HAWKESBURY CITY COUNCIL

FOOD HANDLERS SELF- LEARNING

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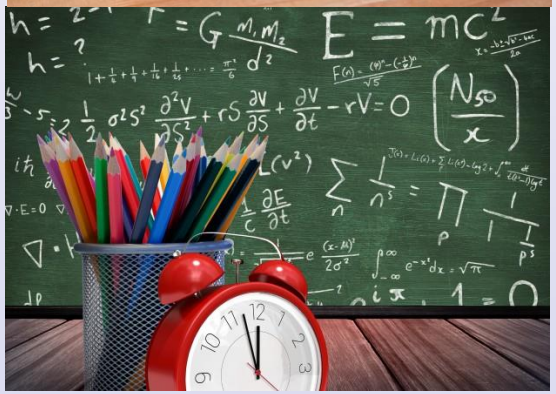
This document is a self-training tool for food safety.

Please read the content of each slide and view the resource weblink link at the bottom of selected slides.

An internet connection is required to view the weblinks.

Some weblink documents are long. Feel free to save them and view them at a later time.

LEARNING OUTCOMES



You will have an understanding of:

- Your legal responsibilities as a food handler.
- Identifying contamination risks
- The importance of temperature control for storing food.
- Responsibilities regarding personal hygiene.
- Pest control requirements.
- The fundamentals of cleaning and sanitising.

WHY REGULATION IS IMPORTANT

- 4.1 million food poisonings per year.*
- 1 in 5 Australians get food poisoning each year – on average 31,920 hospitalisations annually, 86 deaths and 1 million visits to doctors each year.
- Australians spend approx. 30% of their food budget on take-away and dining out.
- 950 food premises were listed on the name and shame register with many more that were not published – NSW Food Authority.

* OzFoodNet, 2014

LEGISLATION

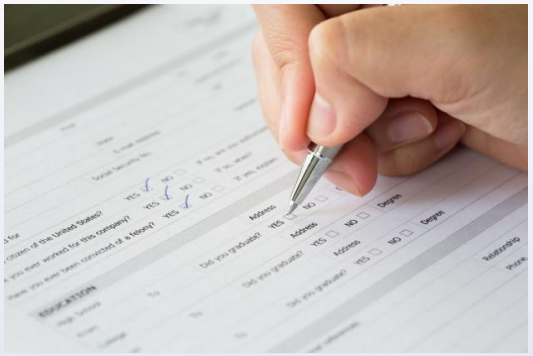
- A person must not:
  - handle food intended for sale in a manner that the person knows will render or is likely to render, the food unsafe or unsuitable.
  - sell food that the person knows is unsafe
  - cause food intended for sale to be falsely described
  - in the course of carrying on a food business, supply food by
  - way of sale if the food is not of the nature or substance demanded by the purchaser.

- It is a defence if it is proved that the person took all reasonable precautions to prevent the commission of the offence.

- It is not a defence if the defendant did not know the correct procedures or activity to ensure safe food.

SKILLS AND KNOWLEDGE

- FSC 3.2.2 requires food businesses to ensure that food handlers have:
    - Skills in the correct handling of food
    - Knowledge of food safety and food hygiene matters (including personal hygiene).



- There are many approaches to achieving this:
    - In-house training.
    - Viewing of relevant food safety information
    - Use of interactive CD or internet based packages
    - Establishment of internal policies and procedures
    - Consideration of industry experience (RPL)
    - Attendance at food safety courses !

FOOD SAFETY SUPERVISOR

- FSC 3.2.2 requires Most food premises handling Ready To Eat foods required to appoint a Food Safety Supervisor.
- Food safety supervisor to be at available at premises at all times (multiple FSS may be required).
- Re–certification required every 5 years.
- More information is available at the NSW Food Authority's website: www.foodauthority.nsw.gov.au

Weblink:
https://www.foodauthority.nsw.gov.au/sites/default/files/_Documents/fss/fss_guidelines.pdf

READY TO EAT FOODS

FSC 3.2.2 defines ‘ready-to-eat food’ as food that can be eaten without having any further cooking (or other bacteria kill step) done to it.

Examples:

- Cooked meats and seafood.
- Processed dairy products.
- Confectionery.
- Bread.
- Cut fruit, salads, produce (highest foodborne disease outbreak)*
- Food products made with raw egg, meat and fish that are intended to be eaten without cooking, for example aioli, steak tartare, and sushi.
- Foods that might be just heated before serving e.g. cold quiche and frozen cooked meals.

Second biggest cause of food poisoning

POTENTIALLY HAZARDOUS FOOD

Food Standard 3.2.2 states that Potentially hazardous food (PHF) is defined as:

Food that has to be kept at certain temperatures to minimise the growth of any pathogenic microorganisms that may be present in the food or to prevent the formation of toxins in the food.

Some examples include: Cooked or raw meat, seafood, diary products, seafood (excluding live seafood), cooked pasta and rice.

Weblink: https://www.foodauthority.nsw.gov.au/sites/default/files/_Documents/scienceandtechnical/potentially-hazardous-foods.pdf

PHYSICAL CONTAMINATION

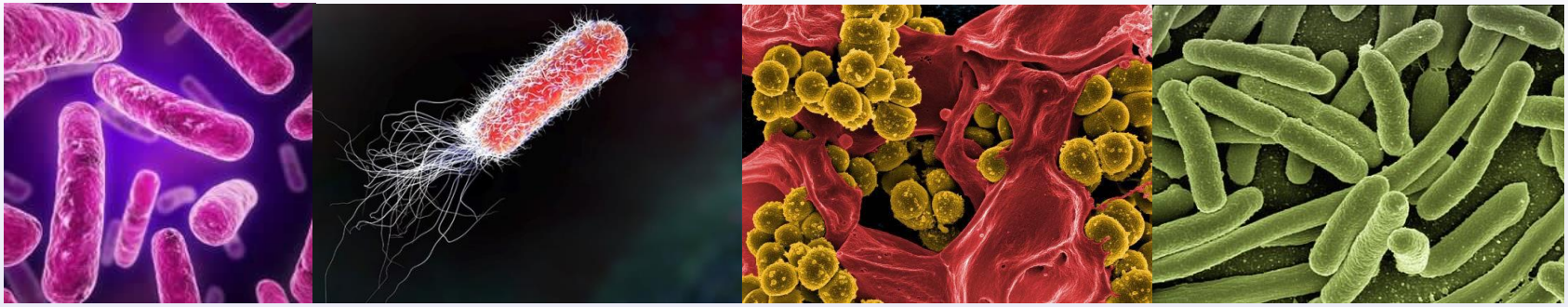
- A hazard to teeth, ingestion, choking and can introduce microbes to food.
- Contamination can be caused by insects, glass, metal, plastic, bandages and rubber bands.
- Above photos show, cockroach in rice, spider in salad and a watch in a salad.

CHEMICAL CONTAMINATION

Chemical contamination can occur from:

- Illegal pesticides used in food premises.
- Incorrect / illegal use of pesticides, herbicides, fungicides during the crop growing process.
- Cleaning chemicals and products stored close to food or ingredients.
- Leeching of chemicals into food from inappropriate storage containers.

MICROBIOLOGICAL HAZARDS



Bacteria, viruses, mould, yeasts and parasites

Significant because…

- Not easily detected
- Widely present and transfer easily
- Able to grow at ambient temperature
- Can survive or regenerate following control steps such as cooking.
- Can result in illness, even in small numbers*

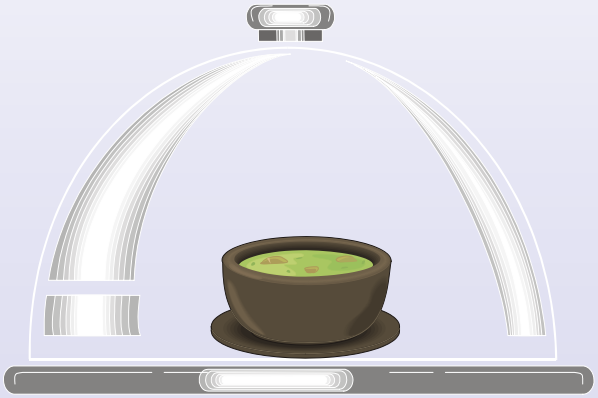
MICROBIOLOGICAL HAZARDS

Disease causing micro-organisms and viruses are introduced in the following ways:

- Contact from rats, mice, flies, cockroaches, weevils or other insects.
- Filth, hair, insect parts.
- Human Sources:
  - The bacteria is present on your skin.
  - Coughing, sneezing over food.
  - Poor hand washing before food prep and after visiting the toilet.
  - Handling food with infected cuts or sores.
  - Working with an illness.

PREVENT FOOD CONTAMINATION

Cover Food



Use utensils

Store cooked food **ABOVE** raw food in fridges and cool rooms

FOOD CONTAMINATION

PREVENT FOOD CONTAMINATION

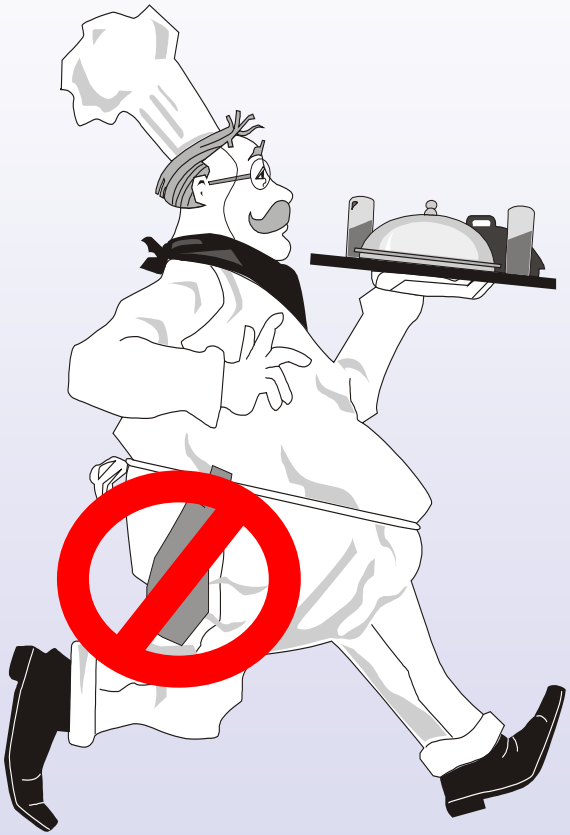
- Clean and sanitise utensils and food contact equipment (use of a cleaning schedule is highly recommended).
- Use equipment and containers that can be easily and effectively cleaned and are in a good state of repair.
- Store food off the floor – storerooms, cold rooms, work areas.
- Store chemicals where they cannot contaminate food.

Weblink:
https://www.foodauthority.nsw.gov.au/sites/default/files/_Documents/retailfactsheets/protecting_food_from_contamination.pdf

CLEANING CLOTHS & TEA TOWELS

Cleaning cloths spread germs.

- Single use methods are safest i.e. disposable cloth or single use tea towel.
- Don’t suspend towel from clothes.
- Bacteria from towel spread to hands and then to food.
- Need to be laundered in a matter so they are sanitary.
- Colour code cloths/towels for different jobs.
- Store clean and dirty tea towels separately. Clean tea towels in clean sealed containers.



HAND WASHING

- Soap and warm running water are the internationally accepted public health tools of the trade to maintain health and prevent disease.

- Food handlers are required to have liquid soap and paper hand towels dispensers near a dedicated basin.

Weblink: https://www.foodauthority.nsw.gov.au/sites/default/files/_Documents/retailfactsheets/hand_washing.pdf

WHEN TO WASH HANDS

FSC 3.2.2 requires you must always wash your hands:

1. When they are likely to be a source of contamination;
2. Before commencing or recommencing food handling;
3. Immediately after using the toilet;
4. After using/handling:

- nasal tissue;
- garbage;
- handling raw food;
- touching face or hair;
- money.

How to Wash Hands Video:
https://www.youtube.com/watch?v=3PmVJQUCm4E

USING HAND SANISTER

How to Handrub?

Poster Weblink:
https://www.who.int/gpsc/5may/How_To_HandRub_Poster.pdf

How to Hand rub Video:
https://www.youtube.com/watch?v=ZnSjFr6J9HI

Remember: to ensure effective hand sanitising, your hands need to be visibly clean. Dirty / soiled hands can trap microorganisms which can decrease the effectiveness of the hand sanitiser.

Never rinse your hands with water or wipe them with a towel after using a hand sanitiser. This will counteract the effect of the product.

SANITISER

A SANITISER is a chemical that lowers numbers of micro-organisms to a safe level.

- **A *Chlorine* solution (e.g bleach) is a suitable sanitiser for occasional use. It is not the best but can be diluted and used as per the weblink factsheet below**
- **A food grade, no rinse, sanitiser should be used for use after washing up. These are often quaternary compounds (QUATs) and have a much longer self-life.**
- **Follow manufacturer's directions carefully.**
- **Very hot water is a sanitiser (71- 82 ºC) i.e. dishwasher.**

SANITISERS NEED TIME TO WORK

Weblink: https://www.foodauthority.nsw.gov.au/sites/default/files/_Documents/industry/using-chemical-sanistisers-in-your-food-business.pdf

EXAMPLES OF SANITISERS

All sanitisers need time to work. Understand how long the contact time must be.

Confirm how the product is supplied Concentrate / diluted.

Use FOOD GRADE – NO RINSE sanitisers for ease of use.

Obtain instructions for use from supplier / manufacturer.

Check shelf life.

Are you using the right product – confirm with your supplier.

EXAMPLES OF SANITISERS

REMEMBER…

Detergents remove grease and dirt.

Sanitisers kill pathogens

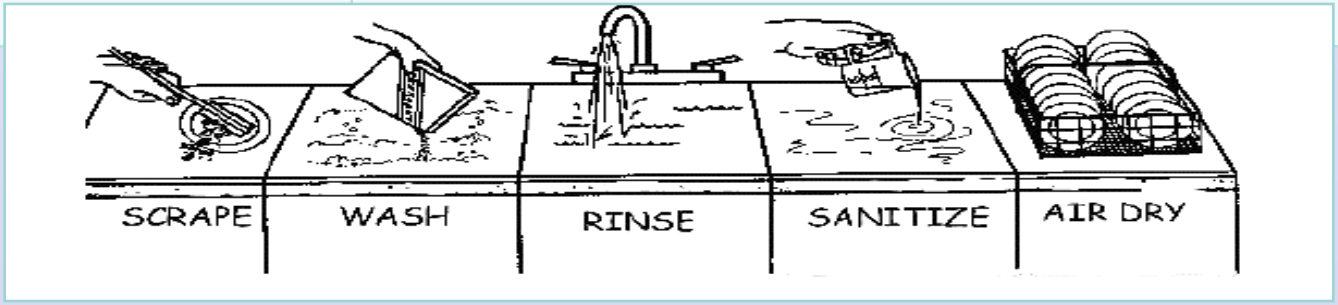
Both are needed for all food businesses!

FSC 3.2.2 requires that all food contact surfaces are required to be cleaned AND sanitised. This includes any processing equipment and utensils.

Weblink:
https://www.foodauthority.nsw.gov.au/sites/default/files/_Documents/industry/cleaning_sanitising_food_businesses.pdf

HOW TO CLEAN AND SANITISE

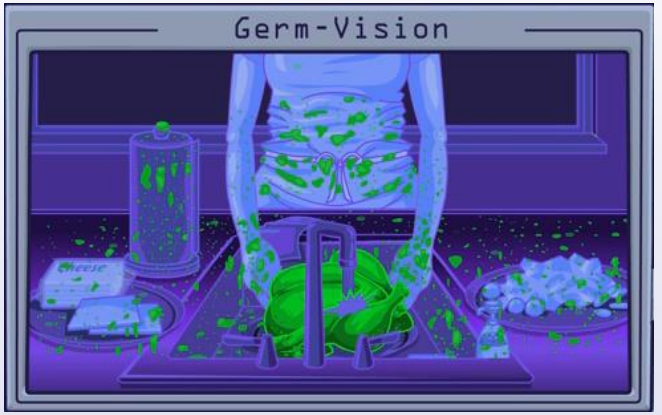
1	Pre clean	Remove dirt and food by sweeping, scraping, wiping or rinsing with water
2	Wash	Use warm water and detergent. Soak if necessary
3	Rinse	Rinse off detergent and any remaining food or dirt
4	Sanitise	Sanitise to eliminate/reduce micro-organisms to safe levels
5	Final rinse	Rinse off sanitiser (if necessary)
6	Dry	Air dry, use a single use towel or clean tea towel



CROSS CONTAMINATION

What is cross contamination?

Cross contamination occurs when bacteria and viruses are transferred from a contaminated food, surface or equipment to other food.



If raw foods come into contact with ready-to-eat foods, cross-contamination can occur

For example, it can happen when bacteria from the surface of raw meat, poultry, seafood and raw vegetables (such as unwashed potatoes and other root vegetables), are transferred onto ready to eat foods, such as leaf and vegetable salads, rice or pasta salads, cooked meats, poultry, seafood or even fruit.

Weblink:
https://www.foodauthority.nsw.gov.au/sites/default/files/_Documents/retailfactsheets/keep_foods_separate.pdf

PREVENT CROSS CONTAMINATION

Blue	Raw Fish
Brown	Vegetable
Green	Salad & Fruit
Red	Raw Meat
White	Bakery & Dairy
Yellow	Cooked Meat

Weblink:
https://www.foodauthority.nsw.gov.au/sites/default/files/_Documents/retailfactsheets/correct_use_of_cutting_and_serving_boards.pdf

- Keep raw and cooked food separate.
- Use separate knives and tongs for cooked and raw meats.
- Use separate chopping boards for cooked and raw foods.
- Clean equipment between uses.
- Wash hands frequently.
- Store raw and *ready to eat* foods separately.

FOOD POISONING MYTHS

Six common food poisoning myths that can be busted:

1. **If I get food poisoning it is most likely the last meal I ate.** People frequently blame a food poisoning event on the last meal they ate, but some forms of food poisoning can take days or even weeks to eventuate.

2. **You can tell if chicken or minced meat dishes are cooked safely by tasting or if the juices run clear.** A thermometer is the only way to know your food is cooked correctly - internal temp 75°C & centre steaming.

3. **Food poisoning is mild and just a bit of gastro.** While vomiting and diarrhoea are the most common symptoms, food poisoning in extreme forms can cause reactive arthritis, kidney or nerve damage and hepatitis.

FOOD POISONING MYTHS

4. **If you are a vegetarian, your risk of food poisoning is low**.
   Food poisoning outbreaks have been caused by fruit and vegetables such as rockmelon, frozen berries, orange juice, salad items and cooked rice.

5. **Its ok to make raw egg products as long as they are from free range eggs.**
   Raw egg products like aioli and hollandaise cannot be made in the food shop without the appropriate temperature and pH monitoring as well as subsequent record keeping. Do not use raw eggs but purchase a pasteurised product or a premade product and always follow storage directions.

6. **If you've defrosted frozen meat or chicken it can't be safely refrozen.**
   From a safety point of view, it is fine to refreeze defrosted meat or chicken or any frozen food as long as it was defrosted in a fridge running at 5°C or below. You may have lost some quality in defrosting then refreezing as the cells break down a little and the food can become slightly watery. Another option is to cook the defrosted food and refreeze.

CAUSES OF FOOD POISONING

1. Cross contamination;
2. Infected food handlers;
3. Contaminated incoming stock;
4. Poor personal hygiene or handwashing;
5. Poor cleanliness and lack of sanitiser;
6. Storing potentially hazardous food between 5ºC and 60ºC for extended periods;
7. Food prepared too far in advance;
8. Cooling food too slowly prior to refrigeration;
9. Not reheating food properly to high enough temperatures or undercooking;
10. Use of leftovers for extended periods;
11. Incomplete thawing or thawing that takes long periods of time.

FOOD POISONING SYMPTOMS

Symptoms

- Headaches.
- Nausea
- Vomiting
- Diarrhoea
- Abdominal Cramps
- Fever
- Death

Time between eating contaminated food and the start of symptoms is called the onset time.

REQUIREMENTS OF BACTERIAL GROWTH

Bacteria requires only a few things to create favourable growing conditions:

- **Time.**
- **Temperature.**
- Water availability.
- Food source.
- Favourable pH.

Our main controls are time and temperature

COMMON FOOD POISONING BACTERIA

- *Escherichia coli*
- *Campylobacter*
- *Salmonella*
- *Staphylococcus aureus (golden staph)*
- *Clostridium perfringens*
- *Clostridium botulinum*
- *Listeria*
- *Campylobactor*

Staphyloccus aureus

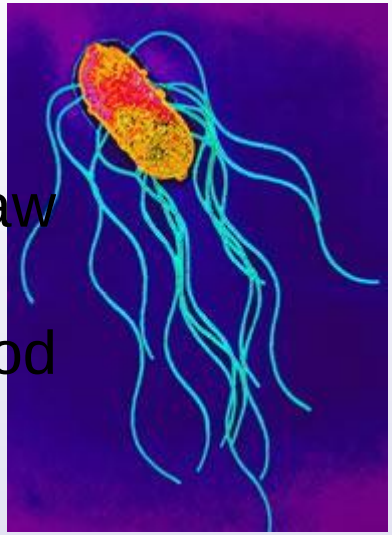
(Golden Staph)

- Usually found in cooked ham or other meat, cream filled or custard pastries, other dairy products, bread pudding, potato salad, chicken, fish and food normally eaten cold. Also in Upper Respiratory Tract infections.
- Introduced usually by food handlers through nasal discharges or from skin infections(acne, pimples, boils and scratches)
- Preventative measures: minimise use of hands in preparation, refrigerate moist foods.
- Symptoms appear after 1 – 6 hours from toxin produced during growth.

Clostridium perfingens

- Usually found in large cuts of meat which has been boiled, steamed, braised, or partially roasted.
- Introduced as a natural contaminate of meat.
- Preventative measures: Rapidly refrigerate meat between cooking and use.
- Symptoms appear after 8 to 22 hours.
- Spore forming – will withstand up to 2 hours of boiling.

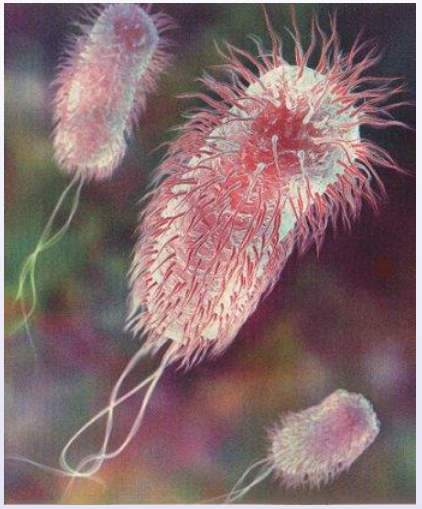
Salmonella



- Can be present in meat and poultry, egg products, custards, shellfish, soups, sauces.
- Is highly likely to be present on raw chicken and raw eggs.
- Preventative measure: Good personal habits of food handlers, sufficient cooking, eliminate rodents and flies.
- Symptoms appear usually after 8 – 72 hours, but up to a few weeks depending on the strain.
- Introduced by faecal contamination by food handlers that have already been infected.
- Salmonella is a toxin producer. The toxins produced cannot be eliminated by cooking (kill step).

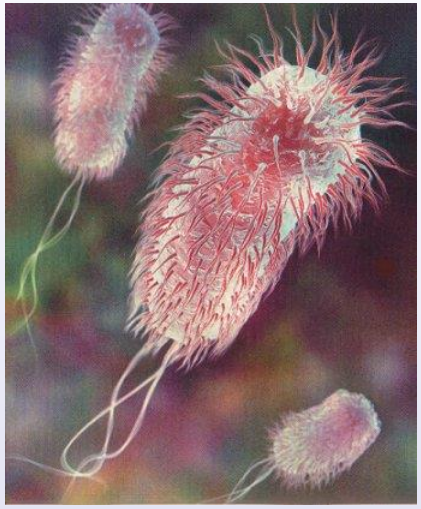
Escherichia coli

- Usually found in red meat and poultry, particularly mince, and dairy products.
- An indicator of faecal contamination.
- Introduced by contaminated water, raw contaminated meat and poultry, unpasteurised milk.
- Preventative measure: Sufficient cooking, use of potable water.
- Symptoms appear usually after 12 – 72 hours.
- Toxin producing causing permanent kidney damage and other systemic failures. The toxins produced cannot be eliminated by cooking (kill step).



Campylobacter

- Associated with the consumption of contaminated poultry, water or unpasteurised milk.
- Onset 2-5 days. Diarrhoea, cramping, abdominal pain, and fever that lasts from one to two weeks.
- Thorough cooking of food kills Campylobacter. Avoid raw or undercooked meat, poultry or eggs. Poultry, including liver, should not be eaten if pink in the middle.



Campylobacter

- Council participated in a state wide survey with the Food Authority in 2019.
- Premises notified of impending survey.
- Questionnaire completed with operator.
- Preparation surfaces swabbed, confirming sanitising practices, samples of cooked chicken sent for analysis.
- 281 samples in total.
- Only 2 tested positivefor Campylobacter-

- Cooked chicken - cooled in sink (cross contamination and poor handling).
- Cooked chicken schnitzel.

- 4% E. Coli positive
- No Salmonella detected in samples
- Food business notified for results. Some regulatory action was taken to ensure improved processes.

Campylobacter

- State wide survey – Other outcomes
  - Half the chopping boards were damaged
  - Sanitisers used correctly 65% of the time
  - 25% of businesses use sanitisers only at end of day
  - Inadequate temperature control practices during processing (8%) & display (15%)
  - 25% of food handlers do NOT have adequate skills & knowledge

Food Authority Total Survey:

- Protein swab of food surfaces – utensils, boards, benches
  - 343 of 593 tested passed (58%)
  - **250** of 593 failed (42%) !

Listeria

- Usually found in pre-prepared pre-packaged foods such as salads cold meats, soft serve, cold seafood, dairy, cold chicken, sandwiches.
- The Immuno-compromised, pregnant women, and newborn babies are most at risk.
- Growth of Listeria is caused by poor food storage and handling.
- Preventative measure: correct food handling techniques.
- Symptoms appear from 3 days to up to 10 weeks.

SAFE STORAGE OF HIGH RISK FOODS

Keep hot foods above 60ºC

Keep cold foods below 5 ºC

Bain marie – hot or cold wells.

- **Heat up / cool down food before placing into display.**
- **Don't top up food.**
- **Don't over stack food.**

Weblink:
https://www.foodauthority.nsw.gov.au/sites/default/files/_Documents/retail/4_hour_2_hour.pdf

TEMPERATURE ZONES

Safe Hot Food Zone

100 °C

Bacteria are destroyed

60°C

Temperature Danger Zone

Bacteria Grow Quickly

5°C

Safe Cold Food Zone

0°C

Frozen Food Zone

Bacteria Don't Grow

-10°C

Weblink:
https://www.foodauthority.nsw.gov.au/consumer/food-at-home/cooking-temperatures

Weblink:
https://www.foodauthority.nsw.gov.au/_Documents/retailfactsheets/temp_danger_zone.pdf

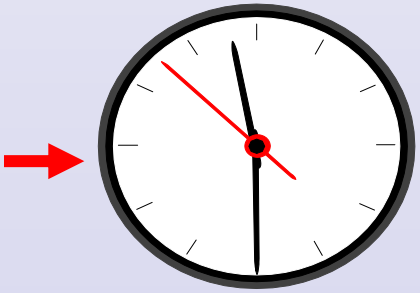
FOLLOW THE 2 HOUR / 4 HOUR GUIDE

TOTAL TIME BETWEEN 5 °C and 60°C	ACTION
Less than 2 hours	Refrigerate or use immediately
Between 2 hours and 4 hours	Use immediately
More than 4 hours	Throw out

TIME AND TEMPERATURE

Bacteria double in number every 15-20 minutes at room temperature

1,000 4,000 16,000 64,000 256,000



1,026,000

One thousand bacteria multiply to over one million bacteria in less than 3 hours

THAW FROZEN FOODS SAFELY

Plan ahead

- Allow time for complete thawing.
- Thaw in refrigerator below 5 ºc.
- Thaw in microwave oven on defrost
- Never defrost at room temperature.
- Cut or minced products may be cooked frozen

USE OF A FOOD THERMOMETER

HOW TO CLEAN

1. Wash the probe using hot soapy water.

2. Sanitise the probe with food grade sanitiser, an alcohol swab, or by placing in boiling water for one minute. Air dry OR wipe with a clean paper towel.

3. Check the reliability of the thermometer using boiling water, or a slurry of water and crushed ice.

HOW TO USE

1. Clean and sanitise the thermometer probe.

2. Insert the probe into the thickest portion (or centre) of the food – away from bone, fat or gristle. Wait 15 sec for temperature reading to stabilise.

TEMPORARY EVENTS

GUIDELINES FOR FOOD BUSINESSES AT TEMPORARY EVENTS

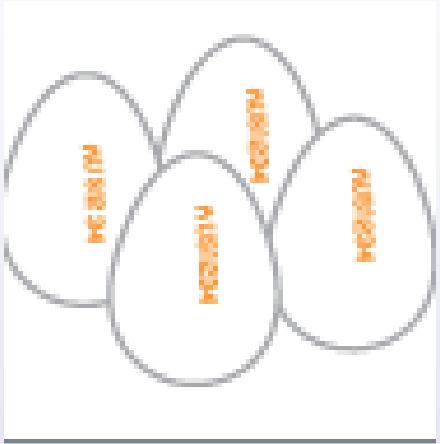
Weblink:
https://www.foodauthority.nsw.gov.au/sites/default/files/_Documents/retail/temp_events_guideline.pdf

Department of Primary Industries
Food Authority

More resources at foodauthority.nsw.gov.au nswfoodauthority newfoodauth

JUNE 2016

EGG SAFETY

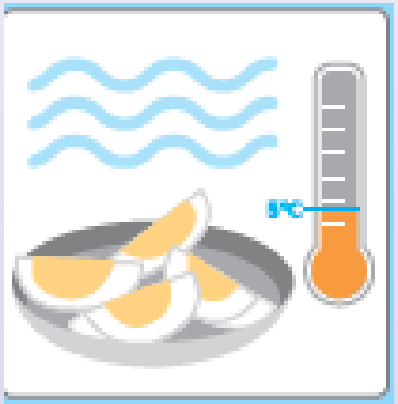


Individually stamped

Wash hands before and after handling eggs with soap and water

Fully cook the eggs if served to very young, elderly or immuno-compromised people

Use pasteurised egg in raw egg dishes or drink as a safer alternative



Refrigerate at or less than 5°C immediately for all products

Weblink 1:
https://www.foodauthority.nsw.gov.au/sites/default/files/_Documents/retailfactsheets/safe_preparation_of_raw_egg_products.pdf

Weblink 2:
https://www.foodauthority.nsw.gov.au/sites/default/files/_Documents/industry/egg_stamping_for_retailers.pdf

PESTS

Pests spread disease

- cockroaches

- rats

- mice

- flies

Look for signs of activity

- droppings

- smear trails

- gnaw marks!

Weblink:
https://www.foodauthority.nsw.gov.au/sites/default/files/_Documents/retailfactsheets/pest_control.pdf

Hawkesbury City Council

PEST EVIDENCE EXAMPLES






PESTS - COCKROACHES

Live in:

- sewers
- grease traps
- drains
- dark places in kitchen

Lay eggs in warm dark places

- within equipment panels (fridges)
- electric motors
- espresso machines
- cash points
- under benches/sinks

LAY COCKROACH BAITS WHERE COCKROACHES LAY THEIR EGGS

PEST CONTROL

Stop pests getting in:

- Protect - screen windows and doors
- Maintain - Seal holes in floors, walls and ceilings

Starve pests out:

- Remove food sources
- Clean up as you work
- Remove rubbish & disused equipment

COCKROACHES, RATS AND MICE ARE MOST ACTIVE AT NIGHT TIME

Monitor for any signs of activity. Infestations should be managed by a professional pest controller

Weblinks: https://pestcontrol.org.au, https://www.aepma.com.au/

WASTE DISPOSAL

Storage facilities for garbage & recyclables:

- must be of adequate volume
- must adequately contain the material
- must be able to be cleaned
- must be covered so as to prevent entry of rainwater
- skip bins not designed for food retail and hospitality
- Hawkesbury City Council recycles. Speak to us about our recycling services.

Weblink:
https://www.foodauthority.nsw.gov.au/sites/default/files/_Documents/retail/responsible_disposal_of_food_waste.pdf

WASTE DISPOSAL

SINGLE USE ITEMS FOR CUSTOMERS

Protect single use items from potential contamination:

- Straws – If accessible to customers - no open containers or holders in which customer may contaminate other straws. Push button straw dispensers or wrapped straws best.
- Toothpicks – Individually wrapped or in dispenser.
- Utensils – wrapped or stored in container with handle side up.

YOUR BAD HABITS ?

Identifying poor personal hygiene habits.

- Scratching, touching or rubbing the nose;
- Coughing or sneezing into hands, picking nose or face (pimples)
- Wiping perspiration;
- Stroking moustaches or beards.

Weblinks:

https://www.foodauthority.nsw.gov.au/_Documents/retailfactsheets/personal_hygiene_checklist.pdf

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https://www.foodauthority.nsw.gov.au/sites/default/files/_Documents/retailfactsheets/health_hygiene_of_food_handlers.pdf

- Rolling the sleeper in pierced ears;
- Smoking;
- Using tissues ;
- Touching clothing;
- Touching the edge of the mouth;
- Licking fingers or thumb to separate wrapping paper.

FOOD HANDLER OBLIGATIONS

FSC 3.2.2 states that food handlers must:

- Advise your supervisor if you are suffering, or a carrier or have symptoms of food borne illness
- Take all reasonable measures to handle food and food contact surfaces in a way that will not compromise the safety and suitability of the food
- Wash your hands with soap and warm running water in the *designated* hand washing facilities whenever hands are likely to be a source of contamination

Weblink: https://www.legislation.gov.au/Details/F2011C00591

QUESTION

What types of food are you allowed to touch under food legislation?

ANSWER:

It is generally not necessary to touch food

- You are required by law NOT to directly touch foods that are ready to eat or that will not undergo a further cooking process
- No specific legislation requiring the wearing of gloves
- While gloves do help keep hands clean they are used to protect food
- Recommended handling methods – Use clean utensils

Weblink: https://abovelms-marketing-assets.s3-us-west-2.amazonaws.com/Food+Safety+Posters/Why+Wear+Gloves_.pdf

LABELLING

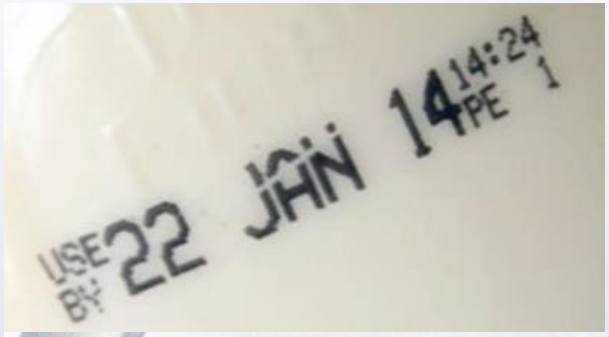
Use By date: the date after which food should not be consumed because of health and safety reasons. It is illegal to sell food which has passed its use by date. Also known as expiry date.

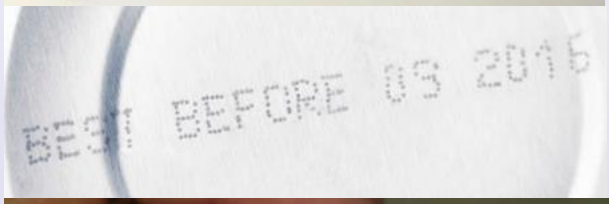
Best Before date : These foods can be expected to retain their colour, taste, texture and flavour provided they have been stored correctly. Foods marked best before can be sold after that date, provided the food is not deteriorated or perished.

Production or manufacture date: Means the date on which the food became the product. Sometimes called packed on date.

Always read and follow the safe storage requirements

Weblink:
https://www.foodauthority.nsw.gov.au/sites/default/files/_Documents/retailfactsheets/labelling_general_requirements.pdf





REFRIGERATE AFTER OPENING

FOOD ALLERGIES AWARENESS

1. **Know your ingredients**
   - Only accept labelled food, retain packaging information.
   - Check all ingredients and be aware as some may be derived from other ingredients.
2. **Avoid cross-contamination**
   - Clean and sanitise work surfaces and utensils.
   - Double check ingredients with the chef.
   - Have a label to identify the allergen free meal.
3. **Listen to your customers.**
   - Have a system to follow if a customer says they have a food allergy.
   - Include note on menu for customers to disclose any food allergies.
4. **Educate yourself and your staff.**
   - Ensure your Food Safety Supervisor training is up to date.
   - Teach staff of their obligation to declare allergy's.

Weblink:
https://www.foodauthority.nsw.gov.au/sites/default/files/_Documents/retail/be_prepared_be_allergy_aware.pdf

COVID-19 AND FOOD SAFETY

Australia is actively responding to an outbreak of respiratory illness caused by coronavirus (COVID-19)

There is no evidence to date to suggest that food is a source or route of transmission of the virus.

All food businesses and charities in NSW are required to meet the requirements of the Food Standards Code. Follow health advice and stay home if you are sick and seek medical attention.

Good personal hygiene and food safety practices should always be employed, good hygiene and sanitation are important to avoid cross contamination between raw or undercooked foods and cooked or ready to eat foods in the kitchen

Weblink: https://www.foodauthority.nsw.gov.au/help/covid-19-advice

THE END

FOR FURTHER ENQUIRIES PLEASE SPEAK TO AN ENVIRONMENTAL HEALTH OFFICER BY CALLING HAWKESBURY CITY COUNCIL ON 4560 4444