

FREEDOM OF INFORMATION SCHEDULE OF DOCUMENTS

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APPLICANT NAME	WHAT ARE THE PARAMETERS OF THE REQUEST	FILE NUMBER
[REDACTED]	<i>'I would like correspondence, documentation and/or images pertaining to the Health Directorate's order to close "Turkish Pide House Belconnen /Macquarie", including any correspondence or documents that explain why this closure was not listed on ACT Health's Food Offences Register'</i>	ACTHDFOI23-24.32

Ref Number	Page Number	Description	Date	Status Decision	Factor	Open Access release status
1.	1 – 4	Food poisoning complaint questionnaire	12 October 2023	Partial Release	Privacy	
2.	5 – 8	Food poisoning complaint questionnaire	12 October 2023	Partial Release	Privacy	
3.	9 – 12	Food poisoning complaint questionnaire	12 October 2023	Partial Release	Privacy	
4.	13 – 16	Food poisoning complaint questionnaire	12 October 2023	Partial Release	Privacy	
5.	17 – 20	Food poisoning complaint questionnaire	12 October 2023	Partial Release	Privacy	
6.	21 – 25	Food poisoning complaint questionnaire	12 October 2023	Partial Release	Privacy	
7.	26 – 30	Food poisoning complaint questionnaire	12 October 2023	Partial Release	Privacy	
8.	31 – 214	Premises : Turkish Pide House 83/121	12 October 2023	Partial Release	Privacy Commercial	
9.	215 – 219	Food Premises Inspection Report	12 October 2023	Partial Release	Privacy	
10.	220	Alleged Food Poisoning Complaint	13 October 2023	Partial Release	Privacy	

11.	221 – 333	Email and attachments – Prohibition order for processing 83/121	13 October 2023	Partial Release	Privacy	
12.	334	Email – Pathology results - Turkish Pide House	16 October 2023	Full Release		
13.	335 – 336	Email – Re: Turkish Pide house volume of food sold 5-9 October	20 October 2023	Partial Release	Privacy	
14.	337 – 365	Email and attachment – Turkish Pide House renovation plans.	6 November 2023	Partial Release	Privacy	
15.	366 – 369	Email and attachment – FW: Turkish Pide House Macquarie renovation plans. [attachment at reference 14]	6 November 2023	Partial Release	Privacy	
16.	370 – 371	Email – RE: Att: Lyndell Hudson	8 January 2024	Partial Release	Privacy Business affairs	
17.	372 – 400	Email and attachments – Turkish pide house	8 January 2024	Partial Release	Privacy Commercial Business affairs	
18.	401	Email – Turkish pide house	8 January 2024	Partial Release	Privacy Commercial	
19.	402 – 404	Email and attachment – Turkish Pide House documents [attachment at reference 11]	9 January 2024	Partial Release	Privacy	
20.	405 – 422	Email and attachments – RE: Turkish pide house	10 January 2024	Partial Release	Privacy	
21.	423 – 425	Email – RE: Turkish pide house	12 January 2024	Partial Release	Privacy	
22.	426 – 436	Email and attachment – Turkish pide house	17 January 2024	Partial Release	Privacy	
23.	437 – 438	Email and attachment – Turkish pide house plumbing report	18 January 2024	Partial Release	Privacy Commercial	
24.	439 – 441	Email – Turkish pide house	18 January 2024	Partial Release	Privacy Business affairs	
25.	442 – 448	Email and attachment – Turkish pide house	21 January 2024	Partial Release	Privacy Business affairs	
26.	449 – 451	Email and attachments – Turkish pide house	21 January 2024	Partial Release	Privacy Commercial	

27.	452	Exhaust system assessment from engineer	24 January 2024	Partial Release	Privacy	
28.	453 – 455	Request for Reinspection	25 January 2024	Partial Release	Privacy	
29.	456 – 504	Premises : Turkish pide house	25 January 2024	Full Release		
30.	505 – 508	Food Premises Inspection Report	25 January 2024	Partial Release	Privacy	
31.	509 – 510	Clearance Certificate	25 January 2024	Full Release		
Total Number of Documents						
31						

Food poisoning complaint questionnaire

Thank you for contacting the Health Protection Service regarding your recent food poisoning complaint.

When we have a suspected food poisoning we ask you to complete a suspected food poisoning questionnaire. It covers your symptoms, the prior three day food history to becoming ill and any suspected sources of illness. It is important that we gain as much information about not only the meal you ate before you became ill but also because food poisoning can come from food that has been consumed 24 hours or even up to 72 hours before the symptoms appear.

We do ask that you complete an individual form for yourself and any children in your care who have also been ill.

Response was added on 12/10/2023 11:49am.

Interview details

Date of interview: 12-10-2023

Start time of interview: 11:34

Interviewer: [survey respondent]

Record call attempts here:

Your details

First name

Last Name

Suburb:

State

Email address:

Contact number:

Gender:

Date of birth:

Age (in years):

Does your job involve any of the following?

- Preparing or handling food
 Working with young children
 Attending a child care centre/preschool
 Working with the elderly
 Working with sick people
 None of the above

Details of illness

Please select all the symptoms you have experienced with this illness

- Diarrhoea
 Vomiting
 Fever
 Nausea
 Headache
 Body aches/pains
 Abdominal pain
 Other symptoms
 None of the above

Was there any blood in the stool?

- Yes
 No

Which symptom did you experience first?

- Diarrhoea
 Vomiting
 Fever
 Nausea
 Headache
 Body aches/pains
 Abdominal pain

Please enter the date and time of the first symptom onset

10-10-2023 11:34

Are you still unwell?

- Yes
 No

Please enter the date and time that the last symptom resolved

12-10-2023 11:34

Illness duration (hours)

48

Illness duration (days)

2

Did you go to a GP or walk-in centre about this illness?

- Yes
 No

Did you go to a hospital for treatment of this illness?

- Yes
 No

If you still have symptoms, would be willing to provide a stool sample if requested?

- Yes
 No

Aside from this illness, have you been unwell in the past two weeks? Yes No

The food you ate

Please provide details of the suspected food and business.

Food business name: Turkish Pide House - Belconnen

Food business address: 2 Lawry Pl, Macquarie ACT 2614

Please describe the food you ate: A Banquet for 2/3 people. Which was a mix of different foods, including rice, chicken and lamb.

Is there one particular food that you suspect may have caused your illness/symptoms? Yes No

What date was the food purchased? 09-10-2023

What date and time did you eat the food? 10-10-2023 19:30

Incubation period (hours) -7.933333333333334

Incubation period (days) -0.33055555555555555

Was the food: Dine in Take away

Was the food eaten as part of a function or gathering? For example, a workplace function, a wedding, a catered party Yes No

Did you eat this meal with others? Yes No

How many people did you eat with? 5

How many people became ill after eating the food together? 6

[others_ill_blurb]

Please provide the details of the people you ate with

Name Email address Contact number Are they ill/well? Do you live with this person?



Did you eat with anyone in this group or have contact with anyone in this group in the previous week before this occasion?

- Yes
 No

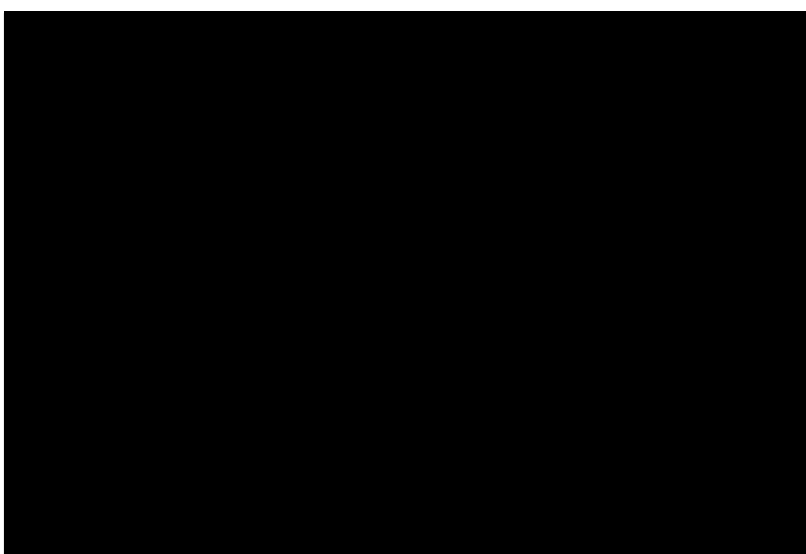
Has anyone in your household experienced an illness or symptoms of gastroenteritis (e.g vomiting or diarrhoea) in the 2 weeks prior to you becoming unwell?

- Yes
 No

3 day food history

Please provide a brief 3 day food history:

Providing a food history from the days before you were unwell helps us rule out any other potential food sources for your illness.



10-10-2023

09-10-2023

08-10-2023

07-10-2023

FURTHER NOTES

Is there anything else you would like to tell us regarding your food complaint?

The restaurant was in dire need of repair, the interior was not well maintained and the state of the kitchen/front counter, it was cluttered and in need of a clean.

Thank you for helping us with this investigation.

Food poisoning complaint questionnaire

Thank you for contacting the Health Protection Service regarding your recent food poisoning complaint.

When we have a suspected food poisoning we ask you to complete a suspected food poisoning questionnaire. It covers your symptoms, the prior three day food history to becoming ill and any suspected sources of illness. It is important that we gain as much information about not only the meal you ate before you became ill but also because food poisoning can come from food that has been consumed 24 hours or even up to 72 hours before the symptoms appear.

We do ask that you complete an individual form for yourself and any children in your care who have also been ill.

Response was added on 12/10/2023 11:55am.

Interview details

Date of interview: 12-10-2023

Start time of interview: 11:35

Interviewer: [survey respondent]

Record call attempts here:

Your details

First name

Last Name

Suburb:

State

Email address:

Contact number:

Gender:

Date of birth:

Age (in years):

Does your job involve any of the following?

- Preparing or handling food
 Working with young children
 Attending a child care centre/preschool
 Working with the elderly
 Working with sick people
 None of the above

Details of illness

Please select all the symptoms you have experienced with this illness

- Diarrhoea
 Vomiting
 Fever
 Nausea
 Headache
 Body aches/pains
 Abdominal pain
 Other symptoms
 None of the above

Was there any blood in the stool?

- Yes
 No

Which symptom did you experience first?

- Diarrhoea
 Vomiting
 Fever
 Nausea
 Headache
 Body aches/pains
 Abdominal pain

Please enter the date and time of the first symptom onset

11-10-2023 12:30

Are you still unwell?

- Yes
 No

Illness duration (hours)

Illness duration (days)

Did you go to a GP or walk-in centre about this illness?

- Yes
 No

Did you go to a hospital for treatment of this illness?

- Yes
 No

If you are still experiencing diarrhoea symptoms, ACT Health may request a stool sample.

Stool samples may help ACT Health identify the pathogens that may have contributed to your illness.

If you have an upcoming GP appointment, or you present to a health care facility with this illness, discuss providing a stool sample with your doctor.

If you still have symptoms, would be willing to provide a stool sample if requested? Yes No

Aside from this illness, have you been unwell in the past two weeks? Yes No

The food you ate

Please provide details of the suspected food and business.

Food business name: Turkish Pide House

Food business address: 2 Lawry Pl, Macquarie ACT 2614

Please describe the food you ate: Family banquet. Pide (mixed meat and vegetable), chicken skewers, lamb skewers, salad, kabak, Kofta, mixed vegetables, variety of dips and Turkish bread.

Is there one particular food that you suspect may have caused your illness/symptoms? Yes No

What date was the food purchased? 09-10-2023

What date and time did you eat the food? 09-10-2023 18:40

Incubation period (hours) 41.833333333333336

Incubation period (days) 1.7430555555555556

Was the food: Dine in Take away

Was the food eaten as part of a function or gathering? For example, a workplace function, a wedding, a catered party Yes No

Did you eat this meal with others? Yes No

How many people did you eat with? 5

How many people became ill after eating the food together? 5

[others_ill_blurb]

Please provide the details of the people you ate with

Name Email address Contact number Are they ill/well? Do you live with this person?



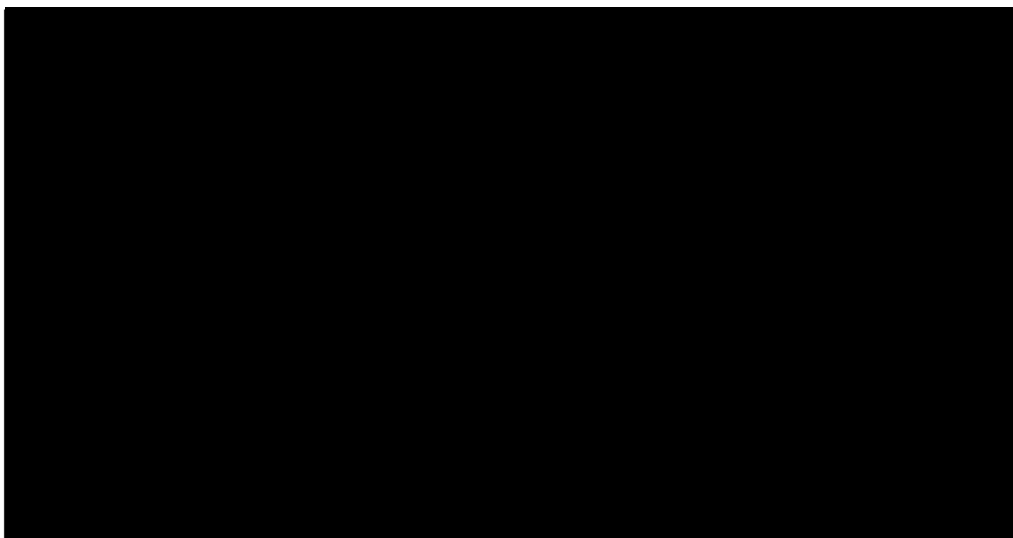
Did you eat with anyone in this group or have contact with anyone in this group in the previous week before this occasion? Yes
 No

Has anyone in your household experienced an illness or symptoms of gastroenteritis (e.g vomiting or diarrhoea) in the 2 weeks prior to you becoming unwell? Yes
 No

3 day food history

Please provide a brief 3 day food history:

Providing a food history from the days before you were unwell helps us rule out any other potential food sources for your illness.



11-10-2023

10-10-2023

09-10-2023

08-10-2023

FURTHER NOTES

Is there anything else you would like to tell us regarding your food complaint?

Thank you for helping us with this investigation.

Food poisoning complaint questionnaire

Thank you for contacting the Health Protection Service regarding your recent food poisoning complaint.

When we have a suspected food poisoning we ask you to complete a suspected food poisoning questionnaire. It covers your symptoms, the prior three day food history to becoming ill and any suspected sources of illness. It is important that we gain as much information about not only the meal you ate before you became ill but also because food poisoning can come from food that has been consumed 24 hours or even up to 72 hours before the symptoms appear.

We do ask that you complete an individual form for yourself and any children in your care who have also been ill.

Response was added on 12/10/2023 11:59am.

Interview details

Date of interview: 12-10-2023

Start time of interview: 11:52

Interviewer: [survey respondent]

Record call attempts here:

Your details

First name

Last Name

Suburb:

State

Email address:

Contact number:

Gender:

Date of birth:

Age (in years):

Does your job involve any of the following?

- Preparing or handling food
- Working with young children
- Attending a child care centre/preschool
- Working with the elderly
- Working with sick people
- None of the above

Details of illness

Please select all the symptoms you have experienced with this illness

- Diarrhoea
- Vomiting
- Fever
- Nausea
- Headache
- Body aches/pains
- Abdominal pain
- Other symptoms
- None of the above

Was there any blood in the stool?

- Yes
- No

Which symptom did you experience first?

- Diarrhoea
- Vomiting
- Fever
- Nausea
- Headache
- Body aches/pains
- Abdominal pain

Please enter the date and time of the first symptom onset

11-10-2023 04:00

Are you still unwell?

- Yes
- No

Illness duration (hours)

Illness duration (days)

Did you go to a GP or walk-in centre about this illness?

- Yes
- No

Did you go to a hospital for treatment of this illness?

- Yes
- No

If you are still experiencing diarrhoea symptoms, ACT Health may request a stool sample.

Stool samples may help ACT Health identify the pathogens that may have contributed to your illness.

If you have an upcoming GP appointment, or you present to a health care facility with this illness, discuss providing a stool sample with your doctor.

If you still have symptoms, would be willing to provide a stool sample if requested? Yes No

Aside from this illness, have you been unwell in the past two weeks? Yes No

The food you ate

Please provide details of the suspected food and business.

Food business name: Turkish Pide House Belconnen

Food business address: 2 Lawry Place, Macquarie ACT 2614

Please describe the food you ate: Lamb, pide, rice and chicken. It was reheated as leftovers from the night before.

Is there one particular food that you suspect may have caused your illness/symptoms? Yes No

What date was the food purchased? 09-10-2023

What date and time did you eat the food? 10-10-2023 19:30

Incubation period (hours) 8.5

Incubation period (days) 0.3541666666666667

Was the food: Dine in Take away

Was the food eaten as part of a function or gathering? For example, a workplace function, a wedding, a catered party Yes No

Please describe the function or gathering: Birthday dinner

Did you eat this meal with others? Yes No

How many people did you eat with? 5

How many people became ill after eating the food together? 4

[others_ill_blurb]

Please provide the details of the people you ate with

Name Email address Contact number Are they ill/well? Do you live with this person?



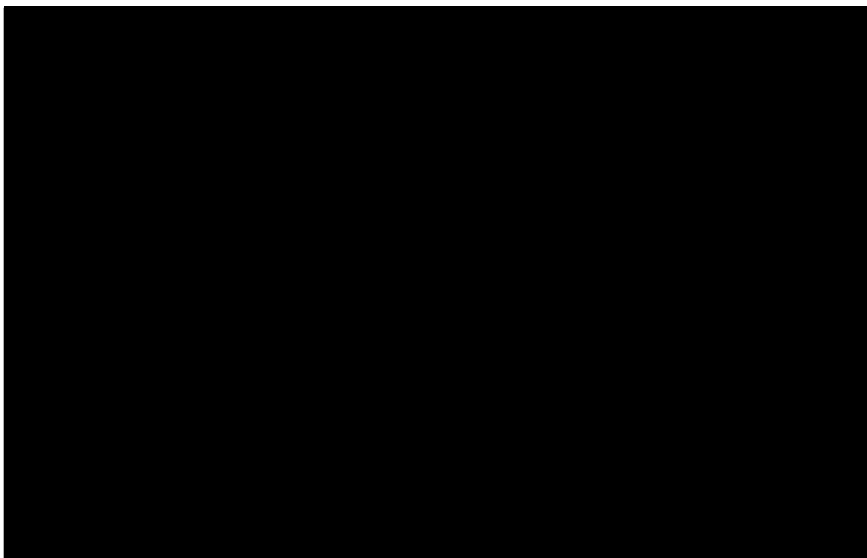
Did you eat with anyone in this group or have contact with anyone in this group in the previous week before this occasion? Yes
 No

Has anyone in your household experienced an illness or symptoms of gastroenteritis (e.g vomiting or diarrhoea) in the 2 weeks prior to you becoming unwell? Yes
 No

3 day food history

Please provide a brief 3 day food history:

Providing a food history from the days before you were unwell helps us rule out any other potential food sources for your illness.



11-10-2023

10-10-2023

09-10-2023

08-10-2023

FURTHER NOTES

Is there anything else you would like to tell us regarding your food complaint?

[Redacted] picked up the food and noted the restaurant was in despair. [Redacted]

Thank you for helping us with this investigation.

Food poisoning complaint questionnaire

Thank you for contacting the Health Protection Service regarding your recent food poisoning complaint.

When we have a suspected food poisoning we ask you to complete a suspected food poisoning questionnaire. It covers your symptoms, the prior three day food history to becoming ill and any suspected sources of illness. It is important that we gain as much information about not only the meal you ate before you became ill but also because food poisoning can come from food that has been consumed 24 hours or even up to 72 hours before the symptoms appear.

We do ask that you complete an individual form for yourself and any children in your care who have also been ill.

Response was added on 12/10/2023 2:20pm.

Interview details

Date of interview:	12-10-2023
Start time of interview:	12:48
Interviewer:	[survey respondent]
Record call attempts here:	

Your details

First name	
Last Name	
Suburb:	
State	
Email address:	
Contact number:	
Gender:	
Date of birth:	
Age (in years):	

Does your job involve any of the following?

- Preparing or handling food
- Working with young children
- Attending a child care centre/preschool
- Working with the elderly
- Working with sick people
- None of the above

Details of illness

Please select all the symptoms you have experienced with this illness

- Diarrhoea
- Vomiting
- Fever
- Nausea
- Headache
- Body aches/pains
- Abdominal pain
- Other symptoms
- None of the above

Was there any blood in the stool?

- Yes
- No

Which symptom did you experience first?

- Diarrhoea
- Vomiting
- Fever
- Nausea
- Headache
- Body aches/pains
- Abdominal pain

Please enter the date and time of the first symptom onset

06-10-2023 12:12

Are you still unwell?

- Yes
- No

Illness duration (hours)

Illness duration (days)

Did you go to a GP or walk-in centre about this illness?

- Yes
- No

Did you go to a hospital for treatment of this illness?

- Yes
- No

If you are still experiencing diarrhoea symptoms, ACT Health may request a stool sample.

Stool samples may help ACT Health identify the pathogens that may have contributed to your illness.

If you have an upcoming GP appointment, or you present to a health care facility with this illness, discuss providing a stool sample with your doctor.

If you still have symptoms, would be willing to provide a stool sample if requested? Yes No

Aside from this illness, have you been unwell in the past two weeks? Yes No

The food you ate

Please provide details of the suspected food and business.

Food business name: Turkish Pde House

Food business address: Jamison, Macquarie

Please describe the food you ate: Turkish bread cubes and humus
Starters - Borek - two others, can't remember names
Main- Kofte with potato and salad

Is there one particular food that you suspect may have caused your illness/symptoms? Yes No

Please describe the suspected food: Salad more likely than cooked kofte

What date was the food purchased? 05-10-2023

What date and time did you eat the food? 05-10-2023 12:00

Incubation period (hours) 24.2

Incubation period (days) 1.0083333333333333

Was the food: Dine in Take away

Was the food eaten as part of a function or gathering? For example, a workplace function, a wedding, a catered party Yes No

Did you eat this meal with others? Yes No

How many people did you eat with? 1

How many people became ill after eating the food together? 2

[others_ill_blurb]

Please provide the details of the people you ate with

Name Email address Contact number Are they ill/well? Do you live with this person?



Did you eat with anyone in this group or have contact with anyone in this group in the previous week before this occasion?

Yes
 No

Has anyone in your household experienced an illness or symptoms of gastroenteritis (e.g vomiting or diarrhoea) in the 2 weeks prior to you becoming unwell?

Yes
 No

3 day food history

Please provide a brief 3 day food history:

Providing a food history from the days before you were unwell helps us rule out any other potential food sources for your illness.

06-10-2023

05-10-2023

04-10-2023

03-10-2023

FURTHER NOTES

Is there anything else you would like to tell us regarding your food complaint?

Thank you for helping us with this investigation.

Food poisoning complaint questionnaire

Thank you for contacting the Health Protection Service regarding your recent food poisoning complaint.

When we have a suspected food poisoning we ask you to complete a suspected food poisoning questionnaire. It covers your symptoms, the prior three day food history to becoming ill and any suspected sources of illness. It is important that we gain as much information about not only the meal you ate before you became ill but also because food poisoning can come from food that has been consumed 24 hours or even up to 72 hours before the symptoms appear.

We do ask that you complete an individual form for yourself and any children in your care who have also been ill.

Response was added on 12/10/2023 2:18pm.

Interview details

Date of interview:	12-10-2023
Start time of interview:	13:54
Interviewer:	[survey respondent]
Record call attempts here:	

Your details

First name	
Last Name	
Suburb:	
State	
Email address:	
Contact number:	
Gender:	
Date of birth:	
Age (in years):	

Does your job involve any of the following?

- Preparing or handling food
- Working with young children
- Attending a child care centre/preschool
- Working with the elderly
- Working with sick people
- None of the above

Details of illness

Please select all the symptoms you have experienced with this illness

- Diarrhoea
- Vomiting
- Fever
- Nausea
- Headache
- Body aches/pains
- Abdominal pain
- Other symptoms
- None of the above

Was there any blood in the stool?

- Yes
- No

Which symptom did you experience first?

- Diarrhoea
- Vomiting
- Fever
- Nausea
- Headache
- Body aches/pains
- Abdominal pain

Please enter the date and time of the first symptom onset

06-10-2023 20:00

Are you still unwell?

- Yes
- No

Illness duration (hours)

Illness duration (days)

Did you go to a GP or walk-in centre about this illness?

- Yes
- No

Did you go to a hospital for treatment of this illness?

- Yes
- No

If you are still experiencing diarrhoea symptoms, ACT Health may request a stool sample.

Stool samples may help ACT Health identify the pathogens that may have contributed to your illness.

If you have an upcoming GP appointment, or you present to a health care facility with this illness, discuss providing a stool sample with your doctor.

If you still have symptoms, would be willing to provide a stool sample if requested? Yes No

Aside from this illness, have you been unwell in the past two weeks? Yes No

The food you ate

Please provide details of the suspected food and business.

Food business name: Pide House

Food business address: Macquarie

Please describe the food you ate: Bread with hummus mixed entree kofte meal with rice and salad

Is there one particular food that you suspect may have caused your illness/symptoms? Yes No

What date was the food purchased? 05-10-2023

What date and time did you eat the food? 05-10-2023 12:15

Incubation period (hours) 31.75

Incubation period (days) 1.3229166666666667

Was the food: Dine in Take away

Was the food eaten as part of a function or gathering? For example, a workplace function, a wedding, a catered party Yes No

Did you eat this meal with others? Yes No

How many people did you eat with? 1

How many people became ill after eating the food together? 2

[others_ill_blurb]

Please provide the details of the people you ate with

Name Email address Contact number Are they ill/well? Do you live with this person?

[Redacted]

Did you eat with anyone in this group or have contact with anyone in this group in the previous week before this occasion?

- Yes
- No

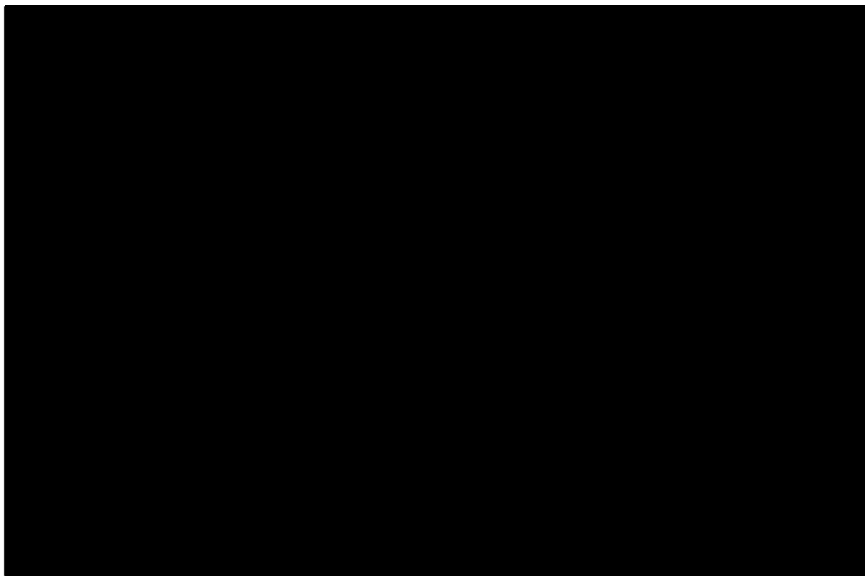
Has anyone in your household experienced an illness or symptoms of gastroenteritis (e.g vomiting or diarrhoea) in the 2 weeks prior to you becoming unwell?

- Yes
- No

3 day food history

Please provide a brief 3 day food history:

Providing a food history from the days before you were unwell helps us rule out any other potential food sources for your illness.



06-10-2023

05-10-2023

04-10-2023

03-10-2023

FURTHER NOTES

Is there anything else you would like to tell us regarding your food complaint?

Thank you for helping us with this investigation.

Food poisoning complaint questionnaire

Thank you for contacting the Health Protection Service regarding your recent food poisoning complaint.

When we have a suspected food poisoning we ask you to complete a suspected food poisoning questionnaire. It covers your symptoms, the prior three day food history to becoming ill and any suspected sources of illness. It is important that we gain as much information about not only the meal you ate before you became ill but also because food poisoning can come from food that has been consumed 24 hours or even up to 72 hours before the symptoms appear.

We do ask that you complete an individual form for yourself and any children in your care who have also been ill.

Interview details

Date of interview: 12-10-2023

Start time of interview: 14:04

Interviewer: brooke.rowe

Record call attempts here:

Your details

First name

Last Name

Suburb:

State

Email address:

Contact number:

Gender:

Date of birth:

Age (in years):

Parent/guardian's name:

Does your job involve any of the following?

- Preparing or handling food
- Working with young children
- Attending a child care centre/preschool
- Working with the elderly
- Working with sick people
- None of the above

Details of illness

Please select all the symptoms you have experienced with this illness

- Diarrhoea
- Vomiting
- Fever
- Nausea
- Headache
- Body aches/pains
- Abdominal pain
- Other symptoms
- None of the above

Was there any blood in the stool?

- Yes
- No

Which symptom did you experience first?

- Diarrhoea
- Vomiting
- Fever
- Nausea
- Headache
- Body aches/pains
- Abdominal pain

Please enter the date and time of the first symptom onset

10-10-2023 18:30

Are you still unwell?

- Yes
- No

Illness duration (hours)

Illness duration (days)

Did you go to a GP or walk-in centre about this illness?

- Yes
- No

Did you go to a hospital for treatment of this illness?

- Yes
- No

Name of doctor/hospital:

Was a stool sample taken?

- Yes
- No

If you are still experiencing diarrhoea symptoms, ACT Health may request a stool sample.

Stool samples may help ACT Health identify the pathogens that may have contributed to your illness.

If you have an upcoming GP appointment, or you present to a health care facility with this illness, discuss providing a stool sample with your doctor.

If you still have symptoms, would be willing to provide a stool sample if requested? Yes No

Aside from this illness, have you been unwell in the past two weeks? Yes No

The food you ate

Please provide details of the suspected food and business.

Food business name: Turkish Pide House Pty Ltd

Food business address: 2 Lawry Place MacQuarie ACT 2614

Please describe the food you ate: Salad
Chicken skewers
Chicken pide
Pepperoni pide
Beetroot dip
Carrot dip
Zucchini balls

Is there one particular food that you suspect may have caused your illness/symptoms? Yes No

Please describe the suspected food: Salad

What date was the food purchased? 09-10-2023

What date and time did you eat the food? 09-10-2023 16:30

Incubation period (hours) 26

Incubation period (days) 1.0833333333333333

Was the food: Dine in Take away

Was the food eaten as part of a function or gathering? For example, a workplace function, a wedding, a catered party Yes No

Please describe the function or gathering: Birthday Dinner

Did you eat this meal with others? Yes No

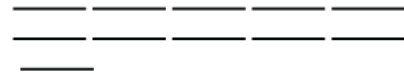
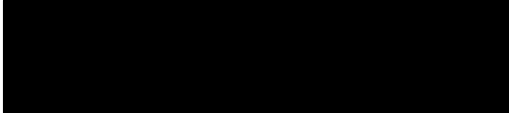
How many people did you eat with? 10

How many people became ill after eating the food together? 4

[others_ill_blurb]

Please provide the details of the people you ate with

Name Email address Contact number Are they ill/well? Do you live with this person?



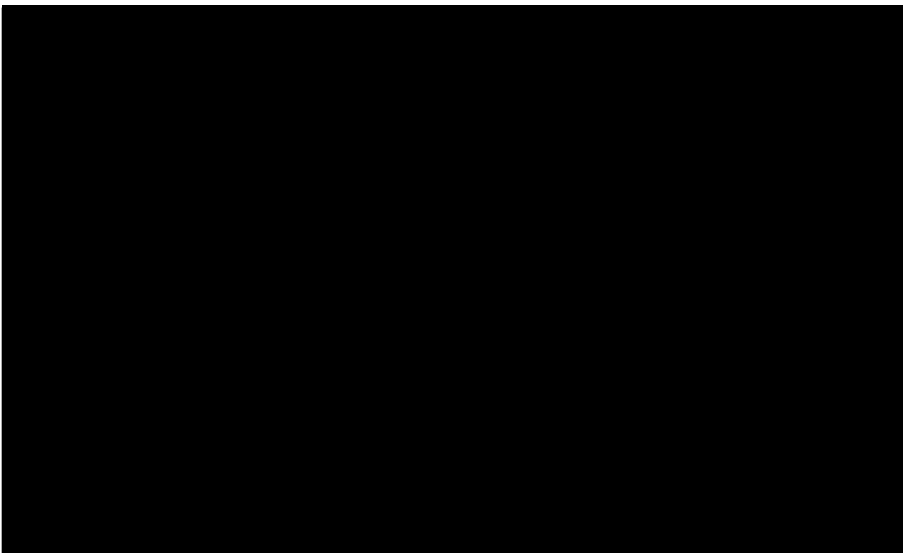
Did you eat with anyone in this group or have contact with anyone in this group in the previous week before this occasion? Yes No

Has anyone in your household experienced an illness or symptoms of gastroenteritis (e.g vomiting or diarrhoea) in the 2 weeks prior to you becoming unwell? Yes No

3 day food history

Please provide a brief 3 day food history:

Providing a food history from the days before you were unwell helps us rule out any other potential food sources for your illness.



10-10-2023

09-10-2023

08-10-2023

07-10-2023

FURTHER NOTES

Is there anything else you would like to tell us regarding your food complaint?

Thank you for helping us with this investigation.

Food poisoning complaint questionnaire

Thank you for contacting the Health Protection Service regarding your recent food poisoning complaint.

When we have a suspected food poisoning we ask you to complete a suspected food poisoning questionnaire. It covers your symptoms, the prior three day food history to becoming ill and any suspected sources of illness. It is important that we gain as much information about not only the meal you ate before you became ill but also because food poisoning can come from food that has been consumed 24 hours or even up to 72 hours before the symptoms appear.

We do ask that you complete an individual form for yourself and any children in your care who have also been ill.

Interview details

Date of interview: 12-10-2023

Start time of interview: 14:20

Interviewer: maryam.razi

Record call attempts here:

Your details

First name

Last Name

Suburb:

State

Email address:

Contact number:

Gender:

Date of birth:

Age (in years):

Parent/guardian's name:

Does your job involve any of the following?

- Preparing or handling food
- Working with young children
- Attending a child care centre/preschool
- Working with the elderly
- Working with sick people
- None of the above

Details of illness

Please select all the symptoms you have experienced with this illness

- Diarrhoea
- Vomiting
- Fever
- Nausea
- Headache
- Body aches/pains
- Abdominal pain
- Other symptoms
- None of the above

Was there any blood in the stool?

- Yes
- No

Which symptom did you experience first?

- Diarrhoea
- Vomiting
- Fever
- Nausea
- Headache
- Body aches/pains
- Abdominal pain

Please enter the date and time of the first symptom onset

11-10-2023 04:00

Are you still unwell?

- Yes
- No

Illness duration (hours)

Illness duration (days)

Did you go to a GP or walk-in centre about this illness?

- Yes
- No

Did you go to a hospital for treatment of this illness?

- Yes
- No

If you are still experiencing diarrhoea symptoms, ACT Health may request a stool sample.

Stool samples may help ACT Health identify the pathogens that may have contributed to your illness.

If you have an upcoming GP appointment, or you present to a health care facility with this illness, discuss providing a stool sample with your doctor.

If you still have symptoms, would be willing to provide a stool sample if requested? Yes No

Aside from this illness, have you been unwell in the past two weeks? Yes No

The food you ate

Please provide details of the suspected food and business.

Food business name: Turkish Pide House- MacQuarie

Food business address: 2 Lawry Place MacQuarie ACT 2614

Please describe the food you ate: Chicken, Potato, carrot, Zucchini boll, rice

Is there one particular food that you suspect may have caused your illness/symptoms? Yes No

What date was the food purchased? 09-10-2023

What date and time did you eat the food? 09-10-2023 18:00

Incubation period (hours) 34

Incubation period (days) 1.4166666666666667

Was the food: Dine in Take away

Was the food eaten as part of a function or gathering? For example, a workplace function, a wedding, a catered party Yes No

Please describe the function or gathering: Birthday party

Did you eat this meal with others? Yes No

How many people did you eat with? 12

How many people became ill after eating the food together? 4

[others_ill_blurb]

Please provide the details of the people you ate with

Name Email address Contact number Are they ill/well? Do you live with this person?

[Redacted contact information]

I ate this meal with more than 5 people

Please provide the name and contact number for the additional people you ate with below:

Did you eat with anyone in this group or have contact with anyone in this group in the previous week before this occasion?

- Yes
- No

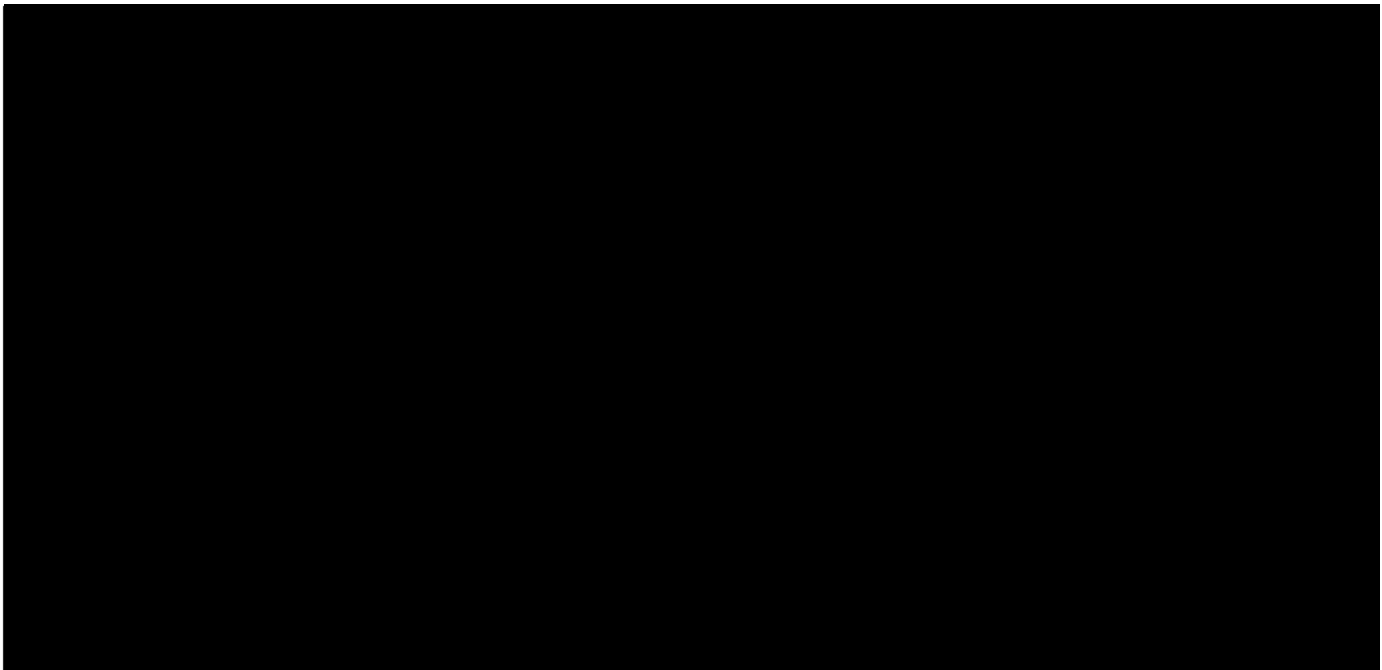
Has anyone in your household experienced an illness or symptoms of gastroenteritis (e.g vomiting or diarrhoea) in the 2 weeks prior to you becoming unwell?

- Yes
- No

3 day food history

Please provide a brief 3 day food history:

Providing a food history from the days before you were unwell helps us rule out any other potential food sources for your illness.



11-10-2023

10-10-2023

09-10-2023

08-10-2023

FURTHER NOTES

Is there anything else you would like to tell us regarding your food complaint?

Thank you for helping us with this investigation.

Premises : Turkish Pide House 83/121

Officer: Aimee Slocombe and Jason Drinkwater
Inspection Performed on: 12 October 2023


1. Menu page 1

TURKISH PIDE'S PIZZA		
TAVUKLU	Roasted chicken pieces with parsley & cheese	\$25.00
SUCUKLU	Spicy Turkish salami & cheese	\$26.00
TANDOORICHICKEN	Roast chicken pieces with parsley and cheese	\$25.00
KIYMALI	Lamb minced meat, onions, parsley & cheese	\$25.00
KUSBASILI	Lamb pieces, onion, tomato, capsicum & parsley [no cheese]	\$25.00
KARIDESLI	Marinated prawns, garlic, mushrooms, tomatoes, parsley & cheese	\$27.00
HOUSE SPECIAL	Doner kebab, onion, tomato, capsicum, mushroom	\$25.00
BBQ CHICKEN	Chicken with BBQ sauce, vegetables & mozzarella	\$24.00
BBQ PEPPERONI	Pepperoni with BBQ sauce & cheese	\$25.00
MEAT DELUXE	Chicken, lamb, salami mixed with fresh vegetables & cheese	\$26.00
ALA TURKO	Chicken, mushroom, olives, spinach, feta & mozzarella	\$25.00
SEBZELI	Onion, tomato, capsicum, parsley & cheese	\$24.00
SUPER SEBZELI	Mixture of all vegetable fillings & cheese	\$26.00
MANTARLI	Fresh mushrooms, olives & cheese	\$24.00
PEYNIRLI	Feta cheese, spinach & parsley	\$24.00
POTATO	Potato, onion, herbs, parsley & cheese	\$24.00
KABAKLI	Pumpkin with herbs, rosemary & feta cheese	\$24.00
TURKISH DELIGHT	Pumpkin, potato, feta, garlic, olives, herbs, rosemary & mozzarella	\$25.00
EXTRA FILLING	Any of the above mentioned ingredient	\$2.50
SALADS		
YESIL SALATASI	Lettuce, tomato, cucumber, feta cheese and olives	S \$8.00 L \$16.00
COBAN SALATASI	Onion, tomato, capsicum, cucumber parsley and lemon	S \$8.00 L \$16.00
PRAWN	Fresh king prawns, lettuce, tomato, cucumber and tangy dressing (4 Per Serve)	\$27.00
CALAMARI	Fresh calamari marinated in chilli, salt and olive oil with lettuce, tomato, cucumber and tangy dressing	\$26.00
OCTOPUS	Lettuce, tomato, cucumber and tangy dressing	\$28.00
FOR FAST SERVICE PLEASE PHONE YOUR ORDER		

2. Menu page 2

BREAD SELECTION			\$5.00
TURKISH BREAD			\$16.00
PIDE GARLIC BREAD			
DIPS		Small	Large
HOMUS	Chickpeas, tahini, lemon juice & olive oil	\$8.00	\$10.00
BEETROOT	Mixed with garlic, mint, yoghurt & fresh herbs	\$8.00	\$10.00
CARROT	Mixed with garlic, mint, yoghurt & fresh herbs	\$8.00	\$10.00
EGGPLANT	Mixed with garlic, mint, yoghurt & fresh herbs	\$8.00	\$10.00
CUCUMBER	Mixed with garlic, mint, yoghurt & fresh herbs	\$8.00	\$10.00
SPINACH	Mixed with garlic, mint, yoghurt & fresh herbs	\$8.00	\$10.00
KISIR	Crushed wheat seasoned with shallots, parsley & lemon juice	\$8.00	\$10.00
BIBER EZMESI	Fresh chilli mixed with olive, parsley & walnut	\$8.00	\$10.00
TRIO	Selection of our dips		\$15.00
ENTREES			
YESIL FUSULYE	Fresh green beans cooked with onion, tomato, garlic & olive oil		\$15.00
YAPRAK DOLMA	Vine leaves stuffed with rice, onions, garlic, herbs, cooked in olive oil [serving of 6]		\$14.00
KIZARTMA	Eggplants, capsicum, zucchini & carrots fried in olive oil served with garlic yoghurt		\$15.00
BOREK	Feta cheese, parsley rolled in filo pastry & deep fried [serving of 6]		\$15.00
KABAK MUCVERI	Grated zucchini, mixed with fresh herbs & deep fried [serving of 6]		\$15.00
TURLU	Eggplant, tomatoes, zucchini & onions cooked in a tomato based sauce		\$14.00
FALAFEL	Chickpeas, parsley and herbs served with homus		\$16.00
POTATO BALLS	Stuffed with feta cheese, spinach & herbs deep fried		\$13.00
SUCUK	Turkish salami with onion, tomatoes & capsicum cooked in a special sauce		\$20.00
COMBO BOX	Two zucchini balls, two filo pastry rolls & two potato rolls		\$20.00
KEBAB PLATTER			
MIN 2 PEOPLE			
Turkish bread, sis tavuk, sis kebab, pırzola, kofte, prawn			\$40.00pp
Served with rice & salad			

3. Menu page



MAIN MEALS [All main meals served with rice and salad]

SIS KEBAB	Two skewers of lamb marinated in herbs & grilled	\$24.00
SIS TAVUK	Two skewers of chicken marinated in herbs & grilled	\$23.00
PIRZOLA	Lamb cutlets marinated in herbs, olive oil & grilled [4 in serve]	\$28.00
KOFTE	Grilled meat balls marinated in herbs [5 in a serve]	\$22.00
KARISIK IZGARA	Mixture of all kebabs - chicken & lamb skewers, lamb cutlet & meat balls	\$28.00
BURSA KEBAB	Sliced lamb off the spit in spicy sauce served with garlic yoghurt	\$24.00
BIFTEK	Char grilled eye fillet of beef	\$28.00
TAVUK GOGSU	Chicken breast marinated in herbs & grilled	\$25.00
SIS BEEF	Two skewers of beef marinated in herbs, grilled	\$26.00

SEAFOOD

SIS KARIDES	King prawns marinated & grilled (4 Per Serve)	\$30.00
OCAKTA BALIK	Grilled fish of the day	\$30.00
MANTARLI KARIDES	King prawns, mushrooms, chilli & garlic in creamy sauce	\$31.00
SEAFOOD PLATTER	Mixture of grilled seafood [minimum 2 people]	\$37.50pp

PIDE HOUSE FAMILY BANQUET

Minimum 2 people - variations to set menu at additional cost

ENTREES	Mixed dips and fresh pide bread, kabak, and falafel	\$34.50pp
MAIN	Sis tavuk, sis kebab, kofte, rice, salad, mixed pide [half super sebzeli half kiymali, half kiymali] [2-3 people] 1 pide, [4-5 people] 2 pide	

VEGETARIAN BANQUET

Minimum 2 people - variations to set menu at additional cost

ENTREES	Mixed dips and fresh pide bread, kabak	\$32.50pp
MAIN	Yesil fusulye, yaprak dolma, borek, kabak mucveri, potato balls, rice, salad, mixed pide [super sebzeli] [2-4 people] 1 pide, [5-9 people] 2 pide	

4. Sauce menu options



5. Dip making overview



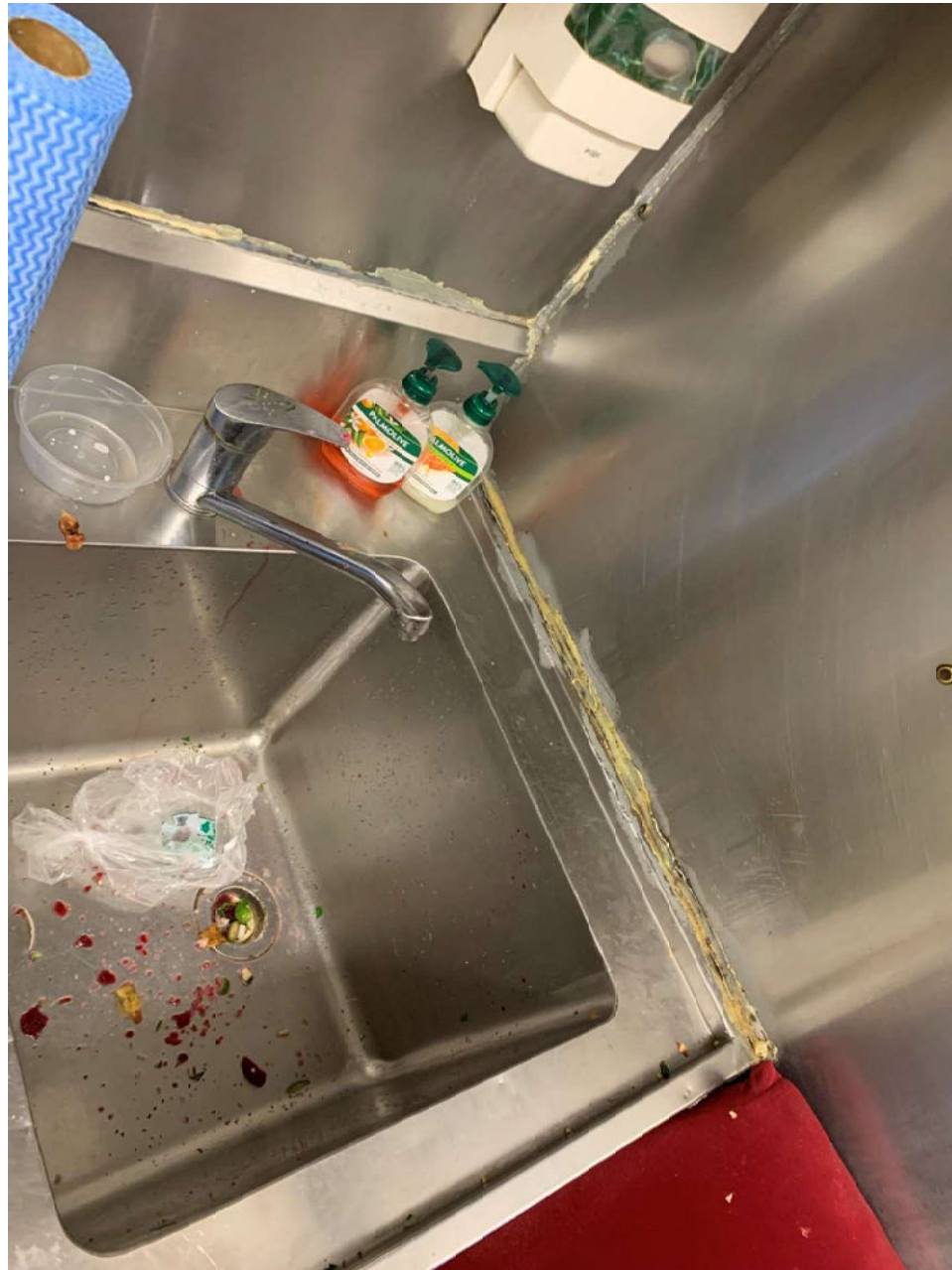
6. Hand wash basin in corner obstructed by chair



7. Close up of hand wash basin with evidence of food waste disposal



8. Food waste in HWB



9. Mouldy or damage silicon



10. Overview of wash up area towards food prep sink



11. Foil used to stop draft from missing filter in exhaust hood



12. Entrance to back storage area from kitchen



13. Towel behind exhaust to stop draught



14. Broken tiles in kitchen



15. Bench top deep fryers



16. Bench top deep fryer overview



17. Food stored on the floor



18. Compliant temperature of back storage fridge



19. Mouldy seal on fridge door



20. Raw meat not stored in container



21. Compliant temperature of raw meat



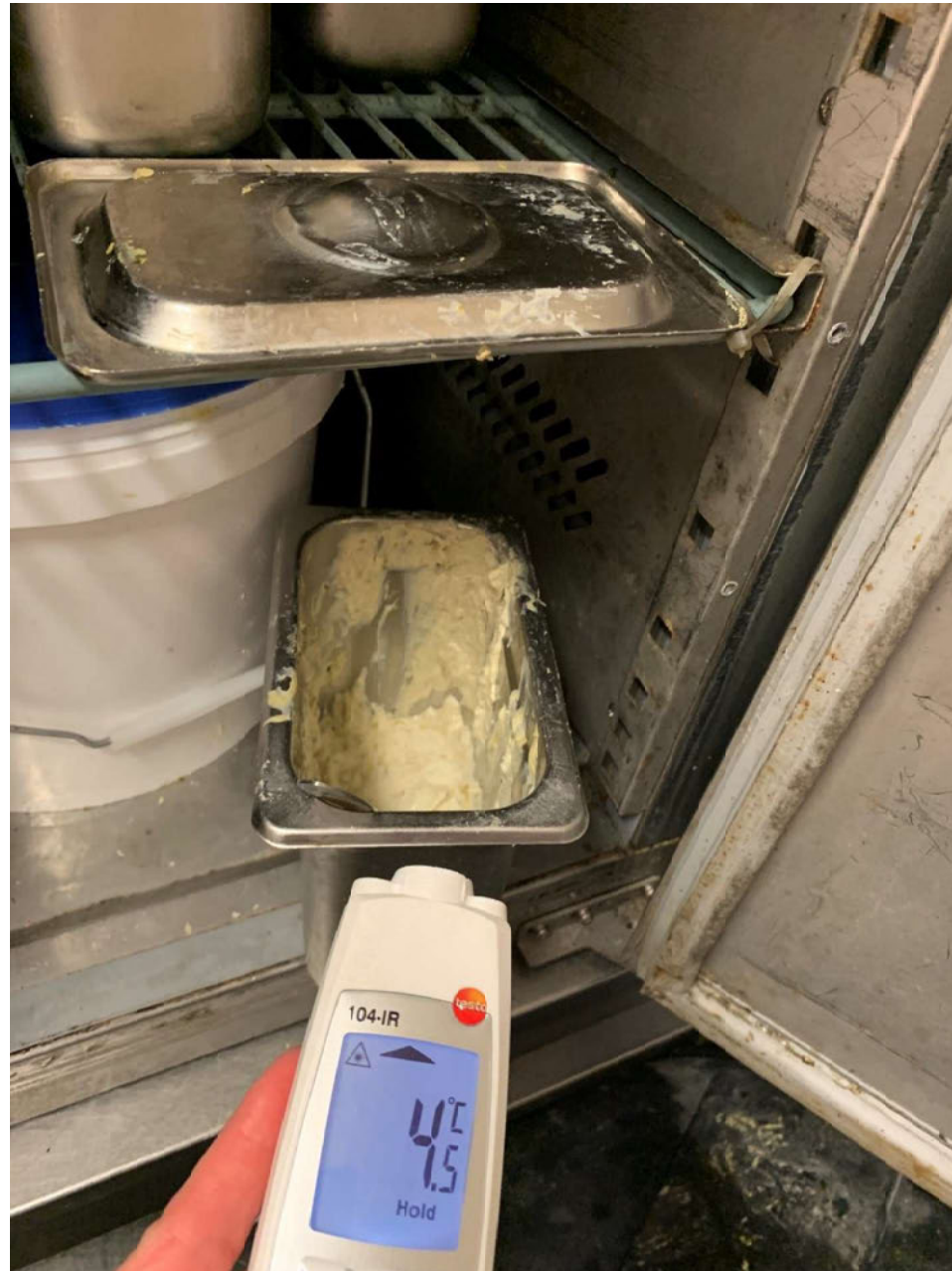
22. Utensils stored in food containers in fridge



23. Close up of utensils



24. Compliant temperature of humus



25. Unclean food storage container stored on top of fridge



26. Close up of matter on bottom of storage container



27. Dough mixer stored on the floor



28. Eggs stored on the floor



29. Compliant temperature in fridge



30. Close up of compliant temperature of fridge storing cheese and eggplant



31. Overview of fridge located in non-approved food storage area



32. Overview towards mens toilets



33. Overview of women's toilet



34. Unclean light switch in women's toilet



35. Light not working in women's toilet



36. Tap broken in womens toilet



37. Missing wall tiles in women's toilet



38. Mens toilet overview



39. Soap and paper towel with mens hand wash basin



40. Broken door to fridge



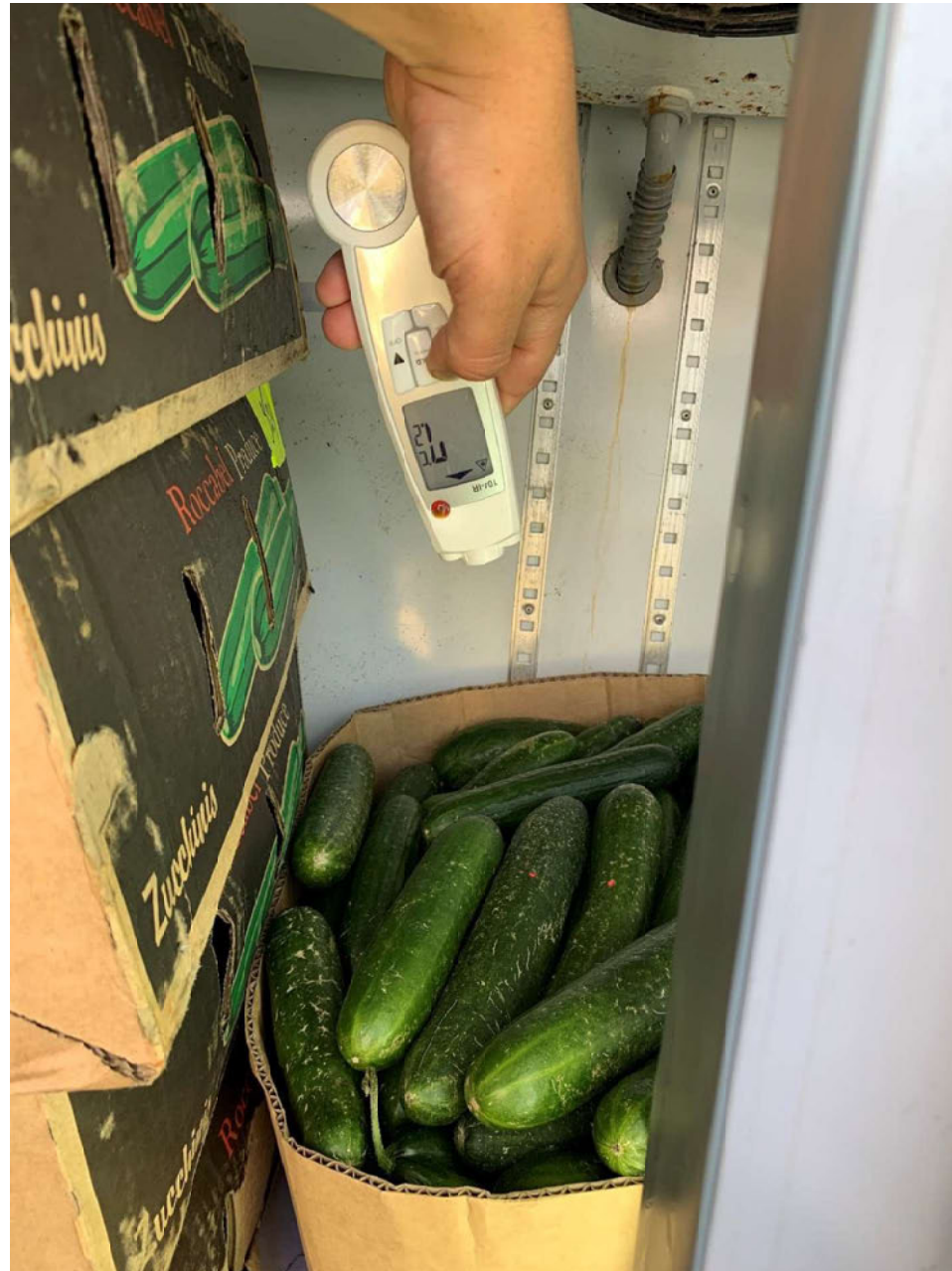
41. Overview of fridge



42. Overview of fridge located outside in unapproved storage area



43. Temperature of cucumber stored in fridge



44. Unclean fan in fridge



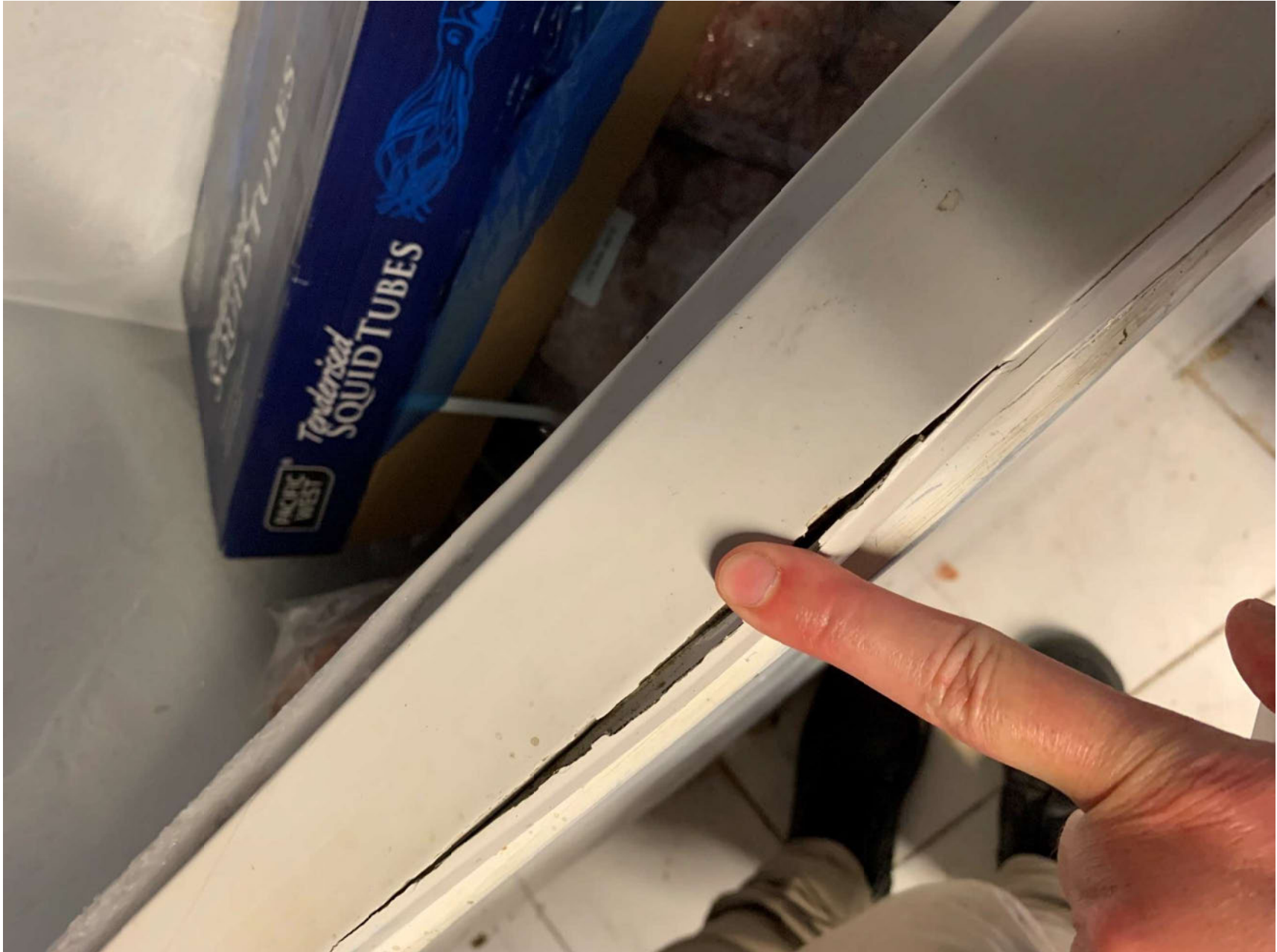
45. Overview of grease trap location



46. Overview of out door storage area



47. Broken chest freezer seal



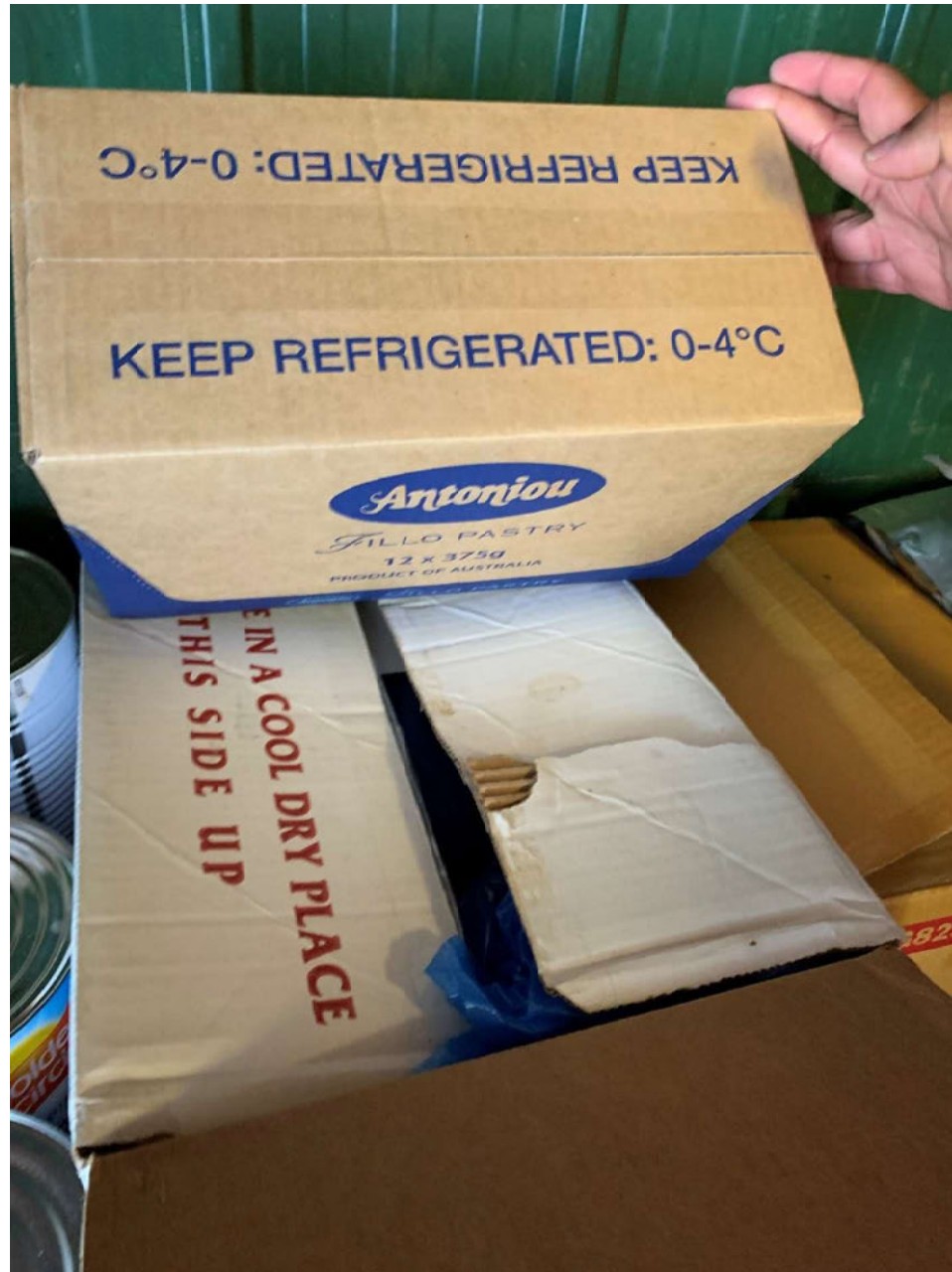
48. Overview of chest freezer in back storage area



49. Kebabs stored frozen in chest freezer



50. Filo pastry stored in back dry storage area



51. Fillo pastry stored out of temperature control



52. Close up of temperature reading



53. Food stored on floor with disused equipment



54. Pizza oven paddles stored in dry storage area unapproved food storage area



55. Close up of oven paddles



56. Back door kept open



57. Fly screen with holes requires repair



58. Dishwasher in disrepair



Aimee Slocombe and Jason Drinkwater

Turkish Pide House 83/121

12 October 2023

59. Wash up sink



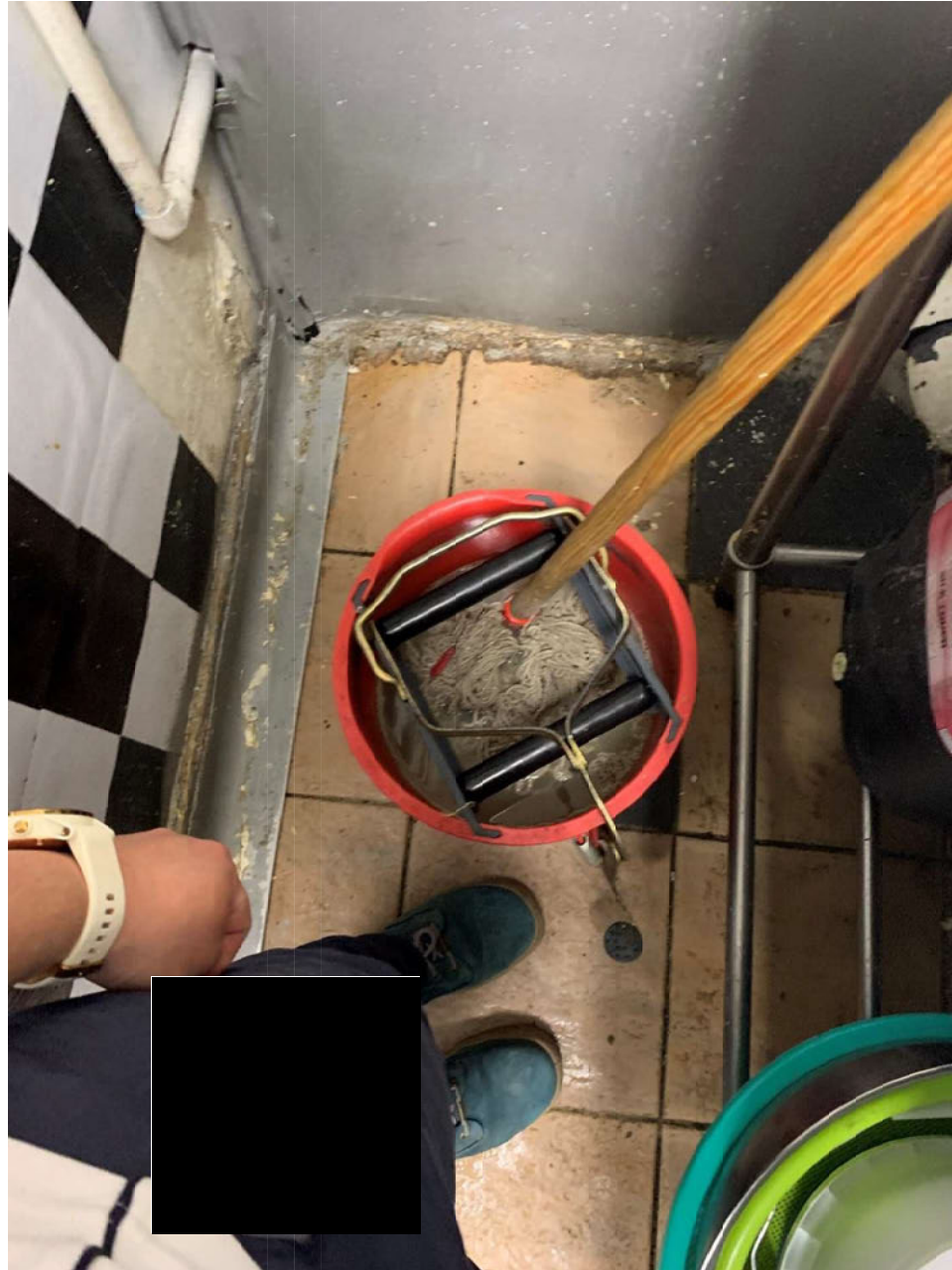
60. Build up of matter behind wash up sink and dishwasher



61. Unused sink



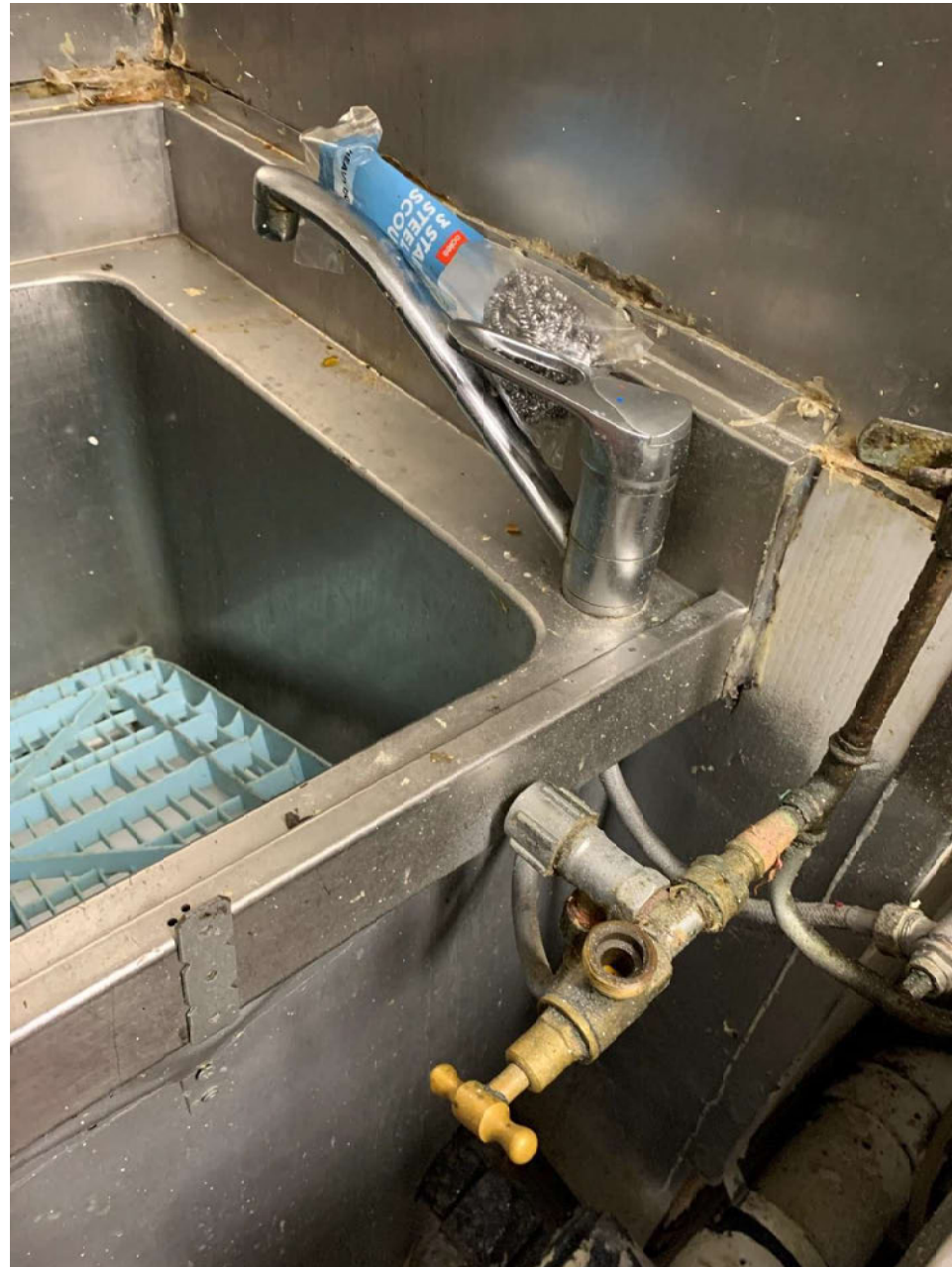
62. Missing coving



63. Tap in on position not working



64. Tap in off position



65. Damaged seal between wash up bench and wall



66. Household detergent used for cleaning



67. Freshly cooked rice



68. Overview of rice on stove



69. Ventilation hood with lack of seal



70. Kebab meat stored in bottom of tray



71. Exhaust hood partly cleaned



72. Ceiling in disrepair



73. Salad temperature



74. Sauces stored inside salad cabinet



75. Overview of salads available



76. Salad stored uncovered in under bench fridge



77. Salad stored uncovered



78. Temperature of zucchini ball mix



79. Chicken sis kebab



80. Lamb kofte stored in meat tray fridge draws



81. Marinated chicken



82. Lamb cutlet



83. Lamb sis kebab



84. Salad cabinet overview



85. Bread cutting board requires replacing



86. Cutting board unclean along sides



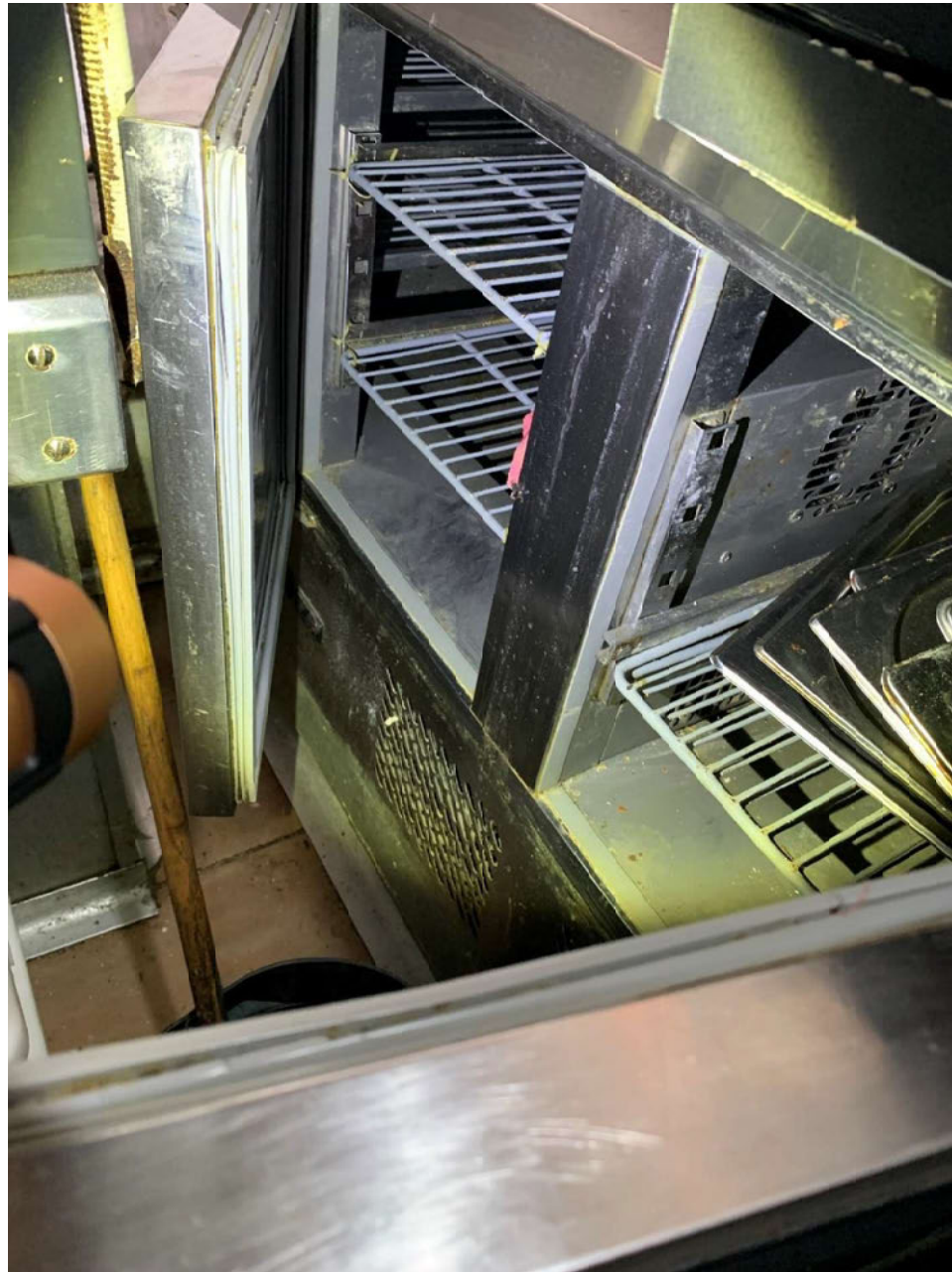
87. View under cutting board



88. Pide mince temperature



89. Disused under bench fridge next to pizza oven



90. Disused fridge used for storage



91. Overview of disused fridge



92. Unclean ventilation hood above pizza oven



93. Additional view of unclean vent



94. Hole in ceiling above pizza oven



95. Underbench fridge in front of pizza oven



96. Overview of uncovered food in storage



97. Fresh kebab shavings placed in fridge



98. Food tray stored on top of uncovered food



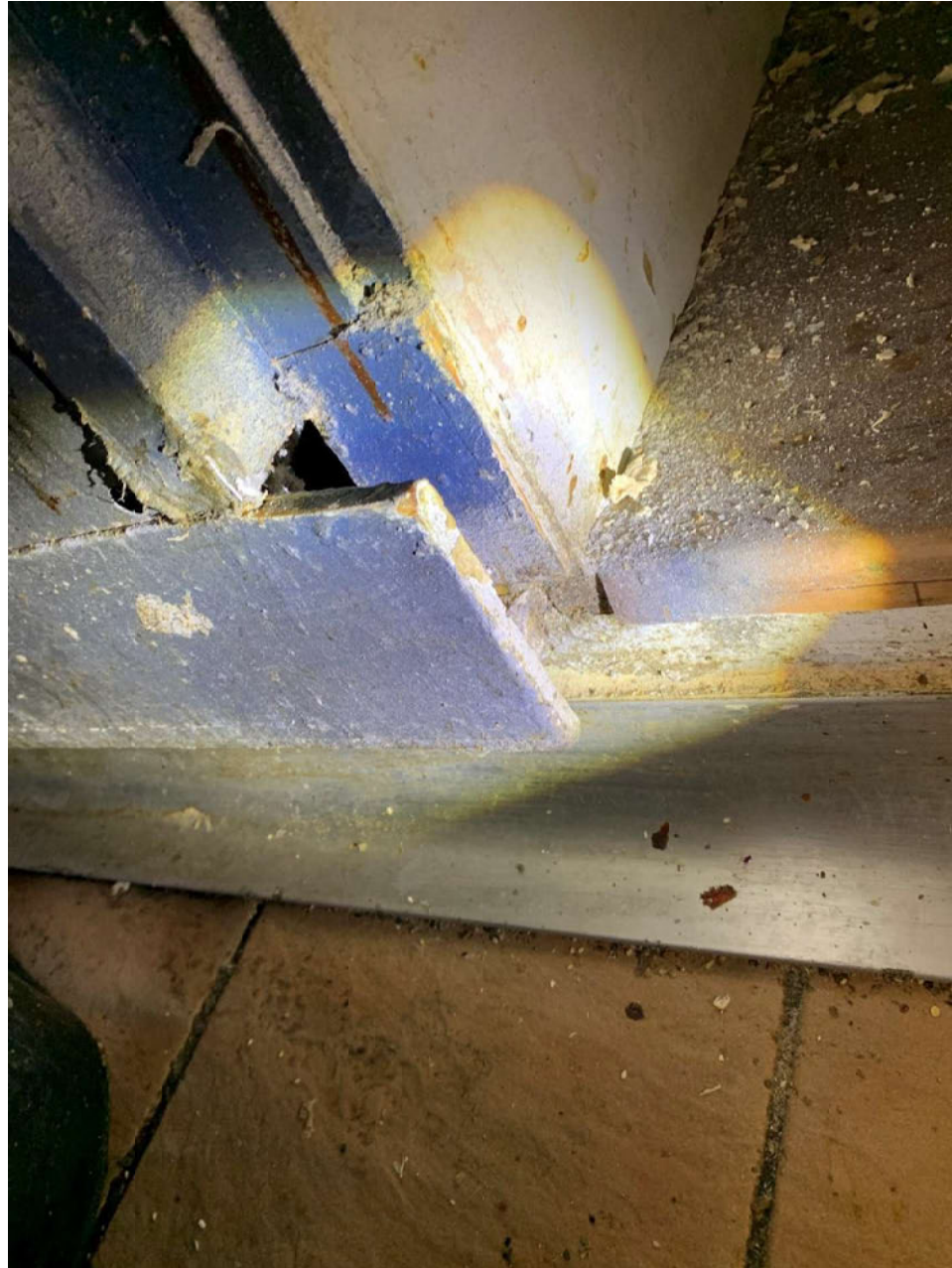
99. Build up of dust under bench fridge



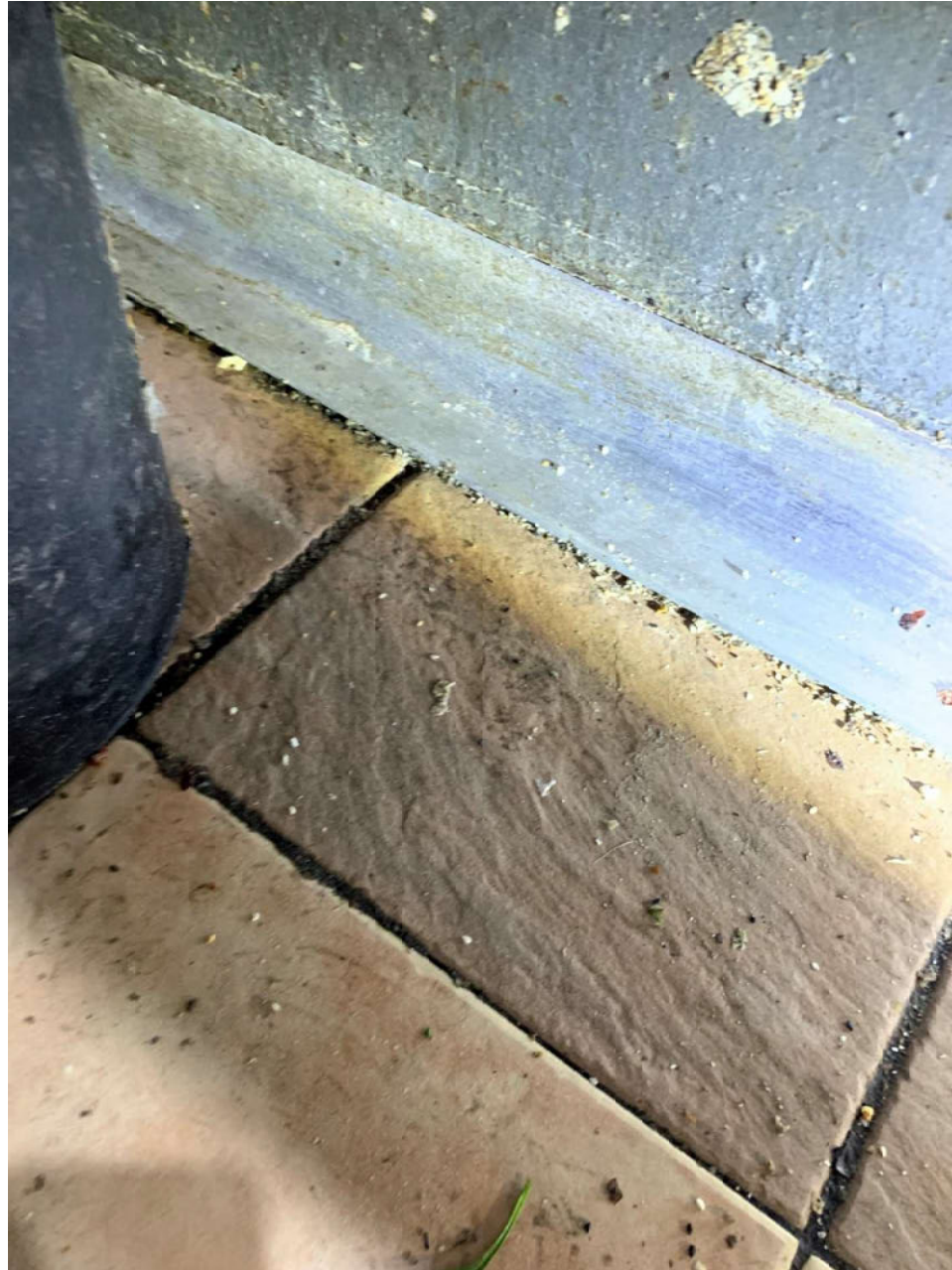
100. Build up of dust under pide bread bench



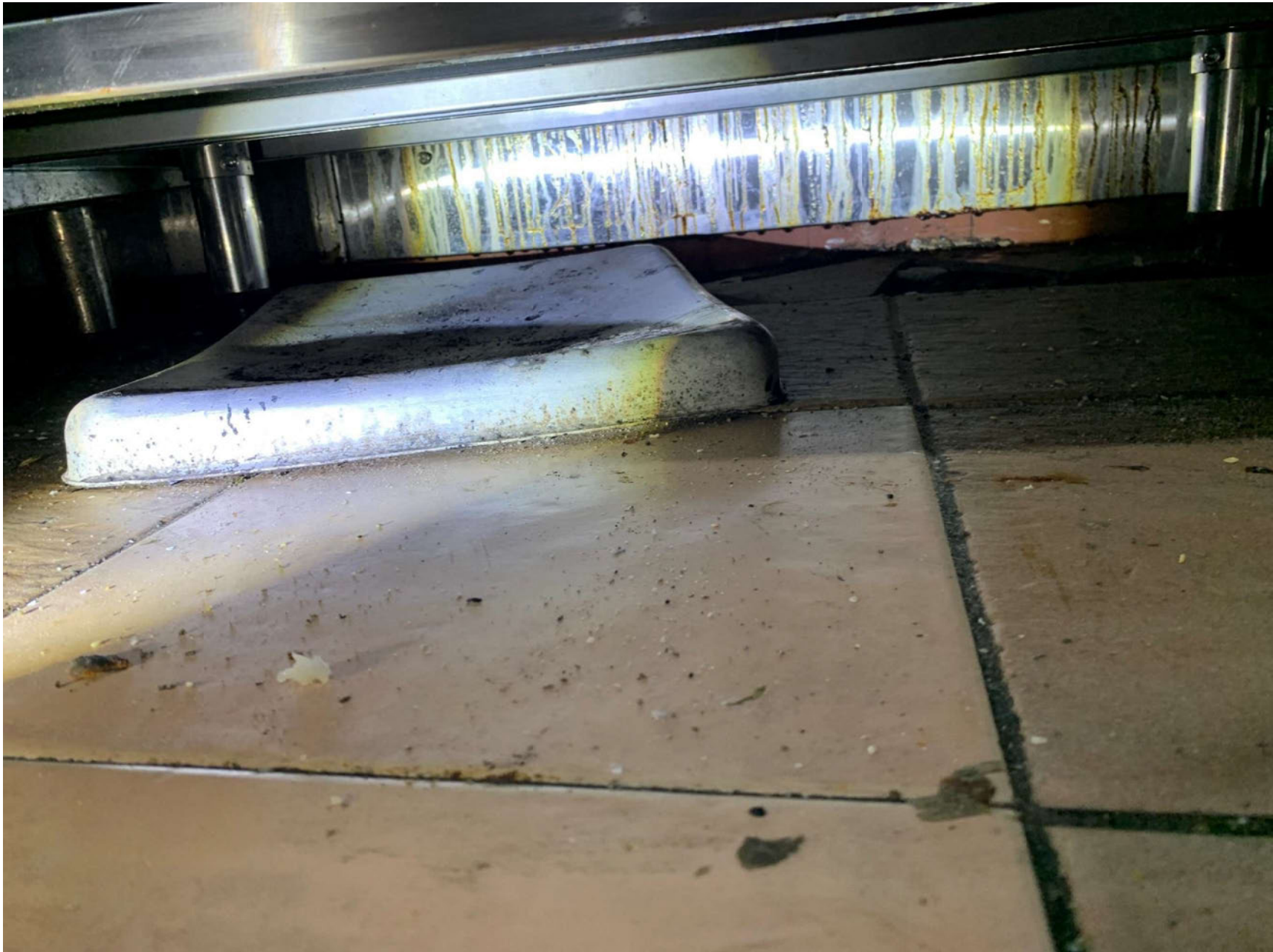
101. Broken timber and holes in cabinetry



102. Build up of matter in tile grout and coving



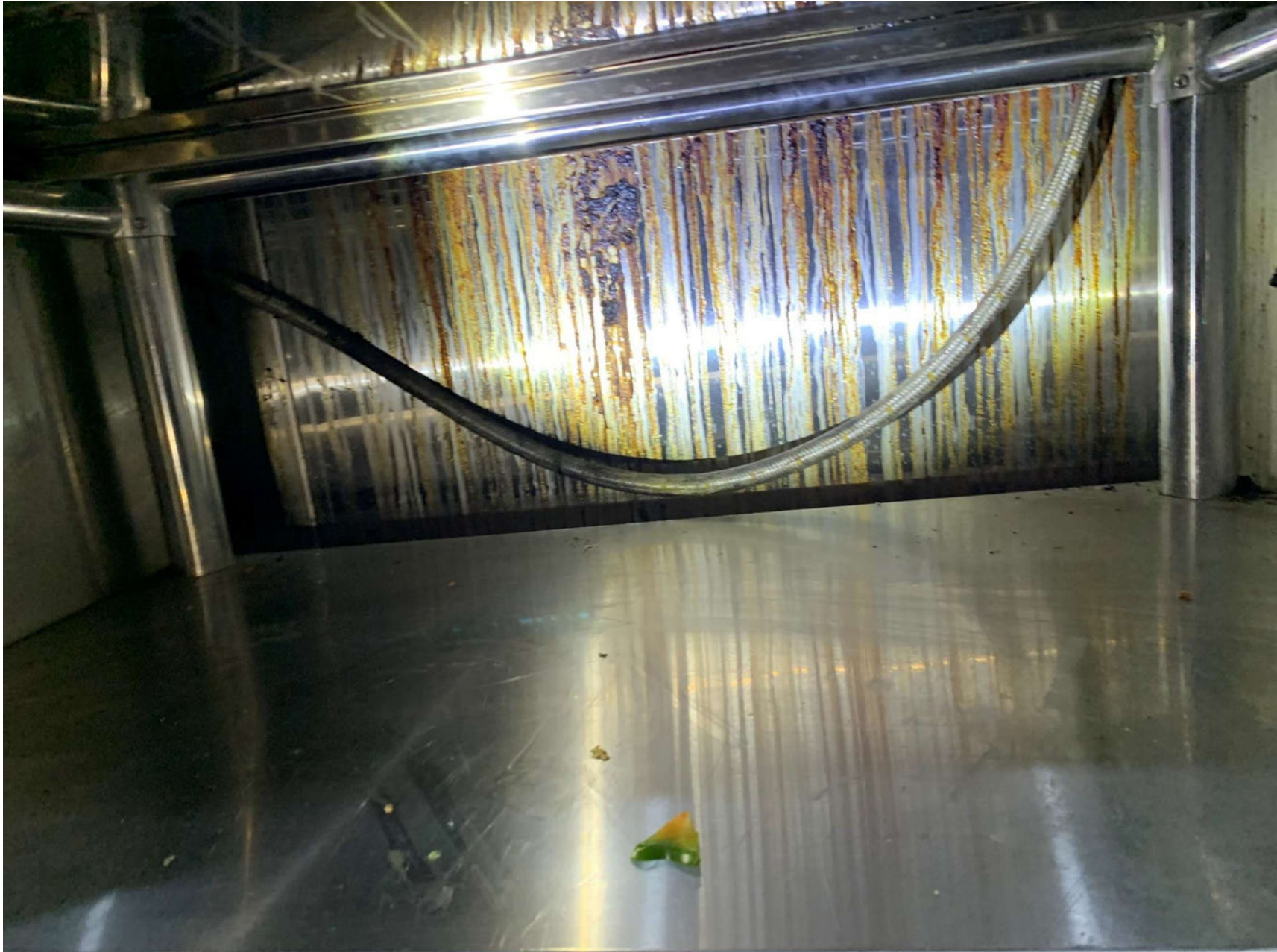
103. Tray and grease build up on wall



104. Build up of matter under bench fridges



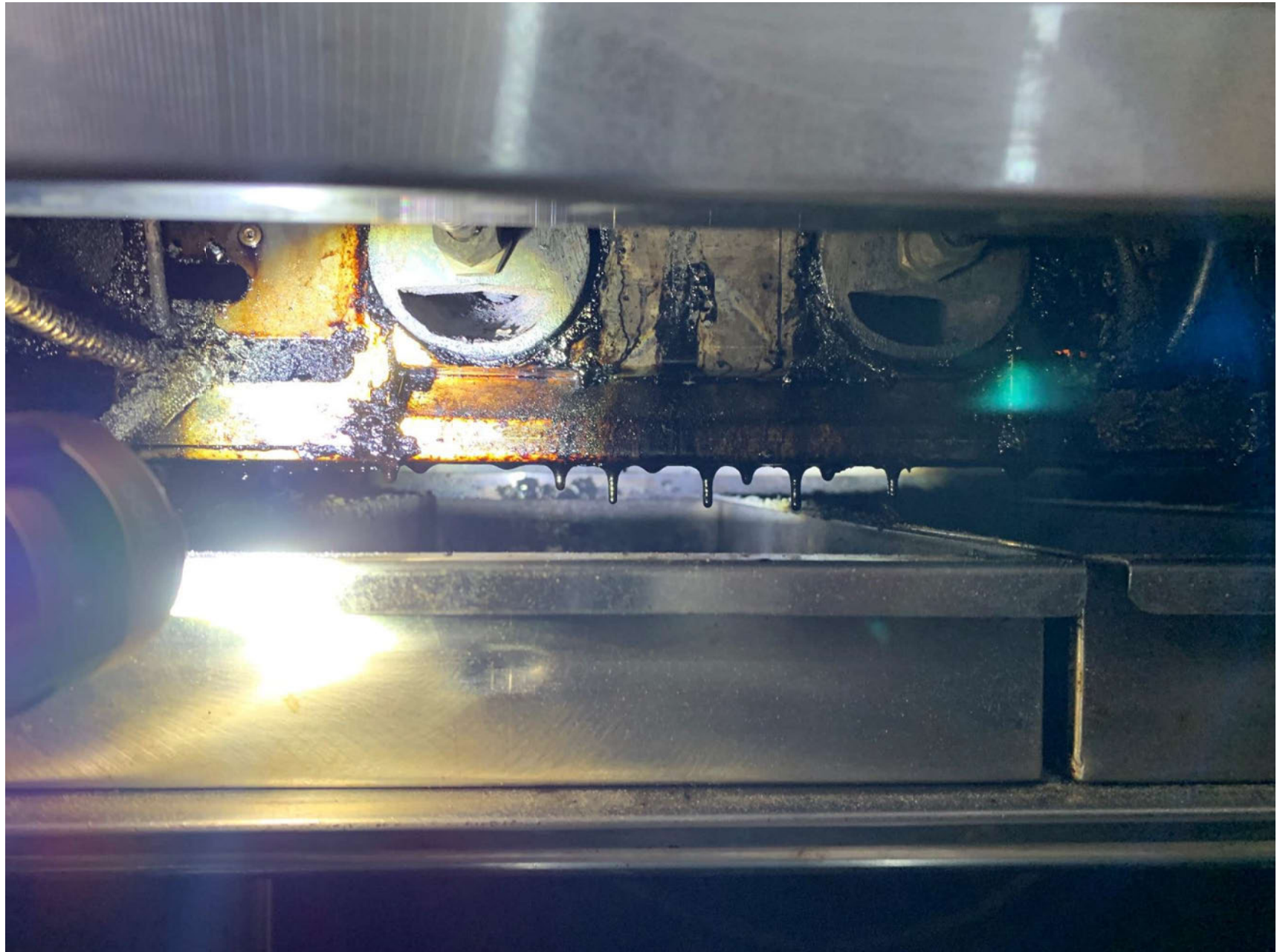
105. Build up of grease on back wall



106. Grease build up on equipment



107. Grease build up under grill



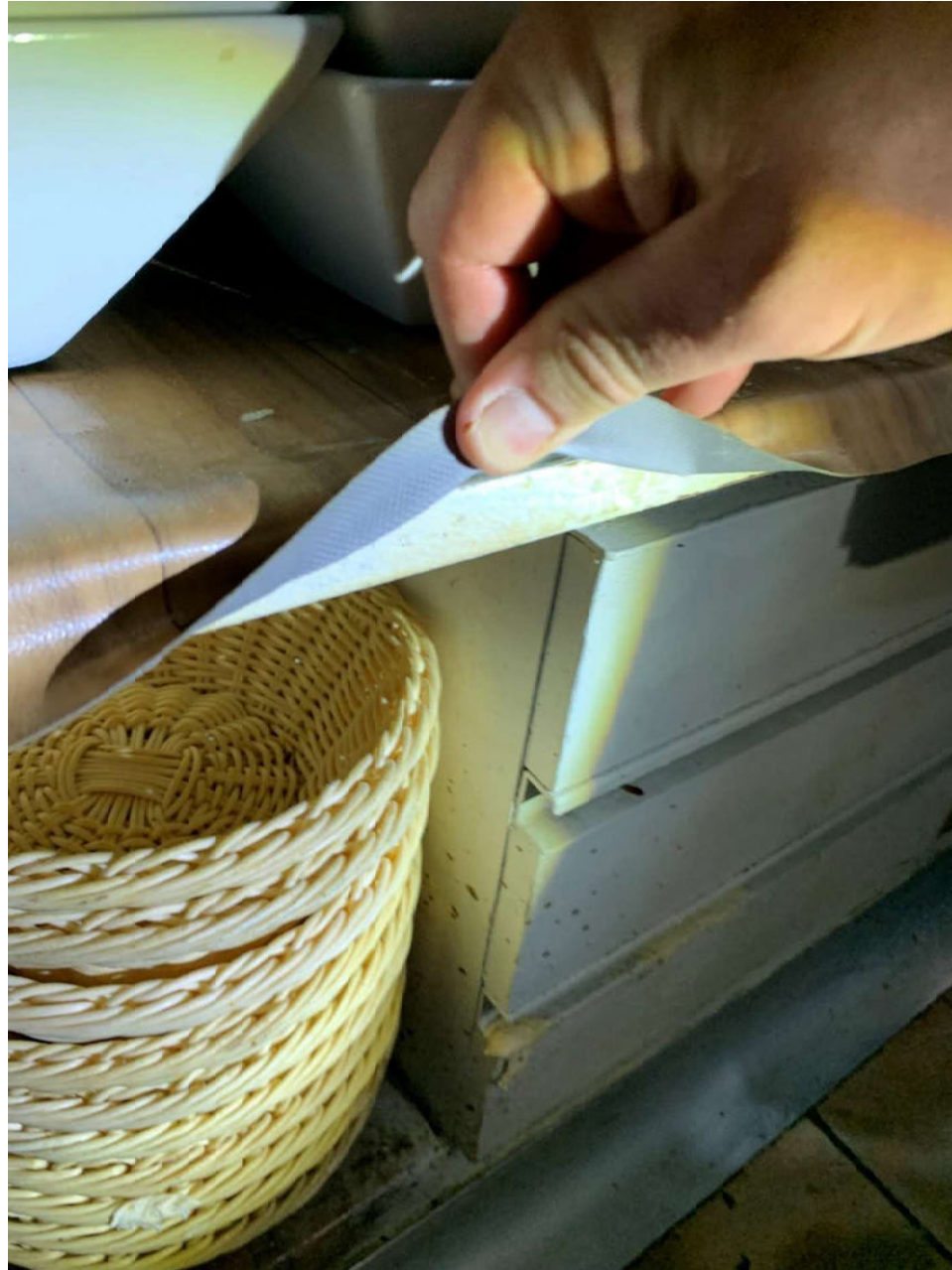
108. Dirt and other matter build up



109. Additional view of build up of matter



110. Vinyl covering used throughout the premises



111. Painted motor and fan guard in cool room



112. Motor in disrepair



113. Eggs and vegetables stored uncovered



114. Opened jar of past in cool room



115. Jar not kept in refrigeration after opening



116. Additional view of jar



117. Close up of label



118. Non-compliant flooring between cool room and kitchen



119. Painted vinyl shelving in cool room



120. Painted corflute wall in cool room



121. Close up of painted corflute



122. No coving in cool room



123. No seal on cool room door



124. Cool room door not closing due to caster wheel



125. Under bench freezer in kitchen



126. Shaved kebab meat in hot holding



127. Stationary organiser used for spices



128. Pre-cut vegetables left uncovered



129. Close up of spices



130. Lamb kofte in underbench fridge



131. Damaged fridge seal



132. Marinated lamb cutlet



133. Pre-cooked vegetables



134. Opened can used for storage



135. Pre cooked vegetables



136. Overview of front of house kitchen



137. Damaged cabinetry



138. Overview of dip making area



139. Overview of preparation area



140. Overview of hand wash basin



141. Zucchini balls



142. View towards the handwash from cool room



143. Inside of food processor



Aimee Slocombe and Jason Drinkwater

Turkish Pide House 83/121

12 October 2023

144. Yohurt used for dips



145. Yoghurt temperature



146. Dips display fridge front of house



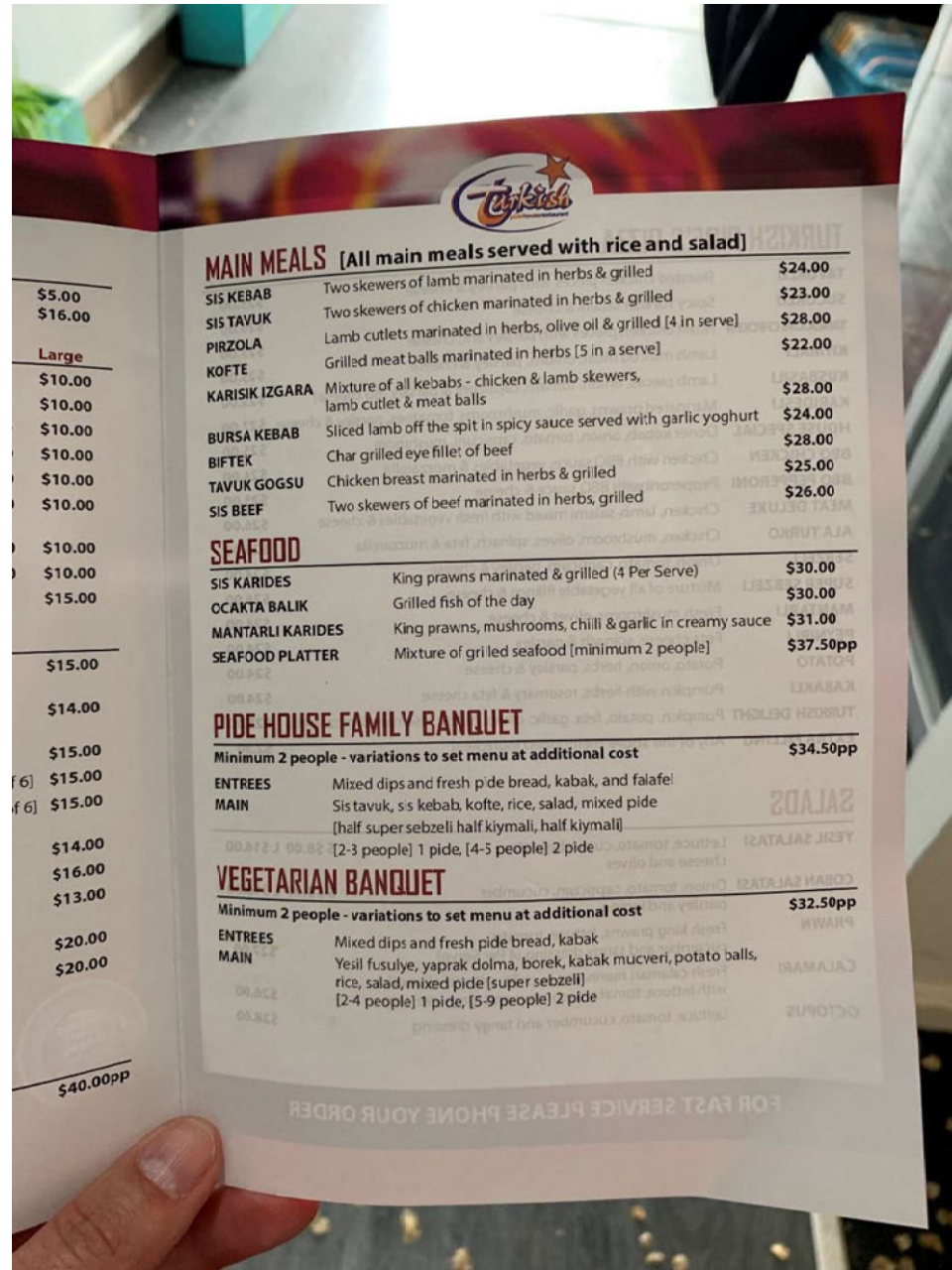
147. Display fridge overview



148. Registration displayed and current



149. Takeaway menu 1



150. Takeaway menu 2



BREAD SELECTION

TURKISH BREAD		\$5.00
PIDE GARLIC BREAD		\$16.00

DIPS

		Small	Large
HOMUS	Chickpeas, tahini, lemon juice & olive oil		
BETROOT	Mixed with garlic, mint, yoghurt & fresh herbs	\$8.00	\$10.00
CARROT	Mixed with garlic, mint, yoghurt & fresh herbs	\$8.00	\$10.00
EGGPLANT	Mixed with garlic, mint, yoghurt & fresh herbs	\$8.00	\$10.00
CUCUMBER	Mixed with garlic, mint, yoghurt & fresh herbs	\$8.00	\$10.00
SPINACH	Mixed with garlic, mint, yoghurt & fresh herbs	\$8.00	\$10.00
KISIR	Crushed wheat seasoned with shallots, parsley & lemon juice	\$8.00	\$10.00
BIBER EZMESI	Fresh chilli mixed with olive, parsley & walnut	\$8.00	\$10.00
TRIO	Selection of our dips	\$8.00	\$10.00

ENTREES

YESIL FUSULYE	Fresh green beans cooked with onion, tomato, garlic & olive oil	\$15.00
YAPRAK DOLMA	Vine leaves stuffed with rice, onions, garlic, herbs, cooked in olive oil (serving of 6)	\$14.00
KIZARTMA	Eggplants, capsicum, zucchini & carrots fried in olive oil served with garlic yoghurt	\$15.00
BOFEK	Feta cheese, parsley rolled in filo pastry & deep fried (serving of 6)	\$15.00
KABAK MUCVERI	Grated zucchini, mixed with fresh herbs & deep fried (serving of 6)	\$15.00
TURLU	Eggplant, tomatoes, zucchini & onions cooked in a tomato based sauce	\$14.00
FALAFEL	Chickpeas, parsley and herbs served with homus	\$16.00
POTATO BALLS	Stuffed with feta cheese, spinach & herbs deep fried	\$13.00
SUCUK	Turkish salami with onion, tomatoes & capsicum cooked in a special sauce	\$20.00
COMBO BOX	Two zucchini balls, two filo pastry rolls & two potato rolls	\$20.00

KEBAB PLATTER

MIN 2 PEOPLE	Turkish bread, sis tavuk, sis kebab, pizola, kofte, prawn served with rice & salad	\$40.00pp
--------------	--	-----------

MAIN MEALS [ALL]

SIS KEBAB	Two skewers
SIS TAVUK	Two skewers
PIRZOLA	Lamb cutlet
KOFTE	Grilled meatballs
KARISIK IZGARA	Mixture of lamb cutlet & chicken
BURSA KEBAB	Sliced lamb
BIFTEK	Char grilled beef
TAVUK GOGSU	Chicken breast
SIS BEEF	Two skewers

SEAFOOD

SIS KARIDES	King prawns
OCAKTA BALIK	Grilled fish
MANTARLI KARIDES	King prawns with mushrooms
SEAFOOD PLATTER	Mixed seafood

PIDE HOUSE FAMILY

Minimum 2 people - variations

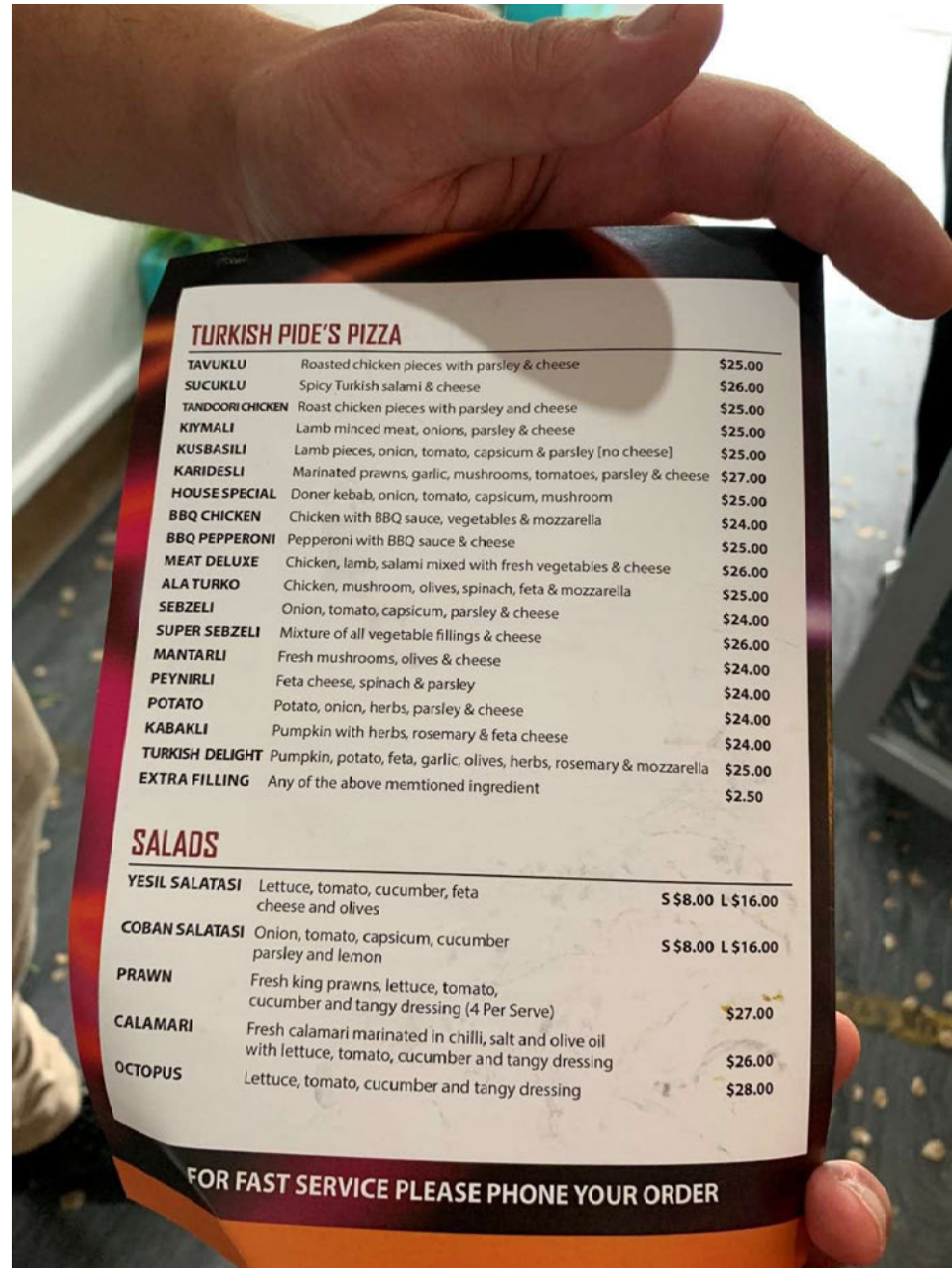
ENTREES	Mixed dips and bread
MAIN	Sis tavuk, sis kebab, pizola, kofte, prawn [half super selection] (2-3 people) 1 pide

VEGETARIAN BANQUE

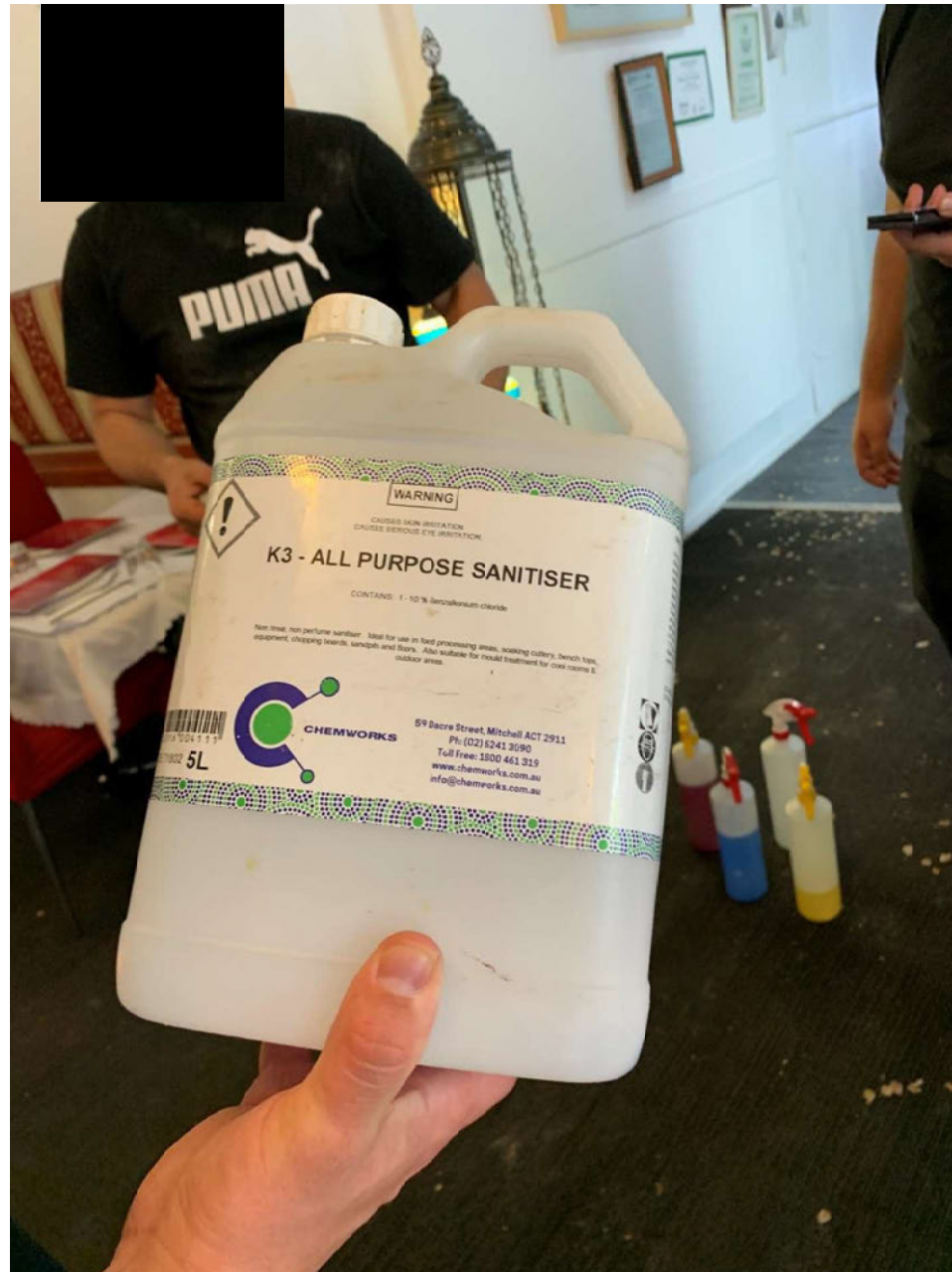
Minimum 2 people - variations to

ENTREES	Mixed dips and bread
MAIN	Yesil fusulye, yaprak dolma, rice, salad, mixed (2-4 people) 1 pide

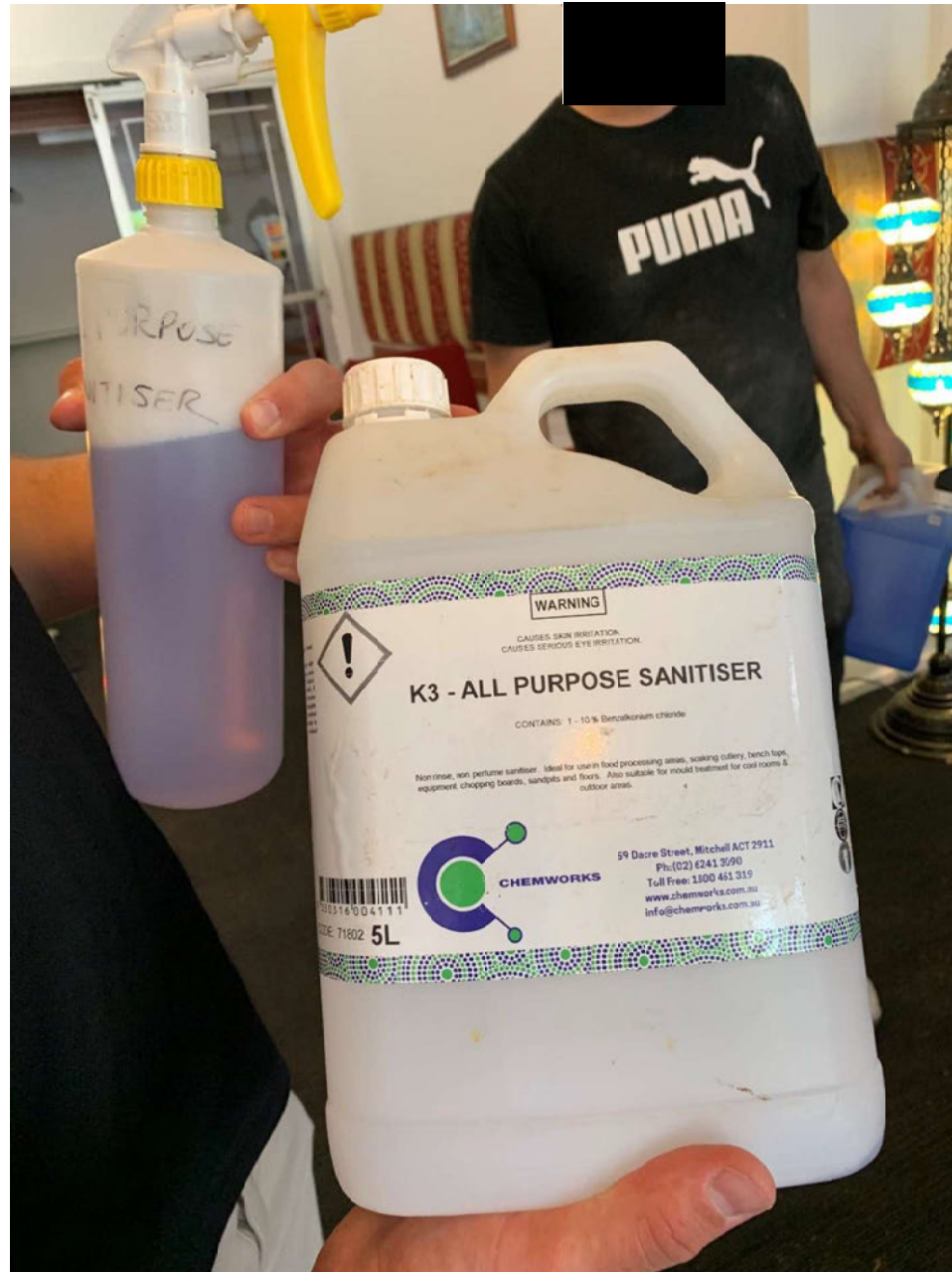
151. Takeaway menu 3



152. Sanitiser concentrate



153. Sanitiser with spray bottle




154. Comparison shows undiluted solution in spray bottle



155. Close up comparison




156. Supplier details




SFD
FOOD SERVICES
NO.1 IN FOOD SERVICE

SYDNEY FREEZER FOOD DISTRIBUTORS
 4B MURRAY JONES DRIVE BANKSTOWN AERODROME NSW 2200
 Tel: (02) 9599 6963 Fax: (02) 9599 1440
 ABN: 79 133 786 259
(A Division of United Vision Holdings Pty Ltd)
 PO Box 119 Roselands NSW 2196



Countrywide



Tax Invoice: 2174521

Phone	Mobile	Contact	Rep No	Order No	Operator	Customer No	Date
							29 SEP 2023

Invoice To:	Deliver To:	Delivery Method:
TURKISH PIDE HOUSE (BELCONNEN) 2 LAWRY PLACE MACQUARIE ACT 2614	TURKISH PIDE HOUSE (BELCONNEN) 2 LAWRY PLACE MACQUARIE ACT 2614 DRIVER MUST COLLECT MONEY BEFORE DROPPING OFF STOCK - 18/08/2023 AP.	CANBERRA 1

Trade Terms: CASH ON DELIVERY

Qty	Description	Code	Unit	Unit Ex GST	Net Total Ex GST	Total GST	Total Amount
1	CITRIC ACID 1KG K/K	CITAC	UNIT				
15	FLOUR BAKERS 12.5KG MANILDRA	FB12.5	UNIT				
2	CHEESE MOZZARELLA SHREDDED 2X6KG CABOOLTURE	CAM06	CTN				
12	PASTRY FILLO 375GM ANTONIOU	PF375	UNIT				
2	SESAME SEEDS WHITE 1KG GALAXY	SES1	UNIT				
1	BI-CARBONATED SODA 1KG K/K	BICS1	UNIT				
1	SALT TABLE 14KG MERMAID	ST14	CTN				
1	FOIL HEAVY DUTY 44CMX150M CATER WRAP	APF30	UNIT				
1	CONTAINER RECTANGULAR 750ML X500 CAPRI	CR750	CTN				
1	LIDS CONTAINER RECTANGULAR X500 CAPRI (C-PP0500)	LIDRT	CTN				

PRICE INCREASE ON
INCREASE ON FROZEN POTATO DUE TO THE WORLD WIDE SHORTAGE ON POTATO

STRICTLY COD


* SFD WILL BE CLOSED ON MONDAY 2ND OCTOBER AND REOPEN ON TUESDAY 3RD OCTOBER *

37 Items	Freight Ex GST:
Your Last Credit Issued Was On: 21/09/2023 for	Total Ex GST:
	Total GST:
	Total Invoice:
Previous Balance Owing: \$,00 This Invoice	Outstanding Balance:

DIRECT DEBITS
 PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE. NO DISCREPANCIES ACCEPTED AFTER 24 HOURS.
 GOODS REMAIN THE PROPERTY OF SYDNEY FREEZERS UNTIL PAID IN FULL.


NAME:..... SIGN:..... AMT: \$ CASH..... CHQ

157. Supplier details 1



SYDNEYKEBAB
Manufacturers & Distributors

ABN 52 051 491 251 www.sydneykebab.com.au



...always fresh
Always preservative free!


TAX INVOICE

Date 4/10/2023		Tax Invoice # 163370																								
Tax Invoice To Turkish Pide House 2 Lawry Place Macquarie ACT 2614	Ship To Turkish Pide House 2 Lawry Place Macquarie, ACT 2614																									
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center; border-bottom: 1px solid black;">Terms</td> <td style="width: 50%; text-align: center; border-bottom: 1px solid black;">Due Date</td> </tr> <tr> <td style="text-align: center;">COD</td> <td style="text-align: center;">4/10/2023</td> </tr> </table>	Terms	Due Date	COD	4/10/2023	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center; border-bottom: 1px solid black;">Batch No.</td> <td style="width: 50%; text-align: center; border-bottom: 1px solid black;">Ship Via</td> </tr> <tr> <td style="text-align: center;">4/10/2023</td> <td style="text-align: center;">SYDNEY KEBAB</td> </tr> </table>	Batch No.	Ship Via	4/10/2023	SYDNEY KEBAB																	
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COD	4/10/2023																									
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4/10/2023	SYDNEY KEBAB																									
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">Qty.</th> <th style="width: 55%;">Description</th> <th style="width: 10%;">Rate</th> <th style="width: 10%;">GST</th> <th style="width: 10%;">Amount</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">3</td> <td>15kg Doner Kebab</td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">3</td> <td>15kg Chicken Kebab</td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">3</td> <td>10kg Black Swan Extra Thick Yogurt</td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">1</td> <td>Baclava in Tray 48 pcs</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Qty.	Description	Rate	GST	Amount	3	15kg Doner Kebab				3	15kg Chicken Kebab				3	10kg Black Swan Extra Thick Yogurt				1	Baclava in Tray 48 pcs				<div style="background-color: black; width: 100%; height: 100px;"></div>
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3	10kg Black Swan Extra Thick Yogurt																									
1	Baclava in Tray 48 pcs																									

Some shortage of Chicken again.

Please send your after hours orders to our order line for next available delivery.
SMS and Whatsapp messages only to: [REDACTED]

Core temperature should reach 72 degrees Celsius.

EFT Payments: Please allow until end of next business day. Sydney Kebab Manufacturers and Distributors Pty Ltd BS: [REDACTED] Acc.: [REDACTED]	 Bill Code: 356105 Ref:	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">6ST Total</td> <td style="width: 50%;">[REDACTED]</td> </tr> <tr> <td>Total for this sale</td> <td>[REDACTED]</td> </tr> <tr> <td>Total Owing</td> <td>[REDACTED]</td> </tr> </table>	6ST Total	[REDACTED]	Total for this sale	[REDACTED]	Total Owing	[REDACTED]
6ST Total	[REDACTED]							
Total for this sale	[REDACTED]							
Total Owing	[REDACTED]							

Telephone & Internet Banking – BPAY*
Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: www.bpay.com.au

Received In Good Order And Condition


Print: _____	Paid Cash: \$ _____	Paid Cheque: \$ _____	Not Paid: _____
Sign: _____	Sticks and Plates: Delivered _____		Returned _____

2 Lennox Place, Wetherill Park NSW 2164 Tel: (02) 9754 1933 Email: orders@sydneykebab.com.au

158. Supplier details 2

Tax Invoice

Invoice No: 64104



Halal Poultry
12 Dalby Street
Fyshwick ACT 2609

HALAL POULTRY
02 6232 7645
sales@halalpoultry.com.au
A.B.N. 13 638 471 459

Bill To:
Turkish Pide House - Belconnen
2 Lawry Place, Macquarie

Ship To:
Turkish Pide House - Belconnen
2 Lawry Place, Macquarie

Your No.	Ship Via	COD	Prepaid	Ship Date	Terms	Date
					Net 14	4/10/2023

QTY	ITEM NO.	DESCRIPTION	UNIT	DISC%	EXTENDED	CODE
30	MFS/OFF	MARYLAND FILLET SKIN OFF				

Minimum order for delivery: \$80 - \$10 delivery fee for order less than \$80

Beef and Lamb now available. Please contact us for further details of the products

Sale Amt.:
Freight:
GST:
Total Amt.:
Paid Today:

NO CLAIMS RECOGNISED UNLESS RECEIVED ON THE DAY OF DELIVERY


For eft payments please deposit to the following account, Please include invoice number for payment, or Your Customer Name.

Account Name: [REDACTED]
Bank: [REDACTED]
BSB: [REDACTED]
Account: [REDACTED]

Accounts Contact No: [REDACTED]
Receiver Signature: [REDACTED]

Page 1 of 1

158. Supplier details 3




SYDNEY FREEZER FOOD DISTRIBUTORS


4B MURRAY JONES DRIVE BANKSTOWN AERODROME NSW 2100

Tel: (02) 9599 6963 Fax: (02) 9599 1440

ABN: 79 133 786 259

(A Division of United Vision Holdings Pty Ltd)
PO Box 119 Roselands NSW 2196





Tax Invoice: 2179501

Ref No	Order No	Operator	Customer No	Date
[REDACTED]				

Invoice To: TURKISH PIDE HOUSE (BELCONNEN) 2 LAWRY PLACE MACQUARIE ACT 2614	Deliver To: TURKISH PIDE HOUSE (BELCONNEN) 2 LAWRY PLACE MACQUARIE ACT 2614 DRIVER MUST COLLECT MONEY BEFORE DROPPING OFF STOCK - 18/08/2023 AP.	Delivery Method: CANBERRA 1
---	---	---------------------------------------

Trade Terms: CASH ON DELIVERY

Qty	Description	Code	Unit	Unit Ex GST	Net Total Ex GST	Total GST	Total Amount
16	FLOUR BAKERS 12.5KG MANILDRA	FB12.5	UNIT				
1	FLOUR SELF RAISING (PINK) 12.5KG MANILDRA	SRI2	UNIT				
2	CHEESE MOZZARELLA SHREDDED 2X6KG CABOOLTURE	CAM06	CTN				
3	(OUT OF STOCK) BEETROOT WHOLE BABY A10 G/C	BBGC	UNIT				
1	PAPRIKA SWEET GOLDEN RED HUNGARIAN 1KG K/K	PGRH1	UNIT				
1	OREGANO LEAVES 1KG JACOUBS	OL1K	UNIT				
1	CUMIN GROUND 1KG K/K	CUMG1	UNIT				
1	CITRIC ACID 1KG K/K	CITAC	UNIT				
12	PASTA RISONI #47 500GM SAN REMO	FRIS	UNIT				
1	PEPPER BLACK CRACKED 1KG SFD	PEPBLK	UNIT				

PRICE INCREASE ON
INCREASE ON FROZEN POTATO DUE TO THE WORLD WIDE SHORTAGE ON POTATO

STRICTLY COD


39 Items	Freight Ex GST:
Your Last Credit Issued Was On: 21/09/2023 for [REDACTED]	Total Ex GST:
	Total GST:
Total Invoice:	
Previous Balance Owing: \$0.00 This Invoice: [REDACTED]	Outstanding Balance:


DIRECT DEBITS: [REDACTED]

PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE. NO DISCREPANCIES ACCEPTED AFTER 24 HOURS. GOODS REMAIN THE PROPERTY OF SYDNEY FREEZERS UNTIL PAID IN FULL.

NAME: SIGN: AMT: \$ CASH CHQ

159. Supplier details 4



SYDNEY FREEZER FOOD DISTRIBUTORS 

4B MURRAY JONES DRIVE BANKSTOWN AERODROME NSW 2200
 Tel: (02) 9599 6963 Fax: (02) 9599 1440
 ABN: 79 133 786 259
 (A Division of United Vision Holdings Pty Ltd)
 PO Box 119 Rosslands NSW 2196

Tax Invoice: 2181723

Invoice To: TURKISH PIDE HOUSE (BELCONNEN) 2 LAWRY PLACE MACQUARIE ACT 2614	Deliver To: TURKISH PIDE HOUSE (BELCONNEN) 2 LAWRY PLACE MACQUARIE ACT 2614 DRIVER MUST COLLECT MONEY BEFORE DROPPING OFF STOCK - 18/08/2023 AP.	Delivery Method: CANBERRA 1
--	--	--------------------------------

Trade Terms: CASH ON DELIVERY

Qty	Description	Code	Unit	Unit Ex GST	Net Total Ex GST	Total GST	Total Amount
15	FLOUR BAKERS 12.5KG MANILDRA	FB12.5	UNIT				
1	FLOUR SELF RAISING (PINK) 12.5KG MANILDRA	SR12	UNIT				
3	CHEESE MOZZARELLA SHREDDED 2X6KG CABOOL TURE	CAM06	CTN				
6	(OUT OF STOCK) BETROOT WHOLE BABY A10 G/C	BBGC	UNIT				
1	SALT TABLE 14KG MERMAID	ST14	CTN				
1	CUMIN GROUND 1KG K/K	CUMG1	UNIT				
1	PAPRIKA SWEET GOLDEN RED HUNGARIAN 1KG K/K	PGRH1	UNIT				
1	PEPPER KIBBLE FINE BLACK 1KG K/K	BPKF	UNIT				
1	OREGANO LEAVES 1KG JACOUBS	OL1K	UNIT				
12	PASTRY FILLO 375GM ANTONIOU	PF375	UNIT				
1	BULK-CHICK PEAS 10MM 25KG KABULI	CPK25	UNIT				
1	TAHINI 18KG EL RASHIDI	TAHSFD	UNIT				
1	CITRIC ACID 1KG K/K	CITAC	UNIT				
1	CHEESE FETTA 13KG RIVERINA	CFETR13	UNIT				
2	TOMATO PASTE A10 SANDHURST	1545	UNIT				
1	SAUCE CHILLI 3LT M/FOOD	CSM3	UNIT				

PRICE INCREASE ON
 INCREASE ON FROZEN POTATO DUE TO THE WORLD WIDE SHORTAGE ON POTATO

STRICTLY COD

49 Items	Freight Ex GST:
Your Last Credit issued Was On: 21/09/2023 for	Total Ex GST:
	Total GST:
Previous Balance Owing: \$.00 This Invoice:	Total Invoice:
	Outstanding Balance:

DIRECT DEBITS:

PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE. NO DISCREPANCIES ACCEPTED AFTER 24 HOURS. GOODS REMAIN THE PROPERTY OF SYDNEY FREEZERS UNTIL PAID IN FULL.

NAME: SIGN: AMT: \$ CASH: CHQ:

160. Supplier details 5

Tax Invoice **MAWSON HALAL MARKET**

39 667 904 109

Shop 2/79 Mawson Place Mawson ACT 2607
PH: (02) 6286 7333
F: (02) 6162 0910
ABN 48 484 433 775

Bill To:
Turkish Pide House Belconnen (Jamison)
2 Lawry Place
Macquarie ACT 2614

DATE 7/10/2023
Invoice No.: 00099533
DUE DATE 14/10/2023
Net 7

QTY	DESCRIPTION	UNIT PRICE	DISC %	AMOUNT
10	LAMB MINCE (KG)			
50	LAMB CUTLETS (EACH)			
16.07	LAMB B/STRAP CASE			
1	SALAD MIX 3KG C/S			
1	EGGPLANT CASE #2			

Returned

TOTAL

BANK DETAILS


Comment:

ANY DISCREPANCIES TO BE NOTIFIED ON DAY OF DELIVERY OTHERWISE NO CREDITS CONSIDERED

PLEASE QUOTE INVOICE NUMBER OR COMPANY NAME WHEN MAKING PAYMENT


Paid 5/9/23

161. Supplier details 6



SYDNEYKEBAB
Manufacturers & Distributors

ABN 52 051 491 251 www.sydneykebab.com.au



...always fresh
Always preservative free!

TAX INVOICE

Date		Tax Invoice #	
7/10/2023		163537	


Tax Invoice To		Ship To	
Turkish Pide House 2 Lawry Place Macquarie ACT 2614		Turkish Pide House 2 Lawry Place Macquarie, ACT 2614	
Terms	Due Date	Batch No.	Ship Via
COD	7/10/2023	7/10/2023	SYDNEY KEBAB

Qty.	Description	Rate	GST	Amount
2	15kg Doner Kebab			
1	15kg Chicken Kebab			
3	10kg Black Swan Extra Thick Yogurt			
1	Baclava in Tray 48 pcs			
250	Kebab Bags Long			

Some shortage of Chicken again.

Please send your after hours orders to our order line for next available delivery.
SMS and Watscopp messages only to: [REDACTED]

Core temperature should reach 72 degrees Celsius.

EFT Payments: Please allow until end of next business day		Biller Code: 356105 Ref: [REDACTED]	GST Total [REDACTED]
Telephone & Internet Banking - BPAY* <small>Contact your bank or finance institution to make the payment from your cheque, savings, debit, credit card or transaction account. More info: www.bpay.com.au</small>			Total for this sale [REDACTED]
			Total Owing [REDACTED]

Received In Good Order And Condition

Print:	Paid Cash: \$	Paid Cheque: \$	Not Paid: [REDACTED]
Sign: _____	Sticks and Plates: Delivered	Returned	

2 Lennox Place, Wetherill Park NSW 2164 Tel: (02) 9754 1933 Email: orders@sydneykebab.com.au

162. Supplier details 7

Tax Invoice

Halal Poultry
12 Dalby Street
Fyshwick ACT 2609
02 6232 7645
sales@halalpoultry.com.au
A.B.N. 13 638 471 459

Invoice No: 64394

Bill To: Turkish Pide House - Belconnen
2 Lawry Place, Macquarie

Ship To: Turkish Pide House - Belconnen
2 Lawry Place, Macquarie

Your No.	Ship Via	COD	Prepaid	Ship Date	Terms	Date
					Net 14	11/10/2023

QTY	ITEM NO.	DESCRIPTION	PRICE	UNIT	DISC%	EXTENDED	CODE
30	MFS/OFF	MARYLAND FILLET SKIN OFF					

Minimum order for delivery: \$80 - \$10 delivery fee for order less than \$80

Beef and Lamb now available. Please contact us for further details of the products

Sale Amt:
Freight:
GST:
Total Amt:
Paid Today:

NO CLAIMS RECOGNISED UNLESS RECEIVED ON THE DAY OF DELIVERY

Balance Due:

For eft payments please deposit to the following account.
Please include invoice number for payment, or Your Customer Name.

Account Name:
Bank:
BSB:
Account:

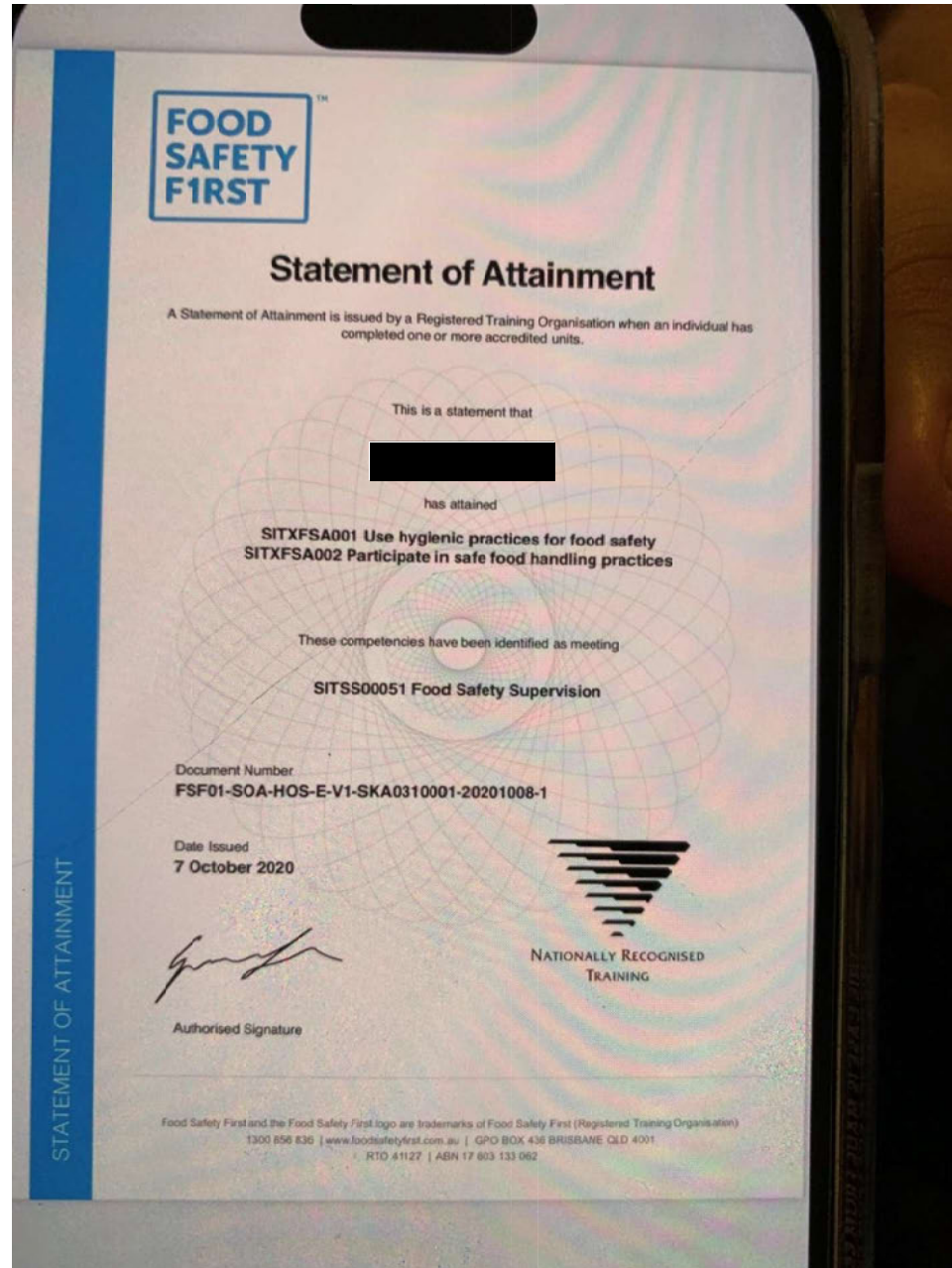
Accounts Contact No:
Receiver Signature:

Page 1 of 1

163. Chopping board used on top of waste bin



164. Food safety supervisor



165. FOH overview



166. FOH cookline overview



Aimee Slocombe and Jason Drinkwater

Turkish Pide House 83/121

12 October 2023

167. BOH overview



168. BOH overview 1



169. Wash up overview



170. Entrance to back storage area



171. Storage area overview



172. BOH overview from back entrance



173. Smoke damage on ceiling in back storage area



174. Overview of cool room



175. Overview of cool room 1



176. Overview of salad bar



177. View of closed sign on front door from inside



178. Overview of front door from inside



179. Closure sign from front door



180. Overview of closed sign from public area



Aimee Slocombe and Jason Drinkwater

Turkish Pide House 83/121

12 October 2023

181. Overview from car park



182. Close up of closed sign from public view





ACT Health

Food Premises Inspection Report

This report is a lawful assessment of the food premises against the requirements of the *Food Act 2001 (ACT)* and *Australia New Zealand Food Standards Code*

Business Name	Turkish Pide House Pty Ltd		Reg No	21104
			File No	83/121
Proprietor	Voka Group Pty Ltd		Date & Time	Start: 12 Oct 2023 01:50 PM Finish: 12 Oct 2023 04:38 PM
Premises Address	2 Lawry Place, MacQuarie ACT 2614		Reason	Other
Business/Mobile Phone	02-6251-3325	Email	Authorised Officer	Jason Drinkwater
Compliance	Non Compliant			

C=Complies | Mi = Minor Non Compliant | Ma = Major Non Compliant | Cr = Critical Non Compliant | NA=Not Applicable | NO = Not Observed

		Result	Comments
General Requirements			
1	Registration – Is the food business registration current and accurate? [s91, 97 <i>Food Act 2001</i>]	C	
2	Registration conditions – Is the food business complying with any specific registration conditions (if applicable)? [s99 <i>Food Act 2001</i>]	NA	
3	Registration – Is the current certificate of registration displayed? [s98A <i>Food Act 2001</i>]	C	Displayed in front of house.
4	Food Safety Supervisor (FSS) – Does the food business have a current FSS? [s117 <i>Food Act 2001</i>]	C	FSS certificate was not able to be presented to officers at the time of the inspection.
5	Food Safety Supervisor (FSS) – Is the FSS's certificate available at the premises? [s19 <i>Food Regulation 2002</i>]	C	FSS certificate was provided via smart phone.
6	Food Safety Program (FSP) – Is a FSP required?	NA	
7	Food Safety Program (FSP) – Is the FSP available at the premises? [s13(2) <i>Food Regulation 2002</i>]	NA	
8	Food Safety Program (FSP) – Has a copy been provided to the HPS? [s13(2) <i>Food Regulation 2002</i>]	NA	
Food Handling Controls			
9	Food receipt – Is all food protected from contamination? [Standard 3.2.2 cl 5(1) <i>Food Standards Code</i>]	NO	
10	Food receipt – Are supplier details available for food on the premises and all food items labelled appropriately (with a prescribed name where applicable)? [Standard 3.2.2 cl 5(2) <i>Food Standards Code</i>]	C	Supplier delivery dockets sighted. Suppliers include Mawson Halal market, Sydney Freezer Food distributors, Sydney Kebab and Halal poultry.
11	Food receipt – Are all practical measures taken to ensure potentially hazardous food is received under temperature control? [Standard 3.2.2 cl 5(3)–(4) <i>Food Standards Code</i>]	Mi	No thermometer was able to be located onsite and staff advised temperatures are not conducted on deliveries.
12	Food storage – Is all food protected from contamination? [Standard 3.2.2 cl 6(1)(a) <i>Food Standards Code</i>]	Ma	Food was observed stored uncovered throughout the premises. Utensils were observed stored in contact with food in containers.

13	Food storage – Are food storage conditions appropriate? [Standard 3.2.2 cl 6(1)(b) Food Standards Code]	Ma		Food was observed stored outside in a fridge with a broken door that was not completely sealed. The shed area at the back is not an appropriate food storage area as it is not protected from pests, dust and other sources of contamination. Fridge stored in the alcove to the toilets are also not appropriate.
14	Food storage – Is potentially hazardous food stored under temperature control? [Standard 3.2.2 cl 6(2) Food Standards Code]	Mi		Jars of opened pepper paste were observed stored in the coolroom which is not functioning. Jars of pepper paste were observed with labelling directions the product to be stored under refrigeration after opening. Filo pastry requiring temperature control observed stored in shed like room out of temperature control.
15	Food processing – When processing, is all food: <ul style="list-style-type: none">• safe and suitable;• prevented from being contaminated; and• adequately processed to make safe? [Standard 3.2.2 cl 7(1) Food Standards Code]	Ma		Multiple food processing issues observed. 1. Food handler was observed processing dips on a chopping board using the kitchen bin as a table. 2. Large pot of rice approximately 20Litres in size , for dinner service period was observed cooling in the same pot at approximately 2:20pm.
16	Food processing – Are potentially hazardous ready-to-eat foods out of temperature control for minimum time while being processed?? [Standard 3.2.2 cl 7(2) Food Standards Code]	Ma		Zucchini balls were observed stored on the kitchen bench near the deep fryer for an unspecified amount of time.
17	Food processing – Is potentially hazardous food cooled/reheated correctly? [Standard 3.2.2 cl 7(3) Food Standards Code]	NO		Rice for service periods must be kept above 60 degrees or used within 4 hours after cooking.
18	Food display – Is food on display protected from contamination? [Standard 3.2.2 cl 8(1), (4) Food Standards Code]	C		Food such as dips are displayed in the display fridge for customers in sealed containers.
19	Food display – Do self-service areas have: <ul style="list-style-type: none">• supervision;• separate utensils; and• protective barriers? [Standard 3.2.2 cl 8(2) Food Standards Code]	C		
20	Food display – Is potentially hazardous food displayed under temperature control? [Standard 3.2.2 cl 8(5) Food Standards Code]	C		
21	Food display – If potentially hazardous food is not displayed under temperature control, is there a documented alternate method of compliance? [Standard 3.2.2 cl 25 Food Standards Code]	NA		
22	Food packaging – Is food packaged in a manner that protects it from contamination, using appropriate material? [Standard 3.2.2 cl 9 Food Standards Code]	C		
23	Food transportation – Is all food protected from contamination during transportation? [Standard 3.2.2 cl 10(a) Food Standards Code]	NO		
24	Food transport vehicles – Are food transport vehicles suitable? [Standard 3.2.3 cl 17 Food Standards Code]	NO		
25	Food transportation – Is all potentially hazardous food transported under temperature control? [Standard 3.2.2 cl 10(b), (c) Food Standards Code]	NO		
26	Food disposal – Is food for disposal kept separately from all other food and in a designated area? [Standard 3.2.2 cl 11(1) Food Standards Code]	NO		
27	Food recall – Is there a documented recall system in place? [Standard 3.2.2 cl 12 Food Standards Code]	NA		

Health and Hygiene Requirements for Food Handlers				
28	Health of food handlers – Do food handlers report illness and exclude themselves from food handling if they are suffering from a foodborne disease and/or condition? [Standard 3.2.2 cl 14(1), (2) Food Standards Code]	C		Discussed with staff, no staff reported any illness at time of inspection.
29	Hygiene of food handlers – Do food handlers exercise good hygiene practices? [Standard 3.2.2 cl 15(1) Food Standards Code]	Ma		Staff were not observed washing hands at any time during the 2 hour inspection.
30	Hand washing – Do food handlers wash their hands before commencing/recommencing work? [Standard 3.2.2 cl 15(2), (3) Food Standards Code]	NO		
31	Hand washing – Do food handlers wash and dry hands thoroughly using designated hand washing facilities? [Standard 3.2.2 cl 15(4) Food Standards Code]	Ma		Staff were not observed washing hands at any time during the 2 hour inspection.
32	Hand washing – Are the hand washing facilities appropriately located? [Standard 3.2.3 cl 14(1) Food Standards Code]	C		
33	Hand washing – Are the hand washing facilities: <ul style="list-style-type: none"> • permanent fixtures; • provided with a supply of warm running potable water through a single spout; • of an adequate size; and • used only for the washing of hands, arms and faces? [Standard 3.2.3 cl 14(2) Food Standards Code] 	Ma		Hand wash basin was observed with food waste in the basin demonstrating hand wash basin is being used for purposes other than the washing of hands arms and face.
Health and Hygiene Requirements for Food Businesses				
34	Hygiene of food handlers (duties of food businesses) – Does the business have easily accessible hand washing facilities that include: <ul style="list-style-type: none"> • soap; • single use towel; and • a container for used towels? [Standard 3.2.2 cl 17 Food Standards Code] 	Ma		Hand wash was observed obstructed by a chair with a food handler sitting on the chair at the time of the inspection.
35	Health of food handlers (duties of food businesses) – Are actions taken to ensure staff members do not engage in food handling if they are suffering from a foodborne disease or condition? [Standard 3.2.2 cl 16 Food Standards Code]	C		When questioned staff advised food handler do not come in to work while unwell.
36	General duties of food businesses – Does the food business take all practical measures to ensure all people within the food business avoid contaminating food? [Standard 3.2.2 cl 18 Food Standards Code]	Ma		Food handlers were not observed washing hands and food handler was observed prepping food on a bin.
Cleaning, Sanitising and Maintenance				
37	Cleanliness – Are the floors, walls and ceilings maintained in a clean condition? [Standard 3.2.2 cl 19(1) Food Standards Code]	Ma		All walls floors and ceiling require a detailed clean.
38	Cleanliness – Are the fixtures, fittings and equipment maintained in a clean condition? [Standard 3.2.2 cl 19(2) Food Standards Code]	Ma		Unclean fixtures, fittings and equipment were observed throughout the premises especially in crevices and hard to reach locations.


39	Sanitising – Are food contact surfaces and eating and drinking utensils sanitised using appropriate sanitising methods? [Standard 3.2.2 cl 20 Food Standards Code]	Ma		When questioned food handlers were not able to demonstrate adequate sanitising practices. Wash up area consists of a single bowl sink and a dishwasher, at time of inspection the dishwasher was not operational demonstrating adequate facilities for cleaning and sanitising utensils was not available. Sanitiser bottle was located after staff conducted a search for it, with solution in the spray bottle not diluted correctly.
40	Maintenance – Are premises, fixtures, fittings, equipment and utensils maintained in a good state of repair and working order? [Standard 3.2.2 cl 21 Food Standards Code]	Ma		fixture, fittings and equipment were observed in poor repair throughout the premises.
41	Thermometer – Does the business have a readily accessible digital probe thermometer accurate to $\pm 1^{\circ}\text{C}$? [Standard 3.2.2 cl 22 Food Standards Code]	Ma		No digital probe thermometer was able to be located onsite by staff.
42	Single use items – Are single use items protected from contamination and not reused? [Standard 3.2.2 cl 23 Food Standards Code]	Mi		Single use items were observed in out door shed like room without sealed packaging protecting it from contamination.
43	Animals and pests – Is the premises free from animals and pests? [Standard 3.2.2 cl 24(1)(a)(b) Food Standards Code]	C		No pest activity detected during the inspection.
44	Animals and pests – Does the business take all practical measures to eradicate and prevent the entry and harbourage of pests? [Standard 3.2.2 cl 24(1)(c)(d) Food Standards Code]	Mi		Holes were observed in walls and ceilings throughout premises which may allow for pest ingress and egress. Doors at the rear of the premises were observed kept open unnecessarily with damaged fly screen. Food is also stored outside in the shed area and unprotected from pests.
Design and Construction				
45	General requirements – Is the food premises appropriate for its activities? [Standard 3.2.3 cl 3 Food Standards Code]	Mi		Food preparation sink is not functioning and is located too close to wash up area. Food preparation sink should be moved to a different location or food handlers need to demonstrate the location of the sink dose not pose a contamination risk to foods.
46	Water supply – Is there an adequate supply of potable water? [Standard 3.2.3 cl 4 Food Standards Code]	C		
47	Sewage and waste water disposal – Does the premises have an adequate sewage and waste water disposal system? [Standard 3.2.3 cl 5 Food Standards Code]	C		
48	Garbage storage – Does the premises have adequate storage facilities for garbage and recyclable matter? [Standard 3.2.3 cl 6 Food Standards Code]	Mi		Waste bin in front of house kitchen is not suitable. Bin is a used feta cheese bucket.
49	Ventilation – Does the premises have adequate natural or mechanical ventilation? [Standard 3.2.3 cl 7 Food Standards Code]	Ma		New exhaust system has been installed. Staff were unable to advise if its design, installation and operation has been certified.
50	Lighting – Does the premises have sufficient lighting? [Standard 3.2.3 cl 8 Food Standards Code]	Mi		Light was not operational in the women's toilets facilities
51	Floors – Are floors appropriate for the food business' activities? [Standard 3.2.3 cl 10 Food Standards Code]	Mi		Multiple floor tiles observed damage. Flooring between cool room and kitchen is not able to be adequately clean (damaged surface). No coving installed at wall and floor junctions in the cool room, with smooth coving required throughout the premises.
52	Walls and ceilings – Are walls and ceilings designed and constructed in a way that is appropriate for the food business' activities? [Standard 3.2.3 cl 11 Food Standards Code]	Ma		Panel ceiling in front service area, bar and food storage and behind kitchen requires replacement as it is not a smooth single surface ceiling.
53	Fixtures, fittings and equipment – Are fixtures, fittings and equipment adequate and fit for their intended purpose and able to be effectively cleaned (and sanitised if applicable)? [Standard 3.2.3 cl 12 Food Standards Code]	Ma		Fixtures, fittings and equipment throughout the premises such as but not limited to, the cool room, dry storage areas, flooring, front of house service area are no longer fit for their intended use and are unable to be effectively cleaned and sanitised.
54	Storage facilities – Does the premises have adequate storage facilities? [Standard 3.2.3 cl 15 Food Standards Code]	Cr		Food was observed stored outside in a broken refrigeration unit. Food was observed in shed area exposed to outside elements.

55	Toilet facilities – Are there adequate toilet facilities available for the use of food handlers? [Standard 3.2.3 cl 16 Food Standards Code]	Cr		Women's toilets did not have as supply of running water to wash hands.
56	Toilet facilities – Is the toilet fitted with an air lock if it opens to a food preparation area? [Standard 3.2.3 cl 3 Food Standards Code]	NA		
Other				
57	Labelling – Does food labelling comply with the Food Standards Code? [Food Standards Code]	NA		
58	Kilojoule displays – Does the food business display kilojoule information (only applicable to standard food outlets)? [s110–111 Food Act 2001]	NA		
59	Skills and knowledge – Do food handlers have appropriate skills and knowledge in food safety and hygiene matters to handle food safely? [Standard 3.2.2 cl 3 Food Standards Code]	Ma		At the time of the inspection staff did not the demonstrate skills and knowledge required for their roles as food handlers.
SUMMARY COMMENTS/ACTION TO BE TAKEN				
<p>Outbreak investigation conducted due to notification of 3 seperate groups reporting suspected food poisoning symptoms after eating similar items from the Turkish Pide house in Macquarie.</p> <p>Inspection conducted by Public Health Officers Jason Drinkwater, Aimee Slocombe, Gaj Perinpanayagam and Maryam Razi.</p> <p>19 samples were collected at the time of the inspection for analysis.</p> <p>Multiple major noncompliances observed regarding lack of cleaning and sanitising throughout food preparation areas, inappropriate food preparation and handling , food storage and plumbing concerns and poor hygiene practices of food handlers.</p> <p>Prohibition Order to be issued.</p> <p>Inspection report was completed office 25 Mulley Street Holder.</p>				
Please rectify identified non-compliances by the due date. Contact the Officer for any enquiries.				Follow-Up Date: 13 Dec 2023
I have read and I understand the contents of this assessment.				
Proprietor/Staff Signature:			Authorised Officer Signature:	
Proprietor/Staff Name:			Authorised Officer Name:	Jason Drinkwater

CRMS Event 230005436 (Pending)

13-Oct-2023 at 02:11:59 PM

Description	Alleged Food Poisoning Complaint. File number: 83/121. 5 or more people affected, 1 in hospital. Email and FPQ attached 5 or more people affected, 1 in hospital. 2 separate parties of people are sick. Awaiting FPQ's from first party.		
Requestor	Robert	Class	External
On Behalf Of		Urgency	Normal
Requestor's Address		Contact Details	[REDACTED]
Coordinator	Lyndell Hudson	Action Officer	Jason Drinkwater
Category	Alleged Complaint - Alleged Food Poisoning Complaint	Org1	Health Protection Service
Source	Telephone	Org2	Environmental Health
Type	Complaint	Org3	Environmental Health Team 1
Recorded	12-Oct-2023		
Target	17-Oct-2023		
Asset			

Issue Location	Turkish Pide House Pty Ltd - 2 Lawry Place, MacQuarie ACT 2614	Property Details
		

Contacts			
Type	Name	Contact Details	Address
Requested By	[REDACTED]	[REDACTED]	[REDACTED]

Comments			
Recorded Date	Recorded By	Title	Description

Actions			
Recorded Date	Action Officer	Status	Description

From: Drinkwater, Jason (Health)
Sent: Friday, 13 October 2023 14:28
To: HPS
Subject: Prohibition order for processing 83/121
Attachments: Copy of Prohibition Order Turkish Pide House Macquarie (2).pdf; ACT Health - Prohibition Order - Turkish Pide House Macquarie

Categories: Jampel

OFFICIAL

Hi BMS,

Please find attached Prohibition Order for Turkish Pide House Pty Ltd 83/121 for addition to the food business file.

Please also attach the correspondence email.

Order was served on "12/10/2023"

Any questions please let me know.

Thank you,

Jason

Jason Drinkwater | Public Health Officer | Environmental Health

(pronouns he/him)

Ph: 5124 9817 [REDACTED] Email: jason.drinkwater@act.gov.au

Health Protection Service | Population Health | ACT Health Directorate

25 Mulley Street Holder ACT 2611 health.act.gov.au

I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.



 Please consider the environment before printing this email.

**ACT**
Government**ACT Health**

Australian Capital Territory

Food Act 2001 ~ Prohibition Order

Food Act 2001 (ACT), Part 7 Improvement Notice and Prohibition Orders

s 82 (Service of Prohibition Order), s 83 (Contents of Prohibition Order)

s 27 Compliance with the Australia New Zealand Food Standards Code

1 Name of instrument

This instrument is a Prohibition Order made under section 82 of the *Food Act 2001*. [For the purposes of section 83(3)(a)]

2 Proprietor upon whom the Order is served

This Prohibition Order is served upon Voka Group Pty Ltd as proprietor of the Turkish Pide House Pty Ltd with registration number 83/121, located at 2 Lawry Place, Macquarie, ACT 2614.

3 Decision to issue Prohibition Order

As an authorised officer under the *Food Act 2001* this Prohibition Order is served having formulated a belief, on reasonable grounds, that service of this Prohibition Order is necessary to prevent or mitigate a serious danger to public health.

4 Grounds for Prohibition Order

This Prohibition Order is served having formulated a belief, on reasonable grounds, that:

- the *Food Act 2001* (including the Food Standards Code) has been, or is likely to be, contravened by the proprietor's food business in relation to the handling of food for sale.

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Food Act 2001 ~ Prohibition Order

This order is issued following an inspection on 12 October 2023 that found significant issues, the cumulative effect of which represents a serious risk to public health that must be averted. The significant issues identified generally amount to:

- food not being stored in a way that will protect it from the likelihood of contamination.
- unclean, insanitary or inadequate equipment, fittings or fixtures.
- unclean, or insanitary surfaces.
- the absence of a cleaning and sanitation plan, or failure to adhere to such a plan.
- failure to maintain fixtures, fittings and equipment so that food safety and suitability are not compromised.

5 Contravention of Prohibition Order

Contravention of this Prohibition Order is an offence carrying a maximum penalty of 400 penalty units (\$64 000 for an individual, \$324 000 for a corporation).

6 Display of Closure Notice

Under section 84A of the *Food Act 2001* a Closure Notice(s) must be displayed indicating that your business has been closed under this Order. It is an offence to obstruct in any way an authorised officer attempting to erect a Closure Notice.

The Closure Notice can only be legally removed by an authorised officer. Unless it is necessary to reposition, update or correct the Closure Notice it will only be removed when a Clearance Certificate for this order has been issued.

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Australian Capital Territory

Food Act 2001 ~ Prohibition Order

It is also an offence to remove, deface, obscure in any way, or otherwise interfere with the Closure Notice in any way. The maximum penalty for commission of such an offence is 100 penalty units (\$16 000 for an individual, \$81 000 for a corporation).

7 Removal of Prohibition Order

This order is effective from the date of service until a Clearance Certificate is issued by an authorised officer.

A Clearance Certificate will not be issued until a reinspection indicates that the proprietor has complied with this Prohibition Order, and there is no longer a serious danger to public health.

8 Reinspection

Pursuant to section 83(3)(e) the proprietor named in this order is instructed that a reinspection of the matters to which this order relates may be requested if the proprietor considers that the food business now complies with the *Food Act 2001*.

A request for reinspection to revoke the Prohibition Order may only be made in writing using the attached form. Unless your business is a fee-exempt food business, a fee is imposed for all reinspections to revoke a Prohibition Order. If more than one reinspection is required to revoke the Prohibition Order, multiple reinspection fees are payable.

The reinspection fee must be paid before a reinspection to revoke this Prohibition Order can be arranged. The attached request for reinspection form provides the details of the reinspection fee to be paid, as well as instructions for submission and processing of the form.

In accordance with the *Electronic Transactions Act 2001* you are advised that consent is not given to requests for reinspection by electronic communication. If this Prohibition Order requires the provision of documents, records or plans, consent is given to the provision of such documents by email to environmentalhealth@act.gov.au.



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Australian Capital Territory

Food Act 2001 ~ Prohibition Order

9 Order

As an authorised officer under the *Food Act 2001* I am of the opinion that following an inspection, the food business warrants the issue of a Prohibition Order to prevent or mitigate a serious danger to public health. Accordingly, I instruct the proprietor named in this order to cease preparation of food for sale from the named business or use the named premises to handle food until:

1. All walls, floors, ceilings, equipment and fittings including but not limited to light switches, plumbing, shelving, hand wash basins and drains are thoroughly cleaned to remove all food matter, dust, dirt, grease and waste. [Standard 3.2.2 clause 19];
2. All equipment and fixtures that are used for food preparation or equipment that comes into contact with food including but not limited to preparation benches, cooking equipment, dough mixer, food storage containers and utensils are in a clean, sanitary condition and stored in a manner that it will not contaminate food. [Standard 3.2.2 clause 20];
3. The cool room, fridges and freezer are thoroughly cleaned to remove all contamination, dust, dirt, grease and wastes. [Standard 3.2.2 clause 19];
4. All potentially hazardous food is stored in such a way that it is protected from the likelihood of contamination by being covered, stored in food grade storage containers with close fitting lids and stored off the floor. [Standard 3.2.2 Clause 6];
5. All damaged and mouldy silicone is replaced. [Standard 3.2.2 Clause 21];
6. All damaged or deteriorated equipment used for food preparation or equipment that comes into contact with food is repaired or replaced. [Standard 3.2.2 clause 21];
7. The floor tiles, cool room, fridge seals, and lights are repaired and suitable for use. Ensure all surfaces are smooth and capable of being effectively cleaned, unable to absorb grease, food particles and water. [Standard 3.2.3 clause 10];
8. The dishwasher is repaired or replaced to allow for effective cleaning and sanitation of food contact equipment and utensils and both the women's toilet tap and the rear kitchen tap are repaired and operational. [Standard 3.2.3 clause 12];



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Australian Capital Territory

Food Act 2001 ~ Prohibition Order

The proprietor is to provide to the Health Protection Service evidence to indicate plumbing has been conducted by a licensed plumbing contractor [Standard 3.2.3 clause 5]; [Standard 3.2.3 clause 12];

9. All unused, deteriorated and excess equipment is removed from the food preparation and storage areas. [Standard 3.2.2 clause 21];
10. All sinks throughout the premises are assigned a designated purpose (wash up, food preparation, hand washing) to prevent contamination and ensure food safety. [Standard 3.2.3 clause 12];
11. The hand wash basins are made accessible and of a size that allows easy and effective hand washing. The hand basins are provided with soap and hand drying facilities and used for the sole purpose of washing hands. [Standard 3.2.3 clause 14];
12. No food or food contact equipment is to be stored outside the premises exposed to risk of contamination. [Standard 3.2.2 clause 6];
13. A temperature monitoring device is provided that is easily accessible within the premises, available to all staff and able to accurately measure the temperature of potentially hazardous foods to +/-1°C [Standard 3.2.2 Clause 22];
14. Ceilings in food preparation and storage areas are to be one continuous surface that is sealed, unable to absorb grease, food particles or water and be able to be effectively cleaned. [Standard 3.2.3 Clause 11];

Note:

- Painted ceiling drop panels are not appropriate.
 - Holes in walls and ceilings must be sealed.
15. All surfaces through the premises are made from a smooth, impervious and easily cleanable surface. [Standard 3.2.3 clause 3];
 16. All mechanical ventilation systems in the premises are certified by a professional engineer. The proprietor is to provide certification from a Registered Professional Engineer that the design, installation and operation of all mechanical ventilation in the premises comply with Australian Standard 1668.2-2012. [Standard 3.2.3 clause 7];

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Government**ACT Health**

Australian Capital Territory

Food Act 2001 ~ Prohibition Order

17. Documentation from a service company detailing that the exhaust system and internal ductwork are in a clean condition and fit for use is provided to the Health Protection Service [Standard 3.2.2 clause 19];
18. The proprietor develops and provides the Health Protection Service with a satisfactory food business management plan. The management plan is to demonstrate food safety protection procedures to ensure contamination is prevented as required by the Australia New Zealand Food Standards Code. The plan is to include:
- A cleaning and sanitising program [Standard 3.2.2 clause 19];
 - A food storage and handling procedure including temperature logs detailing time and temperature requirements for the cooling and storage of batch made food. [Standard 3.2.2 clause 6 and 7];
 - A pest management program [Standard 3.2.2 clause 24];
 - Completion of a staff training program to ensure all staff are aware of food safety practices. [Standard 3.2.2 clause 3],

NOTE: Completion of the *Do Food Safely* Food Safety Training program by all food handlers employed in the food business is required. Access to the training program is available at no cost. <https://dofoodsafely.health.vic.gov.au/>

A handwritten signature in blue ink, appearing to read 'Lyndell Hudson'.

Lyndell Hudson
Director Environmental Health

12 October 2023



ACT
Government

ACT Health

Australian Capital Territory

Food Act 2001 ~ Prohibition Order

ENGLISH	If you need interpreting help, telephone:
ARABIC	: إذا احتجت لمساعدة في الترجمة الشفوية ، إتصل برقم الهاتف :
CHINESE	如果你需要传译员的帮助，请打电话：
CROATIAN	Ako trebate pomoć tumača telefonirajte:
GREEK	Αν χρειάζεστε διερμηνέα τηλεφωνήστε στο
ITALIAN	Se avete bisogno di un interprete, telefonate al numero:
PERSIAN	: اگر به ترجمه شفاهی احتیاج دارید به این شماره تلفن کنید:
PORTUGUESE	Se você precisar da ajuda de um intérprete, telefone:
SERBIAN	Ako vam je potrebna pomoć prevodioca telefoniрајте:
SPANISH	Si necesita la asistencia de un intérprete, llame al:
TURKISH	Tercümana ihtiyacınız varsa lütfen telefon ediniz:
VIETNAMESE	Nếu bạn cần một người thông-ngôn hãy gọi điện-thoại:

TRANSLATING AND INTERPRETING SERVICE

131 450

Canberra and District - 24 hours a day, 7 days a week

From: Drinkwater, Jason (Health)
Sent: Friday, 13 October 2023 12:31
To: [REDACTED]
Cc: Slocombe, Aimee (Health)
Subject: ACT Health - Prohibition Order - Turkish Pide House Macquarie
Attachments: Copy of Prohibition Order Turkish Pide House Macquarie (1).pdf; EF3d -Request for Reinspection.docx; Food Business Management Plan.docx; food-safety-program-template-for-class-2-version-3 (1).pdf; Food Safety Records - Example Templates.docx

OFFICIAL: Sensitive

Dear [REDACTED]

Following the inspection yesterday of Turkish Pide House at 2 Lawry Place Macquarie ACT 2614, a Prohibition Order has been issued due to non-compliance with the *Food Act 2001*.

Please see the attached electronic copy of the prohibition order document handed to you yesterday. I have also attached the following documents:

1. Request for reinspection document
2. Food business management plan

Note that you must submit evidence via email of the following before you pay for the reinspection including **plumbing repairs, professional internal exhaust cleaning, exhaust system compliance certificates and your food business management plan.**

Due to the age of the premises and the substantial maintenance, surface and fit-out issues observed, it may be difficult to bring the premises into compliance without the assistance of professional contractors experienced with commercial kitchen fit-outs.

To assist with your food business management plan, I have also attached the Victorian Food Safety Plan Template so you can get some inspiration for what we are looking for in your Management Plan which you can adapt to your business. Templates that can be incorporated into your plan are included in the Food Safety Records document attached.

Your plan does not need to be as long as this document, have a look at the following sections in the document and adapt them for your shop, please include logs and charts that staff can use and sign off.

Cleaning and Hygiene program: Refer to the guide in Victorian document pages 52-53 for inspiration.

Food Storage and Handling Refer to Victorian document pages 13- 41

Consider writing up a process for each step from when the food is received to when it is sold. Think about dry store foods, meats, seafood, fruits and vegetables etc. Only use the sections applicable to your business.

1. Receiving, pg. 14
2. Storage, pg. 17
3. Preparation pg. 23
4. cooking, pg.26
5. cooling and freezing pg. 30
6. reheating food pg. 32.

Pest Plan Victorian Document page 64-65

Please reach out to me on my contact details below if you require any assistance, please ensure you complete all the items to a good standard before requesting a reinspection as each inspection incurs a cost.

If you have any questions relating to this Prohibition Order, please contact either myself or Public Health Office Aimee Slocombe (Cc'd in this email).

Kind regards,

Jason

Jason Drinkwater | Public Health Officer | Environmental Health

(pronouns he/him)

Ph: 5124 9817 / [REDACTED] Email: jason.drinkwater@act.gov.au

Health Protection Service | Population Health | ACT Health Directorate

25 Mulley Street Holder ACT 2611 health.act.gov.au

I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.



 Please consider the environment before printing this email.

Public Health Officer Use Only Registration No.: _____ File No.: _____

REQUEST for REINSPECTION

Section 85, *Food Act 2001*

Use this form to request a reinspection **once you have completed all tasks and have supplied all the documents required** by the Prohibition Order.

The reinspection will only be confirmed following payment.

Registered Proprietor's details (please print):

Name: _____

Business Name: _____

Business Address: _____

Phone/Mobile: _____ Fax: _____

Email: _____

Reinspection of premises:

A fee of \$444.00 applies for a reinspection conducted during the Health Protection Service's business hours, 9 am to 4.30pm, Monday to Friday, excluding public holidays.

A fee of \$861.00 applies for a reinspection conducted outside business hours including public holidays i.e. before 9am and after 4.30 pm Monday to Friday.

The fee must be paid in person at the Health Protection Service before the reinspection will be scheduled. Upon your payment being processed you will be contacted by a Public Health Officer and advised of available reinspection times. Note: reinspections may be scheduled during a 48 hour period.

Pay in person during business hours at:

Health Protection Service
25 Mulley Street Holder ACT 2611
Bank Cheque/Cash/MasterCard/Visa/EFTPOS

Personal cheques will not be accepted.

See over page for payment.

Please Tick (✓)	
Cash <input type="checkbox"/>	Bank Cheque <input type="checkbox"/> Credit Card <input type="checkbox"/>
Note: Bank cheque should be made payable to the Health Protection Service.	
Contact Person: _____	
Fee \$ _____ (Please enter fee)	
Credit Card No	Expiry Date
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/>
Type of Credit Card - Please Tick (✓) Visa <input type="checkbox"/> Master Card <input type="checkbox"/>	
I agree for the Health Protection Service to debit my account for the above fee.	
Card Holders' Name: _____	
Card Holder's Signature: _____	Date: ____ / ____ / ____
Daytime Phone No: _____	

BSS Use Only

Amount received: _____ Payment Method: Cash / Cheque / EFTPOS

Referred by _____ to Manager Environmental Health Operations / / Time: _____ am/pm

EH Use Only

PHO referred to: _____ Applicant contacted: _____

Scheduled date and time: _____ PHO initials: _____

Food Business Management Plan

Food business proprietors are responsible to ensure that food prepared for sale is safe for consumption. The proprietor must ensure the premises is managed and maintained in a manner that will not contribute to food being contaminated or unsafe.

To ensure food is prepared that is safe for consumption the food premises must be maintained in a clean and sanitary condition, free of pests and vermin. Additionally, all staff must have appropriate skills and knowledge to ensure they are capable to prepare safe food.

A Food Business Management Plan is a tool that can assist management and staff to ensure the food preparation area does not contribute to making food for sale unsafe. The purpose of the Food Business Management Plan is to assist in maintaining the premises in a clean and sanitary condition. It also aims to ensure food is not contaminated or made unsafe by incorrect food handling practices.

A Food Business Management Plan is specific to the individual premises and may include, as a minimum:

- A cleaning and hygiene program;
- A pest management program;
- Food storage and handling procedures; and
- A staff training program.

The information provided should be considered to be a used as a guide. It is not intended to be a comprehensive list for any specific food management plan. The plan needs to be prepared having considered:

- the characteristics of the premises,
- the food being prepared, and
- the skills and abilities of the staff preparing the food for sale

The food business proprietor is responsible to ensure the management plan is consistent with the characteristics of the individual food business. The proprietor is also responsible to ensure the requirements of the food business management plan is implemented as required.

For the purposes of assisting preparation of a food business management plan, the following provides guidance.

Cleaning and hygiene program

A cleaning and hygiene program details all areas of the premises, equipment, food contact surfaces, fixtures and fittings that must be regularly cleaned and sanitised. Examples may include floors, walls, ceilings, meat slicers, mixers, under bench fridges, cool room and range hoods etc.

The cleaning and hygiene program needs to identify the **Daily, Weekly and Monthly** cleaning requirements on a schedule that can be used as a checklist for staff and management. The program needs to identify, as a minimum;

- the area or item to be cleaned;
- when cleaning is required (eg., time period, after each use, at the end of a shift);
- process on how to clean the area or item (remove visible waste, water temperature, detergent, sanitiser)
- the person or staff member who is responsible for cleaning the area or item; and
- the responsible person for checking the cleaning is complete.

Attachment 1 provides a suggested format for a cleaning and hygiene program.

A food storage and handling procedure

The food storage and handling procedure needs to identify all food including frozen, raw, fresh and cooked that is processed within the business. The procedure must identify each major food item the being prepared as a minimum;

- Temperature requirements;
- Storage condition and location;
- Monitoring to ensure compliance;
- Processing or corrective actions' and
- Responsible person for each food item or processing step.

The procedure should ensure that all food items and products within the business are received, stored, handled and processed to ensure safe and suitable food.

When developing the cleaning and hygiene program the food business proprietor needs to consider all hard to reach areas, exhaust hoods, equipment legs and wheels, shelving and the operation and nature of the food business that may be contaminated and need cleaning. The cleaning and hygiene program needs to ensure all areas that require cleaning are included within the checklists and are completed by staff either daily, weekly or monthly.

The format of the cleaning and hygiene program is the responsibility of the proprietor of the food business. Attachment 1 provides a suggested format that may be used.

Attachment 2 provides a suggested format for the food storage and handling procedure.

Pest management program

The proprietor of the food business is required to take all reasonable steps to ensure pests do not contaminate a food preparation area.

A pest management program is dependent upon the circumstances of the food business and needs to include the following as a minimum:

- An outline of the pests to be controlled (common pests include insects such as flies and cockroaches, rodents such as mice and rats and spiders);
- Identification of the control method (products to be used such as chemicals, baits, insect-o-cutor);
- Identification of control sites particularly where bates are used. A site plan may be the most appropriate method to demonstrate control sites;
- Identification of a monitoring program how often baits are checked or chemicals reapplied;
- Identification of the responsible person to ensure the monitoring program is undertaken;
- Identification of actions to be taken where pests are detected or suspected. **NOTE:** Engagement of a professional pest agencies alone is inadequate to satisfy the requirement of actions; and
- Recording of actions taken.

Attachment 3 is a suggested format for a pest management program.

For the purpose of providing guidance to prepare a pest management plan, the following advice is provided:

- Engagement of a pest control agency is one factor of a pest management plan;
- A pest control program may be assisted by a premises maintenance program.
- The Health Protection Service will not accept receipt from a pest control agency as a pest management plan.

A staff training program

All staff are required to obtain food safety training relevant to their role and responsibility within the food business.

Adequate skills and knowledge in food safety is an essential factor in ensuring food prepared for sale is safe and suitable for consumption

As a minimum all food handlers employed in the food business are required to complete the **free** online **I'M ALERT** food safety training. The training program is available from the Health Directorate website <http://www.health.act.gov.au/c/health>
Please ensure when completing the training a certificate is printed.

A certificate of completion, for each employee, is required to be submitted to the Health Protection Service.

The Health Protection Service suggests all new staff complete the I'M AERT food safety training.

A record of training must be completed and maintained for all staff.

Attachment 4 provides a suggested format for maintaining a record of staff training.

Attachment 1**Cleaning and Hygiene Program**

Daily / Weekly / Monthly

Item or site	When to clean	Process	Person responsible	Completed (sign & date)	Checked by
Example: Meat Slicer	Example: After each use	Example: Disassemble, wash with hot soapy water, rinse, dry and apply food grade sanitiser	Example: Kitchen hand		

Attachment 2**Food Storage and Handling Procedure**

To demonstrate skills and knowledge, food preparation personnel will be aware of the details of the table below:

Food	Temperature	Conditions	Monitoring	Actions	Person
Raw chicken	Less than 5°C	Store separated from other raw foods, cooked and foods. Store covered or sealed within packages	Temperature test on receipt and during storage.	Cook as soon as possible. Dispose if not kept or becomes contaminated.	John. Manager

Attachment 3

Pest Management Program

Pest to be controlled	
Control method	
Control site or sites	
Monitoring	
Person responsible	
Actions required	
Outcomes	
Pest Control Agency Details	
Pest Control Organisation	
Address	
Contact	
Contact Number	
Contract Term	

Pest Monitoring Record

Date and Name	Pest Sighted	Location / Area	Actions Taken	Referred To	Management Reviewed (sign and date)

Attachment 4**Staff Training Program**

Table below identifies training provided or attained by staff.

Staff Name & Position	Type of Training or Title of Qualification	Date Obtained	Signature

NOTE: All training certificates and qualifications must be attached.

Food safety program template

for class 2 retail and food service businesses, no. 1, version 3



Temperature



Time



Cross-contamination



Hygiene



Allergens

Food safety program template

for class 2 retail and food service
businesses, no. 1, version 3

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How to use the food safety program template

Why do I need this template?

How do I prepare and use a food safety program?

How can food become unsafe in my business?

How can I keep food safe in my business?

What practices must I use in my business?

Why do I need this template?

As a food business owner, you are legally required to sell safe food. The legislation governing the sale of safe food is the *Food Act 1984*, which incorporates the *Australia and New Zealand Food Standards Code*.

A food safety program is a written plan that describes how you will manage food safety in your business. It is a legal requirement for class 2 food premises.

Your food safety program documents how you will identify and control hazards in the production, preparation and handling of food as described in the Hazard Analysis and Critical Control Point (HACCP) system. This program also specifies the records that your business must maintain to demonstrate the implementation of the program and actions taken to keep food safe.

The food safety program will help you to:

- identify when food can become unsafe
- take steps to avoid food becoming unsafe
- follow practices in your business to keep food safe
- use records to monitor food safety and to demonstrate that your business routinely follows these practices
- ensure staff have the knowledge and skills to handle food safely.

As you work through this template you will create your own food safety program for your business.

Using the program, following the advice in it, and keeping the required records will help to ensure that the food you sell is safe for your customers to eat. Before renewing your registration each year, council needs to be assured that you are complying with the law so that your business can continue to operate. Your food safety program will show your council how you are complying with the law.

Updates

This template is one of a number of food safety program templates registered with the Department of Health.

Before using it, check with the department that the version you are reading is still current.

Scope – who can use this template?

This food safety program template is for the following food businesses. If you wish to use it, all of the following must apply to you:

1. Your food business is a **retail** or **food service business**. This includes a premises at which you sell food to the public or prepare food for sale that is ready for immediate consumption. This includes cafés, restaurants, bakeries or catering kitchens.
2. Your registering council has classified the place that you are operating the business from as a **class 2 food premises** under the Food Act.
3. This place might be:
 - a building that you operate from regularly, such as a shop or café
 - a building that you use occasionally, such as a hall or kitchen for hire
 - a food van, vehicle or trailer (a mobile food premises)
 - a portable stall, tent or marquee that you set up at different locations.



This template can be used if you operate retail or food service activities from a variety of sites. You can use this template for all of these class 2 premises. For example, if you:

- part prepare food at a premises, such as a café, and reheat and serve that food at another premises, such as a portable stall, tent, marquee or van, or
- are a caterer who part prepares food at your main kitchen and serves it off-site at a variety of locations.

To check whether your activity is class 2, contact your council for advice or go to www.health.vic.gov.au/foodsafety, look under *Food business information* and follow the links about classification.

This template applies, as set out above, to for-profit businesses, and also to **community groups that sell food**. However, if you are a community group, and you sell food **only** from a –

- stall
- vehicle
- building (such as a hall or other location) that you use occasionally –

you may prefer to use a shorter template developed especially for community groups. To access this go to www.health.vic.gov.au/foodsafety/home/community.

This template **must never** be used for a food vending machine as it is not designed for this purpose. Go to www.health.vic.gov.au/foodsafety to find out what types of programs can be used for these machines.

This template is especially suited to small or medium scale activities. If you are not sure whether this template is suitable for your business (for example, large scale commercial catering, or complex manufacturing) or your food handling activities are different to those outlined in this template, you might need to consider getting an independent food safety program tailored for your business. If you do, the program will need to be audited by an approved auditor. Alternatively, check the department's food safety website to see if there are other registered food safety program templates that may be suitable for your business – go to www.health.vic.gov.au/foodsafety. You can also discuss your options with your registering council.

Where can I get more help?

Several organisations can assist you:

- Speak with an environmental health officer from your local council.
- Call the Food Safety Help Line: 1300 364 352.
- Visit the Food Safety website www.health.vic.gov.au/foodsafety.
- Visit *dofoodsafely* – the department's free, online learning program recommended for food handlers. It covers basic knowledge of food safety and develops food-handling skills – see <http://dofoodsafely.health.vic.gov.au>.
- *Business Victoria* can assist you with information about setting up a business in Victoria. Call 13 22 15 or visit the website www.business.vic.gov.au.

This document has been translated into a number of languages – see www.health.vic.gov.au/foodsafety. For further assistance, contact your local council for help accessing interpreter services.

How do I prepare and use a food safety program?

You must keep a copy of your food safety program at your business.

Keep it in the folder provided. (If your copy did not come in a folder, obtain a suitable one for it). As you work through the following steps make sure the pages you need are in the folder.

1 Identify which of the food safety practices in this template your business needs to use

Food safety practices refer to **specific food handling controls** related to food handling and preparation in your business. These include things such as the **receipt, storage, processing, display, packaging and transportation** of food.

By answering all the questions on page 10–11 (*What practices must I use in my business?*) you will know which sections of this template need to be included in your food safety program.

- Keep the sections that apply to your business together in your folder. Remove unused sections and keep them in the back of your folder in case you change your food products or processes in future.
- If you indicate **Yes** next to the *Supplementary practices* on page 11, you will need to select these from the *Food safety program template supplementary practices* section of the template and add them to the *Practices* section of your folder.
- Read all the information that you now have in your *Practices* section. If you are unsure of any practices check them before you complete this section (page 13).
- Keep the completed program on-site. Follow all of the parts of the program that apply to your business.
- Identify the records you will need to keep as you read each section.

2 Adopt support programs

As well as paying attention to the practices specific to food handling and preparation in your business there are some practices that support food safety. These are called *Support programs* and include things such as cleaning and sanitising, time and temperature controls, pest control, food recalls and waste disposal.

Support programs are an essential part of your food safety program and must be followed by **all** food businesses.

- Read the *Support programs* (pages 45–70). Make sure everyone in your business understands them.
- Keep these in your folder so you can easily refer to them when the need arises (for example, when training new staff).
- **You must keep records** for *Support program 5 Thermometers and equipment*.

3 Compile records

- As you carried out steps 1 and 2 you will have identified the records you must keep under the program.
- Refer to the *Food safety program template records* section in this folder or at www.health.vic.gov.au/foodsafety to choose or design the records you will use.
- Make copies of these records and complete them as required.
- Keep your completed records at your business to prove that you are processing and handling food correctly. These records must be kept for two years. They should be available for review by your food safety supervisor or on the request of a council environmental health officer.
- The records required in this program are the minimum that you **must** keep.



- If it will assist you to monitor your premises, you also have the option of conducting other checks or keeping any other records based on the food handling that you conduct. For example, it may help you demonstrate the corrective action you took to fix any problems that have arisen. Some documents can also be handy for day-to-day use, such as a cleaning list or diary. It is your choice as to whether to keep extra records.

4 Review

- When you have completed your food safety program and are putting it into practice at your business, remember to review and update it if your activities change.
- Check your practices and records regularly to identify any problems with equipment or staff knowledge of food practices. If you identify any issues, take corrective action.
- If you change your food products or processes, make sure to update your food safety program with the relevant sections from this *Template*, including the related *Records*. Review your menu or practices at least once a year to make sure any changes are picked up and your food safety program is current.
- You are also required to inform your council of any significant changes to your food handling processes.

5 Use the program

- The program is full of useful information about how to handle food. Use it. Don't let it get dusty on the shelf. Even if your menu and practices do not change, your staff may leave and be replaced. A refresher is a wise way to keep everyone involved in the business up to date.

How can food in my business cause illness?

Food can cause illness in the following ways:

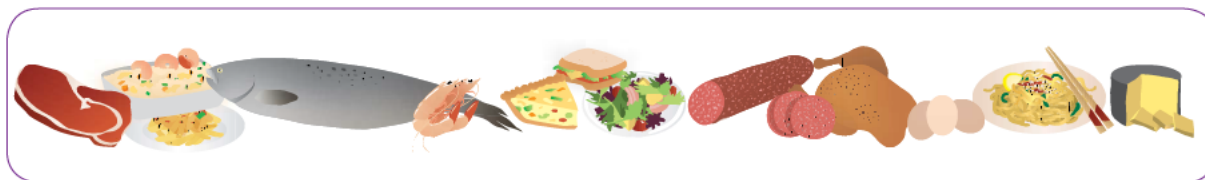
- Harmful bacteria can multiply on food. When high-risk food is stored at the wrong temperature for too long, bacteria increase to dangerous levels. These bacteria produce toxins that cause food poisoning. Cross-contamination of food from raw high-risk foods or unhygienic handling can also cause food poisoning.
- Dangerous substances can contaminate food. This can be caused by chemicals (such as cleaning agents, detergents and pesticides) and other things that should not be in food (such as dirt, hair, glass or stones).
- Allergens are present in some foods. Some people can have a severe or even fatal allergic reaction to common foods which may be present in food as ingredients or as unintended traces.

The risk of food in your business causing illness depends on the types of food you sell and how you and others in the business store, prepare and handle food.

What are 'high-risk' foods?

'High-risk food' or 'potentially hazardous food' means food that contains bacteria that can cause food poisoning if correct handling practices are not observed. Examples are:

- raw or cooked meats, or foods that contain meats such as hamburgers, souvlakis, dim sims and small goods
- seafood
- custard and dairy-based desserts such as cheesecakes, custard tarts and soft serve ice cream
- cakes with fresh cream fillings
- fruit salads and fruit juices
- cooked, ready-to-eat meals such as rice, pasta, casseroles, soup or foods that contain eggs, beans or other protein-rich foods such as quiche
- eggs once cracked open for use, and foods containing raw unpasteurised egg (such as home made mayonnaise, aioli, chocolate mousse, eggnog, hollandaise and béarnaise sauces, and desserts with a custard or crème anglaise base such as tiramisu)
- fresh pasta and soy bean products
- sandwiches and rolls.



What are allergens and food intolerances?

Allergens are foods known to cause reactions in allergic people due to an immune response. These can be severe or even life threatening. Allergens in foods must be clearly communicated to customers.

As distinct to food allergies, some people experience intolerance to certain foods due to a chemical reaction. People's reactions to food intolerances are usually less severe, but eating these foods can make them unwell.

The most common causes of food allergic reactions and food intolerances are:

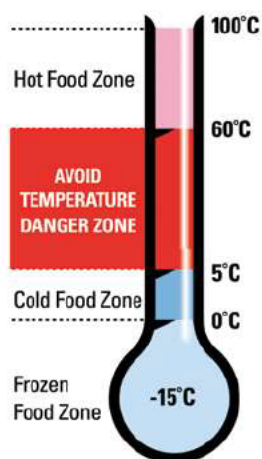
- cereals containing gluten and their products (that is, wheat, rye, barley, oats and spelt and their hybridised strains) – as described in the national Food Standards Code. Go to *Support program 1* on page 46, and *Practice 9* on page 38 for more information.
- shellfish, crustaceans and their products
- eggs and egg products
- fish and fish products
- milk and milk products
- peanuts and soybeans and their products
- added sulphites in concentrations of 10 mg/kg or more (typically in dried nuts, soft drinks and sausages)
- tree nuts and sesame seeds and their products
- lupin and lupin products
- any prepared foods that contain these ingredients.

The information above is based on key requirements of the Code, as at March 2018.



How can I keep food safe in my business?

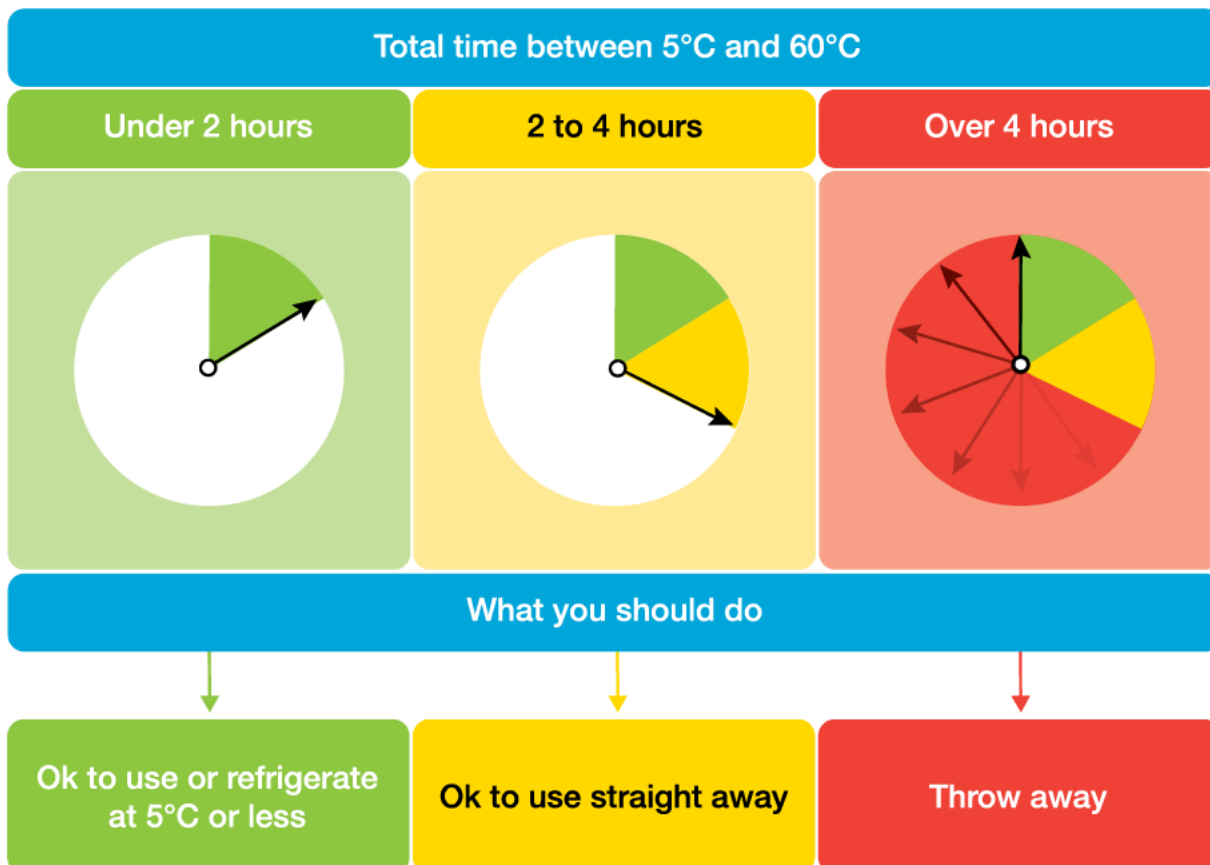
Use time and temperature control to limit bacteria growth



- Limit the time high-risk food is in the **temperature danger zone of 5°C to 60°C**.
- Return high-risk food to the refrigerator during delays.
- If high-risk food is left in the **temperature danger zone of 5°C to 60°C** for a total time of 4 hours or more, throw it out.
- When cooking, the centre or internal point of high-risk food must reach 75°C.
- Hot food must be kept at 60°C or hotter.
- High-risk food, if cooled, must cool from 60°C to 21°C in the first 2 hours and then to 5°C or cooler in the next 4 hours.

2 hour/4 hour rule

Your business may use the 2 hour/4 hour rule for displaying high-risk food. The 2 hour/4 hour rule uses time to keep food safe when it is in the **temperature danger zone of 5°C to 60°C**.



The total time includes all the time the food has been at room temperature, for example during delivery, display, preparation and transportation.

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Avoid cross-contamination from other foods, surfaces, hands or equipment

- Keep raw food separate from cooked or ready-to-eat food.
- Use separate utensils and cutting boards when preparing raw and ready-to-eat food.

Handle and store food in hygienic conditions

- Wash hands thoroughly and regularly.
- Use clean, dry, sanitised cutting boards and equipment.
- Rinse cleaning cloths after each use and replace frequently.
- Store food away from contaminants and protected from pests.

Identify or separate foods containing allergens from other foods

- Identify allergens and label or name them in foods on your menu or display.
- Avoid cross-contaminating other foods with foods that contain allergens.
- For more information about food allergies and intolerances visit: www.health.vic.gov.au/foodsafety > *Allergen awareness and food businesses.*

Identify or separate foods to which some people are intolerant

- Identify common foods that cause food intolerance symptoms in some people after consuming them. Label or name them in foods on your menu or display.
- Avoid cross-contaminating other foods with these foods.

Symbols used in the food safety program template

The following symbols appear in the food safety program template to remind you of specific food safety issues.



Pay attention to the temperature of high-risk food.



Pay attention to the time high-risk food spends in the **temperature danger zone of 5°C to 60°C.**



Pay attention to cross-contamination.



Pay attention to hygiene.



Pay attention to allergens.

What practices must I use in my business?

Tick in the table below the type of class 2 food premises for which you will use this template.

Class 2 Premises types	Yes <input checked="" type="checkbox"/>
A building you operate from regularly, such as a shop or café	<input type="checkbox"/>
A building you use occasionally, such as a hall or hire kitchen	<input type="checkbox"/>
A food van, vehicle or trailer	<input type="checkbox"/>
A portable stall, tent, marquee or catering activity that you set up at different venues or functions	<input type="checkbox"/>

Protect food from contamination and ensure the food you sell is safe by following the *Practices* on pages 13–44.

1. Work through the table below and tick which *Practices* you need to use in your food safety program. Then read about the *Practices* at the page numbers shown. This template also explains the records you **must** keep about some of these practices.
2. Do you have a class 2 van or stall or provide off-site catering as well as operating a permanent premises, such as a shop, café or restaurant? **Yes No** (circle one)

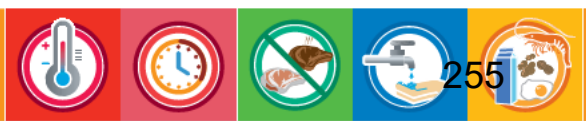
If you answered **Yes**, complete the questions below for each premises based on your food handling activities. Copy and complete pages 10 and 11 for each premises.
3. If you only operate from one premises, answer for that premises.
4. The section of the template indicated in the table will apply to each premises at which you perform the selected food handling activity.

Food business practices	Yes <input checked="" type="checkbox"/>	Section and record	Page
Do you sell food?	<input type="checkbox"/>	Support program 5: Thermometers and equipment Record 5: My probe thermometer accuracy checks	60
Do you buy or receive food or ingredients?	<input type="checkbox"/>	Practices 1: Purchasing and receiving food Record: 1: My food suppliers	14
Do you store dry, cold or frozen food?	<input type="checkbox"/>	Practices 2: Storage	17
Do you prepare food and store it to be used later that day or on another day?	<input type="checkbox"/>	Record 2: My temperature checks of food in cold or hot storage	
Do you thaw frozen food?	<input type="checkbox"/>	Practices 3: Thawing frozen food	21



Food business practices	Yes <input checked="" type="checkbox"/>	Section and record	Page
Do you prepare food?	<input type="checkbox"/>	Practices 4: Preparation	23
Do you cook food?	<input type="checkbox"/>	Practices 5: Cooking food Record 3: My cooking temperature checks	26
Do you cook food, then cool it and store it to be used later that day or on another day?	<input type="checkbox"/>	Practices 6: Cooling and freezing food	30
Do you reheat food that has already been cooked?	<input type="checkbox"/>	Practices 7: Reheating prepared food	32
Do you serve hot or cold food?	<input type="checkbox"/>	Practices 8: Serving food and displaying food Record 2: My temperature checks of food in cold or hot storage Record 4: If food is on display or available for customers to serve themselves, <i>and</i> the food is out of temperature control.	34
Do you display prepared hot or cold food?	<input type="checkbox"/>		
Can customers serve themselves? (For example, in a self-serve, smorgasbord or salad bar.)	<input type="checkbox"/>		
Do you transport or deliver food?	<input type="checkbox"/>	Practices 9: Packaging and transporting food	38
Do you wrap or package food for customers to take away? (For example, take-away or home delivery.)	<input type="checkbox"/>		
Do you provide food at festivals, street festivals, markets or food exhibitions?	<input type="checkbox"/>	Practices 10: Food vans, stalls, events and off-site catering	41
Supplementary practices*	Yes <input checked="" type="checkbox"/>	Section	See
Do you use water from a source other than a water authority for drinking or food preparation?	<input type="checkbox"/>	Safe water and food	Supp.A
Do you prepare or sell sushi? (For example, nori rolls and nigiri pieces.)	<input type="checkbox"/>	Sushi	Supp.B
Do you prepare and sell Chinese-style chicken, roast duck or BBQ pork?	<input type="checkbox"/>	Chinese-style roast meats	Supp.C

Note: See the *Food safety program template supplementary practices* section of this template.



Practices to keep food safe

1. Purchasing and receiving food
2. Storage
3. Thawing frozen food
4. Preparation
5. Cooking food
6. Cooling and freezing food
7. Reheating prepared food
8. Serving food and displaying food
9. Packaging and transporting food
10. Food vans, stalls, events and off-site catering



Purchasing and receiving food

Goal: Ensure that food is safe when you purchase and receive it.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Contamination of food with bacteria, chemicals or other things that should not be in food	<p>Only buy from reliable suppliers.</p> <p>Write or speak to your suppliers detailing the conditions you want the food to be delivered in.</p> <p>Maintain a current list of your food suppliers.</p>	<p>Inspect all food deliveries from your suppliers.</p> <p>Observe whether the driver and the truck are clean and check that the vehicle is not carrying animals or chemicals in the same area as the food.</p>	<p>Reject suppliers that don't provide food the way you want it.</p> <p>Reject deliveries if the inside of the delivery vehicle is dirty, has animals on board or is carrying chemicals with food.</p>
	<p>Make sure food is protected by proper packaging and/or containers.</p> <p>Transfer all deliveries into a suitable storage area as soon as possible.</p>	<p>Examine the packaging to see if it is damaged.</p> <p>Make sure that all products are properly labelled, including the product name and address of the manufacturer, a batch code or date code, an ingredient list and allergen and food intolerance information.</p> <p>All products should be within their 'best before' or 'use-by' dates.</p> <p>Look for any visible signs of insects, insect eggs or other items that should not be in or near food, such as dirt, glass and rubbish.</p>	<p>Reject products in damaged packaging.</p> <p>Reject pre-packaged foods that don't have the name and address of the supplier, a batch code or date code, and an ingredient list on the label.</p> <p>Reject packaged food if the supplier cannot provide accurate information about ingredients and allergens.</p> <p>Reject any product that is contaminated.</p>
	<p>Don't buy cracked or dirty eggs.</p>	<p>Check to see whether eggs are cracked or dirty.</p>	<p>Reject any cracked or dirty eggs received from suppliers.</p> <p>Do not use them.</p>



Purchasing and receiving food (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
<p>Growth of bacteria in food that spends too long in the temperature danger zone of 5°C to 60°C</p>	<p>Make sure cold food is kept at 5°C or colder.</p> <p>Make sure frozen foods are frozen hard.</p> <p>Make sure hot food is kept at 60°C or hotter.</p>	<p>Use a probe thermometer to regularly measure the temperature of food deliveries from each supplier of high-risk food.</p> <p>For new suppliers, check the temperature of deliveries more often until you are sure that the food is meeting temperature requirements.</p> <p>Check the temperature of each delivery for any supplier you feel is not consistently meeting temperature requirements.</p> <p>Tap frozen foods to test that they are frozen hard. Make sure an employee of your business is available to check when goods are delivered. If you have an arrangement with your suppliers for food to be delivered outside business hours, check the food before storing it.</p> <p>If you collect food from your supplier and transport it yourself, check that it is safe and kept at the right temperature during transport and storage.</p>	<p>If food is delivered in the temperature danger zone of 5°C to 60°C, ask the delivery person to show you evidence of the temperature of the food for the previous two hours.</p> <p>Reject high-risk foods that are delivered at the wrong temperature or where evidence of the temperature is not provided.</p> <p>Stop purchasing food from the supplier if it does not meet your requirements.</p> <p>Improve your transport and storage arrangements.</p>



Record

You must keep the following information about food that you purchase or receive.

To check	Record	How often
All my suppliers	Record 1: My food suppliers	It must be up to date. Ensure it includes current suppliers and also all your suppliers for the previous two years.

What are the risks?

Unsafe food may contaminate other foods and may result in the sale of unsafe food to your customers.

To protect your business, check all food received from your suppliers.

High-risk foods delivered at the wrong temperature can allow bacteria to multiply. This can reduce shelf life and cause food poisoning.

Damaged packaging may allow bacteria to contaminate food or may be a sign that insects, mice or rats have eaten or contaminated the food inside. Pests can carry disease and insects can lay eggs on food.

Food past its 'use-by' date can be unsafe.

Pre-packaged food received from suppliers must be labelled and the ingredients listed so that you can give your customers accurate information about the food you sell. A label will also help you identify food in case it is recalled. This includes information about the ingredients that are a known source of, or contain, allergens.

You must also be able to provide this information to customers about all other food, including food that is packaged on-site (and not required to be labelled) or which is supplied unpackaged (such as ready-to-eat food served to customers). For more information go to *Section 9 Packaging and transporting food* and *Support program section 1* on allergens.

Foods stored near chemicals can become unsafe and their flavour can be affected.

All food must be protected from contamination.

Tips

- ✓ Check food when you buy it. You need to know whether you are getting what you paid for.
- ✓ Satisfy yourself that suppliers know that they are required by law to comply with the national *Food Standards Code Part 1.2.1 Application of labelling and other Information requirements*, including the standard about mandatory warning and advisory statements and declarations. All pre-packaged food must be labelled according to the Code. For more information see www.foodstandards.gov.au.
- ✓ Food you receive should be in good condition, with enough time to sell or use it before the 'best before' or 'use-by' dates.
- ✓ To find out more about food allergens and intolerances and how you may help customers with questions see www.health.vic.gov.au/foodsafety.
- ✓ For tips on using a probe thermometer to take food temperatures see page 63.



Storage

Goal: Ensure that stored food remains safe.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Food poisoning bacteria can grow quickly in high-risk foods if they are not stored at the correct temperature	<p>Store cold food at or below 5°C.</p> <p>Store frozen food at or below -15°C.</p> <p>Make sure the freezer and refrigerator or cool room can keep food at the right temperatures. Check that thermometers are reading accurately.</p> <p>Keep high-risk foods (such as meat and seafood), and any raw egg products (such as chocolate mousse or mayonnaise), or raw eggs used to make such products under refrigeration when not in use.</p>	<p>Measure core temperatures of high-risk food stored in the refrigerator using a probe thermometer regularly (at least one check a day).</p> <p>If frozen food is warmer than -15°C, test whether it is frozen hard. If yes, then it is still ok to use (page 21).</p> <p>Check your completed food temperature records (Record 2) to ensure that safe food temperatures are maintained.</p> <p>If using remote temperature monitoring IT systems, refer to the Department of Health <i>Guide to remote monitoring of temperatures in food storage units</i> for advice on how to check and monitor the operation of your system. Access the guide at www.health.vic.gov.au/foodsafety.</p>	<p>If refrigeration units are not keeping food at or below 5°C, adjust the settings or contact a refrigerator specialist.</p> <p>If frozen food shows signs of thawing, either continue thawing and use it immediately, or discard it.</p> <p>Throw out high-risk foods if you suspect they have not been stored correctly.</p>
	<p>Make sure high-risk food is date-coded, including the date the product was opened/repacked.</p> <p>Follow the manufacturer's instructions for storing opened products.</p>	<p>Examine date codes regularly.</p>	<p>Throw out food once its 'use-by' date has passed.</p>



Storage (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
	<p>Mark food prepared on the premises with the date it is made.</p> <p>Rotate stock and use older stock first to make sure foods are not kept too long.</p>		
Food can be affected by non-food contaminants (chemicals, pests, other materials) or allergens	<p>After opening food, reseal the container or put food into clean, food grade containers. Label containers with the product, batch number, ingredients and date or keep the ingredient information on file. This will ensure you know the ingredients (for example, to identify any possible allergens).</p> <p>Store foods known to contain allergens in a way that prevents them from contaminating other foods.</p>	Regularly check that stored foods are not at risk of contamination.	<p>Dispose of any unlabelled food you cannot identify, or which you suspect has become contaminated.</p> <p>If non-allergenic food may be contaminated with an allergen, make sure that it is not used in the preparation of food that is intended to be allergen free.</p> <p>If food may include allergens, follow the instructions on pages 47 and 48 about making information available to customers and staff.</p>
	<p>Keep all storage areas clean and keep food off the floors so that you can clean them easily and regularly.</p> <p>If food is not packaged, ensure it is adequately protected from contaminants.</p>	Check storage areas.	Improve cleaning and layout of storage areas.



Storage (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
	<p>Protect food from pests.</p> <p>To keep pests out of storage areas, keep the walls, doors and windows of the building and any vehicles in good repair.</p>	<p>Regularly check premises and vehicles for signs of pests.</p> <p>Inspect bait stations and look for signs of pest activity, such as droppings, webs and feathers.</p>	<p>Repair premises and vehicles to prevent entry of pests.</p> <p>Lay baits where appropriate.</p> <p>Throw out food that shows signs of pest damage or which you suspect may be contaminated.</p>
	<p>Store food away from chemicals.</p> <p>Store utensils, equipment and tableware so that they remain clean and are protected from contamination.</p> <p>Dispose of tableware that is chipped, broken or cracked.</p>	<p>Regularly check that food, utensils, equipment and tableware are clean and stored away from chemicals.</p>	<p>Throw out food if you suspect it has been contaminated.</p> <p>Clean and sanitise any utensils, equipment or tableware if you think they have been contaminated.</p> <p>Replace damaged utensils and equipment.</p>
<p>Cold ready-to-eat food can be cross-contaminated with food poisoning bacteria</p>	<p>Store ready-to-eat food separately from raw food in a separate refrigerator or freezer.</p> <p>If this is not possible, store ready-to-eat food:</p> <ul style="list-style-type: none"> • above raw food • in a separate part of the refrigerator/ freezer • in covered containers. 	<p>Regularly check stored food to see that it is not at risk.</p> <p>Make sure that water and condensation from one food cannot drip onto other food.</p>	<p>Throw out ready-to-eat food if you suspect it has been contaminated.</p>



Record

To check	Record	How often
Temperature of foods in cold storage	Record 2: My temperature checks of food in cold or hot storage	Check and record the temperature at least once a day of a high-risk food that is kept in each freezer, refrigerator and cool room.

What are the risks?

- Check stored food to ensure that it is not left in dangerous conditions. For example: High-risk food held at room temperature, which is in the **temperature danger zone of 5°C to 60°C**, can promote the growth of food poisoning bacteria and cause illness when eaten.
- Some packaged foods will have a shorter shelf life after they are opened.
- Bacteria from raw or spoiled food can drip onto ready-to-eat food and cross-contaminate it.
- Food that is not properly wrapped or covered in storage can become contaminated by bacteria, foreign objects, dirt, chemicals or allergens.
- Food containing allergens may contaminate other food.

Tips

- ✓ Store food in accordance with the manufacturer's instructions.
- ✓ To find out more about storing foods containing allergens and how you may help customers with questions, see www.health.vic.gov.au/foodsafety.
- ✓ Don't crowd the storage area (including the cool room or freezer).
- ✓ If you are concerned about pests, consider hiring a professional pest control service.
- ✓ Store whole eggs in cool rooms or refrigerators wherever possible and make sure they are kept dry and clean.
- ✓ Don't overload freezers or refrigerators.
- ✓ Have refrigerators and cool rooms regularly checked and serviced by a qualified technician.
- ✓ During a power failure, keep all cool room and refrigerator doors closed. Check the temperatures of all food when the power is restored. Follow the advice on the department's website at www.health.vic.gov.au/foodsafety/bus/emergency_situations.



Thawing frozen food

Goal: Ensure that food is thoroughly defrosted before cooking, and that defrosting does not contaminate other food.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Growth of food poisoning bacteria	Make sure that frozen foods – especially poultry, seafood, large joints of meat or kebab spits – are thoroughly defrosted before cooking or follow the manufacturer's instructions.	Ensure that foods are fully defrosted by: <ul style="list-style-type: none"> • checking for ice in the food using a skewer or a probe thermometer • checking that poultry joints are flexible. 	Defrost for a longer period. Defrost smaller amounts, which will defrost more quickly.
	Do not refreeze defrosted or partially cooked food a second time. Use it immediately or date code and refrigerate it.	Regularly look at where and how food is being defrosted.	Defrost only the amount of food you plan to cook. Use any refrigerated defrosted food by the date code.
Defrosting raw meat and seafood can cross-contaminate cooked and ready-to-eat foods	Keep defrosting food from touching cooked and ready-to-eat foods and make sure raw meat or seafood juices do not drip onto other foods.	Regularly inspect to see whether defrosting food is kept separate from cooked and ready-to-eat foods.	Dispose of ready-to-eat foods that may be contaminated by defrosting food. Throw away thawed food if uncovered or in damaged packaging. Clean and disinfect contaminated areas.



What are the risks?

Food poisoning bacteria can grow in food that is not defrosted properly. If food is still frozen or partially frozen, it will take longer to cook. The outside of the food could be cooked, but the centre might not be, which means it could contain food poisoning bacteria.

The safest place to thaw frozen food is in the refrigerator or cool room. This takes longer than at room temperature so you have to plan ahead. Some food can take as long as two days to thaw completely.

To prevent cross-contamination when defrosting, keep meat, poultry and seafood separate from other food and in suitable containers. Make sure juices from thawing food do not drip onto or contact other food as this can cause cross-contamination.

Tips

- ✓ Food must be thoroughly defrosted before cooking, unless the manufacturer's instructions tell you to cook it from frozen (for example, ready-to-eat foods, such as frozen meals or individual quick-frozen foods).
- ✓ Whatever method you use to defrost food, try to use the food as soon as it is defrosted.
- ✓ If you defrost a lot of foods in your business, consider setting aside refrigerator space specifically for defrosting or using a special defrosting cabinet.
- ✓ If food is thawed using cold running water, it should be placed in a clean container that does not retain water (such as a colander), and the water should be of drinkable quality. (This method is not recommended as it uses a lot of water.)
- ✓ Food can be defrosted quickly in the microwave oven using the 'defrost' setting. Foods defrosted in this way should be cooked immediately, as the temperature of the outside of the food is usually different to the temperature of the inside of the food. This allows food poisoning bacteria to grow rapidly. Throw away any high-risk food thawed in a microwave and left to stand for more than two hours.
- ✓ When it's not possible to defrost food in the refrigerator or chiller, defrost it on a bench. Make sure the food does not stay in the **temperature danger zone of 5°C to 60°C** for more than a total of four hours before it is eaten. Place food in a covered dish or container to make sure it does not get contaminated and does not contaminate other foods.

Preparation

Goal: Ensure food does not become contaminated during preparation

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Growth of food poisoning bacteria in food	Make sure that the time high-risk food spends in the temperature danger zone of 5°C to 60°C is as short as possible – up to a cumulative total of four hours.	Regularly look at how food is being prepared. Measure the amount of time that preparation processes take.	Only take from the refrigerator the amount of food you can prepare within a safe time period. Return food to the refrigerator if there are delays.
Cross-contamination of ready-to-eat food with food poisoning bacteria from hands, utensils, cloths, surfaces, foods (for example, high-risk foods such as meat, seafood, poultry or eggs, or raw vegetables) or other items. Cross-contamination of non-allergenic foods with allergens from other foods, cooking equipment and surfaces that have been in contact with allergens.	Wash hands before handling ready-to-eat food, equipment and utensils and use gloves correctly where appropriate. Handle food as little as possible. Use tongs or other utensils where appropriate. Check with your council environmental health officer if you need advice about using gloves properly.	Regularly look at how food is being prepared.	Dispose of food if you are not confident that it has been safely handled. If non-allergenic food may be contaminated with an allergen, make sure that it is not used in the preparation of food that is intended to be allergen free. If food may include allergens, follow the instructions on pages 47 and 48 about making information available to customers and staff.
	Use clean, sanitised equipment and utensils. Clean and sanitise cleaning cloths regularly and replace them when they are no longer suitable for use. Throw away single-use items (for example, disposable food containers or gloves) after using them.	Inspect equipment, utensils and cloths regularly to make sure they are clean. Check single use items are not re-used.	Replace with clean equipment, utensils and cloths. Review cleaning schedules and practices. Repair or replace equipment that cannot be properly cleaned. Train staff.



Preparation (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
	<p>If possible, use clearly defined chopping boards and benches for raw and ready-to-eat foods.</p> <p>If benches, chopping boards and other equipment are used for raw and ready to eat foods, you must separate raw foods and ready-to-eat-foods by preparing them at different times.</p> <p>Wash and sanitise all equipment and benches between uses.</p>	<p>Inspect any benches and chopping boards intended to be used solely for ready-to-eat foods and ensure they are only used for that purpose.</p> <p>Wash and sanitise all equipment and surfaces.</p>	<p>Review cleaning schedules and practices.</p>
<p>Cross-contamination of ready-to-eat fruit and vegetables with food poisoning bacteria found in soil (from manure or bad quality water)</p>	<p>When preparing fruit, vegetable and salad ingredients:</p> <ul style="list-style-type: none"> • peel, trim or remove the outer parts, as appropriate • wash them thoroughly in clean drinking water (ideally in a separate sink used only for food preparation. If this is not possible, thoroughly clean the equipment used afterwards) • clean and sanitise chopping boards and work surfaces before preparing other foods. 	<p>Inspect the food to see that it is free of dirt.</p>	<p>Wash thoroughly or throw out.</p>
<p>Eggs can contain salmonella bacteria which causes food poisoning. Bacteria on the outside of the shell can enter the egg through cracks that are sometimes too fine to see. Once inside the egg, bacteria can grow, increasing the risk of illness</p>	<p>Handle and store eggs and raw egg products safely.</p> <p>Do not top up raw egg products from different batches.</p> <p>Once eggs are broken, use them immediately wherever possible.</p>	<p>Check that only clean, uncracked eggs are being used.</p> <p>Ensure staff know not to top up batches of raw eggs.</p>	<p>Throw out raw egg mixtures and raw egg products if you suspect they have been in the temperature danger zone of 5°C and 60°C for more than four hours.</p>



Preparation (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Spreading Salmonella bacteria from raw egg to ready-to-eat foods through handling or the use of contaminated kitchen implements (such as blenders)	Do not wash eggs – the shell becomes more porous when wet, making it easier for bacteria to get into the egg. If you are using your own eggs and they need to be cleaned refer to www.depi.vic.gov.au/agriculture-and-food/livestock/poultry-and-eggs/poultry-legislation-regulations-and-standards/food-safety-for-egg-producers/producing-safe-eggs-at-home	Ensure staff know how to handle raw egg products safely, including not topping up batches of raw egg product.	Throw out raw egg products if you suspect they have come from batches that have been mistakenly topped up. If you cannot prepare raw egg products safely then consider alternatives, such as pasteurised egg products.

What are the risks?

Raw food contains bacteria, so it's important to follow hygienic practices to prevent food poisoning and keep food safe.

Preparation brings food out of safe storage and exposes it to food safety risks:

- If food is left too long out of refrigeration, bacteria can quickly multiply and cause food poisoning.
- Bacteria can be transferred to food from unwashed hands and clothing. This can contaminate it, even when using gloves.
- Bacteria can be transferred to food from equipment and utensils and contaminate it.
- Bacteria on raw food, including food used for garnishes, can contaminate cooked or ready-to-eat food.
- Foreign objects, such as dust or pest droppings, can come into contact with uncovered food and contaminate it.
- Allergens can spread from one type of food to another from surfaces, hands and equipment.

2 hour/4 hour rule

The 2 hour/4 hour rule uses time and temperature control to keep food safe during preparation. If you use this rule in your business, refer to page 68 for more details.

Tips

- ✓ Wash ready-to-eat fruit and vegetables on the day you intend to use them.
- ✓ Make raw egg products daily in small batches rather than in large containers.
- ✓ When breaking eggs, minimise contact between the shell and the contents of the egg.
- ✓ To find out more about allergens and food intolerances and how you may help customers with questions, see www.health.vic.gov.au/foodsafety.



Cooking food

Goal: Ensure that food is properly cooked.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Food poisoning bacteria can survive and cause illness if food is not properly cooked	<p>Cooking food thoroughly will kill most food poisoning bacteria. To do this you must ensure that the core temperature reaches 75°C or hotter.</p>	<p>Use a probe thermometer to measure the temperature of the thickest part or centre of the food.</p> <p>Check your completed food temperature records (Record 3) to ensure that safe cooking temperatures are maintained.</p>	<p>Cook the food for longer.</p> <p>Increase the temperature of the cooking equipment.</p>
	<p>Use cooking time and cooking equipment temperatures to ensure that food reaches 75°C or hotter and is cooked to the manufacturer's instructions.</p> <p>To ensure it is completely cooked, grill or fry meat (including chicken) that has been cooked on a kebab/spit on a hot plate before serving it to the customer. This is to make sure it is fully cooked and safe to eat.</p>	<p>Regularly measure the temperature of the thickest part of the food using a probe thermometer. Look at how it is being cooked:</p> <ul style="list-style-type: none"> • Liquids should bubble rapidly when stirred. • Ensure the largest piece of meat in stews and curries is cooked through. • Combination dishes (for example, Shepherd's pie) should be steaming in the centre. • Processed meat products (for example, sausages and burgers) should be hot through with no pink or red in the centre. • Poultry should be fully cooked through to the thickest part of the leg. <p>Monitor the serving of food.</p>	<p>Review your cooking method. Increase the time or temperature, use different equipment or reduce portion sizes.</p> <p>Repair or replace equipment.</p>

Cooking food (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
<p>Food poisoning bacteria can survive and cause illness if food is not properly cooked</p>	<p>Some foods can be cooked to customer preference (for example, rare or medium-rare steaks or fish). In such cases the internal temperature does not have to reach 75°C.</p>	<p>Monitor how food is cooked:</p> <ul style="list-style-type: none"> • All outside surfaces of whole fish, whole joints of meat or steaks should be fully cooked (for example, by sealing in a pan). • The colour and texture of fish should change at the centre or near the bone during cooking. • Shellfish such as prawns and crabs should change colour and texture during cooking. • The shells of shellfish (for example, mussels and clams) should open and the flesh inside should have shrunk during cooking. <p>If any high risk food is not thoroughly cooked it is very important to ensure that the time it remains in the temperature danger zone of 5°C to 60°C is as short as possible. Serve these foods as quickly as possible. Refer to <i>Support program 8 Time control</i>.</p>	<p>Cook the food for longer.</p> <p>Review your cooking method.</p>



Cooking food (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Food poisoning bacteria can survive on meat cooked on a spit and cause illness if food is not properly cooked	<p>All meat on a spit needs to be thoroughly cooked once cooking has started.</p> <p>Do not leave it out overnight.</p> <p>Left-over cooked meat must be stored safely.</p>	<p>Use a probe thermometer to measure the temperature of the thickest part or centre of the food.</p> <p>Check your completed food temperature records (Record 3) to ensure that safe cooking temperatures are maintained.</p> <p>Follow <i>Practices 6 Cooling and freezing food</i> to keep the food safe.</p>	<p>If food does not reach 75°C on the spit then either:</p> <ul style="list-style-type: none"> complete the cooking on a hotplate or pan, or discard the meat. <p>Partially cooked meat must not be stored for later use.</p>
Some dried pulses (such as red kidney beans) contain natural toxins that could make people ill unless they are destroyed by soaking and cooking	Follow the instructions on packaging for soaking and cooking.	Monitor how the food is prepared.	Ensure the instructions are followed. If there are no instructions with the product, check in a reliable recipe book.

Records

To check	Record	How often
To check that cooking temperature reaches 75°C or above	Record 3: My cooking temperature checks	At least once a month

What are the risks?

Raw or under-cooked foods are the main source of bacteria in the kitchen. Food poisoning bacteria multiply rapidly when they are in the **temperature danger zone of 5°C and 60°C**, if food is not thoroughly cooked or when cooked foods come into contact with raw food.

Boiling soups, sauces, gravies and casseroles can reduce bacteria. However, some bacteria can survive this and must be handled with care. If food is not handled safely before cooking, it may still be unsafe to eat even after cooking.

Allergens can contaminate non-allergenic food via equipment, surfaces and hands.

2 hour/4 hour rule

The 2 hour/4 hour rule, which uses time and temperature control to keep food safe, is an important way to keep food safe during cooking. If you use this rule in your business, refer to page 68 for more details.

Tips

- ✓ Create recipe cards for staff with clear instructions on cooking times and temperatures and adjust if necessary.
- ✓ Preheat cooking equipment before use; otherwise food will take longer to cook and cooking times in recipes or the manufacturer's instructions may not be long enough to kill bacteria.
- ✓ To check a pork joint or rolled meat joint, insert a skewer into the centre until juices run out. The juices should not have any pink or red in them. Turn meat and poultry during cooking as this helps it to cook more evenly. Check the core temperature of foods with a probe thermometer.
- ✓ Avoid cold spots in liquid dishes by stirring frequently.
- ✓ Before cooking mussels and clams, throw away any with open or damaged shells.
- ✓ For more information on allergens and food intolerances see www.health.vic.gov.au/foodsafety.



Cooling and freezing food

Goal: Ensure cooked food is safely cooled or frozen.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Growth of food poisoning bacteria	<p>Reduce the temperature of cooked food to below 5°C as quickly as possible after cooking.</p> <p>Within two hours, place cooked food in cold storage.</p> <p>(A longer initial cooling time may be required for large whole meat joints – more than 2.5kg – to ensure that they do not increase the temperature of the cold storage unit when refrigerated).</p> <p>Cool high-risk food from 60°C to 21°C within two hours. Once food has cooled to 21°C, put it in the refrigerator or freezer and cool to 5°C or colder within the next four hours.</p> <p>When food stops giving off steam it can be placed in cold storage.</p>	<p>Use a clean and sanitised probe thermometer to check the temperature at the centre of food.</p> <p>Use it every hour or so to measure the drop in temperature over time.</p>	<p>If food is above 21°C after two hours place on top of an ice tray.</p> <p>Where possible, reduce the volume of the food to assist with faster cooling. Monitor the temperature drop and ensure safe handling.</p> <p>Throw away high-risk food if the cooling time from 60°C to 21°C exceeds two hours, or exceeds four hours to 5°C.</p> <p>Improve cooling procedures and facilities.</p>
Cross-contamination of cooked food with food poisoning bacteria from raw food or other non-food contaminants or allergenic materials	<p>Cool food in clean food grade containers in an area away from raw food or other sources of contamination.</p> <p>Place food over an ice tray to cool and protect from contamination.</p> <p>Food handlers must follow good standards of personal hygiene in order to avoid contamination – especially if food has to be handled while still warm.</p>	<p>Check that cooling food is not at risk of contamination.</p>	<p>Throw out any cooled food if you suspect it has been contaminated.</p> <p>If non-allergenic food may be contaminated with an allergen, make sure that it is not used in the preparation of food that is intended to be allergen free.</p> <p>If food may include allergens, follow the instructions on pages 47 and 48 about making information available to customers and staff.</p>



What are the risks?

Cooling hot food too slowly can allow bacteria to multiply and cause food poisoning. To avoid this, high-risk food must be cooled from 60°C to 21°C within two hours and then cooled to 5°C or colder within the next four hours.

2 hour/4 hour rule

The 2 hour/4 hour rule, which uses time and temperature control to keep food safe, is an important way to keep food safe during cooking. If you use this rule in your business, refer to page 68 for more details.

Tips

- ✓ Remove cooked food from the heat source and allow it to stand until the temperature drops to approximately 60°C.
- ✓ Spread food out to cool it faster or divide it into smaller batches in shallow containers (less than 10cm deep).
- ✓ If you have access to a blast chiller, use it to chill hot foods quickly and safely.
- ✓ Stir hot liquid while it is being chilled.
- ✓ Place containers of hot food in cold water or an ice bath to cool the contents more quickly. Move hot food to a cooler area where it will cool more quickly.
- ✓ Do not put hot food straight from the oven or stove into the refrigerator, cool room or freezer because it can raise the temperature of other food and allow bacteria to grow.
- ✓ Label food that has been cooled and placed in covered containers, including the type of food and the time and date, before placing it in the refrigerator, cool room or freezer.
- ✓ To find out more about storing food containing allergens and how you may help customers with questions, see www.health.vic.gov.au/foodsafety.



Reheating prepared food

Goal: Ensure food is reheated quickly and thoroughly.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Food poisoning bacteria can survive if food is not properly reheated	<p>Reheat food thoroughly to kill food poisoning bacteria.</p> <p>Always reheat food until it is hot (75°C or hotter) all the way through.</p> <p>Use cooking time and cooking equipment temperatures to achieve this.</p> <p>Do not use bain-maries to reheat food.</p> <p>Reheat according to the manufacturer's instructions.</p> <p>Only reheat food once and discard any left overs.</p>	<p>Use a probe thermometer to regularly measure the temperature of the thickest part of the food.</p> <p>Check that:</p> <ul style="list-style-type: none"> reheated food is hot (steaming) all the way through liquids bubble rapidly when stirred. 	<p>Increase the reheating time or temperature.</p> <p>Reduce the portion size of food being reheated.</p> <p>Review your reheating method.</p> <p>Adjust recipe cards or equipment settings if necessary.</p> <p>Repair or replace equipment.</p>
Cross-contamination of food through poor personal hygiene or from raw food to reheated food, or allergenic to non-allergenic foods	<p>Follow the instructions in the Preparation section (pages 23–25) to limit risks of contamination.</p> <p>Protect food from cross-contamination by using clean utensils and equipment during any handling.</p>	<p>Regularly look at how food is being reheated.</p>	<p>Throw away food if you suspect it has been contaminated.</p> <p>If non-allergenic food may be contaminated with an allergen, make sure that it is not used in the preparation of food that is intended to be allergen free.</p> <p>If food may include allergens, follow the instructions on pages 47 and 48 about making information available to customers and staff.</p>



What are the risks?

Reheating food safely means cooking it again, not just warming it up. Bacteria can survive in cooked reheated food if it is not heated to at least 75°C in the centre. Some bacteria can even survive cooking.

Bacteria introduced after cooking may multiply if reheating is inadequate, making the food unsafe. Bacteria can be transferred to food from unwashed equipment, utensils and hands.

Tips

- ✓ Where possible, stir or mix food to make sure there are no cold spots and the food is evenly reheated.
- ✓ Preheat equipment such as ovens and grills before use. If food takes longer to reheat than the recommended reheating times in recipes or the manufacturer's instructions it may not be long enough to kill bacteria.
- ✓ If you are reheating food in a microwave, follow the manufacturer's instructions, including advice on standing and stirring. Manufacturers have tested their instructions to make sure that foods will be properly reheated. When food is microwaved, it can be very hot at the edges and still be cold in the centre. Regular stirring helps to prevent this.
- ✓ To find out more about reheating food containing allergens and how you may help customers with questions, see <www.health.vic.gov.au/foodsafety>.



Serving food and displaying food

Goal: Ensure food is displayed and served in a manner that keeps it safe.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Food poisoning bacteria can grow over time if hot holding units break down, are not turned on or are not set to the correct temperature	<p>Serve reheated food as quickly as possible – or maintain it at 60°C or hotter.</p> <p>Check that hot holding equipment is hot before use and use a temperature setting that will keep the food at 60°C or hotter.</p>	<p>Measure the temperature regularly (at least once a day).</p> <p>Check your completed food temperature records (Record 2) to ensure that safe food temperatures are maintained.</p>	<p>If food sits at less than 60°C for less than two hours:</p> <ul style="list-style-type: none"> reheat it to 75°C or hotter, serve immediately and discard any leftovers, or reheat it to 75°C or hotter, maintain at 60°C or above during service and discard any leftovers, or cool it to 5°C or colder and refrigerate it. Remember you should only reheat food once. <p>If the temperature of the food is less than 60°C for more than four hours, discard it.</p> <p>Adjust equipment if necessary and discuss with your staff.</p>
Growth of food poisoning bacteria in ready-to-eat food if cold holding units break down, are not turned on or are not at the correct temperature	Display cold food at 5°C or below.	<p>Measure the temperature of food in display units by measuring its core or surface temperatures.</p> <p>Check your completed food temperature records (Record 2) to ensure that safe food temperatures are maintained.</p>	<p>If the temperature of food is greater than 5°C for:</p> <ul style="list-style-type: none"> less than two hours, use the food immediately or return to refrigerated storage more than two hours and less than four hours, use the food immediately more than four hours, discard the food. <p>Adjust equipment if necessary and discuss with your staff.</p>

Serving food and displaying food (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Contamination of self-service food by staff or customers	Use separate display units or physical barriers between raw and cooked or ready-to-eat foods.	Check that food display units are being used correctly.	Ensure staff know how to keep raw and cooked or ready-to-eat foods separate.
	Make sure that staff and customers use a different serving tool or utensil for each food item or dish.	Check that utensils are being used correctly.	Ensure utensils are used correctly.
	Make sure the display unit, utensils and cloths are clean and sanitised before use.	Inspect equipment, utensils and cloths regularly to make sure they are clean and sanitised.	Replace used or dirty equipment with clean equipment, utensils and cloths.
	Replace soiled cloths and serving utensils with clean ones regularly during service.		Repair or replace equipment that cannot be properly cleaned.
	Do not re-use single-use items after use, including straws, paper towels, cups and plates.	Check that single-use items are thrown out after use.	Throw out food if you are not confident that it is safe.
	Make sure food is protected and/or covered where appropriate (for example, sneeze guards or covers).	Check that food is being protected.	Remove food that may have been contaminated immediately and discard.
	If food is packaged, make sure the packaging is not damaged or broken.	Check packaging.	
	Use clean, dry labels on food and garnishes.	Check labels and garnishes.	
	Have trained staff supervise food areas so they can act immediately if food is contaminated.	Check staff are monitoring the self-service food closely.	



Serving food and displaying food (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Cross contamination of food with food poisoning bacteria	<p>Never reuse self-serve, high-risk food that is either cooked or ready-to-eat.</p> <p>Replace food displays with completely fresh batches of food.</p> <p>Never mix old food with fresh batches of food (for example, sandwich ingredients, salads, pizza toppings or foods containing uncooked egg).</p>	<p>Check that left over self-serve food is not reused.</p> <p>Check that batches of food are not mixed.</p>	<p>Throw out unused self-serve food. Ensure staff know not to re-use it.</p> <p>Ensure staff know not to mix batches of food. Throw food out if you suspect it may be unsafe.</p>
Food is contaminated by allergens, and a person who is allergic becomes sick	<p>Ensure that unpackaged and ready-to-eat foods containing known allergens are stored, processed and displayed separate from other foods.</p> <p>Use separate utensils.</p> <p>Train staff so they know how to handle and serve food in a way that prevents foods becoming contaminated with allergens.</p> <p>Ensure accurate information about ingredients is available for customers with allergies or food intolerances.</p>	<p>Check that staff are handling food correctly.</p> <p>Check that displays and serving of food prevent cross-contamination of foods with allergens by staff or customers.</p> <p>Check that self-serve areas are actively supervised.</p> <p>Check that allergen information is either displayed with food, or that staff can answer customer queries about ingredients.</p>	<p>Train staff.</p> <p>If non-allergenic food may be contaminated with an allergen, make sure that it is not used in the preparation of food that is intended to be allergen free.</p> <p>If ready to eat food served at the premises may include allergens, make sure that information about the allergens is displayed with the food or is available on request.</p>

Records

To check	Record	How often
Temperature of food kept in hot display	Record 2: My temperature checks of food in cold and hot storage	Check and record the temperature at least once a day of one high-risk food in each hot holding unit (such as a bain-marie).
If food is on display or available for customers to serve themselves, <i>and</i> the food is out of temperature control.	Record 4: How I use the 2 hour/4 hour rule for high-risk food	Write down your usual practice and make sure you and your staff understand the rule

What are the risks?

The display and self-service of food can be a high-risk practice since untrained people may have access to the food. Food can become contaminated in a number of ways:

- Food poisoning bacteria can multiply if food spends too long in the **temperature danger zone of 5°C to 60°C**.
- The mixing of new and old batches of food can spread food poisoning bacteria.
- Foreign objects that fall into, or come into contact with, uncovered food may contaminate the food.
- Poor food handling can contaminate food.
- Customers may contaminate food.
- Cross-contamination can occur if raw and ready-to-eat foods are stored in the same area.
- Cross-contamination can occur if utensils, surfaces or equipment come into contact with both allergenic and non-allergenic foods.
- If hot food is not fully cooked before being placed in hot holding units, food poisoning bacteria will increase in large numbers and may cause food poisoning.
- If hot food is held at lower than 60°C, bacteria can multiply and cause food poisoning. Bain-maries or hot holding units are designed to keep hot food hot, but must not be used for reheating food as they cannot reach 75°C within one hour. If a bain-marie tray is overloaded, the temperature of the food may not be maintained at 60°C or hotter.
- If high-risk cold food is stored near lights on the cold display unit it may become too warm, which may cause food poisoning bacteria to multiply.

Tips

Displaying and serving food

- ✓ Inform suppliers that they are required by law to comply with the *Food Standards Code* – labelling and other information requirements, including *Mandatory warning and advisory statements and declarations*. All packaged food must be labelled according to the Code. For more information, check <www.foodstandards.gov.au>.
- ✓ For more information about allergens, visit <www.health.vic.gov.au/foodsafety>.

Hot holding of prepared food

- ✓ Do not overload bain-maries.
- ✓ Review the amount of food held in bain-maries or call a technician if they cannot maintain food at 60°C or hotter.

Display and serving of cold food

- ✓ Pre-cool the display unit to 5°C or cooler before use.
- ✓ Don't prepare food too far ahead of when it will be served.
- ✓ If using remote temperature monitoring IT systems, refer to the Department of Health *Guide to remote monitoring of temperatures in food storage units* for advice on how to check and monitor the operation of this system. See <www.health.vic.gov.au/foodsafety>.



Packaging and transporting food

Goal: Ensure food is packaged and transported in a way that:

- protects it from the likelihood of contamination
- keeps it at a temperature to maintain safety and suitability
- provides customers with accurate information about the food.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Contamination of food from inappropriate or damaged containers or packaging	Store and package food in food-grade containers or packaging that is suitable for the food and for any processes that follow (for example, refrigeration, freezing or microwaving). Follow the manufacturer's instructions for use.	Regularly check that containers and packaging are intact and undamaged. Check that label and product information is accurate.	Throw out food that has been contaminated. Repackage foods appropriately.
Cross-contamination of food with food poisoning bacteria or foreign matter or allergens in the packaging area or by equipment	Use clean food grade containers and equipment. Clean and sanitise the food packaging area and machinery before starting work and make sure it is free from things that could contaminate food such as dirt, dust, insects, glass, metal and plastic. Maintain food packaging machinery with food-grade lubricants and make sure these products do not contaminate food.	Inspect the quality and function of packaging areas, vehicles and equipment. Inspect premises and vehicles to see whether different foods are stored separately and in food-grade containers.	Throw out any food that may be unsafe. Improve vehicles, containers, packaging, equipment and procedures. If non-allergenic food may be contaminated with an allergen, make sure that it is not used in the preparation of food that is intended to be allergen-free. If food may include allergens, follow the instructions on pages 47 and 48 about making information available to staff and customers.
Not meeting requirements in the national <i>Food Standards Code</i> to include important information for customers on labels or when you display food, or to make information available on request. Failure can cause harm to some customers and may mislead others.	The Code applies in different ways, depending on how food is handled and sold on site. Correctly label any pre-packaged food that under the <i>Food Standards Code</i> that must bear a label and meet requirements. For example, any – <ul style="list-style-type: none"> • pre-packaged food you sell that you received in that package from another food business, or 	Check that practices and labels meet the requirements that apply to your business. Review regularly, especially for new foods.	Change practices and labels so that they comply with the <i>Food Standards Code</i> .



Packaging and transporting food (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
	<ul style="list-style-type: none"> • food which you made and packaged at another site. <p>For other food, make sure the required information is available as set out in the Code.</p> <p>For more information, go to the 'Food labelling and information requirements' section on pages 49–51.</p>		
Contamination of food with food poisoning bacteria or non-food contaminants or allergens during transport	<p>Load vehicles so that different foods remain separate and cannot be mixed.</p> <p>Minimise the time food is in transit.</p> <p>Only transport food in vehicles that are designed for food transport.</p> <p>Only prepare food in vehicles set up for food preparation.</p> <p>Ensure vehicles used for transport, preparation or sale of food are cleaned regularly (this should be included in your cleaning arrangements).</p> <p>Cover all food with food grade covers. (If you use tea towels, make sure they are only used to cover food – not for cleaning – as this can contaminate the food.)</p> <p>Keep cooked or ready-to-eat food separate from raw food.</p>	<p>Check vehicles and containers.</p> <p>Check travel times.</p>	<p>Dispose of any food that you suspect has become contaminated.</p> <p>If non-allergenic food may be contaminated with an allergen, make sure that it is not used in the preparation of food that is intended to be allergen-free.</p> <p>If food may include allergens, follow the instructions on pages 47 and 48 about making information available to staff and customers.</p>



Packaging and transporting food (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Growth of food poisoning bacteria from food being transported in the temperature danger zone of 5°C to 60°C	<p>Use vehicles and equipment capable of maintaining food within required temperatures.</p> <p>Ensure staff are skilled in transporting food appropriately and safely.</p> <p>Minimise the time food is in transit.</p> <p>If the food transport vehicle does not have a refrigeration system, use insulated boxes to maintain food that requires temperature control at safe temperatures. Don't pack this food into the vehicle until it is time to deliver it. Ensure that the food is delivered as quickly as possible.</p>	<p>Measure the temperature and quality of food at dispatch and delivery.</p> <p>Inspect the quality and function of vehicles and equipment.</p>	<p>Throw out any food that has spent too long in the temperature danger zone of 5°C to 60°C.</p> <p>Improve vehicles, equipment and procedures.</p>

What are the risks?

Sound and reliable packaging is important because:

- Damaged or faulty packaging can let pests into food.
- Some foods react adversely with, and can be contaminated by, certain types of packaging material.
- Transportation exposes food to handling and time away from controlled storage. Risks include:
 - Packaging may be damaged during transportation allowing food to become contaminated.
 - Transporting high-risk food from a supplier to your premises or to another site without proper temperature control can allow bacteria to multiply during transit.
 - The business or customer may not accept high-risk food unless you can demonstrate the time food has been in the **temperature danger zone of 5°C to 60°C**.
 - Food poisoning bacteria can be transferred from raw food to cooked or ready-to-eat food if transported incorrectly.

Tips

Packaging

- ✓ Store packaging materials, in their original containers if possible, in an area set aside for the purpose away from chemicals, allergens and other possible contaminants.

Transportation

- ✓ If using remote IT monitoring equipment refer to the Department of Health *Guide to remote monitoring of temperatures in food storage units* for advice on how to check and monitor the operation of this system. Access the guide at www.health.vic.gov.au/foodsafety.

Food vans, stalls, events and off-site catering

Goal: Ensure that food provided at these activities is safe.

This section applies if you prepare, serve or sell unpackaged high-risk food as a class 2 premises:

- at festivals, street festivals, markets or food exhibitions
- from a portable stall, tent or marquee
- from a van
- as off-site catering.

It applies whether you:

- prepare **all** of the food at these sites, or
- part prepare food at a premises such as a café, and reheat and serve that food at a stall, tent, marquee or van; or
- are a caterer who part prepares food at your main kitchen and serves it off-site at a variety of functions.

You must:

- comply with the advice in the previous sections of this document about how food is handled at the van, stall, event or catering activity, and also beforehand. Use Records 1, 2, 3, 4 and 5 if they are relevant to your operations. If Records 2, 3 or 4 apply to your van, stall, event or catering, they will need to be completed when this activity is being conducted
- use this section as it contains extra information to ensure food is safe.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Growth of food poisoning bacteria from food being in the temperature danger zone of 5°C to 60°C while in transit and/or at the event or function	<p>Use vehicles and equipment capable of maintaining food within the required temperatures.</p> <p>Minimise the time food is in transit.</p> <p>Organise a backup power supply in the event that power supply is interrupted.</p> <p>Make sure equipment is maintained.</p>	<p>Measure the temperature and quality of food at dispatch and delivery to the venue.</p> <p>Inspect the quality and function of vehicles and equipment.</p> <p>Inspect equipment beforehand and ensure availability of any backup equipment.</p>	<p>Throw out any food that may have been contaminated or if safe temperatures have not been maintained.</p> <p>Improve vehicles, equipment and procedures.</p> <p>Repair or replace equipment that breaks down.</p>
Cross-contamination of food with food poisoning bacteria	<p>When transporting food, keep raw foods in separate sealed containers and keep cold where necessary.</p> <p>Use clean food grade containers and equipment.</p>	<p>Inspect transport vehicles to see that foods are separated and in labelled food grade containers.</p>	<p>Throw out any food that may have been contaminated.</p>



Food vans, stalls, events and off-site catering (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
	<p>Ensure that all food is securely and appropriately stored, is protected from pests and contamination and, where possible, cannot be tampered with.</p> <p>Set up your stall, van or catering so that your food products and operations are protected from contamination by guests, the public, the environment, dust, rain, pests, clothing and other non-food items.</p> <p>Ensure cleaning agents and equipment are available at wash stations, all work surfaces and utensils are cleaned and sanitised and products and workflow move in one direction – from raw to cooked to serving area.</p>	<p>Check that all food arrives intact and that no spillages, breakages or contamination have occurred in the transport vehicles or packages.</p> <p>Check that all equipment is clean and working properly.</p> <p>Check that the set up prevents cross-contamination.</p> <p>Check that rubbish and waste is removed from the site at regular intervals.</p>	<p>Clean and improve vehicles, equipment and procedures.</p>
<p>Growth of food poisoning bacteria when food is not cooled appropriately</p>	<p>When you transport food to the venue, cool it as much as possible beforehand.</p> <p>If you prepare all food at the venue, or if you are catering at a large event, make sure food is cooled quickly and safely and not left in the temperature danger zone of 5°C to 60°C beyond the safe period.</p>	<p>Inspect food to see whether it has been thoroughly cooled before being transported.</p> <p>Inspect food prepared earlier to see whether it has been thoroughly cooled.</p> <p>Make sure cooled food is stored appropriately and made ready for later final preparation and serving.</p>	<p>Throw out any food that may have not been cooled appropriately.</p>
<p>Growth of bacteria in dirty water</p>	<p>Ensure an adequate and reliable supply of drinking water is available at the stall for hand washing and that a separate supply is available for equipment washing.</p> <p>If safe drinking water is not available, use quality bottled water or an alternative safe potable water supply.</p>	<p>Ask your local council about the quality and volume of the water supply at the location.</p> <p>Inspect alternative water supplies to ensure they will be of guaranteed quality.</p>	<p>Use bottled water or water of guaranteed quality.</p>

What are the risks?

When you are catering or selling in an open environment, the temperature and the weather can be unpredictable and sources of contamination numerous.

Waste can attract pests and increase the risk of food contamination.

Food can be contaminated by pests if storage facilities are not provided or are inadequate.

If using remote monitoring equipment refer to the Department of Health *Guide to remote monitoring of temperatures in food storage units* for advice on how to check and monitor the operation of this system. Access the guide at www.health.vic.gov.au/foodsafety.

Tips

Planning before the activity

These steps will ensure you meet the general obligations described in this food safety program template.

- ✓ Research the venue:
 - Ask the event organiser, market coordinator or catering client for details about what space or areas will be available to you to set up your stall, marquee or van and what services and storage facilities are available, including cold frozen storage.
 - Find out how many people or guests are expected.
 - Decide what food you will serve or sell.
- ✓ If you plan to serve or sell any pre-packaged food, label the packaging according to the *Food Standards Code* before the event. In this way you will be able to provide customers or guests with accurate information about the food, especially regarding food allergens. Prepare any food labels you will need for food that will be on display.
- ✓ If operating at an outdoor venue that is open to the public, contact the environmental health officer at the council where the event will be held. Ask about their past experiences of the event or venue, or ask other event participants about their experiences at the venue.
- ✓ Make plans for access to electricity, safe drinkable (potable) water, waste disposal, wastewater drainage, toilet facilities, hand washing, rubbish and waste removal and other facilities at the venue.
- ✓ Work out what access you will have to food storage facilities at the venue and how you will manage the security of these storage units on the day.
- ✓ Work out what additional food preparation you need to do beforehand (beyond your normal business preparation requirements) and how you will safely prepare food at the venue.
- ✓ If any food to be used will be purchased from new suppliers, check that they are registered as food businesses with their local councils.
- ✓ Work out how you will set up hand washing and equipment washing areas with a hot water supply.
- ✓ Organise a kit that contains a temperature probe, cleaning agents and other necessary equipment. Hire anything you don't have. The goal is to ensure food will be stored, prepared, cooked and displayed at the venue in line with your food safety program.
- ✓ Check that you have additional copies of record sheets from this food safety program template to complete at the venue. Check that your staff know what records are required, how to fill them in and how to check temperatures.



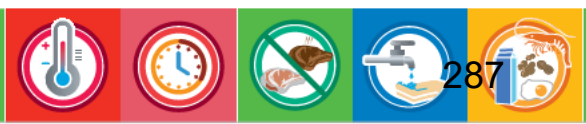
- ✓ Inform staff about the instructions in your food safety program for keeping food safe when preparing food for the event.
- ✓ Inform staff about their primary contact if they need assistance on a food safety question at the venue – for example, the food safety supervisor, event coordinator, and hire equipment people.
- ✓ If staff are not familiar with working with food, show them how to handle food safely and keep their work areas clean.
- ✓ Train staff to handle inquiries about allergens. For more information visit www.health.vic.gov.au/foodsafety.

At the activity

- ✓ Brief staff about allergens in food being prepared so that they can give customers or guests comprehensive information about it.
- ✓ Check that all staff are familiar with your food safety program, their roles and responsibilities at the venue, and what to do if something goes wrong.
- ✓ To limit exposure of food to the environment, remove foods from the refrigerator, cool room or other cold storage only when needed.
- ✓ Keep an eye on the weather and conditions. If they change, make any necessary changes to protect your set up and food from contamination.

Afterwards

- ✓ Review your operations to identify what worked well and what could be done better next time.



Support programs

1. Food allergens, intolerances and general information for customers
2. Cleaning and sanitising
3. Supervision of food handlers
4. Food handlers' responsibilities
5. Thermometers and equipment
6. Pest control
7. Food recalls and waste disposal
8. Time control



Food allergens, intolerances and general information for customers

Goal: Protect customers with food allergies or intolerances by avoiding cross-contamination and providing accurate information about the presence of allergens and those foods or ingredients to which some people are intolerant.

In the following table 'allergens' includes the foods described under 'what foods cause allergic reactions or intolerances' on page 49.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
<p>Some people have a reaction to food containing allergens.</p> <p>These people may buy food from you which they do not react to, but the food may be cross-contaminated with allergens from foods they do react to.</p>	<p>Manage food preparation and display to prevent cross-contamination from food containing allergens.</p> <p>When handling foods that contain known allergens, take extra care not to contaminate other foods or equipment.</p>	<p>Observe storage, preparation and display practices to avoid the risk of allergen contamination.</p>	<p>Inform staff about the importance of using clean utensils at all times and of avoiding cross-contamination of food and equipment, particularly when staff switch from working with foods containing allergens to other foods during the same preparation session (for example, use separate utensils).</p> <p>If non-allergenic food may be contaminated with an allergen, make sure that it is not used in the preparation of food that is intended to be allergen-free.</p> <p>If food may include allergens, follow the instructions on the following pages about making information available to customers and staff.</p>
<p>Cleaning might not be preventing cross-contamination of foods containing allergens with other foods</p>	<p>Thoroughly clean and sanitise equipment and work areas.</p> <p>Ensure staff clean and sanitise all equipment and surfaces that come into contact with allergens.</p>	<p>Ask staff whether they understand how to prevent cross-contamination during cleaning.</p>	<p>Include clear instructions in your cleaning arrangements to prevent cross-contamination during cleaning.</p>

Food allergens, intolerances and general information for customers (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
<p>Not meeting requirements in the national <i>Food Standards Code</i> to include important information for customers about allergens.</p> <p>Failure can cause harm to some customers and may mislead others.</p>	<p>Make sure the presence of allergens is declared on any food that is required to bear a label. For example, any pre-packaged food you sell that you received in that package from another food business, or which you made and packaged at another site.</p> <p>Where the food is not required to be labelled, provide information about any allergens:</p> <ul style="list-style-type: none"> • on the label (if you choose to label the food) or • next to or associated with the display of the food (for example, use a sign or ticket or a brochure) or • provide it to a purchaser or customer upon request. <p>Keep a copy of the ingredient information of any foods that have been removed from their original packaging or labelling.</p>	<p>Check that label and product information is accurate and meets the requirements.</p> <p>Inspect labels of ingredients for the presence of allergens.</p> <p>Review practices and labels regularly, especially for new foods.</p> <p>Check ingredients listed in items on menus.</p> <p>Make sure information about allergens is displayed or available on request about ready-to-eat food that is served to customers or is on display.</p>	<p>Change practices and re-label food so that any label complies with the <i>Food Standards Code</i>.</p> <p>Revise information so it is correct.</p> <p>Insist on getting accurate information about ingredients from suppliers.</p>
<p>Not meeting requirements in the national <i>Food Standards Code</i> to include other important information for customers about the product such as:</p> <ul style="list-style-type: none"> • the name of the food • the directions for use or storage on labels. 	<p>The Code applies in different ways, depending on how food is handled and sold on site. Read and follow the advice that applies to you in the 'Food labelling and information requirements' section on page 49.</p>	<p>Check that practices and labels meet the requirements that apply to your business. Review regularly, especially for new foods.</p>	<p>Change practices and labels so that they comply with the <i>Food Standards Code</i>.</p>



Food allergens, intolerances and general information for customers (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
<p>Customers may ask about whether a food has allergens or contains ingredients which they have an intolerance to and staff may not know what to tell them. This could be about foods listed in the 'what foods cause allergic reactions or food intolerances' section on page 49, or other foods that your customer reacts to.</p> <p>Untrained staff could provide incorrect information which could cause harm to some customers.</p>	<p>Inform staff about the importance of providing accurate information about food and the ingredients in food.</p> <p>Make accurate information about the food and all ingredients available to your staff for them to refer to when serving food or when a customer enquires about any ingredients or allergens.</p> <p>When naming food for display or menus, where possible include known allergens or include specific ingredients in the description of the food (for example, 'fish with almond butter').</p> <p>Inform customers about any food that may contain allergens.</p> <p>If customers request food suitable for special dietary requirements due to allergies or food intolerances (whether the query is about a food listed in the 'what foods cause allergic reactions or intolerances' section below, or other foods that the customer reacts to), either:</p> <ul style="list-style-type: none"> • ensure your business complies with the request; or • if you cannot do so, explain this to your customer, so they know not to purchase the food. Do not put your customers' health or life at risk. 	<p>Check staff knowledge and understanding of known allergens, and what allergens and ingredients are present in the food being served.</p>	<p>Re-train staff on allergens and ensure that they can provide accurate information to customers about the food and what allergens and ingredients are present. Require them to check if they are not sure.</p>

What food or ingredients cause allergic reaction or intolerances?

Allergens are foods known to cause reactions in allergic people due to an immune response. This can be life threatening. Allergens in foods must be clearly communicated to customers.

As distinct to food allergies, some people experience intolerance to certain foods or ingredients due to a chemical reaction. People's reactions to food intolerances are commonly less severe, but eating these foods can make them unwell.

The most common causes of food allergic reactions or food intolerances are:

- cereals containing gluten and their products, that is: wheat, rye, barley, oats and spelt and their hybridised strains, other than where these substances are present in beer and spirits and in some cases glucose syrups as described in the national Food Standards Code (the Code) Standard 1.2.3-4
- shellfish, crustaceans and their products
- eggs and egg products
- fish and fish products
- milk and milk products
- peanuts and peanut products
- soybeans and soybean products
- sesame seeds and sesame seed products
- tree nuts and tree nut products (this does not include coconut)
- lupin and lupin products (all products, including existing ones out on shelves, will need to comply with the new labelling requirements for declaring lupin by 26 May 2018.)
- added sulphites in concentrations of 10 mg/kg or more (typically in dried nuts, soft drinks and sausages).

NOTE: The term 'products' means foods that have this item in their ingredients.

The Code requires that the presence of any of these 11 allergens in a food must be declared when present as:

- an ingredient
- an ingredient of a compound ingredient
- a food additive or component of a food additive
- a processing aid or component of a processing aid.

What are the risks?

Some people have a reaction to food containing allergens. People's reactions to food allergens varies but they can be severe and even life threatening. Some people can have a severe reaction to even the smallest trace amount of certain allergenic foods.

People's reactions to food intolerances are commonly less severe but eating these foods can make them unwell.

Victorian food laws require that your business complies with the Code. You must understand and follow the requirements of the national Food Standards Code, including Standards 1.2.1 and 1.2.3. Visit www.foodstandards.gov.au for information on the current national standards.

Food labelling and information requirements

The Code includes labelling and information requirements for food. The requirements vary depending upon the nature of the activity and the type of food, such as whether it is packaged and what is required if it is packaged.

Most businesses using food safety program template for class 2 retail and food service businesses, no. 1, version 3 will be small to medium-sized businesses preparing ready-to-eat food for immediate consumption, to be consumed on site, or as take-away by the customer. The information below summarises key requirements in the Code that these businesses must follow for these activities.

Information requirements about food which is ready for immediate consumption by a customer on-site, or as take-away by the customer

Labelling

This food is NOT required to bear a label if any of the following apply:

- the food is not in a package (such as fruit or vegetables, or ready-to-eat food that is served)
- the food is made and packaged at the premises from which it is sold (such as any sandwiches, bread or hot food prepared at the food premises and sold in a package)
- the food is packaged in the presence of the purchaser (such as being placed in a bag)
- whole or cut fresh fruit or vegetables (other than sprouting seeds or similar products) are sold in mesh bags
- or clear plastic, or other packaging that does not obscure the nature of the food
- the food is delivered packaged, and ready for consumption, at the express order of the purchaser
- the food is displayed in a cabinet from which a person serves food as requested by the purchaser
- the food is sold to the public at a fundraising event (which raises funds solely for a community or charitable cause and not for personal financial gain).

Information requirements for food that is not required to bear a label

In the above situations, the Code still requires that you make some important information available to the purchaser, such as:

- Name of the food – this must indicate the true nature of the food. This information may either accompany or be displayed with the food or be provided to the purchaser on request.
- Allergen information – information is required on the most common allergenic foods used. This information may either accompany or be displayed with the food or be provided to the purchaser on request.
- Directions for use or storage – if food is not intended to be eaten immediately and instructions are necessary for reasons of health or safety. This information must accompany the foods for sale. Refer to Standard 1.2.1-9 for a full list of requirements for food not required to bear a label. Visit www.foodstandards.gov.au for information on the current national standards.

The information above is based on key requirements of the Code, as at March 2018.

To check for any future updates on these requirements go to the FSANZ website <www.foodstandards.gov.au>.

If you handle foods in different ways to those described above, check the FSANZ website for more specific requirements about labelling and the provision of information to customers. For example, if:

- you pre-package food at one place to sell at another
- you wholesale food
- you sell raw bamboo shoots or cassava (for customers to take away)
- you use substances such as lactitol or maltitol, or kava or royal jelly
- you formulate caffeinated beverages (this does not include making and serving tea or coffee or selling or serving cans of drink)
- food is produced using gene technology
- you make nutrition, health or related claims
- you sell raw meat, offal or fish to customers
- you prepare food and supply it to someone else who offers it, or uses it to prepare food for immediate consumption (such as a caterer, restaurant, canteen, school or hospital).

To understand the requirements in the Code about declaring allergens, refer to the information in the table on page 47.

Tips

- ✓ Set aside a time or work area that is used solely for the preparation of allergen-free foods and use separate utensils for foods that are designated to be allergen-free.
- ✓ If you are placing your own food business label on a pre-packaged item that is already labelled, make sure you don't cover the existing label as it contains important information for consumers.
- ✓ To find out more about allergens and food intolerances and how you may help customers with questions about them, visit <www.health.vic.gov.au/foodsafety/atoz.htm>.
- ✓ To find out more about information requirements and how you may help customers with questions, see <www.health.vic.gov.au/foodsafety/atoz.htm>.
- ✓ For more information on the current national standards on food labelling and allergens, visit <www.foodstandards.gov.au>.



Cleaning and sanitising

Goal: Ensure food preparation surfaces and equipment are kept clean and sanitised.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Food may be contaminated if premises, equipment, vehicles, containers and cleaning cloths are not cleaned and sanitised properly	<p>Ensure appropriate cleaning products and equipment are used.</p> <p>Ensure effective cleaning arrangements are developed and implemented. Staff should know how to clean, what to clean, and when to clean.</p> <p>Ensure staff have the required skills.</p> <p>Replace cleaning cloths and cleaning equipment regularly.</p>	<p>Confirm cleaning product details with manufacturers.</p> <p>Confirm contents and implementation of cleaning arrangements.</p> <p>Observe staff cleaning practices.</p>	<p>Review and/or change cleaning products.</p> <p>Review and modify cleaning arrangements.</p> <p>Conduct staff training.</p> <p>Ensure staff know what needs to be done.</p> <p>Raise poor cleaning practices with staff.</p>

What are the risks?

Food may be contaminated and become unsafe to eat if the food premises, food preparation equipment, food vans and any food transport vehicles and containers are not cleaned and sanitised properly.

Dirty equipment used in food preparation may transfer bacteria and cause food poisoning.

Dirty cloths can spread bacteria in food preparation areas. Bacteria from cleaning cloths could spread to food preparation areas if staff do not follow basic hygiene practices.

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

Cleaning tips

✓ Six steps for food contact surfaces and equipment

1. Pre-clean – scrape, wipe or sweep away food scraps and rinse with water.
2. Wash – use hot water and detergent to remove grease and dirt and soak, if needed.
3. Rinse – rinse off any loose dirt or detergent foam.
4. Sanitise – use a sanitiser to kill remaining germs.
5. Final rinse – wash off sanitiser (read the instructions on the sanitiser container to see if you need to do this).
6. Dry – allow to air dry.



Other tips

- ✓ Create a cleaning schedule to keep track of what must be cleaned and when. It should set out the cleaning arrangements and tasks so that staff members know how often each job must be done, how it should be done and who should do it, including:
 - the floors, walls and ceilings of all areas of the business, from the front door to the delivery area
 - all extractor fans, kitchen equipment, display units, refrigerators and storage areas
 - the cleaning equipment itself (broken equipment should be reported and replaced)
 - a timeframe that ensures there is no build-up of rubbish, recycling material, food waste or dirt and grease on any of the equipment and any vehicles used to prepare, sell or transport food.
- ✓ Operate a clean-as-you-go policy and clean all spillages immediately. Provide cleaning materials, equipment and cleaning agents in order to clean effectively.
- ✓ Use clean or disposable dishcloths. Wash cloths in hot water and detergent after every use and sanitise dishcloths regularly. Replace cloths regularly during each shift. Single-use paper towels are safer than cloths.
- ✓ Ensure staff members wash their hands after cleaning and change their gloves and protective clothing before returning to prepare or handle food.

Sanitising and chemical usage tips

- ✓ Know what your cleaning products are designed for and how to get the best from them before you use them. If you use cleaning products that are not chlorine-based, read the information from the manufacturer to check the effectiveness of the product.
- ✓ Check with your chemical supplier for advice about what cleaning agents are suitable for food premises, vehicles, food contact surfaces and equipment.
- ✓ Follow the manufacturer's instructions when using a sanitiser. Some sanitisers work as a detergent and a sanitiser and some may need to be applied more than once when used for heavy cleaning work.
- ✓ Clean surfaces before sanitising – unclean surfaces cannot be sanitised. Sanitising small equipment may be done via heat or steam. Heat the surface to above 77°C with boiling water or spray or swab the surface with a food surface chemical sanitiser. Work surfaces and food contact surfaces can be sanitised using chemical sanitisers where it is not appropriate to use heat.
- ✓ Sanitise smaller items using a dishwasher that operates a wash cycle at 80°C. If your dishwasher does not have this function, immerse small items for 30 seconds in a solution containing 50 ppm (parts per million) chlorine at 50°C or equivalent. Dishwasher filters need to be cleaned and the dishwasher also needs to be cleaned and sanitised.
- ✓ Make up your bleach and water solutions every 24 hours because the chemical breaks down and becomes ineffective after this time. Prepare solutions away from food and food preparation areas. Old batches or out-of-date chemicals should be disposed of safely.
- ✓ To sanitise equipment at 100 parts per million chlorine, use appropriate bleach and water solution ratios – 2.5 ml ($\frac{1}{2}$ teaspoon of bleach) to 1 litre of water for household bleaches or 1 ml of bleach to 1 litre of water for commercial bleaches. (Check ratios on product labels or with your supplier.)
- ✓ Change types of sanitiser on a regular basis, especially non-chlorine-based cleaning chemicals, as some bacteria can become resistant to the active agents.
- ✓ Store chemicals in clearly labelled containers that are free from damage or leaks and away from food. Keep them in a designated area separate from food preparation and food storage areas. Never store chemicals in food or drink containers.



Supervision of food handlers

Goal: Ensure that everyone who handles food has the skills and knowledge needed to provide safe food and meet all food safety requirements.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Food safety may be at risk if staff are not supervised and managed appropriately	<p>Ensure the business has at least one food safety supervisor (FSS).</p> <p>A class 2 community group is not required to have a FSS under the Food Act, if the group:</p> <ul style="list-style-type: none"> only operates a food premises or vehicle for a maximum of two consecutive days or less at any one time, and those handling the food are mostly volunteers. <p>However, the community group may still choose to have a FSS if they wish. They may also be required to do so by other organisations or supplier requirements.</p>	<p>Check that appropriate policies, procedures, staff training and operational systems are in place.</p> <p>The FSS must be able to recognise and prevent food safety risks and be able to supervise other people handling food.</p> <p>You must be able to provide the name and qualifications of your current FSS to your council if requested to do so. Include details of the minimum competency codes.</p>	<p>Make sure your food safety supervisor has the right competencies – see www.health.vic.gov.au/foodsafety.</p> <p>Ensure that staff handling food know that they must follow the FSS's advice about how to handle food safely.</p> <p>Modify policies and procedures, staff training and operational systems as appropriate.</p>
Staff do not know how to handle food safely	<p>Ensure staff members understand the circumstances that may lead to food being unsafe and what action they can take to avoid it by:</p> <ul style="list-style-type: none"> providing information about food hygiene and personal hygiene techniques providing information about preparing and managing specific foods based on the tasks staff perform making sure staff understand and can implement cleaning schedules, record keeping and food recall procedures making sure staff understand the operating and cleaning requirements of equipment, including how to use and clean thermometers. 	<p>Observe the personal hygiene and food handling practices of all staff.</p>	<p>Improve staff supervision and training.</p> <p>Address non-compliant staff behaviour.</p>



Supervision of food handlers (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Food safety may be at risk if staff are ill and/or do not use good personal hygiene practices	<p>Make sure food is handled safely by making sure:</p> <ul style="list-style-type: none"> • staff are informed of the importance of personal hygiene in preventing food from becoming contaminated • no one in the workplace has an illness that could make food unsafe to eat • staff know they cannot handle unpackaged or ready-to-eat food, or eating or drinking utensils whilst they have food poisoning, a gastroenteritis-type illness (gastro) or foodborne disease symptoms • staff take additional precautions to avoid contaminating food when they return to work after an illness • conditions such as infected skin sores, boils, severe acne, cuts and abrasions are covered with a waterproof dressing and that discharge from ears, nose or eyes from an infection or allergy are carefully managed • staff inform the food safety supervisor or manager if they suspect that food may be contaminated or if they have any illnesses that may contaminate food • you provide equipment and facilities that support hygiene, such as hand washing basins and sanitising products • you prohibit smoking in all food preparation and storage areas. 	<p>Observe the personal hygiene and food handling practices of all staff.</p> <p>Be alert for symptoms of any food poisoning or gastroenteritis-type illness (gastro) or foodborne disease.</p> <p>If someone has been off work due to illness, check they have a medical certificate that states they no longer suffer from, or are not a carrier of, a foodborne disease.</p>	<p>Improve staff supervision and training.</p> <p>Address non-compliant staff behaviour.</p> <p>Exclude food handlers who have certain symptoms from the food handling business for up to 48 hours after their symptoms cease. This includes diarrhoea, vomiting, sore throat with fever, and fever or jaundice.</p>



What are the risks?

Inadequate staff supervision and leadership within a business may result in poor food handling practices and standards.

Members of the public may consume contaminated or unsafe food and become unwell.

Tips

- ✓ Other steps you can take to ensure staff members understand what may lead to food being unsafe, and action they can take to avoid it, include:
 - informing new staff about your business' food safety program
 - developing and implementing a training plan for staff. See *dofoodsafely*, the Department of Health's free online learning program at <http://dofoodsafely.health.vic.gov.au>.
- ✓ Keep records of staff illness (for example, note in your business diary whether the staff member was absent due to a gastro-related illness). Authorities may require this information after a food-related incident or outbreak.
- ✓ Check the Victorian Department of Health's Communicable Disease Prevention and Control Unit website for more information: <http://ideas.health.vic.gov.au>.
- ✓ Keep up-to-date with food safety requirements by regularly checking the department's food safety website at www.health.vic.gov.au/foodsafety.
- ✓ Put up posters near sink areas to remind staff to wash their hands.
- ✓ Lead by example – wash your hands frequently.



Food handlers' responsibilities

Goal: Ensure everyone who handles food understands and practices good personal hygiene.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Food safety may be at risk if staff are ill and/or do not use good personal hygiene practices	<p>Inform staff of their responsibilities when handling food. Ensure they follow your food safety program.</p> <p>Ensure that all staff who handle food:</p> <ul style="list-style-type: none"> • bathe or shower daily • keep fingernails trimmed, clean and free from nail polish • avoid touching nose, mouth, hair and skin during food preparation • do not cough, spit or sneeze directly onto any food • tie back long hair and wear head gear (such as hats and disposable hair nets) to prevent hair getting into food • use disposable tissues to blow their noses and wash their hands after each time • wear minimum jewellery (a plain wedding band is acceptable) • do not wear uniforms outside the food area • wear suitable protective clothing while preparing and handling food • use disposable gloves appropriately • do not change clothes or eat or drink in food preparation areas • cover cuts or sores with a bright coloured (preferably blue) waterproof adhesive bandage. <p>Inform visitors of personal hygiene rules.</p>	Observe the personal hygiene and food handling practices of all staff.	<p>Improve staff supervision and training.</p> <p>Address non-compliant staff behaviour.</p> <p>Develop and implement a staff training plan.</p> <p>See <i>dofoodsafely</i>, the free online learning program at http://dofoodsafely.health.vic.gov.au.</p>



Food handlers' responsibilities (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
<p>Food safety may be at risk if staff are ill and/or do not use good personal hygiene practices</p>	<p>Inform staff:</p> <ul style="list-style-type: none"> • that they must report any food-related illness and ensure they understand the risks of continuing to work when ill • that they must take additional precautions not to contaminate food when they return to work after an illness. • about the importance of hand washing in preventing food contamination. <p>Ensure staff wash their hands frequently, including when they have been:</p> <ul style="list-style-type: none"> • to the toilet • handling any food that may potentially contaminate other food products (including raw ingredients and foods containing allergens) • eating or drinking • smoking, licking fingers, biting nails, touching pimples or sores • coughing, sneezing, using a handkerchief or disposable tissue • disposing of or handling waste • handling animals • handling anything other than food (for example, money, cleaning cloths, cleaning equipment) • away from the workplace (starting a shift or returning from a break). 	<p>Observe the personal hygiene and food handling practices of all staff.</p>	<p>Improve staff supervision and training.</p> <p>Address non-compliant staff behaviour.</p> <p>Develop and implement a staff training plan.</p> <p>See <i>dofoodsafely</i>, the free online learning program at http://dofoodsafely.health.vic.gov.au.</p>



What are the risks?

- Food handlers who have poor personal hygiene practices or may be sick can contaminate the food they handle.
- Food handlers with poor hand washing knowledge or practice may contaminate foods which may result in food poisoning of customers.

Tips

Four steps for effective hand washing

1. Use soap to work up a lather.
2. Wash palms, fingers, thumbs, nails and wrists. Use a clean nail brush if necessary.
3. Rinse off soap by washing hands under warm running water for at least 20 seconds.
4. Dry with paper towel then air dry. Never wipe wet hands on clothes, uniforms or aprons to dry them.

- ✓ Ensure that all staff complete *dofoodsafely*, the department's free online learning program at <http://dofoodsafely.health.vic.gov.au>, or other training programs.
- ✓ To find out more about allergens and food intolerances and how you may help customers with questions, see www.health.vic.gov.au/foodsafety.



Thermometers and equipment

Goal: Ensure that all equipment is well maintained, and that thermometers and temperature measuring equipment are used and calibrated correctly.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
If equipment is not operating effectively it may be difficult to clean. This can cause food to become contaminated or not be prepared safely	<p>Maintain equipment and replace when defective. Some equipment, such as slicers and mincers, must be regularly checked to ensure they are operating safely and can be adequately cleaned.</p> <p>Make sure pest control screens and refrigerators are working properly at all times to maintain the safety of the food you produce.</p> <p>Make sure equipment, such as weighing scales, are calibrated or adjusted so that they are reliable and accurate.</p>	Check equipment regularly.	Replace or adjust equipment as necessary.
If thermometers are not accurate, food may be in the temperature danger zone of 5°C to 60°C and allow food poisoning bacteria to grow	<p>Check temperature measurement regularly.</p> <p>Have probe thermometers calibrated annually or as per the manufacturer's specifications. (They should measure potentially hazardous food to +/-1°C).</p> <p>If using remote temperature monitoring IT systems, check that all temperature probes are replaced when damaged or malfunctioning.</p>	<p>Conduct cold temperature and/or hot temperature testing.</p> <p>Have equipment calibrated by the manufacturer, supplier or external contractor.</p> <p>If using an automated system ensure that calibration is included in any service agreements.</p>	Have faulty probe thermometers repaired or replaced.
Thermometers may contaminate food if not cleaned and sanitised properly	<p>Clean and sanitise probe thermometers before and after each use. When inserting a probe into food, clean and sanitise after each item of food is checked.</p> <p>Use alcohol swabs available from chemists, or another suitable form of cleaning.</p>	Inspect probe thermometers to see whether they have been sanitised and cleaned.	<p>Modify cleaning and sanitising practices.</p> <p>Remind staff to clean and sanitise probe thermometers after each use.</p>

Thermometers and equipment (continued)

What can go wrong?	What can I do?	How can I check?	What if it is not right?
<p>Thermometers must be available and used correctly to check that food is kept at the correct temperature to prevent the growth of food poisoning bacteria</p>	<p>Keep thermometers easily accessible at your business premises. If you have several premises (such as a shop and a food van) have a thermometer at each of them.</p> <p>Use a thermometer that can be inserted into the food to measure its temperature in the middle. (This means the thermometer must have a probe.) Take the core temperature of the food by inserting the probe into the centre of the food.</p> <p>Do not use thermometers attached to cool rooms, hot holding units and sandwich display units when checking the temperature of food. (These thermometers measure the operational temperature of the unit, but not the actual temperature of the food.)</p>	<p>Check that thermometers are being used correctly.</p>	<p>Remind staff how to use thermometers, and the dangers of incorrect usage.</p>
<p>If adequate hand washing facilities are not available, food may be contaminated</p>	<p>Ensure hand-washing facilities are available at buildings and in food vans where food is prepared or sold; this includes warm running water, soap and single-use towels.</p> <p>Wash and dry any non-disposable towels after each use.</p> <p>Supply a container for used towels near the hand-washing facility. For further information ask your local environmental health officer.</p> <p>If you are operating a stall, or similar set up where full hand-washing facilities cannot be supplied, check the off-site section (<i>Practices section 10</i>) of this template for advice about how food handlers can keep their hands clean.</p>	<p>Check facilities, including whether soap and towels are restocked.</p>	<p>Make sure handwashing facilities are maintained and restocked regularly.</p>



Records

To check	Record	How often
Accuracy of equipment	Record 5: My probe thermometer accuracy checks	Record the result of at least one check of each thermometer conducted in each year.

What are the risks?

Without an accurate probe thermometer or temperature measuring device, you may not know whether high-risk foods:

- have been sufficiently cooked
- are being kept at the correct temperature in a refrigerator or display unit
- are being cooled and reheated safely, or
- are at the correct temperature when they arrive at your business.

A probe thermometer may contaminate food if it is used incorrectly or not cleaned properly.

Allergenic foods may be contaminated by other foods if thermometers are not cleaned effectively. You may decide to have dedicated thermometers for different types of allergenic foods.

Probe thermometers are sensitive pieces of equipment. They may break or lose accuracy if they are dropped or roughly handled.

You must keep high-risk food foods at 5°C or colder (cold foods) or at 60°C or hotter (hot foods) when being stored, displayed and transported. Other time and temperature requirements apply to the cooking and reheating of cooked high-risk foods. These are described in other sections of this food safety program template.

Tips

Maintenance of equipment

- ✓ Create a maintenance schedule to track when equipment has been serviced and note when the next service is due. You may wish to note it in your business diary instead, or as well.

Use of equipment

- ✓ Ensure that all of the equipment you use in your premises is operated in accordance with the manufacturer's instruction booklet or operating manual. This includes all equipment used in your business – such as cooking equipment, blenders, vitamisers and cutters. If you do not have the operating manual for a piece of equipment you should obtain it. Manuals can typically be downloaded from the internet or obtained directly from the manufacturer.

An example of where manuals are important is in the case of conveyor-belted ovens. These are commonly used to cook pizzas. They can also be used to cook a wide variety of other foods. They are designed to put food through the oven once, after the operator has made sure that the settings for the cooking time and the temperature are appropriate for the type of food being cooked. These ovens have been incorrectly used in the past, which has led to foods being cooked inadequately, or put through the oven more than once on the wrong temperature. Outbreaks of illness resulted when the operating manual was not available on-site.

To ensure food is thoroughly cooked, it is critical that equipment is used in accordance with the manufacturer's specifications at all times.

Probe thermometers

- ✓ Use a probe thermometer that is accurate to $\pm 1^{\circ}\text{C}$. This means that when the thermometer reads 5°C , the actual temperature of the food is between 4°C and 6°C . The accuracy of the thermometer will be stated in the documents or packaging that came with it. If you don't have any documents, contact the thermometer's manufacturer and ask about its accuracy.
- ✓ Purchase thermometers from companies that supply probe thermometers or electronic testing equipment.
- ✓ See the Department of Health *Guide to remote monitoring of temperatures in food storage units* for more advice. Access the guide at www.health.vic.gov.au/foodsafety.

Using a probe thermometer

- ✓ Before reading the temperature wait approximately 30 seconds until the temperature reading stabilises.
- ✓ Measure the surface temperature of vacuum packed or frozen foods by placing the length of the probe thermometer between two vacuum packs or frozen items – the temperature will be approximate but the package will remain intact.



Pest control

Goal: Ensure that food is secure and protected from pests.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
Contamination of food by pests	<p>Prevent pests from entering premises.</p> <p>Design and maintain the premises and vehicles so that pests cannot get into any place where there is food or any place where they can nest or breed. Install screens on doors and windows that can be opened. Install pest exclusion strips on doors.</p> <p>Make sure that buildings with kitchens where the dining areas are open to the street are insect and vermin proof.</p> <p>Install door and window fittings to secure food areas.</p> <p>Remove rubbish and store securely.</p> <p>Protect food and ingredients from pests.</p> <p>Engage a pest control monitoring service or create your own plan to check for pest activity and take action as necessary.</p>	<p>Regularly inspect premises, vehicles, food storage areas and rubbish storage areas for signs of activity by pests.</p> <p>Read and act on pest controller reports if a contractor is used.</p>	<p>Repair premises and food and rubbish storage areas.</p> <p>Increase pest controls by reviewing current control measures.</p> <p>Promptly treat any pest infestation, including maintenance work or cleaning.</p> <p>Set up more bait stations or seek professional help to reduce pest activity.</p>
Contamination of food by other animals	<p>Do not allow live animals in any part of the premises where food is handled except the following permitted animals:</p> <ul style="list-style-type: none"> • shellfish and fish intended for food • dogs in an outdoor eating area if it is business policy to allow them in these areas (It is your choice.) • assistance animals (such as guide dogs, hearing guide dogs, mobility support animals, medical alert animals and psychiatric service animals). You are required by law to allow them into indoor and outdoor areas used by customers. 	<p>Check to make sure prohibited animals are not allowed into the premises.</p>	<p>Make sure staff and customers understand when animals are – and are not – allowed in the premises.</p> <p>Enforce these rules.</p>



What are the risks?

Food may be contaminated by pests and be unsafe to eat. Pests include mice, rats, cockroaches, flies, ants, birds, beetles and weevils.

Controlling pests and throwing out contaminated food can be costly for the business.

Tips

- ✓ Safely position ultraviolet insect killers. These should not be located above food preparation benches.
- ✓ Label bait stations with the date of service and secure them to the ground.
- ✓ Use a diary or create a log sheet to record what bait was used and note any pest activity and areas that need to be cleaned or repaired to keep the premises secure from pests.
- ✓ Ensure regular pest inspections. Consider hiring a licensed pest controller to visit the premises regularly. Licensed pest controllers must ensure their service complies with legislative requirements and best practice guidelines for the use of pesticide. If you hire a licensed pest controller, ask them for an inspection report. This report should give written results of each visit to the food business premises.
- ✓ Protect food from possible contamination if chemicals are used for pest control.



Cockroaches

Rats and mice

Flies and insects

Wasps

Spiders



Food recalls and waste disposal

Goal: Ensure your responses to food recalls are prompt and that waste is removed frequently from your premises.

A supplier, food manufacturer or a government official may notify you that a particular food is unsafe. If you stock that food, you must remove it from sale and dispose of it as advised. This is known as a 'food recall'.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
<p>The health of the public may be at risk if food recalls are not managed quickly and appropriately.</p> <p>These foods may put people who eat them at risk.</p>	<p>Act immediately and follow instructions given when a food recall occurs.</p> <p>Know the name and address of the suppliers of all your foods. Record this in your <i>Record 1: My Food Suppliers</i>.</p> <p>Take recalled goods off the shelf, store them in a segregated area and label them not to be sold.</p> <p>Ensure staff understand food recall procedures.</p>	<p>Check that supplier or council instructions have been followed.</p>	<p>Take corrective action.</p> <p>Follow the recall instructions.</p> <p>Make sure your supplier list is up to date.</p>
<p>The health of the public may be at risk if waste disposal is not managed appropriately</p>	<p>Manage waste food.</p> <p>Separate waste food from foods to be used for human consumption.</p> <p>Dispose of all food that:</p> <ul style="list-style-type: none"> • has been served to a customer and not eaten • has been held in hot storage for longer than six hours, and you suspect is unsafe to consume • is past its 'use-by' or 'best before' date • you suspect may have been contaminated by pests, dirt, dust or cleaning chemicals • you are required to dispose of under an order or as a result of a food recall. <p>Clean and sanitise waste food areas.</p> <p>Use signage that makes it clear where waste is to be disposed of.</p>	<p>Check that staff are disposing of food that should not be used or served to customers.</p> <p>Regularly inspect waste storage areas.</p>	<p>Take corrective action by fixing the problems you have identified.</p>



What are the risks?

The health of the public may be at risk if recalled food is not removed quickly and disposed of appropriately.

Pests can contaminate food and food preparation areas if waste is not removed frequently. If waste food is not disposed of appropriately it will attract pests into your premises.

Tips

Food recalls

- ✓ If you supply food to other businesses, obtain a copy of the FSANZ *Food industry recall protocol*. Phone (02) 6271 2222 or visit the FSANZ website at <www.foodstandards.gov.au/publications>.
- ✓ Subscribe to FSANZ to receive information on food recalls from the Food Standards website <www.foodstandards.gov.au/industry/foodrecalls/Pages/default.aspx>.
- ✓ Keep invoices or delivery dockets that contain a prescribed name or description of the food, batch numbers, date markers or other information, wherever possible.
- ✓ When you receive a food recall notice, take immediate action to remove food from use or display in your business.
- ✓ Follow all other instructions given by the supplier or the local council.

Waste disposal

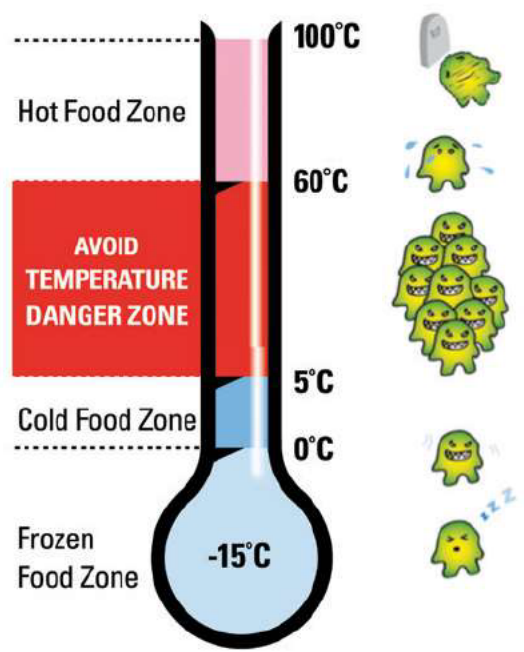
- ✓ Place waste disposal bins conveniently around the food preparation area.
- ✓ Clearly label waste disposal bins to make them clearly distinguishable from food storage containers.
- ✓ Use plastic bin liners in waste disposal bins in food preparation areas.
- ✓ Regularly empty rubbish bins in food preparation areas to avoid over-filling or spillages.
- ✓ Tie all bin liners before placing them in waste disposal storage.
- ✓ Clean waste disposal bins in preparation areas on a daily basis and leave overnight to air dry.
- ✓ Clearly identify the waste disposal storage area, and regularly clean it.
- ✓ Ensure regular collection of waste from your premises.

Time control

Goal: Ensure cooked and ready-to-eat food (high-risk food) does not remain at room temperature for long enough to become unsafe.

What can go wrong?	What can I do?	How can I check?	What if it is not right?
<p>Growth of food poisoning bacteria from food being in the temperature danger zone of 5°C to 60°C</p>	<p>Use the 2 hour/4 hour rule to manage high-risk food temperatures.</p> <p>Only use the 2 hour/4 hour rule if:</p> <ul style="list-style-type: none"> • you know the temperature history of the food • you can show evidence that cooling processes are in line with the cooling rules in <i>Practices section 6: Cooling and freezing food</i>. 	<p>Measure food temperatures at regular intervals during food practices, such as purchasing and receiving, preparation, displaying and serving.</p>	<p>If cold or hot food is delivered in the temperature danger zone of 5°C to 60°C, ask the delivery person to show you evidence of the temperature of the food for the previous two hours.</p> <p>Reject high-risk foods that are delivered at the wrong temperature or where evidence of the temperature is not provided.</p> <p>Dispose of high-risk food that has been at room temperature for more than four hours.</p>

Bacteria growth at different temperatures

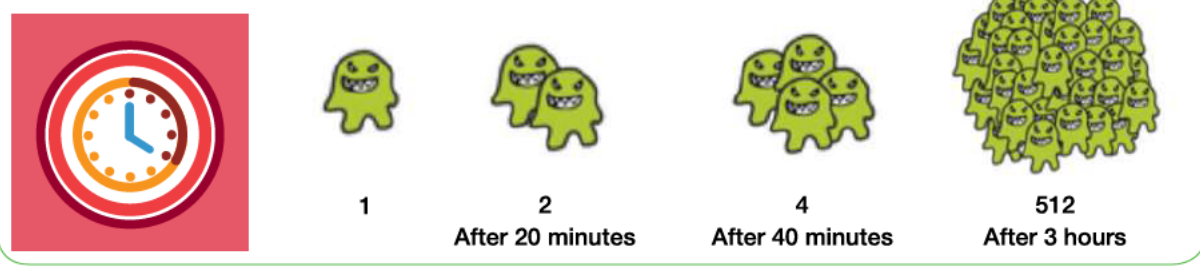


What are the risks?

Bacteria can multiply rapidly in food held at room temperature (that is in the **temperature danger zone of 5°C to 60°C**) for long periods.

This can cause gastro-type illnesses. In these diagrams you can see that both time and temperature contribute to bacteria growth.

Bacteria growth over time



Even food which looks safe and has no off odour, smell or taste can be very unsafe to eat.

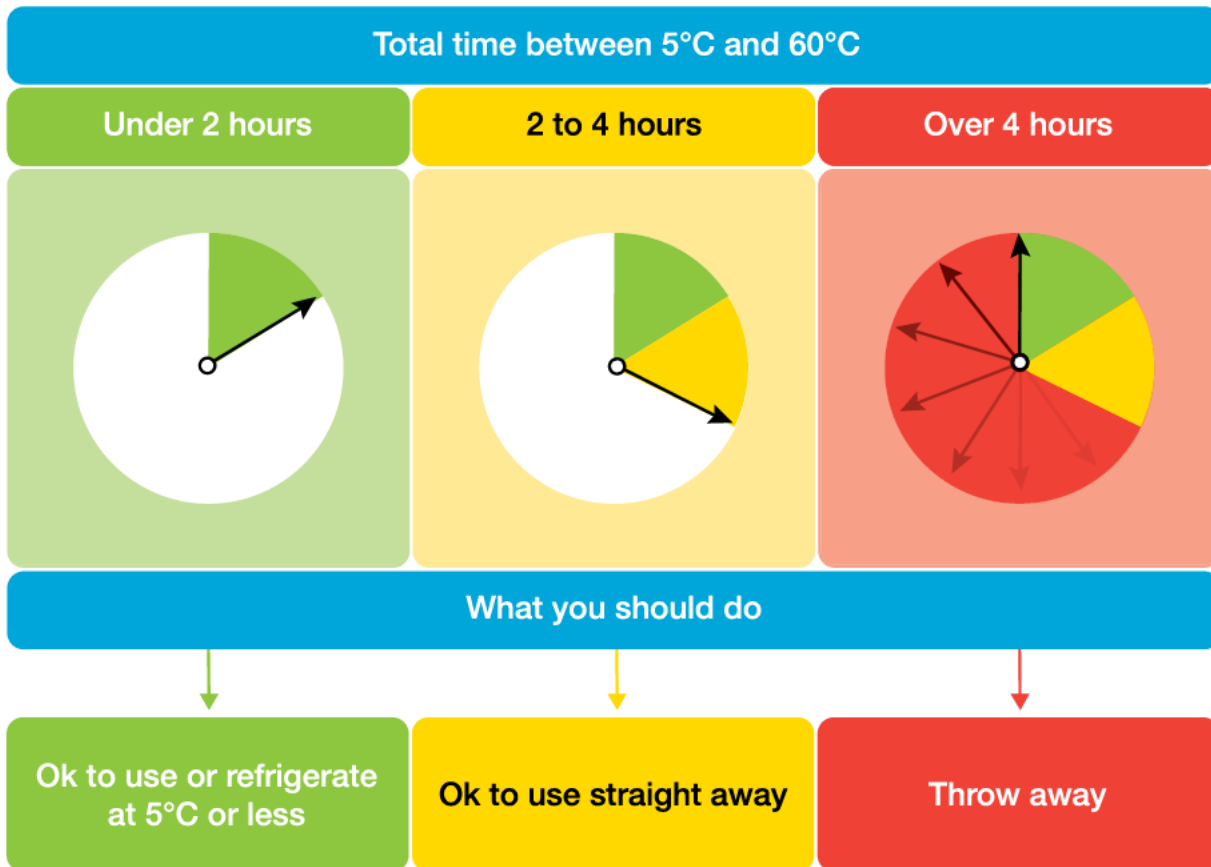
'Best before' and 'use-by' dates on cooked, ready-to-eat and high-risk foods will be void if the food is not kept at the recommended storage temperature.

If your business has not stored the food as directed, you will be legally at fault if the food becomes unsafe.

What is the 2 hour/4 hour rule?

The 2 hour/4 hour rule uses time and temperature control to keep food safe by monitoring the time that high-risk food spends in the **temperature danger zone of 5°C to 60°C**.

If you are using the 2 hour/4 hour rule in your business, follow the steps below:



The total time includes all the time the food has been at room temperature, for example during delivery, display, preparation and transportation.

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Before using this rule, check:

- Is the food a high-risk food?
- Was the food previously kept at room temperature? For how long?
- Are your refrigerators and hot holding equipment working correctly?
- If this food was cooked and cooled, can you prove that it was done in line with the cooling rules?
- Have you informed staff members about this rule? Do they know how to use it?
- If food is not eaten on the premises, how will you inform customers that it must be eaten within four hours?

Tips

- ✓ Place a label on the food or the tray to record the time it spends at room temperature.
- ✓ When preparing raw high-risk food for cooking, make sure that the time it is held at room temperature is kept to a minimum. Return food to the refrigerator during delays.



Glossary

Bacteria	Commonly known as germs, bacteria are microorganisms found in and on food, people, surfaces, untreated water, dirt, soil, plants, animals and pests.
Calibration	Ensures that the accuracy of readings given by a measuring instrument, such as a probe thermometer, is consistent with a known standard. See <i>Support program 5: Thermometer use, calibration and equipment maintenance</i> .
Clean	(Adjective) Free from visible matter, such as food waste, dust, dirt, grease and other contamination and free from objectionable odour. (Verb) The action of making equipment, utensils, crockery and so on in a condition free from visible matter and odours.
Cleaning schedule	A schedule or list of the cleaning arrangements. It sets out the activities carried out throughout the premises and in relation to equipment, including how often cleaning is to be done and how it is to be carried out (for example, chemicals and equipment required). If your business transports food, it would also include the cleaning of transport containers and vehicles.
Contaminant	Biological, chemical or physical matter that may lead to a food safety risk (for example, physical matter such as glass in food) or an allergen.
Contamination	The introduction or occurrence of a contaminant in food.
Contact time	Some chemical cleaning solutions must be in contact with a surface or equipment for a certain amount of time to work effectively, remove dirt or kill bacteria. Check with your chemical supplier.
Cool	To lower the temperature.
Community group	An organisation or group that sells food solely for the purposes of raising funds for charity, or which is a not-for-profit body.
Corrective action	The steps to be taken by your staff where a breach of a control measure occurs (that is, to control the hazard).
Cross-contamination	Occurs when harmful bacteria or allergens spread to food from other food, surfaces, hands or equipment. For example, food poisoning can occur when bacteria in raw meat or seafood juices, or raw egg comes into contact with cooked or ready-to-eat food. Cross-contamination can also occur if equipment used for raw food preparation is then used for cooked or ready-to-eat food.
Delivery	The receipt of goods from a supplier, at which time the proprietor then takes responsibility for the food.
Detergent	Chemical, such as washing-up liquid, used to assist with the removal of grease, dirt and food from utensils or equipment. Detergents do not kill bacteria. Detergents work best in clean, hot water.
Disinfectant	A chemical used for disinfecting, which kills bacteria. Surfaces must be clean of grease, dirt and food before using disinfectants.
Dry goods	Food ingredients that can be stored at room temperature (not chilled or frozen) without becoming unsafe to eat (for example, flour, sugar, rice, jars and unopened bottles of sauce, canned fruit and raw vegetables).



Environmental health officer	Environmental health officers assess risk and monitor and enforce public health laws in a range of areas including food safety. They were formerly known as health inspectors.
Dry storage	Storing dry goods at room temperature.
Equipment	A machine, instrument, apparatus, utensil or appliance (other than a single-use item) used in connection with food handling.
Foodborne illness	Illness caused through eating contaminated food, such as chemical contamination or a virus or food-poisoning bacteria.
Food-grade container	A protective covering or wrap that will not contaminate food products, especially by leaching chemicals into the food.
Food handling	The making, manufacturing, producing, collecting, extracting, processing, storing, transporting, delivering, preparing, treating, preserving, packing, cooking, thawing, serving or displaying of food.
Food handling requirements	A program that covers food handling, personal hygiene, cleaning of the equipment and monitoring of these practices to ensure the safe production of food.
Food poisoning	When an individual is sick from eating food that has been affected by: <ul style="list-style-type: none"> • biological contamination – food-poisoning bacteria that have grown to large numbers or a toxin from bacterial spores that can survive cooking or from food that is not cooled quickly • physical contamination – things found in food that should not be present such as stones, adhesive bandages, hair, glass, insects, wood or metal • chemical contamination – where cleaning agents, detergents or fly sprays have come in contact with food.
Food recall	An action taken to remove from sale, distribution and consumption foods that pose a safety hazard to consumers. Such foods are retrieved and disposed of.
Food safety supervisor	Person(s) within your business responsible for looking after food safety. The food safety supervisor can recognise, prevent and alleviate the potential hazards associated with handling of food. They must have met the appropriate food safety competency standards for the type of premises they are working in and have the ability and authority (of the proprietor) to supervise other people handling food and ensure it is done safely. For information about qualifications, go to www.health.vic.gov.au/foodsafety .
Food supplier	A person or company that provides food ingredients, prepared foods, cooked or ready-to-eat foods to your business.
Freeze	Preserve food by refrigerating below freezing point or using blast freeze equipment.
Frozen products	Foods made solid by refrigeration below freezing. Foods that are partially thawed are not frozen products.
Frozen storage	Controlled storage conditions that maintain frozen products until required for use.
Garnish	To decorate or embellish food (for example, the addition of parsley on top of lasagna).

Gastroenteritis, gastro (food poisoning)	Illness caused either by foodborne or water-borne bacteria. Large numbers of bacteria in food or water can cause those who consume it to become ill. A person with gastro can suffer from a range of symptoms, such as diarrhoea, vomiting, sore throat, fever and jaundice.
Hazard	A biological, chemical or physical agent in, or a condition of, food that could be dangerous to human health.
High-risk foods	Include meat, seafood, poultry, eggs once cracked open for use, dairy products and small goods, or foods that contain these items (for example, sandwiches, quiche and prepared salads). Certain foods become high-risk when they are cooked, such as noodles, rice, pasta and similar dry foods. High-risk foods are also known as 'potentially hazardous' foods.
Hold	Keep or reserve; keep in a specified condition.
Hot-hold	Keep food at, or above, 60° C using appropriate equipment, such as hot lamps and bains-marie.
Microorganisms	Any living organism that can survive as a single cell, including bacteria, viruses, yeasts and moulds.
Microwave	(verb) to cook or heat in a microwave oven. (noun) an oven that uses high-frequency electromagnetic waves to cook or heat food.
Mix	To combine two or more substances.
Monitoring	A systematic process followed by staff to check a food handling activity.
Order	A direction or instruction under a law from a regulator about the handling or sale of food.
Peel	To remove the outer covering of a foodstuff (for example, fruit, vegetable, prawn).
Pest control	The elimination of pests from a food premises and the prevention of pests from entering the premises.
Pest controller	A service provided by specialists to eliminate pests using methods such as bait boxes and other pesticides suitable for use in a food premises.
Pests	Birds, rodents, insects.
Potable water	Water that is acceptable and safe for human consumption must be used in a food business for washing food and/or food ingredients, for cooking, adding to food and drinks, making ice, cleaning of food contact surfaces, cleaning food containers and utensils, hand washing and personal hygiene.
Potential hazard	Something that could make food unsafe, but has not yet done so. Potentially hazardous food must be kept at certain temperatures to minimise the growth of any bacteria.
Process	In relation to food, any activity that involves preparation of food for sale.
Processed fruit	Fruit and vegetables that have been altered from their original state.
Raw materials	Food before it is changed or processed.



Raw egg products	<p>Ready-to-eat food that contains raw egg in its final form. Such products have the potential to be hazardous and therefore require special care and handling. Some examples of raw egg products include:</p> <ul style="list-style-type: none"> • homemade sauces – mayonnaise, aioli, egg butter, hollandaise and béarnaise • uncooked desserts – chocolate mousse, tiramisu, ice-cream • drinks – eggnog and egg flip • egg wash – beaten eggs, sometimes mixed with another liquid, and brushed onto foods such as pizza or pastry.
Ready-to-eat food	Food that is ordinarily consumed in the same state in which it is sold. This does not include nuts in the shell and whole, raw fruits or vegetables that are intended for hulling, peeling or washing by the consumer.
Refrigerated storage	The storage of potentially hazardous food at a temperature between 0°C and 5°C.
Reheat	The heating of food already cooked and cooled once to a temperature that will kill any microbial organisms that may be growing in that food.
Sanitise	To apply heat or chemicals, or a combination of heat and chemicals, to kill food-poisoning bacteria or reduce the number of bacteria to a minimum level.
Sanitiser	A chemical used to reduce the numbers of bacteria on a work surface (see <i>Support program 2: Cleaning and sanitising</i> for more information on cleaning chemicals and how they work).
Self-service	A process where customers serve themselves.
Standard	Established method for staff to follow which ensures food and food processes remain safe.
Stock rotation	Storage of food so that the more recently delivered or acquired stock is placed behind existing stock. This practice ensures the oldest stock will be used first and helps avoid food passing its 'best before' date.
Temperature control	The methods used by a business to maintain the temperature of food at 5°C or below for chilled foods and 60°C or higher for hot foods.
Thawing	Removing food from frozen storage (-15°C) and bringing it to a chilled state (0 to 5°C) prior to preparation or cooking.
Thermometer	An instrument used to measure temperature, such as a probe thermometer (see <i>Support program 5: Thermometer use, calibration and equipment maintenance</i>).
Transport	Take or carry goods from one place to another.
Wash	Clean with liquid, especially detergent and water.





Food Safety Management – Example templates

The following templates were developed by Food Standards Australia New Zealand as part of [Safe Food Australia - A guide to the Food Safety Standards](#). They can be adapted or combined to suit your business needs.

Examples of what you might record are provided in each template. Blank templates are also provided.

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Template 2 – Food receipt

Date	Time	Supplier	Product (name and lot)	Condition/Temp	Corrective action / Notes	Checked by
e.g. 3/11/22	08:00	FS Food Delivery	Cheese - DD7 Frozen spinach - PDP13	Package intact, 5°C Frozen hard	Truck inspected - clean, temperature ok	MR

Check:

- ✓ Goods received under agreed conditions. Frozen food must feel hard frozen with no evidence of thawing. (e.g. clean, packaging intact, correctly labelled, correct temperature, date markings within 'Use by' or 'Best Before' date).
- ✓ Cold foods should be kept at 5°C or below (unless validated alternative).
- ✓ Hot foods should be kept at 60°C or above (unless validated alternative).
- ✓ Supplier's details included in shipment.
- ✓ Product name and lot identified.
- ✓ Determine if the received goods should be accepted (then stored correctly), returned, or disposed.

Template 3 – Cooking and cooling food (examples)

Date	Food	Cooked food core temp (≥75°C or equiv.)	Cooling start time (when food temp is 60°C)	Time within 2 hrs Temp	≤ 21°C within 2 hrs? (Yes — continue cooling)	Time Temp	Time Temp	5°C or below within 4 hrs? (6 hrs after start)	Corrective action/ note	Staff initials
3/11/22	Spinach and cheese pies	80.9°C	8:30am	10:30am 60°C / 19°C	Yes	12:30pm 5°C		Yes	<5°C in 4 hrs, no 6 hr test required	MR
3/11/22	Tuna Mornay	96°C	11:00am	1:00pm 60°C / 20°C	Yes	3:00pm 17°C	5:00pm 3.8°C	Yes		AC
3/11/22	Roast chickens	90.4°C	11:30am	1:30pm 62°C / 21°C	Yes	3:30pm 16°C	5:30pm 8°C	No	Discard product, reviewed cooling process, chop up chicken before cooling.	SN
4/11/22	Rice	Boiling	10:10am	12:10pm 61°C / 35.2°C	No				2 hr limit not met, discarded. Reviewed SOP. Cool under cold running water or portion to small containers to cool.	KF

- ✓ Use a clean, sanitised probe thermometer.
- ✓ Ensure food is thoroughly cooked to ≥75°C (or equiv.) by checking the thickest part.
- ✓ Potentially hazardous food must be cooled from 60°C to 21°C within 2 hours, then cooled from 21°C to 5°C within the next 4 hours.
- ✓ Some tips to rapidly cool food include: dividing big batches into smaller portions, using blast chillers, and using ice water baths.

Template 3 – Cooking and cooling food

Date	Food	Cooked food core temp (≥75°C or equiv.)	Cooling start time (when food temp is 60°C)	Time within 2 hrs Temp	≤ 21°C within 2 hrs? (Yes — continue cooling)	Time Temp	Time Temp	5°C or below within 4 hrs? (6 hrs after start)	Corrective action/ note	Staff initials

✓ Use a clean, sanitised probe thermometer.
 ✓ Ensure food is thoroughly cooked to ≥75°C (or equiv.) by checking the thickest part.
 ✓ Potentially hazardous food must be cooled from 60°C to 21°C within 2 hours, then cooled from 21°C to 5°C within the next 4 hours.
 ✓ Some tips to rapidly cool food include: dividing big batches into smaller portions, using blast chillers, and using ice water baths.

Template 4 – Food temperature record sheet: e.g. for food display (examples)

Date	3/11/22														Notes
Time	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	
Fridge/Cold unit 1 e.g. <i>Pies and pasties</i>	4.5°C	4.8°C													<i>Pies were 'probed' – temperature good but fridge is making a funny noise*</i>
Fridge/Cold unit 2															
Fridge/Cold unit 3															
Hot unit/Bain marie 1 e.g. <i>lasagna</i>	off	60°C													
Hot unit 2 e.g. <i>potato bake</i>	62°C	61°C													
Hot unit 3															
Staff initials	MR	WH													
Date	Corrective action taken (e.g. bain marie temperature turned up, refrigeration unit checked by technician, food discarded, etc.)														Signed
3/11	* Called fridge technician to check Fridge 1														MR

✓ Use a clean, sanitised probe thermometer to check food temperature (or e.g. a jar of water, if checking refrigeration).
 ✓ Cold foods should be kept at 5°C or below (unless validated alternative).
 ✓ Hot foods should be kept at 60°C or above (unless validated alternative).
 ✓ If food is not at correct temperature, add notes on corrective actions taken.

Template 4 – Food temperature record sheet: e.g. for food display

Date															Notes
Time	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	
Fridge/Cold unit 1															
Fridge/Cold Unit2															
Fridge/Cold unit 3															
Hot unit/Bain marie 1															
Hot unit 2															
Hot unit 3															
Staff initials															
Date	Corrective action taken (e.g. bain marie temperature turned up, refrigeration unit checked by technician, food discarded, etc.)														Signed
<p>✓ Use a clean, sanitised probe thermometer to check <u>food</u> temperature (or e.g. a jar of water, if checking refrigeration).</p> <p>✓ Cold foods should be kept at 5°C or below (unless validated alternative).</p> <p>✓ Hot foods should be kept at 60°C or above (unless validated alternative).</p> <p>✓ If food is not at correct temperature, add notes on corrective actions taken.</p>															

Template 5 – Log for 2-hour/ 4-hour rule (examples)

Food	Date	Time out of refrigeration (above 5°C)	Activity (e.g. food prep, display, transport.)	Time back in temp control (≤5°C)	Total time out	2-hr/4-hr action (re-refrigerate/ use/ or discard — see below)	Staff initials
Meat & salad sandwiches	3/11/22	10:30am	Sandwich prep	11:00am	30 min	Back in fridge 1	WR
		12 noon	Display for lunch on top of lunch counter	1:30pm	1hr 30 + 30 prep = 2hr	Put 10 sandwiches back in fridge 1	DC
		3:30pm	Remain on display on top of lunch counter		3hr 30 + 30 prep = 4hr	4 hr limit, discarded leftovers	DC
		4:00pm	10 saved from lunch, display for quick sale at end of day – placed on top of counter	6:00pm	2 hr + 2 hr = 4 hours	Only one left, discarded	DC
Fresh cream filled buns	4/11/22	11:00am	Buns from fridge to display table front of shop for quick sale	3:00 pm	4 hours	Discarded remaining	AC
Sliced ham for croissants	5/11/22	8:00am	Placed ham on bench for use for breakfast croissants	10:00am	2 hr	Wrapped portion left, marked with today's date & noted <u>2 hours</u> left for tomorrow, put back in cool room	SN
Sliced ham for croissants	6/11/22	8:00am	Placed ham on bench for use for breakfast croissants – day 2	10:00am	2hr (yesterday) + 2 hr = 4 hr	Discarded remaining	SN

- ✓ If food is kept between 5°C and 60°C, this temperature must be monitored and recorded.
- ✓ Each time period that food is kept between 5°C and 60°C, add up to reach a total time.
- ✓ Potentially hazardous food that has been kept between 5°C and 60°C for **less than two hours must be refrigerated or used immediately.**
- ✓ Potentially hazardous food that has been kept between 5°C and 60°C for **longer than two hours but less than four hours must be used immediately and not put back in the refrigerator.**
- ✓ Potentially hazardous food that has been kept between 5°C and 60°C for **longer than four hours must be discarded.**

Template 5 – Log for 2-hour/ 4-hour rule

Food	Date	Time out of refrigeration (above 5°C)	Activity (e.g. food prep, display, transport.)	Time back in temp control (≤5°C)	<u>Total</u> time out	2-hr/4-hr action (re-refrigerate/ use/ or discard — see below)	Staff initials

- ✓ If food is kept between 5°C and 60°C, this temperature must be monitored and recorded.
- ✓ Each time period that food is kept between 5°C and 60°C, add up to reach a total time.
- ✓ Potentially hazardous food that has been kept between 5°C and 60°C for **less than two hours must be refrigerated or used immediately.**
- ✓ Potentially hazardous food that has been kept between 5°C and 60°C for **longer than two hours but less than four hours must be used immediately and not put back in the refrigerator.**
- ✓ Potentially hazardous food that has been kept between 5°C and 60°C for **longer than four hours must be discarded.**

Template 6 – Cleaning and sanitising procedure (examples)

Item/ equipment	How often	Cleaning method	Sanitising method	Responsibility	Comments
e.g. Bain marie	Daily	Turn off power, drain out water, discard food left in trays. Remove trays and grids and pre-rinse them with warm water. Wash in warm soapy water (use "Supersoap" detergent and scrubber). Rinse in clean hot water. Wipe inside of bain marie.	Mix 5ml concentrated bleach in 10L warm water in sink (use gloves). Soak trays in sink for 5 mins. Wet a clean cloth in bleach solution and wipe inside of bain marie. Place trays on clean tea towel on bench to air dry.	Kitchen hand - MR	Chemicals, cloths, and gloves in cupboard under sink. Make fresh bleach solution daily
<ul style="list-style-type: none"> ✓ Use warm to hot water to help remove grease etc. ✓ Use an effective detergent for your application (depends on residue/equipment). ✓ Ensure that the surface looks, feels, and smells clean. ✓ Use a sanitiser after cleaning, for all food contact surfaces. ✓ Follow the manufacturer's instructions for all chemicals. ✓ Take care to not re-contaminate surfaces and equipment after cleaning and sanitising. 					

Template 6 – Cleaning and sanitising procedure

Item/ equipment	How often	Cleaning method	Sanitising method	Responsibility	Comments

- ✓ Use warm to hot water to help remove grease etc.
- ✓ Use an effective detergent for your application (depends on residue/equipment).
- ✓ Ensure that the surface looks, feels, and smells clean.
- ✓ Use a sanitiser after cleaning, for all food contact surfaces.
- ✓ Follow the manufacturer’s instructions for all chemicals.
- ✓ Take care to not re-contaminate surfaces and equipment after cleaning and sanitising.

Template 7 – Cleaning and sanitising record (2 weeks)

Area/ equipment	Frequency	Person(s) responsible	Week starting date:							Week starting date:						
			Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Supervisor to initial when task completed to satisfaction. Use X when not used.																
<ul style="list-style-type: none"> ✓ Ensure that food preparation areas/ equipment are free from food waste, dirt, grease, and odours. ✓ Follow the manufacturer’s instructions when cleaning specific equipment. ✓ Ensure staff have the knowledge and skills to effectively clean and sanitise. ✓ Don’t forget less obvious areas like extraction filters, cool room ceilings, plastic door strips, toilet doors, ceiling fans, and light switches. 																

Template 8 – General temperature record (multi-use) e.g. cooking, reheating, refrigeration (examples)

Date	Time	Activity / Food / Appliance	Food temp. °C	Corrective action / Notes	Checked by
2/11/22	9:00	Fridge 1 check	5	-	WTR
" "	9:30	Cook small quiches (200°C, 20 mins)	79	-	WTR
" "	11:00	Reheat meat pies to hot hold	53* 63	Didn't reach 60°C after reheating 40 mins - turned oven up by 10°C and will recheck in 20 mins... ok at 11:20	WTR
<p>Temperature checks</p> <ul style="list-style-type: none"> ✓ Cold foods should be kept at 5°C or below (unless validated alternative). ✓ Hot foods should be kept at 60°C or above (unless validated alternative). ✓ Frozen foods are 'frozen hard'. ✓ Cook to internal temperature of ≥75 (or equivalent). ✓ If food is not at correct temperature, add notes on corrective actions. 					

From: Post, Jenny (Health)
Sent: Monday, 16 October 2023 10:18
To: ACT Health, HPSOps; Hudson, Lyndell (Health); Marfori, Therese (Health); Huet, Jodie (Health); Sloan-Gardner, Timothy (Health); Perinpanayagam, Gajen (Health); Hundy, Rebecca (Health); Reid, David (Health)
Cc: Keene, Toby (Health); Greenville, Felicity (Health); Wansink, Victoria (Health); Glasgow, Neil (Health); Slocombe, Aimee (Health); Drinkwater, Jason (Health); Cameron, Jenna (Health); Waters, Natasha (Health); Barrett, Siobhan (Health); Reid, Sue (Health); Benson, Andrew (Health); Health Media; Sivakumar, Menan (Health); Martin, Victor (Health); McNeill, Laura (Health)
Subject: Pathology results - Turkish Pide House

OFFICIAL

Good Morning all,

We received the pathology results for four people associated with the outbreak over the weekend. Specimens from four people, (three from one group, one from another) were positive for norovirus on NAT.

These specimens will be sent to NSW Health Pathology for sequencing to determine relatedness.

Kind regards,
Jenny

From: [REDACTED]
Sent: Friday, 20 October 2023 13:15
To: Drinkwater, Jason (Health)
Subject: Re: Turkish Pide house volume of food sold 5-9 October

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

Hi Jason I do not have the information at this stage sorry

Sent from my iPhone

On 19 Oct 2023, at 12:04 pm, Drinkwater, Jason (Health) <Jason.Drinkwater@act.gov.au> wrote:

OFFICIAL

Hi [REDACTED]

Our communicable disease surveillance team is investigating the alleged food poisonings associated with Turkish Pide House Jamison.

They are requesting any information on the amount of food you sold/ produced between 5-9 October (inclusive). This could be roughly how many orders were placed, how many banquets were produced/sold, etc. by the day.

This information would be helpful to get a sense of the potential population affected, the information will not be used to search for more cases.

Any information you have would be very useful.

Please reach out to me if you have any questions.

Kind regards,

Jason

Jason Drinkwater | Public Health Officer | Environmental Health

(pronouns he/him)

Ph: 5124 9817 [REDACTED] | Email: jason.drinkwater@act.gov.au

Health Protection Service | Population Health | ACT Health Directorate

25 Mulley Street Holder ACT 2611 health.act.gov.au

I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

<image001.jpg>

 Please consider the environment before printing this email.

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: Drinkwater, Jason (Health)
Sent: Monday, 6 November 2023 10:44
To: [REDACTED]
Subject: Turkish Pide House renovation plans.
Attachments: Food Business - Fit-out Guide (1).pdf

OFFICIAL

Hi [REDACTED]

As discussed on the phone today, I need to see plans of the proposed renovation of Turkish Pide house so I can assess if the proposed renovation complies with the ACT fit out guide and Food Standards Code before construction. If there are any non-compliances with the fit out, they will be much easier to rectify before construction.

Please see this webpage with information about changing the details of the business plus **variation forms to be submitted with plans** to notify us of your proposed changes to the kitchen.

<https://www.health.act.gov.au/businesses/food-safety-regulation/change-food-business-details>

Please note your renovation must comply with the fit out guide attached.

Please reach out to me if you have any questions.

Thanks

Jason Drinkwater | Public Health Officer | Environmental Health

(pronouns he/him)

Ph: 5124 9817 [REDACTED] Email: jason.drinkwater@act.gov.au

Health Protection Service | Population Health | ACT Health Directorate

25 Mulley Street Holder ACT 2611 health.act.gov.au

I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.



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ACT FOOD BUSINESS FIT-OUT GUIDE

A GUIDE TO THE DESIGN AND
CONSTRUCTION OF FOOD BUSINESSES
IN THE ACT

Acknowledgments

This guide was developed with the assistance of the *Food premises Design, construction and fit-out guide* produced by the Southeast Queensland Food Safety and Public Health Working Group.

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DISCLAIMER

The *ACT Food Business Fit-out Guide* is intended to provide guidance (e.g. to builders and designers) on the construction and design of food business premises.

Food businesses must comply with all relevant requirements of ACT law. This guide does not cover all requirements of the *Food Act 2001*, the Food Regulation 2002 or the Australia New Zealand Food Standards Code.

Users must use their own judgement, as the information provided is not legal advice. Any legal advice should be obtained from a qualified solicitor.

The ACT Government accepts no responsibility for any action taken based on the information in this guide. The ACT Government is not liable for any damages resulting from the use of this guide. The ACT Government does not assure the accuracy of the information on websites referenced in this guide, nor any information on websites that the ACT Government does not manage.

This guide is subject to updates based on emerging issues, such as legislative changes and industry innovation. Users should check they have the most recent version. Visit www.health.act.gov.au/foodsafety for the most recent version of the guide and other food business resources.

1. ABOUT THIS GUIDE

The ACT Food Business Fit-out Guide (the guide) has been developed to provide guidance to food businesses, builders and designers on the construction and design of **food premises**. The guide outlines minimum construction requirements and best practice recommendations to ensure the fit-out of a **food business** complies with the *Food Act 2001* and supports the production of safe food.

This guide is based on:

- the Australia New Zealand Food Standards Code - [Standard 3.2.3 \(Food Premises and Equipment\)](#), and
- Australian Standard 4674-2004 (Construction and fit-out of food premises).

The Australia New Zealand Food Standards Code prescribes nationally consistent food safety standards that enable a risk-based, preventative approach to providing safe and suitable food. Standard 3.2.3 sets out the requirements for food premises and equipment used by a food business.

Australian Standard 4674-2004 (Construction and fit-out of food premises) provides design, construction and fit-out criteria for new food premises and for the renovation or alteration of existing food premises. The standard's scope is limited to permanent buildings used by the food service industry, by food retailers and by small-scale food manufacturers.

We strongly recommend you review the Australia New Zealand Food Standards Code – Standard 3.2.3 and the Australian Standard 4674-2004 to ensure you appropriately design and construct your food premises.

NB: Words and terms defined in the [Glossary](#) are shown in **green** at their first mention in the text.

WHY THIS GUIDE IS IMPORTANT?

Thorough planning and design will assist you to build a food premises that will facilitate the production of safe food.

This guide aims to ensure that all food premises:

- are able to be easily cleaned and maintained,
- have sufficient space, **facilities** and **equipment** to produce safe food,
- are provided with services such as **potable water**, effective **sewage** disposal, and sufficient light and ventilation for safe food handling,
- provide facilities for staff to maintain personal hygiene, and
- prevent the entry and **harbourage** of pests.

This guide provides information relating to fixed premises. It does not cover:

- market stalls,
- mobile food vans,
- home food businesses, or
- general food safety information.

Please see the [Food stall guidelines – Food safety requirements for temporary food stalls](#) for information on the setup and operation of market stalls. For information on mobile food vans and home food businesses, please contact the Health Protection Service.

THE FIT-OUT PROCESS

Applicants are strongly advised to contact the Health Protection Service at the earliest stages of planning and design to discuss their fit-out requirements. Please call 5124 9700 during business hours.

Fit-outs are assessed on a case-by-case basis, taking into account the proposed operation of the food business.

Fit-out assessments are built into the process for registering a food business and the process for making changes to a registered food business. To undertake the fit-out process, applicants must complete the relevant online application form outlined in the table below.

New Food Business	Changes To An Existing Food Business
To undertake a fit-out and register a new food business, complete a Food Business New Registration Application form.	To undertake a fit-out to change an existing registered food business (including food handling or storage areas), complete a Food Business Variation or Transfer Form .

Documents required for fit-out assessment

The **proprietor** must submit premises plans as part of the online fit-out process. Plans must be of a suitable scale. Your architect, draftsman, builder or shopfitter can assist you to provide the following:

- site plan (including refuse storage area, adjacent land uses and toilet facilities),
- floor plan,
- sectional elevation drawings showing all **fixtures, fittings and equipment**, and designated areas,
- hydraulic plans (plumbing details),
- mechanical exhaust ventilation drawings, including plans and schematic diagrams, and
- reflected ceiling plans.

The proprietor must ensure the following information is included on the above plans:

- finishes of floors, walls, and ceilings,
- layout of all equipment, benches, fittings and fixtures,
- schedule of equipment specifications, including maximum power/gas outputs,
- door and window openings,
- customer and staff toilet information,
- mechanical exhaust ventilation (see [Section 9](#)), and
- process flow (from product received through to end-product delivered).

If you need more information, please contact the Health Protection Service.

Other relevant approvals

When building or changing your premises, proprietors must consider other approvals that may be needed. By engaging early with other regulators, you reduce the possibility of expensive mistakes and breaches of legislation. Proprietors should contact Access Canberra on 13 22 81 to discuss other relevant approvals.

2. HOW TO USE THIS GUIDE

The guide is based on two concepts:

1. Requirements

This section outlines the requirements from Standard 3.2.3 of the Food Standards Code. A number of acceptable solutions are listed for each outcome. A combination of options may be needed depending on the operation of the food business.

Alternatively, you may be able to achieve compliance using a solution or method not listed in this guide. It is the responsibility of the proprietor to demonstrate that any alternative methods or materials comply with Standard 3.2.3. Before implementing alternatives, please seek advice from the Health Protection Service.

2. Best practice

Best practice is where the suggested solution exceeds the required outcomes. It is highly recommended that food businesses aim for best practice solutions. Not all best practice options are listed in this guide. For more information, or to discuss alternative methods of compliance, contact the Health Protection Service.

3. GENERAL DESIGN AND LAYOUT REQUIREMENTS

REQUIREMENTS

To meet Standard 3.2.3 – Division 2, Clause 3, premises must meet the requirements detailed below.

Adequate space

Food premises must have designated spaces for food handling activities and equipment storage. Storage areas must be constructed from materials that are durable and able to be easily and effectively cleaned.

Adequate space must be provided for:

- food delivery areas,
- storage of dry goods (e.g. shelving space, pantry area and food grade containers for anticipated stock levels),
- hot and cold food storage and display (e.g. refrigerators, cool rooms, freezers and bain-maries),
- equipment storage (e.g. sufficient floor, cupboard or shelving space for storage of food preparation equipment),
- storage of food packaging materials and utensils,
- storage of cleaning chemicals,
- waste management,
- storage of personal items, and
- office and business equipment storage.

Entry of pests and harbourage

Pests such as rats, mice, flies and cockroaches can carry bacteria and viruses that may contaminate food and food contact surfaces. All food premises must be constructed to prevent the entry of pests. Prevention measures include:

- ensuring internal structures are designed and finished to prevent pest harbourage,
- fitting windows within food preparation areas with pest-proof mesh screens,
- sealing holes and spaces around pipes and cables in walls or ceilings to prevent entry of pests, and
- ensuring spaces between equipment and walls are either sealed to prevent pest harbourage, or are accessible for cleaning.

Pest control chemical sprays (automatic and manual) must not be used in food preparation areas or near exposed food, cleaning equipment, unwrapped packaging, or servery areas.

To further prevent pests, it is recommended that businesses install:

- self-closing doors and mesh screens to ensure that doors into the premises remain closed,
- weather strips to prevent pests from entering the premises under doors, and
- air curtains or plastic curtains to minimise pest entry.

Appropriate for use

Correct design and layout of a premises can streamline work practices, reduce **cleaning** and maintenance, and prevent cross-contamination. To minimise contamination, the layout must accommodate safe flow/movement of food and waste through the premises. Certain equipment, designated areas and facilities must be separated within the business to avoid cross-contamination. Examples of such things that must be separated from each other include:

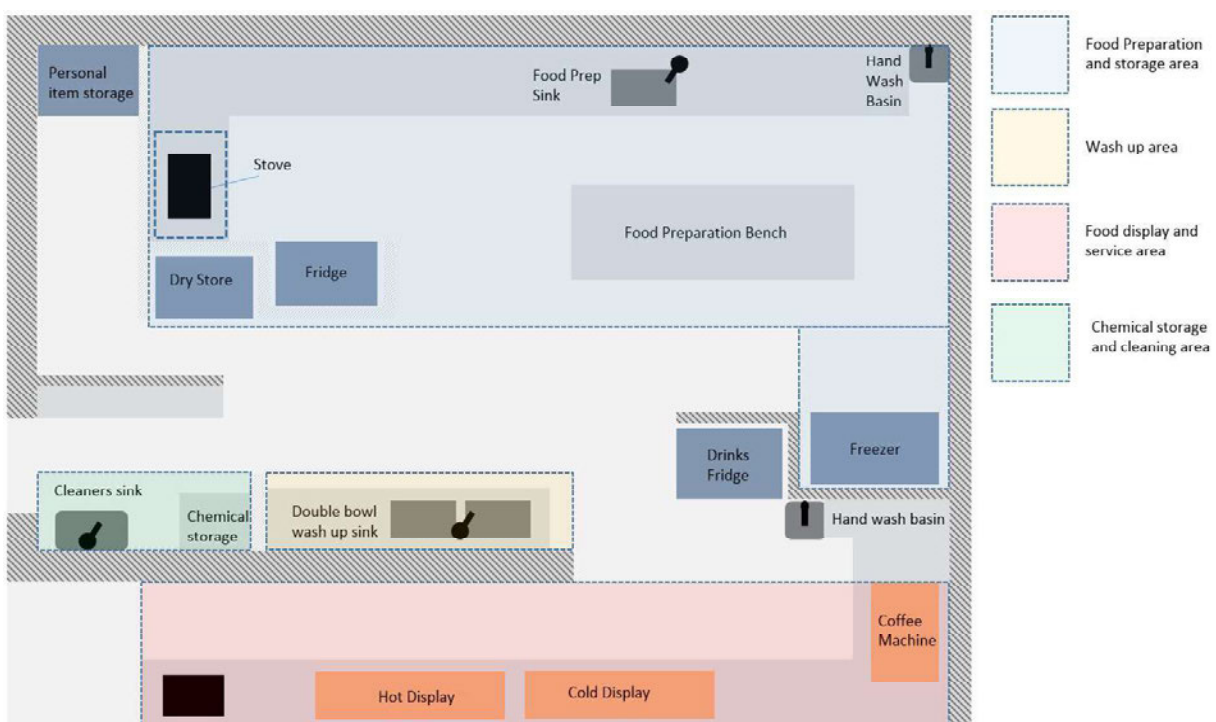
- food preparation surfaces (i.e. for handling raw food),
- cooking equipment,
- **hand washing facilities**,
- wash up facilities,
- storage facilities,
- **waste disposal areas**, and
- toilet facilities.

To prevent food contamination, premises should be designed so food flows in one direction (e.g. from receipt to storage, preparation, packaging, serving and then to disposal). This means food ingredients enter the premises and are stored separately from cooked produce; and personal items and chemicals are stored separately from ingredients.

Figure 1 (below) shows how a food premises can be designed to ensure that processes are physically separated. It can be observed that the food preparation sink is located close to the food preparation bench so that food can be sanitised, processed and then cooked.

The food preparation sink should be a suitable distance from the wash up sink to ensure that food being sanitised cannot be contaminated by equipment being washed. Chemical storage and the cleaner's sink are to be located away from all other areas to ensure that chemicals are kept away from food preparation and storage areas. The servery area should have a handwashing basin if staff prepare coffee and portion food.

Figure 1: Example of a Food Premises Layout



4. FLOORS

REQUIRED OUTCOME

To meet Standard 3.2.3 – Division 3, Clause 10, premises must meet the requirements detailed below.

FLOOR FINISHES FOR FOOD PREPARATION AND STORAGE AREAS

Choosing an appropriate floor finish ensures a business is able to keep the floor clean and reduces the frequency of repairs. If floors are not properly installed and maintained, they can become a breeding ground for bacteria and provide harbourage for pests.

Floors in food preparation areas, storage areas, cool rooms, and freezer rooms (including drainage for floor wastes and grading) may be finished with the following materials:

- sealed quarry or ceramic tiles,
- stainless steel,
- laminated thermosetting plastic sheeting,
- epoxy resin,
- sealed concrete or similar impervious material, or
- floor tiles grouted with epoxy grout and finished flush with the surface of the tiles.

Proprietors should consider which finish will be the most suitable for their premises.

Slip resistance is an important aspect of work health and safety practices, but is not a requirement of food safety. When choosing non-slip flooring, you must ensure the flooring can be easily and effectively cleaned. Generally, the higher the non-slip rating, the more difficult the floor may be to clean.

There may be alternative floor finishes available and proprietors are encouraged to discuss floor finish options with the Health Protection Service.

Coving

Coving is a smooth and seamless junction between the floor and wall that facilitates effective cleaning and prevents the accumulation of waste. This is usually achieved by continuing the flooring material up the wall. However depending on the type of flooring material, it can be achieved in a number of other ways.

All new premises and those undergoing significant refurbishment must have coving installed in food preparation and storage areas at the intersections of floors-to-walls, and floors-to-plinths. This includes in cool rooms and freezer rooms.

Depending on the floor finish, coving may be installed in accordance with other methods to achieve the same outcome.

5. WALLS AND CEILINGS

REQUIREMENTS

To meet Standard 3.2.3 – Division 3, Clause 11, premises must meet the requirements detailed below.

Wall finishes for food preparation, storage and servery areas

Selecting an appropriate wall finish will depend on the operation of the food business. Walls should be finished with a high gloss, washable and easy-to-clean surface. Timber or wooden wall surfaces are not permitted in food preparation areas and should only be used in [dining areas](#).

Walls in food preparation and storage areas are to be finished with an approved material such as:

- glazed tiles,
- stainless steel or aluminium sheeting,
- acrylic or laminated plastic sheeting,
- polyvinyl sheeting with welded seams, or
- pre-formed panels.

Walls at the rear of cooking appliances must be covered with a hardwearing material (such as stainless steel) that extends from the [mechanical ventilation](#) or ceiling, to the floor (for details on mechanical ventilation, see [Section 9](#)).

Ceilings

All food preparation and storage areas must have an enclosed ceiling to prevent food contamination. Exposed ductwork, pipes and joints increase the risk of contamination from dust and debris and provide sites for pest harbourage. Ceilings must be of a continuous construction, free from joints and appropriately sealed. When designing and constructing the ceiling, consider:

- the food handling activities taking place in the area (e.g. whether the surfaces are subject to splashes or [soiling](#)),
- the likelihood of material (such as paint flakes) contaminating food,
- the need to withstand heat from cooking processes,
- the likelihood of pest infestation and the types of pests, and
- ease of cleaning, maintenance and replacement of worn or damaged areas.

For most premises, a painted plasterboard ceiling is appropriate. Ceilings in food preparation areas must not be constructed from drop-in panels or timber as they are unable to be effectively cleaned and do not withstand heat and moisture.

Light fittings should be installed flush with the ceiling or have a protective cover to prevent the accumulation of dust or harbourage of pests. Lights above food preparation areas must either have a cover that encloses the glass bulb (in case the bulb shatters), or have a plastic light fitting. Pendant lights (and other decorative light fittings) above food preparation areas must be able to be effectively cleaned.

6. EQUIPMENT FOR CLEANING AND SANITISING

REQUIREMENTS

To meet Standard 3.2.3 – Division 4, Clause 12, premises must meet the requirements detailed below.

Cleaning and Sanitising

Cleaning is a process that removes visible contamination such as food waste, dirt and grease from a surface, usually using hot water and detergent. During the cleaning process, some microorganisms will be removed from the surface but the cleaning process is not designed to destroy microorganisms.

Sanitising is a process that destroys microorganisms, reducing the numbers present on a surface to a safe level. This is usually achieved by the use of both heat and water, or by specific sanitising chemicals.

Cleaning and sanitising should usually be done as two separate processes. A surface needs to be thoroughly cleaned before it is sanitised, as sanitisers generally do not work well in the presence of food residues and detergents.

To effectively clean and sanitise fixtures, fittings and equipment, businesses that handle and prepare food must have either a double bowl sink or a single bowl sink and a dishwasher. Table 1 below shows the different equipment needed when undertaking food preparation, cleaning and sanitising activities.

Table 1- Requirements for preparation, cleaning and sanitising facilities required for food premises

Business Operation	Minimum Facilities
All premises	Designated hand washing facilities that are large enough for food handlers to easily move their hands and arms about under the running water to effectively wash them.
All premises which handle and prepare unpackaged food	<ul style="list-style-type: none"> ▪ Double bowl sink (capable of immersing the largest equipment), or ▪ Dishwasher and single bowl sink (where all food contact equipment will fit in the dishwasher), or ▪ Double bowl sink and a dishwasher (where some equipment has to be washed/sanitised in the sink).
Premises where food preparation directly uses a sink (e.g. food prepared by immersion/rinsing in water or draining into a sink)	Designated food preparation sink(s) separate from wash up and hand washing sinks.
Premises where floors are to be wet washed	Cleaner's sink or floor waste.

Food preparation sinks

A food preparation sink is required if foods (e.g. salad and vegetables) are immersed in water to be cleaned prior to use or otherwise prepared in a sink. To prevent cross-contamination, food preparation sinks must be separate from all other sinks (e.g. wash up sinks and hand wash basins).

7. EQUIPMENT FOR FOOD PREPARATION AND STORAGE

REQUIREMENTS

To meet Standard 3.2.3 – Division 4, Clause 12, premises must meet the requirements detailed below.

Benches, tables and preparation counters

Benches and tables must be constructed so they can be easily cleaned and sanitised. Suitable materials include:

- melamine laminate,
- plastic, or
- stainless steel with sealed joints.

Benches located next to walls must be sealed to the wall with an appropriate material. Benches subjected to heat should be constructed from stainless steel.

Benches used to prepare food in front of customers (such as sandwich counters), must be fitted with a protective barrier between the customer and the food.

To allow cleaning and prevent the accumulation of food waste, equipment located on bench tops should be:

- easily moveable,
- raised above the bench, or
- sealed to the bench top.

Cooking equipment

Stoves and cooking appliances adjacent to walls must be moveable to enable access for cleaning, or built into walls and completely **pest proofed**.

Appliances must be either:

- placed apart to allow access to clean in between appliances,
- placed close together with the gap between the appliances sealed to prevent food waste accumulating, or
- placed on wheels to allow the appliance to be moved for cleaning.

Equipment supports

The following can be used to support equipment:

- metal legs – these are to be smooth and sealed to prevent the access of pests. Legs must be at a height that enables easy and effective cleaning (a leg height of approximately 150mm is considered best practice),
- castors wheels – these must be capable of supporting and moving fully-loaded equipment, or
- brackets i.e. sinks, tubs, wash basins, tables, benches, shelving and similar fittings must be fitted on solid steel brackets that are fixed to the wall (e.g. stainless steel or galvanised tubing with sealed ends).

Display cabinets

Sliding doors to display cabinets must be designed to allow easy and effective cleaning. Self-service food bars must be fitted with sneeze guards designed to prevent contamination.

Hot and cold displays

Equipment designed to display hot or cold food must be capable of keeping food under **temperature control**.

Cupboards and cabinets

Where cupboards and cabinets are free standing, all surfaces (including the back) must be smooth and washable. Cupboards and cabinets should be constructed so that there are no inaccessible voids or spaces that may facilitate harbourage.

Shelving

Shelving must be smooth, impervious and free from joints. There must be adequate space below the lowest shelf to allow effective cleaning.

Suitable materials include:

- galvanised piping,
- stainless steel, or
- laminated plastic.

8. HAND WASHING FACILITIES

REQUIREMENTS

To meet Standard 3.2.3 – Division 4, Clause 14, premises must have suitable hand washing facilities to reduce the risk of food contamination and foodborne illness.

Hand wash basins

A designated hand wash basin must be located in all areas where food is handled or prepared. For example, additional hand wash basins are required in servery areas, bars, drink preparation areas and areas where staff portion food.

Hand washing facilities must:

- be located within an adequate distance. It is recommended that hand washing facilities are located within 5 metres of all food handling areas. Multiple hand washing facilities may be needed to meet this requirement,
- be located immediately adjacent to toilets,
- have warm potable running water delivered through a single outlet spout,
- have liquid soap in a suitable dispenser,
- have single-use towels,
- be of a suitable size to allow cleaning of hands and arms, and
- be easily accessible at all times.

BEST PRACTICE

Hand washing facilities should:

- be located at staff entrances to the food premises,
- have a metered tap to provide a flow of water for at least 15 seconds without the need to reactivate the tap, and
- be provided with hands free devices (such as a knee operated lever, single lever taps or sensor taps).

9. VENTILATION

REQUIREMENTS

To meet Standard 3.2.3 – Division 2, Clause 7, premises must meet the requirements detailed below.

Mechanical ventilation

Food premises must have sufficient natural or mechanical ventilation to effectively remove fumes, smoke, steam and vapours from the food premises. The adequacy and effectiveness of a ventilation system can be affected by various factors including the nature and volume of food prepared on the premises, design and capacity of the ventilation system, location of the ventilation system and cleanliness.

Australian Standard 1668.2-2012 (The use of ventilation and air conditioning in buildings – Mechanical ventilation in buildings) provides the requirements for mechanical air-handling systems that ventilate buildings and for ventilation based on the need to control odours, particles and gases.

The standard specifies that a mechanical exhaust should be installed where:

- a deep fryer is used,
- any single apparatus has:
 - a total maximum electrical power input exceeding 8 kilowatts (kW), or
 - a total gas power input exceeding 29 megajoules per hour (MJ/h),
- a dishwasher is installed, or
- equipment is used that vents steam that may result in condensation on walls or the ceiling.

If new equipment is installed within the premises after the mechanical ventilation system has been installed, it must not impair the efficiency of the system. For advice, contact the Health Protection Service on 5124 9700.

ADVISORY NOTE

Proprietors should always consider mechanical extraction systems when building new premises or renovating an existing premises, as it is more expensive and inconvenient to install these systems once a business is operating

Wood and solid fuel fired equipment

Exhaust ventilation for wood fired or solid fuel cooking equipment (pizza ovens, smokers, coal and wood fired grills) must be separate from other ventilation systems. They must not be combined with ventilation systems installed for grease or oil applications

10. TOILET FACILITIES

REQUIREMENTS

To meet Standard 3.2.3 – Division 5, Clause 16, premises must have adequate toilets available for the use of staff working for the food business.

A food business must ensure that toilet facilities:

- have warm running water, liquid soap and single use towel, and
- are clean and in good repair, and must be available to staff at all times.

Toilet facilities located within food premises must be separated from areas where food is handled or stored by an air lock equipped with self-closing doors.

Toilets must not be able to be entered directly off a food preparation, storage or handling area.

Hand wash basins within toilet areas are not permitted as substitutes for hand wash basins in food preparation areas.

BEST PRACTICE

Separate toilet facilities should be provided for staff and for customers.

11. WATER SUPPLY

REQUIREMENTS

To meet Standard 3.2.3 – Division 2, Clause 4, premises must meet the requirements detailed below.

A food business must ensure:

- a continuous supply of hot and cold water of a sufficient pressure, including during periods of high demand and usage,
- they use **potable water** to carry out all food preparation, utensil washing, hand washing, cleaning and other water using operations,
- warm potable water (e.g. hot and cold water provided through a single outlet) is available at all hand washing facilities, and
- hot water is at a sufficient temperature to effectively clean and sanitise equipment (refer to [Section 6](#)).

For more information on water quality, refer to the *Australian Drinking Water Guidelines*. A copy of the guidelines can be found at www.nhmrc.gov.au.

Premises not connected to a town water supply

Food premises not connected to a town water supply must seek approval from the Health Protection Service prior to planning and designing a food business.

12. SEWAGE AND WASTE WATER DISPOSAL REQUIREMENTS

To meet Standard 3.2.3 – Division 2, Clause 5, premises must meet requirements to ensure the disposal of **sewage** and waste water does not contaminate food or the water supply.

Food premises must ensure that:

- plumbing and drainage complies with Australian Standard 3500.2:2015 (Plumbing and drainage – Sanitary plumbing and drainage),
- **grease traps** are designed to filter liquid waste from the food business (grease traps need ‘trade waste’ approval; contact Icon Water on 6248 3111 for more information),
- waste water generated from cleaning activities is disposed of in a cleaner’s sink or floor waste trap,
- the drainage system and grease traps are not located where there is a risk of food contamination, and
- equipment generating liquid waste (e.g. cool room evaporative units, coffee machines, hot and cold displays) is connected to a sewerage system.

Icon Water Liquid Trade Waste Approval or Exemption

All food businesses discharging liquid waste (known as trade waste) into the sewerage network must obtain an Approval Certificate or Exemption Certificate from Icon Water. The Health Protection Service may request evidence of a business’s approval to deal with liquid trade waste as part of their Food Business Registration.

Any food business that wishes to discharge non-domestic wastewater should seek further information from Icon Water about any required approvals or exemptions.

Visit www.iconwater.com.au/ for details and forms.

ADVISORY NOTE

Any food business that wishes to discharge non-domestic wastewater should seek further information from Icon Water about any required approvals or exemptions.

Penalties may apply for businesses that knowingly contaminate water sources or interfere with the safe and efficient operation of the sewerage network. It is strongly recommended that food businesses dealing with the discharge of liquid trade waste contact Icon Water for more information or visit www.iconwater.com.au/

13. STORAGE OF RUBBISH AND RECYCLING

REQUIREMENTS

To meet Standard 3.2.3 – Division 2, Clause 6, premises must meet the requirements detailed below.

Rubbish and recycling containers

Rubbish and recycling storage containers must:

- be constructed from an impervious material such as metal or plastic,
- be of appropriate size for the volume of rubbish produced by business,
- have tight fitting lids, and
- have drainage bungs if bins cannot be lifted for cleaning.

External waste disposal areas and recycling storage areas

External **waste disposal areas** and recycling storage areas must be:

- constructed from an impervious material,
- graded and drained into the sewer,
- able to be easily cleaned, and
- capable of storing the rubbish generated by the business (e.g. wet waste, cardboard, general dry wastes, and bulk waste oil) without creating potential harbourage for vermin.

BEST PRACTICE

External rubbish and recycling storage areas should have bunding and drainage, be covered and have access to a hose to allow regular cleaning.

14. STORAGE FACILITIES

REQUIREMENTS

To meet Standard 3.2.3 – Division 5, Clause 15, premises must meet the requirements detailed below.

Adequate storage facilities

Food premises must have adequate storage facilities for items that could be a source of contamination, including chemicals, clothing and personal belongings. Storage facilities must prevent stored items from contaminating food.

Dry goods and food packaging materials

Storage must be provided for dry goods and food contact packaging materials. All food and food contact items must be stored in a room with impervious flooring. To facilitate effective cleaning and prevent contamination, adequate storage must be provided so items are stored off the floor.

Cleaning chemicals and equipment

To prevent food contamination, cleaning equipment and pest control chemicals must be stored away from food preparation and storage areas.

Clothing and other personal belongings

Facilities must be provided for staff to store clothing and other personal belongings (e.g. in a change room or designated cupboard). These facilities should be located away from the food preparation and storage areas.

Office materials

Paper work and other materials associated with the administration of the business must be stored in a designated room, cupboard or drawers, separate from food preparation and storage areas.

15. TEMPERATURE MEASUREMENT

REQUIREMENTS

To meet Standard 3.2.3 – Division 6, Clause 22, premises must meet the requirements detailed below.

Thermometer

A food business that handles **potentially hazardous food** must have a digital probe thermometer that is accurate to $\pm 1^{\circ}\text{C}$ and is able to measure the internal temperature of the food (see Figure 3).

Thermometers can also be used to verify that hot and cold displays are under temperature control.

Thermometers must be able to be easily cleaned and sanitised. A thermometer can be cleaned by washing the probe in hot water, sanitising the probe with alcohol wipes, or using another proven method.

In addition to having a probe thermometer, a food business may also have:

- an infrared thermometer to measure the surface temperature of the food without touching the food, or
- externally mounted, highly visible temperature gauges that are monitored and calibrated on refrigeration and heating equipment.

Figure 3 - Example of an approved temperature measuring device accurate to $\pm 1^{\circ}\text{C}$



16. BEVERAGE AREAS

What is a beverage area?

A beverage area is a distinct part of the food business where only drink and very minor food handling occurs. Beverage areas are separate from the main food production areas.

General operations of beverage areas may include:

- preparation and service of alcoholic drinks, post mix drinks, tea and coffee,
- the cutting and portioning of premade food items, and
- the cutting of fruit for use in drinks.

As this type of operation presents a lower risk than the production of table meals, beverage areas are not required to meet the same design requirements as other food handling areas.

Areas where food is produced or cooked are not considered to be beverage areas. If you are unsure about whether an area is a beverage area under this guide, please contact the Health Protection Service on 5124 9700.

Alternative materials and finishes

If finishes and materials proposed for beverage areas deviate from other sections of this guide, they must be suitable for their purpose.

To demonstrate that alternative finishes or materials are suitable for purpose, proprietors can submit supporting information, including material Safety Data Sheets or any other such evidence, to the Health Protection Service for consideration.

With respect to decorative features, a cleaning schedule may be required to demonstrate that the feature can be easily and effectively cleaned. Decorative features or fittings that cannot be effectively cleaned will not be permitted.

Any alternative finishes and materials must be approved for use by the Health Protection Service. Any construction commenced using alternative materials prior to receiving approval for use is done at the risk of the applicant.

BEVERAGE AREA REQUIREMENTS

Walls

Walls constructed using alternative finishes are permitted in beverage areas as long as they are sealed to prevent the entry of **contaminants**, are hardwearing and easily cleanable.

Where drink preparation equipment that may soil wall surfaces is present (e.g. coffee machines, milkshake makers or blenders), the surfaces must be impervious and waterproof in construction. For example, if there is a stone, brick or timber feature wall, an impervious waterproof splashback must be provided around drink preparation equipment.

Stone, brick or timber should not be used where they will be exposed to high levels of moisture, such as next to a dishwasher, glass washer or around wash up or hand wash basins.

For clarity, where stone, brick, timber and similar materials are used, they must be:

- sealed with a durable and impervious finish,
- free from rough surfaces, cracks or crevices,
- smooth and easily cleanable, and
- located appropriately.

Floors

Floors within beverage areas must meet the requirements of the floor section of this guide and be provided with coving (refer to [Section 4](#)).

Ceilings

Ceilings over beverage areas must be able to be effectively cleaned and protect the area from contamination. Alternative ceiling materials (e.g. pressed metal or sealed timber) may be used if the material can be easily and effectively cleaned.

Hand washing facilities

Hand washing facilities (as detailed in [Section 8](#)) are required within 5 metres of beverage areas where food is handled, portioned, or where opened drinks are served. An impervious waterproof splashback must be provided around the hand wash basin.

Preparation surfaces

A timber finish may be used as a preparation surface in beverage areas where drink preparation and portioning of food occurs, provided no heating of food occurs. The timber finish must be a hardwood close-grained timber with a waterproof finish.

Walls adjoining all surfaces where food is portioned or where drinks are mixed must have an impervious splashback. Stone, brick or timber are not suitable finishes for a splashback.

Outdoor Bars

If you wish to install an outdoor bar, please refer to *A Guide for Outdoor Bars* available at www.accesscanberra.act.gov.au.

17. APPENDIX ONE – GLOSSARY

Cleaning

A process that removes visible contamination, such as food waste, dirt and grease from a surface, usually using hot water and detergent. Some microorganisms will be removed from the surface, however, the cleaning process is not designed to destroy micro-organisms.

Contaminants

‘Contaminant’ means any biological or chemical agent, foreign matter, or other substance that may compromise food safety.

Dining areas

An area designated for consuming food. No food preparation is completed in this area.

Easily moveable

Equipment that can be moved by one person (either on wheels or castors) to enable cleaning as required. This allows food debris to be swept from underneath and the floor mopped. If the equipment cannot be easily moved, a clearance space must be provided so the area surrounding and beneath the equipment can be cleaned without moving the appliance.

Equipment

Means all equipment used in handling food or storing food, as well as equipment used to clean food premises or equipment (e.g. refrigerators, cool rooms, bain-marie units, ovens, food processors, dishwashers, brooms, mops, buckets, etc).

Facilities

Includes a machine, instrument, apparatus, utensil or appliance, other than a single-use item, used (or intended to be used) in or in connection with food handling. Includes any equipment used (or intended to be used) to clean food premises or equipment.

Fixtures, fitting and equipment

Includes all items such as benches, shelves, sinks, handwashing basins, cupboards, light fittings, ventilation ducts, pipes, electrical wiring, as well as cooking and processing equipment (as defined above in ‘equipment’).

Food business

A business, enterprise or activity (other than primary food production) that involves handling food intended for sale or the sale of food. The entity is considered a food business, regardless of whether the business, enterprise or activity concerned is of a commercial, charitable or community nature or whether it involves the handling or sale of food on one occasion only.

Food premises

Any location that is used for the preparation or handling of food for sale. Food premises may be land, vehicles, stalls or other temporary structures.

Grease trap

A plumbing device designed to intercept most grease and solids before they enter a wastewater disposal system.

Hand washing facilities

A facility that provides an adequate supply of warm, running, potable water, soap and single-use disposable towels to facilitate handwashing.

Harbourage

A location where pests seek shelter, food and warmth to enable them to live and reproduce.

Impervious

Impervious means a surface that cannot be penetrated or affected by the surrounding environment. This may refer to being waterproof or heatproof.

Mechanical ventilation

A system that uses equipment (such as fans) to dilute pollutants in the air from an area by introducing fresh air.

Pest proofed

A building is considered pest proofed when there are no pest access points into the building, no harbourage, and suitable pest management plans are in place to prevent pests.

Plinths

Plinths are supporting structures used underneath heavy equipment that is unable or difficult to move for cleaning. They help prevent the build-up of waste underneath the equipment.

Potable water

Potable water is safe drinking water that is fit for human consumption.

Potentially hazardous food

This means food that must be kept at certain temperatures (i.e. within temperature control) to minimise the growth of any pathogenic micro-organisms that may be present in the food and/or to prevent the formation of toxins. Examples may include meat, seafood, dairy products, cut fruit and vegetables, and cooked rice.

Proprietor

The owner of a business, or holder of property.

Sanitising

A process that significantly reduces the number of micro-organisms present on a surface. This is usually achieved through the combined use of hot water and chemical sanitisers.

Sewage

Waste from toilets, urinals, basins, showers, sinks and dishwashers.

Soiling

Soiling refers to the process of a surface or equipment becoming unclean or dirty.

Temperature control

The use of temperature to minimise the growth of bacteria and protect the safety of food. Generally, this means keeping potentially hazardous food at 5°C or below, or at 60°C or above.

Waste disposal areas

An area designated to store solid, liquid and gaseous waste prior to collection or removal. This may include food waste, recycling and broken equipment.



ACT Health Protection Service

October 2017

From: Drinkwater, Jason (Health)
Sent: Monday, 6 November 2023 11:30
To: [REDACTED]
Subject: FW: Turkish Pide House Macquarie renovation plans.
Attachments: Food Business - Fit-out Guide (1).pdf

OFFICIAL

Hi [REDACTED]

Thank you for your time on the phone this morning.

As discussed, the works you described for Turkish Pide House sound substantial, such as removing the cool room.

To ensure the renovation complies and does not result in delays and or extra costs it is highly recommended you submit plans and descriptions of the works you propose to complete.

All of the renovation works must comply with the ACT Fit Out Guide attached to this email. If you submit plans and descriptions I can advise if the works will be suitable. Please review the fitout guide and check if the proposed works comply.

For example, the ceilings must be smooth, single surface and easy to clean. Panel or ceilings with gaps/ grooves must be replaced such as the ceilings in the below photos.

Kind regards,

Jason





Jason Drinkwater | Public Health Officer | Environmental Health

(pronouns he/him)

Ph: 5124 9817 / [REDACTED] Email: jason.drinkwater@act.gov.au

Health Protection Service | Population Health | ACT Health Directorate

25 Mulley Street Holder ACT 2611 health.act.gov.au

I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.



 *Please consider the environment before printing this email.*

From: Hudson, Lyndell (Health)
Sent: Monday, 8 January 2024 08:49
To: [REDACTED]
Cc: Drinkwater, Jason (Health); Environmental Health
Subject: RE: Att: lindal hudson

OFFICIAL

Hello [REDACTED]

Thank you for confirming information of the ceiling and cost of the renovation.

I understand that the individual panels of the drop in ceiling have been replaced and they are in a clean and new condition. I also understand that the support structure has also been cleaned.

Noting [REDACTED] that each ceiling panel has been replaced I will accept this as suitable in meeting the requirements of the Prohibition Order.

When you are ready for the reinspection, the Environmental Health Officer will confirm that the ceiling panels have been replaced, the support structure is clean and the ceiling is in a good state of repair.

Please contact Jason Drinkwater to arrange a reinspection and clearance certificate to enable you to reopen.

Thank you,

Lyndell Hudson | Director, Environmental Health

Ph: 02 5124 6125 | Mobile: [REDACTED] Email: lyndell.hudson@act.gov.au

Environmental Health, Health Protection Service, Public Health, Protection and Regulation | ACT Health Directorate
25 Mulley Street, Holder ACT 2611

health.act.gov.au



From: [REDACTED]
Sent: Monday, January 1, 2024 9:49 PM
To: HPS <HPS@act.gov.au>
Subject: Fwd: Att: lindal hudson

You don't often get email from [REDACTED] [Learn why this is important](#)

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]

[REDACTED]

Date: 1 January 2024 at 9:44:20 pm

Turkish pide house

Attention to Lindal Hudson

Hi lindal , I hope I got your name right as spoken on the last week

The takeaway roof has been repaired as it's origal

[REDACTED]

I will maintain and keep the roof clean

[REDACTED]

From: [REDACTED]
Sent: Monday, 8 January 2024 14:11
To: Drinkwater, Jason (Health)
Subject: Turkish pide house
Attachments: Exhaust canopy certificate .pdf; Workers food safety certificate 2.pdf; Pest Service Agreement Turkish Pide House (484336).pdf; Workers food safety certificate 4.pdf; Mechanical Services certified documents for Lawry PI 20230512.pdf; Workers food safety certificate .pdf; Photo of renovation kitchen .HEIC; Food safety management plan.pages; Cleaning of exhaust .pdf; Food safety supervisor certificate .pdf; Turkish Pide House Canberra Hood Certificate#1656.pdf; Workers food safety certificate 3.pdf; Workers food safety certificates .pdf; Pest control .pdf

You don't often get email from [REDACTED] [Learn why this is important](#)

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Sent from my iPhone

Absolute Commercial Kitchens

4/170 Eldridge Rd, Condell Park
NSW 2200 Australia
ABN 91 608 097 150
License No.336347C



Phone: 

Date: 17 December 2023

Our invoice No: 1656

Name: Turkish Pide House

Exhaust Hood Certificate

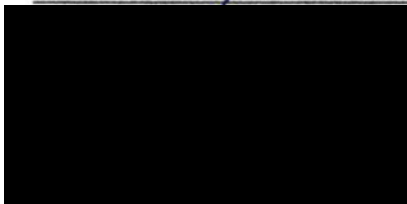
RE ADDRESS: 2 Lawry Pl, Macquarie ACT 2614

Absolute Commercial Kitchens hereby certify that all exhaust hoods installed by Absolute Commercial Kitchens are designed according to the relevant Australian Standards which include:

- Kitchen Exhaust Hood (F4.12, AS/NZS 1668.1:2015 & AS 1668.2:2012)

All works are compliant with the local council ventilation codes.

Yours faithfully,
ABSOLUTE COMMERCIAL KITCHENS

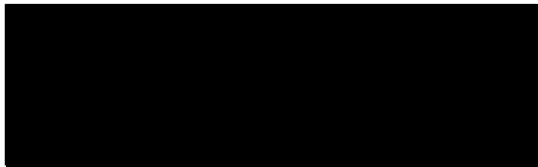


MANAGING DIRECTOR

DoFoodSafely



This is to certify that



successfully completed the DoFoodSafely assessment on

Thursday 4th January 2024

.....

Certificate# 00637482

Service Agreement

Contract Information

Account no.:
Agreement Date: 8 January 2024
Company Name: Turkish Pide House
Legal Entity Name:

Contract no.:
Premise no.:
Sales Effective Date: 8 January 2024
ABN Number: 35625451593

Account Contact Details

Company Name: Turkish Pide House
Name: [REDACTED]
Position: Owner
Email: [REDACTED]
Phone no.: [REDACTED]
Mobile no.: [REDACTED]

Account Address Details

Street Address: 2 lawry pl
Suburb: JAMISON CENTRE
State: ACT **Postcode:** 2614

Invoice Contact Details

Company Name: Turkish Pide House
Name: [REDACTED]
Position: Owner
Email: [REDACTED]
Phone no.: [REDACTED]
Electronic Invoice: Yes
Electronic Invoice Contact Email: [REDACTED]
Electronic Invoice Effective Date:

Invoice Address Details

Street Address: 2 lawry pl
Suburb: JAMISON CENTRE
State: ACT **Postcode:** 2614

Premise Contact Details

Premise Name: Turkish Pide House
Name: [REDACTED]
Position: Owner
Email: [REDACTED]
Phone no.: [REDACTED]
Mobile no.: [REDACTED]

Premise Address Details

Street Address: 2 lawry pl
Suburb: JAMISON CENTRE
State: ACT **Postcode:** 2614
Service Program: Level 1 Standard
PO Number:

Branch Details

Branch Name: Canberra - Pest Control
Street Address: 47 Collie Street
Suburb: Fyshwick
State: ACT **Postcode:** 2609



Survey Report & Recommendations

A 4 visit per annum commercial pest control program to the internal and external of the business for the control of mice,rats,cockroaches and spot treatments for ants and spiders.Large lockable bait stations installed throughout the external Back of house. Small tamper proof baits installed throughout the internal for the control of mice. Plastic reusable insect detectors placed to the high-risk areas such as kitchens and washups. All devices To be mapped and attached.

Special Instructions

For Customer:

A 4 visit per annum commercial pest control program to the internal and external of the business for the control of mice,rats,cockroaches and spot treatments for ants and spiders.Large lockable bait stations installed throughout the external Back of house. Small tamper proof baits installed throughout the internal for the control of mice. Plastic reusable insect detectors placed to the high-risk areas such as kitchens and washups. All devices To be mapped and attached.

Service Time Unavailable:

Service Notification Method:

Email

Costs summary by Location

Location	Code	Description	QTY	VPA	Service Fee (\$) (Annual)	Service Fee (\$) (Quarter)	Install Fee (\$)	Action
Turkish Pide House	CPN-S	Commercial PestNet Service [CPN]						

Total excl. GST [Redacted]



Costs summary

Location	Description	Pest Covered	QTY	VPA	Service Fee (\$) (Annual)	Service Fee (\$) (Quarter)	Install Fee (\$)
Turkish Pide House	Commercial PestNet Service [CPN]	Ants, Cockroaches, Mice, Rats, Spiders					

Total excl. GST

Terms and conditions

1. **Rentokil Initial Pty Ltd ABN 98 000 034 597** trading as Rentokil Pest Control (**RPC**) agrees to supply a Commercial Pest Control Inspection and Treatment Program and/or disinfection services (the "**Service Plan**" or "**Plan**") at the specified areas of the premises described above for the Fees (plus GST) in relation to those Pests (if applicable) described in this document in accordance with these terms and conditions. Customer's furniture and equipment is excluded unless referenced in this document for inspection and/ or treatment. Additional areas or pests will be subject to a separate survey and proposal.
2. **Acceptance:** The Customer's acceptance of these terms may be confirmed either by signing this document, confirming its acceptance by email or allowing RPC to perform the Service Plan.
3. **Coverage:** The Service Plan covers the scheduled number of visits each year to inspect and provide treatments where necessary to the premises for the control of the specified Pests. RPC will provide recommendations for achieving effective Pest control (see clause 8). Additional visits required to control Pests beyond scheduled visits (including for implementing RPC recommendations) will incur additional charges. A service report will be provided at the time of each service or emailed to the Customer.
4. **Term:** This agreement will operate for an initial minimum term of twelve (12) months commencing on the date of this agreement unless otherwise agreed. This agreement will automatically be extended, if not terminated or varied and will operate until such time as it is terminated by either party giving at least two (2) calendar months written notice of termination. No termination can take effect before the last day of the initial minimum term except in accordance with Clause 22. The Customer acknowledges that any failure to provide this notice will result in the Customer being liable for amounts equal to the fees for the two (2) months period.
5. **Fees:** Fees are payable by the Customer to RPC for the Service Plan and use of any RPC equipment. They are in addition to any fee charged by RPC for the initial pest treatment. Fees for the Service Plan are payable quarterly in advance. Fees are exclusive of GST which shall be payable in addition to the fees upon RPC providing a tax invoice. The Fees are based on the services and equipment required allowing for set up costs, materials and equipment costs, service support and administration costs ("**Service Costs**"). If RPC agrees to accept a reduction or cancellation of any part of the Service Plan, any variation to the fees must take account of these Service Costs so the fees may not be varied pro rata to the change in the Services. Where RPC has not completed the required minimum number of service visits during each 12-months term, the Customer will be entitled to a credit calculated on a pro rata basis after appropriate deductions in respect of the Service Costs and also taking into account the number of non routine visits such as callouts and follow up visits the Customer has received.
6. **Interest on over dues & No Deductions:** Interest is payable by the Customer on overdue amounts payable to RPC from the end of the due date until the date on which the debt is paid at a rate of two per cent (2%) above the rate charged by RPC's bank on overdrafts for less than one hundred thousand dollars (\$100,000.00). The Customer may not deduct or withhold any amount (whether by way of set off, counterclaim or otherwise) from any money owing to RPC.
7. **Pricing Review:** After the initial minimum term, and no more than once annually, RPC may review and increase the fees by notice to the Customer.
8. **Treatment effectiveness:** RPC will deliver the Plan in a competent and professional manner taking into account these terms. The ongoing effectiveness of the pest control provided depends on the Customer implementing RPC's recommended hygiene, housekeeping, stacking and property maintenance procedures. The Customer acknowledges that pest treatment may also be rendered ineffective by disturbing treated areas, building alterations, renovations and introducing untreated or infested materials to the property that encourage pest activity.
9. **RPC Equipment:** The Customer agrees to take reasonable care of RPC owned equipment installed at the premises by RPC as part of the Plan and to follow any instructions given by RPC in relation to the equipment and its use. All such equipment shall remain the property of RPC and the Customer agrees not to move or modify the equipment including removing any label indicating the equipment belongs to RPC. The Customer accepts all costs for installing the equipment and of rectifying any damage caused to the equipment including loss, theft or damage caused by fire and flood. The Customer agrees to immediately inform RPC if the equipment is damaged or removed. RPC is entitled to replace any item of equipment at any time at its sole discretion provided the replacement item is of an equivalent or better standard and upon replacement the replaced item is subject to these terms and conditions.
10. **Insurance:** Where requested by RPC, the Customer must maintain insurance with a reputable insurer for:
 - (a) RPC equipment for its full replacement value against any loss or damage and it must note the interest of RPC as owner of the equipment; and
 - (b) the liability for loss resulting from any kind of injury or death of any person in connection with the use of the equipment.
 The Customer must provide RPC with evidence of the insurance upon request.
11. **Pest Inspection and Treatment:** All pest inspections undertaken as part of the Plan will be based upon a visual inspection only limited to those areas and sections of the premises fully accessible and visible to the technician at the time and on the day of the inspection. Furniture, equipment, fittings and stock may conceal evidence of some pests that can only be revealed when these items are removed. The treatment will cover only those pests and areas described in this agreement. All other pests are excluded unless agreed by RPC in writing.

12. **Advice and recommendations:** For pest services, RPC's technician will provide a service report after each visit and provide advice and recommendations to the Customer to control and minimise pests and their habitat. These may cover hygiene, housekeeping, stacking, storage and maintenance. RPC may elect to terminate this agreement if a Customer fails to implement recommendations necessary to eliminate factors or conditions contributing to Pests and the re-infestation by Pests.
13. **Access and Safety:** The Customer must ensure that RPC's staff and other authorised personnel ("**Personnel**") have full and safe access (free of any health and safety hazards and risks, unless the Customer has notified RPC of such risks prior to accessing the premises) to the relevant areas of the premises and all facilities such as water and electricity that RPC may reasonably require to provide the services during business hours or at times agreed with the Customer. The Customer must advise the RPC technician before the commencement of any service of any health and safety risks including the presence of asbestos, or any outbreaks in diseases or viruses at the premises. The Customer must also provide RPC with all necessary information, instructions, documentation and co-operation required by RPC. RPC will comply with all reasonable security and safety instructions of the Customer while present at the Customer's premises.
14. **Customer Co-operation:** The Customer must comply with all advice and instructions provided by RPC to the Customer including any relating to pesticides and equipment usage and the health and safety of persons using the premises during and following the completion of any service.
15. **Damage to Utilities:** If delivery of the Plan requires drilling or cutting any materials, the Customer will be responsible for identifying the location of all utility services to the property including water and drainage pipes, electrical and telephone cables, gas pipes etc. RPC will exercise due care in performing any drilling or cutting but the Customer will be liable for any damage caused by penetration to any such services unless caused by the negligence of RPC.
16. **Reliance on Service and Report:** All reports provided by RPC in relation to the Plan are provided solely for the benefit of the Customer named in the report. Neither this agreement nor any report may be assigned by the Customer to another person or relied upon by any other person without the prior written approval of RPC that may be given conditionally or withheld.
17. **Service Confirmation:** The Customer acknowledges that any of the following constitute proof of satisfactory performance of the Services by RPC:
 - (a) a customer service docket signed by the Customer;
 - (b) an electronic record of the Customer's signature recorded by RPC on a portable electronic; or
 - (c) for services undertaken at a specific Customer site, an electronic scan record recorded by RPC when RPC Personnel scans the bar code located at the site.
18. **Indemnity:** To the extent permitted by law, the Customer will indemnify RPC and its Personnel against all actions, claims, proceedings or costs (including legal costs on a full indemnity basis) which RPC may incur as a result of:
 - (a) any person alleging loss or injury due to the equipment not being used by the Customer or its staff or invitees in the manner recommended by RPC;
 - (b) any reliance placed on the content of a service or inspection report by any person other than the Customer who obtained the report from the Customer without the written approval of RPC,
 except to the extent any loss or damage is caused by RPC or its Personnel.
19. **Subcontractors:** RPC may engage or employ any person, sub-contractor or agent to provide any of the services under this agreement and will be responsible for the performance of the delivery by that subcontractor of RPC's obligations under this agreement.
20. **Force Majeure:** RPC shall not be responsible for failure to meet any obligation if the failure results directly or indirectly from a cause beyond its control.
21. **No Bribery:** The Customer and RPC agree:
 - (a) that they will not (nor allow anyone acting on their behalf) to offer, give, request or accept any undue financial or other advantage of any kind in any way connected with entry into this agreement; and
 - (b) they will each comply with all applicable laws related to bribery and corruption in connection with this agreement. Any failure to comply with this clause entitles the other party to terminate this agreement upon notice to the other party.
22. **Termination:** RPC may suspend the Services or terminate this agreement on immediate notice to the Customer if:
 - (a) the Customer is in breach of a material obligation and does not remedy that breach within seven (7) business days of notice from RPC;
 - (b) the Customer breaches any other provisions and fails to remedy that breach (if capable of remedy) within ten (10) business days of notice from RPC: or
 - (c) the Customer becomes insolvent or deemed insolvent, bankrupt, ceases or threatens to cease to carry on business, a receiver, manager, administrator or anything having a similar effect occurs in relation to the Customer.
 It is agreed that non-payment, any modification or removal of any equipment without the approval of RPC, refusal to allow access to the premises to be serviced are material breaches of this agreement.
23. **Removal of Equipment:** On termination of this agreement, however that arises, RPC may remove all of its equipment in the Customer's possession or control, and for that purpose may enter the premises and remove the equipment. RPC shall use all reasonable care in removing the equipment but shall not be responsible for restoring that part of the premises to the original state. If RPC is unable to remove the equipment the Customer shall be liable for the replacement value of the equipment that has not been recovered.
24. **Debt Collection:** The Customer indemnifies RPC for all expenses incurred in relation to the recovery of debts owed by the Customer.
25. **Privacy and Credit Reporting:** The Customer authorises RPC, its Personnel or any related entities of RPC, subject to complying with the *Privacy Act 1988*, to use and disclose the personal information of the Customer for any purpose connected with this agreement or otherwise in accordance with the Rentokil Initial Privacy Policy which can be accessed at www.rentokil.com.au. Where the Customer is

provided with credit, the Customer authorises RPC to do any of the following to assess the Customer's application for credit under this agreement and, if the application is successful, to manage the credit account until the credit account is repaid in full and closed:

- (a) obtain credit reports in respect of the Customer and its related entities from credit-reporting agencies;
- (b) seek and/or disclose information about the Customer and its related entities (including any information about their credit worthiness, credit history, standing or capacity) which credit providers are permitted by the *Privacy Act 1988* to supply, obtain or receive;
- (c) disclose information about the application for credit under this agreement and, if the application is successful, about the credit account and any credit provided to a credit-reporting agency in order to obtain information or credit reports;
- (d) disclose information including identity particulars, the fact that the Customer has applied for credit and details of payments which are overdue more than sixty (60) days to credit-reporting agencies and other credit providers; and
- (e) disclose information about the Customer and its related entities to any person considering acting as a guarantor of the Customer.

26. Entire Agreement: This agreement supersedes and replaces all previous agreements between the parties in relation to pest control services and contains the entire agreement between them as to its subject matter. To the extent permitted by law, RPC expressly excludes all warranties, guarantees, representations and conditions except as may be made by RPC to the Customer in writing.

27. Limitation of Liability: To the extent permitted by law:

- (a) If the Customer is a consumer under the Australian Consumer Law in the *Competition and Consumer Act 2010* (Cth) (**ACL**), the Customer has certain statutory rights. Nothing in this agreement excludes, restricts or modifies those rights, or any other statutory rights that the Customer has.
- (b) If the Customer is a consumer under the ACL and the goods and/or services supplied under this agreement are not of a kind ordinarily acquired for personal, domestic or household use or consumption, then RPC's liability for failure to comply with a consumer guarantee under the Australian Consumer Law (other than a guarantee under section 51, 52 or 53) is limited to one or more of the following, at RPC's election:
 - (i) in relation to the supply of services: the resupply of the services or the payment of the cost of having the services supplied again; and/or
 - (ii) in relation to the supply of goods: the replacement of the goods or the supply of equivalent goods, the repair of the goods, the payment of the cost of replacing the goods or of acquiring equivalent goods, or the payment of the cost of having the goods repaired.
- (c) Subject to clause 27(a), above, and to the extent permitted by law:
 - (i) Neither party nor any of their affiliates, subcontractors, agents and/or employees will be liable for any loss of profits or revenue, loss of business, wasted expenditure or any form of indirect or consequential loss arising out of or in connection with this agreement;
 - (ii) RPC will only be liable for loss or damage to the Customer's property to the extent such loss or damage is directly caused by RPC's negligence, misconduct or breach of contract; and RPC will not be liable for loss or damage caused by the Customer, including because the Customer has disturbed treated areas, and/or because the Customer has failed to implement RPC's recommendations; and
 - (iii) The total liability of RPC, its affiliates, subcontractors, agents and employees arising out of the performance or non-performance of this agreement or any of the obligations in this agreement (including, without limitation, obligations in connection with the supply of the Plan), whether based on contract, tort (including negligence), or any other common law or statutory right, shall not exceed in the aggregate a sum equal to the fees actually received by RPC from the Customer under this agreement.
- (d) Any goods or services supplied under this agreement are provided for the benefit of the Customer only. RPC accepts no liability whatsoever, whether in contract, tort or otherwise, including in negligence, to any third party as a result of any goods or services it supplies to the Customer.

28. General:

- (a) This agreement may only be amended in writing signed by both parties.
- (b) A reference to 'writing' or 'written' includes electronic mail.
- (c) If any provision of this agreement is illegal, invalid or unenforceable it may be severed without affecting the enforceability of the other provisions.
- (d) Neither the Customer nor RPC may assign its rights under this agreement without the prior written approval of the other party whereby the approval must not be withheld unreasonably.
- (e) Each indemnity in this agreement is a continuing obligation separate and independent from the other obligations of the party giving the indemnity and survives termination or expiry of this agreement.
- (f) This agreement is governed by the laws of the State or Territory where the services are being provided to the Customer and the parties submit to the jurisdiction of the courts of that State or Territory

29. PestConnect Special Conditions

The following terms and conditions apply to PestConnect Services.

Definitions

Control Panel: the device to which the PestConnect Device transmits activity data;

PestConnect Device: a sensing device to allow remote monitoring of pest activity;

PestConnect Equipment: the Control Panel and / or PestConnect Device provided to the Customer under this agreement, as applicable. The PestConnect Equipment is Rental Equipment owned by RPC;

PestConnect Services: the PestConnect services RPC has agreed to provide to the Customer at the premises as specifically set out in the agreement and as may be amended by the parties in writing.

Replacement Value: The full cost of replacing any item of Rental Equipment at the time it is lost or damaged.

1. Additional terms for PestConnect Services

- 1.1 The Customer will pay the charges for the PestConnect Services as set out in the agreement, RPC will provide the PestConnect Services under the terms of the agreement as supplemented by these PestConnect special conditions. In the event of conflict between the agreement and these PestConnect special conditions, these PestConnect special conditions shall apply.
- 1.2 The Customer acknowledges that use of PestConnect Services does not guarantee pest free conditions at the premises.
- 1.3 As additional obligations, the Customer agrees to:
 - (a) provide a continuous and dedicated electrical supply to the Control Panel;
 - (b) ensure that the transmissions between the PestConnect Equipment are not affected by anything sited adjacent to or in front of any of the PestConnect Equipment; and
 - (c) ensure that the PestConnect Equipment is not moved, interfered with, opened or disassembled, other than by one of our employees or following RPC's written consent.
- 1.4 The Customer agrees that if the Customer fails to carry out its obligations under the agreement, which includes these PestConnect special conditions, RPC will be unable to provide the PestConnect Services and RPC will not be liable for any failure to perform the PestConnect Services. In addition to any other rights and remedies available to it, RPC may charge the Customer the then current standard hourly rate for any visits to the premises that are required as a result of any failure to carry out the Customer obligations.
- 1.5 This minimum term for the provision of PestConnect Services is twelve (12) months from the PestConnect Services Commencement Date (the "Minimum Period").
- 1.6 If the Customer terminates the PestConnect special conditions during the Minimum Period, other than for RPC's breach, RPC may seek damages from the Customer.
- 1.7 Despite any conflicting provisions within the agreement, the Customer agrees that the Customer will pay RPC at our then current standard hourly rate for:
 - (a) any maintenance of, or repair to the PestConnect Equipment to the extent due to acts or omissions not attributable to RPC, including but not limited to moisture ingress during operational cleaning of the premises;
 - (b) any attendance at the premises to address a malfunction of any of the PestConnect Equipment where such malfunction is attributable to an interruption to the electrical supply to the PestConnect Equipment or to the siting of any apparatus or construction adjacent to the PestConnect Equipment adversely affecting the successful transmission of data between the PestConnect Device and the Control Panel; and
 - (c) any re-siting of any PestConnect Equipment due to any works being undertaken at the premises.

2. Termination

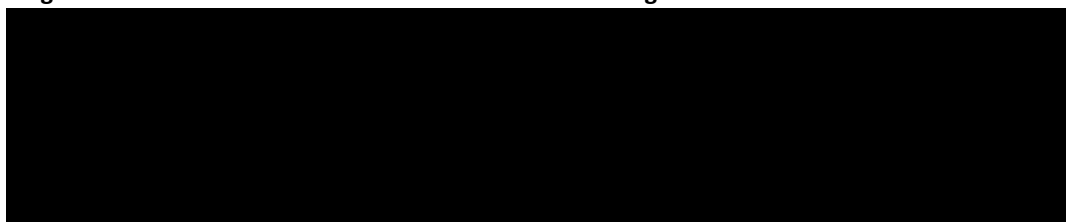
The termination provisions of the agreement can be applied separately to these PestConnect special conditions, so that the PestConnect Services can be terminated and the underlying agreement remains effective.

3. Effect on the Agreement

All terms and conditions of the agreement remain unaffected and in full force, except as explicitly amended by these PestConnect special conditions for the provision of PestConnect Services.

Terms of Agreement**Terms of Agreement:** As per T&Cs**Billing option:** Invoice**Billing frequency:** Quarterly**Signed by Client**Client name: [REDACTED]
Client Position: Owner**Signed Rentokil Initial**Name: [REDACTED]
Position: Sales Consultant
Phone:

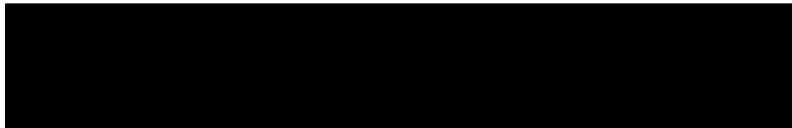
By signing below you agree to the Terms & Conditions and charges as specified on the preceding pages of this document.

Signature & Date**Signature & Date**

DoFoodSafely



This is to certify that



successfully completed the DoFoodSafely assessment on

Friday 3rd November 2023

.....

Certificate# 00532349

Building Act 1993
Section 238(1)(a)
Building Regulations 2018
Regulation 126

CERTIFICATE OF COMPLIANCE FOR PROPOSED BUILDING WORK

This certificate is issued to: Absolute Commercial Kitchen (for Relevant Building Surveyors)
 Postal address: 16/112 Ashford Avenue Milperra NSW 2214 Australia
 email: absolutecommercialkitchens@gmail.com
 phone: [REDACTED]

This certificate is issued in relation to the proposed building work at:

Property Details

Project: Kitchen
 Project Address: 2 Lawry Pl, MACQUARIE, ACT
 Postcode: 2514

Nature of proposed building work

Construction: Kitchen
 Rise in storeys: One story building
 Effective height: Not Applicable
 Type of construction: Not Applicable
 Version of BCA applicable to certificate: 2019

Building classification

Part of building BCA Classification: 6

Prescribed class of building work for which this certificate is issued:

Design or part of the design of building work relating to: kitchen ventilation

Documents setting out the design that is certified by this certificate

Document no.	Document date	Type of document	Number of pages	Prepared by
1. M01(Rev-1)	12.05.2023	Mechanical services drawing	1	iQ Professionals
2. Engineering exhaust airflow calculations	12.05.2023	Calculations	1	iQ Professionals

Performance solution

A performance solution forms part of the design certified by this certificate. The performance solution complies with the following performance requirements of the NCC

Relevant performance requirement	Details of performance solution required by regulation 124
	n/a

The design certified by this certificate complies with the following provisions of Building Act 1993, Building Regulations 2018 or National Construction Code

Act, Regulation or NCC	Section, Regulation, Part, Performance Requirement or other provision
NCC-2019 Volume One	Section J

AS 1668.1-2015 "The use of ventilation and air conditioning in buildings Fire and smoke control in buildings"	Section 1 & 6
AS 1668.2-2012 "The use of ventilation and air-conditioning in buildings. Mechanical ventilation in buildings"	Section 1 & 3 App "E"

I certify that the design complies with the provisions set out above and:

1. Kitchen exhaust hood is manufactured according to AS1668.1 & 1668.2
2. Exhaust system incorporates roof mounted fan with vertical discharge.
3. The exhaust fan has a speed controller.
4. Kitchen make-up air is natural through screened door
5. Kitchen exhaust ducting is manufactured out of galvanized steel of a thickness not less than 1.2 mm per AS1668.1:2015
6. Duct access panels for cleaning (at 3m intervals and at each change of direction) as per AS1668.1:2015.
7. System will be regularly maintained as per commercial & industrial application installation, operation & maintenance requirements.

I believe that I hold the required skills, experience and knowledge to issue this certificate and can demonstrate this if requested to do so.

Building engineer

Full Name: [REDACTED]

Address: 6 /6 Coora Rd. HUNTINGDALE, Vic 3166

Email: [REDACTED]

Building practitioner registration category and class: Engineer / Mechanical

Building practitioner registration, no: **NER 381026**, PE 0002810, RPEQ 26887

Date of issue of certificate: 12.05.2023

Signature:

[REDACTED SIGNATURE]

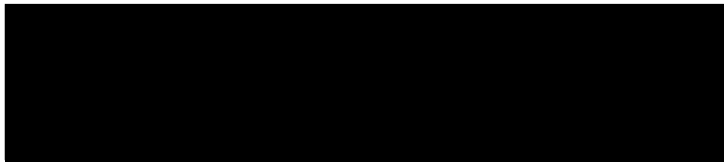


REGISTERED
Building Practitioner

DoFoodSafely



This is to certify that



successfully completed the DoFoodSafely assessment on

Thursday 4th January 2024

.....

Certificate# 00637477



Food Business Management Plan

This Food Business Management Plan for Turkish Pide House Jamison emphasizes cleanliness, safe food handling, storage procedures, , and staff training, ensuring compliance with Australian food safety compliances and the specific needs of our restaurant.

1.Receiving

Dry Store Foods:

- Inspect deliveries of dry store items (flour, spices, etc.) for quality, proper packaging, and quantities ordered.

Store items in a designated dry storage area, organised by type and usage frequency.

- Rotate stock using the FIFO method to ensure older products are used first.

Meats, Seafood, Fruits, and Vegetables:

- Upon delivery, check the quality and freshness of meats, seafood, fruits, and vegetables.

-check all use by dates

-check produce if there has been any visible contamination or damage to stock.

2. Food Storage and Handling Procedure

- Dry Store Foods:

- Use shelving and labelling systems for easy inventory checks and to maintain the FIFO method.

-Ensure appropriate storage conditions: refrigerate meats, properly ice seafood, and store fruits and vegetables in designated cool areas based on specific temperature requirements to maintain freshness.

-Temperature Requirements: Identify the specific temperature needs for various food items, especially raw meats, dairy products, and prepared dishes.

- Ensure proper humidity and temperature control in the dry storage area to preserve the quality of items.

- Assigned Responsibilities, Designate responsible staff for handling each food item or processing step, ensuring accountability for safe food management.

Meats, Seafood, Fruits, and Vegetables:

- Maintain separate refrigeration units for different types of meats, seafood, and produce.

- Monitoring and Corrective Actions: Establish procedures for monitoring food items to ensure compliance with storage conditions and outline corrective actions in case of non-compliance.

-Use appropriate containers and labelling to store products based on their specific temperature and humidity needs, ensuring maximum freshness.

-note all products use by date on containers and chart displayed on fridge add date what food and what appropriate temperature the product needs to ensure food safety standards and initial the chart so other staff members know who put the specific item in the fridge or freezer.

3. Preparation

- Pide Dough and Ingredients

- Follow a standardised recipe and procedure for preparing the pide dough, ensuring precise measurements and proper mixing techniques.

-Prepare ingredients such as meats, vegetables, and cheeses according to established recipes and quality standards.

- Sauces and Accompaniments:

- Create traditional sauces and accompaniments following authentic Turkish recipes, ensuring consistency in taste and quality standards.

-ensure hand hygiene before preparing pide dough or other dishes

-

4. Cooking

- Pide Baking:

- Utilise specialised ovens to bake pide at the designated temperature and time.

- Ensure even cooking and consistent quality in the final product.

- Grilling and Other Dishes:

- Use grills, stovetops, or other specific equipment to prepare grilled meats and other Turkish specialties, following traditional cooking methods to preserve authenticity.
- Use thermometer to test dishes to ensure food is cooked thoroughly and safe to comply with food safety standards.

5. Cooling and Freezing

- Leftover Ingredients:
 - Rapidly cool any leftover prepared ingredients to prevent bacterial growth.
 - Store cooled ingredients appropriately for reuse, ensuring proper labelling and dating.
- Prepared Pide: Cool cooked pide rapidly to preserve quality. If freezing, use suitable containers and labelling methods for inventory control.
- Always have thermometers in every fridge and freezer.
- Ensure fridges freezers are checked three times a day and to document the data of the fridge's temperature relying on the thermometer installed inside the fridges/freezers.
- Staff member to document the temperature and note the temperatures on chart displayed outside the fridge/freezer.

6. Reheating Food

- Reheating Pide and Dishes:
 - implement safe and standardised reheating methods to ensure that dishes are served at the right temperatures without compromising quality, Or breaching Australian food safety standards. maintaining the traditional flavours and textures.

7. Cleaning and Hygiene Program:

- Premises Areas to be Cleaned:
 - Include floors, walls, ceilings, countertops, ovens, and specialised equipment like dough kneaders, meat slicers, and other cooking tools.
- Cleaning Schedule: Identify Daily, Weekly, and Monthly cleaning requirements for each area or item. For instance, daily cleaning of preparation counters and ovens, weekly cleaning of walls and floors, monthly deep cleaning of equipment.
- *Cleaning Process:
 - Specify cleaning processes, such as removal of visible waste, recommended water temperature, use of appropriate detergents, and sanitisers for different surfaces.
- Assigned Responsibilities:
 - Clearly define which staff member is responsible for cleaning each area or item and designate another for checking the completion of cleaning tasks.
 - Take gloves off after cleaning, break, handling money, taking rubbish bins out.
 - Wash hands after being in contact with eggs meat seafood, dough, to reduce contamination.
 - Have how to wash hands correctly poster's displayed for staff at every sink station.
 - Use warm to hot water to help remove grease etc.
 - Use an effective detergent for your application (depends on residue/equipment).
 - Ensure that the surface looks, feels, and smells clean.
 - Use a sanitiser after cleaning, for all food contact surfaces.
 - Follow the manufacturer's instructions for all chemicals.
 - Ensure that food preparation areas/ equipment are free from food waste, dirt, grease, and odours.
 - Follow the manufacturer's instructions when cleaning specific equipment.
 - Ensure staff have the knowledge and skills to effectively clean and sanitise.

Template 6 – Cleaning and sanitising procedure AND Template 7 – Cleaning and sanitising provided by ACT Health will be used.

8. Staff Training Program:

- Food Safety Training:
- Ensure all staff members complete food safety training relevant to their roles, like the I'M ALERT food safety training, available through the Health Directorate website
- Maintain a comprehensive record of completed food safety training for all staff members, including certificates of completion for each employee, and keep it updated.
- Keep up to date and well educated around new laws and regulations aligning with food safety compliances and standards.

Amendment: updated 9/1/24

- When receiving food from suppliers food will be checked and made sure that cold food is below 5 degrees and hot food above 60 degrees.
- Under storage ensure you list the temperatures food need to be stored at. Cold and hot foods.
- Under cooking ensure to add the core temperature foods need to be cooked to.

10. Pest Management plan

Pest control should be carried out every 3 months by a professional. To maintain and control pests: using bug zappers, using traps and baits, keeping the premises clean and removing rubbish. All logs should be recorded.

Pest to be controlled	
Control method	
Control site or sites	
Monitoring	
Person responsible	
Actions required	
Outcomes	
Pest Control Agency Details	
Pest Control Organisation	
Address	
Contact	
Contact Number	
Contract Term	

• Pest Monitoring Record

Date and Name	Pest Sighted	Location / Area	Actions Taken	Referred To	Management Reviewed (sign and date)



KITCHEN HOOD MASTER

ABN 15908606436

95 mitchell st fairfield 2163 nsw

+61 481 143 333

kitchenhoodsmaster@gmail.com

TAX INVOICE

INV00260

DATE

24/11/2023

DUE

On Receipt

BALANCE DUE



BILL TO

Turkish Pide House

2 Lawry Pl, Macquarie ACT 2614

☎ (02) 6251 3325



DESCRIPTION

RATE

QTY

AMOUNT

Kitchen Exhaust Cleaning

1 : Kitchen main hood exhause system

2 : Kitchen pizza hood exhause system

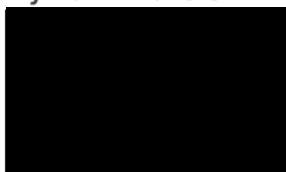
3: Kitchen back hood exhause system



Payment Info

PAYMENT INSTRUCTIONS

By Bank Transfer



BY CHEQUE

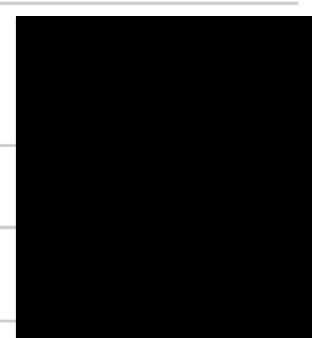
Kitchen hood master

SUBTOTAL

TAX

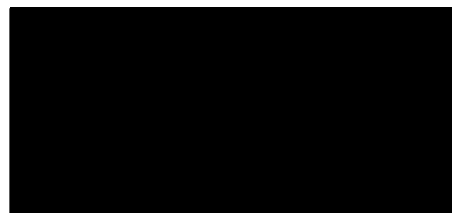
TOTAL

BALANCE DUE



DATE SIGNED

01/01/2024



WE APPRECIATE YOUR BUSINESS!



Statement of Attainment

A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units.

This is a statement that



has attained

SITXFSA001 Use hygienic practices for food safety
SITXFSA002 Participate in safe food handling practices

These competencies have been identified as meeting

SITSS00051 Food Safety Supervision

Document Number

FSF01-SOA-HOS-E-V1-SKA0310001-20201008-1

Date Issued

7 October 2020



**NATIONALLY RECOGNISED
TRAINING**

A handwritten signature in black ink, appearing to be a stylized name.

Authorised Signature

STATEMENT OF ATTAINMENT

Absolute Commercial Kitchens

4/170 Eldridge Rd, Condell Park
NSW 2200 Australia
ABN 91 608 097 150
License No.336347C

Phone: 

Date: 17 December 2023

Our invoice No: 1656

Name: Turkish Pide House

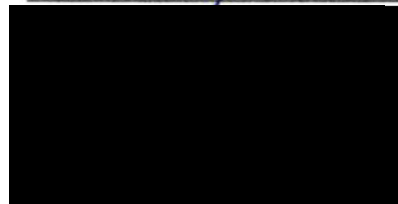
Exhaust Hood Certificate**RE ADDRESS: 2 Lawry Pl, Macquarie ACT 2614**

Absolute Commercial Kitchens hereby certify that all exhaust hoods installed by Absolute Commercial Kitchens are designed according to the relevant Australian Standards which include:

- Kitchen Exhaust Hood (F4.12, AS/NZS 1668.1:2015 & AS 1668.2:2012)

All works are compliant with the local council ventilation codes.

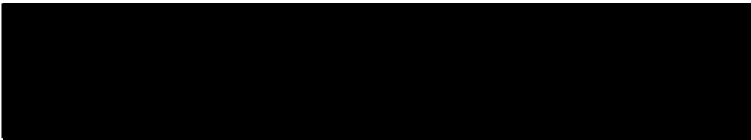
Yours faithfully,
ABSOLUTE COMMERCIAL KITCHENS

**MANAGING DIRECTOR**

DoFoodSafely



This is to certify that



successfully completed the DoFoodSafely assessment on

Friday 3rd November 2023



Certificate# 00532501

DoFoodSafely



This is to certify that



successfully completed the DoFoodSafely assessment on

Thursday 4th January 2024



Certificate# 00637483

From: [Redacted]
Sent: Monday, 8 January 2024 17:36
To: Drinkwater, Jason (Health)
Subject: Turkish pide house

You don't often get email from [Redacted] [Learn why this is important](#)

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

Sheet1		Sheet2	
1/1A Lower Street, Panania 2213			Invoice Date
Tarar Carpentry	Account Name	[Redacted]	
ABN 99248073898	BSB:	[Redacted]	
CPC 30211	Account Number	[Redacted]	
ATTN: TURKISH PIDE HOUSE	ZURNA GROUP PTY LTD		
	2-Lawry place macquarie ACT 2614		
P/NO	262513325		
Description			
Product	Type	Finish	Quantity Size Sub Total
Job list Turkish pide house			
	Complete job splay and assembly		-
	Demolition & Rabbish removal		[Redacted]
	Floor Leveling		[Redacted]
	Wall & Ceiling Plaster change		[Redacted]
	Wall Cover - Stainless Steel		[Redacted]
	Paint		[Redacted]
	Shop Equipment - Sink & Tap		[Redacted]
	Plumbing		[Redacted]
	Epoxy Flooring		[Redacted]
	Ceiling & Wall Painting		[Redacted]
	Doors & Architraves		[Redacted]
	Draw Cabinet		[Redacted]
	White Plastic Chopping Board		[Redacted]
	Travelling & Combination		[Redacted]
	Aluminium corners		[Redacted]
		TOTAL	[Redacted]
		GST	[Redacted]
		TOTAL COST	[Redacted]
	Deposit		[Redacted]
	Balance		[Redacted]

Sent from my iPhone

From: Drinkwater, Jason (Health)
Sent: Tuesday, 9 January 2024 16:16
To: [REDACTED]
Subject: Turkish Pide House documents
Attachments: Food Safety Records - Example Templates.docx

OFFICIAL

Hi [REDACTED]

Thank you for sending through those documents.

I have reviewed what you have submitted.

1. Please provide evidence that all plumbing works have been completed by a licensed plumber. Item 8 of the Order.
2. Please update your management plans to include the following.
 - When receiving foods from suppliers they should be temperature checked on arrival.
 - Under storage ensure you list the temperatures food need to be stored at. Cold and hot foods.
 - Under cooking ensure to add the core temperature foods need to be cooked to.
 - Cleaning plan requires more detail. Pleas complete templates 6 and 7 in the attached document.
 - See attached templates you can complete to support your plan. Mention in your plan you will use these templates.
 - You need to complete a pest management plan. While professional pest control is important to prevent pest activity, you must include other actions you can take to prevent pests, such as prevent pest entry, using bug zappers, using traps and baits, keeping the premises clean and removing rubbish. See table below that you can use and add to your plan.
 - Complete training template below and incorporate it in your plan.

•
•
• **Pest Management Program**

Attachment 3

Pest to be controlled	
Control method	
Control site or sites	
Monitoring	
Person responsible	
Actions required	
Outcomes	
Pest Control Agency Details	
Pest Control Organisation	
Address	
Contact	
Contact Number	
Contract Term	

-
- **Pest Monitoring Record**

Date and Name	Pest Sighted	Location / Area	Actions Taken	Referred To	Management Reviewed (sign and date)

Attachment 4

Staff Training Program

Table below identifies training provided or attained by staff.

Staff Name & Position	Type of Training or Title of Qualification	Date Obtained	Signature

NOTE: All training certificates and qualifications must be attached.

Jason Drinkwater | Public Health Officer | Environmental Health

(pronouns he/him)

Ph: 5124 9817 / [REDACTED] Email: jason.drinkwater@act.gov.au

Health Protection Service | Population Health | ACT Health Directorate

25 Mulley Street Holder ACT 2611 health.act.gov.au

I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.



 Please consider the environment before printing this email.

From: [REDACTED]
Sent: Monday, January 8, 2024 2:11 PM
To: Drinkwater, Jason (Health) <Jason.Drinkwater@act.gov.au>
Subject: Turkish pide house

You don't often get email from [REDACTED] [Learn why this is important](#)

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

Sent from my iPhone

From: Drinkwater, Jason (Health)
Sent: Wednesday, 10 January 2024 15:54
To: [REDACTED]
Subject: RE: Turkish pide house
Attachments: Food safety management plan jd edits.docx; Copy of Prohibition Order Turkish Pide House Macquarie.pdf

OFFICIAL

Hi [REDACTED]

I have made some comments on the word document for you to update the document. See attached. Please update the document and send it back to me.

I have discussed the documents you have submitted with my Team leader. you also must send through the following:

1. Please provide evidence that all plumbing works have been completed by a licensed plumber. Item 8 of the Order.
2. Certification from a registered mechanical engineer that **all exhaust systems are designed, installed and operating in accordance with Australian Standard 1668.2**. Item 16 of the order.

The documentation from absolute commercial kitchens does not appear to be certified by a mechanical engineer, does not certify the installation or operation and does not specify which exhaust hoods are being assessed.

The CERTIFICATE OF COMPLIANCE FOR PROPOSED BUILDING WORK document also does not certify the installation or operation of the exhaust system and dose not specify which system is being assessed.

I require a document from a registered mechanical engineer specifying all exhaust systems are designed, installed and operated in compliance with Australian Standard 1668.2.

Please call me if you need clarification or assistance.

Kind regards,

Jason

Jason Drinkwater | Public Health Officer | Environmental Health

(pronouns he/him)

Ph: 5124 9817 / [REDACTED] Email: jason.drinkwater@act.gov.au

Health Protection Service | Population Health | ACT Health Directorate

25 Mulley Street Holder ACT 2611 health.act.gov.au

I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.



 Please consider the environment before printing this email.

From: [REDACTED]
Sent: Wednesday, January 10, 2024 12:21 AM
To: Drinkwater, Jason (Health) <Jason.Drinkwater@act.gov.au>
Subject: Turkish pide house

You don't often get email from [REDACTED] [Learn why this is important](#)

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Sent from my iPhone

Food Business Management Plan

This Food Business Management Plan for Turkish Pide House Jamison emphasizes cleanliness, safe food handling, storage procedures, , and staff training, ensuring compliance with Australian food safety compliances and the specific needs of our restaurant.

1. Receiving

Dry Store Foods:

- Inspect deliveries of dry store items (flour, spices, etc.) for quality, proper packaging, and quantities ordered.

Store items in a designated dry storage area, organised by type and usage frequency.

- Rotate stock using the FIFO method to ensure older products are used first.

Meats, Seafood, Fruits, and Vegetables:

- Upon delivery, check the quality and freshness of meats, seafood, fruits, and vegetables.

-check all use by dates

-check produce if there has been any visible contamination or damage to stock.

Commented [DJ(1): Include a section on how you will temperature check and log delivery temperatures. Ensure you mention what temperatures good should be received at.

2. Food Storage and Handling Procedure

- Dry Store Foods:

- Use shelving and labelling systems for easy inventory checks and to maintain the FIFO method.

-Ensure appropriate storage conditions: refrigerate meats, properly ice seafood, and store fruits and vegetables in designated cool areas based on specific temperature requirements to maintain freshness.

-Temperature Requirements: Identify the specific temperature needs for various food items, especially raw meats, dairy products, and prepared dishes.

- Ensure proper humidity and temperature control in the dry storage area to preserve the quality of items.

- Assigned Responsibilities, Designate responsible staff for handling each food item or processing step, ensuring accountability for safe food management.

Meats, Seafood, Fruits, and Vegetables:

- Maintain separate refrigeration units for different types of meats, seafood, and produce.

- Monitoring and Corrective Actions: Establish procedures for monitoring food items to ensure compliance with storage conditions and outline corrective actions in case of non-compliance.

-Use appropriate containers and labelling to store products based on their specific temperature and humidity needs, ensuring maximum freshness.

-note all products use by date on containers and chart displayed on fridge add date what food and what appropriate temperature the product needs to ensure food safety standards and initial the chart so other staff members know who put the specific item in the fridge or freezer.

Commented [DJ(2): Specify the temperatures food must be held at.

3. Preparation

- Pide Dough and Ingredients

- Follow a standardised recipe and procedure for preparing the pide dough, ensuring precise measurements and proper mixing techniques.

-Prepare ingredients such as meats, vegetables, and cheeses according to established recipes and quality standards.

- Sauces and Accompaniments:

- Create traditional sauces and accompaniments following authentic Turkish recipes, ensuring consistency in taste and quality standards.

-ensure hand hygiene before preparing pide dough or other dishes

Commented [DJ(3): How will you ensure this?

4. Cooking

- Pide Baking:

- Utilise specialised ovens to bake pide at the designated temperature and time.

- Ensure even cooking and consistent quality in the final product.

- Grilling and Other Dishes:

- Use grills, stovetops, or other specific equipment to prepare grilled meats and other Turkish specialties, following traditional cooking methods to preserve authenticity.
- Use thermometer to test dishes to ensure food is cooked thoroughly and safe to comply with food safety standards.

Commented [DJ(4): What temperature should these foods be cooked to?

5. Cooling and Freezing

- Leftover Ingredients:
 - Rapidly cool any leftover prepared ingredients to prevent bacterial growth.
 - Store cooled ingredients appropriately for reuse, ensuring proper labelling and dating.
- Prepared Pide: Cool cooked pide rapidly to preserve quality. If freezing, Use freezing, Use suitable containers and labelling methods for inventory control.
- Always have thermometers in every fridge and freezer.
- Ensure fridges freezers are checked three times a day and to document the data of the fridge's temperature relying on the thermometer installed inside the fridges/freezers.
- Staff member to document the temperature and note the temperatures on chart displayed outside the fridge/freezer.

6. Reheating Food

- Reheating Pide and Dishes:
 - implement safe and standardised reheating methods to ensure that dishes are served at the right temperatures without compromising quality, Or breaching Australian food safety standards. maintaining the traditional flavours and textures.

7. Cleaning and Hygiene Program:

- Premises Areas to be Cleaned:
 - Include floors, walls, ceilings, countertops, ovens, and specialised equipment like dough kneaders, meat slicers, and other cooking tools.
- Cleaning Schedule: Identify Daily, Weekly, and Monthly cleaning requirements for each area or item. For instance, daily cleaning of preparation counters and ovens, weekly cleaning of walls and floors, monthly deep cleaning of equipment.
- *Cleaning Process:
 - Specify cleaning processes, such as removal of visible waste, recommended water temperature, use of appropriate detergents, and sanitisers for different surfaces.
- Assigned Responsibilities:
 - Clearly define which staff member is responsible for cleaning each area or item and designate another for checking the completion of cleaning tasks.
 - Take gloves off after cleaning, break, handling money, taking rubbish bins out.
 - Wash hands after being in contact with eggs meat seafood, dough, to reduce contamination.
 - Have how to wash hands correctly poster's displayed for staff at every sink station.
 - Use warm to hot water to help remove grease etc.
 - Use an effective detergent for your application (depends on residue/equipment).
 - Ensure that the surface looks, feels, and smells clean.
 - Use a sanitiser after cleaning, for all food contact surfaces.
 - Follow the manufacturer's instructions for all chemicals.
 - Ensure that food preparation areas/ equipment are free from food waste, dirt, grease, and odours.
 - Follow the manufacturer's instructions when cleaning specific equipment.
 - Ensure staff have the knowledge and skills to effectively clean and sanitise.

Template 6 – Cleaning and sanitising procedure AND Template 7 – Cleaning and sanitising provided by ACT Health will be used.

8. Staff Training Program:

- Food Safety Training:
- Ensure all staff members complete food safety training relevant to their roles, like the I'M ALERT food safety training, available through the Health Directorate website
- Maintain a comprehensive record of completed food safety training for all staff members, including certificates of completion for each employee, and keep it updated.
- Keep up to date and well educated around new laws and regulations aligning with food safety compliances and standards.

9. Record keeping:

Record keeping will be conducted using the Health Protection Service's Food Safety Management templates. See link below.



Food safety management plan.d

Field Code Changed

Amendment: updated 9/1/24

- When receiving food from suppliers food will be checked and made sure that cold food is below 5 degrees and hot food above 60 degrees.
- Under storage ensure you list the temperatures food need to be stored at. Cold and hot foods.
- Under cooking ensure to add the core temperature foods need to be cooked to,

Commented [DJ(5)]: These are just copy and pastes from my email.

10. Pest Management plan

Pest control should be carried out every 3 months by a professional. To maintain and control pests: using bug zappers, using traps and baits, keeping the premises clean and removing rubbish. All logs should be recorded,

Commented [DJ(6)]: This section needs to be filled in.

Pest to be controlled	
Control method	
Control site or sites	
Monitoring	
Person responsible	
Actions required	
Outcomes	
Pest Control Agency Details	
Pest Control Organisation	
Address	
Contact	
Contact Number	
Contract Term	

• Pest Monitoring Record

Date and Name	Pest Sighted	Location / Area	Actions Taken	Referred To	Management Reviewed (sign and date)

11. Staff training program

The below table will be used and maintained regularly:

Table below identifies training provided or attained by staff.

Staff Name & Position	Type of Training or Title of Qualification	Date Obtained	Signature

Commented [DJ(7)]: This needs to be filled in.

Template 6 – Cleaning and sanitising procedure (examples)

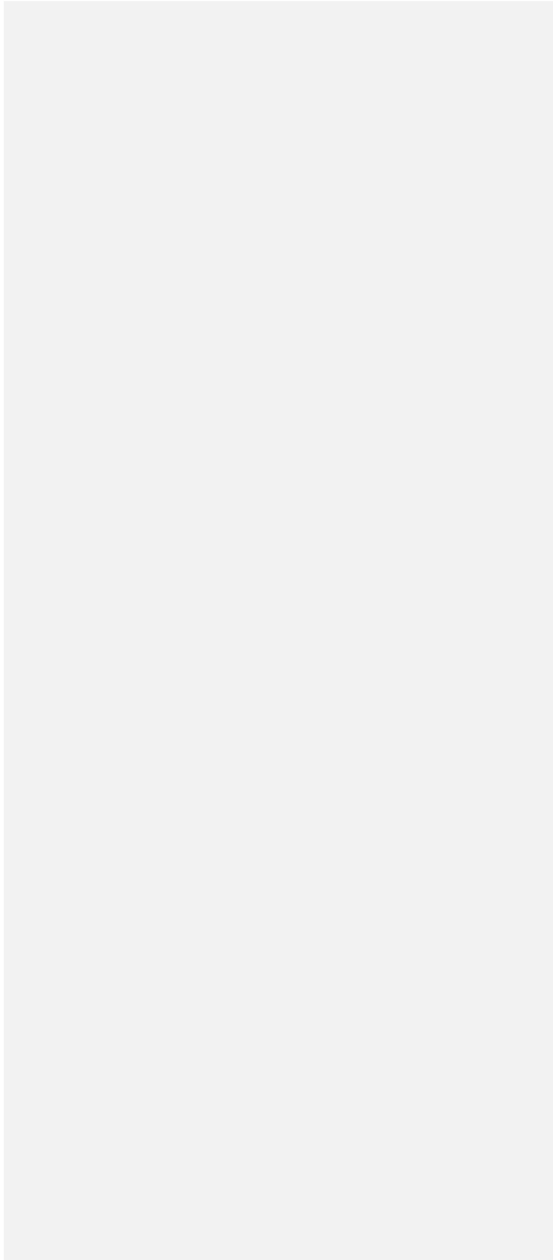
Commented [DJ(8): Templates below must be completed as part of your cleaning plan under item 18 of the Order.

Item/equipment	How often	Cleaning method	Sanitising method	Responsibility	Comments
e.g. Bain marie	Daily	Turn off power, drain out water, discard food left in trays. Remove trays and grids and pre-rinse them with warm water. Wash in warm soapy water (use "Supersoap" detergent and scrubber). Rinse in clean hot water. Wipe inside of bain marie.	Mix 5ml concentrated bleach in 10L warm water in sink (use gloves). Soak trays in sink for 5 mins. Wet a clean cloth in bleach solution and wipe inside of bain marie. Place trays on clean tea towel on bench to air dry.	Kitchen hand - MTR	Chemicals, cloths, and gloves in cupboard under sink. Make fresh bleach solution daily

- ✓ Use warm to hot water to help remove grease etc.
- ✓ Use an effective detergent for your application (depends on residue/equipment).
- ✓ Ensure that the surface looks, feels, and smells clean.
- ✓ Use a sanitiser after cleaning, for all food contact surfaces.
- ✓ Follow the manufacturer's instructions for all chemicals.
- ✓ Take care to not re-contaminate surfaces and equipment after cleaning and sanitising.

Template 6 – Cleaning and sanitising procedure

Item/ equipment	How often	Cleaning method	Sanitising method	Responsibility	Comments
<ul style="list-style-type: none"> ✓ Use warm to hot water to help remove grease etc. ✓ Use an effective detergent for your application (depends on residue/equipment). ✓ Ensure that the surface looks, feels, and smells clean. ✓ Use a sanitiser after cleaning, for all food contact surfaces. ✓ Follow the manufacturer's instructions for all chemicals. ✓ Take care to not re-contaminate surfaces and equipment after cleaning and sanitising. 					

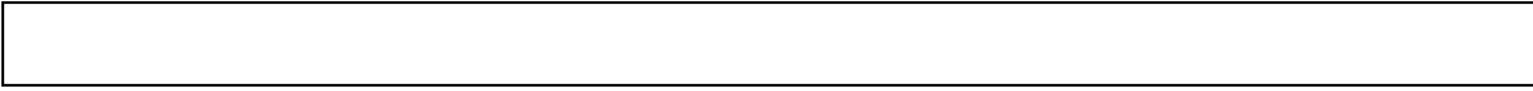


Template 7 – Cleaning and sanitising record (2 weeks) (examples)

Area/ equipment	Frequency	Person(s) responsible	Week starting date: 14/11/22							Week starting date: 21/11/22						
			Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
e.g. Meat slicer	Daily or after each use	WH, LK	LK	WH	LK	LK	WH	WH	LK	LK	LK	LK	LK	WH	WH	WH
Bain marie	Weekly	AC				AC								AC		
Stick blender	After each use	KF	KF	X	KF	X	KF	KF	X	KF	X	KF	X	KF	X	KF
Benches	Daily	LK														
Food processor	Daily when used	KF, WH														
Supervisor to initial when task completed to satisfaction. Use X when not used.			NG	NG												
<ul style="list-style-type: none"> ✓ Ensure that food preparation areas/ equipment are free from food waste, dirt, grease, and odours. ✓ Follow the manufacturer's instructions when cleaning specific equipment. ✓ Ensure staff have the knowledge and skills to effectively clean and sanitise. ✓ Don't forget less obvious areas like extraction filters, cool room ceilings, plastic door strips, toilet doors, ceiling fans, and light switches. 																

Template 7 – Cleaning and sanitising record (2 weeks)

Area/ equipment	Frequency	Person(s) responsible	Week starting date:							Week starting date:						
			Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Supervisor to initial when task completed to satisfaction. Use X when not used.																
<ul style="list-style-type: none"> ✓ Ensure that food preparation areas/ equipment are free from food waste, dirt, grease, and odours. ✓ Follow the manufacturer's instructions when cleaning specific equipment. ✓ Ensure staff have the knowledge and skills to effectively clean and sanitise. ✓ Don't forget less obvious areas like extraction filters, cool room ceilings, plastic door strips, toilet doors, ceiling fans, and light switches. 																



Formatted: Normal

**ACT**
Government**ACT Health**

Australian Capital Territory

Food Act 2001 ~ Prohibition Order

Food Act 2001 (ACT), Part 7 Improvement Notice and Prohibition Orders

s 82 (Service of Prohibition Order), s 83 (Contents of Prohibition Order)

s 27 Compliance with the Australia New Zealand Food Standards Code

1 Name of instrument

This instrument is a Prohibition Order made under section 82 of the *Food Act 2001*. [For the purposes of section 83(3)(a)]

2 Proprietor upon whom the Order is served

This Prohibition Order is served upon Voka Group Pty Ltd as proprietor of the Turkish Pide House Pty Ltd with registration number 83/121, located at 2 Lawry Place, Macquarie, ACT 2614.

3 Decision to issue Prohibition Order

As an authorised officer under the *Food Act 2001* this Prohibition Order is served having formulated a belief, on reasonable grounds, that service of this Prohibition Order is necessary to prevent or mitigate a serious danger to public health.

4 Grounds for Prohibition Order

This Prohibition Order is served having formulated a belief, on reasonable grounds, that:

- the *Food Act 2001* (including the Food Standards Code) has been, or is likely to be, contravened by the proprietor's food business in relation to the handling of food for sale.

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Australian Capital Territory

Food Act 2001 ~ Prohibition Order

This order is issued following an inspection on 12 October 2023 that found significant issues, the cumulative effect of which represents a serious risk to public health that must be averted. The significant issues identified generally amount to:

- food not being stored in a way that will protect it from the likelihood of contamination.
- unclean, insanitary or inadequate equipment, fittings or fixtures.
- unclean, or insanitary surfaces.
- the absence of a cleaning and sanitation plan, or failure to adhere to such a plan.
- failure to maintain fixtures, fittings and equipment so that food safety and suitability are not compromised.

5 Contravention of Prohibition Order

Contravention of this Prohibition Order is an offence carrying a maximum penalty of 400 penalty units (\$64 000 for an individual, \$324 000 for a corporation).

6 Display of Closure Notice

Under section 84A of the *Food Act 2001* a Closure Notice(s) must be displayed indicating that your business has been closed under this Order. It is an offence to obstruct in any way an authorised officer attempting to erect a Closure Notice.

The Closure Notice can only be legally removed by an authorised officer. Unless it is necessary to reposition, update or correct the Closure Notice it will only be removed when a Clearance Certificate for this order has been issued.

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Australian Capital Territory

Food Act 2001 ~ Prohibition Order

It is also an offence to remove, deface, obscure in any way, or otherwise interfere with the Closure Notice in any way. The maximum penalty for commission of such an offence is 100 penalty units (\$16 000 for an individual, \$81 000 for a corporation).

7 Removal of Prohibition Order

This order is effective from the date of service until a Clearance Certificate is issued by an authorised officer.

A Clearance Certificate will not be issued until a reinspection indicates that the proprietor has complied with this Prohibition Order, and there is no longer a serious danger to public health.

8 Reinspection

Pursuant to section 83(3)(e) the proprietor named in this order is instructed that a reinspection of the matters to which this order relates may be requested if the proprietor considers that the food business now complies with the *Food Act 2001*.

A request for reinspection to revoke the Prohibition Order may only be made in writing using the attached form. Unless your business is a fee-exempt food business, a fee is imposed for all reinspections to revoke a Prohibition Order. If more than one reinspection is required to revoke the Prohibition Order, multiple reinspection fees are payable.

The reinspection fee must be paid before a reinspection to revoke this Prohibition Order can be arranged. The attached request for reinspection form provides the details of the reinspection fee to be paid, as well as instructions for submission and processing of the form.

In accordance with the *Electronic Transactions Act 2001* you are advised that consent is not given to requests for reinspection by electronic communication. If this Prohibition Order requires the provision of documents, records or plans, consent is given to the provision of such documents by email to environmentalhealth@act.gov.au.

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9 Order

As an authorised officer under the *Food Act 2001* I am of the opinion that following an inspection, the food business warrants the issue of a Prohibition Order to prevent or mitigate a serious danger to public health. Accordingly, I instruct the proprietor named in this order to cease preparation of food for sale from the named business or use the named premises to handle food until:

1. All walls, floors, ceilings, equipment and fittings including but not limited to light switches, plumbing, shelving, hand wash basins and drains are thoroughly cleaned to remove all food matter, dust, dirt, grease and waste. [Standard 3.2.2 clause 19];
2. All equipment and fixtures that are used for food preparation or equipment that comes into contact with food including but not limited to preparation benches, cooking equipment, dough mixer, food storage containers and utensils are in a clean, sanitary condition and stored in a manner that it will not contaminate food. [Standard 3.2.2 clause 20];
3. The cool room, fridges and freezer are thoroughly cleaned to remove all contamination, dust, dirt, grease and wastes. [Standard 3.2.2 clause 19];
4. All potentially hazardous food is stored in such a way that it is protected from the likelihood of contamination by being covered, stored in food grade storage containers with close fitting lids and stored off the floor. [Standard 3.2.2 Clause 6];
5. All damaged and mouldy silicone is replaced. [Standard 3.2.2 Clause 21];
6. All damaged or deteriorated equipment used for food preparation or equipment that comes into contact with food is repaired or replaced. [Standard 3.2.2 clause 21];
7. The floor tiles, cool room, fridge seals, and lights are repaired and suitable for use. Ensure all surfaces are smooth and capable of being effectively cleaned, unable to absorb grease, food particles and water. [Standard 3.2.3 clause 10];
8. The dishwasher is repaired or replaced to allow for effective cleaning and sanitation of food contact equipment and utensils and both the women's toilet tap and the rear kitchen tap are repaired and operational. [Standard 3.2.3 clause 12];



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Food Act 2001 ~ Prohibition Order

The proprietor is to provide to the Health Protection Service evidence to indicate plumbing has been conducted by a licensed plumbing contractor [Standard 3.2.3 clause 5]; [Standard 3.2.3 clause 12];

9. All unused, deteriorated and excess equipment is removed from the food preparation and storage areas. [Standard 3.2.2 clause 21];
10. All sinks throughout the premises are assigned a designated purpose (wash up, food preparation, hand washing) to prevent contamination and ensure food safety. [Standard 3.2.3 clause 12];
11. The hand wash basins are made accessible and of a size that allows easy and effective hand washing. The hand basins are provided with soap and hand drying facilities and used for the sole purpose of washing hands. [Standard 3.2.3 clause 14];
12. No food or food contact equipment is to be stored outside the premises exposed to risk of contamination. [Standard 3.2.2 clause 6];
13. A temperature monitoring device is provided that is easily accessible within the premises, available to all staff and able to accurately measure the temperature of potentially hazardous foods to +/-1°C [Standard 3.2.2 Clause 22];
14. Ceilings in food preparation and storage areas are to be one continuous surface that is sealed, unable to absorb grease, food particles or water and be able to be effectively cleaned. [Standard 3.2.3 Clause 11];

Note:

- Painted ceiling drop panels are not appropriate.
 - Holes in walls and ceilings must be sealed.
15. All surfaces through the premises are made from a smooth, impervious and easily cleanable surface. [Standard 3.2.3 clause 3];
 16. All mechanical ventilation systems in the premises are certified by a professional engineer. The proprietor is to provide certification from a Registered Professional Engineer that the design, installation and operation of all mechanical ventilation in the premises comply with Australian Standard 1668.2-2012. [Standard 3.2.3 clause 7];

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Food Act 2001 ~ Prohibition Order

17. Documentation from a service company detailing that the exhaust system and internal ductwork are in a clean condition and fit for use is provided to the Health Protection Service [Standard 3.2.2 clause 19];
18. The proprietor develops and provides the Health Protection Service with a satisfactory food business management plan. The management plan is to demonstrate food safety protection procedures to ensure contamination is prevented as required by the Australia New Zealand Food Standards Code. The plan is to include:
- A cleaning and sanitising program [Standard 3.2.2 clause 19];
 - A food storage and handling procedure including temperature logs detailing time and temperature requirements for the cooling and storage of batch made food. [Standard 3.2.2 clause 6 and 7];
 - A pest management program [Standard 3.2.2 clause 24];
 - Completion of a staff training program to ensure all staff are aware of food safety practices. [Standard 3.2.2 clause 3],

NOTE: Completion of the *Do Food Safely* Food Safety Training program by all food handlers employed in the food business is required. Access to the training program is available at no cost. <https://dofoodsafely.health.vic.gov.au/>

A handwritten signature in blue ink, appearing to read 'L. Hudson'.

Lyndell Hudson
Director Environmental Health

12 October 2023



ACT Health

Australian Capital Territory

Food Act 2001 ~ Prohibition Order

ENGLISH	If you need interpreting help, telephone:
ARABIC	: إذا احتجت لمساعدة في الترجمة الشفوية ، إتصل برقم الهاتف :
CHINESE	如果你需要传译员的帮助，请打电话：
CROATIAN	Ako trebate pomoć tumača telefonirajte:
GREEK	Αν χρειάζεστε διερμηνέα τηλεφωνήσετε στο
ITALIAN	Se avete bisogno di un interprete, telefonate al numero:
PERSIAN	: اگر به ترجمه شفاهی احتیاج دارید به این شماره تلفن کنید:
PORTUGUESE	Se você precisar da ajuda de um intérprete, telefone:
SERBIAN	Ako vam je potrebna pomoć prevodioca telefoniрајте:
SPANISH	Si necesita la asistencia de un intérprete, llame al:
TURKISH	Tercümana ihtiyacınız varsa lütfen telefon ediniz:
VIETNAMESE	Nếu bạn cần một người thông-ngôn hãy gọi điện-thoại:

TRANSLATING AND INTERPRETING SERVICE

131 450

Canberra and District - 24 hours a day, 7 days a week

From: Kartop, Galip (Health)
Sent: Friday, 12 January 2024 11:06
To: Drinkwater, Jason (Health)
Subject: RE: Turkish pide house

OFFICIAL

Hi Jason,

I called and spoke with [REDACTED]

I reiterated the fact that the certificate is not signed off by a registered engineer. I also advised that, as per the order, all exhaust systems need to be certified with wording stating design, installation, and operation.

Please save this correspondence on file.

Thank you.

Galip

From: Drinkwater, Jason (Health) <Jason.Drinkwater@act.gov.au>
Sent: Thursday, January 11, 2024 10:19 AM
To: Kartop, Galip (Health) <Galip.Kartop@act.gov.au>
Subject: Turkish pide house

OFFICIAL

Hi Galip,

Can you please call [REDACTED] regarding the P.O for Turkish Pide house. [REDACTED]

He is challenging, item 16 of the order requiring all the ventilation systems requiring certification. He understands the new system requiring certification but believes it is unnecessary to have to certify existing systems that are over 20 or so years old. There is a certification from absolute commercial kitchens but the person signing off does not come up on the engineering register and only certifies the installation.

He is also struggling to understand why we need the wording that certifies the design, installation, and operation.

I have explained what is required of the business, but he keeps challenging our requirements. The business has mentioned they have been experiencing financial hardships but have missed items from not interpreting the order correctly, such as missing the replacement of the panel ceiling which Lyndell discussed with them.

See attached documents they have submitted, the ceiling email and a copy of the P.O.

Thanks for your help with this one, hope it's not too difficult.

Kind regards,

Jason

Jason Drinkwater | Public Health Officer | Environmental Health

(pronouns he/him)

Ph: 5124 9817 [REDACTED] | Email: jason.drinkwater@act.gov.au

Health Protection Service | Population Health | ACT Health Directorate
25 Mulley Street Holder ACT 2611 health.act.gov.au

I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.



 Please consider the environment before printing this email.

From: Drinkwater, Jason (Health)
Sent: Wednesday, January 10, 2024 3:54 PM
To: [REDACTED]
Subject: RE: Turkish pide house

OFFICIAL

Hi [REDACTED]

I have made some comments on the word document for you to update the document. See attached. Please update the document and send it back to me.

I have discussed the documents you have submitted with my Team leader. you also must send through the following:

1. Please provide evidence that all plumbing works have been completed by a licensed plumber. Item 8 of the Order.
2. Certification from a registered mechanical engineer that **all exhaust systems are designed, installed and operating in accordance with Australian Standard 1668.2**. Item 16 of the order.

The documentation from absolute commercial kitchens does not appear to be certified by a mechanical engineer, does not certify the installation or operation and does not specify which exhaust hoods are being assessed.

The CERTIFICATE OF COMPLIANCE FOR PROPOSED BUILDING WORK document also does not certify the installation or operation of the exhaust system and dose not specify which system is being assessed.

I require a document from a registered mechanical engineer specifying all exhaust systems are designed, installed and operated in compliance with Australian Standard 1668.2.

Please call me if you need clarification or assistance.

Kind regards,

Jason

Jason Drinkwater | Public Health Officer | Environmental Health

(pronouns he/him)

Ph: 5124 9817 / [REDACTED] Email: jason.drinkwater@act.gov.au

Health Protection Service | Population Health | ACT Health Directorate

25 Mulley Street Holder ACT 2611 health.act.gov.au

I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.



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From: [REDACTED]
Sent: Wednesday, January 10, 2024 12:21 AM
To: Drinkwater, Jason (Health) <Jason.Drinkwater@act.gov.au>
Subject: Turkish pide house

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From: [REDACTED]
Sent: Wednesday, 17 January 2024 23:38
To: Drinkwater, Jason (Health)
Subject: Turkish pide house
Attachments: Food safety management plan jd edits p1111.pdf

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Sent from my iPhone

Food Business Management Plan

This Food Business Management Plan for Turkish Pide House Jamison emphasizes cleanliness, safe food handling, storage procedures, and staff training, ensuring compliance with Australian food safety compliances and the specific needs of our restaurant.

1. Receiving Dry and fresh produce

- All fresh produce (raw products) should be checked upon delivery for damage and temperature check

All fresh produce should be below 5 degrees upon delivery. A delivery chart will be provided to staff and management to fill out upon delivery which will include date received, delivery temperature and name of person checked.

-Hot food delivery (not applicable) above 60 degrees

Dry Store Foods:

- Inspect deliveries of dry store items (flour, spices, etc.) for quality, proper packaging, and quantities ordered

Store items in a designated dry storage area, organized by type and usage frequency.

- Rotate stock using the FIFO method to ensure older products are used first.

Meats, Seafood, Fruits, and Vegetables:

- Upon delivery, check the quality and freshness of meats, seafood, fruits, and vegetables.

-check all use by dates

-check produce if there has been any visible contamination or damage to stock.

2. Food Storage and Handling Procedure

- Dry Store Foods:

- Use shelving and labelling systems for easy inventory checks and to maintain the FIFO method.

-Ensure appropriate storage conditions: refrigerate meats, properly ice seafood, and store fruits and vegetables in designated cool areas based on specific temperature requirements to maintain freshness.

-Temperature Requirements: Identify the specific temperature needs for various food items, especially raw meats, dairy products, and prepared dishes.

-All raw meats and dairy products should always be refrigerated and kept below 5 degrees

- Ensure proper humidity and temperature control in the dry storage area to preserve the quality of items.

- Assigned Responsibilities, Designate responsible staff for handling each food item or processing step, ensuring accountability for safe food management.

Meats, Seafood, Fruits, and Vegetables:

- Maintain separate refrigeration units for different types of meats, seafood, and produce.

- Monitoring and Corrective Actions: Establish procedures for monitoring food items to ensure compliance with storage conditions and outline corrective actions in case of non-compliance.

-Use appropriate containers and labelling to store products based on their specific temperature and humidity needs, ensuring maximum freshness.

-note all products use by date on containers and chart displayed on fridge add date what food and what appropriate temperature the product needs to ensure food safety standards and initial the chart so other staff members know who put the specific item in the fridge or freezer.

3. Preparation

- Pide Dough and Ingredients

- Follow a standardised recipe and procedure for preparing the pide dough, ensuring precise measurements and proper mixing techniques.

-Prepare ingredients such as meats, vegetables, and cheeses according to established recipes and quality standards.

- Sauces and Accompaniments:

- Create traditional sauces and accompaniments following authentic Turkish recipes, ensuring consistency in taste and quality standards.

- ensure hand hygiene before preparing pide dough or other dishes.
- wash hand thoroughly with warm water with hand soap for around 20 second and dry thoroughly with a single-use towel when starting work and every time when handling food
- Hand sanitizer will be provided throughout the restaurant and can be used after washing hands

4. Cooking

- Pide Baking:
 - Utilise specialised ovens to bake pide at the designated temperature and time.
 - Ensure even cooking and consistent quality in the final product.
- Grilling and Other Dishes:
 - Use grills, stovetops, or other specific equipment to prepare grilled meats and other Turkish specialties, following traditional cooking methods to preserve authenticity.
- Use thermometer to test dishes to ensure food is cooked thoroughly and safe to comply with food safety standards.
- While cooking make sure all core temperature food is above 75 degrees to ensure most bacteria are destroyed
- holding food must be 60 degrees or hotter

5. Cooling and Freezing

- Leftover Ingredients:
 - Rapidly cool any leftover prepared ingredients to room temperature and put in fridge or freezer
 - Store cooled ingredients appropriately for reuse, ensuring proper labelling and dating.
- Always have thermometers in every fridge and freezer.
- Ensure fridges freezers are checked three times a day and to document the data of the fridge' temperature relying on the thermometer installed inside the fridges/freezers.
- Staff member to document the temperature and note the temperatures on chart displayed outside the fridge/freezer.

6. Reheating Food

- Reheating food must be 75 degrees or hotter
- implement safe and standardized reheating methods to ensure that dishes are served at the right temperatures without compromising quality or breaching Australian food safety standards. maintaining the traditional flavors and textures.

7. Cleaning and Hygiene Program:

- Premises Areas to be Cleaned:
- Include floors, walls, ceilings, countertops, ovens, and specialized equipment like dough kneaders, meat slicers, and other cooking tools.
- Cleaning Schedule: Identify Daily, Weekly, and Monthly cleaning requirements for each area or item. For instance, daily cleaning of preparation counters and ovens, weekly cleaning of walls and floors, monthly deep cleaning of equipment.
- *Cleaning Process:
 - Specify cleaning processes, such as removal of visible waste, recommended water temperature, use of appropriate detergents, and sanitizers for different surfaces.
- Assigned Responsibilities:
 - Clearly define which staff member is responsible for cleaning each area or item and designate another for checking the completion of cleaning tasks.
 - Take gloves off after cleaning, break, handling money, taking rubbish bins out.
 - Wash hands after being in contact with eggs meat seafood, dough, to reduce contamination.
 - Have how to wash hands correctly poster's displayed for staff at every sink station.
 - Use warm to hot water to help remove grease etc.
 - Use an effective detergent for your application (depends on residue/equipment).
 - Ensure that the surface looks, feels, and smells clean.

- Use a sanitizer after cleaning, for all food contact surfaces.
- Follow the manufacturer's instructions for all chemicals.
- Ensure that food preparation areas/ equipment are free from food waste, dirt, grease, and odors.
- Follow the manufacturer's instructions when cleaning specific equipment.
- Ensure staff have the knowledge and skills to effectively clean and sanitize.

Template 6 – Cleaning and sanitizing procedure AND Template 7 – Cleaning and sanitizing provided by ACT Health will be used.

8. Staff Training Program:

- Food Safety Training:
- Ensure all staff members complete food safety training relevant to their roles, like the I'M ALERT food safety training, available through the Health Directorate website
- Maintain a comprehensive record of completed food safety training for all staff members, including certificates of completion for each employee, and keep it updated.
- Keep up to date and well educated around new laws and regulations aligning with food safety compliances and standards.

9. Record keeping:

Record keeping will be conducted using the Health Protection Service's Food Safety Management templates. See link below.



Food safety
management plan.d

10. Pest Management plan

Pest control should be carried out every 3 months by a professional. To maintain and control pests. Logbook must be filled out by Rentokil or pest control professional

By using bug zappers, traps and baits, keeping the premises clean and removing rubbish. All logs should be recorded.

Manager should monitor bait traps weekly and report if there's any activity

Any pest activity should recorded and action should be taken by manager

Pest to be controlled	Rodent, cockroaches, flies and mosquitoes etc
Control method	professional
Control site or sites	2 lawry place jammison 2614 canberra
Monitoring	3 months by professional (rentokil logbook)
Person responsible	manager
Actions required	monitor bait station weekly or activity by manager
Outcomes	
Pest Control Agency Details	
Pest Control Organisation	rentokil
Address	47 collie street Fyshwick 2609 Canberra
Contact	rentokil
Contact Number	02 51103800
Contract Term	12 months

- **Pest Monitoring Record**

Date and Name	Pest Sighted	Location / Area	Actions Taken	Referred To	Management Reviewed (sign and date)
10/02/2024 [REDACTED]	NO	Kitchen and cooking area	NO	NO	[REDACTED] 10/02/2024

11. Staff training program

The below table will be used and maintained regularly:

All new staff members should be trained and do a Do food safety course if handling food

Table below identifies training provided or attained by staff

Staff Name & Position	Type of Training or Title of Qualification	Date Obtained	Signature
[REDACTED] Manager(chef/cook}	food handling course SITXFSA001 HYGIENIC PRACTICES SITXFSA002 FOOD HANDLING DO FOOD SAFETY	4/01/2024	
[REDACTED] (CHEF/COOK)	DO FOOD SAFETY	3/11/2023	
[REDACTED] (KITCHEN HAND/WAITER)	DO FOOD SAFETY	4/01/2024	
[REDACTED] (KITCHEN HAND/WAITER)	DO FOOD SAFETY	4/01/2024	
[REDACTED] (CHEF/COOK)	DO FOOD SAFETY	3/11/2023	

– Cleaning and sanitizing procedure

Item/ equipment	How often	Cleaning method	Sanitising method	Responsibility	Comments
Pizza area Chargrill Kebab machines Takeaway area benches Pizza ovens floors	Daily	Clean and scrub grill remove Any oil in oil tray Wipe down and clean all surface areas And sanitize All rubbish bins should be emptied All cleaning cloths should be Thrown out after use Make sure all surfaces are clean and smells clean Use warm water to remove grease	Clean and sanitize surface area With Redimix sanitizer according With suppliers' recommendation Use a single-use cloth when sanitizing	CHEF/COOK	Cleaning of equipment must Be cleaned daily after closing And keep clean throughout Operating hours Manager/supervisor must inspect before staff clock off
kitchen Floors Fridges Benches Pots / pans plates	daily	-Clean and maintain kitchen -All dishes must be washed With sink detergent with warm water and put through the dishwasher -Make sure the right cloths Used throughout the day for any cross contamination -All rubbish end of the night Must be thrown out to allocated rubbish bins -make sure all surfaces are clean and smells clean -use warm water to remove grease	Clean and sanitize all surface Area with remix sanitizer according with suppliers' recommendation Use a single-use cloth when sanitizing	KITHEN HAND	All cleaning of equipment must be cleaned daily after Closing and keep clean throughout operating hours Manager/supervisor must Inspect before staff clock off

<ul style="list-style-type: none"> ✓ Use warm to hot water to help remove grease etc. ✓ Use an effective detergent for your application (depends on residue/equipment). ✓ Ensure that the surface looks, feels, and smells clean. ✓ Use a sanitiser after cleaning, for all food contact surfaces. ✓ Follow the manufacturer's instructions for all chemicals. ✓ Take care to not re-contaminate surfaces and equipment after cleaning and sanitising. 					

Template 6 – Cleaning and sanitising procedure

Item/ equipment	How often	Cleaning method	Sanitising method	Responsibility	Comments

Food processor	Daily when used	KF, WH														
Supervisor to initial when task completed to satisfaction. Use X when not used.			NG	NG												
<ul style="list-style-type: none"> ✓ Ensure that food preparation areas/ equipment are free from food waste, dirt, grease, and odours. ✓ Follow the manufacturer's instructions when cleaning specific equipment. ✓ Ensure staff have the knowledge and skills to effectively clean and sanitise. ✓ Don't forget less obvious areas like extraction filters, cool room ceilings, plastic door strips, toilet doors, ceiling fans, and light switches. 																

Template 7 – Cleaning and sanitising record (2 weeks)

Area/ equipment	Frequency	Person(s) responsible	Week starting date:							Week starting date:						
			Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Supervisor to initial when task completed to satisfaction. Use X when not used.																
<ul style="list-style-type: none"> ✓ Ensure that food preparation areas/ equipment are free from food waste, dirt, grease, and odours. ✓ Follow the manufacturer’s instructions when cleaning specific equipment. ✓ Ensure staff have the knowledge and skills to effectively clean and sanitise. ✓ Don’t forget less obvious areas like extraction filters, cool room ceilings, plastic door strips, toilet doors, ceiling fans, and light switches. 																



From: [REDACTED]
Sent: Thursday, 18 January 2024 15:30
To: Drinkwater, Jason (Health)
Subject: Turkish pide house plumbing report
Attachments: 72680348839__22C9CB71-FDA6-4DC7-B0E4-9948CB00A1E4.HEIC

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Sent from my iPhone

From: [REDACTED]
Sent: Thursday, 18 January 2024 22:07
To: Drinkwater, Jason (Health)
Subject: Turkish pide house

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Hi Jason

We have tried for the last week to find a certified engineer to certify the exhaust system.

We have rang almost over a dozen people

To certify and they all saying the same thing they won't do it or refer us to [REDACTED]

I have spoken with [REDACTED] and he said he won't do it

I have tried calling [REDACTED] again to change his mind

But his ignoring my calls I have rang 5 times

And reception says he'll call you back and never does

The mechanical drawing clearly states it comply

With Australia standards for the new exhaust system and its signed from a engineer

Kitchen exhaust hood is manufactured according to AS1668.1 & 1668.2

I truly believe the old system was certified when they where installed

We have done what you guys ask for and everything ready for inspection

Can you please talk to Lyndal Hudson about this matter

[REDACTED]

I hope Lyndal Hudson can understand and signs off

Regarding the exhaust system

The electrician has checked and all exhaust's systems are operational

The design certified by this certificate complies with the following provisions of Building Act 1993, Building Regulations 2018 or National Construction Code

Act, Regulation or NCC	Section, Regulation, Part, Performance Requirement or other provision
NCC-2019 Volume One	Section J

AS 1668.1-2015 "The use of ventilation and air conditioning in buildings Fire and smoke control in buildings"	Section 1 & 6
AS 1668.2-2012 "The use of ventilation and air-conditioning in buildings. Mechanical ventilation in buildings"	Section 1 & 3 App "E"

I certify that the design complies with the provisions set out above and:

1. Kitchen exhaust hood is manufactured according to AS1668.1 & 1668.2
2. Exhaust system incorporates roof mounted fan with vertical discharge.
3. The exhaust fan has a speed controller.
4. Kitchen make-up air is natural through screened door
5. Kitchen exhaust ducting is manufactured out of galvanized steel of a thickness not less than 1.2 mm per AS1668.1:2015
6. Duct access panels for cleaning (at 3m intervals and at each change of direction) as per AS1668.1:2015.
7. System will be regularly maintained as per commercial & industrial application installation, operation & maintenance requirements.

I believe that I hold the required skills, experience and knowledge to issue this certificate and can demonstrate this if requested to do so.

Building engineer

Full Name: [REDACTED]

Address: 6 /6 Coora Rd. HUNTINGDALE, Vic 3166

Email: [REDACTED]

Building practitioner registration category and class: Engineer / Mechanical

Building practitioner registration, no: NER 381026, PE 0002810, RPEQ 26887

Date of issue of certificate: 12.05.2023

Signature:

[REDACTED SIGNATURE]



Sent from my iPhone

From: [REDACTED]
Sent: Sunday, 21 January 2024 12:39
To: Drinkwater, Jason (Health)
Subject: Turkish pide house
Attachments: As Installed Engineer Certification Report for Kitchen Exhaust system at 2 Lawry Pl. MACQUARIE NSW 20240118.pdf

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Hi Jason we have managed to get engineering Report from the engineer for the new exhaust system Please accept this so we can open on Monday after The inspection.
They have charged [REDACTED] for the report
[REDACTED]

Sent from my iPhone



AS INSTALLED

Engineer Certification Report for Kitchen Exhaust system at 2 Lawry Pl. MACQUARIE, ACT 2614

Issued to: Absolute Commercial Kitchen

address: 16/112 Ashford Avenue MILPERRA, NSW 2214

mob: [REDACTED]

e: Absolutecommercialkitchens@gmail.com

This is to certify that the installation of Kitchen Exhaust system has been completed in accordance with the Mechanical Services certified documents issued on 12.05.2023 (attached)

Mechanical Contractor commissioned the installed system on 10.07.2023 using certified Micromanometer TSI DP-Calc model 8705 serial number 560660594.

Equipment was calibrated on 18.01.2023 – certification no PM226835



In summary:

1. Exhaust fan VSD was set to 40 Hz giving 1,276 L/s (Requirements are 1,200 L/s)
2. The exhaust airflow was checked on face of five grease filters and results are listed in the schedule on drawing M-02(Rev-1) attached
3. The new MV457-4E exhaust fan was installed on roof and doesn't make any nuisance to people passing by.
4. Kitchen exhaust is in vertical direction
5. The make-up air is by natural way through louvre and screened kitchen door
6. System was accepted by the kitchen operator

I believe that I hold the required skills, experience and knowledge to issue this certificate and can demonstrate this if requested to do so.

Endorsed Building Engineer

Full Name: [REDACTED]

Address: 6 /6 Coora Rd, HUNTINGDALE, Vic 3166

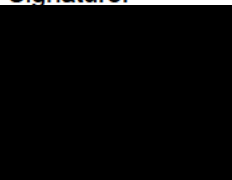
Email: [REDACTED]

Building practitioner registration category and class: Engineer / Mechanical

Building practitioner registration, no: NER 381026, PE 0002810, RPEQ 26887

Date of issue of certificate: 18.01.2024

Signature:



Building Act 1993
Section 238(1)(a)
Building Regulations 2018
Regulation 126

CERTIFICATE OF COMPLIANCE FOR PROPOSED BUILDING WORK

This certificate is issued to: Absolute Commercial Kitchen (for Relevant Building Surveyors)
 Postal address: 16/112 Ashford Avenue Milperra NSW 2214 Australia
 email: absolutecommercialkitchens@gmail.com
 phone: [REDACTED]

This certificate is issued in relation to the proposed building work at:

Property Details

Project: Kitchen
 Project Address: 2 Lawry Pl, MACQUARIE, ACT
 Postcode: 2514

Nature of proposed building work

Construction: Kitchen
 Rise in storeys: One story building
 Effective height: Not Applicable
 Type of construction: Not Applicable
 Version of BCA applicable to certificate: 2019

Building classification

Part of building BCA Classification: 6

Prescribed class of building work for which this certificate is issued:

Design or part of the design of building work relating to: kitchen ventilation

Documents setting out the design that is certified by this certificate

Document no.	Document date	Type of document	Number of pages	Prepared by
1. M01(Rev-1)	12.05.2023	Mechanical services drawing	1	iQ Professionals
2. Engineering exhaust airflow calculations	12.05.2023	Calculations	1	iQ Professionals

Performance solution

A performance solution forms part of the design certified by this certificate. The performance solution complies with the following performance requirements of the NCC

Relevant performance requirement	Details of performance solution required by regulation 124
	n/a

The design certified by this certificate complies with the following provisions of Building Act 1993, Building Regulations 2018 or National Construction Code

Act, Regulation or NCC	Section, Regulation, Part, Performance Requirement or other provision
NCC-2019 Volume One	Section J

AS 1668.1-2015 "The use of ventilation and air conditioning in buildings Fire and smoke control in buildings"	Section 1 & 6
AS 1668.2-2012 "The use of ventilation and air-conditioning in buildings. Mechanical ventilation in buildings"	Section 1 & 3 App "E"

I certify that the design complies with the provisions set out above and:

1. Kitchen exhaust hood is manufactured according to AS1668.1 & 1668.2
2. Exhaust system incorporates roof mounted fan with vertical discharge.
3. The exhaust fan has a speed controller.
4. Kitchen make-up air is natural through screened door
5. Kitchen exhaust ducting is manufactured out of galvanized steel of a thickness not less than 1.2 mm per AS1668.1:2015
6. Duct access panels for cleaning (at 3m intervals and at each change of direction) as per AS1668.1:2015.
7. System will be regularly maintained as per commercial & industrial application installation, operation & maintenance requirements.

I believe that I hold the required skills, experience and knowledge to issue this certificate and can demonstrate this if requested to do so.

Building engineer

Full Name: [REDACTED]

Address: 6 /6 Coora Rd. HUNTINGDALE, Vic 3166

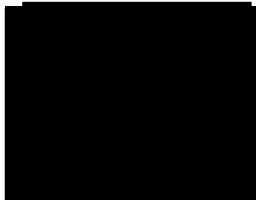
Email: [REDACTED]

Building practitioner registration category and class: Engineer / Mechanical

Building practitioner registration, no: **NER 381026**, PE 0002810, RPEQ 26887

Date of issue of certificate: 12.05.2023

Signature:



From: [REDACTED]
Sent: Sunday, 21 January 2024 16:42
To: Drinkwater, Jason (Health)
Subject: Turkish pide house

You don't often get email from [REDACTED] [Learn why this is important](#)

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)



DACO GROUP PTY LTD
25 Mecca Lane
Bungendore NSW 2621
Tel. 0422431883
ABN 99660132310
www.dacogroup.com.au

Turkish Pide House Jamison
2 Lawry Place
Macquarie ACT 2614

PLEASE PAY BY **04/02/2024** INVOICE DATE **21/01/2024**

TAX INVOICE NO. 471

Job No.: 236
Site: Turkish Pide House Jamison
Site Address: 2 Lawry Place
Macquarie ACT 2614
Order No.:
Quote No.:

Item	Quantity
Fault find tripping circuit protection and disconnect faulty exhaust fan	
Reconnect new exhaust fan	
Confirm that all 3 exhaust fans are functioning and operating correctly	
Sub-Total ex GST	



Thank you for choosing Daco Group, we appreciate your business.

Sub-Total ex GST
GST
Total inc GST
Amount Applied
Balance Due

Please reference invoice number and email remittance to
info@dacogroup.com.au

How To Pay

Direct Deposit
Bank
Acc. Name
BSB
Acc. No.

DUE DATE: 04/02/2024 AMOUNT DUE:

INVOICE NO. 471



Sent from my iPhone



As Trustee for Don Rowling Family Trust
ABN 46 536 990 347

24th January, 2024

The Director
Health Protection Service
Locked Bag 5005
WESTON ACT 2611

Attention: J Drinkwater & Team

Dear Jason/Lyndal and others

Ref; Turkish Pide
2 Lawry Place
JAMISON ACT
Kitchen exhaust systems

As requested I submit some details relating to the above.

Following an inspection carried out by my associate [REDACTED] I report as follows:

1. There are three separate exhaust systems, one is new and I understand that it has been certified by others.
2. The other two systems are existing from when the restaurant first opened.
3. The Owners have advised me that the family has operated the business for approximately 35 years.
4. The original exhaust systems are not compliant for the following reasons:
The canopies do not cover the equipment as per Australian Standard, Section E
The canopies are installed too low, 1970 in lieu of 2000
The canopy profiles do not comply with AS1668, part 2, 2012.
5. We have tested the exhaust rate and it appears satisfactory for the type of cooking that the client is doing.

At the time of the original installation there was no BCA/NCC. That was first released in 1997 so that Code would not be relevant nor was there any need for Certification of the current Installation.

Also the relevant Standard current at that time was AS1668, part 2, 1991.

That standard referenced Appendix F where the details provided therein were stated as 'Informative' thereby there was flexibility if the contractor wish to comply with that section of the Standard.

Appendix F related to airflows and the installation.

Appendix E 'Kitchen Exhaust Hoods' was only a 2 page document with specific details that still apply today on the canopy design.

As there has been no changes to the Restaurant/takeaway the system, except for that canopy replaced due a fire, the installation would be as accepted and authorised as in mid 1990s,

In my opinion, should there be no alterations/building works at the premises requiring approval from the relevant authorities then the current system should continue to operate.

Note also that the owners must have appropriate measures in place to mitigate any risk of fire.

I would insist that the premises be inspected by appropriate Fire Authorities and any issues they provide be attended to.

Should there be issues with smoke/emissions escaping the front of the existing canopies a retrofit can be installed which would then satisfy Appendix E or the current standard and the 1991 Edition

Yours sincerely

[REDACTED]

[REDACTED]

Public Health Officer Use Only
Registration No.: 21104
File No.: 83/121

REQUEST for REINSPECTION

Section 85, Food Act 2001

Use this form to request a reinspection **once you have completed all tasks and have supplied all the documents required** by the Prohibition Order.

The reinspection will only be confirmed following payment.

Registered Proprietor's details (please print):

Name: [REDACTED]

Business Name: Turkish Pide House

Business Address: 21aury pl Macquarie

Phone/Mobile: [REDACTED] Fax: _____

Email: [REDACTED]

Reinspection of premises:

A fee of **\$460.65** applies for a reinspection conducted during the Health Protection Service's business hours, 9 am to 4.30pm, Monday to Friday, excluding public holidays.

A fee of **\$893.30** applies for a reinspection conducted outside business hours including public holidays i.e. before 9am and after 4.30 pm Monday to Friday.

The fee must be paid in person at the Health Protection Service before the reinspection will be scheduled. Upon your payment being processed you will be contacted by a Public Health Officer and advised of available reinspection times. Note: reinspections may be scheduled during a 48 hour period.

Pay in person during business hours at:

Health Protection Service
25 Mulley Street Holder ACT 2611
Bank Cheque/MasterCard/Visa/EFTPOS

Personal cheques will not be accepted.

See over page for payment.



ACT Health

Receipt

455

2 Lawry Place
MACQUARIE, ACT 2614

COPY

ABN: 16 461 147 509

Receipt Reference: 491455.1627.1

Date: 25-Jan-2024 12:51

Cashier: EW

Counter: HPS Elif

Location: Health Protection Service

Receipt Item:	Amount
ABN: 88 407 290 295 - Resinpection Fee - Business Hours 2 Lawry Place MACQUARIE, ACT 2614 File Number - 83/121	\$460.65
Total	\$460.65
Payment Details:	
EFTPOS	\$460.65

Premises : Turkish pide house

Officer: Jason Drinkwater & Lyndell Hudson
Inspection Performed on: 25/01/2024

1. OV front service area



2. OV front service area



3. OV front service area



4. OV kitchen



5. OV kitchen



6. OV kitchen



7. OV kitchen



Jason Drinkwater & Lyndell Hudson

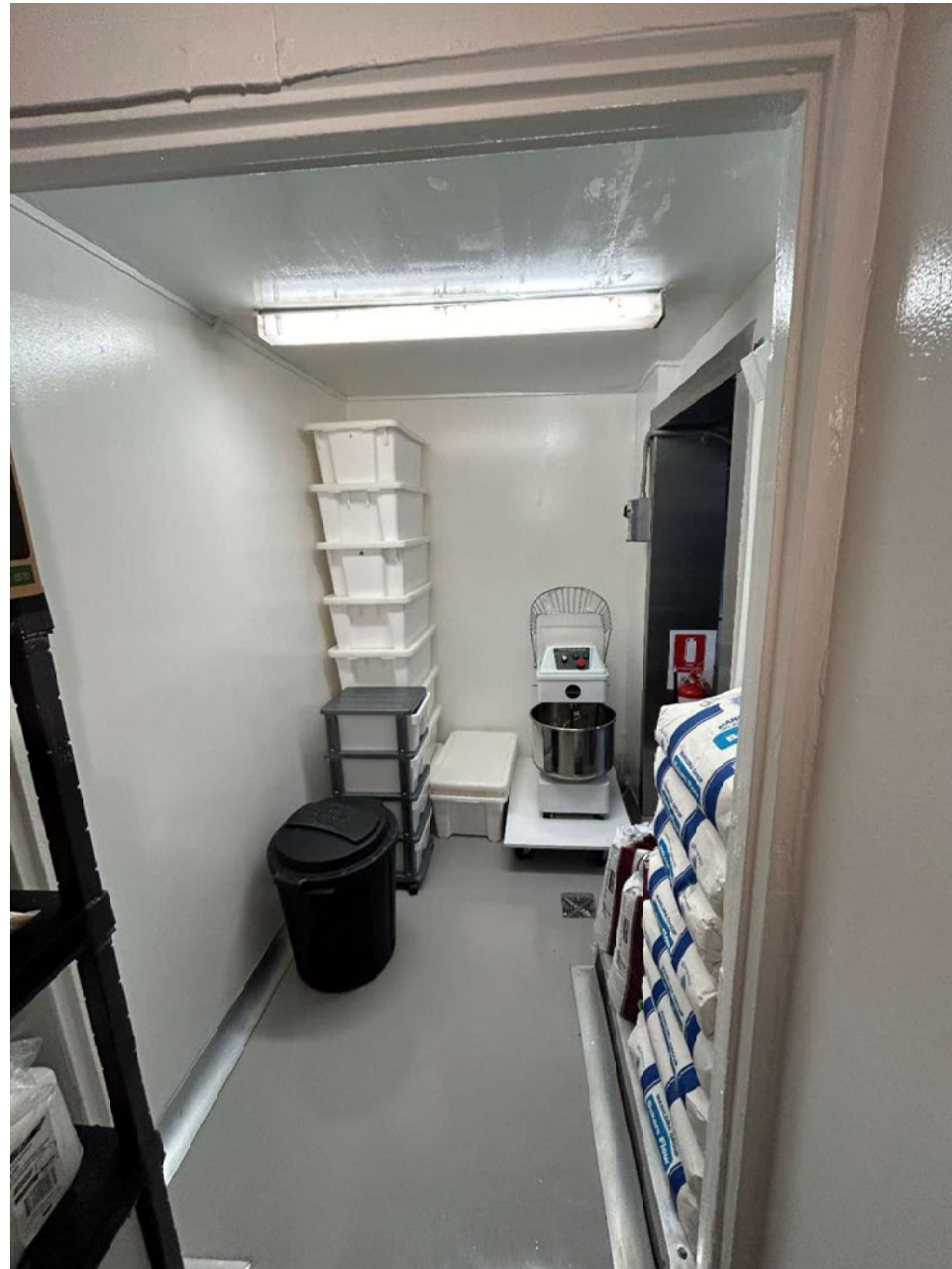
Turkish pide house

25/01/2024

8 OV. storage area



9. OV storage area



10. bread board



11. Pide boxes



12. storage under front service area



13. cold holding wells



14. Ceiling



15. front exhaust canopy



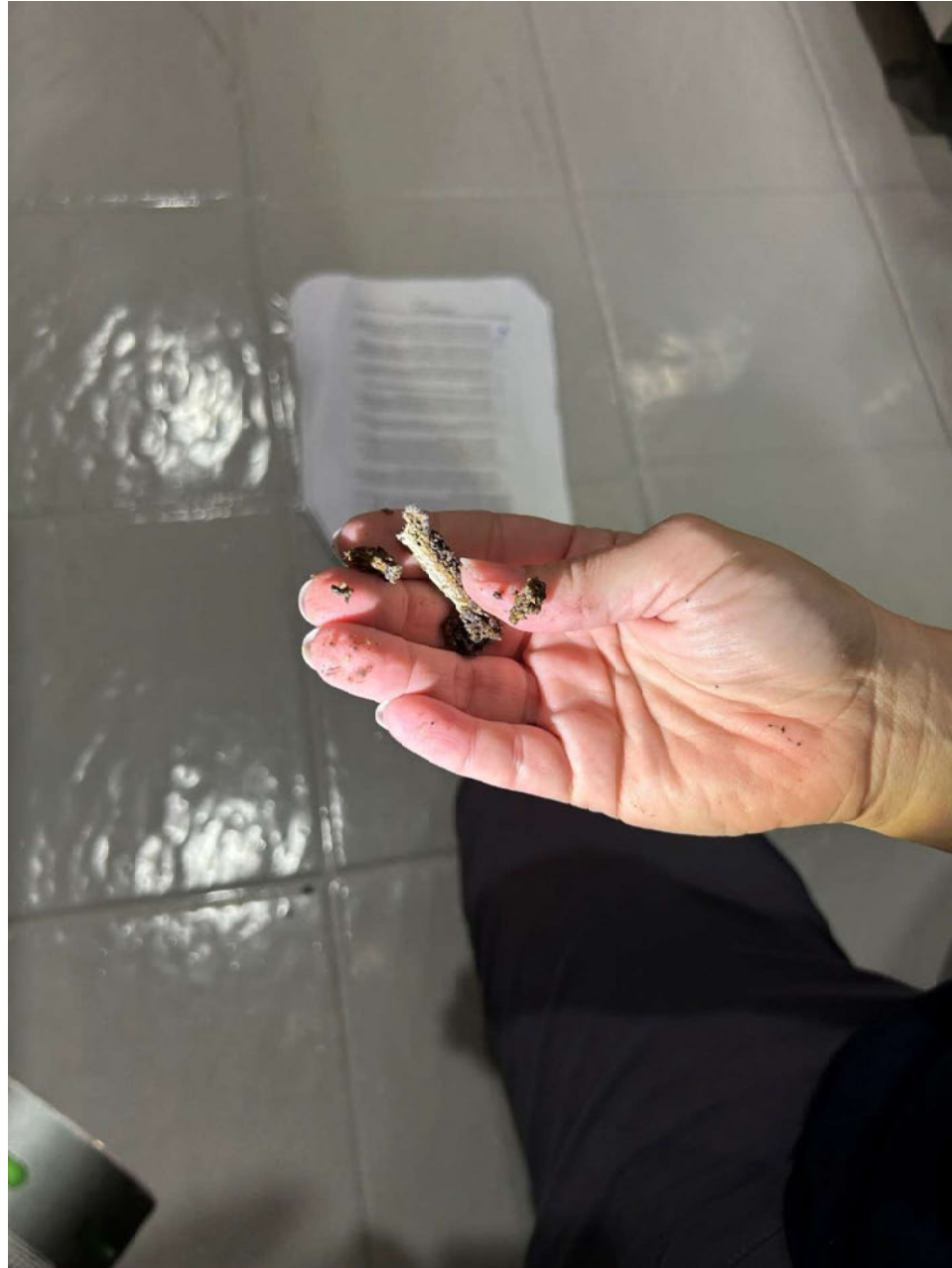
16. space underneath pide ovens



17. space behind cold display



18. damaged tile found under cookline



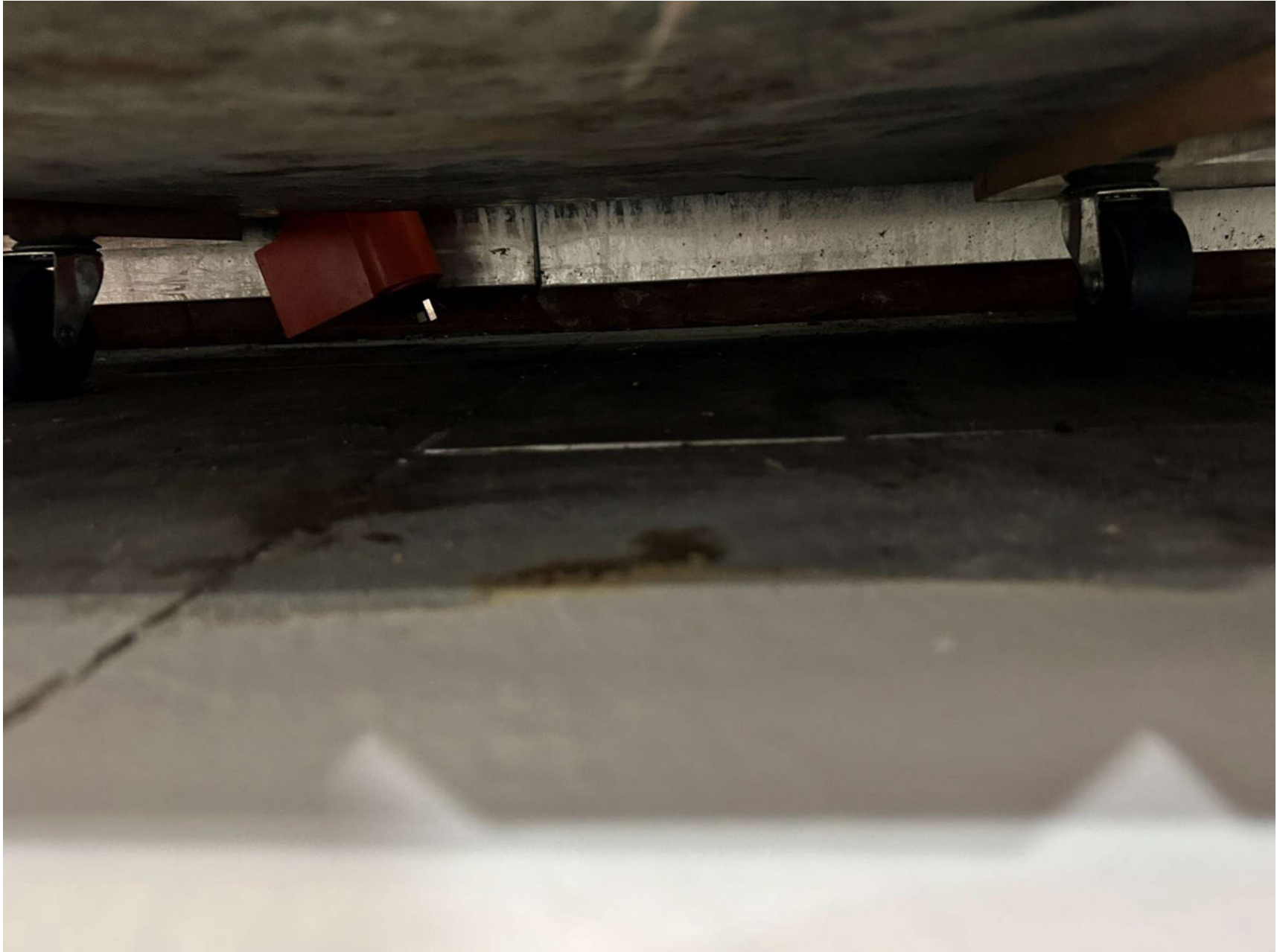
19. damaged tile



20. under cookline



21. under cookline



23. under cookline



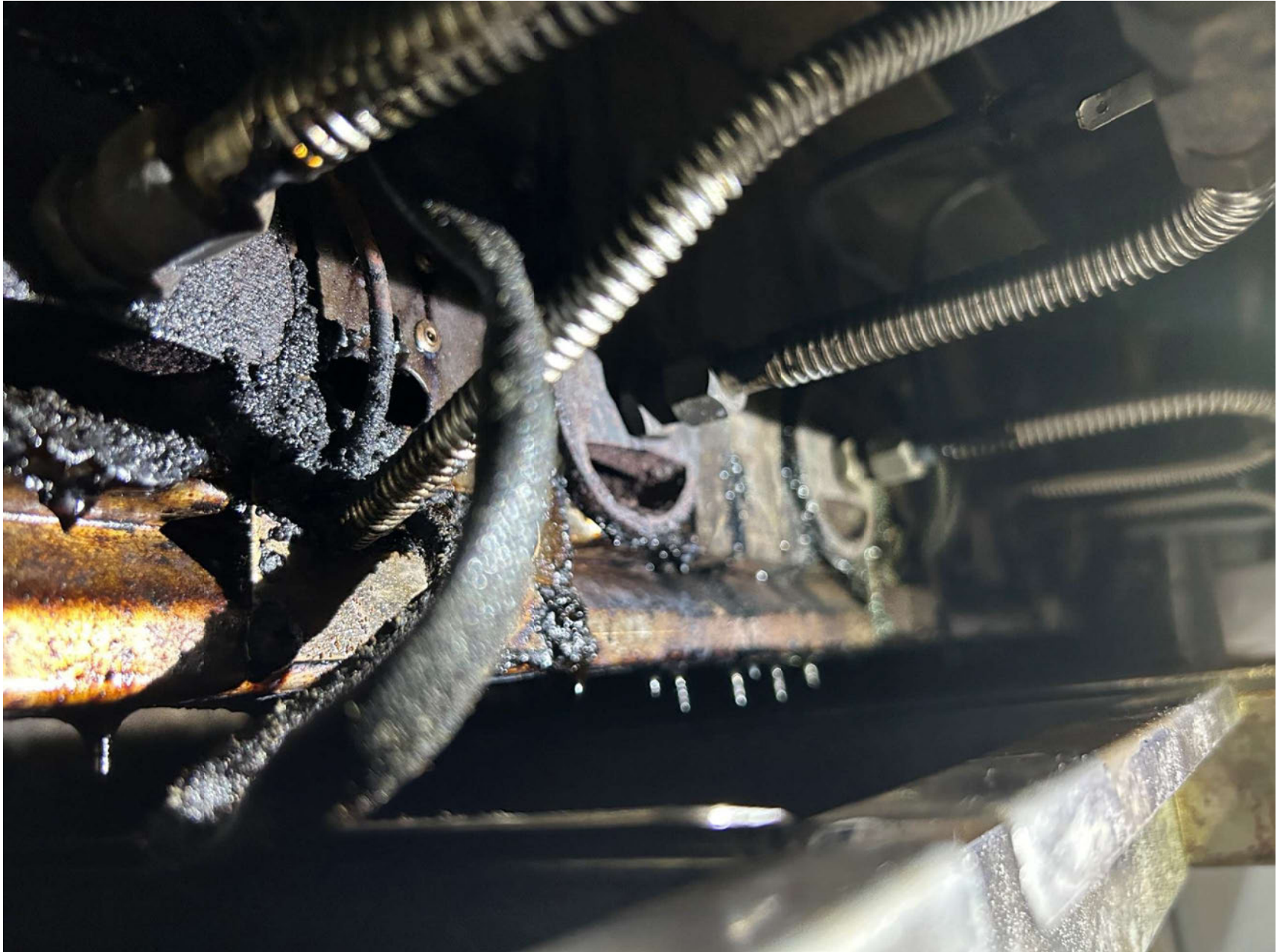
24. wall behind cookline



25. wall behind cookline



25. underneath burners



26. cold holding temperatures (2)



26. cold holding temperatures (3)



26. cold holding temperatures (4)



26. cold holding temperatures (5)



26. cold holding temperatures (6)



26. cold holding temperatures (1)



27. flooring under cookline



28. display cabinet temperature



29. hand wash basin temperatures (2)



29. hand wash basin temperatures (1)



30. flooring in kitchen



31. utensil draw



32. inside slicer (1)



32. inside slicer (2)



33. storage area covered



34. coving



35. thermometer



36. laser thermometer (1)



36. laser thermometer (2)



37. dish washer



38. dishwasher



39. silicone seals



40. chemical storage





ACT Health

Food Premises Inspection Report

This report is a lawful assessment of the food premises against the requirements of the *Food Act 2001* (ACT) and Australia New Zealand Food Standards Code

Business Name	Turkish Pide House Pty Ltd		Reg No	21104
			File No	83/121
Proprietor	Voka Group Pty Ltd		Date & Time	Start: 25 Jan 2024 02:05 PM Finish: 25 Jan 2024 02:43 PM
Premises Address	2 Lawry Place, MacQuarie ACT 2614		Reason	Follow Up
Business/Mobile Phone	02-6251-3325	Email	Authorised Officer	Jason Drinkwater

Items identified in the table below require your action. You must undertake the identified "action to rectify" by the date detailed in the table. Where you cannot meet these timeframes, you must contact the issuing officer to request an extension.

Failure to attend to items within the specified timeframes may result in further enforcement action.

Non Compliance Summary

Qn.	Observation	Action to rectify	Due date
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No non-compliant items identified.

The table below contains findings of the assessment of the food premises against the requirements of the *Food Act 2001*, the *Food Regulation 2002* and the Australia New Zealand Food Standards Code.

Food Premises Assessment Report

C=Complies | Mi = Minor Non Compliant | Ma = Major Non Compliant | Cr = Critical Non Compliant | NA=Not Applicable | NO = Not Observed

General Requirements		Result	Comments
1	Registration – Food business registration current and accurate <i>[s91, 97 Food Act 2001]</i>	C	
2	Registration conditions – Food business complying with any specific registration conditions <i>[s99 Food Act 2001]</i>	NA	
3	Registration – Current certificate of registration displayed <i>[s98A Food Act 2001]</i>	C	
4	Food Safety Supervisor (FSS) – Food business has a current FSS <i>[s117 Food Act 2001]</i>	C	
5	Food Safety Supervisor (FSS) – The FSS's certificate available at the premises <i>[s19 Food Regulation 2002]</i>	C	
6	Food Safety Program (FSP) – FSP required	NA	
7	Food Safety Program (FSP) – FSP available at the premises <i>[s13(2) Food Regulation 2002]</i>	NA	
8	Food Safety Program (FSP) – A copy of the FSP provided to the HPS <i>[s13(2) Food Regulation 2002]</i>	NA	
Food Handling Controls			
9	Food receipt – All food protected from contamination <i>[Standard 3.2.2 cl 5(1) Food Standards Code]</i>	NO	
10	Food receipt – Supplier details available for food on the premises and all food items labelled appropriately <i>[Standard 3.2.2 cl 5(2) Food Standards Code]</i>	NO	
11	Food receipt – All practical measures taken to ensure potentially hazardous food is received under temperature control <i>[Standard 3.2.2 cl 5(3)–(4) Food Standards Code]</i>	NO	
12	Food storage – All food protected from contamination <i>[Standard 3.2.2 cl 6(1)(a) Food Standards Code]</i>	C	

13	Food storage – Food storage conditions appropriate <i>[Standard 3.2.2 cl 6(1)(b) Food Standards Code]</i>	C	
14	Food storage – Potentially hazardous food stored under temperature control <i>[Standard 3.2.2 cl 6(2) Food Standards Code]</i>	C	
15	Food processing – When processing, is all food: <ul style="list-style-type: none"> • safe and suitable; • prevented from being contaminated; and • adequately processed to make safe. <i>[Standard 3.2.2 cl 7(1) Food Standards Code]</i>	NO	
16	Food processing – Potentially hazardous ready-to-eat foods out of temperature control for minimum time while being processed <i>[Standard 3.2.2 cl 7(2) Food Standards Code]</i>	NO	
17	Food processing – Potentially hazardous food cooled/reheated correctly <i>[Standard 3.2.2 cl 7(3) Food Standards Code]</i>	NO	
18	Food display – Food on display protected from contamination <i>[Standard 3.2.2 cl 8(1), (4) Food Standards Code]</i>	C	
19	Food display – Self-service areas have: <ul style="list-style-type: none"> • supervision; • separate utensils; and • protective barriers. <i>[Standard 3.2.2 cl 8(2) Food Standards Code]</i>	C	
20	Food display – Potentially hazardous food displayed under temperature control <i>[Standard 3.2.2 cl 8(5) Food Standards Code]</i>	C	
21	Food display – Where potentially hazardous food is not displayed under temperature control, a documented alternate method of compliance is used <i>[Standard 3.2.2 cl 25 Food Standards Code]</i>	NO	
22	Food packaging – Food is packaged in a manner that protects it from contamination, using appropriate materials <i>[Standard 3.2.2 cl 9 Food Standards Code]</i>	C	
23	Food transportation – Food protected from contamination during transportation <i>[Standard 3.2.2 cl 10(a) Food Standards Code]</i>	NA	
24	Food transport vehicles – Food transport vehicles suitable <i>[Standard 3.2.3 cl 17 Food Standards Code]</i>	NA	
25	Food transportation – All potentially hazardous food transported under temperature control <i>[Standard 3.2.2 cl 10(b), (c) Food Standards Code]</i>	NA	
26	Food disposal – Food for disposal kept separately from all other food and in a designated area <i>[Standard 3.2.2 cl 11(1) Food Standards Code]</i>	NA	
27	Food recall – A documented recall system in place <i>[Standard 3.2.2 cl 12 Food Standards Code]</i>	NA	
Health and Hygiene Requirements for Food Handlers			
28	Health of food handlers – Food handlers report illness and exclude themselves from food handling if they are suffering from a foodborne disease and/or condition <i>[Standard 3.2.2 cl 14(1), (2) Food Standards Code]</i>	C	Discussed unwell food handlers and exclusion periods.
29	Hygiene of food handlers – Food handlers exercise good hygiene practices <i>[Standard 3.2.2 cl 15(1) Food Standards Code]</i>	NO	
30	Hand washing – Food handlers wash their hands before commencing/recommencing work <i>[Standard 3.2.2 cl 15(2), (3) Food Standards Code]</i>	NO	
31	Hand washing – Food handlers wash and dry hands thoroughly using designated hand washing facilities <i>[Standard 3.2.2 cl 15(4) Food Standards Code]</i>	NO	
32	Hand washing – Hand washing facilities are appropriately located <i>[Standard 3.2.3 cl 14(1) Food Standards Code]</i>	C	

33	<p>Hand washing – The hand washing facilities are:</p> <ul style="list-style-type: none"> • permanent fixtures; • provided with a supply of warm running potable water through a single spout, of an adequate size; and • used only for the washing of hands, arms and faces <p><i>[Standard 3.2.2 cl 17(1)(c)]</i> <i>[Standard 3.2.3 cl 14(2)]</i></p>	C	
Health and Hygiene Requirements for Food Businesses			
34	<p>Hygiene of food handlers (duties of food businesses) – The business has easily accessible hand washing facilities that include:</p> <ul style="list-style-type: none"> • soap; • single use towel; and • a container for used towels <p><i>[Standard 3.2.2 cl 17 Food Standards Code]</i></p>	C	
35	<p>Health of food handlers (duties of food businesses) – Actions taken to ensure staff members do not engage in food handling if they are suffering from a foodborne disease or condition</p> <p><i>[Standard 3.2.2 cl 16 Food Standards Code]</i></p>	C	Discussed
36	<p>General duties of food businesses – All practical measures taken to ensure all people within the food business avoid contaminating food</p> <p><i>[Standard 3.2.2 cl 18 Food Standards Code]</i></p>	NO	
Cleaning, Sanitising and Maintenance			
37	<p>Cleanliness – Floors, walls and ceilings maintained in a clean condition</p> <p><i>[Standard 3.2.2 cl 19(1) Food Standards Code]</i></p>	Mi	Flooring under cookline requires detailed clean.
38	<p>Cleanliness – Fixtures, fittings and equipment maintained in a clean condition</p> <p><i>[Standard 3.2.2 cl 19(2) Food Standards Code]</i></p>	Mi	Clean underneath grill
39	<p>Sanitising – Food contact surfaces and eating and drinking utensils sanitised using appropriate sanitising methods</p> <p><i>[Standard 3.2.2 cl 20 Food Standards Code]</i></p>	C	
40	<p>Maintenance – Premises, fixtures, fittings, equipment and utensils maintained in a good state of repair and working order</p> <p><i>[Standard 3.2.2 cl 21 Food Standards Code]</i></p>	Mi	Ensure to finish off silicone in kitchen. Ensure all small holes are sealed.
41	<p>Thermometer – Readily accessible digital probe thermometer accurate to $\pm 1^{\circ}\text{C}$</p> <p><i>[Standard 3.2.2 cl 22 Food Standards Code]</i></p>	C	
42	<p>Single use items – Single use items protected from contamination and not reused</p> <p><i>[Standard 3.2.2 cl 23 Food Standards Code]</i></p>	C	
43	<p>Animals and pests – Premises free from animals and pests</p> <p><i>[Standard 3.2.2 cl 24(1)(a)(b) Food Standards Code]</i></p>	C	
44	<p>Animals and pests – All practical measures taken to eradicate and prevent the entry and harbourage of pests</p> <p><i>[Standard 3.2.2 cl 24(1)(c)(d) Food Standards Code]</i></p>	C	
Design and Construction			
45	<p>General requirements – Food premises appropriate for its activities</p> <p><i>[Standard 3.2.3 cl 3 Food Standards Code]</i></p>	C	
46	<p>Water supply – Adequate supply of potable water</p> <p><i>[Standard 3.2.3 cl 4 Food Standards Code]</i></p>	C	
47	<p>Sewage and waste water disposal – Adequate sewage and waste water disposal</p> <p><i>[Standard 3.2.3 cl 5 Food Standards Code]</i></p>	C	
48	<p>Garbage storage – Adequate storage facilities for garbage and recyclable matter</p> <p><i>[Standard 3.2.3 cl 6 Food Standards Code]</i></p>	C	
49	<p>Ventilation – Adequate natural or mechanical ventilation</p> <p><i>[Standard 3.2.3 cl 7 Food Standards Code]</i></p>	C	
50	<p>Lighting – Sufficient lighting provided</p> <p><i>[Standard 3.2.3 cl 8 Food Standards Code]</i></p>	C	
51	<p>Floors – Floors appropriate for the food business' activities</p> <p><i>[Standard 3.2.3 cl 10 Food Standards Code]</i></p>	C	Repair tiles under cookline.

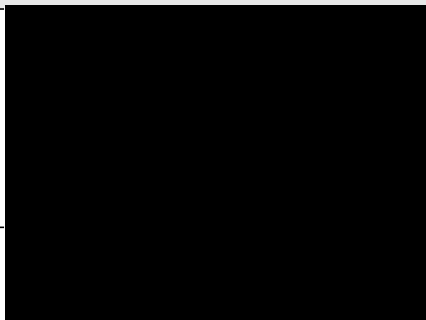
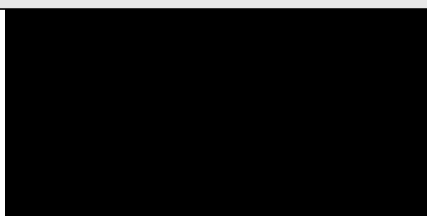
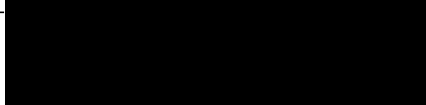
52	Walls and ceilings – Walls and ceilings designed and constructed in a way that is appropriate for the food business' activities <i>[Standard 3.2.3 cl 11 Food Standards Code]</i>	C	
53	Fixtures, fittings and equipment – Fixtures, fittings and equipment adequate and fit for their intended purpose and able to be effectively cleaned (and sanitised if applicable) <i>[Standard 3.2.3 cl 12 Food Standards Code]</i>	C	
54	Storage facilities – Adequate storage facilities provided <i>[Standard 3.2.3 cl 15 Food Standards Code]</i>	C	
55	Toilet facilities – Adequate toilet facilities available for the use of food handlers <i>[Standard 3.2.3 cl 16 Food Standards Code]</i>	C	
56	Toilet facilities – Toilet opening to a food preparation areas fitted with an air lock <i>[Standard 3.2.3 cl 3 Food Standards Code]</i>	C	
Other			
57	Labelling – food labelling complies with the Food Standards Code <i>[Standard 1.2.1 – 6 Food Standards Code]</i>	NA	
58	Kilojoule displays – Food business displays correct kilojoule information (only applicable to standard food outlets) <i>[s110–111 Food Act 2001]</i>	NA	
59	Skills and knowledge – Food handlers have appropriate skills and knowledge in food safety and hygiene matters to handle food safely <i>[Standard 3.2.2 cl 3 Food Standards Code]</i>	C	Food safety plan in place.

ADDITIONAL COMMENTS

Re-inspection to assess completion of P.O.

P.O has been satisfied, clearance certificate to be issued.

Ensure to action non-compliances noted in report immediately.

Inspection Result	Compliant		
I have read and I understand the contents of this assessment			
Proprietor/Staff Signature:		Authorised Officer Signature:	
Proprietor/Staff Name:		Authorised Officer Name:	Jason Drinkwater



Australian Capital Territory

Food Act 2001 ~ Clearance Certificate

Food Act 2001, s 86 (Clearance Certificate)

Prohibition Order served

This Clearance Certificate is in relation to the Prohibition Order served under section 82 of the *Food Act 2001* upon Voka Group Pty Ltd as proprietor of the Turkish Pide House with registration number 21104, located at 2 Lawry Place Macquarie ACT 2614.

Compliance with Prohibition Order

To determine compliance with the Prohibition Order, the Health Protection Service has considered the results of a premises inspection and submitted documents including:

- Food safety management plans
- Exhaust system reports from professional engineers
- Exhaust cleaning certificates
- Evidence demonstrating all plumbing works have been conducted by a licensed plumbing contractor

The Health Protection Service is satisfied that the proprietor has fully complied with the requirements of the Prohibition Order.

Clearance Certificate is issued

The Prohibition Order served on 12 October 2023 is revoked. Turkish Pide House is free to recommence operating as of the date of this Clearance Certificate.

Offences relating to food

The Clearance Certificate is an indication of compliance with the Prohibition Order. Please note that you may be invited to attend a recorded interview to determine if legal proceedings are to be commenced under provisions of the *Food Act 2001*.

A handwritten signature in blue ink, appearing to read 'L. Hudson'.

Lyndell Hudson
Director Environmental Health
Health Protection Service

25 January 2024

Page 1 of 2



ACT
Government
Health

ENGLISH	If you need interpreting help, telephone:
ARABIC	إذا احتجت لمساعدة في الترجمة الشفوية ، إتصل برقم الهاتف :
CHINESE	如果你需要传译员的帮助，请打电话：
CROATIAN	Ako trebate pomoć tumača telefonirajte:
GREEK	Αν χρειάζεστε διερμηνέα τηλεφωνήσετε στο
ITALIAN	Se avete bisogno di un interprete, telefonate al numero:
PERSIAN	اگر به ترجمه شفاهی احتیاج دارید به این شماره تلفن کنید:
PORTUGUESE	Se você precisar da ajuda de um intérprete, telefone:
SERBIAN	Ako vam je potrebna pomoć prevodioca telefoniрајте:
SPANISH	Si necesita la asistencia de un intérprete, llame al:
TURKISH	Tercümana ihtiyacınız varsa lütfen telefon ediniz:
VIETNAMESE	Nếu bạn cần một người thông-ngôn hãy gọi điện-thoại:

TRANSLATING AND INTERPRETING SERVICE

131 450

Canberra and District - 24 hours a day, 7 days a week