



GUIDE FOR FOOD BUSINESSES ON FOOD SAFETY STANDARD 3.2.2A

Food Safety Management Tools



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About this guide

A national food safety standard 3.2.2A has been introduced across Australia and comes into effect **8 December 2023**, to reduce the rate of food-borne illnesses linked to poor handling of food in certain types of food service, catering, and retail businesses.

This guide has been put together to help food businesses that are impacted by these requirements to comply. It should help you to:

- find out if Standard 3.2.2A applies to your food business.
- understand what you must do to meet the requirements of the standard.

This guide should be read alongside the [Food Safety Standard 3.2.2A Food Safety Management Tools](#) which detail the legal definitions and requirements of this new law.

Standard 3.2.2A is an addition to the existing [Standard 3.2.2 Food Safety Practices and General Requirements](#) of the Australia New Zealand Food Standards Code that food businesses must already comply with

Standard 3.2.2A – Food Safety Management Tools

The standard introduces new mandatory food safety management tools, including:

FOOD HANDLER TRAINING	FOOD SAFETY SUPERVISOR	SHOWING THAT YOUR FOOD IS SAFE
<p>Food handlers must do a food safety training course in OR show that they understand:</p> <ul style="list-style-type: none"> safe handling of food food contamination cleaning and sanitising equipment personal hygiene <p>Applies to CATEGORY 1 and CATEGORY 2 businesses</p>	<p>A food business must have a food safety supervisor who:</p> <ul style="list-style-type: none"> is qualified has a supervisor's certificate can give advice to people who make food is reasonably available <p>Applies to CATEGORY 1 and CATEGORY 2 businesses</p>	<p>A food business must show that they are making safe food by:</p> <ul style="list-style-type: none"> keeping a record of important food safety controls/activities/processes demonstrating safe food handling practices <p>Applies to CATEGORY 1 businesses ONLY</p>

Introducing these tools will help protect your customers and minimise any reputational and financial risks to your business that may be caused by food-borne outbreaks.

Council's Environmental Health Officer (EHO) will monitor your compliance during the routine food safety inspections. Penalties under the [Food Act 2001](#) can apply if you do not comply with the new Standards after 8 December 2023.

Businesses that need to comply with the standard

You will need to implement Standard 3.2.2A if your business is a:



food service

such as restaurants, cafes, takeaway food shops, hospitals, childcare centres, family day care, bakeries and mobile food vendors.



caterers

such as caterers, restaurants, canteens, schools and hospitals that handle or offer food for immediate consumption



retail business

such as some supermarkets, delis, butchers, service stations, seafood retailers, market stalls and convenience stores

that handles



unpackaged food



potentially hazardous food



food that is ready-to-eat

For the Standard to apply to a business, there must be a 'sale' of food. Under the [Food Standards Code](#), the definitions of 'sell' and 'sale' are broad and include:

- providing food under a contract of service (whether it is with the consumer)
- giving food away to further trade
- supplying food to patients or inmates, and
- food that has been won or provided as a reward

Potentially Hazardous Foods (PHF)

Potentially hazardous foods are foods that need to be kept in the fridge to keep them safe. Check the chat below for common examples:



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.

Categories under the Standard

Standard 3.2.2A classifies businesses into 'category one' or 'category two' depending on their food handling activities. The requirements are based on the businesses' highest risk activities and are designed to strengthen its food safety management. The category of your business determines which sections of the standard apply.

	Category one	Category two
Type of food handling activities	<p>Caterers or food service businesses that:</p> <ul style="list-style-type: none"> process unpackaged potentially hazardous food into food that is potentially hazardous and ready-to-eat (process means activities to prepare food for sale such as chopping, cooking, drying, fermenting, heating, thawing and washing), and serves that food direct to the consumer, whether consumed at the food premises or elsewhere. 	<p>Food retailers that:</p> <ul style="list-style-type: none"> sell ready-to-eat potentially hazardous foods to the consumer, and receive the food unpackaged, or unpackage the food, and did not make or process the food (other than slicing, weighing, repacking, reheating or hot-holding).
Business examples	<ul style="list-style-type: none"> Restaurants Cafes Takeaway food shops Caterers Hospitals Childcare centres Family day care Bakeries Mobile food vendors Market stalls, supermarkets and service stations that make and serve food such as sandwiches, ready-to-eat pizza and pasta, salads, meat dishes, sushi and cooked chickens 	<p>Some:</p> <ul style="list-style-type: none"> supermarkets delis service stations seafood retailers market stalls convenience stores.

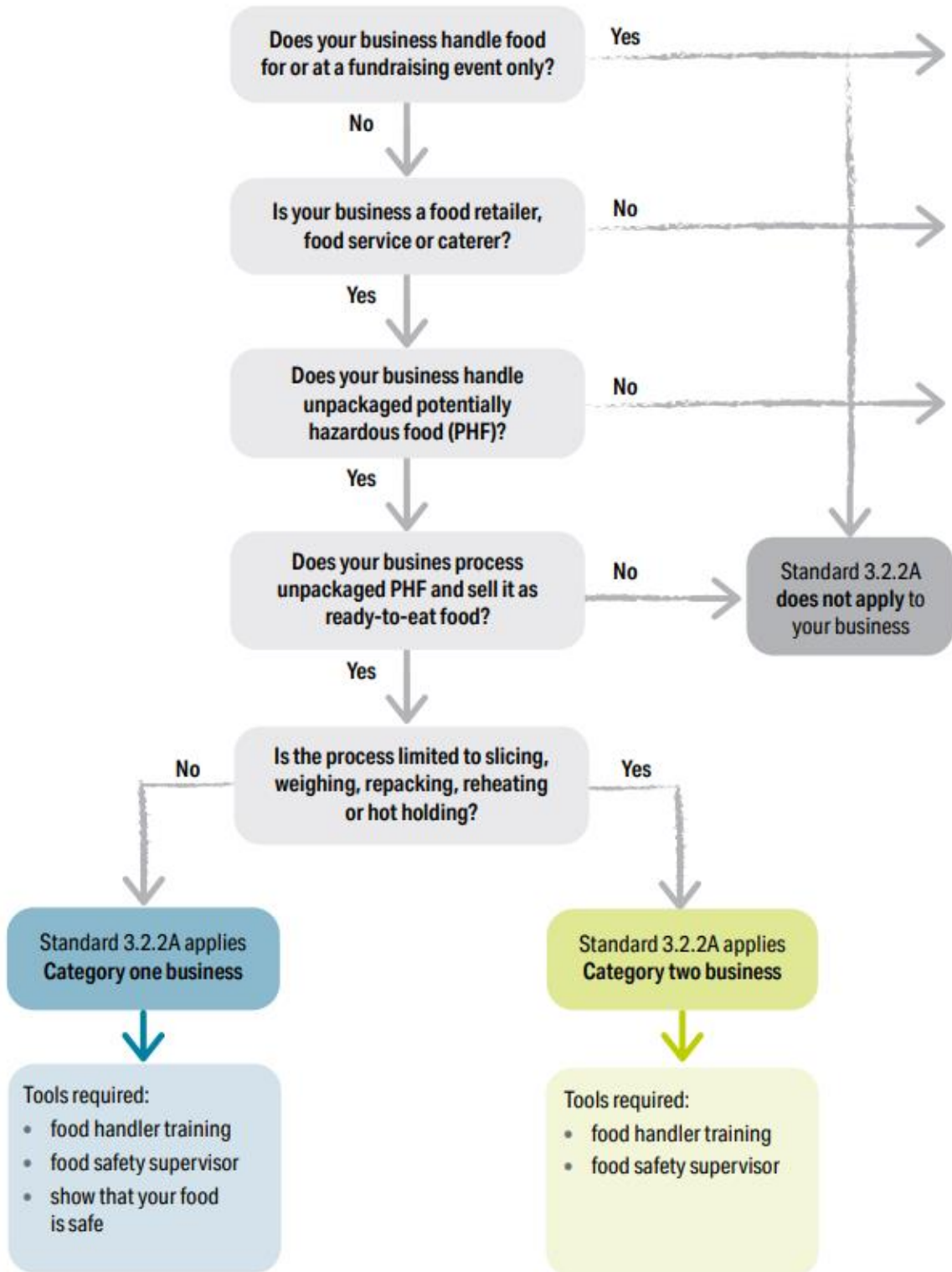
See the [Category 1 Management Tools Checklist](#) to ensure you are implementing the above tools.

See the [Category 2 Management Tools Checklist](#) to ensure you are implementing the above tools.

Businesses not covered by the standard

[SA Health](#) has provided a fact sheet for charities and not-for-profits. View the Food Safety Management Tools for not-for-profit organisations fact sheet [here](#).

The following flow chart will assist you to determine if your food business is a category one and two or exempt:



Food Safety Management Tools

Category one and two businesses have different requirements.

	CATEGORY 1	CATEGORY 2
Food Handler Training	✓	✓
Food Safety Supervisor	✓	✓
Keeping or demonstrating evidence	✓	X

Tool 1 – Food Handler Training

Under the Standard, food businesses handling and serving unpackaged, potentially hazardous food, must ensure their food handlers have appropriate skills and knowledge in food safety and hygiene. *This is different to the Food Safety Supervisor requirement.*

FOOD HANDLER TRAINING

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

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

Applies to **CATEGORY 1** and **CATEGORY 2** businesses

Free training available

SA Health proudly supports Department of Health Victoria's 'DoFoodSafely' Program. Please note this is not the same as Food Safety Supervisor training, which is delivered by approved registered training organisations as nationally accredited training. Visit [DoFoodSafely](#) to conduct your training now.

Steps to complying with the Food Handler Training requirement

1. Check whether your food handlers have an adequate understanding of the topics
2. If they require further training, please ensure they complete the free online DoFoodSafely program (or equivalent)
3. It is recommended business keep a record of the training food handlers have completed to show authorised officers on request

Under the [Food Act 2001](#), Council's authorised officer (also known as Environmental Health Officer EHO) may assess your food handlers skills and knowledge to determine if your business is implementing these requirements by observing food handling activities or discussing their knowledge of food safety and hygiene with them. *If Council's EHO determines staff do not have the necessary skills and knowledge, they may request that the food handler does further training.*

For more information on this tool, see [FSANZ Food Handler Training](#).

Tool 2 – Food Safety Supervisor (FSS)

Category one and two food businesses must appoint a food safety supervisor before handling unpackaged, potentially hazardous, ready to eat food.

Responsibility of food safety supervisors

 Oversee day-to-day food handling	 Ensure food safety risks are managed	 Share skills and knowledge	 Promote positive food safety practices
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Food safety is not just the responsibility of the food safety supervisor. Everyone in the food business has a role to ensure that food is handled safely, including the owner and the food handlers. It is important to develop a positive food safety culture in your business.

To be eligible to be a Food Safety Supervisor (FSS), food handlers must have completed at least one of the skill sets from a Registered Training Organisation (RTO) **within the last five years**. See [SA Health](#) for more information.

When requested by Council's EHO, you must be able to produce the certificate for your food safety supervisor.

Steps for businesses to comply with the FSS requirements

1. Determine whether your business needs a FSS
2. Choose who will be the FSS for your business
3. The chosen FSS completes the training and assessment through an approved RTO
4. The FSS receives a FSS certificate which is kept on the property. Display is recommended
5. Ensure the FSS certificate is valid (not more than 5 years old)

For more information on this tool, see [Food Safety Supervision frequently asked questions](#).

Tool 3 – Showing your food is safe

Businesses that handle high risk food need to be able to demonstrate safe food practices under Standard 3.2.2A of the Code. This is to ensure food businesses are actively monitoring and managing key food safety risks related to food temperature control, food processing, and cleaning and sanitising, which are critical for food safety.

The evidence tool requirement applies only to **Category 1** businesses. These businesses must meet the requirement by:



Keeping Records

Records are one way food businesses can demonstrate they are managing food safety risks.

Specific activities relating to the requirements which must be monitored and recorded include:

- Temperature control during food
- Receipt
- Storage
- Display
- Transport
- Pathogen reduction during food processing
- Minimising time during food processing
- Cooling food
- Reheating food
- Cleaning and sanitising

These are known as 'prescribed provisions'. The table at the end of this document provides further details on the above requirements and the suggested frequency of monitoring.

Free templates available

Free food safety template examples for record keeping are available on SA Health's website to help category one businesses show their food is safe. Download appendix 8: template examples [here](#).

Type of records

Records must be kept for a minimum of 3 months after being made. You can choose how to keep your records. For example, they could be:

- Handwritten on record sheets
- Saved electronically on your computer
- On an automated monitoring system where the records are stored in an app or online account.

Records can be a document or object in any form and may also include written instructions and procedures, notes on invoices, photos, or video footage.

Council's EHO can request to view your records during routine food premise inspections.

Steps to complying with the showing food is safe requirement

- Keep records of important food safety information, including how you have safely received, stored, processed, displayed, and transported potentially hazardous food, and cleaned and sanitised, **or**
- Have a written instruction sheet or standard operating procedure that is followed for each of the required activities, **or**
- Ensure food handlers can demonstrate safe food handling practices and processes to an authorised officer.

More information

Foods requiring special care

Food businesses who prepare and sell food containing raw egg and sushi must continue to follow the relevant guidelines and retain records to ensure these high-risk foods are prepared safely. For more information on the guidelines, see:

[Raw egg products](#)

[Guideline – Sushi Food Handling Practices](#)





[Appendix 4: Foods requiring special care](#)

Food service to vulnerable persons

If your food business processes food for service to vulnerable persons, such as hospitals, nursing homes, or childcare centres, you must keep records to comply with [Standard 3.3.1 food safety guidelines for food service to vulnerable persons](#).


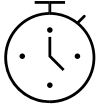

[SA Health](#) has an abundance of information and fact sheets readily available to help you and your food business.

- [FAQs Food Safety Management Tools \(Standard 3.2.2A\)](#)
- [Food Safety Management Tools for not-for-profit organisations](#)
- [Food business resources](#)
- [Category 1 Management Tools Checklist](#)
- [Category 2 Management Tools Checklist](#)
- [Food Safety Standard 3.2.2A Infographic](#)
- [Record Keeping Templates & Examples](#)
- [Food Standards Australia New Zealand – Resources and References](#)
- [Evidence Tool \(Record Keeping\) Fact Sheet](#)
- [Registered Training Providers](#)

Activity	Food safety requirement	What needs to be shown	Suggested frequency
Receipt 	<p>A food business must take all practicable measures to ensure it only accepts on delivery PHF at a temperature of:</p> <ul style="list-style-type: none"> • 5°C or below; or • 60°C or above, unless the food business transporting the food demonstrates that the temperature of the food will not adversely affect the microbiological safety of the food due to the time taken to deliver it. 	<p>The temperature of PHF when received OR the time arrangement with the supplier showing that food safety has not been adversely affected during food transport.</p> <p>Receiving Food</p>	<p>Each delivery</p>
Storage 	<p>A food business must, when storing PHF, store it under temperature control.</p>	<p>The temperature of PHF during storage.</p> <p>Storing Food Safely</p>	<p>Daily</p>
Display 	<p>A food business must, when displaying PHF, display it under temperature control.</p>	<p>That PHF is displayed at 5°C or below; or 60°C or above, or total time out of temperature control does not exceed 4 hours (2 hr/4 hr rule).</p> <p>2-Hour / 4-hour Rule</p>	<p>Daily</p>
Transport 	<p>A food business must, when transporting food, transport PHF under temperature control.</p>	<p>That PHF is transported at 5°C or below; or 60°C or above, or total time out of temperature control does not exceed 4 hours (2 hr/4 hr rule).</p> <p>2-Hour / 4-hour Rule</p>	<p>When transporting</p>

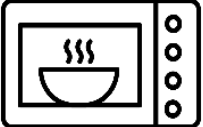

Corrective actions

If a record identifies an activity or process was not correct (e.g., food was stored at an unsafe temperature because equipment had broken down), the business must take action to address the food safety concern (e.g., discard food, replace or repair the equipment). The action taken should also be recorded to show the food safety issue was addressed.

Activity	Food safety requirement	What needs to be shown	Suggested frequency
<p>Pathogen reduction during food processing (cooking)</p> 	<p>A food business must, when processing food, where a process step is needed to reduce to safe levels any pathogens that may be present in the food – use a process step that is reasonably known to achieve the microbiological safety of the food.</p>	<p>That a pathogen reduction or killing step has been used on PHF to achieve safety of the food (destroy pathogens potentially present).</p> <p>Processing Food Safely</p>	<p>Per batch or as often as instructed in a standard operating procedure (SOP)</p>
<p>Minimising time during food processing</p> 	<p>A food business must, when processing PHF that is not undergoing a pathogen control step, ensure that the time the food remains at temperatures that permit the growth of infectious or toxigenic microorganisms in the food is minimised.</p>	<p>The time that ready-to-eat PHF is in the temperature danger zone (between 5°C and 60°C) is minimised and does not make the food unsafe.</p> <p>2-Hour / 4-hour Rule</p>	<p>Per batch or as often as instructed in a standard operating procedure (SOP)</p>
<p>Cooling food</p> 	<p>A food business must, when cooling cooked PHF, cool the food:</p> <ul style="list-style-type: none"> • within 2 hours – from 60°C to 21°C; and • within a further 4 hours – from 21°C to 5°C unless the food business demonstrates that the cooling process used will not adversely affect the microbiological safety of the food. 	<p>That cooked potentially hazardous food has cooled to prescribed temperatures within the required timeframes.</p> <p>Cooling and Reheating Food</p>	<p>Per batch and/or as often as instructed in a SOP.</p>

Corrective actions

If a record identifies an activity or process was not correct (e.g., food was stored at an unsafe temperature because equipment had broken down), the business must take action to address the food safety concern (e.g., discard food, replace or repair the equipment). The action taken should also be recorded to show the food safety issue was addressed.

Activity	Food safety requirement	What needs to be shown	Suggested frequency
<p>Reheating food</p> 	<p>A food business must, when reheating previously cooked and cooled potentially hazardous food to hold it hot, use a heat process that rapidly heats the food to a temperature of 60°C or above, unless the food business demonstrates that the heating process used will not adversely affect the microbiological safety of the food.</p>	<p>That cooked and cooled PHF is reheated rapidly (within 2 hours) to 60°C or above.</p> <p>Cooling and Reheating Food</p>	<p>Per batch and/or as often as instructed in a SOP</p>
<p>Cleaning and sanitising</p> 	<p>A food business must ensure the following equipment is in a clean and sanitary condition in the circumstances set out below:</p> <ul style="list-style-type: none"> • eating and drinking utensils - immediately before each use; and • the food contact surfaces of equipment - whenever food that will come into contact with the surface is likely to be contaminated. 	<p>That eating and drinking utensils and food contact surfaces have been cleaned and sanitised when required.</p> <p>Cleaning and Sanitising</p>	<p>Daily or as often as instructed in a SOP.</p>

Corrective actions

If a record identifies an activity or process was not correct (e.g., food was stored at an unsafe temperature because equipment had broken down), the business must take action to address the food safety concern (e.g., discard food, replace or repair the equipment). The action taken should also be recorded to show the food safety issue was addressed.



Further information

If you have any queries, contact Council's Environmental Health Officer on 8584 8000 or council@lwdc.sa.gov.au.

For up-to-date information and resources refer to [SA Health](#).



This document was prepared by:

Council's Environmental Health Officer with information from SA Health.

Disclaimer

All information and content in this material is provided in good faith by the District Council of Loxton Waikerie (DCLW) and is based on sources believed to be reliable and accurate at the time of development. The DCLW, SA Health and their respective officers, employees and agents do not accept legal liability or responsibility for the material, or any consequences arising from its use.



Feedback

Any feedback related to this document should be mailed to council@lwdc.sa.gov.au.



FOOD SAFETY STANDARD 3.2.2A WHAT DO YOU NEED TO KNOW?

FOOD HANDLER TRAINING

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

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

Applies to **CATEGORY 1** and **CATEGORY 2** businesses

FOOD SAFETY SUPERVISOR

A food business must have a food safety supervisor who:

- is qualified**
- has a supervisor's certificate**
- can give advice to people who make food**
- is reasonably available**

Applies to **CATEGORY 1** and **CATEGORY 2** businesses

SHOWING 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/processes**
- demonstrating safe food handling practices**

Applies to **CATEGORY 1** businesses **ONLY**

BUSINESS CATEGORY TYPES

CATEGORY 1

Businesses that make and serve food that is unpackaged.
Examples may include:

- restaurants**
- bakeries**
- fast food outlets**
- caterers**

CATEGORY 2

Businesses that sell ready-to-eat food that is unpackaged and not made by the business.
Examples may include:

- delis**
- service stations**
- supermarkets**
- seafood and meat retailers**

	CATEGORY 1	CATEGORY 2
Food Handler Training	✓	✓
Food Safety Supervisor	✓	✓
Keeping or demonstrating evidence	✓	X



www.sahealth.sa.gov.au/foodsafetymanagement



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SA Health



FOOD SAFETY STANDARD 3.2.2A MANAGEMENT TOOLS CHECKLIST

CATEGORY 1

Businesses that make and serve potentially hazardous, ready-to-eat food that is unpackaged.

EXAMPLES MAY INCLUDE:



restaurants



bakeries



fast food outlets



caterers



FOOD HANDLER TRAINING

- Food handlers in my business have completed a food safety training course or can show their food safety skills and knowledge.
- Our business has a process to make sure all new staff have the training, skills and knowledge they need.

NOTE

Keeping a record of staff training is an easy way to know and show that food handlers have the required skills and knowledge.



FOOD SAFETY SUPERVISOR

- Our business has at least one qualified Food Safety Supervisor (FSS).
FSS name(s): _____
- FSS certification was gained from a Registered Training Organisation (RTO).
- FSS certification was completed within the last 5 years.
- Copies of FSS certificates are onsite.
- At least one FSS is available when food handling is occurring.

NOTE

A list of RTOs that provide FSS certification, is available on the [SA Health website](#).



EVIDENCE OF KEY CONTROLS

Our business keeps records to show (or can otherwise demonstrate):

- temperatures of potentially hazardous foods are controlled during:
 - receipt display storage transport
- we adequately process (cook, acidify, sous vide) potentially hazardous foods to reduce pathogens
- we minimise the time potentially hazardous foods are out of temperature control
- potentially hazardous foods are cooled from 60°C to 21°C in 2 hours, then from 21°C to 5°C in a further 4 hours or less
- potentially hazardous foods that are going to be hot held are rapidly reheated to 60°C or above
- we adequately clean and sanitise food contact surfaces and equipment.

NOTE

You'll need to keep your thermometer accessible, working and accurate to show you're meeting these Standards.

Record templates are available on the [FSANZ website](#).

For more information, contact your local council
Environmental Health Officer or visit
www.sahealth.sa.gov.au/foodsafetymanagement



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FOOD SAFETY STANDARD 3.2.2A MANAGEMENT TOOLS CHECKLIST

CATEGORY 2

Businesses that do not make but sell potentially hazardous ready-to-eat food.



delis



supermarkets



service stations



seafood and meat retailers



FOOD HANDLER TRAINING

- Food handlers in my business have completed a food safety training course or can show their food safety skills and knowledge.
- Our business has a process to make sure all new staff have the training/skills and knowledge they need.

NOTE

Keeping a record of staff training is an easy way to know and show that food handlers have the required skills and knowledge.



FOOD SAFETY SUPERVISOR

- Our business has at least one qualified Food Safety Supervisor (FSS). FSS name(s): _____
- FSS certification was gained from from a Registered Training Organisation (RTO).
- FSS certification was completed within the last 5 years.
- Copies of FSS certificates are onsite.
- At least one FSS is available when food handling is occurring.

NOTE

A list of RTOs who provide FSS certification, is available on the [SA Health website](#).

For more information, contact your local council
Environmental Health Officer or visit
www.sahealth.sa.gov.au/foodsafetymanagement



Government of South Australia
SA Health

Standard 3.2.2A – Food Safety Supervisor FAQs

What certification does a Food Safety Supervisor need?

To be eligible to be a Food Safety Supervisor (FSS), food handlers must have completed at least one of the following skill sets **within the last five years**:

- [SITSS00069 - Food Safety Supervision Skill Set](#) (units SITXFSA005 and SITXFSA006)
- [SIRRFSA001 - Handle food safely in a retail environment unit](#)
- [HLTSS00061 - Food safety supervision skill set - for community services and health industries](#) (units HLTTFSE001, HLTTFSE005 and HLTTFSE007)

These units can be delivered as stand-alone short courses or within longer Vocational Education & Training (VET) courses.

Food Safety Supervisor certification can only be gained from a Registered Training Organisation (RTO).

I've completed a VET course in hospitality, cooking or retail, can I be a FSS?

Some VET courses contain the FSS skill sets/units meaning if a food handler has completed a VET course in the food, hospitality, retail or community and health care sector they may have already completed the FSS units.

If someone has completed a VET course and are unsure whether they have completed the FSS units, they can check their study transcript or with their training provider. Current courses containing the two [Food Safety Supervision Skill Set](#) units include:

- [Certificate III in Asian Cookery](#)
- [Certificate IV in Asian Cookery](#)
- [Certificate III in Catering](#)
- [Certificate IV in Catering Management](#)
- [Certificate II in Cookery](#)
- [Certificate III in Commercial Cookery](#)
- [Certificate IV in Kitchen Management](#)
- [Certificate II in Hospitality](#)
- [Certificate III in Hospitality](#)
- [Certificate IV in Hospitality](#)
- [Diploma of Hospitality Management](#)
- [Advanced Diploma of Hospitality Management](#)
- [Certificate III in Patisserie](#)
- [Certificate IV in Patisserie](#)

Current courses containing the [Handle food safely in a retail environment](#) unit include:

- [Certificate IV in Artisan Fermented Products](#)
- [Certificate III in Retail](#)
- [Certificate IV in Food Science and Technology](#)
- [Certificate II in Retail Services](#)

The current course containing the three units for the [Food safety supervision skill set - for community services and health industries](#) is:

- [Certificate III in Health Services Assistance](#)

Where can I access FSS courses?

The SA Health website contains a list of [Registered Training Organisations](#) (RTOs) who offer FSS certification either online or face to face in SA.

A complete list of RTOs that offer the FSS skill sets/units across Australia is available on the training.gov.au website by searching the course unit names or codes.

Is the New South Wales Food Authority (NSWFA) FSS certificate recognised in South Australia?

Yes.

If I have a degree in food science or I am a fully qualified chef with many years' experience, do I still need to gain a FSS certificate?

Yes, the Standard requires the food handler to have gained certification as Food Safety Supervisor through a Registered Training Organisation within the last five years.

Does the FSS certificate expire?

Yes. Under the Standard FSS certification must be completed at least every five years. Some RTOs may offer re-certification, otherwise the person will need to complete FSS certification course again.

Can superseded units still be used for FSS certification?

Course unit names and requirements can be updated from time to time. If superseded units were completed within the last 5 years, they will still be recognised, and the person can be a FSS. If the superseded units were completed more than 5 years ago, the new units, or re-certification under the new units, will need to be completed.

Will presentation of an academic transcript or similar showing completion of the relevant units suffice as evidence?

Yes, an academic transcript will suffice as evidence of having completed the required units of competency.

If I'm a sole operator, do I still need to appoint a FSS?

Under clause 11 of Standard 3.2.2A the business must appoint a Food Safety Supervisor before engaging in a prescribed activity, and ensure that the Food Safety Supervisor is reasonably available to advise and supervise each food handler engaged in that prescribed activity. While a sole operator would not need to supervise any other food handlers, if they are undertaking prescribed activities they still need to appoint a Food Safety Supervisor. This aims to make sure the business or sole operator has the skills and knowledge to handle food safely.

If a FSS goes on a period of leave (e.g. annual, personal and long service leave) will another supervisor need to be appointed?

If a Food Safety Supervisor is absent for 30 days or less then you don't need to appoint a replacement Food Safety Supervisor but you should ensure that appropriate processes & procedures are in place e.g. having a written guide for staff to use.

Where a Food Safety Supervisor is absent for more than 30 days a replacement food safety supervisor needs to be appointed.

Does the FSS need to be on site for all opening hours? Can they be contacted by phone or email instead?

The FSS only needs to be reasonably available when the handling of unpackaged potentially hazardous foods (prescribed activities) is taking place. This means being onsite for majority of the time to oversee the prescribed activities, and when not onsite being otherwise contactable and having procedures in place.

Does the FSS need to be onsite when food is being prepared or can they be contacted by phone/email for advice?

FSS's need to be reasonably available (mostly onsite) when prescribed activities are taking place, and at other times must be contactable via phone or email.

Standard 3.2.2A - Food safety supervisor

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



Safe Food Australia
InfoBite

What are the requirements?

Under Standard 3.2.2A - 11, category one and two businesses must:

- appoint a certified food safety supervisor (FSS) before engaging in a 'prescribed activity'
 - the certificate must be from either a registered training organisation or an organisation recognised by the relevant food regulator
 - the certificate must have been obtained within the past 5 years
- ensure that the FSS is reasonably available to advise and supervise each food handler engaged in that prescribed activity.

Prescribed activities involve handling unpackaged potentially hazardous foods that are ready to eat, which are high risk.

Who should be a FSS?

- The FSS should be in a position to oversee food handling and be involved in the day-to-day food handling operations of the food business.
- They must be 'reasonably available' as a point of contact for food handlers and authorised officers.
- 'Reasonably available' means the FSS works onsite and oversees food handling of high-risk unpackaged foods, or can be easily contacted (e.g. by phone).
- It is not considered reasonable for a business to appoint someone as a FSS who does not regularly handle food as part of their normal duties, or is never onsite at a food business.

Role of the FSS

The FSS makes sure the business is handling food safely so if something goes wrong, food

that may be unsafe to eat is not processed further or served to consumers.

The role of the FSS is to:

- make sure food safety risks are managed and issues are prevented or corrected
- instruct staff, review and update business procedures, and inspect premises and food handling operations
- share their food safety knowledge with other food handlers
- foster a positive food safety culture, so food safety is a top priority in 'the way we do things here'.

The business needs to make sure the FSS is able to fulfil these duties.

FSS certificate

- The certificate will show the participant has completed the required units for the FSS course.
- Details of FSS competency units are available on the national register of vocational education and training website at training.gov.au.
- Some training organisations may offer refresher courses for those who have received the qualification previously.
- Alternatively, the complete FSS course will need to be repeated every five years.
- The FSS should be able to provide their certificate to an authorised officer, if requested.

Need more information?

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

Appendix 8: Template examples

The following templates are provided for information and can be adapted or combined to suit specific business needs.

Examples of what you might record are provided in each template, and blank templates are also provided.

Template	Description
1 – Supplier details	Used to record your suppliers' details and the products they supply.
2 – Food receipt	Used to record the condition of received goods.
3 – Cooking and cooling food	Used to monitor the cooking and cooling times and temperatures.
4 – Temperature record sheet: e.g. for food display	Used to monitor the temperature of foods, for example, being displayed.
5 – Log for 2-hour/4-hour rule	Used to monitor food temperatures while they are in the 'danger zone'.
6 – Cleaning and sanitising procedure	Used to show what needs to be cleaned, the method, and who is responsible for cleaning and sanitising.
7 – Cleaning and sanitising record	Used to record your cleaning schedule (2 weeks). It may be useful to adapt this template for daily, weekly, fortnightly and/or annual cleaning and sanitising schedules and checklists.
8 – General temperature record	Can be adapted for multiple activities to record food temperatures (reheating, cooking, transport).

Template 1 – Supplier details

Supplier name	Contact details	Address	Foods supplied	Notes
FS Food Delivery	(02) 6271 2222 AH 0444 12345	4/15 Lancaster Pl, Majura Park, ACT	Cheese, Sourdough	Supplier agreement in place, check delivery truck 1 x / month
<ul style="list-style-type: none"> ✓ Maintain up-to-date records of your suppliers and the products they supply you with. ✓ Consider setting up supplier agreements or an approved supplier program to ensure you receive safe and suitable products. ✓ Reject suppliers that do not supply food that meets safety and suitability requirements. 				

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 - 007 Frozen spinach - POP13	Package intact, 5°C Frozen hard	Truck inspected - clean, temperature ok	WTR

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		
Cold unit 1 e.g. Fridge 1	4.5°C	4.8°C														Pies were 'probed' – temperature good but fridge is making a funny noise*
Cold unit 2																
Cold unit 3																
Hot unit 1 e.g. Bain marie 1	off	60°C														
Hot unit 2 e.g. pie warmer	62°C	61°C														
Hot unit 3																
Staff initials	WTR	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														WTR	

✓ 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	
Cold unit 1															
Cold unit 2															
Cold unit 3															
Hot unit 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

✓ 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 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	11:00pm	30 min	Back in fridge 1	MR
		12 noon	Display for lunch on top of lunch counter	1:30pm	1 hr 30 + 30 prep = 2hr	Put 10 sandwiches back in fridge 1	DC
		3:30pm	Remain on display on top of lunch counter		3 hr 30 + 30 prep = 4hr	4 hr limit, discarded left overs	DC
		4pm	10 saved from lunch, display for quick sale at end of the day -placed on top of counter	6:00pm	2 hr + 2hr = 4 hours	Only one left, discarded	DC
Fresh cream filled buns	4/11/22	11am	Buns from fridge to display table front of shop for quick sale	3pm	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 2 hours left for tomorrow, put back in coolroom	SN
Sliced ham for croissants	6/11/22	8:00am	Placed ham on bench for use for breakfast croissants – day 2	10am	2 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

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

- ✓ 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) (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. 																

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

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

Temperature checks

- ✓ 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.

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

Date	Time	Activity / Food / Appliance	Food temp. °C	Corrective action / Notes	Checked by

Temperature checks
 ✓ 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.

EXAMPLE ONLY – MUST BE ADAPTED FOR EACH BUSINESS

2 hour / 4 hour rule procedure

Under two hours

Food must be used or placed back under temperature control (5°C or less or 60°C or greater).

Two to four hours

Food must be used immediately – it cannot be re-refrigerated.

Four hours plus

Food must be discarded – it may have harmful levels of bacteria

1. [Food] is taken from the fridge at [Time] and placed into the oven to cook.
2. At [Time] the [Food] finishes cooking and is left in the oven turned off to keep warm.
 - a. A small portion of the [Food] is cut and placed into the fridge to cool for the next day.
3. Between [Time] and [Time] we take the [Food] from the oven and serve to customers as orders are received.
4. By [Time], any left over [Food] that is not sold/consumed is then discarded.
5. The maximum the [Food] is kept in the temperature danger zone (between 5°C or above and 60°C or less) is [Length of Time]

EXAMPLE ONLY – MUST BE ADAPTED FOR EACH BUSINESS

Six steps to effectively clean and sanitise

1. **Pre-Clean** Remove dirt and food by sweeping, scraping, wiping or rinsing with water.

2. **Wash** Use warm water and detergent. Soak if needed.

3. **Rinse** Rinse off detergent and any remaining food or dirt.

4. **Sanitise.** We apply the sanitiser to our equipment through the following ways

- a.
- b.
- c.

5. **Final Rinse** Rinse off sanitiser if needed.

6. **Dry** Air dry or use a single use towel or clean tea towel.

- ❖ To dilute the sanitiser for the sink you need _____ L of water and _____ of sanitiser.
- ❖ The contact time of the sanitiser we use is _____ minutes
- ❖ To dilute the sanitiser for the spray bottle you need _____ mls of water and _____ of sanitiser.
- ❖ The sanitiser solution is changed and replace every _____ days