

# Food safety management tools

Guide for food businesses on  
Food Safety Standard 3.2.2A



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## About this guide

**Standard 3.2.2A is a national food safety standard that has been introduced across Australia 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 will help you:

- 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.

From 8 December 2023, all food service, retail and catering businesses in Australia must comply with Standard 3.2.2A if they handle food that is unpackaged, potentially hazardous and ready-to-eat.

These types of food are high risk for the growth of harmful bacteria that can make people sick if it is not properly handled.



**Incorrect food handling practices in food service and retail businesses were linked to 970 food-borne illness outbreaks across Australia between 2010 and 2017.**



**Standard 3.2.2A aims to reduce the rate of food-borne illnesses linked to poor handling of food in food service, catering and food retail businesses across Australia.**



## The new requirements

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

<b>Food handler training</b> <p>Food handlers must do a food safety training course or show that they understand:</p> <ul style="list-style-type: none"> <li>• safe handling of food</li> <li>• food contamination</li> <li>• cleaning and sanitising equipment</li> <li>• personal hygiene</li> </ul>	<b>Food safety supervisor</b> <p>A business must have a food safety supervisor who:</p> <ul style="list-style-type: none"> <li>• is trained</li> <li>• has a supervisor's certificate</li> <li>• can give advice to employees who handle food</li> <li>• is reasonably available</li> </ul>	<b>Showing that food is safe</b> <p>A business must show that their food is safe by:</p> <ul style="list-style-type: none"> <li>• keeping a record of important food safety controls, activities and processes; or</li> <li>• demonstrating safe food handling practices</li> </ul>
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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.

Apart from WA, most food businesses across Australia already have these tools in place.

## Businesses that need to comply with the standard

You will need to implement Standard 3.2.2A if your business is a:		
 <p><b>food service</b> such as restaurants, cafes, takeaway food shops, hospitals, childcare centres, family day care, bakeries and mobile food vendors.</p>	 <p><b>caterers</b> such as caterers, restaurants, canteens, schools and hospitals that handle or offer food for immediate consumption</p>	 <p><b>retail business</b> such as some supermarkets, delis, butchers, service stations, seafood retailers, market stalls and convenience stores</p>
that handles		
 <p><b>unpackaged food</b></p>	 <p><b>potentially hazardous food</b></p>	 <p><b>food that is ready-to-eat</b></p>

## Potentially hazardous foods

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

 <p><b>Raw and cooked meats, and food containing them</b></p> <p>Red meat, chicken, ham, salami, lamb, burgers, pate, curries, meat pies</p>	 <p><b>Food containing eggs and other protein-rich foods</b></p> <p>Mayonnaise, aioli, mousses, tiramisu, quiche, tofu</p>	 <p><b>Dairy products</b></p> <p>Ice cream, cheese, yoghurt, cream, milk</p>	 <p><b>Cooked rice</b></p> <p>Fried rice, plain rice, risotto, arancini balls</p>
 <p><b>Seafood and foods containing seafood</b></p> <p>Prawns, fish, mussels, oysters, shellfish, sushi</p>	 <p><b>Sprouted seeds</b></p> <p>Alfalfa sprouts, broccoli sprouts, clover sprouts, chickpea sprouts</p>	 <p><b>Cut fruits and vegetables</b></p> <p>Cut melon, salads, pre-cut fruit trays, unpasteurised juices</p>	 <p><b>Fresh and cooked pasta</b></p> <p>Spaghetti, carbonara, lasagne</p>

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

## Business categories

Your business will either be 'category one' or 'category two' depending on its activities, and this will determine which sections of the standard apply.

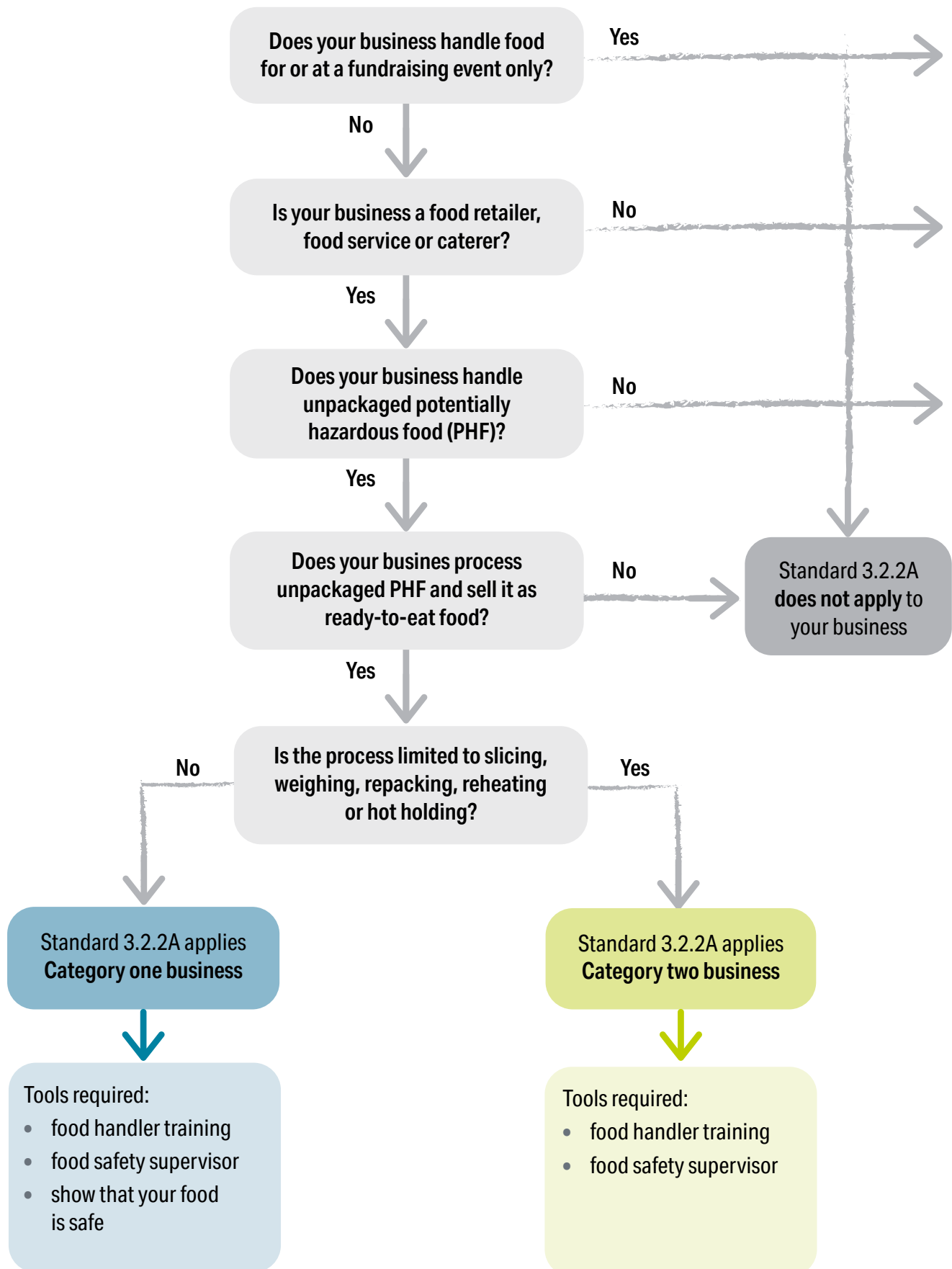
	Category one	Category two
<b>Type of food handling activities</b>	<p>Caterers or food service businesses that:</p> <ul style="list-style-type: none"> <li>process unpackaged potentially hazardous food into food that is potentially hazardous and ready-to-eat (process means activities to prepare food for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

If a business involves both category one and two activities, it is classed according to its highest risk activity as a category one business.

### Businesses not covered by the standard

Events that raise funds solely for a community or charitable cause and not for personal financial gain (fundraising) are excluded from these requirements.

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



# Food safety management tools

Category one and two businesses have different requirements.

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

## Food handler training

Category one and two businesses must ensure that food handlers complete a food safety training course or demonstrate skills and knowledge in food safety and hygiene relevant to their food handling activities before they handle unpackaged potentially hazardous food that is used in the preparation of food to be served to a consumer or is ready-to-eat food for retail sale.



Complete a food safety training course





OR



Demonstrate skills and knowledge in food safety and hygiene relevant to their food handling activities

## Food handler training courses

Food safety training courses for food handlers must include training on:

 <p><b>safe handling of food</b></p>	<p>temperature control measures for potentially hazardous food and understanding of the temperature danger zone</p>
 <p><b>food contamination</b></p>	<p>strategies to keep raw and cooked food separate, allergen management, food storage and use of separate utensils and chopping boards</p>
 <p><b>cleaning and sanitising</b></p>	<p>food premises and equipment – including correct procedures for cleaning then sanitising, using food-safe chemicals, and using heat as a sanitiser</p>
 <p><b>personal hygiene</b></p>	<p>obligations for sick employees, handwashing, uniforms and grooming of hair, nails and skin</p>

These online food safety training courses, which taken approximately one hour to complete, meet the requirements:

- [FoodSafe online\\*](#)
- [I'm Alert Food Safety Training\\*](#)
- [DoFoodSafely – free course](#)

\*Contact your local government to find out if they subscribe to this course provider – if so, you will be able to sign up for free.

Food handlers working with high-risk products or processes may need additional training, for example sous vide cooking or making raw egg foods.

## Keeping records of training

Keeping records of the training courses your food handlers have completed is an easy way to demonstrate that your business has complied with this requirement.

## Maintaining skills and knowledge

There is no set requirement for refresher training, however you need to make sure that your food handlers' skills and knowledge are adequate and up to date, so scheduling regular refresher training is best practice.

## Food handler skills and knowledge

Although the completion of a food handler training course is highly recommended, you can recognise a food handler's prior learning and experience if they can demonstrate their skills and knowledge in food safety and hygiene relevant to their food handling activities.

A food handler may have gained skills and knowledge from prior learning or work experience in the food industry.

It is important that a food business owner or manager assess an employee's skills and knowledge to ensure they are adequate for the food handling activities that they will be tasked with. If staff are lacking in any of the key food safety knowledge areas, they must complete a food safety training course before they are permitted to handle unpackaged potentially hazardous food.

During assessments of your food business, a local government authorised officer under the *Food Act 2008* (also known as an Environmental Health Officer) 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.



**Observing food  
handling activities**

**OR**



**Discussing their knowledge of  
food safety and hygiene with them**

**A local government authorised officer may request that the food handler does further training if they determine that they do not have the necessary skills and knowledge.**



## Food safety supervisors

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

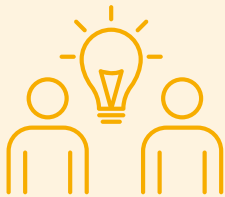
### Role of food safety supervisors



**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 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.**

## Who can be a food safety supervisor

You can decide who to appoint as a food safety supervisor, but they must:

1. Hold a food safety supervisor certificate issued in the last 5 years
2. Have the authority and ability to manage and give direction on the safe handling of food
3. Be reasonably available to advise and supervise food handlers.

This could be, for example, the owner, manager or an employee if they can meet the above requirements which are detailed further below.

## Food safety supervisor qualifications

In Western Australia, a food safety supervisor must undergo training by a registered training organisation and complete both the following units of competency in the SITSS00069 – Food Safety Supervision Skill Set:

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

The following skill sets and units of competencies are considered equivalent:

- SIRRFA001 – Handle food safely in a retail environment
- HLTSS00061 – Food safety supervision skill set – for community services and health industries (consisting of HLTFS001, HLTFS005 and HLTFS007)
- SITSS00051 – Food Safety Supervision Skill Set (consisting of SITXFSA001 and SITXFSA002)

The certification by the registered training organisation must be issued within the last 5 years and must be renewed every 5 years by either:

- completing a refresher course (which is offered by some registered training organisations)
- completing a food safety supervisor course again.

When requested by a local government authorised officer, you must be able to produce the certificate for your food safety supervisor. Therefore, a copy should always be kept at the food premises.

## Registered training organisations that deliver training courses

WA-based registered training organisations that deliver the food safety supervisor course are listed on the [WA Department of Health website](#).

Another listing of registered training organisations that can deliver the food safety supervisor training course can be found on the [NSW Food Authority's website](#).

If the registered training organisations of your choice is not listed on any of the above listings, you must check if they are approved to deliver the required units of competencies on the [National Register on Vocational Education and Training](#) prior to signing up for your course.

Most registered training organisations deliver the course online and it will take at least 6 to 11 hours to complete (depending on your level of experience).

## Authority of food safety supervisor

You must give your food safety supervisor the authority to manage and give direction on the safe handling of food.

The food safety supervisor must also have the ability to manage and give direction on the safe handling of food, therefore it should be someone who regularly handles food as part of their normal duties (for example a chef or cook).

## Food safety supervisor availability

The food safety supervisor must be reasonably available to advise and supervise the food handlers when they are handling unpackaged potentially hazardous food. This means that the food safety supervisor should be:

- in a position where they can oversee food handling activities
- onsite at the food premises while the business is handling unpackaged potentially hazardous foods or easily contactable (e.g. by phone).

You must appoint at least one food safety supervisor for the premises before any unpackaged, potentially hazardous food is handled. Multiple food safety supervisors may be required in the following circumstances to ensure adequate supervision can be provided and a food safety supervisor is always contactable when:

- there are large number of food handlers to supervise
- the food business operates on multiple shifts
- the food business operates across multiple sites.

If the food safety supervisor is away from the premises for short periods of time, their absence will need to be managed to ensure food safety is not compromised, for example:

- through sharing food safety knowledge with other staff
- developing working instructions that staff can follow
- ensuring the food safety supervisor is contactable by phone (or a combination of these).

If the food safety supervisor is on long periods of leave (for example longer than a month) you should appoint another food safety supervisor in their absence.



## Showing that food is safe

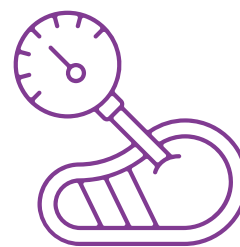
### Managing key food safety controls – the evidence tool

Category one food businesses need to implement the evidence tool which requires you to either maintain records or demonstrate that the specific requirements of Standard 3.2.2A are being met for activities related to handling unpackaged, potentially hazardous food that is used in the preparation of ready-to-eat food served to a consumer, or is ready-to-eat food for retail sale.



**Maintain records**

**OR**



**Demonstrate that the specific requirements of this standard are being met**

### Keeping records

Specific activities relating to the requirements of Food Safety Standard 3.2.2 must be monitored and recorded, including:

- 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'. Table at the end of this document provides further details on the above requirements and suggested frequency of monitoring and records that should be kept for each activity.

### Type of records

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.

Local government authorised officers can request to view your records during assessments. Therefore, it is necessary for records to be accessible at all times at the premises so that you can provide them when requested.

## Record templates

Record templates have been developed by [Food Standards Australia New Zealand](#).

## Timeframe for keeping records

Records must be kept for 3 months after being made. This will assist in the event of a food-borne illness outbreak. You may choose to keep the records for longer which could help you identify trends or possible issues (for example equipment that needs servicing).

## Demonstrating compliance without keeping records

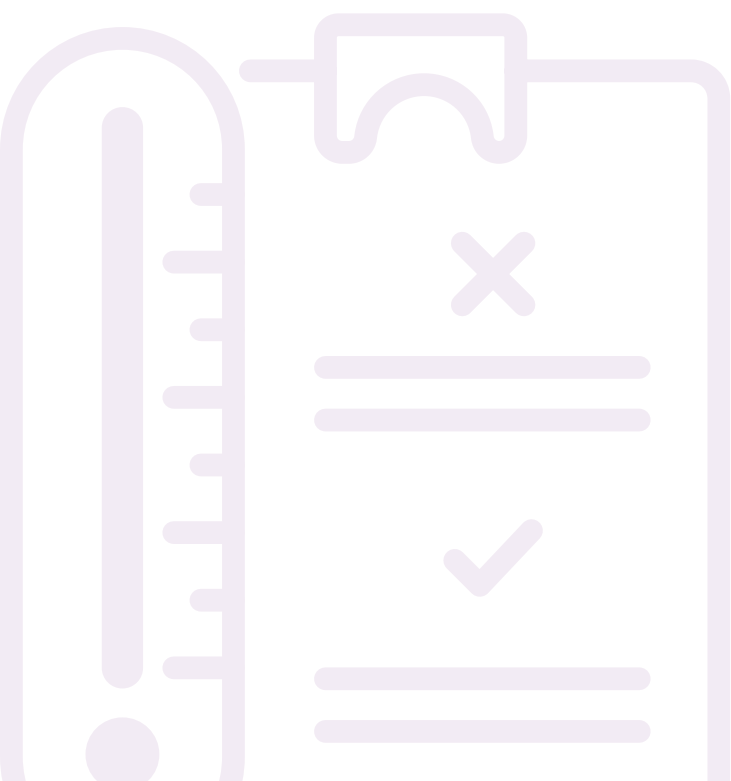
As an alternative to keeping records you can demonstrate your compliance with the requirements of this standard to a Food Act authorised officer.




This could be by:




- physically demonstrating how you carry out an activity to the authorised officer
- training staff on using a standard operating procedure. The responsibility will be on your business to demonstrate compliance to the satisfaction of the authorised officer. If the authorised officer determines that you are not compliant then they may require your business to keep records.




## 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 programs for food service to vulnerable persons](#).



	Prescribed provisions – clause of Standard 3.2.2 of the Food Standards Code	What needs to be shown	What needs to be recorded	Suggested frequency
	<p><b>Receipt subclause 5(3)</b></p> <p>A food business must, when receiving potentially hazardous food, take all practicable measures to ensure it only accepts potentially hazardous food that is at a temperature of: (a) 5°C or below; or (b) 60°C or above unless the food business transporting the food demonstrates that the temperature of the food, having regard to the time taken to transport the food, will not adversely affect the microbiological safety of the food.</p>	The temperature of potentially hazardous food when received, or the time arrangement with the supplier showing the food safety has not been adversely affected during food transport.	The date, food received and food temperature or the time taken to deliver the food.	Each delivery.
	<p><b>Storage paragraph 6(2)(a)</b></p> <p>A food business must, when storing potentially hazardous food, store it under temperature control.</p>	The temperature of potentially hazardous food during storage.	The temperature of potentially hazardous food during storage and the date or the total time when the food is out of temperature control.	Daily.
	<p><b>Processing paragraph 7(1)</b></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>	That a pathogen reduction step (killing or reduction step) has been used on potentially hazardous food to achieve safety of the food (i.e. destroying pathogens potentially present).	<p>The date and outcome of the pathogen reduction step, such as:</p> <ul style="list-style-type: none"> <li>• temperature of cooked food</li> <li>• pH of acidified/fermented food</li> <li>• time and temperature of pasteurised or sous vide food</li> <li>• water activity of dried foods.</li> </ul>	Per batch or as often as instructed in a standard operating procedure.

	Prescribed provisions – clause of Standard 3.2.2 of the Food Standards Code	What needs to be shown	What needs to be recorded	Suggested frequency
	<b>Processing subclause 7(2)</b>  A food business must, when processing potentially hazardous food 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.	The time that ready-to-eat potentially hazardous food is in the temperature danger zone (between 5°C and 60°C) is minimised and does not make the food unsafe.	The time taken to prepare and then re-refrigerate ready-to-eat potentially hazardous food or the method used to thaw ready-to-eat potentially hazardous food, and date.	Per batch and/or as often as instructed in a standard operating procedure.
	<b>Cooling subclause 7(3)</b>  A food business must, when cooling cooked PHF, cool the food: (a) within two hours – from 60°C to 21°C; and (b) within a further four 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.	That cooked potentially hazardous food has cooled to prescribed temperatures within the required timeframes.	The time and temperatures of the food during the cooling process i.e. the length of time taken for food to cool from 60°C to 21°C, and the time then taken to cool food from 21°C to 5°C, and date.	Per batch and/or as often as instructed in a standard operating procedure.
	<b>Reheating subclause 7(4)</b>  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.	That cooked and cooled potentially hazardous food is reheated rapidly (within 2 hours) to 60°C or above.	The length of time taken to reheat the food, the temperature the food is reheated to and the date.	Per batch and/or as often as instructed in a standard operating procedure.

	Prescribed provisions – clause of Standard 3.2.2 of the Food Standards Code	What needs to be shown	What needs to be recorded	Suggested frequency
	<b>Display paragraph 8(5)(a)</b> A food business must, when displaying potentially hazardous food display it under temperature control.	That potentially hazardous food 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).	The temperature of potentially hazardous food on display or the length of time foods are on display and the date or the total time when the food is out of temperature control.	Daily or as often as instructed in a standard operating procedure.
	<b>Transport paragraph 10(b)</b> A food business must, when transporting food transport potentially hazardous food under temperature control.	That potentially hazardous food 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).	The temperature of potentially hazardous food transported, or the length of time food is transported for and the date.	Daily or as often as instructed in a standard operating procedure.
	<b>Cleaning and sanitising clause 20</b> (1) A food business must ensure the following equipment is in a clean and sanitary condition in the circumstances set out below; (a) eating and drinking utensils – immediately before each use; and (b) the food contact surfaces of equipment – whenever food that will come into contact with the surface is likely to be contaminated.	That eating and drinking utensils and food contact surfaces have been cleaned and sanitised when required.	If using heat, the temperature the water reaches to sanitise the surfaces and the date. If using chemicals, how and when the chemicals are used to sanitise the food contact surfaces and the date. If using a commercial dishwasher, the setting recommended by the manufacturer for sanitising.	Daily or as often as instructed in a standard operating procedure.



## Further information

If you have any queries, contact your local government environmental health services using the [online local government directory](#).

For up-to-date information and resources refer to [www.health.wa.gov.au/FSMT](http://www.health.wa.gov.au/FSMT).



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### Feedback

Any feedback related to this document should be emailed to [foodsafety@health.wa.gov.au](mailto:foodsafety@health.wa.gov.au)

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