



# FOOD BUSINESS INFORMATION GUIDE

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## INTRODUCTION

This guide has been developed to provide guidance to new and existing business owners to help establish or alter a food premises in the Horsham Rural City Council (HRCC) area.

It has been developed in line with the requirements of the *Food Act 1984*, Food Standards Australia New Zealand (FSANZ) Food Standards Codes 3.2.1, 3.2.2, 3.2.2A and 3.2.3, and the Safe Food Australia guide. For copies of these documents, visit FSANZ website at <https://www.foodstandards.gov.au> or contact FSANZ on 02 6228 8226.

The information in this guide also makes reference to the Australian Standard (AS 4674—2004) which prescribes the requirements for design, construction and fit-out of food premises.

For existing businesses and new owners of existing businesses, it is expected that they are to make satisfactory progress towards upgrading to the current standards.

Contact should be made to other departments inside and outside of Council to ensure compliance with the respective legislation. Some businesses are exempt from any further action due to the nature of the business, however it is strongly recommended that you contact the relevant departments or governing bodies for confirmation, including:

Contact details	Description of service / function
<a href="#">Economic Development</a> <a href="mailto:business@hrcc.vic.gov.au">business@hrcc.vic.gov.au</a> 5382 9507	Provide assistance and support throughout the permit and application process  Their <a href="#">step-by-step guide</a> is available on the HRCC website  Itinerant trading permits, referred to as a <a href="#">Mobile Food and Beverage permits</a> (trading on Council land such as parks, streets, carparks). Joint responsibility with Council's Community Safety Unit.
<a href="#">Council Planning</a> <a href="mailto:planning@hrcc.vic.gov.au">planning@hrcc.vic.gov.au</a> 5382 9798	Operating a business from a residential property  Change-of-use permits (such as turning a clothing retail premises into a food or beauty premises)  Signage on the outside of your building (residences included)
<a href="#">Council Building</a> <a href="mailto:building@hrcc.vic.gov.au">building@hrcc.vic.gov.au</a> 5382 9796	Renovations (moving or removing walls, converting garage to studio/retail/food preparation area)  Construction or demolition of any buildings or parts of buildings (including sheds, verandas)

<p><a href="#">Community Safety</a></p> <p><a href="mailto:community.safety@hrcc.vic.gov.au">community.safety@hrcc.vic.gov.au</a></p> <p>5382 9777</p>	<p><a href="#">Footpath trading</a> (signage, chairs, tables)</p> <p>Joint responsibility with Economic Development for <a href="#">Mobile Food and Beverage permits</a>.</p>
<p><a href="#">GWM Water</a></p> <p><a href="mailto:info@gwmwater.org.au">info@gwmwater.org.au</a></p> <p>1300 659 961</p>	<p><a href="#">Grease traps and trade waste agreements</a> – any liquid waste discharged from business activities, such as dishwashing, wash-up sinks, vegetable wash sinks, handwashing</p>
<p><a href="#">Liquor Control Victoria</a></p> <p><a href="mailto:contact@liquor.vic.gov.au">contact@liquor.vic.gov.au</a></p> <p>1300 182 457</p>	<p>Obtain permits to sell alcohol at a venue or at an event; takeaway or delivery sales; and to produce alcohol</p> <p><a href="#">Red line</a> for alcohol sales</p>
<p>For home-based businesses:</p> <ul style="list-style-type: none"> <li>- Renters: Your rental agent, rental owner, and contents insurance policies</li> <li>- Owners: Your home insurance</li> </ul>	<p>Obtain permission from your rental agent/owner to ensure your and their insurance covers businesses operating from a residential property.</p> <p>For owners, confirm with your insurance policy whether or not it includes home businesses.</p>
<p><a href="#">Environmental Health</a></p> <p>(permits other than food)</p> <p><a href="mailto:environmentalhealth@hrcc.vic.gov.au">environmentalhealth@hrcc.vic.gov.au</a></p> <p>5382 9777</p>	<p>Private water supply and <a href="#">onsite wastewater systems</a> (either residential or commercial-sized business generating less than 5000L of wastewater per day)</p> <p>If you currently have a private water source and/or an onsite wastewater system, contact Environmental Health Unit prior to commencing any works</p>
<p><a href="#">Environment Protection Authority</a></p> <p><a href="mailto:contact@epa.vic.gov.au">contact@epa.vic.gov.au</a></p> <p>1300 372 842</p>	<p>Private water and onsite wastewater systems (either commercial or industrial-sized business generating 5000L or more of wastewater per day)</p>
<p><a href="#">Tobacco Licensing Victoria</a></p> <p><a href="mailto:contacttobacco@justice.vic.gov.au">contacttobacco@justice.vic.gov.au</a></p> <p>1300 194 739</p>	<p>For the sale of tobacco and tobacco products.</p> <p>Additional information can be found on the <a href="#">Department of Health website</a>.</p>
<p><a href="#">Department of Health - Food Safety Unit</a></p> <p><a href="mailto:foodsafety@health.vic.gov.au">foodsafety@health.vic.gov.au</a></p> <p>1300 364 352</p>	<p>Registration of food safety programs</p> <p>Determining food safety supervisor requirements</p> <p>Food recalls</p>

<p><a href="#">Victorian Building Authority / Building and Plumbing Commission</a></p> <p><a href="#">Online contact form</a></p> <p>1300 067 088</p>	<p>For engaging a private building surveyor or plumber</p> <p>For construction, renovation, or demolition of a structure, including outdoor sheds</p>
<p><a href="#">DairySafe Victoria</a></p> <p><a href="mailto:info@dairysafe.vic.gov.au">info@dairysafe.vic.gov.au</a></p> <p>03 9810 5999</p>	<p><a href="#">Registration of businesses</a> that mostly sell dairy products, including milk and ice cream. This mostly applies to farmers, carriers, distributors, and manufacturers (also at retail levels).</p>
<p><a href="#">PrimeSafe Victoria</a></p> <p><a href="mailto:info@primesafe.vic.gov.au">info@primesafe.vic.gov.au</a></p> <p><a href="#">Online enquiries</a></p>	<p><a href="#">Registration of businesses</a> that mostly catch, grow, transport, slaughter, process and/or sell meat products including beef, chicken, seafood, game, and meat for pets.</p>

For further enquiries, contact one of Horsham Rural City Council's Environmental Health Officers at [environmentalhealth@hrcc.vic.gov.au](mailto:environmentalhealth@hrcc.vic.gov.au) or on 03 5382 9777.

Regular office hours are from 9AM to 5PM, Monday to Friday excluding public holidays.

PART 1 – BUSINESS  
CLASSIFICATION  
AND FOOD  
HANDLING



## Food Act 1984

Under the Victorian *Food Act 1984* ("the Act"), all businesses that sell food or drink to the public must be registered with their principal Council in which their business operates or is primarily located.

Council Environmental Health Officers manage these registrations and inspect businesses regularly to ensure that they are compliant with the Act and its regulations to keep the public safe from harm. The Act focuses on the responsibility of food businesses in maintaining cleanliness, safe food handling practices, and safe food hygiene.

Key features of the Food Act include:

1. **Food safety standards:** The Food Act makes reference to the Food Standards Code, which outlines the obligations of food businesses to comply with food safety standards that cover all aspects of food safety from food handling, sanitation, cleanliness, employee hygiene, and maintenance of the building and its fixtures.
2. **Licensing and registration:** All food businesses are required to be registered with their local Council. Council officers conduct routine inspections to ensure that food premises comply with safe food handling practices and requirements.
3. **Food safety programs and audits:** Certain food premises are required to have food safety programs in place and undertake routine third party audits. The Act also encourages others to implement food safety programs and keep documentation to ensure all staff comply with hygiene and food safety standards.
4. **Food handler training and knowledge:** Each business classification has a different requirement for food handler training, including appointment of a food safety supervisor, and the remaining staff requiring basic food handler skills and knowledge.
5. **Enforcement and penalties:** Failure to comply with the Act and subsequent Regulations and Codes may result in enforcement action and penalty infringement notices.

# Food Premises Classification

Food businesses are classified into four (4) main groups based on food safety risk for the activities being undertaken.

Class 1	Class 2	Class 3A	Class 3
Handles potentially hazardous foods that are served to those in the community who are vulnerable (such as children, elderly, and those who are immunocompromised).	Handles potentially hazardous foods that are served to the general public. These foods require careful handling throughout the process from receiving to serving/delivery: temperature control through storage, cooking and cooling.	Handles potentially hazardous foods for immediate consumption had an accommodation getaway premises  or  Handles food that is made using a hot-fill process with the use of additives (salts, sugars, lemon juice, citric acid).	Supplies or handles unpackaged low risk foods, or pre-packaged potentially hazardous foods that are kept in original packaging from receipt to serving/delivery, and some community events.

For further information and examples for each class, see the below sections.

Before you start trading, the proprietor must submit an application to register their premises as a food business and await approval from Council. Council's Environmental Health Unit's role is to ensure that all food businesses are registered under the *Food Act 1984*, and that they meet all of the requirements outlined in the Act. This includes ensuring that proprietors understand their food handling responsibilities.

Some businesses may require registration with [FoodTrader](#).

## CLASS 1

Class 1 food premises handle un-packaged high-risk foods for sale to vulnerable groups, such as those in hospitals, childcare centres, and aged care facilities. This may also include Meals On Wheels depending on the clientele and how food is handled and distributed.

A class 1 premises is:

- a facility listed in the table in this schedule at which potentially hazardous food is prepared for, or served to patients, residents, or other persons receiving services at the facility (other than that part of the premises that is a canteen or other place at which food is available to be served to members of the public or staff of the facility); or
- a food premises at which the principal activity is preparing ready-to-eat, potentially hazardous food for either or a combination of the following purposes:
  - o to be served to patients, residents, or other persons receiving services at any of the facilities listed in the table in this schedule; or
  - o (ii) to be delivered to aged persons in their homes or other persons who, due to illness, frailty or impairment are unable to prepare their own food; or
  - o a supported residential service at which potentially hazardous food is prepared for, or served to, residents, and the majority of those residents are aged persons.

Type of Premises	Examples
Hospital	Public hospital  Public health service  Denominational hospital  Private hospital  Day procedure centre  Multipurpose service  - All within the meaning of section 3 of the <i>Health Services Act 1988</i> .
Aged care service	Definition: A service that provides care in a residential facility, such as a nursing home or a hostel for the aged.
Any other aged care service	Any other aged care service: <ul style="list-style-type: none"> <li>- at which accommodation is provided to aged persons on a permanent or temporary basis in conjunction with regular personal care or nursing services; or</li> <li>- at which rehabilitation or therapeutic services are provided to aged persons; or</li> <li>- where on-call assistance, including meals, is provided on request to aged residents.</li> </ul>

Children's service

A children's service premises within the meaning of the *Children's Services Act 1996*, or the *Education and Care Services National Law Act 2010*:

- childcare centre
- kindergarten

Excludes: before/after school care services, family day care premises or childcare centres that provide cut fruit or any other low-risk food.

## CLASS 2

Class 2 food premises handle un-packaged, potentially hazardous foods, or are a business or food manufacturer that handles low-risk foods with an allergen-free claim. The majority of food businesses, including most restaurants, cafes, takeaway shops, pubs, supermarkets, caterers and manufacturers, fall under this classification. Businesses making allergen claims also fall under this classification (unless they are a class 1 premises) regardless of class 2, 3, or 3A food handling activities.

A class 2 premises is a premises at which:

- any unpackaged potentially hazardous food is handled or manufactured; or
- low risk food is manufactured, for which any allergen-free claim is made other than
  - - o a class 1 food premises; or
    - o a food premises at which the only handling of unpackaged potentially hazardous food is of a kind which renders the premises a class 3 or a class 3A food premises or a class 4 food premises; or
    - o a home-based or retail/service business that produces low-risk packaged or unpackaged foods for which an allergen-free claim is made.

A class 2 food service premises includes businesses responsible for any meal for immediate consumption on or in the vicinity of premises. This includes restaurants, take away outlets, caterers, and mobile vehicles.

A class 2 retail food premises includes businesses that sell direct to the public or as a wholesale or other immediate food premises within the local area. They may also process food products from raw ingredients.

The foods that most class 2 premises handle are required to be kept at certain temperatures (below 5°C and above 60°C) to minimise growth of harmful microorganisms (or 'pathogens') that may be present in the food, or to prevent toxins from forming in the food. These foods are called 'potentially hazardous foods', or PHFs.

These PHFs have certain characteristics that support growth of these pathogens, including moisture, nutrients, pH (acidity), water activity, and presence or absence of oxygen. If these factors are not properly controlled, pathogens and toxins can grow, and consuming either pathogen or pathogenic toxin can cause severe illness and, in some cases, death.

Potentially hazardous foods include, but are not limited to:

Foods	Examples
Raw and cooked meat/poultry and seafood; or foods containing raw or cooked meat/poultry or seafood  (Excluding live seafood. This is legislated under <a href="#">PrimeSafe Victoria</a> .)	Cooked: Burgers, curries, kebabs, pate, meat pies, sausages  Raw: Ceviche, carpaccio, sashimi, tartare, mett, kitfo, kibbeh, raw oysters,
Foods containing cooked or raw eggs, beans, nuts, or other protein-rich foods	Batter, mousse, quiche, tofu, meringue, traditional tiramisu
Dairy products and foods containing dairy products, excluding yoghurt	Milk, dairy-based desserts, bakery products filled with fresh cream or fresh custard
Sprouted seeds	Beans, alfalfa
Prepared fruits and vegetables	Cut melons, salads, unpasteurised juices
Cooked, fresh, or rehydrated grains such as rice and pastas	Cooked rice, barley, couscous; both fresh and cooked pasta
Foods that <u>contain any</u> of the above foods	Sandwiches, pizzas, rice rolls
*note that some of the foods above may not be considered potentially hazardous if they have been processed a certain way. For example, some foods contain certain additives or have been commercially sterilised.	

**Any business that makes an allergen-free claim is also considered to be a class 2 premises regardless of types of food that is being handled.** See the "[Allergen-Free Claims](#)" section for more information.



## CLASS 3A

Class 3A premises are broadly classified in to two categories: Accommodation getaway premises, and businesses that produce and sell hot-filled foods such as chutneys, relishes, jams, and salsas.

Any food handling food beyond these two categories will likely be classified as a class 2 premises.

Class 3A food premises is one at which one or more of the following food handling activities occurs:

1. preparation and/or cooking of potentially hazardous foods which are served to guests for immediate consumption at an accommodation getaway premises; or
2. food made using a hot-fill process resulting in a product such as chutney, relish, salsa, tomato sauce or any other similar food, that:
  - is made at a home-based or temporary food premises (e.g. a hired kitchen); and
  - has been heat treated to a temperature of not less than 85 degrees Celsius and then filled and sealed hot into its packaging; and
  - is acidic (pH of less than 4.6); and
  - has salt or sugar or any other preservative added.

### Accommodation getaway premises

Accommodation getaway premises provide hosted, short-term accommodation where food is prepared and served to guests on request. Examples include hotels, motels, bed and breakfast, farm-stays, guesthouses, and nature retreats. Registration under the *Food Act 1984* is required if food is offered to guests as part of the accommodation, or to the public who are not guests at the accommodation. A class 3A classification applies if potentially hazardous food is prepared and served to guests with the intention that the food is immediately consumed.

However, a class 3A classification **does not apply** to the following scenarios:

- for meals prepared in advanced, stored under temperature control, and served on request
- for meals served to members of the public
- food prepared with the intention that it is consumed off-site.

In these situations, the business would be considered a class 2 food premises.

Example: Ryan runs The Land of Living Skies Getaway and wants to provide hot breakfasts to his guests. He has thoughts about making breakfast burritos the night before to save time in the morning.

- Because he would like to prepare any potentially hazardous food ahead of time, his food business will be considered a class 2 food premises, not 3A.

**Food made using a hot-fill process resulting in a product such as chutney, relish, salsa, tomato sauce or any other similar food**

The hot-fill process means food that has been heat treated to a temperature of not less than 85°C and is then filled and sealed hot into its packaging (for example, jars or bottles of jam, chutney, relish, or any other similar food).

The food safety risks associated with home-based or temporary food premises that process food, using a hot fill technique is *Clostridium botulinum* (*C. botulinum*) and toxins. *C. botulinum* is an anaerobic, spore-forming organism that may survive the heat treatment process.

It is important that correct food handling practices are implemented to control the risks. For this reason, all class 3A food premises must have a food safety supervisor that is aware of the risks associated with creating foods such as chutney, and how these risks are controlled.

The boiling of the food product and the addition of salt or sugar (5%w/v) to lower the water activity, and vinegar or lemon (pH <4.6) to increase acidity removes the largest food safety concerns relating to toxins produced by *C. botulinum*. The final water activity must be < 0.85 to inhibit mould growth.

Food premises not following these requirements will remain a class 2 food premises, and food products must be stored under temperature control at all times.

Example: Jenae wants to start making and selling strawberry jam to the public at markets because her friends and family are encouraging her to turn a hobby into a business. She

makes her recipes low-sugar. The jam has been sent to an accredited lab for testing to prove that her product is safe to leave at room temperature once opened.

The lab results have returned, and the final water activity is greater than 0.85, which indicates that there are not enough ingredients (such as sugar) to lower the water activity, which allows for microbial growth.

If she would like to continue to make this jam to her original recipe, it must be kept in the fridge at all times after it has been made, and her business is considered to be class 2.

However, if she revises her recipe and if the test results return stating that her new recipe has water activity less than 0.85, then she is permitted to store her revised products out of temperature control. Her business is considered to be class 3A.

## CLASS 3

Class 3 food businesses handle either unpackaged low risk foods, or do not handle foods directly (where the food is pre-packaged and remains prepackaged throughout the period in which it is the responsibility of the proprietor).

Activities	Examples
<p>A class 3 food premises is one at which <b>one or more</b> of the following food handling activities occurs:</p> <ul style="list-style-type: none"> <li>- the handling of unpackaged low risk food;</li> <li>- the warehousing or distribution of pre-packaged foods;</li> <li>- the sale of pre-packaged potentially hazardous food;</li> <li>- the sale of shell eggs;</li> <li>- offering members of the public a free sample of a potentially hazardous food for immediate consumption if that food is, or will be, available for sale at the premises in a packaged form</li> <li>- the sale of ready-to-eat, potentially hazardous food by a community group if –               <ul style="list-style-type: none"> <li>o all of the food is cooked on site with the intention of being served immediately; and</li> <li>o the majority of persons involved in the handling of the food are volunteers; and</li> <li>o this activity takes place at the premises for a maximum of two consecutive days at any one time;</li> </ul> </li> <li>- making of sweet or savoury foods which do not require temperature control for food safety, for a minimum period of 24 hours that are:               <ul style="list-style-type: none"> <li>o uncooked and that may or may not contain dry nuts (whole or crushed), seeds, dry fruits, protein powder (or similar supplement), and other low risk ingredients; or</li> <li>o after baking, are a low-risk food (includes but not limited to cakes (including fruit cakes), cupcakes (with or without icing), bread, biscuits, crackers, muffins, croissants, and other pastry where all the ingredients are cooked); and</li> <li>o have no potentially hazardous foods added to the product after baking (e.g. fresh cream, custard).</li> </ul> </li> </ul>	<p>Repackaging dry tea, coffee, spices, beans, rice</p> <p>Meat pies and sausage rolls that are reheated in the original packaging, and sold in the original packaging</p> <p>A special, one-day event where volunteers prepare and serve sandwiches, egg and sausage rolls, and sausages in bread. Proceeds go to a not-for-profit, such as bushfire recovery efforts.</p> <p>Protein balls, bliss balls, energy bites and bars</p> <p>Scones with no cream; chocolate chip cookies, sponge cakes, blueberry muffins, almond croissants</p> <p>Muffins and cupcakes with no cream, cream cheese, or custard</p>

## CLASS 4

Class 4 premises must meet specific requirements to be categorised as such:

Activities	Examples
<p>A class 4 food premises is one at which the only food handling activities are one or more of the following:</p> <ul style="list-style-type: none"> <li>- the sale to members of the public of:               <ul style="list-style-type: none"> <li>o pre-packaged low risk food; or</li> <li>o sausages that are cooked and served immediately, with or without onions cooked at the same time, and bread and sauce – when cooked and sold at a temporary food premises or by a non-profit body; or</li> <li>o packaged or covered cakes (other than cakes with a cream filling) at a temporary premises by a community group; or</li> <li>o biscuits, tea or coffee (with or without milk, soy, almond or any other liquid) at a temporary premises by a community group;</li> </ul> </li> <li>- a wine tasting for members of the public, which may include the serving of cheese or low risk food that has been prepared and is ready to eat;</li> <li>- the sale to members of the public or the wholesale of whole (uncut) fruit or vegetables;</li> <li>- the handling of low-risk food or cut fruit or vegetables and the serving of that food to children at an education and care service premises within the meaning of the <i>Education and Care Services National Law Act 2010</i>, and children's services within the meaning of the <i>Children's Services Act 1996</i>;</li> <li>- offering members of the public a free sample of a low-risk food for immediate consumption if that food is, or will be, available for sale at the premises in a packaged form;</li> <li>- serving of coffee, tea (with or without milk, soy, almond or any other liquid), alcohol (including the addition of sliced fruit, pasteurised dairy products), water, soft drink (except fermented soft drinks containing a live culture) intended for immediate consumption, but does not include unpasteurised processed fruit or vegetables (e.g. fresh juice) or any drink which has any other potentially hazardous food added, such as unpasteurised egg;</li> <li>-</li> </ul>	<p>Pre-packaged chips and lollies</p> <p>Sausage sizzles consisting of only sausage, bread, fried onions, and pre-packaged sauces</p> <p>Prepackaged muffins or scones with no cream, cream cheese or custard and does not require refrigeration</p> <p>Wine with cheese or crackers, olives, nuts, shelf-stable meats (jerky, hard salami)</p> <p>Sale of whole, uncut fruits and vegetables at a market or shop</p> <p>Serving of cut fruits and vegetables to children at an education and care service such as childcare and kindergarten</p> <p>Small samples of potato chips or cookies at a market</p> <p>Serving of soy latte, tea with milk, pina colada with a slice of pineapple; cans or bottles of Coca Cola</p> <p>But not: kombucha with live cultures, fresh juices (fruits or vegetables), cocktails with unpasteurised egg whites (such as Whiskey sour, pisco sour, gin fizz) or</p>

- the handling and serving of food at a family day care service premises, residence and approved family day care venue within the meaning of the *Education and Care Services National Law Act 2010*.

egg yolks (eggnog, golden fizz, egg flip)

If you are unsure of which classification that your business falls in to, you can use the Department of Health's [Classifications for food businesses](#) page, or contact us at [environmentalhealth@hrcc.vic.gov.au](mailto:environmentalhealth@hrcc.vic.gov.au) or 03 5382 9777 for more information.

## Food Safety Training and Food Labelling

### FOOD SAFETY SUPERVISOR

All class 1, 2 and 3A food businesses are required to have a certified food safety supervisor unless specific exemptions apply.

A food safety supervisor is someone who:

- knows how to recognise, prevent and alleviate food-handling hazards;
- has the ability and authority to be able to supervise other people handling food in the business and ensure that it is done safely;
- takes reasonable steps to ensure that the food business is free from food-related hazards; and
- has completed an accredited food training course and obtained a Statement of Attainment that shows the required [food safety competencies](#) from a [registered training organisation \(RTO\)](#) for the sector they are working in.

The requirement to have a food safety supervisor is outlined in the Food Act, and the [Victorian Department of Health](#) has oversight of this requirement. Local Councils share this responsibility and we have regulatory obligations to provide guidance and advice to businesses to ensure they are practicing safe food handling activities.

All food business owners in Victoria must ensure their staff have adequate skills and knowledge to safely handle food. **Everyone who works in a food business – including the proprietor – is responsible for the delivery of safe food to customer.**

## Training Courses

Course requirements can be found on the Department of Health [Food Safety Supervisor webpage](#). Please note that in most instances, more than one course is required to obtain a food safety supervisor certificate.

Search for training courses online at [YourCareer](#) or [training.gov.au](#). You may also conduct an internet search using the course code and/or title and your location. For example, "SITXFSA006 Horsham" or "Participate in safe food handling practices Horsham".

\*\*Also note that if you choose the option to take a course (such as those titled "Food Safety Supervisor") that combines multiple units (such as SITXFSA005 and SITXFSA006), ensure that the units they are offering are the ones that you require to be a certified food safety supervisor in Victoria, not for another state.

## DOFOODSAFELY

The online [DoFoodSafely course](#) is a free, non-accredited online learning program provided by the Victorian Department of Health to enable you and your staff to understand how to safely handle food in commercial settings.

It provides information on important topics such as safe food handling, personal hygiene, contamination, allergens, cleaning and sanitising, and food delivery, storage and display.

It is available in several languages, and a certificate of completion is available for download once the user successfully completes the course with at least 90%.

**This course is for general knowledge only. It is not equivalent to and cannot be used in place of a food safety supervisor course.**

## ALLERGEN TRAINING

According to Food Standards Australia & New Zealand, a food allergy occurs "when a person's immune system reacts to allergens in food." These responses can range from hives, swelling of the lips, face and eyes; abdominal pains, diarrhea and vomiting to anaphylaxis (difficulty talking and breathing, swelling of the tongue and/or throat, wheezing or persistent coughing, collapsing) and death.

Most injuries and deaths can be prevented by safe food handling and avoidance of allergens, including preparing allergen-free foods in a completely separate premises that does not handle the allergens.

Most food allergies in Australia and New Zealand are caused by:

- peanuts
- certain tree nuts (almond, Brazil nut, cashew, hazelnut, macadamia, pecan, pine nut, pistachio, walnut)
- milk
- eggs
- sesame seeds
- fish
- crustaceans/shellfish
- molluscs
- soy
- lupin
- wheat/gluten.

Though specific allergen training is not a requirement for registration, it is strongly recommended that all food handlers (including servers) undertake allergen training. There are several free courses for different industries (such as for cooks and chefs, children's education care and schools, residential care, and hospitals) offered by the National Allergy Council called [All About Allergens](#).

For specific information on allergies, visit the Allergy & Anaphylaxis Australia's interactive [Allergy Facts website](#). The information provided is tailored to which industry you are from, what allergies you want to learn more about, and how to manage them.

For more information on allergies, visit the [Australasian Society of Clinical Immunology and Allergy](#) website.

## FOOD LABELLING

It is important that all foods that are sold to the public pre-packaged are properly and clearly labelled. This allows customers to make informed decisions about what is best for them. This also avoids confusion when dietary health requirements are involved, such as food allergies.

Foods that are packaged in front of the customer may not require labelling (such as foods taken directly from a pie warmer, or a sandwich made to order), however, staff must be knowledgeable about the ingredients in every food handled on site. They may also contact the Food Safety Supervisor, kitchen staff, and refer to any printed ingredient listings that the premises has available.

It is strongly recommended that a reference guide be produced and made available to all staff to refer to should there be a customer request or query about ingredients.

It should include all foods and their ingredients. For ingredients that are purchased prepackaged (such as sausages, frozen chips, chocolate, pie shells, puff pastries), these labels should also be included.

PEAL – short for [Plain English Allergen Labelling](#) – is a new requirement that came in to force on 25 February 2024. The requirements include that allergen information is to be declared in a specific format and location on food labels, and simple, plain English terms are in bold font.

Information on [allergen labelling for food businesses](#) as well as [allergen labelling for consumers](#) are both available on the Food Standards Australia New Zealand website.

For assistance with labelling, there are several resources available to help you determine if your products require a label, and will assist you in generating labels:

- [Label Buster](#) – An interactive tool provided by the Government of Queensland to assist with whether or not you require food labels, and offers a step-by-step guide to help you create a food label or product sheet for your food.
- [City of Greater Geelong](#) – Geelong Council provides an in-depth document on food labelling. This is not an interactive tool, however it is made printable.
- [Food Labelling Assistant](#) – An interactive tool provided by the New South Wales Government Food Authority. It guides you through what you need to include on a food label, and how.
- [Nutrition Panel Calculator](#) – An interactive tool provided by Food Standards Australia New Zealand (FSANZ) to assist you in calculating the average nutrient content of your food products, and generating a nutrition information panel.
- [Authorised analysts](#) – A database of authorised analysts is managed and updated by the Victorian Department of Health. These analysts have been approved by the Department, and can assist you with your food labelling queries.

\*\*Note that all of these tools, regardless of source, are relevant to Victorian food businesses. Labelling requirements are established by the Food Standards Australia New Zealand (FSANZ), which is an independent statutory agency that is part of the Australian Government's Health portfolio. All states and territories must abide by all federal government legislation.

## ALLERGEN-FREE CLAIMS

Businesses that make allergen-free claims on their products fall under the class 2 category. This includes businesses that are making and/or handling class 3, 3A and 4 items but are making allergen-free claims.

As a business owner, you must take responsibility for your food and employees and be able to guarantee that any foods that you serve with an allergen-free claim is free of any food item or ingredient that contains or may contain that allergen. You must fully understand the risks, as the consequences of allergen contamination or mis-labelling of ingredients can result in serious injury or death.

## Contamination

When one object (such as a food) becomes contaminated by either direct or indirect contact with another object (another food) that is already contaminated, this is called cross contamination.

Examples of direct contamination:

- making beer-battered fish and chips, but the beer in the batter contains **gluten**.
- accidentally using white **flour** instead of gluten-free flour for a **gluten-free** cake.
- making a ham and cheese sandwich with mayonnaise, but the mayo contains **eggs**.

Examples of indirect contamination:

- touching a handle that someone else has touched (after eating a **peanut** butter sandwich), and then touching cookie dough that's **nut-free**.
- using a spatula to turn grilled **shrimp** on the BBQ, and then using the same spatula to flip a beef burger.
- using a towel to wipe down a coffee machine steam wand after steaming **soy** milk, and then using the same towel to wipe down the steam wand after steaming **cow milk**.

**Allergen-free claims are taken seriously, and unless it can be proven that foods with allergen-free claims can be verified, they will not be approved.**

Testing may be required as part of your registration application. Further queries can be directed to the Council's Environmental Health Unit.

See also the "[Allergen Training](#)" section.

Example: Cillian is starting up a business at home. He only wants to make butter cookies and chocolate muffins, but he wants to make a gluten-free claim to cater to those who are gluten-intolerant or coeliac.

However, he eats gluten-containing bread (whole wheat or sourdough, depending on what's on sale) at home. He cannot guarantee that there will be no trace of gluten in his cookies or muffins, and should not make a gluten-free claim.

This is an example of potential cross contamination.

# Food Safety Programs

A food safety program (FSP) is a written plan of how a business practices safe food handling, from receiving to delivery to customers regardless of whether it is dine-in or delivery. It is an important tool to review regularly and to have available for reference at all times to ensure that all staff understand and practice the correct food handling procedures to minimise the risk of causing a foodborne illness, and protect public health.

There are two types of food safety programs as prescribed in the Act: a standard FSP, and a non-standard FSP. The one that is required for your business is determined by the activities your business will be conducting.

All class 1 premises, food manufacturers, and most class 2 premises need an FSP.

A standard FSP is one that is usually written by a template developer or an independent business, and is assessed by a technical review panel for its adequacy. The Victorian Department of Health can then be requested to register the FSP. The Department generally only does this for franchises with more than 20 premises in Victoria. Once registered, this FSP is sometimes also referred to as a 'registered FSP'.

A non-standard FSP is written by a business to cover all their food processes, and its adequacy is determined by a [food safety auditor](#). A non-standard FSP is sometimes referred to as an 'independent FSP'.

Some food businesses are exempt from the requirement of keeping records. However, keeping records is strongly encouraged.

Record templates can be found in the "[Record Templates](#)" section.

## CLASS 1

Unless exemptions apply, all class 1 food premises are required to develop and use a non-standard FSP, have a food safety supervisor, and have annual [third party audits](#).

## CLASS 2

Proprietors of class 2 food services and retail food premises are exempt from the requirement to have a FSP except if one or more of the high-risk food handling activities listed in table 1 below is undertaken at the food premises.

If you conduct one or more of the high-risk activities in table 1, you are required to have and use an FSP. Businesses that conduct certain activities are permitted to use the Department of Health's standard FSP template called [FoodSmart](#), which is available for download on the Department of Health website. Business that are required to have a FSP must implement all relevant sections of the program.

For businesses that are conducting any of the above high-risk activities that are not covered by the FoodSmart, you require a non-standard FSP that is audited by a department approved [food safety auditor](#).

Note that FoodSmart is not designed for use by food manufacturers, meat, seafood or dairy food businesses, such as butchers or fishmongers, as these business types have different requirements that are not covered by FoodSmart.

Please contact Council's Environmental Health Unit for more information.

**Table 1: High-risk food handling activities**

High-risk activity	Meaning	FSP requirements
Sous vide cooking, (cooking at less than 75°C) where the food is cooked under controlled temperature and time conditions inside vacuum sealed packages in water baths or steam ovens.	As described within Australia and New Zealand Food Standards Code, chapter 3, appendix 3.	Can use the department developed and approved FSP template – <i>FoodSmart</i>  OR  the business can develop their own non-standard FSP that is audited by a department approved food safety auditor.
Any potentially hazardous food that does not involve temperature control to minimise the growth of pathogenic or toxigenic organisms as described in Australia and New Zealand Food Standards Code, Standard 3.2.2.	Food including sushi, cured meats, aged beef, smoked foods, Chinese style roasted meats.	Can use the department developed and approved FSP template – <i>FoodSmart</i> if the food handling activity is listed.  If the food handling activity is not listed in <i>FoodSmart</i> the business must develop their own non-standard FSP that is audited by a department approved food safety auditor.
Preparation of acidified/fermented foods or drinks that are ready to eat and have a high level of acidity required to keep food safe, acid may be naturally present or added or produced by the food (due to microbial activity).	Foods including sauerkraut, kombucha, century eggs.	Can use the department developed and approved FSP template – <i>FoodSmart</i> if the food handling activity is listed.  If the food handling activity is not listed in <i>FoodSmart</i> the business must develop their own non-standard FSP that is audited by a

		department approved food safety auditor.
Preparation of ready to eat foods containing raw unshelled eggs (unpasteurised).	Meals or desserts that contain raw eggs, that is, the eggs are consumed raw and have not gone through a heat treatment. Foods including mayonnaise, tiramisu, mousse. This does not include eggs that have gone through a pasteurisation process or the handling of shelled eggs, which is a class 3 activity.	Can use the department developed and approved FSP template – <i>FoodSmart</i>  OR the business can develop their own non-standard FSP that is audited by a department approved food safety auditor.
Preparation of ready to eat raw or rare minced/finely chopped red meats.	These foods all contain minced or finely chopped red meats that are either raw or rare and not cooked. Foods including steak tartare, rare/raw hamburgers.  This does not include carpaccio (finely sliced meat) or steaks that have been cooked to the customer's requirements, as most bacteria is on the surface of the meat.	There is no department developed and approved FSP template for this activity.  A business undertaking this process will require a non-standard FSP that is audited by a department approved food safety auditor.
Preparation of ready to eat raw and rare poultry and game meats.	The preparation of ready to eat raw and rare poultry and game meat, regardless of it being a muscle or mincemeat, where it is served raw or partially cooked.  Poultry meat includes chicken, duck, goose. Game meats include kangaroo, wild boar, emu, crocodile that are not raised on a farm.  For further information concerning game meat please refer to the Game Harvester Guideline Amended January 2021 - updated (web).pdf (primesafe.vic.gov.au).	There is no department developed and approved FSP template for this activity.  A business undertaking this process will require a non-standard FSP that is audited by a department approved food safety auditor.

<p>Off-site catering where ready to eat potentially hazardous food is prepared or partially prepared in one location, transported to another location, where the food is served at a catering event.</p>	<p>An arrangement between the caterer and a person who is paying for the business to provide food to persons who attend a function, whether or not the food is partially prepared at the function (but does not include merely delivering the food).</p> <p>For example, an arrangement made with the organiser of a wedding reception, a function for staff of a business, a dinner for club members, or a party or wake for guests, or for a community group activity. Usually, it is arranged for a predetermined number of persons, but this is not essential.</p> <p>Off-site catering does not include catering activity where the food has been prepared and delivered to an office for lunches or similar events where the food does not require any further preparation such as reheating, portioning or garnishing; or where businesses that do not supply food for the event but provide waiting staff to serve the food at the event.</p>	<p>Can use the department developed and approved FSP template – FoodSmart</p> <p>OR</p> <p>the business can develop their own non-standard FSP that is audited by a department approved food safety auditor.</p>
<p>Any other complex food process activity such as:</p> <p>Pasteurisation/thermal processing, where food is heated to a certain temperature for a specified time, to eliminate pathogenic organisms.</p> <p>Packaging food where the oxygen has been removed and/or replaced with other gases</p>	<p>Examples of complex food processes includes dehydration where temperature control is not used to minimise the growth of pathogenic or toxigenic organisms in food, as described in Australia and New Zealand Food Standards Code, Standard 3.2.2.</p>	<p>There is no department developed and approved FSP template for this activity.</p> <p>A business undertaking this process will require a non-standard FSP that is audited by a department approved food safety auditor.</p>

for food safety or to increase shelf life of the food.

Any food processing activity which does not involve the use of temperature control, to minimise the growth of pathogenic or toxigenic organisms in food, as described in Australia and New Zealand Food Standards Code, Standard 3.2.2.

## CLASS 3A

Class 3A food businesses are exempt from the requirement of keeping records. However, keeping [records](#) is strongly encouraged.

## CLASS 3

Class 3 food businesses, other than warehouses and distributors, are exempt from the requirement of keeping records. However, keeping [records](#) is strongly encouraged.

Warehouses and distributors are required to keep minimum records (see below).

### *Minimum Records*

Class 3 warehouses and distributors are required to keep and maintain minimum records as a condition of their food registration.

The requirement is to keep a record of their suppliers:

1. the trading name of the supplier;
2. the address and telephone number of the supplier;
3. the types of food (for example, condiments, canned food, pre-packaged potentially hazardous food); and
4. dockets or invoices received from the supplier.

This requirement does not apply to those business and community groups where the majority of persons involved in the food handling are volunteers, and the food handling activity does not exceed more than two consecutive days at a time.

Record templates can be found in the "[Record Templates](#)" section.

## CLASS 4

Class 4 businesses are businesses that handle low-risk foods. These businesses are exempt from the requirement of keeping records. However, keeping records is strongly encouraged.

## FOOD MANUFACTURERS

All food manufacturers regardless of classification must have a non-standard food safety program and routine [third party audits](#).

## THIRD PARTY AUDITS

Third party audits are conducted by third party food safety auditors authorised by the Department of Health. All class 1 premises, all food manufacturers, and some class 2 food premises are required to develop and use a non-standard FSP.

These businesses have two food safety assessments conducted annually – one from the local Council within the registration period for the premises, and one from a registered food safety auditor. The [Department of Health website](#) outlines in detail the audit requirements, and maintains a [food safety auditor list](#).

Council's responsibility regarding audits is to ensure that the businesses that require them are audited at regular intervals within the registration period, responding to notifications of critical deficiencies at a food premises made by the auditor, and enforcing compliance with the audit frequency declared in the Government Gazette by the Secretary to the Department of Health (currently one audit each registration period for class 1 and class 2 premises).

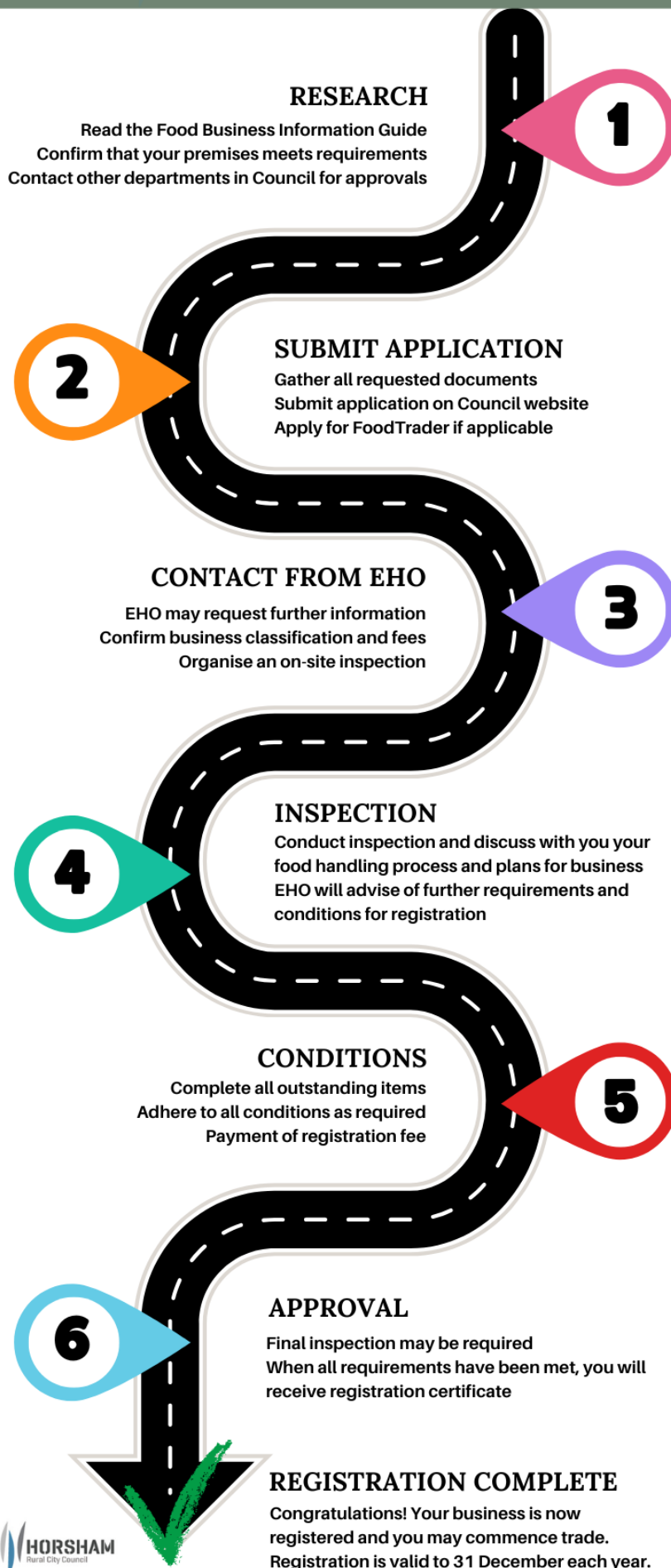
For more information, visit the Department of Health website on [food safety audits](#), or contact the Food Safety Unit at [foodsafety@health.vic.gov.au](mailto:foodsafety@health.vic.gov.au), or 1300 364 352.

## Application and Registration Process

There are several steps when applying for a registration under the Food Act. Here is a step-by-step guide on what the process is.

**Please note that delays may occur due natural disasters and emergencies, other applications submitted prior to yours, and missing information. It is strongly advised that you submit your application as early as possible, as applications are handled in the order that they are received.**

# Application and Registration: Food Businesses



## Plans and Specifications

It is important that plans and specifications are submitted with your application. This allows for Environmental Health Officers to assess your set up and whether or not the premises is suitable for the scope of your operation.

It is strongly recommended that you submit plans prior to any commencement of works so that Environmental Health Officers can provide you with valuable information and directions to ensure that the premises is compliant with the Food Act. Doing this can help you avoid additional costs should your original plan not be compliant. Compliance with the Act is required in order to issue a Food Act registration to operate.

Plans should be to-scale and submitted with your application. A drafting diagram is best, however it may be hand drawn provided that it contains all of the required information and is neat and legible. An example can be found in the "[Example of Floor Plan](#)" section.

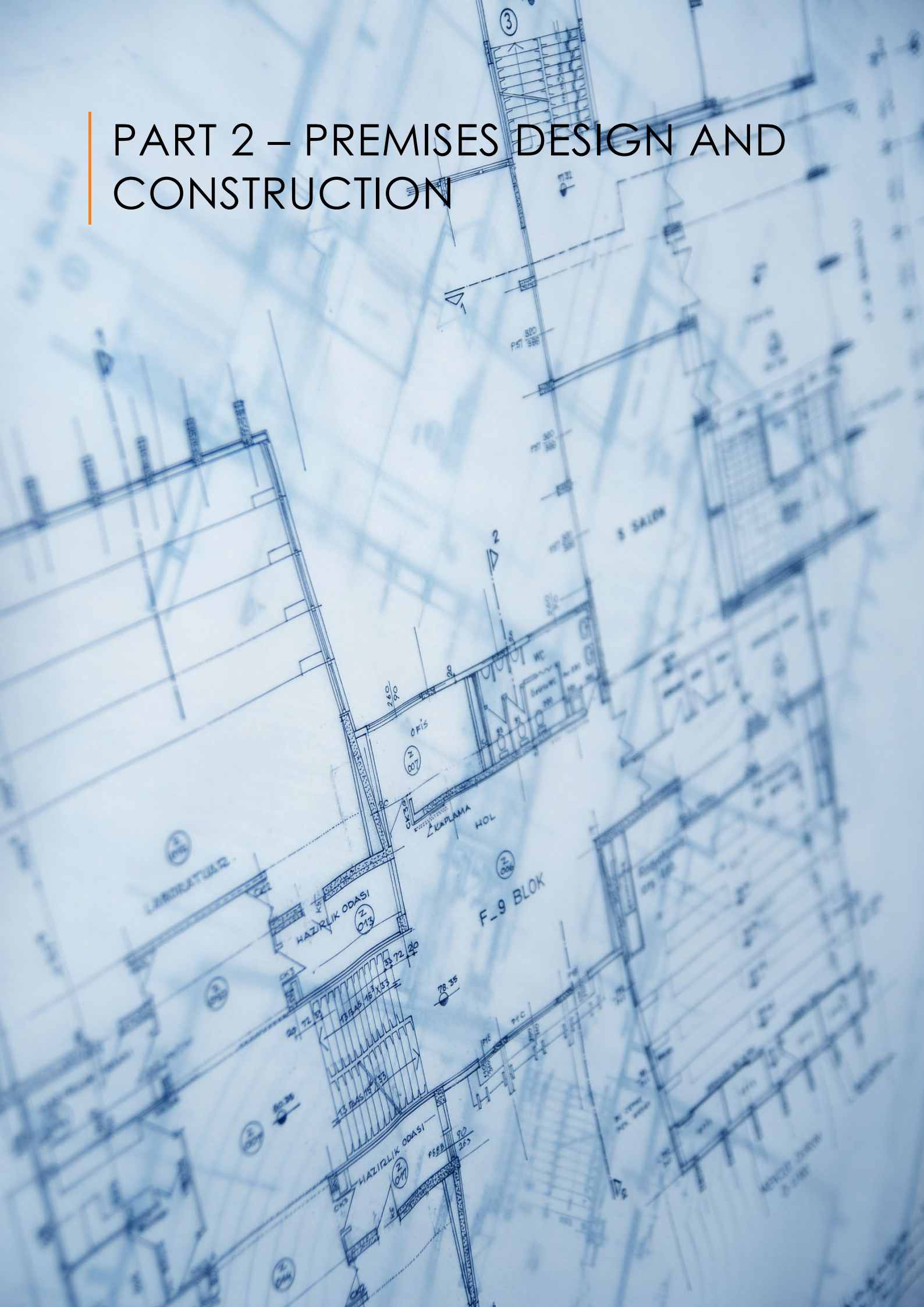
Items to include in the drawing:

- All areas that will be used for the business:
  - kitchen
  - food preparation
  - front servery
  - dishwashing
  - food storage
  - personal storage (staff area)
  - staff and public toilets
  - rubbish, recycling storage
  - public seating
  
- All fixtures, fittings and equipment:
  - benches, counters, overhead exhaust canopies
  - ovens, fryers, grills, coffee machines
  - bain marie, display cabinets (cold, hot, ambient)
  - fridges, freezers,
  - handwash basins, sinks, dishwashers, mop sinks
  
- All types of materials used, such as finishes to floors, walls and ceilings
  - Example: tile floors, single continuous plaster ceiling, stainless steel benches, painted walls, etc.
  
- Location of the on-site wastewater management system (if applicable), and if the business uses a private water supply such as water tanks. These may require alteration to comply with legislation.
  - NOTE: Contact the Environmental Health Unit at [environmentalhealth@hrcc.vic.gov.au](mailto:environmentalhealth@hrcc.vic.gov.au) or 03 5382 9777 before conducting any works on the wastewater system.

# Application Checklist – Food Act Registration

<b>PRIOR TO YOUR APPLICATION TO COUNCIL:</b>		
Nominate a food safety supervisor (Classes 1, 2, 3A), and have a copy of their valid <a href="#">food safety supervisor certificate</a> .		<input type="checkbox"/>
Food safety program (class 1; other classes if applicable)		<input type="checkbox"/>
Engage with a <a href="#">third party food safety auditor</a> and organise the first audit. (All class 1s, all food manufacturers, and those classes with non-standard food safety programs)		<input type="checkbox"/>
Class 2s food services and retail food premises undertaking one or more of the <a href="#">high-risk food activities</a>		<input type="checkbox"/>
<b>APPLICATION TO COUNCIL.</b> Include the following items:		<input type="checkbox"/>
<a href="#">Floor plans and specifications</a>		<input type="checkbox"/>
Copy of a current and valid <a href="#">food safety supervisor certificate</a>		<input type="checkbox"/>
Provide details of your chosen <a href="#">third party food safety auditor</a> (Class 1, and other classes if applicable)		<input type="checkbox"/>
Provide copies of <a href="#">food safety program</a> and records (if applicable)		<input type="checkbox"/>
<b>AT THE INSPECTION</b> , prepare to discuss/provide the following in addition to above:		
Working probe <a href="#">thermometer</a> accurate to +/- 1°C		<input type="checkbox"/>
Food grade sanitiser with labelled spray bottles		<input type="checkbox"/>
A list or menu of the foods to be handled		<input type="checkbox"/>
Details about food handling and sanitising processes		<input type="checkbox"/>
<a href="#">Handwashing</a> basins stocked with warm water, liquid hand soap, paper towels		<input type="checkbox"/>
Double bowl sink and a commercial dishwasher; or a triple bowl sink for washing, rinsing, and sanitising of equipment		<input type="checkbox"/>
Provide copy of <a href="#">food safety program</a> (if applicable)		<input type="checkbox"/>
Have a printed copy of <a href="#">records</a> (suppliers, temperature, cook/chill, etc.), or other method of recordkeeping (if applicable)		<input type="checkbox"/>
Registration with <a href="#">FoodTrader</a> (if applicable)		<input type="checkbox"/>
Any other requirements as required/requested by EHO.		<input type="checkbox"/>

# PART 2 – PREMISES DESIGN AND CONSTRUCTION



# Structural and General Requirements of Registration

## AUSTRALIA NEW ZEALAND FOOD STANDARDS CODE 3.2.3 – SECTION 3

*The design and construction of food premises must –*

- a) be appropriate for the activities for which the premises are used;*
- b) provide adequate space for the activities to be conducted on the food premises and for the fixtures, fittings and equipment used for those activities;*
- c) permit the food premises to be effectively cleaned and, if necessary, sanitised; and*
- d) to the extent that is practicable –*
  - i) exclude dirt, dust, fumes, smoke and other contaminants;*
  - ii) not permit the entry of pests; and*
  - iii) not provide harbourage for pests.*

The intended outcome of these requirements is so that the food premises are designed and constructed to address several requirements:

- appropriate materials are used in the premises
- appropriate space for proposed activities, storage of food and equipment, and cleaning and sanitising of surfaces and equipment
- pest management – preventing entry and harbourage
- exclusion of contaminants, including dust, smoke, fumes, and dirt

It is required that all applications for registration of food premises include a floor plan for assessment. It is strongly recommended that applications be submitted as early as possible and prior to the commencement of any works. This is to allow for an Environmental Health Officer to assess the submitted plans and offer advice on any changes required to comply with the Food Act regulations and codes.

The premises must be structurally sound and in a good state of repair throughout. All premises must be designated so as no area where food is manufactured, prepared or packed is so overcrowded with fixtures or equipment that it would prove difficult to keep properly clean.

Factors that could be considered:

- adequate space to permit a workflow that will separate food handling areas to prevent cross- contamination between food handled in one area and food in another;
- chilled, hot and dry goods storage space for ingredients, raw materials and final products;
- storage space for recalled product and other product kept separate from product for sale;

- need for any additional equipment such as food preparation sinks to be installed to meet the requirements of the standards. To prevent cross-contamination, separate sinks for washing ready- to-eat salads and vegetables should be available;
- staff numbers and protective clothing requirements – to assess changing room space;
- cleaning methods – to ensure that there is adequate space to manoeuvre cleaning equipment, to assess areas for cleaning and to store chemicals;
- quantity and type of garbage and recyclable material produced – to assess rubbish storage area requirements;
- water requirements – to assess any requirements for hot water storage and access to handwashing facilities.

**Existing premises are expected to make satisfactory progress towards upgrading to the current standards.**

## FLOORS

### AUSTRALIA NEW ZEALAND FOOD STANDARDS CODE 3.2.3 – SECTION 10

- 1) *Floors must be designed and constructed in a way that is appropriate for the activities conducted on the food premises.*
- 2) *Floors must –*
  - a) *be able to be effectively cleaned;*
  - b) *be unable to absorb grease, food particles or water;*
  - c) *be laid so that there is no ponding of water; and*
  - d) *to the extent that is practicable, be unable to provide harbourage for pests.*

\*The requirements for floors, walls, and ceilings apply to areas used for food handling, cleaning, sanitising, and personal hygiene, except dining areas, drinking areas, and other parts to which members of the public usually have access.

Generally, to be effectively cleaned, floors in kitchens and wash up areas should be smooth, free from cracks and crevices, and resistant to hot water, steam and/or chemicals. The floor material used must be durable enough to resist damage due to the type of operation and activities (eg. the floor beneath cooking appliances must be able to withstand high temperatures). Examples of floors that meet the criteria include glazed tiles with flush epoxy grouting, sheet vinyl and epoxy resin. (Timber floors are not permitted).

Carpets and other absorbent matting which are not capable of being effectively cleaned are not suitable in any food preparation, storage or wet areas.

**Table 2 Suitability of wall finishes for food premises areas**

<b>Finish</b>	<b>Wet washed areas</b>	<b>Food preparation</b>	<b>Vegetable preparation</b>	<b>Servery</b>	<b>Store room</b>	<b>Chillers/freezers</b>	<b>Bin store</b>	<b>Eating areas</b>	<b>Comments</b>
Stainless steel	•	•	•	•	•	•	•	•	Welded joints Waterproof screw covers
Ceramic tiles	•	•	•	•	•	•	•	•	Epoxy grout
Vinyl sheet	•	•	•	•	•	•	•	•	Heat-welded joints
Painted plaster					•		•	•	Smooth finish
Feature brick								•	
Aluminium sheet	•	•	•	•	•	•	•	•	Welded or sealed joints
Steel sheet							•		Welded or sealed joints
Trowelled cement		•	•	•	•	•	•	•	Polished surface
Wood panelling								•	Wood sealed
Painted brickwork					•		•	•	Flush joints and solid surfaces
Concrete					•		•	•	Sealed smooth finish
Pre-formed panels	•	•	•	•	•	•	•	•	H bars joints mastic sealed. In wet areas/food preparation shall be integrated into a dwarf wall or set on plinth

### *Floor Drains*

Floors flushed with water or hosed down must be graded and at least one floor drain installed so that the water drains into a drainage system. Floor drains are required:

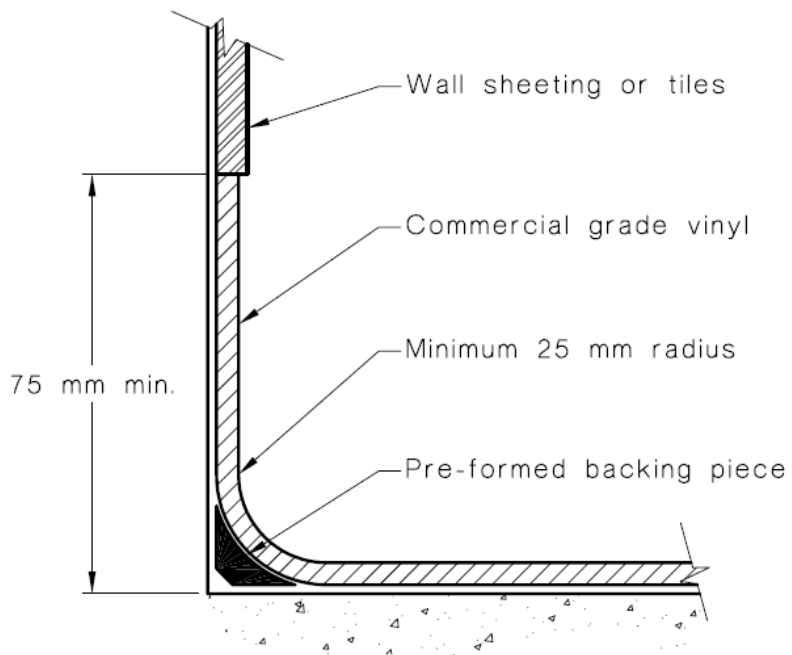
- 1) in large food manufacturing premises;
- 2) in premises where the large amounts of liquids are used; or
- 3) in areas where significant wet cleaning is required.

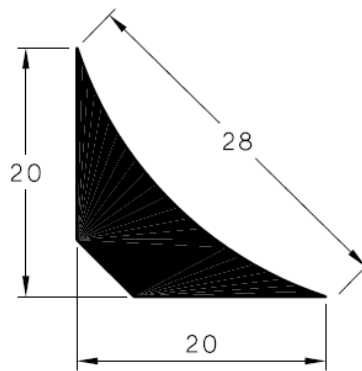
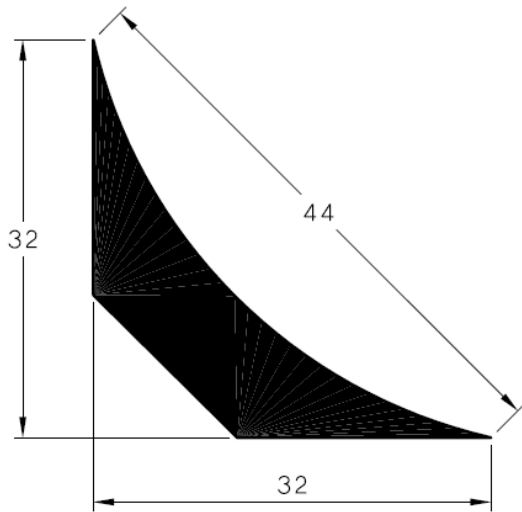
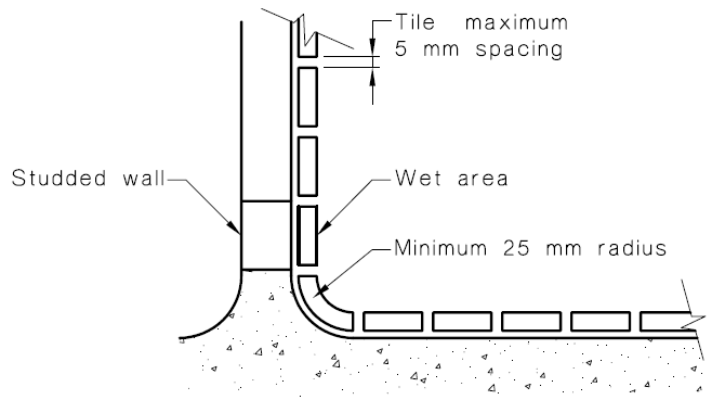
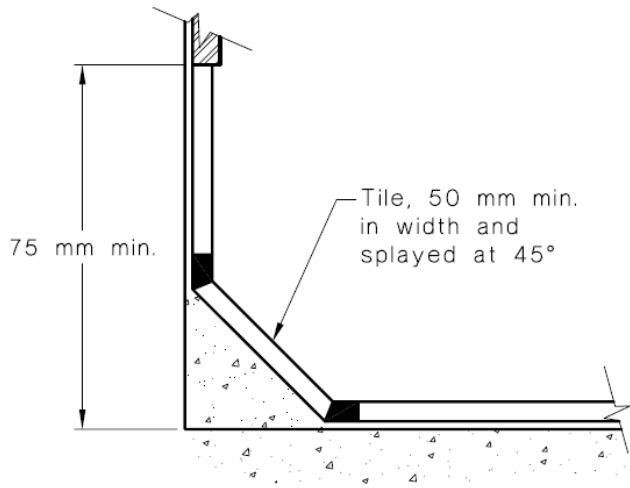
In premises requiring floor drains, there must be no dips or hollows where water can collect, and must be sufficiently graded towards the floor waste to allow water to drain away.



## Coving

There is no specific requirement for coving at the junction of the floor and wall. However, coving should be provided in new premises in areas where floors are intended to be cleaned by flushing with water. It may also help cleaning where the floor has to be swept frequently. Installing coving at floor-wall junctions behind stoves and food preparation benches may make this difficult-to-access spot easier to keep clean.





DIMENSIONS IN MILLIMETRES

## WALLS AND CEILINGS

### AUSTRALIA NEW ZEALAND FOOD STANDARDS CODE 3.2.3 – SECTION 11

- 1) *Walls and ceilings must be designed and constructed in a way that is appropriate for the activities conducted on the food premises.*
- 2) *Walls and ceilings must be provided where they are necessary to protect food from contamination.*
- 3) *Walls and ceilings provided in accordance with subclause (2) must be –*
  - a) *sealed to prevent the entry of dirt, dust and pests;*
  - b) *unable to absorb grease, food particles or water; and*
  - c) *able to be easily and effectively cleaned.*

\*The requirements for floors, walls, and ceilings apply to areas used for food handling, cleaning, sanitising, and personal hygiene, except dining areas, drinking areas, and other parts to which members of the public usually have access.

### *Walls*

Walls must be impervious to grease, food particles and water. They must also not allow for harbourage and breeding of pests. Wall surfaces in kitchens and other processing areas must be finished with materials such as ceramic tiling, vinyl sheeting or stainless steel. Other materials such as steel-trowelled concrete or cement render, coated or sealed to be impervious, may be appropriate.

Plasterboard and similar absorbent wall surfaces are not suitable unless protected by ceramic tiles or other impervious material in areas that are likely to be splashed by water or be in contact with food.

In dry goods store where food is packaged, block work and faced brickwork painted with unranked joints, are examples of materials that could be suitable.

**Table 3 Suitability of wall finishes for food premises areas**

Finish	Wet washed areas	Food preparation	Vegetable preparation	Servery	Store room	Chillers/freezers	Bin store	Eating areas	Comments
Stainless steel	•	•	•	•	•	•	•	•	Welded joints Waterproof screw covers
Ceramic tiles	•	•	•	•	•	•	•	•	Epoxy grout
Vinyl sheet	•	•	•	•	•	•	•	•	Heat-welded joints
Painted plaster					•		•	•	Smooth finish
Feature brick								•	
Aluminium sheet	•	•	•	•	•	•	•	•	Welded or sealed joints
Steel sheet							•		Welded or sealed joints
Trowelled cement		•	•	•	•	•	•	•	Polished surface
Wood panelling								•	Wood sealed
Painted brickwork					•		•	•	Flush joints and solid surfaces
Concrete					•		•	•	Sealed smooth finish
Pre-formed panels	•	•	•	•	•	•	•	•	H bars joints mastic sealed. In wet areas/food preparation shall be integrated into a dwarf wall or set on plinth

NOTE: Finishes may be used in combination.

## Ceilings

Plasterboard ceilings painted with washable paint will provide a surface that is impervious enough to prevent it absorbing any steam. Stippled ceilings, rough plaster ceilings, acoustic tiles, etc. are unsuitable for food preparation areas because they are difficult to clean.

The junction between walls and ceilings must be tightly joined to provide a seal. Ceilings should be continuous construction so that there are no spaces and joints. Drop-in panel ceilings are not to be installed in food preparation areas.

**Table 4 Suitability of ceiling finishes for food premises areas**

Finish	Wet areas	Vegetable preparation	Servery	Store room	Chillers/freezers	Bin store	Eating areas	Comments
Painted plaster	●	●	●	●		●	●	Smooth finish
Steel sheet	●	●	●	●		●	●	
Trowelled cement	●	●	●	●		●	●	Polished surface
Wood panelling							●	Sealed surfaces
Concrete	●	●	●	●		●	●	Sealed smooth finish
Pre-formed panels	●	●	●	●	●	●	●	
Acoustic panels							●	Suspended T-bars
Decorative panels							●	

## VENTILATION

### AUSTRALIA NEW ZEALAND FOOD STANDARDS CODE 3.2.3 – SECTION 7

*Food premises must have sufficient natural or mechanical ventilation to effectively remove fumes, smoke, steam and vapours from the food premises.*



Mechanical exhausts systems are required for most cooking equipment (ie. stoves, deep fryers, ovens rotisseries etc.).

These systems shall be installed in accordance with 'Australian Standard 1668.2 - The use of mechanical ventilation and air-conditioning in buildings Part 2 Mechanical ventilation for acceptable indoor-air quality.

Generally, as per AS1668, a kitchen exhaust hood is required where:

- Any cooking apparatus has - a total maximum electrical power input exceeding 8kW, or - a total gas power input exceeding 29 MJ/h; or
- The total maximum power input to more than one apparatus exceeds - 0.5 kW electrical power or - 1.8 MJ for 1 m<sup>2</sup> of floor area of the room or enclosure, or
- A dishwasher or other washing equipment that vents steam which is likely to cause condensation on walls and ceilings.

Provisions must also be made for adequate make-up air (replacement air for air drawn out by the exhaust system). In cases where inadequate make up air is provided the system will

not operate correctly resulting in a vacuum effect which can cause either fume problems and/or doors being drawn in. This will lead to both pest and draft problems.

Food businesses should note that inappropriate siting of flues and vents may result in odour or other problems from extracted air that may cause a nuisance to adjoining premises or to public areas.

## LIGHTING

### AUSTRALIA NEW ZEALAND FOOD STANDARDS CODE 3.2.3 – SECTION 8

*Food premises must have a lighting system that provides sufficient natural or artificial light for the activities conducted on the food premises.*

Lighting must be sufficient to enable food handlers to readily see whether areas and equipment are clean, to detect signs of pests and to clearly see the food and equipment they are handling.

Australian Standard 1680 Part 1 - 2006 *Interior and workplace lighting: General principles and recommendations* and AS/NZ 1680.2.4 1997: *Industrial tasks and processes* provide comprehensive information on interior lighting. These standards give recommendations for industrial tasks and processes including food preparation.

#### Examples of minimum maintenance levels

Activity	Level of illuminance (lux)
Food and equipment storage areas	110-150
Retail, dishwashing, handwashing, toilet areas	200-300
Food preparation surfaces	500

Lights are to be enclosed in unbreakable diffusers. (alternatively, shatter-proof light globes may be used).

The fixtures are to be designed to prevent the accumulation of dust (ie. flush with the ceiling, completely recessed or designed with angled surfaces).

## WATER SUPPLY

### AUSTRALIA NEW ZEALAND FOOD STANDARDS CODE 3.2.3 – SECTION 4

- 1) *Food premises must have an adequate supply of water if water is to be used at the food premises for any of the activities conducted on the food premises.*
- 2) *Subject to subclause (3), a food business must use potable water for all activities that use water that are conducted on the food premises.*
- 3) *If a food business demonstrates that the use of non-potable water for a purpose will not adversely affect the safety of the food handled by the food business, the food business may use non-potable water for that purpose.*

The premises must have an adequate supply of water under pressure to facilitate cleaning.

A continuous supply of hot/warm water must be provided for washing equipment and hand washing.

All water must be safe to drink and must not introduce contaminants into food. It must be safe to use for cleaning and sanitising processes.

Premises using a private water supply must comply with the [Guidelines for private drinking water suppliers for commercial and community facilities](http://www.health.vic.gov.au/publications/guidelines-for-private-drinking-water-supplies-at-commercial-and-community-facilities) available on the Victorian Department of Health website here: [www.health.vic.gov.au/publications/guidelines-for-private-drinking-water-supplies-at-commercial-and-community-facilities](http://www.health.vic.gov.au/publications/guidelines-for-private-drinking-water-supplies-at-commercial-and-community-facilities)

Potable water **must** be used for making ice.

## SEWERAGE AND WASTEWATER DISPOSAL

### AUSTRALIA NEW ZEALAND FOOD STANDARDS CODE 3.2.3 – SECTION 5

*Food premises must have a sewage and waste water disposal system that –*

- a) will effectively dispose of all sewage and waste water; and*
- b) (b) is constructed and located so that there is no likelihood of the sewage and waste water polluting the water supply or contaminating food.*

All sewage and waste water must be conveyed from all buildings on the site so as not to cause ponding or backflow into the building.

Trade waste is *water contaminated* in the process of business operations which cannot be returned to the natural environment without treatment. Trade waste is any industrial waste other than normal domestic sewage. It may contain chemicals, fats or detergents. It is typically wastewater as a result of a washing, cleaning or rinsing process. It may also be liquid food waste.

### *Grease Interceptors / Arrestors (Grease Traps)*

Grease interceptors play an important role in preventing solids and greasy waste from entering the sewerage system. They are designed to intercept and retain silt, sand, oil, grease, sludge and other substances in a waste discharge process. The use of grease traps protect both the internal pipes at a property, as well as the main sewerage infrastructure.

Locating grease interceptors in food preparation areas can result in contamination problems when the arresters are emptied or in the event of overflow, and should therefore be located outside the food preparation area and preferably outside the building.

Contact should be made with Grampians Wimmera Mallee Water (GWM Water) at <http://www.gwmwater.org.au/connecting-services/wastewater-sewerage-and-trade-waste/about-trade-waste> or call **1300 659 961**; or **Council's Environmental Health Unit** (for onsite waste water treatment), to determine if a grease interceptor is required.

### *Cleaners Sink*

One of the following facilities is to be provided for dispensing of mop water or similar liquid waste and to enable cleaning of equipment, including mop buckets:

- a cleaner's sink or sluice trough; or
- floor waste, additional hot and cold water taps are to be provided to fill the bucket separate from food and equipment sinks; or
- other similar facility connected to drainage that is not intended for use to prepare food, wash equipment or hand washing.

This is to prevent cross contamination of basins and sinks used for handwashing and food handling. Cleaners sinks are for dirty and contaminated materials only, and handwashing, food handling, and washing and sanitising activities are restricted to those activities.

### *Bin Storage and Wash Facility*

Allowances must be made for the provision of a bin storage area with washing facilities. This facility is required to effectively clean all waste storage containers and to effectively dispose of the waste water. The bin storage and wash facility must be:

- large enough to store all garbage and waste matter;
- provided with hot and cold water through a common outlet;
- graded and drained to silt trap and/or connected to grease trap, if required by GWM Water or Council's Environmental Health Unit;
- capable of maintaining all waste water as a result of the cleaning process;
- if the floor area of the bin wash facility is greater than 20m<sup>2</sup>, then it must be undercover; and
- well maintained.

Where the kitchen is located adjacent to or near the bin wash area, the bin wash area and the cleaners sink can be combined.

## FIXTURES, FITTINGS AND EQUIPMENT

### AUSTRALIA NEW ZEALAND FOOD STANDARDS CODE 3.2.3 – SECTION 12

- 1) *Fixtures, fittings and equipment must be –*
  - a) *adequate for the production of safe and suitable food; and*
  - b) *fit for their intended use.*
- 2) *Fixtures and fittings must be designed, constructed, located and installed, and equipment must be designed, constructed, located and, if necessary, installed, so that –*
  - a) *there is no likelihood that they will cause food contamination;*
  - b) *they are able to be easily and effectively cleaned;*
  - c) *adjacent floors, walls, ceilings and other surfaces are able to be easily and effectively cleaned; and*
  - d) *to the extent that is practicable, they do not provide harbourage for pests.*
- 3) *The food contact surfaces of fixtures, fittings and equipment must be –*
  - a) *able to be easily and effectively cleaned and, if necessary, sanitised if there is a likelihood that they will cause food contamination;*
  - b) *unable to absorb grease, food particles and water if there is a likelihood that they will cause food contamination; and*
  - c) *made of material that will not contaminate food.*
- 4) *Eating and drinking utensils must be able to be easily and effectively cleaned and sanitised.*



All equipment and surfaces in food preparation and storage areas are to be constructed of smooth, impervious, durable and easily cleanable materials.

## Food Contact Surfaces

Food contact surfaces should be smooth, free of cracks, chips, crevices, and can be easily cleaned. Surfaces such as stainless steel and Laminex are appropriate surfaces.

## Equipment

It is important that equipment etc. can be kept clean. Equipment must be designed, constructed, located and installed so that it can be effectively cleaned. Factors that make equipment easy to clean include:

- smooth surfaces with rounded edges and no open joints, embossing or other rough surfaces or joints which can trap dirt;
- nozzles or taps that are easy to dismantle;
- if dismantling is necessary for cleaning, it can be done without special tools;
- readily accessible access panels in ducts;
- readily removable grease filters in kitchen extraction hoods;
- mounting shelves 25 mm or more from the wall or other surface they are fixed to so that food cannot lodge at the wall-shelf junction;
- either butting equipment so close together that debris cannot fall between or leaving enough space to reach to clean the sides;
- ensuring safety shields are removable;
- fitting wheels or castors to equipment to enable it to be easily moved, preferably by one person;
- ensuring service wires, pipes or hoses can be connected (or are flexible and long enough to enable the equipment to be moved); and
- designing dust control mats (as used in customer areas of supermarkets) to be cleanable.

Some examples of operations and criteria for judging whether or not adequate equipment provision has been made are listed below:

Type of operation carried out by business	Criteria for judging adequacy
Cooking/processing	Adequate equipment to ensure that the process reaches the temperature or other parameter required to destroy pathogens.
Cooling & refrigerated storage of potentially hazardous foods	Adequate equipment to cool food in accordance with the requirements of FSANZ Standards 3.2.2 (60°C to 21°C in 2 hours and 21°C to 5°C in 4 hours), and hold food under temperature control.  Adequate refrigerated space to cater for large functions.
Displaying potentially hazardous foods	Adequate refrigerated or hot display counters to ensure that all displayed food is displayed in

	accordance with temperature requirements of FSANZ Standard 3.2.2. (5°C or below and 60°C or above) and is protected from contamination.
Transporting chilled potentially hazardous food	Refrigeration equipment, insulated containers or other containers if this equipment is appropriate on the vehicle to ensure food is capable of being maintained at 5°C or below.
Washing fruit & vegetables	Where food handling involves frequent washing of fruit and vegetables a food preparation sink should be installed.
Utensil & equipment washing & sanitising	*Double bowl and a dishwasher that sanitises; or triple bowl sinks for both washing and sanitising.
Personal washing	All staff has easy access to hand washing facilities.
Floor & general cleaning requirements	Single bowl sink, cleaner's sink, hose connections, curbed drain connected to the sewer or other facility for cleaning the equipment used for cleaning the premises and for disposing of dirty water.

\*All food premises are to have a double bowl sink and a dishwasher, unless exemptions apply. Please contact the Environmental Health Unit for more information.

## Coolrooms

In larger premises, the installation of coolrooms may be necessary.

Coolrooms are large, temperature controlled fridges, and are to comply with all relevant construction requirements in this guide (e.g. either effectively sealed to walls and ceilings or placed clear of walls and ceilings to enable easy cleaning, floors shall be covered up the walls etc.) and Australian Standard 5149.



Temperature displays, alarms and data loggers fitted to coolrooms will assist with maintaining and monitoring the temperature of food.

All condenser units in coolrooms and freezer rooms must be properly drained to sewer, and maintained free of build-up of ice.

Storage racks must be corrosion resistant and easily cleanable. Timber frames or finishes should not be used. Shelving shall be designed to allow free movement of air around foods being stored.

### *Dry Storage*

Dry food storage shall be roomy and of sufficient size to prevent the area from becoming overcrowded and difficult to maintain in a clean and sanitary condition.

Many proprietors make the mistake of not allowing sufficient storage space and are then unable to take advantage of the economics of bulk buying.

## CONNECTIONS FOR SPECIFIC FIXTURES, FITTINGS AND EQUIPMENT

### AUSTRALIA NEW ZEALAND FOOD STANDARDS CODE 3.2.3 – SECTION 13

- 1) *Fixtures, fittings and equipment that use water for food handling or other activities and are designed to be connected to a water supply must be connected to an adequate supply of water.*
- 2) *Fixtures, fittings and equipment that are designed to be connected to a sewage and waste water disposal system and discharge sewage or waste water must be connected to a sewage and waste water disposal system.*
- 3) *(3) Automatic equipment that uses water to sanitise utensils or other equipment must only operate for the purpose of sanitation when the water is at a temperature that will sanitise the utensils or equipment.*

In premises where food is prepared or packed, an area must be set aside purely for the purpose of washing appliances, utensils and equipment.

Proper design is essential to ensure a smooth flow of dishwater that will separate "dirty" and "clean" items and allow a fast, efficient turnaround.

### *Sinks & Dishwashers*

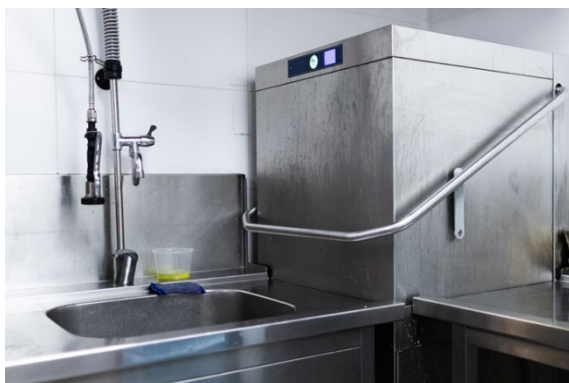
A triple bowl sink is required to effectively sanitise utensils where potentially hazardous foods are handled. Where a mechanical dishwasher is supplied a double bowl sink will suffice, as long as all the food contact equipment will fit in the dishwasher.

Dishwashing arrangements using a double bowled sink shall be roomy and of sufficient size to handle the largest utensils being used. One sink shall be used for washing, the other shall be used for rinsing, and dishwasher used for sanitising. Where food handling involves frequent washing of fruit and vegetables, a separate food preparation sink should be installed.

Further information on commercial dishwashers and domestic dishwashers below.

### Commercial dishwashers

Commercial dishwashers need to ensure that the dishwasher can thoroughly clean and sanitise so that infectious diseases are not transmitted. Dishwashers that meet the "US National Sanitation Foundation Standards NSF 26- 1980 & NSF 3-1996" are considered to meet this requirement.



## Domestic dishwashers

Domestic dishwashers that meet the following criteria can be used:

- a) dishwashers should have properly functioning temperature-activated sanitising cycles that have to sense a temperature of 65.6°C or higher before the machine advances to the next step; or
- b) dishwashers with either no sanitising cycle or a time-controlled sanitising cycle and forced airflow drying should only be operated with inlet water temperature above 68°C.



Domestic dishwashers that do not meet the above criteria may also be acceptable if the suppliers or manufacturers of the machines provide evidence as to their efficacy to sanitise surfaces.

Domestic dishwashers are only to be used in domestic premises only. However, should it be determined that your business has become successful and expands beyond the capacity of your home, you will need to move in to a more suitable premises such as a café or restaurant, commercial kitchen or a factory.

Council's environmental health officer will discuss this further with you during your initial application for registration, and during annual inspections.

## HANDWASHING FACILITIES

### AUSTRALIA NEW ZEALAND FOOD STANDARDS CODE 3.2.3 – SECTION 14

- 1) *Food premises must have hand washing facilities that are located where they can be easily accessed by food handlers –*
  - a) *within areas where food handlers work if their hands are likely to be a source of contamination of food; and*
  - b) *if there are toilets on the food premises – immediately adjacent to the toilets or toilet cubicles.*
- 2) *Hand washing facilities must be –*
  - a) *permanent fixtures;*
  - b) *connected to, or otherwise provided with, a supply of warm running potable water;*
  - c) *of a size that allows easy and effective hand washing; and*
  - d) *clearly designated for the sole purpose of washing hands, arms and face.*

Separate hand washing facilities are required in every area of the premises where exposed food is handled or prepared.

Hand basins are to be located and installed so that they are:

- not obstructed by equipment, walls, partitions or doorways
- are at bench height permanently fixed to the wall, to a supporting frame or set in a benchtop; and
- no further than 5 metres from any place where food handlers are handling food.

In a food business, where food is handled in the servery area in addition to the kitchen, a hand basin is to be installed in both areas. If food premises are divided into separate food handling areas as may occur in a supermarket with a delicatessen, butchery, seafood area and bakery, hand washing facilities must be available in each area.

Each hand basin (including the toilet handbasin) must have:

- supply of warm water via a common outlet; and
- sufficient distance under the water spout for food handlers to have room under running water to move their hands about to be able to effectively wash them.

**Wash hand basins must not be used for any purpose other than hand washing. The business might do this by one of the following:**

- installing a conventional handbasin of a design that is easily recognisable as such and providing soap and drying facilities only at the basin(s);
- putting up a sign that states 'For hand washing only' or illustration of hands being washed; or
- indicating that the facility is not to be used for food and utensil washing.

Handbasins shall be provided with:

- a wall mounted paper towel dispenser; or;

- other means of effectively drying hands and arms, which prevents the transfer of pathogenic microorganisms to the hands or arms.

Businesses are not specifically required to install hands-free taps. However, new works in premises provide an opportunity to include hands-free taps at basins.

## STORAGE FACILITIES

### **AUSTRALIA NEW ZEALAND FOOD STANDARDS CODE 3.2.3 – SECTION 15**

- 1) *Food premises must have adequate storage facilities for the storage of items that are likely to be the source of contamination of food, including chemicals, clothing and personal belongings.*
- 2) *Storage facilities must be located where there is no likelihood of stored items contaminating food or food contact surfaces.*

### *Storage of Personal Items*

A separate area or cupboard away from food and food contact surfaces must be provided for the storage of street clothes, handbags and other personal items.

Maintenance equipment (ie. tools, nails etc) are often not clean and should not be in areas where food is manufactured - a separate area must be provided for these items as well.

### *Storage of Cleaning Equipment*

A room or a cupboard is to be provided for storing pesticides, detergents, sanitisers and cleaning equipment such as mops, brooms and buckets.

If chemicals are in unopened, sealed containers and do not emit odours then a part of a storage area for packaged dry goods can be used, provided that they are stored below all food and food contact surfaces, including packaging. Opened containers should be stored separately from food and food equipment.

## STORAGE OF WASTE AND RECYCLABLE MATTER

### **AUSTRALIA NEW ZEALAND FOOD STANDARDS CODE 3.2.3 – SECTION 6**

*Food premises must have facilities for the storage of garbage and recyclable matter that –*

- a) adequately contain the volume and type of garbage and recyclable matter on the food premises;*
- b) enclose the garbage or recyclable matter, if this is necessary to keep pests and animals away from it; and*
- c) (c) are designed and constructed so that they may be easily and effectively cleaned.*

All garbage and recyclable material must be contained in bins, hoppers, wire cages or other containers. Containers that are in the open air storage areas should have tight fitting lids in order to keep flies and other pests away.

If the premises have a garbage area, it should be graded and drained to GWM Water sewer and bunded (eg. Shower bases are suitable for small rubbish bins). GWM Water requires that a silt trap be installed in the drain. Hot and cold water with hose connection shall be provided inside or adjacent to the rubbish storage area. This will enable the bins and the rubbish storage areas to be maintained in a clean and sanitary condition and prevent rubbish storage from becoming a nuisance.

## PEST CONTROL

### AUSTRALIA NEW ZEALAND FOOD STANDARDS CODE 3.2.3 – SECTION 3

*The design and construction of food premises must –*

- d) to the extent that is practicable –*
- i) exclude dirt, dust, fumes, smoke and other contaminants;*
  - ii) not permit the entry of pests; and*
  - iii) not provide harbourage for pests.*

All food premises shall be constructed and maintained to exclude and prevent the harbouring of flies, other insects, rodents, vermin and birds.

The types of pest-proofing measures include:

- installing flyscreen doors or self-closing doors;
- installing mesh screens at opening windows;
- ensuring drains, grease traps and ventilation pipes are sealed;
- sealing openings where pipes pass through external walls; and
- installing appropriate flashing to the base of doors.

Air curtains, if used, are to cover the whole of the face of the doorway or opening and should have a velocity of not less than 300 metres per minute measured at 1 metre from the floor.

Roller doors and automatic doors should be arranged so that air curtains come into operation immediately after the door begins to open.

Where electric insecticutors (bug zappers) are used, care should be taken to install them in a suitable area, not located directly over food preparation working areas and away from any exposed food.

Bi-fold or other types of doors that open up the dining area to the outdoors are only permissible if the kitchen and all other food preparation areas are adequately enclosed so they are protected from outdoor contaminants such as insects and dust.

## TOILET FACILITIES

### AUSTRALIA NEW ZEALAND FOOD STANDARDS CODE 3.2.3 – SECTION 16

*A food business must ensure that adequate toilets are available for the use of food handlers working for the food business.*

The following factors are suggested as a guide to the interpretation of 'adequate':

Factor in deciding whether facilities are adequate	Comment
Number of toilets	<p>The Victorian Building Authority (VBA) under the Building Standards provides guidance on what would be considered to be adequate number of toilets. Reference can also be made to industry guides.</p> <p>Segregating toilets for male and female use is not a food safety issue.</p>
Shared toilets with customers	<p>Separate toilets for food handlers and customers are not required and 'combined' toilets should be considered adequate.</p> <p>A designated 'staff only' toilet may assist a proprietor with his responsibilities to keep the toilet available at all times and clean.</p>
Always accessible	<p>Toilets must be accessible at all times that the business is operating.</p> <p>Toilets that are not on the premises must be accessible at all times when staff is working.</p>
Clean toilets	<p>The toilets must be clean and operating properly whether on or off the premises.</p>
Suitably located	<p>Toilets should not be entered directly off a food preparation area but through a ventilated lobby. There must be no likelihood that droplet-borne contamination will affect the safety of food.</p> <p>The toilets should also be located within a reasonable distance from the food handlers' work area. A 'reasonable distance' is the maximum distance that an ordinary person would be expected to walk in the time available for breaks etc. and takes into account the time needed to negotiate doors, stairs and corridors to reach the toilets.</p> <p>To prevent customers from contaminating food, access to customer toilets should not be through food preparation areas.</p>

Suitable design and Construction

Toilets on the premises are part of the premises and must meet this standard.

Toilets off-site must also meet the requirements to be considered adequate, for example they should be designed and constructed to be able to be kept clean and should be adequately lit and ventilated.

Adequately equipped

The facilities should be provided with handbasins with a supply of warm potable running water for hand washing, and suitable drying facilities.

There are specific requirements outlined in the Building Code of Australia (BCA). Contact should be made with the Building Department by calling 03 5382 9796, emailing [building@hrcc.vic.gov.au](mailto:building@hrcc.vic.gov.au), or by completing a 'Lodge a Service Request' form on Council's website at <https://www.hrcc.vic.gov.au/Contact-Us>.

## FOOD TRANSPORTATION

### **AUSTRALIA NEW ZEALAND FOOD STANDARDS CODE 3.2.3 – SECTION 17**

- 1) *Vehicles used to transport food must be designed and constructed to protect food if there is a likelihood of food being contaminated during transport.*
- 2) *Parts of vehicles used to transport food must be designed and constructed so that they are able to be effectively cleaned.*
- 3) *Food contact surfaces in parts of vehicles used to transport food must be designed and constructed to be effectively cleaned and, if necessary, sanitised.*

Vehicles used to transport food must protect food from contamination if there is a risk that the food will be contaminated.

Vehicles used to transport food that is unpackaged, eg. bread & cakes must be designed and constructed to protect the food from airborne dust, dirt, vehicle fumes and rain.

The food compartment should be separate from the driver's compartment or any passenger areas.

Cooked and raw foods may be carried on the same vehicle provided they are adequately separated or packaged so there is no risk of contact.

## TEMPERATURE MEASURING DEVICES

### AUSTRALIA NEW ZEALAND FOOD STANDARDS CODE 3.2.2 – SECTION 22

*A food business must, at food premises where potentially hazardous food is handled, have a temperature measuring device that:*

- a) is readily accessible; and*
- b) can accurately measure the temperature of potentially hazardous food to +/-1°C.*

All food businesses that handle potentially hazardous food must have a temperature measuring device (thermometer) at the premises where food is being handled.

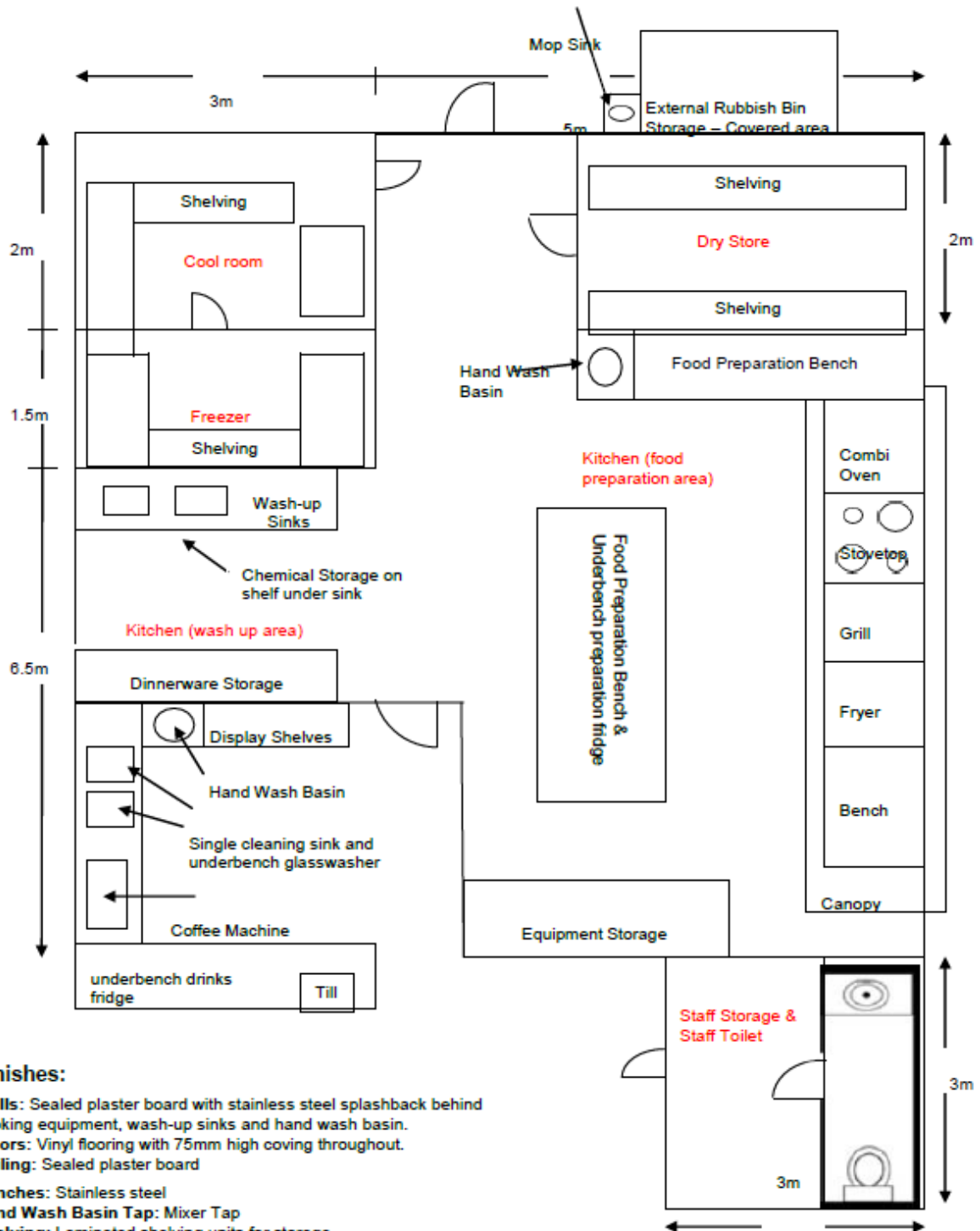
Fixed thermometers that are included with equipment to monitor the temperature of the equipment do not satisfy this requirement. A probe thermometer that is accurate to at least +/-1°C is appropriate.

Food businesses are encouraged to purchase thermometers with a narrow temperature range, as these thermometers will provide greater accuracy at a cheaper price. A thermometer that has a range of -50°C to 150°C is all that is required for measuring the temperature of food.



# EXAMPLE OF FLOOR PLAN

Figure 1 Sample floor plan



## Finishes:

**Walls:** Sealed plaster board with stainless steel splashback behind cooking equipment, wash-up sinks and hand wash basin.

**Floors:** Vinyl flooring with 75mm high coving throughout.

**Ceiling:** Sealed plaster board

**Benches:** Stainless steel

**Hand Wash Basin Tap:** Mixer Tap

**Shelving:** Laminated shelving units for storage

**Cool room/Freezer Shelving:** Stainless steel wire racks

## Home-Based Businesses

Starting up a business at home is very often a good way of starting up a new business. In some instances, however, it may be determined that your chosen premises may not be suitable for a food business as is. Home businesses must also comply with the Food Act and Food Standards Code, just like all other food businesses. Because of the nature of home businesses, there are exemptions to some requirements.

Council's environmental health officers will discuss this further with you during your initial application for registration.

There are several requirements to be met and considerations to be made to be able to be registered at home:

- adequate space for the types of foods and food processes you will be conducting
- adequate storage to separate business equipment and food from home/household equipment and food (including both pantry and fridge/freezer)
- adequate handwashing and dishwashing facilities for cleaning and sanitising of both hands and equipment
  - double bowl sink, handwash basin, dishwasher
- appropriate premises and environment for food handling
  - floors, walls, ceilings are of appropriate materials that are smooth, impervious, and easy to clean (no carpet or absorbent matting)
  - ability to exclude all non-food handlers, pets and animals (including pests) from the food handling areas
  - Adequate ventilation. Ensuring that the existing range hood and ventilation is suitable, especially when there is large cooking volumes and frying involved.
- Adequate water supply, waste, recyclables, and wastewater management facilities.

If you are looking to make allergen claims, it is strongly recommended that you familiarise yourself with the risks and consequences of making these claims. Please see the "[Allergen-Free Claims](#)" and "[Food Labelling](#)" section for more further information.

## SELLING YOUR PRODUCTS

There are several options available when you consider where you would like to sell your products, including markets, to other businesses, and online.

There are certain restrictions that may apply when requesting customers and delivery drivers to come to pick up from your home.

Signage that will live on the property = planning

This can be discussed with Council's Planning Unit at [planning@hrcc.vic.gov.au](mailto:planning@hrcc.vic.gov.au) or on 03 5382 9777.

Certain restrictions may also apply if you would like to put up signage or tables and chairs on the footpath.

This can be discussed with Council's Community Safety Unit at [Community.Safety@hrcc.vic.gov.au](mailto:Community.Safety@hrcc.vic.gov.au) or on 03 5382 9777.

## RENTING

If you are renting at the premises you are proposing to operate out of, it is important that you check with your rental agent and/or landlord for permission as this may impact your rental agreement and insurance.

## EXPANDING YOUR BUSINESS

However, should it be determined that your business has become successful and expands beyond the capacity of your home, you will need to move in to a more suitable premises such as a café or restaurant, commercial kitchen or a factory.

Council's environmental health officer will discuss this further with you during your initial application for registration, and during annual inspections.

# Food Safety at Markets and Events

Temporary and mobile food premises must also comply with the Food Act and Food Standards Code, just like all other food businesses including home-based businesses. Because of the nature of temporary premises, there are exemptions to some requirements, and some of them require additional planning.

**Temporary food premises** are:

- a **stall, tent** or other structure that is not permanently fixed to a site, and from which food is sold or handled for sale, such as at a market or festival; OR
- a permanent structure that is:
  - **not** owned or leased by the food handlers using it; and
  - from which food is sold or handled for sale on an **occasional basis only**

If the temporary set up is not in a fixed kitchen, special care must be taken to keep food safe. This involves protecting the food from sunlight, dust, insects and handling by customers.

**Mobile food premises** are either a standalone vehicle such as a van, or a trailer.

A guide has been developed by the Barwon South Western Region Councils called the "[Temporary Food Premises Guidelines](#)", which is designed to be used by both operators and local Councils to outline the minimum requirements for the construction and operation of temporary food premises, as well as the health and hygiene standards of food handlers.

Trading at markets and events require a registration with both Council as well as [FoodTrader](#).

## FoodTrader

[FoodTrader](#) (formerly "Streatrader") is a state-wide Victorian registration and notification portal for people selling food in Victoria **from temporary and mobile premises, or community groups**.

In Victoria, all organisations or individuals that prepare, sell or serve food are regulated by local councils under the *Food Act 1984*.

All food traders are required to apply for registration or notification under the Food Act. This applies to:

- fixed premises food businesses, such as cafes and restaurants, and
- businesses or community groups that operate temporary food premises (such as a market stall, tent/marquee or hired hall), or mobile food premises (such as food trucks, water carters or vending machines).

FoodTrader provides an online account for businesses or community groups **to manage the registration or notification of temporary or mobile food premises only**.

Certain Councils use FoodTrader as both a registration and notification system. At Horsham Rural City Council, FoodTrader cannot be used for the registration of fixed food premises, only as a notification system. This means that businesses that are based in the HRCC local government area must register directly with Council before they are able to access FoodTrader as a notification system.

In summary, HRCC businesses will need to apply for a registration with Council, and then apply separately for a FoodTrader account. The cost of the use of FoodTrader is included with your Council registration.

## STATEMENTS OF TRADE

All food businesses that wish to trade outside of their 'home' premises are required to submit a Statement of Trade on FoodTrader at least one business day in advance of their planned trading date.

A statement of trade lets the Council know where and when you plan to sell food and/or drink in their area. This is required under the Food Act 1984 for operators who sell to the public from a temporary food premises (such as a market stall, tent/marquee or hired hall) or a mobile food premises (such as a coffee cart, ice cream van or food truck), and for some vending machine operators.

A submission of a Statement of Trade does not automatically grant you permission to trade on your requested date and location. You must receive approval to trade.

### **Other Laws affecting trading**

Other laws may apply to your permissions to trade. For example, you may need:

- permission from a council to operate on council land
- permission from the landowner if you intend to operate on private land
- permission from the event organiser, if operating at events or markets
- approval of the relevant road authority to trade on land within a road reserve (VicRoads for freeways and arterial roads, council for municipal roads or streets)
- other trading licences, such as a liquor licence (where applicable).

## RECORD TEMPLATES

Record templates have been developed for use in your business. They are available on the HRCC website on the "[Food Safety Programs](#)" page.

## GLOSSARY

**Allergen:** An allergen is a substance that is present in some foods which can cause illness, or in serious cases even death, when it is in contact with the skin or when it is eaten by people who are allergic to that substance.

**Anaerobic:** Means "free of oxygen". In relation to microorganisms, an anaerobic micro-organisms means that the micro-organisms does not need oxygen to grow. It grows in environments that does not have oxygen, such as in sealed cans.

**Bacteria:** Bacteria are a type of microorganism that can be found in soil, on animals, on people and on the things people touch and use. If food becomes contaminated by bacteria it can cause food poisoning if eaten. Consumption of food contaminated by bacteria is the most common cause of food poisoning.

**Bain-marie:** A bain-marie is a piece of equipment used to keep food at temperature over a period of time. Most often, a bain-marie is used to keep hot food at 60 °C or higher, but can also be used to melt ingredients for cooking.

**Deficiency:** (auditing) A deficiency (sometimes known as a non-conformance) is a breach of hygiene or food handling practice, or an inadequacy of the food safety program.

**Dry storage:** Dry storage is for low risk foods that do not require to be kept below 5 °C to keep them safe or fresh. This is foods such as flour, cereals, canned foods and sugar. Although dry storage is for low risk foods, these foods must still be appropriately sealed and labelled

**Food handler:** A food handler is anyone who is involved in any activity that involves food, including kitchen staff, baristas, servers, and cashiers even if they are not directly touching food. Staff that handle food containers containing food are considered food handlers.

**Food manufacturer:** A large-scale food business that mass produces food for distribution.

**Critical deficiency:** (auditing) A critical deficiency is when there is a deficiency or breach that poses a serious risk to public health. This includes situations where there is a serious risk of food being sold that is unsafe or unsuitable to eat.

**Gluten:** Gluten is a protein that is found in certain types of grains, such as wheat, barley, oats and rye. It is therefore also found in food products that are made with these products, such as pasta or bread made using wheat flour. People that suffer from coeliac disease can have an adverse reaction if they eat food containing gluten.

**High-risk foods:** Foods that require careful handling and storage to keep safe. Handling includes temperature control (cold and hot), and adequate cooking temperatures. Foods include meat, dairy, cooked grains, sauces.

**Low-risk foods:** Foods that do not require as careful handling as high-risk foods. However, they are still at risk of contamination. These foods generally do not require temperature control, such as dry cereals, chocolate, uncooked and/or uncut fruits and vegetables, dried fruits and vegetables, prepackaged foods, etc.

**Microorganisms:** Microorganisms can be beneficial or harmful. They can only be seen under a microscope, and in the context of food safety, include bacteria, mould, fungi, viruses.

**Pathogens:** Pathogens are harmful microorganisms.

**Pests:** Pests are unwanted creatures in food premises. Pests must be kept out of food preparation areas as they can spread germs and damage stored food and equipment. Common pests in food preparation areas include mice, flies, ants and cockroaches. Keeping food preparation areas clean helps to prevent pests.

**Pre-packaged foods:** Pre-packaged foods are foods that have been received prepackaged, and served to the customer in the same packaging. There is no direct handling of the food: The package has not been opened at any time between receiving and serving.

**Potentially hazardous food:** A potentially hazardous food (also referred to as PHF) is a food that has to be kept at certain temperatures (usually below 5°C or above 60°C) 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.

**Repackaging:** Repackaging is when a food item is taken out of its original package and in to another package. An example is when bulk lollies are purchased in a 5kg bag, and separated in to 300g bags to be sold to customers.

**Sanitise:** To sanitise means to destroy microorganisms, reducing the number of microorganisms on a surface to a safe level. This is usually achieved by the use of both heat and water or by specific sanitising chemicals in the cleaning process. Sanitising is done after cleaning and rinsing.

**Sanitiser:** A sanitiser is a cleaning chemical and/or hot water that is used to kill bacteria on food preparation surfaces and equipment, or reduce them to a safe level. Sanitisers used for food preparation surfaces and equipment must be food safe.

**Temperature danger zone:** The food temperature range between 5°C and 60°C is called the temperature danger zone because food poisoning bacteria can grow rapidly in those temperatures.

**Toxin:** A toxin is a poisonous substance produced by living organisms such as bacteria. If food is contaminated with bacteria, the toxins can make food unsafe to eat and cause illness.

**Unsuitable:** Unsuitable food is food that is damaged, deteriorated or perished to an extent that affects its reasonable intended use, and may be likely to cause illness.

**Vulnerable people:** Vulnerable people are young children, pregnant women, the elderly and people with illnesses such as cancer. They are vulnerable because they are at higher risk of developing severe symptoms and complications if they become unwell with a foodborne illness.

**Food Standards Australia New Zealand (FSANZ):** an independent statutory agency that is part of the Australian Government's Health portfolio.

## LINKS

Food Act 1984: <https://www.legislation.vic.gov.au/in-force/acts/food-act-1984/118>

Food Standards Code (Food Standards Australia New Zealand; FSANZ):  
<https://www.foodstandards.gov.au/food-standards-code/legislation>

Food Safety Supervisors (Victoria Department of Health):  
<https://www.health.vic.gov.au/food-safety/food-safety-supervisors>

FoodSmart Food Safety Program (Victoria Department of Health):  
<https://www.health.vic.gov.au/food-safety/foodsmart>

All About Allergens (National Allergy Council): <https://foodallergytraining.org.au/>

DoFoodSafely (Victoria Department of Health):  
<https://dofoodsafely.health.vic.gov.au/index.php/en/>

Food Labelling for Food Businesses (City of Greater Geelong):  
<https://www.geelongcity.vic.gov.au/services/business-and-investment/food-registration/food-labelling-food-businesses>

Food Labelling and Label Buster (Queensland Government):  
<https://www.qld.gov.au/health/staying-healthy/food-pantry/food-labelling>

Nutrition Panel Calculator (Food Standards Australia New Zealand):  
<https://www.foodstandards.gov.au/business/labelling/nutrition-panel-calculator>

Temporary Food Premises Guidelines (City of Greater Geelong):  
<https://www.geelongcity.vic.gov.au/services/business-and-investment/food-registration/guidelines-temporary-food-premises>



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