

Guide to Food Safety Standard 3.2.2A



What are the new requirements?

Standard 3.2.2A introduces new requirements for food businesses. Depending on the food handling activities, businesses will either be classified as Category 1 or 2. The three measures are:

- Appoint a formally certified food safety supervisor with qualifications issued within the past five years (**a copy of the certificate should be kept at the food business**) and ensure they are *reasonably available* when handling of potentially hazardous foods occurs.
- Ensure all food handlers have completed a food safety training course or can fully demonstrate to an Environmental Health Officer their food handling skills and knowledge.
- **Maintain records** or other evidence to show that **prescribed activities** are being properly managed (Category 1 businesses only)

How do I know if my business is category 1 or 2?

A category 1 business prepares unpackaged, potentially hazardous food and transforms it into ready-to-eat food, which is then served to customers

Examples:

- A mobile food vendor that prepares a fried rice dish, consisting of cooked rice, vegetables, and egg, in their kitchen. The dish is then packaged into individual servings (and transported to the location where it is reheated) and served to customers.
- A bakery that produces and sells potentially hazardous foods such as custard tarts, quiches, and fresh cream buns. These items can be eaten both on-site and off-site.
- A takeaway shop that prepares and serves hot chickens, salads, hot chips, gravy, and other takeaway foods for customers to eat off-site.
- A catering service that operates from a central kitchen and creates sandwich platters. The platters are then delivered to offices and other events for immediate consumption by participants.
- Training centres that offer buffet-style meals to participants from various organizations. These meals, which include hot and cold potentially hazardous food, are ready to eat and are covered by the training fee.
- Childcare centres that process and serve meals to children.

A category 2 business describes a business that sells food in a retail setting, which meets the following criteria:

- The food is potentially hazardous.
- The food is ready-to-eat, and it either arrived at the food business without packaging was unpackaged by the food business after receiving it.

Examples:

- A delicatessen within a supermarket receives pre-prepared salads in bulk bags. These bags are opened, and the salad is transferred into containers placed in a refrigerated display unit. Customers can choose the desired quantity, which is then weighed and packaged by the delicatessen staff.
- A service station obtains pre-packaged pies, pasties, and sausage rolls from a local bakery. The service station removes the products from their packaging, reheats them, and keeps them warm in a display oven. The items are then placed in bags for sale to consumers. In this scenario, the food has been unpackaged by the business but hasn't undergone any additional processing.

What's changed with the Food Safety Supervisor requirement??

The required training and competencies for a Food Safety Supervisor have now been made clearer and more specific, and are **required to be renewed every 5 years**.

A food safety supervisor requires training based on the food sector that they are working in. Competency codes and titles are set by the National Quality Council.

Example - the retail and hospitality sector includes:

- caterers for private functions
- delicatessens
- hotels
- retail market and stalls
- restaurants
- takeaways and cafes.

National competency code	Competency title
SITXFSA005	Use hygienic practices for food safety
SITXFSA006	Participate in safe food handling practices
OR	
SIRRFSA001	Handle food safely in a retail environment

How to find training courses

A food safety supervisor certificate for category one and category two food businesses must be obtained from a Registered Training Organisation (RTO). A person who has a Statement of Attainment issued by an RTO for the national competencies identified above satisfies this requirement. Training is nationally recognised, so it does not matter where the RTO is located.

If you are unsure about what training competencies you require, please contact Council's Environmental Health Team for advice.

To find an RTO:

- Google RTO or visit training.gov.au and enter the recommended competency code in the search field.
- In the search results, select 'Find RTOs approved to deliver this unit of competency'.

What's changed with the Food Handler training requirements??

Standard 3.2.2A requires that food handlers need appropriate skills and knowledge to handle potentially hazardous foods. Food handlers must have completed a food safety training course or have skills and knowledge of food safety and hygiene matters appropriate for their work activities.

Food safety training course requirements

The food safety training course must include information on:

- a. safe handling of food; and
- b. food contamination; and
- c. cleaning and sanitising of food premises and equipment; and
- d. personal hygiene.

Businesses may use online food safety training programs, such as "*DoFoodSafely*". This is free online training recognised by enforcement agencies. Another option is the "*I'm Alert*" training package. There are also courses from vocational training providers, or training developed by the business. An internal training program may also be tailored to the business' own activities and procedures, but it must cover the requirements above.



What kind of documentation do I need to show I'm doing everything right?

When assessing processes involving potentially hazardous foods in your business – it is important to identify the **critical controls** for those processes.

The assessment should start when you receive potentially hazardous food items into your business. The critical control measure may be that the food is delivered chilled (5°C or below) and therefore, you need to demonstrate that at this stage in your processes, you have a check or documented procedure in place to ensure the foods arrive at the correct temperature. You could measure the temperature of the foods for each delivery and record them on a record sheet (see record sheet template '*Food Receipt*'). This is the simplest and most fool proof method; however, you may decide that your supplier is reputable enough and consistent enough to utilise a Standard Operating Procedure (SOP) instead.



What might a Standard Operating Procedure look like?

Good quality and functional SOPs identify the person(s) responsible for the process, the person(s) responsible for checking the process is undertaken, and the essential actions that must be performed to ensure potentially hazardous foods are maintained in a safe condition.

It is also essential to train all your staff on the implementation of the SOPs. Environmental Health Officers will expect everyone involved to be capable of explaining the process to them during inspections. All staff will need to read and understand the SOPs and sign to confirm this. As you follow the potentially hazardous food items through your business, you need to identify the prescribed activities which will expose those food items to conditions where they may become unsafe to serve to customers.

How can I provide evidence that I am fulfilling these requirements?



The easiest way for a business to demonstrate compliance is to maintain good records. You can do this by:

- Documenting the processes on templates
- Recording the information electronically
- Including relevant details in invoices
- Maintaining visual evidence through photos or videos
- Having written instruction sheets or procedures
- Engaging in discussions and walk-throughs of the processes with the Environmental Health Officer

What foods are potentially hazardous?

Potentially hazardous foods are foods that must be kept below 5 °C or above 60 °C to minimise the growth of food poisoning bacteria, or to stop the formation of toxins.

Examples of potentially hazardous foods include:

- raw and cooked meat, or foods containing meat such as casseroles, curries and lasagne
- dairy products such as milk, custard and dairy-based desserts
- seafood (excluding live seafood)
- processed or cut fruits and vegetables, such as salads
- cooked rice and pasta
- foods containing egg, beans, nuts or other protein-rich food such as quiche and soy products
- foods that contain any of the above foods including sandwiches and rolls.

What are prescribed activities?

The examples below illustrate some of the activities that will need to be carefully managed in your business. It is likely your business will undertake many of the activities listed.



1. Properly receiving, storing, displaying, and, if applicable, transporting potentially hazardous foods while maintaining appropriate temperature control.
2. Adequately processing potentially hazardous foods through methods such as cooking, acidifying, or fermenting.
3. Minimising the duration which potentially hazardous foods are kept out of temperature control during the processing stage. [Following the '2 hour - 4 hour rule']
4. Cooling potentially hazardous foods within specified time frames and temperature limits.
5. Rapidly reheating potentially hazardous foods to meet the required temperature.
6. Thoroughly cleaning and sanitising food surfaces and equipment.



You can decide the best way of evidencing prescribed activities. This can be done by using records or *Standard Operating Procedures (SOPs)*.

Some steps are better suited to record templates and some steps are best managed with SOPs.

Council can provide you with a SOP template upon request. However, it should be amended to reflect the steps you take in your business and the SOP is followed thereafter.

What is meant by the 2-hour / 4-hour rule?



The 2 Hour/4 Hour rule helps you know how long you can safely keep fresh foods unrefrigerated that could become unsafe if not stored properly. These foods include cooked meat, dairy products, prepared fruits and vegetables, cooked rice and pasta, and foods containing eggs. The rule applies when these foods are kept between 5°C and 60°C, which is called the danger zone. By following the time limits provided, you can make sure these risky foods remain safe to eat.

Food held between 5°C and 60°C for less than 2 hours can be used, sold or put back in the refrigerator to use later. Food held between 5°C and 60°C for 2-4 hours can still be used or sold, but can't be put back in the fridge for later use. Foods outside temperature control for more than 4 hours cannot be used and must be thrown away.



Cooling food safely is essential

To ensure the safe cooling of cooked foods, it is important to follow proper food safety guidelines to minimise the risk of bacterial growth and food-borne illnesses. Cooked foods must be safely cooled from 60°C to 21°C in two hours and from 21°C to 5°C or below in a further four hours:

Initial Cooling Stage (60°C to 21°C in 2 hours):

Divide the cooked food into smaller portions. This increases the surface area, allowing for faster cooling.

Transfer the hot food into shallow containers, no more than 5cm deep. This facilitates heat transfer for faster cooling.

Place the containers in a cool environment, such as a refrigerator, or use specialised cooling equipment like blast chillers.



Ensure proper airflow around the containers to enhance cooling efficiency. Stir the food occasionally during the cooling process to promote even heat distribution. Use a calibrated digital food thermometer to monitor the temperature of the food. The food must reach 21°C or below within two hours.

Final Cooling Stage (21°C to below 5°C in 4 hours):

Once the food has reached 21°C, transfer it to a refrigerator immediately (if you were using a blast chiller or other cooling environment). Continue to use shallow containers to allow for efficient cooling. Place the containers on the refrigerator shelves, ensuring good air circulation. Avoid overcrowding the refrigerator, as it can hinder proper cooling. Close the refrigerator door promptly after each use to maintain a consistent temperature. Use a calibrated digital food thermometer to monitor the temperature. The food should reach 5°C or below within four hours of the start of this final cooling process stage.

If the food has not cooled to 5°C or below within a further four hours, it is considered unsafe, and it should be discarded to prevent bacterial growth.

Food Safety Supervisor's signature:

2 Hour / 4 Hour Record Sheet

Food	Date	Time out of refrigeration	Activity (e.g. sandwich prep, display, etc.)	Time back in temp control	Total time out	2-hr/4-hr action (re-refrigerate/use/discard – see below)	Staff initials
					Total 4 Hr	Discard	
					Total 4 Hr	Discard	
					Total 4 Hr	Discard	

This rule applies to ready-to-eat potentially hazardous food brought out of refrigeration.
 The time periods are cumulative – each time the food is kept between 5°C and 60°C needs to be added up to reach a total time.

Re-refrigerate/use/discard: If the potential hazardous food is brought out of refrigeration and held between 5°C and 60°C for less than 2 hours, it can be re-refrigerated or used immediately; for longer than 2 hours but less than 4 hours, it can be used immediately; longer than 4 hours, it must be discarded.

Food Safety Supervisor's signature:

Daily Cleaning and Sanitising Record

Area / Equipment	Person Responsible	Week starting Date:							Week starting Date:						
		Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun

Cleaning and Sanitising Guide

- Pre-clean: scrape, wipe or sweep away food scraps and rinse with water.
- Wash: use hot water and detergent to take off any grease and dirt. Soak if needed.
- Rinse: rinse off any loose dirt or detergent foam.
- Sanitise: use a sanitiser to kill any remaining germs.
- Final rinse: wash off sanitiser (read sanitiser's instructions to see if you need to do this); and
- Dry: allow to drip-dry if not possible, dry with a clean tea-towel.

Most food poisoning bacteria are killed if they are exposed to chemical sanitisers, heat, or a combination of both. To sanitise:

- soak items in water at 77°C for 30 seconds; or
- use a commercial sanitiser following the manufacturer's instructions; or
- soak items in water which contains bleach. The water temperature required will vary with the concentration of chlorine.

Food Safety Supervisor's Signature:

Weekly Deep Cleaning Record

Certain areas and equipment need deep cleaning more thoroughly to ensure they remain sufficiently clean. List the equipment and the days on which it should be deep cleaned.

		Completed by (please sign)						
Area / Equipment	Responsible Person	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
E.g. Clean oven, Wednesday and Saturday	Kitchen hand			P.Citizen			P.Citizen	

Conduct deep cleaning of your food premises and equipment on a weekly and monthly basis to ensure they remain in clean condition.

- For example:
- Fryers: Boil out fryer twice a week and clean the fryer baskets.
 - Ovens and ranges: Wipe down racks, walls, and the door as part of your weekly oven maintenance.
 - Burners, flattops, and cooktops: Scrub parts and surfaces using a disinfectant spray or warm soapy water to ensure a thorough clean.
 - Grills: Brush off ash and grime from grates after each use. Soak in warm soapy water to break up grease and empty any drip trays or areas underneath the burner or grates.
 - Refrigeration units: Clean the inside and the door using soapy water. Regularly empty and clean drain lines, pans and tubs to prevent sludge build-up. Clean fridge seals regularly.
 - Ice machines: Regular maintenance is crucial for ice machines to prevent sludge build-up.

Food Safety Supervisor's signature:

Temperature Record Sheet															
Date															
Time	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	
Servery fridge 1	2.9	3.1	2.5	3.3	2.9	3.5	2.8	3.3	2.4	3.2	2.7	3.8	2.6	3.9	<p>Check:</p> <ul style="list-style-type: none"> ✓ Use clean, sanitised probe thermometer to check food temperature. ✓ Cold foods should be kept at 5°C or below (unless validated alternative) ✓ Hot food should be kept at 60°C or above (unless validated alternative) ✓ If food is not at correct temperature, add notes on corrective actions below.
Date	Corrective action taken											Signed			
Example date	Example corrective actions: bain marie temperature turned up, refrigeration unit checked by manufacturer, food discarded, etc.											P.Citizen			

Food Safety Supervisor's signature:

Transportation Temperature Record

Date	Food Product	Leaving Time	Leaving Temp °C	Arrival Time	Arrival Temp °C	Corrective Action	Checked by
01/05/2023	Spaghetti Bolognaise	2:30pm	70°C	3:00pm	65°C	None	P Citizen

Temperature requirements:

- Hot food – at or above 60 °C
- Cold food – at or below 5°C
- Frozen Food – below -18°C

Food Safety Supervisor's signature:

Supplier Details

Reference Number	Supplier Name	Address	Contact Details (phone, fax, mobile, email)	Products Supplied

Cooling Record

Date	Food	Start time (Food starts at 60°C)	Check at hour 1	Check at hour 2	Did the food cool to 21°C within 2 hours? (Yes – continue cooling)	Check at hour 3	Check at hour 4	Check at hour 5	Check at hour 6	Did the food cool to 5°C or below in a further 4 hours? (Yes = Safety cooled)	Corrective Action Discard food if the cooling times and temperatures have not been reached. If refrigerator temperatures rise above 5°C during the cooling of food, review and modify cooling practices to ensure that temperatures remain below 5°C	Staff Initials
			Temp	Temp		Temp	Temp	Temp				
			Time	Time		Time	Time	Time				

- using a calibrated digital food thermometer, check that the temperature at the centre of potentially hazardous food reduces from 60°C to 21°C within the first 2 hours and then from 21°C to 5°C or below within a further 4 hours.
- divide potentially hazardous food into smaller batches and use shallow containers (for example less than 5cm deep) to help it cool quicker.
- make sure there is adequate air circulation around containers by not overloading refrigerators, cool rooms or freezers.

Food Safety Supervisor's signature