Hi Lindy,

Please find below the details regarding food safety.

Aged care providers are required to comply with Chapter 3 of the Food Standards Code. For providers within NSW the NSW Food Authority has developed a guideline for managing food safety compliance. I've provided a link to both.


We provide food safety training and resources to the industry that are specific to the clients needs. I have attached an example of the presentations.

Currently, aged care providers use a paper based food safety monitoring system. This type of documenting has numerous concerns, so our team decided to create a software solution for the industry. [Lindy provider] is the first large aged care provider to embrace this innovation.

I have attached 2 documents that will give you an overview of the software. Please see below a link to our webpage.


Thank you and please let me know if I can provide anymore information.

Kind Regards
Emma

Sent from Mail for Windows 10
An Introduction to Food Safety

"Food safety is a responsibility to share"
COURSE OVERVIEW

- What is food safety?
- Current food safety legislation
- The role of our food safety program
- An overview of our food safety program
- Your responsibilities when working in our kitchen
- Completion of an assessment task

Did you know 4 million Australian’s suffer from food poisoning every year!
WHAT IS FOOD SAFETY?

Food safety is the set of procedures that are followed to help keep our food safe. An unsafe food can be any type of contaminate that could cause harm or injury to the consumer.

There are different types of contaminants:

- **Bacterial**
  - Causes food poisoning

- **Physical**
  - Is a solid object in a food that causes discomfort or injury

- **Chemical**
  - Will be a naturally occurring toxin, or a chemical

- **Allergens**
  - Is an ingredient that is safe for some, but not for others

Food safety is a responsibility to ensure.
CURRENT LEGISLATION

It is a legal requirement for an Aged Care Facility that handles and serves Potentially Hazardous Foods to 6 or more Vulnerable People must have a written food safety program in place.

✓ Our Food Safety Program must comply with the Food Standards Code
✓ The food safety criteria in our Food Safety Program is reflective of current legislation
✓ We must follow our Food Safety Program
✓ We are required to have an audit to check we are complying with our program
✓ Our facility may have an unannounced spot visit from the NSW Food Authority

A vulnerable person is more susceptible to food poisoning, will suffer more serious symptoms, a longer recover time and a higher fatality rate.
THE ROLE OF OUR FOOD SAFETY PROGRAM

We have a moral and legal responsibility to ensure the food we provide to our residents is safe, and free of anything that could cause harm

Our food safety program:

1. Plays an important role in keeping our residents safe
2. Identifies potential risks of contamination and outlines procedures we must follow
3. Provides guidance to all employees about safe food handling procedures
4. Helps our facility comply with current NSW legislation
5. Demonstrates due diligence
OVERVIEW OF OUR FOOD SAFETY PROGRAM

The purpose of our Food Safety Program is to identify potential issues or contamination that could make the resident's food unsafe.

Our program states what we do to reduce the likelihood of contamination.

There are two key parts to our program:

1. Written procedures
2. Monitoring records
**FOOD SAFETY PROCEDURES**

Where to buy food from

How to store food safely

How to handle and prepare food

Safe cooking, cooling and reheating of food

Safe transportation of food throughout the facility

Safe food service

Cleaning and sanitation

Personal hygiene and employee illness

This is an example of some of the most important procedures we have.

Following these procedures will certainly help keep our residents safe.
FOOD SAFETY MONITORING

An integral part of our food safety system is to monitor certain food handling steps.

Monitoring can include the checking of times and temperatures.

If we don’t include daily monitoring, we won’t be compliant with legislation and will not pass our NSW Food Authority audits.

Monitoring demonstrates:

1. Compliance
2. Long term history of safe temperatures
3. Traceability of our foods
4. Compliance against our menu and residents dietary needs
YOUR RESPONSIBILITY

It is important to understand that it is not only the people who work in the kitchen that are responsible for food safety.

Anybody that has contact with food, or food contact equipment is legally defined as a "food handler", this means food safety is everyone's responsibility.

We expect everyone who works at our facility, complies with our food safety program.

Lets look at some key responsibilities on the following slide.
YOUR RESPONSIBILITY

1. Know where to find our food safety program and please become familiar with the content

2. Comply with our food safety program. Remember your compliance against the program is a legal requirement

3. Complete a task to the best of your ability. Keeping in mind cutting corners and not following our food safety program could result in a food poisoning incident

4. Don’t come to work when you are unwell and always maintain good standards of personal hygiene

5. Report any issues such as maintenance defeats or signs of pest infestation

6. Always keep in mind you have a responsibility to provide a safe food to our residents
CONCLUSION

We work in a food handling environment that has more risks. This is because we provide potentially hazardous foods to people who are elderly and may have an immune system that is compromised.

Everyone who works here have a responsibility to ensure our residents receive safe and enjoyable food.

We will now complete an assessment task.

Thank you.
Fundamentals of Food Safety

“Food safety is a responsibility to share”
COURSE OVERVIEW

- Why is food safety important?
- Key food safety principles
  - Safe temperature control
  - Safe food handling
  - Cleaning and sanitation
  - Personal hygiene and illness
- Completion of the assessment task

Food handlers have a legal and moral obligation to provide a safe food to the consumer.
WHY IS FOOD SAFETY IMPORTANT?

We work in a food handling environment that has more risk associated with our food handling processes.

This is because we handle and serve Potentially Hazardous Food to the elderly and immune compromised, making our residents vulnerable.

Vulnerable people are at a greater risk of food poisoning, more serious symptoms and a higher fatality rate.

Did you know 70% of food poisoning related fatalities occur to a person who is vulnerable. On average we have 120 deaths caused by food poisoning every year in Australia.
WHAT IS FOOD SAFETY?

Each day we follow basic food safety procedures to help keep our residents safe.

As a group can you please give me some examples of the food safety procedures we follow.
TEMPERATURE CONTROL

Temperature control is important to keep food safe

Correct temperature control works by preventing bacterial growth in a food

In addition, when we cook or reheat a food to a safe temperature, many bad bacteria will die

We have a legal obligation to keep food at a safe temperature and out of the Temperature Danger Zone

We demonstrate our compliance by documenting the temperatures on our monitoring records
TEMPERATURE CONTROL

The Temperature Danger Zone is the temperature range between 5°C and 60°C.

Bad bacteria that cause food poisoning grow rapidly between these temperatures.

It is ok for a food to be in this temperature range for a short period of time, but this must be controlled.

- **Water Boiling Point**: 100°C
- **Cooking temperatures** destroy most bacteria
- **Danger Zone**: Food in this range experiences rapid growth of bacteria. Avoid 5°C to 60°C.
- **Water freezing point**: 0°C
- **Freezing temperatures** stop bacterial growth
TEMPERATURE CONTROL

Chilled delivery: 0°C to 5°C

Cooling: 60°C to 21°C in 2 hours, then 21°C to below 5°C within 4 hours

Cooking: 75°C & Reheating: 75°C

Chilled storage: 0°C to 5°C
Frozen storage: -18°C

Cold service: 0°C to 5°C
Hot service: 60°C

Food safety is a responsibility to share.
SAFE FOOD HANDLING

Handling our food safely will reduce the risk of contamination and the loss of temperature control.

There are key 4 steps to handling food safely:

1. Limit the amount of time in the Temperature Danger Zone
2. Manage the risk of cross contamination
3. Ensure you maintain good standards of personal hygiene
4. Ensure your equipment is clean and sanitized

We have already spoken about temperature control, so let's look at cross contamination.
CROSS CONTAMINATION

There are 2 different types of cross contamination:

- Direct Cross Contamination
- Indirect Cross Contamination
CROSS CONTAMINATION

Direct cross contamination can occur during storage and preparation

- Only prepare one food type at a time
- Do not place different items that could cause a risk on the same work surface

- Have separate storage areas
- Ensure all foods are covered
- Don't store raw meats or defrosting foods above ready to eat foods
- Provide drip trays to thawing food

Food safety is a responsibility to share.
CROSS CONTAMINATION

Indirect cross contamination generally occurs when a ‘vehicle’ is involved.
CROSS CONTAMINATION

Indirect cross contamination can be managed by some basic food safety principles

Wear a clean uniform
Change your apron if it becomes contaminated
Wash your hands between tasks
Don't use tea towels
Use single use paper towels for cleaning

Adhere to our colour coded cutting board system
All food contact equipment is to be cleaned and sanitised
Change utensils / knives between tasks
Wash your hands between and before tasks

Change your food handling gloves
Be aware of cross infection in the facility
Have separate serving utensils for each food
Don't use the cooking utensil / finger to taste food

Food safety is a responsibility to share
CLEANING AND SANITATION

Keeping our kitchen and equipment clean and in good condition will help keep our food and residents safe.

There are many benefits to cleaning:

1. Reduces the risk of contamination to food products
2. Ensures the safety of the residents
3. Provides a pleasant work environment
4. Demonstrates good food safety standards
5. Removes food for pests
6. Ensures compliance with the Food Standards Code
CLEANING AND SANITATION

Follow these basic tips to keep our facility looking good!

✓ Follow the cleaning schedules
✓ Complete all cleaning tasks to the best of your ability
✓ Clean up after yourself. If you make a mess, clean it!
✓ Use the correct chemical for the task you are completing
✓ Use single use paper towel to clean. Discard and replace between tasks
✓ Follow the directions on the chemical packaging
✓ Ensure food contact equipment is sanitized through the dishwasher or by a chemical surface sanitizer
✓ Report issues to management
PERSONAL HYGIENE

People can be a source of harmful bacteria, or can be a vehicle for cross infection.

We require all food handlers to follow these basic personal hygiene requirements:

Don’t come to work if you are unwell!

You are not permitted to handle a food, or a food contact surface if you are suffering symptoms of Gastroenteritis, or have discharge from your eyes, ears or nose.
PERSONAL HYGIENE

If personal hygiene standards were maintained and food handlers washed their hands correctly, it is estimated food poisoning outbreaks would be reduced by 40%.

Wash your hands........

1. Before entering the kitchen or servery area
2. After a break including visiting the toilet
3. After handling raw foods
4. Before and in between food handling jobs
5. Before serving food
6. After cleaning and handling waste
7. After washing dirty equipment or dishes
PERSONAL HYGIENE

A kitchen must have a designated wash hand basin that complies with the following:

1. Can only be used for hand washing
2. Must have direct and free access
3. Must have a supply of warm running water
4. Must have a suitable supply of soap and paper towel
CONCLUSION

We work in a food handling environment that has more risks. This is because we provide potentially hazardous foods to people who are elderly and may have an immune system that is compromised.

Everyone who works here have a responsibility to ensure our residents receive safe and enjoyable food.

We will now complete an assessment task.

Thank you.
Food Safety Hazards

“Food safety is a responsibility to share”
COURSE OVERVIEW

- Identifying food safety hazards
- Where does a food safety hazard come from?
- Food safety hazard controls
- Completion of an assessment task

The purpose of our food safety program is to identify potential food safety hazards, and outline how to control them.
IDENTIFYING A FOOD SAFETY HAZARD

A food safety hazards is an objectionable substance in a food that could cause harm, injury or death to the consumer.

Bacterial  Physical  Chemical  Allergens
BACTERIAL HAZARDS

Some bacteria that we find in food, the environment and on people cause food poisoning. These bacteria are known as Pathogens.

Pathogens can come from many different sources. We must follow food safety procedures to control Pathogens, and also reduce the risk of contamination.

Harmful Pathogens are found on or in:

- The environment
- Raw fruits and vegetables
- Raw meats, poultry, fish and eggs
- Animals and pests
- Waste
- People
BACTERIAL HAZARDS

There are many types of Pathogens, however some are common in our workplace.

- Salmonella
- Listeria
- Staphylococcus Aureus
- E.Coli
BACTERIAL HAZARDS

We have a problem when dealing with Pathogens, you can not see, smell or taste them. So this makes it really hard to know if something is contaminated.

It's very different to a spoilage bacteria. When a food spoils you will be able to use your senses to tell there is a problem with the food.
BACTERIAL HAZARDS

Maintaining correct temperature control is important when managing Pathogens. If a contaminated food is left in the Temperature Danger Zone, the Pathogen will spilt and replicate it's self.

This process is known as Binary Fission. Or put simply, the Pathogen is multiplying.
**BACTERIAL HAZARDS**

How do we manage the risk of a bacterial hazard?

- Keep the kitchen clean.
- Sanitize food contact surfaces.
- Maintain personal hygiene standards.
- Manage correct temperature controls.
- Prepare and handle food safely.
- Store foods correctly and manage stock control.
- Report signs of pest infestation.
PHYSICAL HAZARDS

A physical hazard is an unwanted object in a food that causes discomfort, harm or injury to the consumer.
PHYSICAL HAZARDS

A physical hazard can come from one of the following sources.

- Person
- Premises
- Plant
- Pest
- Product
- Packaging

We have a responsibility to be vigilant and to look for signs of physical contamination.

Some residents may have weakened eyesight, so it is very important we take care.
## PHYSICAL HAZARDS

<table>
<thead>
<tr>
<th>Source</th>
<th>Example</th>
<th>Controls</th>
</tr>
</thead>
<tbody>
<tr>
<td>Person</td>
<td>Band aids, hair, finger nails, jewellery</td>
<td>Use blue band aids, cover hair, keep nails short, adhere to our jewellery policy</td>
</tr>
<tr>
<td>Premises</td>
<td>Flaking paint, broken lights, notice board pins</td>
<td>Report maintenance defects, cover all lights, remove notice boards with pins, complete internal audits and check the kitchen structure is sound</td>
</tr>
<tr>
<td>Plant</td>
<td>Bolts, screws, chipped crockery, fragmenting steel wool, shavings from the can opener</td>
<td>Complete internal audits and check the equipment is sound, replace steel wool, discarded chipped crockery</td>
</tr>
<tr>
<td>Pest</td>
<td>Ants, rats, mice, droppings, hair, insects</td>
<td>Have regular pest control services, report evidence of pests, clean food spillages, cover all foods, remove waste from the kitchen, cover all holes and ingress points, wash all fruits and vegetables</td>
</tr>
<tr>
<td>Product</td>
<td>Egg shell, fish bones, wheat husks</td>
<td>Process foods correctly, check ingredients and finished products for contamination</td>
</tr>
<tr>
<td>Packaging</td>
<td>Elastic bands, plastic, foil, tape</td>
<td>Remove unwanted packaging from foods, check food for contamination</td>
</tr>
</tbody>
</table>
A chemical hazard could be a naturally occurring toxin in a food, or a manufactured chemical such as cleaning or pest control chemicals.
CHEMICAL HAZARDS

How do we manage the risk of chemical hazards?

✓ Be trained in chemical handling.
✓ Store chemicals safely, securely and away from food.
✓ Only use approved chemicals.
✓ All chemicals must be labeled.
✓ Follow the directions and use the correct chemical for the job you are doing.
✓ Don’t use chemicals near unprotected food.
✓ If you believe a food has been contaminated, discard it.
ALLERGEN HAZARDS

Allergens are certain foods, such as peanuts, that are perfectly safe for most people to eat. But can cause illness or even death to people who are allergic. Australia has one of the highest rates of people with allergies or food intolerances.

1 in 20 children has an allergy
1 in 200 adults has an allergy
25% of people have some form or food intolerance
ALLERGEN HAZARDS

People can be allergic or have an intolerance to any food or ingredient, however the most common cause for reactions is from the list of “known allergens” below.

![Image of common food allergens: tree nuts, soy, fish, peanuts, shellfish, eggs, wheat, dairy]
ALLERGEN HAZARDS

How do we manage the risk of allergens?

✓ Read food labeling and allergen declarations.
✓ Stores foods separately and covered.
✓ Label all foods.
✓ Decant open dry foods into sealed containers.
✓ Food brought in by family and friends can not be shared.
✓ Wash your hands between and before tasks.
✓ Use separate food preparation equipment. Cleaned and sanitized.
ALLERGEN HAZARDS

✓ Understand our menus and ingredients.
✓ Maintain effective communication between residents, family and staff.
✓ If you are ever unsure, do not serve the meal.

Always take resident’s dietary requirements seriously, no matter if it is a like, dislike or allergy.
CONCLUSION

We work in a food handling environment that has more risks. This is because we provide potentially hazardous foods to people who are elderly and may have an immune system that is compromised.

Everyone who works here have a responsibility to ensure our residents receive safe and enjoyable food.

We will now complete an assessment task.

Thank you.
Process Control Procedures

“Food safety is a responsibility to share”
COURSE OVERVIEW

- Food delivery
- Safe food storage
- Food handling, preparation and texture modification
- Cooking, cooling and reheating
- Hot and cold food service
- Completion of assessment task

Process control procedures help keep our food safe by making sure we handle foods correctly.
## FOOD DELIVERY

<table>
<thead>
<tr>
<th>Hazards</th>
<th>Controls</th>
<th>Critical Limits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bacterial – Loss of temperature control</td>
<td>Monitor the temperature. Check frozen foods for hardness.</td>
<td>Chilled: between 0°C and 5°C Frozen: -18°C or colder / Hard Solid</td>
</tr>
<tr>
<td>Bacterial – out of date foods</td>
<td>Check dates</td>
<td>-</td>
</tr>
<tr>
<td>Physical – damaged packaging</td>
<td>Check packaging</td>
<td>-</td>
</tr>
</tbody>
</table>
SAFE FOOD STORAGE

<table>
<thead>
<tr>
<th>Hazards</th>
<th>Controls</th>
<th>Critical Limits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bacterial – Loss of temperature control</td>
<td>Monitor the temperature of each storage unit daily.</td>
<td>Chilled: between 0°C and 5°C</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Frozen: -18°C or colder</td>
</tr>
<tr>
<td>Bacterial – out of date foods</td>
<td>Maintain stock control procedures.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Check product dates.</td>
<td></td>
</tr>
<tr>
<td>Bacterial – cross contamination</td>
<td>Store foods separately.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cover all foods.</td>
<td></td>
</tr>
<tr>
<td>Physical – uncovered foods</td>
<td>Cover all foods.</td>
<td></td>
</tr>
</tbody>
</table>
## SAFE FOOD STORAGE / LABELING

<table>
<thead>
<tr>
<th>Received foods</th>
<th>Manufacturers use by or best before date. Processed meats must also have the packaging date.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foods made onsite</td>
<td>Product identification, production date and use by date.</td>
</tr>
<tr>
<td>Foods frozen onsite</td>
<td>Product identification, production date, frozen on date and use by date.</td>
</tr>
<tr>
<td>Opened foods remaining in original packaging, jar or bottle</td>
<td>Opening date.</td>
</tr>
<tr>
<td>Decanted foods</td>
<td>Product identification, opening date and use by date.</td>
</tr>
</tbody>
</table>
## FOOD PREPARATION

<table>
<thead>
<tr>
<th>Hazards</th>
<th>Controls</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bacterial – cross contamination</td>
<td>Use the colour coded cutting board system.</td>
</tr>
<tr>
<td></td>
<td>Separate raw and cooked foods.</td>
</tr>
<tr>
<td></td>
<td>Ensure knives and utensils are cleaned and sanitised before use.</td>
</tr>
<tr>
<td>Bacterial &amp; Physical – contamination from the food handler</td>
<td>Wash hands before and in-between tasks.</td>
</tr>
<tr>
<td></td>
<td>Cover your hair.</td>
</tr>
<tr>
<td></td>
<td>Do not work if you are unwell.</td>
</tr>
<tr>
<td></td>
<td>Wear a clean uniform and apron.</td>
</tr>
<tr>
<td></td>
<td>Keep your nails short.</td>
</tr>
<tr>
<td></td>
<td>Don’t pick, scratch or touch areas of your body while handling food.</td>
</tr>
<tr>
<td></td>
<td>Do not eat while working in the kitchen. (taste sampling is allowed)</td>
</tr>
</tbody>
</table>
## FOOD PREPARATION

### Hazards

<table>
<thead>
<tr>
<th>Hazard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bacterial growth due to loss of temperature control</td>
</tr>
</tbody>
</table>

### Controls

Limit the amount of time a food is in the Temperature Danger Zone. Maximum time should be no longer than 30 minutes. Apply the 4/2 hour rule where necessary.

### Table

<table>
<thead>
<tr>
<th>Time</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 – 2 Hours</td>
<td>Use immediately or refrigerator between 0°C and 5°C</td>
</tr>
<tr>
<td>2 – 4 Hours</td>
<td>Use immediately</td>
</tr>
<tr>
<td>After 4 Hours</td>
<td>Throw away</td>
</tr>
</tbody>
</table>

*Food safety is a responsibility to share.*
### FOOD PREPARATION

<table>
<thead>
<tr>
<th>Hazards</th>
<th>Controls</th>
</tr>
</thead>
</table>
| Bacterial – contamination due to unwashed / sanitized fruits and vegetables | Wash / sanitise produce in a clean area that isn’t used for dirty processes.  
Wash produce in running water to remove visible dirt before sanitising.  
Test the solution is at the correct dilution.  
Submerge produce in the sanitiser solution. Break apart leaves if required and agitate produce.  
Soak for a minimum of 5 minutes.  
Maintain good personal hygiene including the wearing of gloves after sanitising.  
Use clean and sanitised preparation equipment.  
After sanitation store at 5°C or below for no longer than 24 hours. |
## FOOD PREPARATION

<table>
<thead>
<tr>
<th>Hazards</th>
<th>Controls</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bacterial &amp; Physical – contamination from unclean / sanitized equipment</td>
<td>Use clean equipment that has been washed and sanitised. Adequate sanitation occurs in the dishwasher with a rinse cycle temperature of 82°C and above. Or by a chemical sanitiser. Ensure equipment is able to be cleaned effectively. Equipment is in good structural condition. Change equipment / utensils between tasks.</td>
</tr>
</tbody>
</table>
# TEXTURE MODIFICATION

<table>
<thead>
<tr>
<th>Hazards</th>
<th>Controls</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical – from structurally unsound equipment</td>
<td>Include the equipment during the internal audits. Check equipment for lose or missing parts before use.</td>
</tr>
</tbody>
</table>
# TEXTURE MODIFICATION

<table>
<thead>
<tr>
<th>Hazards</th>
<th>Controls</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bacterial – contamination from un clean equipment, and unclean work area</td>
<td>Ensure equipment is dismantled before cleaning. Equipment is to be sanitised after cleaning and before use. Undertake process in a clean area, away from waste, washing equipment and the handling of raw foods.</td>
</tr>
<tr>
<td>Bacterial &amp; Physical – contamination from the food handler</td>
<td>Wash hands before task. Wear gloves if needed. Adhere to our jewellery policy. Cover your hair. Do not work if you are unwell. Wear a clean uniform and apron. Keep your nails short. Don’t pick, scratch or touch areas of your body while handling food.</td>
</tr>
</tbody>
</table>
## COOKING AND REHEATING OF FOOD

<table>
<thead>
<tr>
<th>Hazards</th>
<th>Controls</th>
<th>Critical Limits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bacterial – growth or survival</td>
<td>Adequate cooking and reheating. Core food temperatures achieved.</td>
<td>Cooking: 75°C core temperature</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Reheating: 75°C core temperature</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bacterial – contamination from an unclean / sanitised probe thermometer</td>
<td>Probe to be sanitised before use. Keep clean and free of food residue. If you drop the probe it will need to be calibrated.</td>
<td>Calibrated to a maximum 1°C difference</td>
</tr>
</tbody>
</table>

*Did you know cooking will not kill all types of harmful bacteria. So if you want to cool a food after cooking, it's critical the cooling process is undertaken correctly.*
## COOLING OF FOOD

<table>
<thead>
<tr>
<th>Hazards</th>
<th>Controls</th>
<th>Critical Limits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bacterial – growth due to incorrect cooling times and temperatures</td>
<td>Correct cooling times and temperatures achieved.</td>
<td>Cool from 60°C to 21°C - 2 hours. Cool from 21°C to &lt;5°C - 4 hours.</td>
</tr>
<tr>
<td></td>
<td>Break into small portions.</td>
<td></td>
</tr>
<tr>
<td>Bacterial &amp; Physical – contamination from the environment or food handler</td>
<td>Maintain good standards of personal hygiene. Protect the food from environmental contamination.</td>
<td>-</td>
</tr>
<tr>
<td>Bacterial – contamination from an unclean / sanitised probe thermometer</td>
<td>Probe to be sanitised before use. Keep clean and free of food residue.</td>
<td>Calibrated to a maximum 1°C difference</td>
</tr>
<tr>
<td></td>
<td>If you drop the probe it will need to be calibrated.</td>
<td></td>
</tr>
</tbody>
</table>
# HOT AND COLD FOOD SERVICE

<table>
<thead>
<tr>
<th>Hazards</th>
<th>Controls</th>
<th>Critical Limits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bacterial – growth due to incorrect temperatures</td>
<td>Keep food at the correct temperature before and during service.</td>
<td>Hot food: 60°C or above. Cold food: between 0°C and 5°C. Or safely implement the 4/2 hour rule.</td>
</tr>
<tr>
<td>Bacterial &amp; Physical – contamination from the environment or food handler</td>
<td>Maintain good standards of personal hygiene. Protect the food from environmental contamination.</td>
<td></td>
</tr>
<tr>
<td>Bacterial – contamination from an unclean / sanitised serving utensils</td>
<td>Use clean and sanitised equipment. Use separate serving utensils.</td>
<td></td>
</tr>
</tbody>
</table>
CONCLUSION

We work in a food handling environment that has more risks. This is because we provide potentially hazardous foods to people who are elderly and may have an immune system that is compromised.

Everyone who works here have a responsibility to ensure our residents receive safe and enjoyable food.

We will now complete an assessment task.

Thank you.
Food Safety Documentation

“Food safety is a responsibility to share.”
COURSE OVERVIEW

- What is a monitoring record?
- Why do we complete monitoring records?
- Correct completion of monitoring records
- Completion of an assessment task

Monitoring records are used to demonstrate compliance against our food safety program and legislation.
WHAT IS A MONITORING RECORD?

A monitoring record is a document that we use to record information, such as food handling processes, times and temperatures.

Our monitoring records are unique to our facility and are an accurate reflection of our practices.

During our NSW Food Authority Audit, the completed monitoring records are assessed for compliance.
WHY DO WE COMPLETE MONITORING RECORDS?

Without monitoring records we can not show long term evidence that the food we have served to the residents is safe

Maintaining monitoring records have additional benefits

✓ Demonstrates compliance against our food safety program and legislation
✓ Demonstrates food traceability
✓ Demonstrates good food safety standards to the residents, employees and visitors
✓ Helps us maintain our due diligence
✓ Increases resident confidence
✓ Reduces the possibility of government fines for non compliance
CORRECT COMPLETION OF MONITORING RECORDS

To assist with correct completion of our monitoring records, I would like to share the following requirements

✅ Remember, the monitoring records are a legal document and can be used as evidence

✅ Treat the records with respect. Keep them clean, in good condition and do not lose them

✅ Complete the records as per the requirements of our food safety program

✅ No gaps or missed entries

✅ Please only use black or blue pen

✅ If you make a mistake. Place a single line against the entry and rewrite. Do not use liquid paper
CORRECT COMPLETION OF MONITORING RECORDS

✓ Do not back date entries. If you forget a corrective action will need to be raised.

✓ Ensure you use the most recent version of our monitoring records.

✓ If the process you are monitoring does not reach the food safety requirements, please raise an effective corrective action.

An effective corrective action shows the food is still safe.
CONCLUSION

We work in a food handling environment that has more risks. This is because we provide potentially hazardous foods to people who are elderly and may have an immune system that is compromised.

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We will now complete an assessment task.

Thank you.