers at annual training session.</p> <p>Food safety is discussed as part of the planning for all food activities which we undertake.</p>
<b>2.2 Irregular Events</b>	
<ul style="list-style-type: none"> <li>• Utensils will be washed as soon as possible after use in clean, warm soapy water and rinsed in clean water.</li> <li>• Utensil washing facilities will be used only for washing utensils.</li> <li>• If an inside sink/basin is not available:</li> <li>• All waste water will be kept in the holding container or tank provided.</li> <li>• Disposal of all waste water will be made into a sewer or other approved outlets. No waste water will to be tipped out at any other point because this can attract vermin.</li> </ul>	<p>Stall helper guidelines set out instructions for irregular events.</p>

## What can I use as a *sanitiser*?

Cleaning is removing unwanted visible material such as grease, food, dust, stains and other contaminants including smells and tastes.

Sanitising is the killing of food poisoning bacteria, or reducing them to a minimum level.

You should sanitise:

- \_ Benches and surrounds
- \_ Chopping Boards
- \_ Utensils and crockery
- \_ Taps and cupboard handles
- \_ Before an event

## What should I use?

You can use:

- \_ Water above 70°C in temperature. This is mainly washing in a dishwasher because washing temperatures far exceed this level. Hot water in sinks rapidly cools so this is not a viable option.
- \_ Diluted Bleach with no scents or other additives – 12mls in a 9-litre bucket or 1 teaspoon in a standard spray bottle. This deteriorates quite quickly so it should be made fresh prior to each event. The sanitiser should contact the surface or utensil for at least 30 seconds. The bleach, as with all inedible chemicals, should be stored away from food.
- \_ Commercially available sanitizers which indicate that they are intended for food utensil cleaning.

You should not use the following because they are or may be poisonous:

- \_ Eucalyptus or Tea Tree Oil
- \_ Products not designated as food utensil cleaning agents
- \_ Disinfectants

## How should I apply a sanitiser?

**Make sure surfaces are clean. Sanitisers react with food scraps and dirt and then don't work.**

A good way to keep sanitising solutions out of the way and yet easily useable is to have them in spray bottles clearly labelled. The instructions for making up new solutions should be clearly provided on the bottle. Sanitizers should be stored out of the food preparation area but within easy access.

## Cleaning procedures for specific equipment and kitchen structures:

Cleaning Procedure	Cleaning Schedule
<b>Walls, cupboards, circulating fans and light fittings in food preparation areas</b>	
Undertaken regularly Requires clean cloths, brush, bucket and detergent. <i>Don't forget to start at the top and work down.</i>	Tasks are undertaken by church volunteers:  - Quarterly working bee  - Weekly kitchen monitoring by Careful Kitchen Crew
Process:  1. Remove dry soil.  2. Wash with warm water and detergent.  3. Rinse with clean water or air dry.  4. Inspect area to verify cleanliness.	
<b>Ovens, microwaves, pie warmers</b>	
Undertaken after each major use. Requires scraper, brush, clean cloths used and detergent <i>Don't forget to start at the top and work down.</i>	Tasks are undertaken by church volunteers:  - Quarterly working bee  - Weekly kitchen monitoring by Careful Kitchen Crew
Process:  1. Remove dry soil.  2. Remove all detachable pieces.  3. Wash with warm water and detergent.  4. Soak detachable pieces.  5. Rinse with clean water.  6. Inspect item to verify cleanliness.	
<b>Refrigeration units, freezers &amp; storage areas</b>	
Undertaken monthly or after spills. Requires brush, clean cloths, bucket, detergent and sanitiser. Freezer defrosted every 2 <sup>nd</sup> month or as needed. <i>Don't forget to start at the top and work down.</i>	Tasks are undertaken by church volunteers:  - Quarterly working bee  - Weekly kitchen monitoring by Food Safety Supervisors
Process:  1. Remove dry soil.  2. Wash with warm water and detergent.  3. Rinse with clean water.  4. Apply sanitiser.  5. Rinse with clean water or air dry.  6. Inspect area to verify cleanliness.	

Canopy hood and/or exhaust fan.	
Undertaken annually (infrequent use) Requires clean cloths, brush, bucket and detergent. <i>Don't forget to start at the top and work down.</i>	Tasks are undertaken by church volunteers:  - Quarterly working bee  - Weekly kitchen monitoring by Food Safety Supervisors
Process:  1. Remove dry soil. 2. Wash with warm water and detergent. 3. Rinse with clean water 4. Inspect area to verify cleanliness	
Dishwasher	
Upper filters to be cleaned after every use. Tank emptied, rinsed and wiped clean.	Tasks undertaken by kitchen helpers after each use.
Thorough clean of all filters, tank and spray arms. Process: Follow cleaning instructions as per checklist provided.	Tasks undertaken by Careful Kitchen Crew every second month or as needed.
Work benches, storage shelves and counters	
Undertaken at the start and the end of each day and after spills Requires scraper, brush, clean cloths, detergent and sanitiser. <i>Don't forget to start at the top and work down.</i>	Tasks are undertaken by church volunteers:  - Food Event Coordinator  - Quarterly working bee  - Weekly cleaning roster  - Weekly kitchen monitoring by Food Safety Supervisors
Process:  1. Remove dry soil. 2. Wash with warm water and detergent, ensuring correct concentration. 3. Rinse with clean water. 4. Apply sanitiser, ensuring correct concentration and contact time. 5. Rinse with clean water or air dry. 6. Inspect area to verify cleanliness.	

Utensils, cutting boards and other cooking equipment	
Undertaken after each use. Requires brush, clean cloths used, detergent and sanitiser	Tasks are undertaken by church volunteers during and after each food event
Process before each use: <div>1. Throw out any cracked or chipped utensils and crockery.</div> <div>2. Clean and sanitise utensils and crockery as appropriate.</div> Process after each use: <div>1. Remove any food particles.</div> <div>2. Wipe with clean cloth using warm water.</div> Process at the end of the day: <div>1. Remove dry soil.</div> <div>2. Wash with warm water and detergent.</div> <div>3. Rinse with clean water.</div> <div>4. Apply sanitiser.</div> <div>5. Air dry.</div> <div>6. Inspect items to verify cleanliness.</div>	
Waste containers	
Plastic liners used, which are replaced after each food event. Cleaning of indoor bins undertaken weekly and after spills. Requires brush, bucket and detergent	Tasks are undertaken by church volunteers: <div>- Quarterly working bee</div> <div>- Food Event Coordinator</div> <div>- Weekly kitchen monitoring by Food Safety Supervisors</div>
Process: <div>1. Remove dry soil with brush.</div> <div>2. Wash with warm water and detergent.</div> <div>3. Scrub with clean brush.</div> <div>4. Rinse with clean water.</div> <div>5. Inspect items to verify cleanliness.</div>	

<b>Garbage area, wheelie bin</b>		
Undertaken quarterly and after evidence of spills/leaks. Requires brush, brush, bucket and detergent		Tasks are undertaken by church volunteers:
Process: 1. Remove dry soil. 2. Apply detergent and wash. 3. Rinse with clean water. 4. Inspect area to verify cleanliness.		<ul style="list-style-type: none"> <li>- Quarterly working bee</li> <li>- Weekly kitchen monitoring by Food Safety Supervisors</li> </ul>
<b>Floors in food preparation areas</b>		
Undertaken at the end of each day and after spills. Requires broom, kitchen mop, bucket and detergent		Tasks are undertaken by church volunteers:
Process: 1. Remove dry soil with broom. 2. Rinse with warm water. 3. Apply detergent and scrub with clean broom. 4. Rinse with clean water or air dry. 5. Inspect area to verify cleanliness.		<ul style="list-style-type: none"> <li>- Quarterly working bee</li> <li>- Food Event Coordinator</li> <li>- Weekly kitchen monitoring by Food Safety Supervisors</li> </ul>
<b>Cleaning equipment</b>		
Undertaken after each use or as needed. Requires brush, clean cloths used, detergent and sanitiser		Tasks are undertaken by church volunteers:
Process: 1. Remove dry soil. 2. Rinse with warm water. 3. Apply detergent (soaking) and wash. 4. Rinse with clean water. 5. Apply sanitiser. 6. Air dry. 7. Inspect items to verify cleanliness.		<ul style="list-style-type: none"> <li>- Quarterly working bee</li> <li>- Food Event Coordinator</li> <li>- Weekly kitchen monitoring by Food Safety Supervisors</li> </ul>

The Kitchen Monitoring Checklist (used weekly by the Careful Kitchen Crew) and the Quarterly Working Bee Checklist are provided in the Records and Forms section of this Food Safety Program. Current checklists are attached to the door of the Careful Kitchen Crew cupboard.

3. Personal Hygiene Actions	How will this work in our organisation?
<p><b>The Standard Procedure</b></p>	
<ul style="list-style-type: none"> <li>• Helpers will not do anything which will contaminate surfaces with which food will come into contact</li> <li>• Clean clothes and appropriate footwear will be worn.</li> <li>• Fingernails will be trim and clean.</li> <li>• Touching hair, skin nose, mouth, or any other body openings will be avoided during food preparation.</li> <li>• Helpers will not urinate or defecate anywhere except the toilet.</li> <li>• There will be no smoking in food preparation or serving areas.</li> <li>• Do not cough or sneeze directly onto food. Wash your hands after coughing or sneezing.</li> <li>• Helpers will not eat over unprotected food or over surfaces that will come into contact with food</li> <li>• Tie back long hair in food preparation areas.</li> <li>• Hands will be washed after blowing nose.</li> <li>• Wearing jewellery will be avoided while handling and preparing food.</li> <li>• Reaching into clothing and keeping utensils or tools in pockets will be avoided.</li> <li>• Food handlers will be free from any illnesses such as gastro or the flu.</li> <li>• Uniforms/aprons will not be worn away from the preparation area.</li> <li>• Personal items will stored away from food preparation areas.</li> </ul>	<p>Kitchen Guidelines, including Personal Hygiene instructions are displayed in the kitchen, and are distributed to all groups and helpers.</p> <p>Food Event Coordinators have a responsibility for knowing the standard procedures and monitoring safe food behaviours by helpers.</p> <p>Food safety is discussed as part of the planning for all food activities which we undertake.</p> <p>Dept. Human Services Food Safety Victoria brochure “Personal Hygiene for People Working with Food” distributed to helpers at annual training session.</p>



3. Personal Hygiene Actions	How will this work in our organisation?
<b>Food handlers will wash their hands before:</b>	
<ul style="list-style-type: none"> <li>♦ Starting work.</li> <li>♦ Handling food and utensils.</li> <li>♦ Using gloves</li> </ul>	As above
<b>Food handlers will wash their hands after:</b>	
<ul style="list-style-type: none"> <li>♦ Using the toilet.</li> <li>♦ Handling raw ingredients.</li> <li>♦ Eating food.</li> <li>♦ Any habits that may cause contamination such as licking fingers, biting nails, smoking, touching pimples or sores.</li> <li>♦ Disposing or handling waste.</li> <li>♦ Changing soiled clothes.</li> <li>♦ Handling animals.</li> </ul>	As above
<b>Hand washing technique</b>	
<ol style="list-style-type: none"> <li>1. A separate basin or sink will be used for hand washing and washing of face or arms where appropriate (separate from the sink used for washing food utensils and equipment).</li> <li>2. Lather will be worked up with soap or detergent.</li> <li>3. Palms, fingers, thumbs, nails and wrists will be washed (use nailbrush if necessary).</li> <li>4. Soap or detergent will be rinsed off.</li> <li>5. Hands will be washed under warm running water for no less than twenty seconds.</li> <li>6. Hands will be dried with a clean towel, paper towel or air-dried. Hands will not be wiped on uniform or clothes.</li> <li>7. Towels will be disposed of appropriately.</li> </ol>	As above

## How are we going to make sure that people who are handling food are being hygienic?

It is not feasible to be treating volunteers in the same way as employees, but it is vital that there is supervision ensuring that all know and follow safe food practices.....

### The main method

- \_ A Food Event Coordinator for each event whose responsibilities are to:
  - Ensure that all helpers have clear guidelines before the event
  - Setup the kitchen or preparation area to encourage cleanliness – keep it tidy and ensure that all requirements are accessible and clearly labelled.
  - Watch practices on the day and correct (gently but firmly) where necessary. This means that the Food Event Coordinator should not be one of the main serving people if at all possible.
  - Model good hygienic practices where involved
  - For one-off events, fill in the Food Safety Checklist for GWUC events involving food, or the Food Safety Checklist for Food Preparation in GWUC Kombi.

### Other useful tools

- \_ Clear and helpful guideline sheets which talk about hygienic practices wherever food is prepared or handled
- \_ Posters and other reminders to keep safe food in peoples thoughts
- \_ Annual training about food safety
- \_ Well thought out kitchen design including clear labelling and supply of sealed containers where appropriate
- \_ Ample supply of clean aprons and tea towels
- \_ Reports/discussions at Annual General Meetings and other relevant meetings.
- \_ Regular reminders about good food safety practices in church newsletters.
- \_ Include food safety considerations in planning for all events involving food.

4. Pest Control Actions	How will this work in our organisation?
<b>Church Kitchen</b>	
<b>Preventive Pest Control Methods</b> <ul style="list-style-type: none"> <li>• Doors to the outside are kept closed when not in use.</li> <li>• Good housekeeping practices will ensure that wastes are removed regularly and stored away from the premises.</li> <li>• All food materials and ingredients will be stored in containers with secure lids, cupboards or in the fridge.</li> <li>• Waste containers are located well away from the premises and cleaned frequently.</li> <li>• Drainage holes are covered with grates and all potential entry points for pests through walls, ceilings and floors will be sealed.</li> </ul>	<p>Weekly monitoring of the church kitchen by the Careful Kitchen Crew includes checking for signs of pests.</p> <p>Any signs of pests and actions taken are recorded on the Pest Control Record Sheet in the Careful Kitchen Crew cupboard.</p> <p>If pests are detected, this would be reported the Church Property Committee, who would use professional advice if necessary.</p>
<b>Extermination Methods</b> <ul style="list-style-type: none"> <li>• Pest infestation will be removed if and when reported.</li> <li>• Caution will be taken when using chemicals because they can cause illness to people. The spraying of insecticide over food preparation surfaces is avoided.</li> <li>• Cockroach baits are placed in several locations in the church kitchen and are replaced regularly.</li> </ul>	
<b>Occasional Premises (Fetes, stalls etc.)</b>	
<ul style="list-style-type: none"> <li>• The site for the event should be thoroughly checked for evidence of pest infestation before the event. If evidence is found the infestation should be dealt with prior to the event or the event held at a different venue that has no infestation.</li> <li>• The pest control procedure given above will be followed at regular events.</li> </ul>	

The Pest Control Record Sheet and the Food Safety Checklist for GWUC events involving Food are provided in the Records and Forms section of this Food Safety Program.

5. Illness Actions	How will this work in our organisation?
These actions relate to helpers for all church activities related to food preparation or food service, using the kitchen or temporary stalls.	
<ul style="list-style-type: none"> <li>• All wounds will be covered by coloured, waterproof dressings such as band-aids. Gloves will be worn over these if possible.</li> <li>• All volunteers who are ill, who have had diarrhoea or have vomited in the 2 days prior to the event should be excluded from food preparation and serving during food events.</li> <li>• If a helper has had one of the more serious illnesses as detailed below, they will seek advice from a doctor as to whether they should return to food preparation task for food events once again. The event coordinator should obtain this advice from the helper and keep it confidential.</li> </ul>	<p>Kitchen Guidelines, including Personal Hygiene instructions are displayed in the kitchen, and are distributed to all groups and helpers.</p> <p>Food Event Coordinators have a responsibility for knowing these procedures and monitoring safe food behaviours by helpers.</p> <p>Food safety is discussed as part of the planning for all food activities which we undertake.</p> <p>Dept. Human Services Food Safety Victoria brochure “Personal Hygiene for People Working with Food” distributed to helpers at annual training session.</p>

We will exclude those who have had diarrhoea or vomited in the past two days and those who have heavy colds.....

*But what are the specific illnesses that exclude people from preparation and serving?*

- Typhoid/paratyphoid
- Cholera, VTEC or dysentery
- Hepatitis A or E
- Pork Tapeworm Infection
- Tuberculosis
- Gastroenteritis
- Norwalk Virus or similar
- Boils, abscesses or similar on hands or other uncovered areas

6. Temperature Measurement Actions	How will this work in our organisation?
<ul style="list-style-type: none"> <li>• No glass thermometers will be used in food preparation.</li> <li>• Thermometers used for food temperature measurement will have an accuracy of <math>\pm 1^{\circ}\text{C}</math>.</li> <li>• There will be permanent thermometer in the fridge/freezer to enable easy temperature measurement.</li> <li>• Before taking temperature readings of food, ensure that the probe of the thermometer is clean and sanitised. Running the metal tip of the thermometer under hot water (<math>80^{\circ}\text{C}</math>) for 6 seconds or wiping with an alcohol swab will be used to sanitise the probe.</li> <li>• Core temperature measurements of food will be taken by inserting the probe into the geometric centre of the food item. The probe will be left in for at least 10 seconds for the temperature reading to equalise.</li> <li>• Surface temperature measurements will be taken if the food item is packaged, frozen or if a core temperature reading will damage or contaminate the food. Placing the thermometer probe between two vacuum packed or frozen items is an effective way to take a surface temperature measurement.</li> <li>• A temperature reading of raw produce and then a cooked product will not be taken without sanitising the thermometer probe between use.</li> <li>• The temperature will be taken of food being cooked, being kept hot and being kept cold once during each event.</li> <li>• The temperature in the fridge and the freezer will be taken once during each event where they are used.</li> </ul>	<p>A digital probe thermometer has been purchased for church use.</p> <p>Food event coordinators have been trained in its use and correct cleaning procedure.</p> <p>Refrigerator temperatures will be checked weekly by the Careful Kitchen Crew and recorded on the Refrigerator Temperature Record Sheet.</p> <p>Food temperature records will be kept for all Leisure Time food reheating (using Leisure Time food labels) and for PHF foods cooked in the kitchen (using Food Safety Checklist for GWUC events involving Food).</p>

The Refrigerator Temperature Record Sheet and the Food Safety Checklist for GWUC events involving Food are provided in the Records and Forms section of this Food Safety Program.

Leisure Time reheating records are kept in the Leisure Time cupboard in the church kitchen.

7. Calibration Actions - testing our measuring equipment	How will this work in our organisation?
<ul style="list-style-type: none"> <li>Probe and stem thermometers should be calibrated <i>quarterly</i> using an ice slurry and hot water. Removable fridge or freezer thermometers should be calibrated using ice slurry.</li> <li>If thermometers are not working or not reading accurately, the batteries will be changed. If this makes no difference, the thermometer will be replaced or taken to a technician for repair.</li> </ul>	<p>The Food Safety Supervisors will complete the calibration requirement for the church's digital probe thermometer and record any action in the Thermometer Calibration Record Sheet.</p>
<b>Occasional Premises (Fetes, stalls etc.)</b>	
<ul style="list-style-type: none"> <li>Before the stall, all equipment will be given a "dry run". This will include checking the following:             <ul style="list-style-type: none"> <li>The time it takes to reheat the food to be sold in microwaves and ovens so that it exceeds 70°C for 2 minutes.</li> <li>The accuracy of dial settings on pie warmers and other machines with dials.</li> <li>How well "Eskies" and other coolers hold the temperature and what happens if they are opened repeatedly. The amount of ice that is needed to keep the temperature below 5°C with items in the cooler.</li> <li>Thermometers are accurate. They should be calibrated before use.</li> </ul> </li> <li>Once these measures have been tested, correct times will be noted and put up near the machine or in a suitable place for easy reference during the event.</li> </ul>	<p>The fete committee undertakes to check all food handling, heating and cooling equipment and other food storage arrangements for the day.</p> <p>For all other events, the Food Event Supervisor will be responsible for completing the Food Safety Checklist, which includes checking of cooking and cooling equipment.</p>

The Thermometer Calibration Record Sheet and the Food Safety Checklist for GWUC events involving Food are provided in the Records and Forms section of this Food Safety Program.

## How do I calibrate a thermometer?

Thermometers should be calibrated at least three times a year or when dropped.....

But how do I do it?

- \_ The Food Safety Supervisor does this
- \_ Check the range of your thermometer before you start.
- \_ Only put the bulb/measuring end of the thermometer in the water, DON'T put all of it in!

*For the fridge/freezer thermometer:*

1. Add a small amount of water to a cup full of ice; this is called an ice slurry.
2. After a few minutes, put the bulb/measuring end of the thermometer into the ice slurry.
3. After a further 3 minutes, note down the temperature of the thermometer
4. Take the thermometer out for 3 minutes
5. Repeat this process a further two times.
6. Calculate the average of the measurements by adding them together and dividing by three.
7. The average should be between -1°C and 1°C if the thermometer is accurate
8. Note the average, the date and your name on the Thermometer Calibration Record Sheet along with any actions required

*For a handheld or probe thermometer which provides readings over 100°C:*

1. Test the thermometer for 0°C using the procedure given above
2. Boil some water in an open container on a stove
3. Carefully insert the bulb/measuring end of the thermometer in the water while it is boiling. The end of the thermometer should not rest against the side or bottom of the container and you should be careful to shield your hand from scalding.
4. After a few minutes, note down the temperature of the thermometer
5. Take the thermometer out for 3 minutes
6. Repeat this process a further two times.
7. Calculate the average of the measurements by adding them together and dividing by three.
8. The average should be between 99°C and 101°C if the thermometer is accurate
9. Note the average, the date and your name on the Thermometer Calibration Record Sheet along with any actions required.



8. Food Complaints	How will this work in our organisation?
<ul style="list-style-type: none"> <li>• All complaints relating to food will be documented.</li> <li>• The date, person's details, reason for complaint as well as the response and corrective actions taken will be recorded.</li> <li>• Food complaints will be addressed by the food safety coordinator, using the food recall procedure checklist as a guideline for the investigation.</li> </ul>	<p>The Kitchen Guidelines request that any complaints or suggestions be directed to the church Property Committee. Any complaints are to be discussed with the Careful Kitchen Crew (Food Safety), recorded on a Food Complaint record sheet and appropriate and timely action taken.</p>
<p>The Food Complaint record sheet is provided in the Records and Forms section of this Food Safety Program.</p>	
9. Waste Disposal	How will this work in our organisation?
<ul style="list-style-type: none"> <li>• Waste disposal bins will be placed around the working area of the premises, so they are convenient to volunteers and operations.</li> <li>• Waste bins are clearly distinguishable from other storage bins.</li> <li>• Waste disposal and storage bins have tightly fitting lids.</li> <li>• Plastic liners are used in waste disposal bins.</li> <li>• Waste disposal bins will be emptied when full or on a regular basis at an appropriate disposal point.</li> <li>• All garbage bags are tied before placing in a bin or hopper.</li> <li>• Waste disposal bins will be cleaned quarterly and after spills and placed upside down and off the floor to drain overnight.</li> </ul>	<p>Kitchen Guidelines, including Waste Disposal instructions are displayed in the kitchen, and are distributed to all groups and helpers.</p> <p>Waste bins are provided in the kitchen.</p> <p>Spare bin liners are also provided.</p> <p>A reminder to empty bins after each food event is written on the lids.</p>

10. Maintenance of premises and equipment	How will this work in our organisation?
<ul style="list-style-type: none"> <li>Floors, walls and ceilings will be sealed to prevent the entry of pests and have surfaces that are easily cleaned.</li> <li>All fittings and appliances will be positioned so that they are easily and effectively cleaned and maintained.</li> <li>Any utensil or appliance that is not working will be reported to the coordinator and will be removed or fixed immediately.</li> <li>All cracked or chipped crockery, glasses will be removed immediately.</li> <li>Toilets have hand-washing facilities.</li> <li>Premises will be inspected by the coordinator quarterly to monitor cleanliness and any need for repair of premises or equipment.</li> <li>Any maintenance work will be carried out when the kitchen is not in use for food preparation.</li> <li>All tools, chemicals and other requirements for maintenance will be removed from the food preparation area before any food preparation.</li> <li>All waste including paint flakes and dust will be removed before food preparation commences.</li> </ul>	<p>The building is relatively new with excellent surfaces and hand-washing facilities.</p> <p>Any problems related to building maintenance or faulty appliances are directed to the Church Property Committee for appropriate and timely action.</p> <p><b>Kombi Campervan:</b></p> <p>This is a privately owned vehicle which is being used for preparing and serving drinks at Café Church on the church grounds on an occasional basis.</p> <p>Prior to its use as for food preparation, the following modifications will be completed:</p> <ul style="list-style-type: none"> <li>Stainless steel benchtop installed</li> <li>Stainless steel handwashing basin installed, with waste water to be drained into a bucket and disposed of into the floorwashing sink in the church cleaning cupboard.</li> <li>Small fridge to be installed</li> </ul> <p>Supplies to be placed in Kombi:</p> <ul style="list-style-type: none"> <li>handwashing soap and paper towel to be supplied to food handlers</li> <li>Cleaning and sanitising supplies</li> <li>Paper towel for bench cleaning</li> </ul> <p>Washing up of utensils and appliances to be done in church kitchen.</p>

## 11. Food Disposal and Food Recall Procedures

What happens if we are told or we discover that something is "off"?

We want to:

- ☐ remove it from sale/storage
- ☐ find out what went wrong

**Remove it from sale**

- (a) Locate all remaining items of the contaminated food
- (b) Remove them and place them in an area specifically designated for this
- (c) Label the food well indicating that it Must Not be used or sold

**Find out what went wrong**

**Step 1 - Identify Problem and Investigate**

Clearly establish the nature of the problem. This process must be carried out thoroughly and quickly. The decision to dispose of a product must be based on facts and it is essential that any incident is carefully investigated and all the information is analysed. In a food service organisation the immediate action may be to withdraw the raw materials from further use.

How was the problem identified?

What is the source of the complaint?


Obtain all specific details related to the product or suspect raw material.

**Product:**

What was produced?

When was it produced?

How much was produced?

Where has it gone?

How is it identified?


**Raw Material**

Who was it purchased from?

What was purchased?

When was it purchased?

How much was purchased?

How is it identified?

How much has been used?

Where has it gone?


**Investigation.**

What are the possible causes for this incident?

--

**Food Recall Procedure****What is Food Recall?**

Food recall relates specifically to items that have been supplied by a food supplier. It is when notice is given that there is a serious food hazard associated with a food item distributed to the public.

The Food Safety Supervisor must be able to respond appropriately when this occurs. This means that he/she needs to keep an eye out for any food recall notices that appear in the paper. They are clearly marked and described so the issue is more about looking for them.

**The appropriate action following awareness of the recall involves two steps:**

1. Identify and clearly mark all affected food and keep it separated from all other food.
2. Contact your local council for advice on proceeding further.

## 12. Special arrangements for annual fete and sausage sizzles (on-site)

Considerable planning is undertaken to ensure all food safety policies and procedures are followed for these events.

A Temporary Food Premises Permit is applied for each year for the annual fete in October and a Food Event Supervisor is responsible for monitoring food safety standards based on the Food Safety Program for Community Food Events.

Prior to the fete, Food Stall Guidelines, including personal hygiene requirements, are distributed to all food stall organisers and an information session is conducted. These guidelines are based on those provided in the Food Safety Program for Community Food Events.

All washing up is done in the church kitchen, but hand washing is done at each stall with facilities (water, hand wash liquid and paper towel) provided.

Disposable gloves and aprons are also provided for all persons working on food stalls.

Rubbish bins are provided for each stall and are emptied regularly throughout the day.

All food is purchased, stored, prepared and sold in accordance with the procedures outlined in this Food Safety Program.

Wherever possible, food is covered to prevent contamination.

Food is kept off the ground.

A portable cool room is hired for the event and all cold foods are stored in it until preparation.

For sausage sizzles, foods are kept in the church kitchen refrigerator until use. Sausage sizzle guidelines are displayed in the church kitchen.

## 13. Reviewing the Food Safety Program

### How are we going to check that this Food Safety Program is working?

This internal audit checklist gives a series of prompts to assist in ensuring that all parts of the process are checked regularly. It forms the basis of the annual review.

*We do this by:*

- *checking that the records are complete and accurate*
- *observing what is done*

#### Internal Audit Checklist

Date \_\_\_\_\_

Internal Audit Areas	Tick
<p><i>Raw Materials</i></p> <p>Is the product arriving at the correct temperature?</p> <p>Once delivered, is the food placed into suitable storage quickly?</p> <p>Is the shelf life appropriate?</p> <p>When the product is delivered, is the packaging clean and undamaged?</p>	
<p><i>Storage</i></p> <p>Are storage temperatures adequate?</p> <p>Is the adequate storage for the range of products stored?</p> <p>Is cross-contamination avoided?</p> <p>Is cooked food covered?</p> <p>Could the food become physically or chemically contaminated?</p> <p>Are procedures for stock rotation in place?</p>	
<p><i>Preparation</i></p> <p>Are work surfaces, utensils and equipment clean?</p> <p>Is time/temperature control of the product satisfactory?</p> <p>Is the preparation of the product scheduled to avoid unnecessary delays?</p> <p>Is the product at risk from physical or chemical contamination?</p> <p>Are cleaning chemicals stored appropriately and safely?</p> <p>Is packaging suitable disposed of, in a clean as you go manner?</p>	

<p><i>Cooking</i></p> <p>Are cooking times and temperatures satisfactory?</p> <p>Is post-cooking cross-contamination avoided?</p> <p>Is the cooling of the food adequate?</p> <p>Is the cooking of the product scheduled to avoid unnecessary delays?</p> <p>Does reheated food reach an appropriate temperature?</p> <p>Is the cooking and reheating temperature-measuring equipment accurate?</p> <p>Is surplus produce handled and stored safely?</p>	
<p><i>Holding</i></p> <p>Are holding times and temperatures adequate?</p> <p>Is the product at risk from physical or chemical contamination?</p> <p>Is too much food being produced and held?</p> <p>Is cross-contamination avoided?</p> <p>Are work surfaces, utensils and equipment clean?</p>	
<p><i>Distribution</i></p> <p>Are transport vehicles clean?</p> <p>Are eskys/insulated boxes used?</p> <p>Is the temperature checked?</p>	
<p><i>Service</i></p> <p>Is the personal hygiene of staff satisfactory?</p> <p>Are time and temperature procedures safe?</p> <p>Is the product at risk from physical contamination?</p> <p>Are work surfaces, utensils and equipment clean?</p>	
<p><i>Food Packaging</i></p> <p>Is the packaging being stored hygienically?</p> <p>Is the food labelled correctly?</p> <p>Do the labels include storage and reheating warnings, if necessary?</p>	
<p><i>Pest Control</i></p> <p>Is there a pest control program in operation?</p> <p>Are pest problems reported immediately?</p> <p>Is there a record sheet?</p> <p>Is there a monitoring procedure in place?</p>	



<p><i>Waste Disposal</i></p> <p>Are waste disposal bins suitable?</p> <p>Is the waste being collected safely and hygienically?</p> <p>Are the waste bins and areas cleaned regularly?</p> <p>Is the waste collected routinely?</p>	
<p><i>Cleaning</i></p> <p>Are cleaning procedures in place for utensils, equipment and premises?</p> <p>Are chemicals being used (concentration, time) correctly?</p> <p>Is there adequate equipment to undertake cleaning effectively?</p> <p>Do cleaning procedures prevent cross-contamination?</p> <p>Are the cleaning procedures appropriate?</p> <p>Can re-contamination of equipment or surfaces occur?</p> <p>Are cleaning chemicals and equipment stored appropriately?</p> <p>Is the cleaning equipment clean?</p> <p>Is the cleaning documented?</p>	
<p><i>Personal Hygiene</i></p> <p>Do helpers know personal hygiene principles?</p> <p>Are helpers washing their hands routinely and effectively?</p> <p>Are there adequate hand washing and drying facilities?</p> <p>Do helpers practice unhygienic behaviour?</p> <p>Are there suitable first aid facilities (eg. waterproof, coloured bandaids)</p> <p>Are helpers wearing suitable clothing?</p> <p>Are helpers wearing jewellery (other than sleeper earrings or wedding bands) or nail polish?</p> <p>Are helpers suffering from any illness or infection which is likely to cause food poisoning?</p>	

## The Glossary - What does it all mean?

*This listing of terms also includes the common terms used in Food Safety Victoria and other publications. Some of these will not be relevant to your organisation, but have been included to provide some assistance with other documents you may have or you may come across.*

**Ambient temperature** - The temperature of the surroundings (usually refer to as room temperature)

**Available (free) chlorine** - The amount of chlorine available to act as a disinfectant in water.

**Audit** - A documented inspection to verify by examination and evaluation the effectiveness of a system

**"Best before" date** - The date after which the food item, given that it has been stored in an appropriate manner, ceases to be able to be sold in the normal manner and loses relevance to any claims made about it

**Calibrate** - test to see if measuring devices, particularly thermometers, are measuring temperature correctly.

**Comply** - fall within the control points that we have identified / obey the guidelines of the legislation.

**Clean** - clean to touch and free from any objectionable odour

**Contaminant** - any biological, chemical or physical thing which causes food to be unsafe or unsuitable

**Contamination** – the introduction or occurrence of a contaminant in food

**Control Point** - the point at which the hazard can be controlled, at this point the hazard will not cause injury or illness, this may be a certain temperature or an action like ensuring that food is covered.

**Core temperature** - The internal temperature, (usually of a food)

**Dirt/Soil** - Any unwanted food scraps, dust, rubbish, wrapping

**Food premises** - Premises registered by local Government Authorities under the Food Act 1984 which sell, prepare, package, store, handle, serve or supply any food for sale

**Food Hazard** - Any biological, chemical or physical property that can cause harm to the person who eats the food

**Food Safety Program** – a description of the organisation, what food activities they are involved in, what could go wrong in terms of food safety at these activities and how the organisation is going to prevent these things from going wrong. This will include training and food recall as necessary.



**Food Safety Program Template** – a structure for people to fill providing background information and discussion of key food safety points and things which need to be included in the Food Safety Program

**Food Safety Supervisor/s** – the person/s who oversees the safety of food in the organisation. He/she ensures that guideline sheets are given to those who need them, that equipment is checked regularly, that training/discussion sessions are held when they need to be. The person/s will know where the food safety resources are and when they need to be replenished.

**'for cooking'** – food that will be cooked either by itself or part of another recipe

**Frozen** - Food that is rock hard due to low temperature (-15°C to -18°C) and has not started to thaw

**GHP** - Good Hygiene Practices. These are procedures that ensure cleanliness and safety

**Handling of food** - includes the making, manufacturing, producing, collecting, extracting, processing, storing, transporting, delivering, preparing, treating, preserving, packing, cooking, thawing, serving or displaying of food.

**Hazard** - something which can affect food and therefore cause injury or illness in humans. This may be a biological, chemical or physical agent.

**Health Care Facilities** - Include hospitals, nursing homes, day centres, residential care facilities, hostels and any other facilities that cater for the elderly and the chronically ill

**Ice Slurry** – a mixture of ice and water in which there are still many ice blocks after 3 minutes.

**Immunosuppressed** - An inability to produce a normal immune response to an infection. Reasons for immunosuppression include diseases like HIV and leukaemia and the use of certain drugs

**Incubation period** - The time between exposure to an infective agent (like eating a contaminated meal) and the onset of symptoms (like vomiting)

**Non-PHF food** – food that will not readily 'go off' examples of this category are nuts, vegetables, fruit, lollies

**Nosocomial disease** - A disease acquired while in hospital

**Pathogenic** - Disease causing

**Pasteurised egg products** - Egg products that have been heat treated at a relatively low temperature for a short time to destroy pathogenic organisms.

**Pests** – this includes birds, rodents and insects including spiders

**Potentially Hazardous Food (PHF)** – food that can 'go off' readily. Examples of these would be milk, cream, meats and shelled eggs. These are also known as 'high risk' foods and are the ones we need to be particularly careful with.

**'ready to eat'** – food that will be eaten without further cooking. This does not include food that will be peeled, hulled or washed

**safe food** - Food which does not cause physical harm to people consuming it if it is subject to all relevant processes in the proper manner and that it is eaten according to its reasonable intended use. Food is not considered unsafe if it produces allergic reactions in some people.

**Sanitise** – to ensure that the number of micro-organisms on a surface is reduced to a level that doesn't make food unsafe to eat when it comes into contact with it or transmit infectious diseases. This is achieved through exposure to water above 70°C, chemicals or disinfectants

## **Sell -**

- a. barter, offer or attempt to sell, or
- b. receive for sale, or
- c. have in possession for sale, or
- d. display for sale, or
- e. cause or permit to be sold or offered for sale, or
- f. send, forward or deliver for sale, or
- g. dispose of by any method for valuable consideration, or
- h. dispose of to an agent for sale on consignment, or
- i. provide under a contract of service, or
- j. supply food as a meal or part of a meal to an employee, in accordance with a term of an award governing the employment of the employee or a term of the employee's contract of service for consumption by the employee at the employee's place of work, or
- k. offer as a prize or reward or
- l. dispose of by way of raffle, lottery or other game of chance, or
- m. give away for the purpose of advertisement or in furtherance of trade or business, or
- n. supply food under a contract (whether or not the contract is made with the consumer of the food), together with accommodation, service or entertainment, in consideration of an inclusive charge for the food supplied and the accommodation, service or entertainment, or
- o. supply food (whether or not for consideration) in the course of providing services to patients or inmates in public institutions, or
- p. sell for the purpose of resale.

**Single-use item** - an instrument, apparatus, utensil or other thing intended by the manufacturer to only be used once in connection with food handling, and includes disposable gloves.

**Spores** - A resistant resting phase of bacteria which protects them against adverse conditions, like heat, acidity and dryness

**Suitable food** - Food that is not damaged, deteriorated or perished to an extent that affects its reasonable use or contains anything of this nature. It must not be the product of a diseased animal or contain anything biological, chemical or physical which is foreign to the food.

**Temperature Control** – maintaining food that should be refrigerated at a temperature of 5°C or below and food that should be kept hot at a temperature of 60°C or above to minimise the growth of microorganisms which may adversely affect the safety of the food

**Texture Modified Foods** - Foods that have undergone texture modification like blending, mincing, vitamising or pureeing

**Toxins** - Poisons produced by pathoges

**'Use-by' date** - The date until which the food item is safe to eat, given that it has been stored in accordance with directions given.

**Vegetative cells** - Bacteria cells that can be destroyed by he

## KITCHEN GUIDELINES

### Glen Waverley Uniting Church FOOD SAFETY POLICY

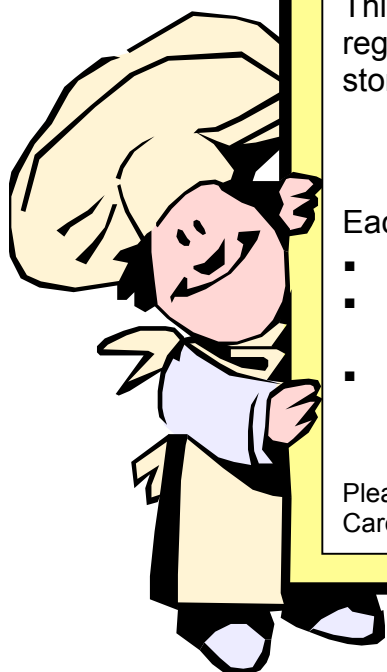
For the benefit of all GWUC kitchen users and consumers - This church will actively comply with current Food Safety regulations to ensure that food prepared, handled, stored and/or eaten on these premises is safe.

**It is a condition of use of the church kitchen that these instructions are carried out.**

Each group or individual using the kitchen must:

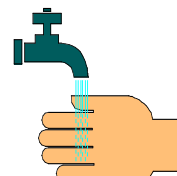
- ensure that they know these instructions or where to find them
- check that all members comply with the instructions every time the kitchen is used
- ensure that at least some members attend an annual food safety information session at the church, or equivalent minimum training.

Please report any concerns or complaints to the Property Committee or Careful Kitchen Crew through the Church Office. August 2010



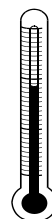
## Personal Hygiene Procedures

- All persons using the kitchen are to wash their hands -
  - before they begin
  - after using the toilet, blowing nose, or touching face or hair
  - after handling rubbish
- Hands are to be washed using soap and warm water in the hand-washing sink. Do not use the washing-up sink for hand-washing.  
Paper towel is provided for *hand-drying* - please use it, and dry hands thoroughly.  
*Disposable gloves* are to be worn to cover band-aids or cuts on hands (located under sink).
- No-one is to work in the kitchen if they are unwell - eg. cold, flu, diarrhoea.
- Only those actually working in the kitchen should be there. *Children* working in the kitchen are to be under adult supervision and must also follow these instructions.



## Food Storage

- Food labelled "Refrigerate after opening" should be marked with the date of opening and stored in the refrigerator. *If in doubt, throw it out!*
- Food stored in hot holding equipment must be kept very hot -at least 60°C- never just warm.
- Cover food before storing so that it is not contaminated by objects, chemicals or germs.
- *Leftover food* is not to be stored in the church refrigerator, unless clearly labelled with contents, use-by date, and person responsible. Unlabelled leftovers will be thrown away.
- Follow label instructions for *frozen foods*. Do not re-freeze thawed foods.



## Cleaning and Sanitation

- All *benches* are to be cleaned before and after use. Use the cleaner/sanitiser and paper towel provided.
- Kitchen users are expected to clean as they go, ie. wipe up spills immediately.
- All equipment (including chopping boards), food handling utensils, crockery and cutlery is to be washed, dried and returned to storage after use. Do not leave items in the sink.
- If used, the microwave and stove tops should be thoroughly cleaned.
- For *washing up by hand*, we ask that the following procedure be followed:
  1. Pre-clean and pre-rinse items, removing as much food as possible
  2. Wash in *hot* soapy water, using a clean brush or cloth
  3. Rinse in hot clean water
  4. Allow items to air-dry whenever possible, or use a *clean dry* tea towel (if used, tea towels must be changed *often*)
  5. As soon as items are dry, pack them away into their drawers/cupboards.
- The *commercial dishwasher* may be used – please follow instructions on the wall.
- All used tea-towels to be taken home for washing and returned asap (church groups). Non-church groups - Supply and take home own tea towels.
- The *floor is to be swept* after every kitchen use, and *mopped* whenever foods have been prepared in the kitchen (cleaning equipment next to fridge).



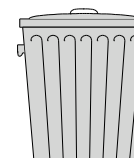
## Food Preparation - working with raw foods & higher risk foods

- Tongs or other food handling utensils are used wherever possible (not hands!).
- Raw and cooked foods are to be kept separate throughout preparation stages. Use separate utensils, containers and chopping boards for raw and cooked foods.
- High risk foods are kept for the shortest possible time between 5oC-60oC (the danger zone).
- Keep hot foods very hot, and as far as possible, serve immediately.
- When preparing food, tie back long hair, remove jewelry if possible and wear a clean apron.
- Frozen food is to be thawed in the refrigerator or microwave (immediate use only).



## Waste disposal

- All food waste is to be placed in the kitchen bin provided.
- At the end of the event, the bin liner and contents are to be removed and placed in the outside "wheely" bin. A new bin liner (under sink) is to be placed in the bin.



### *Before leaving:*



- ☐ Is everything out of the sink? Have the bins been emptied?
- ☐ Have benches and floors been cleaned?
- ☐ Have used tea-towels been packed up to take home for washing?
- ☐ Are all appliances and lights switched off?
- ☐ Has the cooktop/oven been cleaned? (if used)
- ☐ Is the dishwasher emptied, switched off and cover left up?



# Food Safety Checklist for GWUC Events involving Food

Name of Event & Organising Group: .....Date: .....

Person/s in charge of food safety for this event: .....

Person/s filling in this form: .....

How to use this form Fill in the boxes & tick the shaded squares to indicate completion of tasks. When completed, please return this form to the plastic pocket in church kitchen. Thank you. Careful Kitchen Crew.

## Before the day

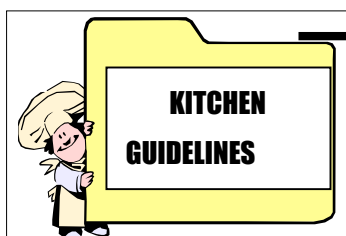
Check the Cooking/Heating and/or Cooling Equipment you will be using – are they heating/cooling correctly?	Equipment to be used: ..... .....		Equipment checked – are they hot/cold enough?	
Are flies/wasps or other forms of contamination likely to be a problem?	Yes / No	If yes, what action have you taken to keep the problem under control? .....		
Food Safety Guidelines or other training for all food handlers	Reminders for home cooks provided		Reminders for helpers	
Donated food list prepared, if needed.		Food transported and stored at correct temperatures - both hot and cold foods		

## On the day

Sanitise bench/tables		Sufficient clean aprons and tea towels provided				
Lidded bin/s provided		Bins emptied frequently				
Preparation & serving areas kept hygienic		Hand washing facilities (including paper towel & soap) provided. All helpers monitored for personal hygiene.				
Note temperatures for these once during event -using digital thermometer	Cooking food	.....°C	Food being kept hot	.....°C	Food being kept cold	.....°C

## At the end of the day

Clean tables/benches		Clean all food preparation equipment	
Aprons & Tea towels collected for washing		Garbage disposed of correctly	
All leftover food disposed of, or stored in labelled and lidded containers in fridge.			
<i>Suggestions for future events (about food safety):</i> .....			
<i>Maintenance issue or equipment fault:</i> .....		<i>Complaint from consumer (exact detail needed):</i> .....	



The Kitchen Guidelines are on the wall in the church kitchen – they contain all basic food safety information needed here.

We also have food safety brochures for your use.

If you have any queries about the best ways to ensure food safety for your event, or if you need to learn about the digital thermometer, please ask a member of the Careful Kitchen Crew.

## Food Safety Checklist – Food preparation in GWUC Kombi

Date: \_\_\_\_\_ Name of person completing this form: \_\_\_\_\_

This checklist is for outside and other events where the Kombivan is used rather than the church kitchen or other permanent food preparation area.

How do I use this?

*Shaded squares need a tick or cross.*

*Where unsatisfactory conditions are observed, corrective action must be taken and recorded.*

### BEFORE Food is prepared in the Kombi

Equipment tested:	1. Coffee machine cleaned?		2. Milkshake maker cleaned?	
Evidence of pests	Yes / No	If yes, what action taken?	.....	
Fridge temperature checked with digital thermometer (record temp)				.....°C
Workbench/surfaces sanitised		Sufficient clean aprons/tea towels provided		
Lidded bin provided		Disposable gloves and soap provided		
All helpers have been trained		Money handling separated from food handling		

### DURING the preparation and serving of food at the Kombi

Benchtops clean, Spills cleaned		Garbage disposed of as often as required	
Potentially hazardous foods used within 2hrs or disposed of			
Clean utensils used at all times		Gloves worn for preparing & serving	

### At the end of the event

Clean tables/benches		Clean equipment and utensils (in kitchen)	
All used mugs, glasses, spoons, etc removed to kitchen for clean and store			
Aprons & Tea towels collected for washing		Garbage disposed of ready for collection	
Utensils stored in lidded containers and all leftovers disposed of			

**Issues arising** – make notes as appropriate and use the back of this sheet if needed

<i>Maintenance issue</i>	Item	Issue
<i>Complaint</i>	Issue	Action taken or action planned/agreed

Food Supplies were purchased from the following reputable suppliers:

.....



## **CAREFUL KITCHEN CREW**

# **KITCHEN MONITORING CHECKLIST**

Date: .....

### **LOST PROPERTY:**

- ☐ Clear & place in office

### **COFFEE/TEA/SUGAR:** (See Supplies location/re-order list attached)

- ☐ Check general cupboard and refill jars/cans
- ☐ Check locked cupboard and note items for re-ordering

### **CLEANING SUPPLIES** (See Supplies location/re-order list)

- ☐ Refill paper towel holder above sink
- ☐ Refill dishwasher powder container on wall
- ☐ Refill sanitizer spray bottle
- ☐ Refill 'Spray n wipe'
- ☐ Replace gloves/chux wipes/brush/scrub buds if needed
- ☐ Check need to re-order

### **APRONS:**

- ☐ Sanitize

### **OVEN/PIE WARMER/MICROWAVE:**

- ☐ Check and clean (ensuring main switch is off) (*Jan/Mar/May/Jul/Sept/Nov*)

### **FRIDGE**

- ☐ Check temperature & record
- ☐ Check contents of fridge & freezer and dispose of expired 'used-by' contents
- ☐ Defrost (*Jan/Mar/May/Jul/Sept/Nov*)

### **DISHWASHER**

- ☐ Ensure switch on wall is turned off.
- ☐ Wipe clean filters/tank/metal covers
- ☐ Remove filters/tank/metal covers and wash in soapy water ) (*Feb/Apr/Jun*
- ☐ Clean metal frame for plastic dishwasher trays ) (*Aug/Oct/Dec*)

### **BENCH TOPS:**

- ☐ Sanitize

### **SINKS:**

- ☐ Clean

### **FLOORS:**

- ☐ Sweep & mop if needed

### **DUSTER BUSTER:**

- ☐ Empty contents



**BINS:**

- ☐ Empty/Sanitize & clean/Replace with new bags if needed

**INSECT DETERRENTS:**

- ☐ Check for evidence of pests, eg. under stove/sink/dishwasher
- ☐ Replace cockroach/ ant traps when needed.

**DIRTY TEA TOWELS:**

- ☐ Take home for laundering.

**FOOD SAFETY CHECKLISTS**

- ☐ Check for completed sheets in plastic sleeve on wall and file in Food Safety Records folder in office.

[illegible]

## Home Cooking Guidelines

(Information from City of Monash, Health Department,  
<http://www.monash.vic.gov.au/services/food-home.htm>)



### Purchasing Stage

The following are a few 'safety tips' for you to use while shopping:

- Pick up hot foods toward the end of the shopping trip. Try to keep these separate from frozen foods in the shopping trolley.
- Pick up cold, frozen or refrigerated foods at the end of the shopping trip, to minimise its non-refrigeration time.
- Do not leave frozen or refrigerated food in the boot or interior of your car, as even with air-conditioning, the temperature in your car is in the 5-60 °C 'danger zone' for bacterial growth. It is a good idea to keep a chilled cooler in your car to put the frozen and refrigerated food in when shopping. This will help to keep it cool in hot weather.

#### *At the Supermarket:*

- Ask the packing person to pack the raw meats separately from the rest of the fresh, un-packaged food.
- Do not buy 'swollen' or 'blown' cans. This may indicate the presence of bacteria. Also, do not buy cans with fractures, rust, dents (especially around the rim) or those that are leaky.
- When using self-service salad bars, do not touch the food with your hands, or taste the food using your fingers.
- At the deli, ensure that staff use food safety precautions such as separate tongs for raw and 'ready to eat' foods.

### Cross-Contamination

Cross-contamination is the spreading of bacteria from raw, uncooked food to cooked or processed 'ready to eat' food. It can occur when contaminated juices or food fragments fall onto cooked foods that are not going to receive further cooking.

Cross-contamination can also occur when raw food, such as raw meat is prepared on a bench which is then used for cutting other raw and cooked foods.

#### ► How do I prevent it? - Cover Food

- All food should be well covered or placed in a sealable container, not placed directly onto shelving.
- Raw foods, especially meat, should be separated from each other.
- Raw food should always be stored below cooked foods in the refrigerator to prevent it from dripping onto other foods.
- Use separate utensils and cutting boards when preparing fresh, 'ready to eat' foods (eg. salads) and foods to be cooked (eg. raw meats).
- Do **not** place cooked foods onto plates or boards that have had raw foods placed on them, without washing them *thoroughly* first.

### Personal Hygiene

An important way to prevent food contamination is to maintain a high standard of personal hygiene and cleanliness. Washing your hands thoroughly is a good way to reduce the chance of contaminating food with bacteria.

► You must wash your hands before handling food and after:

- Going to the toilet
- Handling raw food
- Blowing your nose
- Handling garbage
- Touching any parts of your body
- Smoking
- Every break
- Handling animals

Wash your hands with soap and warm water and don't forget the backs of your hands, wrists, between fingers and under fingernails.

Dry your hands immediately after you wash them. Always dry your hands with a disposable paper towel or under an air dryer. Never dry your hands on your clothes.

## **Storage, Thawing and Cooking**

*Why is correct food storage important?*

Food poisoning bacteria grows best at temperatures between **5 °C and 60 °C** (danger zone). Therefore, potentially hazardous foods should not be stored for long periods between these temperatures.

- **Storage**

Potentially hazardous foods are those in which food poisoning bacteria grow, ie. meat, poultry, dairy, eggs. These foods should be stored at or below 5 °C.

Frozen food should be kept at **-15 to -18 °C**.

- **Thawing**

Thawing should take place **below 5°C** so that bacteria does not grow. Thawing at this temperature can take up to 24 hours so plan ahead.

- **Freezer Storage (for best quality)**

Food can deteriorate over time. To ensure the quality and safety of food, it should only be stored for a certain time. In the supermarket, always make sure you check the 'best-before' or 'use by' date marked on products - particularly high risk foods, such as dairy products.

- **Cooking**

Food should be cooked thoroughly to kill any harmful bacteria, especially foods such as minces, sausages, hamburgers and rolled roasts. These foods have a higher level of contamination.

Cooked food should be cooled until it stops steaming and placed in the refrigerator/freezer within one hour.

Previously cooked food should be **reheated until it is piping hot**. Microwaves are a good way to reheat food quickly and minimise bacterial growth.

- **Reheating of foods should occur only once.**

Thawing in the microwave is safe and effective when set to the defrost cycle. It should only occur when the food is to be used immediately.

**NEVER** refreeze thawed, partially thawed or cooked foods that have previously been thawed. This reduces their quality and shelf life, and increases food poisoning bacteria within the food.

Ensure your refrigerator is not overcrowded. Air will not circulate properly and temperature may increase allowing bacteria to grow.

## Food Safety – Food Transport Guidelines

When you are transporting food, you need to consider two main food safety issues: keeping the food protected from contamination and, if the food is potentially hazardous, keeping it cold (5°C or colder) or hot (60°C or hotter).

### Protecting food from contamination

It is important to protect food from contamination by keeping it covered at all times. You can achieve this by using containers with lids or by applying plastic film over containers. Materials used to cover food should be suitable for food contact, to ensure that they do not contain any chemicals that could leach into the food. Aluminium foil, plastic film and clean paper may be used, and food should be completely covered. Packaged products should not need additional covering.

Previously used materials and newspaper may contaminate food and should not be used.

### Temperature control

When potentially hazardous foods are transported they should be kept cold (5°C or colder) or hot (60°C or hotter) during the journey. Alternatively, you could use time, rather than temperature, to keep the food safe while it is being transported. See Fact Sheet 4 *Temperature control* for more information.

If the journey is short, insulated containers may keep the food cold. If the journey is longer, you may need to use ice bricks to keep food cold and heat packs to keep food hot.

Place only pre-heated or pre-cooled food in an insulated container, which should have a lid to help maintain safe temperatures.

Insulated containers must be:

- in good condition and kept clean at all times;
- used only for food;
- kept away from other items such as chemicals, pet food, fuel and paint;
- be filled as quickly as possible and closed as soon as they have been filled; and
- kept closed until immediately before the food is needed or is placed in other temperature-controlled equipment.

### Transport considerations

- Containers of cool food should be placed in the coolest part of the vehicle.
- If the inside of the vehicle is air-conditioned, cold food may be transported better here rather than in the boot.
- Vehicles should be clean. If the vehicle is normally used for carrying pets or dirty equipment, the food carrying area should be thoroughly cleaned or lined to prevent any contamination. This may not be necessary if food is transported in an insulated container with a tightly fitting lid.
- The journey should be properly planned and should be kept as short as possible.
- When collecting ingredients, cold foods should be collected last and immediately placed in insulated containers or cool bags for transporting to the preparation facility.
- When taking prepared foods to a venue, pack the food into insulated boxes as your last job.
- When you arrive at the venue, make it your first job to unload any hot or cold food and place it in temperature-controlled equipment.

[Information sourced from:

<http://www.foodstandards.gov.au/scienceandeducation/factsheets/foodsafetyfactsheets/charitiesandcommunityorganisationsfactsheets/transportingfoodmay21480.cfm>]



## Donated Food Register

Name of Event: \_\_\_\_\_

Date of Event: \_\_\_\_\_ Food Type: \_\_\_\_\_

[illegible]

# Digital Thermometer Calibration Record Sheet

Calibration to be completed 4 times per year

[illegible]

## Day to Day Pest Control Monitoring Record

[illegible]

# **FOOD STALL GUIDELINES**

Summary of information from Food Safety Program for Community Food Events. Full FSP used as reference on fete and stall days, at [http://www.monash.vic.gov.au/forms/health/events\\_template.pdf](http://www.monash.vic.gov.au/forms/health/events_template.pdf)

## **Personal Hygiene**

- If you feel unwell or have been ill recently, please do not handle food. Let us know and if able, you can help at another non-food stall.
- Please tie up long hair. Keep hair off face. Limit jewelry to plain ring bands and ear studs.
- All cuts and wounds must be covered with a clean, waterproof, brightly coloured plaster and wear disposable gloves
- Use a clean apron, attach name tag and fete badge
- **Always wash your hands thoroughly with soap & water before handling food.** Remember the back of hands, between fingers & under your fingernails. Dry with single use paper towel. Hand-washing equipment is provided in your area – please use it.
- Wash your hands each time after handling money, raw food, after using toilet or tissue for coughs/sneezes, after touching your hair or other body parts, or when changing gloves, etc
- Change to new gloves when you change jobs e.g. from food preparation to serving or after cleaning.
- **Do not eat or drink when in the food tents.**

## **Handling and Preparing Food**

Use the Food Providers List to record all food supplied on delivery.

Check that the food is not contaminated and is at correct temperature.

- Prevent cross contamination by following the above Personal hygiene instructions and attention to handling food information below:-
- Use separate utensils and containers for raw and cooked food
- Do not let raw food come in contact with cooked food
- Keep all food and utensils off the floor, covered and on clean work surfaces.
- Return all raw portions to the fridge.
- Frozen food must be completely thawed [in the fridge] before cooking
- Ensure all food is cooked through [reduce heat to avoid premature charring]
- Preheat bain-marie containers and pie warmers to keep food above 60degC
- Discard cooked food on display after 4hrs in the warmer.
- Use designated tongs to serve the food or wash hands well before serving

## **General Cleanliness**

- Use plastic table clothes on bench tops for efficient cleaning
- Manage rubbish disposal so all waste is Inside the bin
- No pets or visitors should be in food tents

## Quarterly Working Bee Checklist

	Item to be cleaned	Notes	Dates done							
1	Skylights	Do prior if poss								
2	Light fittings									
3	Tops of high cupboards									
4	Rangehood									
5	Cooktop									
6	Oven (inside & out)									
7	Microwave (inside & out)									
8	Pie Warmer (inside & out)									
9	Refrigerator (inside & out)									
10	Walls & wall tiles									
11	Replace pest baits if nec.									
12	Cutlery & utensil drawers									
13	Food storage cupboards									
14	Mug bleaching, remove chipped									
15	Cupboard doors									
16	Outdoor garbage area									
17	Kitchen doors									
18	Cleaning (corner) cupboard									
19	Sinks									
20	Hand basin									
21	Bench tops									
22	Garbage bins									
23	Floor	Last thing								
24	Remove all soiled cloths	Last thing								
25										
26										

### Cleaning equipment required:

Rubber gloves      Creme cleanser  
 Kitchen cleaning spray      Sanitizer  
 Scrubbing brush (lge & sm)      Bleach  
 Oven cleaner

Steel wool  
 Cleaning cloths  
 Detergent

Buckets  
 Scraper  
 Kitchen sponges



## Food Complaint Record

[illegible]