

Food Safety Risk Assessment Guide





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Council's role in food safety

Maroondah City Council is committed to achieving a safe, healthy and active community through a preventative approach to food safety and public health.



Victorian Food Act 1984

The Food Act 1984 sets out the regulatory requirements for the sale of food in Victoria.

The Act ensures:

- food for sale is both safe and suitable for humans to eat
- all types of food businesses (fixed, home based, temporary and/or mobile) are registered with Council so they are regularly monitored
- staff are trained and food safety programs implemented
- the Food Standards Code in Victoria is applied to all food sales.

Council helps food businesses identify the areas where things can go wrong and provides guidance on what is required to prevent food from becoming unsafe or unsuitable.

Our Environmental Health Officers

Environmental Health Officers (EHOs) are responsible for implementing the Food Act 1984 through registration, monitoring and education.

Council's EHOs:

- manage the registration, renewal and transfer of registration of food premises
- help new food business owners understand the food safety requirements for their business
- undertake food safety risk assessments of food businesses
- have food samples analysed to check compliance with food standards and labelling requirements
- investigate complaints of food safety risks or food poisoning
- provide food safety education across the community.



Food business risk classification

The Victorian Food Act 1984 classifies all food businesses according to their food safety risk. The classification system is risk-based, so that regulation is matched to the food safety risk that different food business activities pose to public health.

There are four classes of food business in Victoria, with Class 1 premises having the highest risk and Class 4 the lowest.



What is a food safety risk assessment?

Council’s food safety risk assessment program sets high standards of educating and assisting local food businesses to improve on food handling practices and reduce the incidence of food-borne illness.

The food safety risk assessment supports food businesses by:

- incorporating a risk management approach (assessing the likelihood and consequence of unsafe/unsuitable food)
- assessing the adequacy of current food safety controls the business has in place
- identifying any uncontrolled food safety risks
- assisting the business to put in place adequate controls to reduce the risk and ranks these actions in order of importance
- determining the impact if something were to go wrong. Consideration given to how serious the consequences could be for the consumer if controls are not put in place.

This table shows how the overall risk rating for each process is determined, by comparing the likelihood of unsafe/unsuitable food occurring with the expected consequences.

Likelihood	Certain	Medium	High	High
	Likely	Medium	High	High
	Unlikely	Low	Low	Low
		Low	Major	Critical
		Consequence		

The EHO will evaluate the risk based on how likely it is that something could go wrong with the food.

Are there adequate food safety controls in place?

The EHO will factor in the consequence of something going wrong with the food.

***How many people could become unwell from consuming this type of food?
How severe could this be?***

Some examples of likelihood and consequence:

Likelihood	Examples
Certain	Raw meat has contaminated ready to eat food
	Food is contaminated with foreign matter
	Food has been used past its "use by date"
	Potentially hazardous food has not been stored under temperature control for over four hours
Likely	Food is not protected during storage
	Food is not stored under temperature control
	Food premises is not clean
	Food contact surfaces for ready to eat food are not being adequately cleaned and sanitised
	Food handlers are not washing their hands
Unlikely	Food is stored under temperature control
	Food contact surfaces are clean and sanitised before use
	Food is protected and date labelled in storage
	Food handlers follow good hygiene practices
	For more ways to reduce the likelihood of food becoming unsafe or unsuitable: Refer to Appendix 1: How do I control food safety risks?
Consequences	Examples
Critical	Vulnerable people very likely to consume unsafe food
	A high number of people very likely to consume contaminated food
	People have become unwell or injured
Major	Possibility people may become ill or injured, if controls are not put in place
Low	No illness or injury likely

Based on the assessment result, a follow up inspection will be required to be undertaken within the following timeframes.

Overall risk rating	Follow up action required by Council
High (Critical)	Action taken to address critical risk immediately
	Follow up inspection within 48 hours
	Additional inspection costing \$180, will be conducted within the three months prior to renewal of the Food Act registration (as required under the Food Act 1984)
Medium (Major)	Follow up inspection 2-10 working days
Low (Satisfactory)	Follow up inspection timeframe negotiable



An example of an assessment report



13 May 2019

1234/FOODC2

Mr and Mrs Smith
Pies and Cakes Bakery
PO Box ABC
Ringwood VIC 3134
ABC@email.com

Dear Sir/Madam,

RE: Food Safety Risk Assessment of Pies and Cakes Bakery trading at 7 Civic Square, Croydon VIC 3136

A food safety assessment was conducted at the above premises on 13 May 2019 by Environmental Health Officer, EHO.

The assessment identified that there were inadequate food safety controls in place which may lead to food becoming unsafe or unsuitable. Therefore, the food safety risk rating for your business is a:

MEDIUM food safety risk

The actions listed below are controls that you are required to put in place to reduce the likelihood of food becoming unsafe or unsuitable and reduce the risk to public health. A follow up inspection will be conducted within the due date timeframe.

	Actions	Due Date
MEDIUM	1. Provide warm water at the hand wash basin. 2. Date label high risk food items in the cool room to ensure they are rotated safely. 3. Cover all ready to eat food on display to protect it from contamination	17 May 2019
LOW	4. Repair cracked floor tiles to prevent accumulation of dirt.	17 August 2019

Please note that if further follow up inspections are required an additional inspection fee of \$180 be charged.

In addition to this and based on your previous history and the risk to the community, appropriate enforcement action under the Food Act 1984 may also be taken. Please refer to the [Food Safety Risk Assessment Guide for further information.](#)

If you have any queries about the above information, please contact me on xxxx xxxx

Yours Sincerely,

EHO
Environmental Health Officer
Community Health Services

Contact us
 Phone 1300 68 22 33 or 9298 4598 Fax 9298 4345
 maroondah@maroondah.vic.gov.au | www.maroondah.vic.gov.au | PO Box 156, Ringwood 3134 | DX 38066, Ringwood

Visit us
 City Offices Braeside Avenue, Ringwood Realm 179 Maroondah Highway, Ringwood Croydon Civic Square, Croydon ABN 96 066 522 719

Your Food Act registration number.

The actions you need to take in priority order to control food safety risks.

Risk rating as determined by the EHO following the assessment. If the rating is 'CRITICAL' an additional inspection will be undertaken at a cost of \$180.

Date that actions are due to be completed by. An EHO will conduct a follow up inspection at these times.

If the actions are not completed at the follow up inspection, an additional inspection will be required which may cost the business \$180.

Example of an assessment report, continued



Food Safety Risk Assessment Results

Risk Assessment	Outcome
Food receipt	Low - Satisfactory
Food storage and display	Medium - Major
Thawing	Not applicable
Food preparation	Low - Satisfactory
Other potentially hazardous food processing	Low - Satisfactory
Allergens	Low - Satisfactory
Cooking	Low - Satisfactory
Cooling	Low - Satisfactory
Cold / Hot holding	Not applicable
Reheating	Low - Satisfactory
Transport	Low - Satisfactory

The risk rating outcome for each food process or support program

Support Programs	Outcome
Cleaning / sanitising / pests / waste disposal	Low - Satisfactory
Food handler hygiene / health	Low - Satisfactory
Packaged food labelling / recall	Low - Satisfactory
Thermometer	Low - Satisfactory
Maintenance & fixtures / fittings / equipment	Medium - Major

To manage risks associated with food safety to ensure compliance with the Food Act 1984, the definitions below describe the level of risk that has been identified during your assessment:

High - Critical	Inadequate food safety controls in place, which has led to food becoming unsafe or unsuitable. Immediate corrective action must be taken.
Medium - Major	Inadequate food safety controls in place, which if not put in place may lead to food becoming unsafe or unsuitable. Corrective action to be taken.
Low - Satisfactory	Adequate controls are in place to prevent food becoming unsafe or unsuitable. Some minor actions may be identified requiring corrective actions.
Not applicable	The food business does not undertake the process activity.

What your risk rating means

Notes & Observations

- High risk food prepared includes: vanilla slice, meat pies and cream pastries.
- Pie process adequate - cooking, cooling, reheating.
- Custards cooked and cooled within cooling time limits
- Cleaning and sanitising procedures good
- Sanitiser: Bleach and water solution - diluted correctly
- Hand wash basin requires warm water
- Jam donuts on display to be covered or stored in display case
- Cracked floor tiles difficult to keep clean

The notes and/or photographs the EHO took during your assessment

The assessment process



What happens if my business does not control the food safety risks identified?

Council has a duty of care to the community to ensure that food safety risks identified within businesses are addressed. Council must take appropriate action to ensure businesses put in place controls to reduce the likelihood of food becoming unsafe or unsuitable.

The Food Act 1984 has a range of compliance tools to ensure enforcement is appropriately targeted to risk.

If a business does not implement the actions required to control food safety risks, the EHO may, depending on the business's previous history and the assessed risk to the community, take the following action:

Overall Risk Rating

Council Action

Outcome	Business failure to comply	Possible outcome
High (Critical)	Immediate control of the food safety risk	Food and or equipment may be seized or discarded
	A further follow up inspection will be required	An additional inspection fee of \$180 will be charged for a further follow up inspection
	EHO may prepare a brief of evidence and recommend prosecution in Court	If prosecuted in Court, the business may face a large penalty and possible loss of reputation
	EHO may recommend to Council to force the temporary closure the business until adequate food safety controls are in place	Business closure – loss of business
	Issue the business with an Order or Direction under Section 19 Food Act	Failure to comply with a Section 19 Order is a Food Act offence and the EHO may prepare a brief of evidence and recommend prosecution in Court Failure to comply with a Section 19 Direction is grounds for Council not to renew the business Food Act registration
	A Penalty Infringement Notice (PIN) may be issued	A penalty infringement fine can cost business

Table continued

Medium (Major)	Extend the timeframe (within reason) in collaboration with the business to complete medium risk actions already requested to be completed.	An additional inspection fee of \$180 will be charged for a further follow up inspection.
	Issue the business with an Order or Direction under Section 19 Food Act	Failure to comply with a Section 19 Order is a Food Act offence and the EHO may prepare a brief of evidence and recommend prosecution in Court. Failure to comply with a Section 19 Direction is grounds for Council not to renew the business Food Act registration.
	A Penalty Infringement Notice (PIN) may be issued	A penalty infringement fine can cost business.
Low	Extend the timeframe (within reason) in collaboration with the business to complete low risk actions.	An additional fee of \$180 may be charged for this additional inspection.

Next stage of the risk-based approach

The next stage of the risk based approach will be to analyse the assessment results and use this information to assist business in the areas that are highlighted as commonly high or medium risks areas.

For example: If the analysis shows the food storage is a common area for critical results, Council will focus on providing further information, education and resources to businesses in this area.

Questions or concerns about your risk rating

Should you have any questions or concerns regarding the decision of your risk rating, you are encouraged to discuss this with your EHO.

Following this, for further concerns, you may contact the Coordinator Community Health via email at: communityhealth.customerservice@maroondah.vic.gov.au.

Your feedback is important to us. Please complete a short online survey about this guide to help us ensure we provide the best resources possible: www.maroondah.vic.gov.au/fsra



Appendix 1:

How do I control food safety risks?

The following checklist has been designed to assist food businesses to ensure they have adequate controls in place to prevent food becoming unsafe or unsuitable. Please note, this checklist is a guide only and information specific to your food business should be sought from an Environmental Health Officer or your Food Safety Auditor.

TO DO:

Food Receipt

- Only receive food from approved, registered food businesses
- Keep a list onsite of all your food suppliers
- Only accept frozen food if it is frozen solid
- Accept cold food delivered below 5°C
- Accept hot food delivered over 60°C
- Only accept clean eggs, not broken or cracked
- Only receive food in clean, intact and undamaged packaging
- Check food delivery vehicles are clean and within required temperature
- Check food is labelled correctly, according to Food Standards Australia and New Zealand (FSANZ) Code
- Check food is within 'best before' or 'use by' dates
- Keep a record of food receipt

Food Storage and Display

- Check frozen food is stored below -15°C and frozen solid
- Monitor temperatures and keep a record of freezers, cold storage/display and hot holding unit temperatures
- Check food is protected from contamination and chemical contamination during storage including:
 - Cover all foods that are exposed to contamination
 - Store ready to eat foods above or away from raw food
 - Store all foods off the floor
 - Store foods in clean, suitable storage containers
- Check stock is being rotated on a first in, first out basis
- Check food is within its 'best before' or 'use by' date
- Check high risk foods are date labelled
- Keep chemicals stored separate to food storage areas
- Keep food storage areas clean
- Check for pest activity regularly

Thawing

- Only thaw food in the refrigerator or microwave
- Prepare food immediately after thawing in a microwave
- Protect food from contamination during thawing
- Check food is completely thawed before cooking

Food Preparation/ Other potentially hazardous food preparation

- Use tongs, scoops, clean gloves etc. to handle ready-to-eat food, to avoid touching food with bare hands (where possible)
- Check all fruit, vegetables and herbs are washed in clean water before use
- Only use clean eggs, not broken or cracked
- Check raw and ready-to-eat foods are separated
- Clean and sanitise equipment before each use
- Clean and sanitise chopping boards, slicers, juicers etc. during food preparation
- Never place ready-to-eat foods on an unclean surface
- Follow the two hour/ four hour rule for potentially hazardous food at room temperature
 - less than two hours: food may be returned to a safe temperature below 5°C and above 60°C)
 - more than two hours, but less than four hours: food must be used immediately or discarded.
 - more than four hours in total: food must be thrown out

Allergens

- Check staff are trained on allergens and ensure that they can provide accurate information to customers
- Retain packaging from products that are not made on the premises or keep details of the package information
- Provide information on food displays and menus to ensure customers are aware of the allergens
- Train staff preparing food to be aware of cross contamination and foods that contain hidden allergens
- Keep food in original packaging to identify allergens present
- Have a process in place to ensure allergen-free food is provided to the correct customer

Cooking

- Cook potentially hazardous foods to a core temperature of 75°C or above
- Regularly check that the cooking process cooks the potentially hazardous food to 75°C or above
- Use a sanitised thermometer to check this temperature

Cooling

- Cool, cooked potentially hazardous foods from 60°C to 21°C within the first two hours and then from 21°C to less than 5°C within the next four hours

Hot/Cold Holding

- Keep hot potentially hazardous food above 60°C
- Keep cold potentially hazardous food below 5°C
- Check ready to eat food on display is protected from contamination

Reheating

- Reheat cooked, potentially hazardous foods, such as soups, stews, sauces, gravies etc, to a core temperature of 75°C or above

Transport

- Check foods transported are protected from contamination by storing in suitable containers
- Check temperatures of potentially hazardous foods are maintained below 5°C or above 60°C during transport

Cleaning/Sanitising/Pests/Waste Disposal

- Maintain premises and all fixtures, fittings and equipment in a clean condition with no accumulation of garbage, recycled matter, food waste, dirt, grease or other visible matter
- Clean and sanitise utensils and equipment before each use
- Clean and sanitise other surfaces that food comes in contact
- Follow the six steps to cleaning and sanitising
 1. Pre-clean: Scrape, wipe or sweep away food scraps and rinse with water
 2. Wash: Use hot water and detergent to take off any grease and dirt. Soak if needed
 3. Rinse: Rinse off any loose dirt or detergent
 4. Sanitise: Use a sanitiser to kill any remaining bacteria (follow manufacturer's instructions or Food Safety Program for chlorine solution)
 5. Rinse: Wash off sanitiser (if required by manufacturer's instructions)
 6. Dry: Allow to air dry
- Seal all pest entry and harborage points (small cracks, holes, crevices)
- Keep doors leading outside closed when possible
- Protect food handling areas from pest entry (sliding doors, insect traps, fly strips)
- Keep food premises clean and store food in clean containers with tight fitting lids
- Carry out regular inspections for pests and take corrective action when evidence of pests is found

- Provide an adequate number of waste bins
- Remove waste from the premises when the bin is near full or before
- Cover bins with tight fitting lids when not in use
- Regularly remove waste from the rubbish storage areas
- Dispose of wastewater through the sewer (or septic system)
- Do not dispose of wastewater via the storm water drain
- Dispose of waste oil, so that it does not contaminate waterways or land. A contract with a waste oil collection company should be in place

Food Handler Hygiene/Health

- Advise and ensure food handlers to report gastrointestinal illness to their supervisor immediately and to:
 - Not engage in food handling whilst ill
 - Request advice from their medical practitioner when they are safe to handle food
- Advise and ensure food handlers to cover cuts and wounds on hands and arms with brightly coloured, waterproof bandages and ensure a disposable glove is worn and changed regularly
- Advise and ensure food handlers follow good personal hygiene practices:
 - Outer clothing is clean and appropriate for the food handling being conducted
 - Tie long hair back
 - Keep fingernails short and clean
 - Limit jewellery (e.g. plain banded rings or sleepers)
 - Do not wear uniforms outside
 - Store personal items (phones, etc) away from food preparation areas
- Advise and ensure food handlers wash their hands:
 - Before commencing or re-commencing handling food
 - Immediately after going to the toilet
 - Immediately after smoking, coughing, sneezing, using a handkerchief or tissue, eating, drinking, or using tobacco or similar substance
 - Between handling raw and ready-to-eat food
 - After touching hair, scalp, body or face
- Advise and ensure food handlers do not:
 - eat, sneeze or cough over unprotected food
 - spit, smoke or use tobacco in food preparation areas
 - undertake any other unhygienic practices such as touching their nose, mouth or hair during food preparation

Packaged Food Labelling / Recall

- Check prepackaged food sold by the food premises is labelled in accordance with Food Standards Australia and New Zealand (FSANZ) Code labelling requirements
- Be able to identify food recalled from sale, by keeping food in its original packaging or retaining the identifying information from the packaging
- Remove from sale/isolate any affected food from a Food recall and clearly label this "not for use"

Manufacturers and Wholesalers:

- Label packaged food in accordance with the Food Standards Australia and New Zealand (FSANZ) Code labelling requirements
- Validate the expiry date, storage conditions and allergen declarations on food that you label through a food laboratory
- Be able to identify batches and suppliers of affected food product in accordance with Food Standards Australia and New Zealand (FSANZ) Food Industry Recall Protocol
- Have a food recall protocol on site at all times

Thermometer

- Check you have a digital probe thermometer onsite at all times
- Check thermometers are accurate by calibrating, (hot and cold temperature testing accurate to +/- 1.0°C)

Maintenance and Fixtures/Fittings/ Equipment

- Ensure the design, construction and space provided in the food premises is appropriate for the activities conducted in the business
- Provide hand wash facilities that are always:
 - provided with warm water, liquid soap and paper towel at all times
 - adequate in size and designated for the sole purpose of washing hands, arms and face
 - easily accessible to food handlers at all times
- Provide food contact surfaces of fixtures, fittings and equipment that are:
 - able to be easily and effectively cleaned and if necessary
 - able to be sanitised
 - unable to absorb grease, food particles and water
 - made of a material that will not contaminate food
 - do not allow for the harborage of pests
 - keep all equipment and appliances, including utensils, crockery, cutlery and containers in a good state of repair

- Provide adequate lighting (natural or artificial) for activities conducted on the food premises
- Provide sufficient ventilation (natural or mechanical) to effectively remove fumes, smoke, steam and vapours from the food premises
- Provide an adequate supply of hot and cold potable water to the premises always
- Provide additional handwashing facilities immediately adjacent to staff toilets
- Regularly check the grease trap is not causing an odour and arrange for it to be emptied as necessary (or as required by Yarra Valley Water)



Appendix 2:

Where can I find more information?

These useful website links may assist you in finding the information you need about food safety.

Department of Health and Human Services Food business resources

<https://www2.health.vic.gov.au/public-health/food-safety/food-businesses>

Food Safety Supervisor (Mandatory Training Requirements)

<https://www2.health.vic.gov.au/public-health/food-safety/food-businesses/food-safety-training-skills-knowledge/food-safety-supervisors>

Free online Food Safety Training for food handlers

www.dofoodsafely.health.vic.gov.au

Food Standards Code and Food Labelling resources

www.foodstandards.gov.au

Information regarding Allergens

<https://www2.health.vic.gov.au/public-health/food-safety/food-allergen-awareness>

Additional food safety information

www.foodsafety.asn.au

Information regarding grease traps

<https://www.yvw.com.au/help-advice/trade-waste/food-business/grease-traps>

Information regarding tobacco retailers and smoking in outdoor dining areas

<https://www2.health.vic.gov.au/public-health/tobacco-reform>

Food recall protocol

<http://www.foodstandards.gov.au/industry/>

Kilojoule Labelling Scheme

<https://www2.health.vic.gov.au/public-health/food-safety/food-safety-laws-local-government-and-auditors/food-safety-laws-and-regulations/kilojoule-labelling-scheme>

Appendix 3:

Definitions

Cleaning

Removing unwanted visible material such as grease, food, dust, stains and other contamination including smells and tastes.

Food handling

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

Potentially hazardous food

Food that is high in protein and moisture that will support bacterial growth. For example: meat, fish, poultry, eggs, dairy, cooked pasta, rice, pulses, noodles, cut up fruit and vegetables etc and products made from these foods. These foods must be kept at specific temperatures to minimise the growth of pathogenic micro-organisms or prevent the formation of toxins in the food.

Ready-to-eat food

Food that is ordinarily consumed in the same state as it is sold. It does not include nuts in the shell and whole, raw fruit and vegetables that are intended for hulling, peeling or washing by the consumer.

Sanitise

Killing of food poisoning bacteria or reducing them to a minimum possible level.

Temperature control

Maintaining food at a temperature of:

- 5°C or below or 60°C or above, if it is necessary to minimise the growth of micro-organisms in the food so that the microbiological safety of the food will not be adversely affected for the time the food is at the temperature.

Another temperature – if the food business demonstrates the maintenance of the food at this temperature, for the period of time at which it will be so maintained, will not adversely affect the microbiological safety of the food.

Unsafe food

Food that is likely to cause physical harm or injury to a person who may consume it.

Contact us

1300 88 22 33 or 03 9298 4598

TIS: 131 450 (Translating and Interpreting Service)

NRS: 133 677 (National Relay Service)

maroondah@maroondah.vic.gov.au

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