



Department of
Health

Food safety management tools

Food Safety Standard 3.2.2A



health.wa.gov.au

Overview

We acknowledge the traditional owners of this land, the Wadjuk people of the Noongar nation.

We pay our respect to elders; past, present and emerging.

Background

Food safety management tools

Food handler training

Food safety supervisor

Showing that food is safe

Further information

Background

Henry Tan



Why do we need a new standard?

Outbreaks, illnesses, hospitalisations and fatalities associated with food prepared in Australian food service and retail settings, 2010-2017

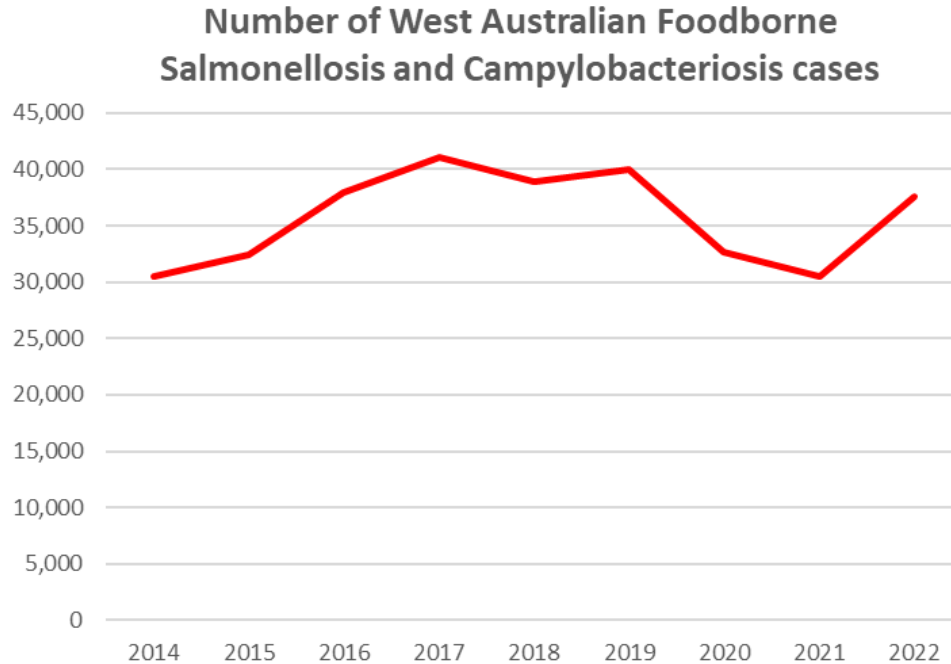
State or territory	No. outbreaks	No. ill	No. hospitalised	No. fatalities
ACT	39	904	82	3
MJOI*	3	352	3	0
NSW	338	4,585	337	5
NT	38	388	12	0
Qld	119	2,112	251	5
SA	83	1,263	206	3
Tas	23	534	18	0
Vic	227	3,770	337	15
WA	100	1,378	125	3
Total	970	15,,286	1,371	34

*MJOI = multijurisdictional incident

WA Foodborne Outbreaks 2017-2022

- 175 Foodborne Outbreaks
 - 2161 people getting sick
 - >200 hospitalisations
- 94% of outbreaks occurred in food businesses only once off.
 - Most are in operation for years without incidents
 - It is all good (till it's not)

WA foodborne illness cases



- >37,000 cases last year
- Does not include viral gastro
- Rates remained high over the years

Brief timeline

- In motion since 2000
- Identification of issues and sectors implicated
- Evaluation of existing regulatory tools
- Identify gaps and new tools that are required
- Stakeholder engagement



Food Safety Management Tools

Rebecca Delsar



Food Safety Management Tools

Introduces three tools

Food handler training

Food handlers must do a food safety training course
OR show that they understand:



safe handling of food



food contamination



**cleaning and
sanitising equipment**



personal hygiene

Food safety supervisor

A food business must have
a food safety supervisor who:



is trained



**has a supervisor's
certificate**



**can give advice to people
who make food**



is reasonably available

Show that your food is safe

A food business must show that
they are making safe food by:



**keeping a record of important
food safety controls,
activities and processes**

OR



**demonstrating safe food
handling practices**

Implementation by 8 December 2023

Food Business Categories

- Category one business: caterer or food service that makes potentially hazardous ready-to-eat food.
- Category two business: retailer that handles unpackaged (but does not make) potentially hazardous ready-to-eat food.
- If a business involves both category one and two activities, it is classed according to its highest risk activity as a category one business.

Which tools are required?

	Category one	Category two
Food handler training	✓	✓
Food safety supervisor	✓	✓
Show that your food is safe	✓	✗

Potentially hazardous food

Potentially hazardous food means food that has to be kept refrigerated to keep it safe



Raw and cooked meats, and food containing them

Red meat, chicken, ham, salami, lamb, burgers, pate, curries, meat pies



Food containing eggs and other protein-rich foods

Mayonnaise, aioli, mousses, tiramisu, quiche, tofu



Dairy products

Ice cream, cheese, yoghurt, cream, milk



Cooked rice

Fried rice, plain rice, risotto, arancini balls



Seafood and foods containing seafood

Prawns, fish, mussels, oysters, shellfish, sushi



Sprouted seeds

Alfalfa sprouts, broccoli sprouts, clover sprouts, chickpea sprouts



Cut fruits and vegetables

Cut melon, salads, pre-cut fruit trays, unpasteurised juices



Fresh and cooked pasta

Spaghetti, carbonara, lasagne

Examples of foods that are not considered potentially hazardous include biscuits and crackers, confectionary, plain breads and bread rolls.

Food Handler Training



Food Handler Training

Applies to food handlers that are handling unpackaged potentially hazardous ready-to-eat food.

Food handlers must either:

- complete a food safety training course; **OR**
- Have skills and knowledge of food safety and hygiene matters commensurate with their food handling activity
before they start to handle food

Food Handler Training

- The following courses meet the requirements of the Standard (www.health.wa.gov.au/FSMT)
 - FoodSafe
 - I'm Alert
 - DoFoodSafely
- Courses are available online for a fee, or may be offered for free by your local government.
- They take about an hour to complete.

Food handler training

Food handlers must do a food safety training course
OR show that they understand:

-  **safe handling of food**
-  **food contamination**
-  **cleaning and sanitising equipment**
-  **personal hygiene**

Demonstrating skills and knowledge

- Standard 3.2.2.A gives two options for food handlers -
 - Complete a food safety training course
- OR**
- Have skills and knowledge of food safety and hygiene matters commensurate with their food handling activity



OR



Food Safety Supervisor



Food Safety Supervisor

You must appoint a food safety supervisor by 8 December 2023

The role of
the food
safety
supervisor



Advise and supervise the handling of
unpackaged potentially hazardous food to
ensure safe handling practices are used



Identify, prevent and manage
food safety problems



Share skills and knowledge
with food handlers



Promote positive food safety practices
in the food business

Food Safety Supervisor Requirements

- Have a food safety supervisor certificate achieved in the last 5 years
- Have the authority and ability to manage and give direction of safe food handling
- Must be reasonably available to advise and supervise each food handler that is handling potentially hazardous ready-to-eat food

Food safety supervisor

A food business must have a food safety supervisor who:



is trained



has a supervisor's certificate



can give advice to people who make food



is reasonably available



Food Safety Supervisor Training Course

Standard 3.2.2A - Food Safety Management Tools (external site) was gazetted on 8 December 2022 and will come into effect after a 12-month transition period on 8 December 2023.

Food businesses will be required to appoint a Food Safety Supervisor (FSS) if they handle unpackaged potentially hazardous food that:

- is used in the preparation of ready-to-eat food to be served to a consumer; or
- is ready-to-eat food intended for retail sale by that business.

Units of competencies

In Western Australia, FSSs are required to undergo training by a Registered Training Organisation (RTO) that is approved to deliver the following units of competencies in the [SITSS00069 - Food Safety Supervision Skill Set \(external site\)](#):

- SITXFSA005 - Use hygienic practices for food safety; AND
- SITXFSA006 - Participate in safe food handling practices

The Department of Health WA has assessed other nationally recognised skill sets / units of competencies and considers the following as equivalent to the SITSS00069 - Food Safety Supervision Skill Set:

Related links

- [Food safety homepage for food businesses](#)
- [Food safety management tools for food businesses](#)

Training Requirements

www.health.wa.gov.au/FSS

WA based Registered Training Organisation*	In-person training	Online course
Access All Areas Training	No	Yes
Australian Professional Skills Institute	Yes	Yes
Aveling	No	Yes
Clubs WA Inc	Yes	Yes
Job Trainer Australia Pty Ltd	No	Yes
North Regional TAFE	Yes	Yes
Streamline Training Group	Yes	No
Tubal Pty Ltd	Yes	No

Be reasonably available and have authority and ability to manage and give direction

Reasonably available means they are "**able to oversee the food handling and be involved in the day-to-day operations of the food business**". Therefore, they should be on site or easily contactable by phone. It is not reasonable to appoint a person as supervisor who isn't on site for a large portion of their time or who doesn't regularly handle food as part of the business.

Ideal FSS are head chefs, kitchen supervisors etc who's main role is food handling and is on the premises for most of their shift to supervise food handlers. They may leave the premises on breaks/errands etc but can be contacted if needed.



Showing that food is safe

Category one only



Showing that food is safe

- Must make a **record** of important food safety controls, activities and processes
- Record must be kept for **3 months**

or

Demonstrate to the reasonable satisfaction of an authorised officer that food is being handled safely

Show that your food is safe

A food business must show that they are making safe food by:



keeping a record of important food safety controls, activities and processes

OR



demonstrating safe food handling practices



Writing / entry on paper or electronic templates



Written instructions, validated recipe, SOPs



Photos and videos



Notes



Data loggers

- Information recorded in any other way that allows:
- Required information to be captured; and
 - Kept for 3 months

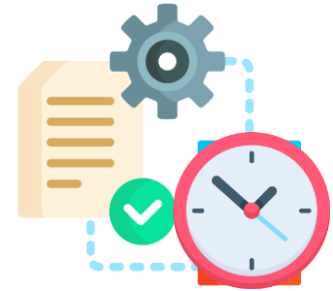
Examples of demonstrating compliance



Physically demonstrating an activity.



Staff training on work instructions and walking through procedures with officer.



Using time control rather than temperature control.

Important Food Safety Controls (prescribed provisions)

Standard 3.2.2	Activity
subclause 5(3)	Temperature control during food receipt
paragraph 6(2)(a)	Temperature control during food storage
paragraph 7(1)(b)(ii)	Pathogen reduction during food processing
subclause 7(2)	Minimising time during food processing
subclause 7(3)	Cooling food
subclause 7(4)	Reheating food
paragraph 8(5)(a)	Temperature control during food display
paragraph 10(b)	Temperature control during food transport
clause 20	Cleaning & sanitising



Further information



WA resources

Government of Western Australia
Department of Health

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Home > Food safety management tools for food businesses

Food safety management tools for food businesses

Standard 3.2.2A - Food Safety Management Tools (external site) is a new standard introduced across Australia to improve food safety in the following industries:

- food service
- retail
- catering

Foodborne illnesses cost the WA community more than \$63 million in 2022. The tools introduced in Standard 3.2.2A will enable your businesses to manage food safety risks more effectively which will help prevent foodborne illnesses, outbreaks, loss of revenue and reputational damage to your business.

The new standard will be in force Australia wide from the 8 December 2023.

Questions?

Contact your local government environmental health services

Related links

- Food safety for food businesses homepage
- Food safety supervisor (external source)
- Retail licensing services (external site)
- Food handlers and food safety
- Food safety audits
- Food temperature control
- Safe handling of raw use products
- Cleanse and sanitise food premises and food equipment

Does the standard apply to my food business?

Food business categories

Food safety management tools

More information

www.health.wa.gov.au/FSMT

www.health.wa.gov.au/FSS

health.wa.gov.au

Food safety management tools

Guide for food businesses on Food Safety Standard 3.2.2A

A new standard has been introduced across Australia to improve food safety. If your food business is captured under the standard, you will need to comply with the requirements by 8 December 2023.

Why is there a new standard?

The standard has been introduced to reduce the risk of foodborne illnesses. Poor food handling can cause outbreaks of foodborne illnesses, which can result in avoidable hospitalisations, loss of revenue and reputational damage to food businesses. This new standard has been introduced to reduce the risk of foodborne illnesses and improve food handling.

Will my business be impacted by the standard?

You will need to comply if your business handles:

- packaged
- potentially hazardous
- ready-to-eat foods.

Two categories of businesses will be impacted.

Category one	Category two
Your business will be classified as category one if it processes or makes un packaged, potentially hazardous, ready-to-eat foods. For example, cafes, restaurants or caterers that cook and serve meals with foods such as meat, dairy, seafood, cut fruit and vegetables, pasta and rice.	Your business will be classified as category two if it only initially handles un packaged, potentially hazardous food such as slicing, weighing, packaging, reheating or hot holding. For example, a service station which receives chilled pizza and sandwiches that are displayed in a hot or cold display unit, or a supermarket deli which slices and packs cold meats.

two page factsheet

two page factsheet

Food safety management tools

The standard introduces 3 tools to manage food safety.

1. Food handler training

Food handlers (including chefs, cooks, waiters) in category 1 and 2 businesses will need to complete food handler training or show that they have the necessary skills and knowledge in food safety. Details of free online food handler training courses can be accessed at www.health.wa.gov.au/FSMT.

2. Food safety supervisor

Category 1 and 2 businesses will need to appoint at least one food safety supervisor who must be necessarily available to advise and supervise the food handlers when they are handling un packaged, potentially hazardous, ready-to-eat foods.

A food safety supervisor will be required to take a training course delivered by a registered training organisation and the certification must be refreshed every 5 years. Courses are listed at: www.health.wa.gov.au/FSMT.

3. Showing that food is safe

Category 1 businesses must show that food safety controls are being managed by recording. Records must be kept for a minimum of 3 months.

Key records you may need to keep include:

- temperature of food on receipt and transport
- storage and display temperatures
- cooking temperatures, or other pathogen control steps
- times taken to cool or reheat foods
- cleaning and sanitising of equipment and premises.

Record templates can be downloaded from www.health.wa.gov.au/FSMT.

Alternatively, you can use other ways to demonstrate that you are managing key food safety controls. This can be checked by your local government Food Act 2000 authorised officer.

If you have any questions, contact your Local Government Environmental Health Officer for more information.

More information

For more information refer to the Guide for food businesses on Food Safety Standard 3.2.2A.

This document can be made available in alternative formats.

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health.wa.gov.au

Plain English
Guide for
food
businesses
~ 20 page

Food safety management tools

Guide for food businesses on Food Safety Standard 3.2.2A

health.wa.gov.au

Other languages: Thai, Vietnamese,
Chinese, Italian

National FSANZ resources



www.foodstandards.gov.au

Standard 3.2.2A - overview

Food service, caterer and related retail businesses in Australia need to meet new food safety requirements from December 2023.



What is Standard 3.2.2A?

- Standard 3.2.2A is a national food safety standard and an extension of Standard 3.2.2 requirements.
- It applies to Australian businesses in food service, catering and retail sectors that handle unpackaged, potentially hazardous food that is ready to eat.
- These businesses will implement either two or three food safety management tools, based on their food handling activities. The three tools are food safety supervisor, food handler training and substantiation of critical food safety controls (food safety).

What is a food safety supervisor?

- A food safety supervisor (FSS) must be a person who has recognised, formal certification as a FSS, obtained in the past 5 years. They should have recent, relevant skills and knowledge to handle food safely, particularly high-risk food. See our Food safety supervisor InfoBite.

What is food handler training?

- Food handler training must include:
 - safe handling of food
 - food contamination
 - cleaning and sanitisation of food handling equipment
- Food handlers must ensure all food handled is safe for consumption. They must have appropriate skills and knowledge before they start handling high-risk foods. See our Food handler training InfoBite.

What is 'substantiation' of critical food safety controls? (Category one)

- Businesses must keep records or demonstrate that requirements for safe receiving, storing, processing, displaying and transporting potentially hazardous food, and for cleaning and sanitising are being met. These are called 'prescribed provisions'. The business must show how these have been achieved or verified.
- The business must make a record, unless it can show in another way it is meeting requirements and be able to demonstrate this to an authorised officer (food regulator). See our Evidence tool InfoBite.

Need more information?

See *Safe Food Australia* (our guide to the food safety standards in the Food Standards Code), other InfoBites and some translated fact sheets at www.foodstandards.gov.au or email information@foodstandards.gov.au

must comply with Standard 3.2.2A, based on whether they are classified as category one or category two businesses (see below).

- Category one (higher risk) businesses must implement all three management tools.
- Category two businesses must have a food safety supervisor and trained food handlers.

These requirements are in place because unpackaged, potentially hazardous food that is ready to eat is high risk and needs careful handling to keep it safe.

Category one business

- ✓ A caterer or food service business that processes unpackaged potentially hazardous food into food that is both ready-to-eat and potentially hazardous food.
- ✓ The food is then served to a consumer to eat without any further processing.

Category two business

- ✓ A retailer of potentially hazardous, ready-to-eat food, where the food was handled unpackaged, but not made or processed onsite (other than slicing, weighing, repacking, reheating or hot-holding).

Introduction to Standard 3.2.2A for food service businesses

- Template 1 – Supplier details¹
- ¹

Supplier name	Contact details	Address	Foods supplied	Notes
15 Food Delivery ¹	023 4231 2222 Nill 0444 123456	4/10 Lamington St, 2588 Turrill, ACT	Cheese, Sausages	Supplier agreement in place, check delivery track 1 x / month
16	"	"	"	"
17	"	"	"	"
18	"	"	"	"
19	"	"	"	"
20	"	"	"	"
21	"	"	"	"
22	"	"	"	"
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Page Break

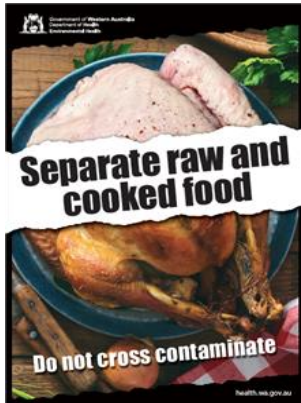
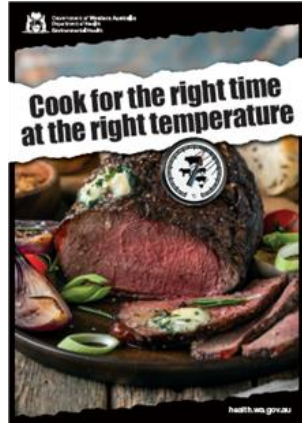


SAFE FOOD AUSTRALIA

4th Edition, February 2023

A Guide to the Food Safety Standards
Chapter 3 of the Australia New Zealand Food Standards Code
(applies to Australia only)

Other food safety resources



Questions?