

food matters

in Bassendean
Town of Bassendean food safety newsletter

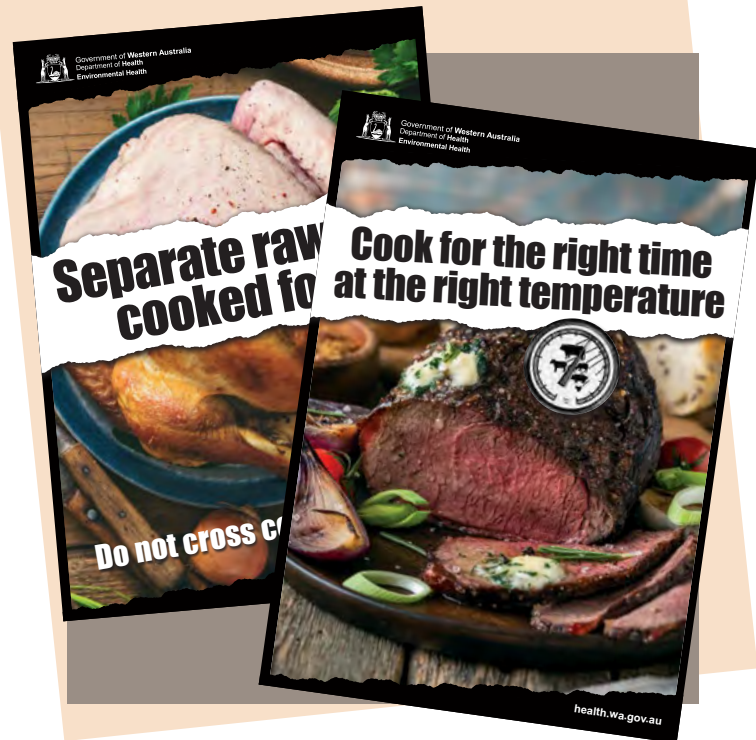
Food safety posters

The Department of Health have recently produced a number of posters and stickers designed for food retailers. Food businesses are encouraged to print and display the posters and place them in staff rooms and offices in the workplace.

The Town has a supply of posters and stickers. Please email health@bassendean.wa.gov.au if you would like some posters and stickers for your food business.

The posters which have been developed include:

- Bacteria grow in temperature danger zone
- Check the temperature with a thermometer
- Cooking for the right time at the right temperature
- Separate raw and ready to eat foods
- Wash your hands
- Cleaning and sanitising.



Skills and knowledge

Food Safety Standard 3.2.2 – *Food Safety Practices and General Requirements* states that food businesses must make sure that food handlers, and people who supervise food handlers, have skills and knowledge in food safety and food hygiene for the work they do.

Recently, a food business in Bentley was fined \$5000 for not demonstrating food handling skills and knowledge.

Food handlers are those of your staff who are involved in any activity in your business that involves food or surfaces likely to come in contact with foods. It covers your staff whose work involves manufacturing, processing, preparing (such as chopping, cooking, thawing), delivering, transporting or packing your food and your staff who clean your premises and equipment.

What do the terms 'skills' and 'knowledge' mean?

A skill is being able to do something.

It means that food handlers and their supervisors are able to do the things in their work that keep food safe.

Knowledge is knowing about or understanding something.

It means that food handlers and their supervisors know what must be done to keep food safe.

Food safety is ensuring that food is safe to eat.

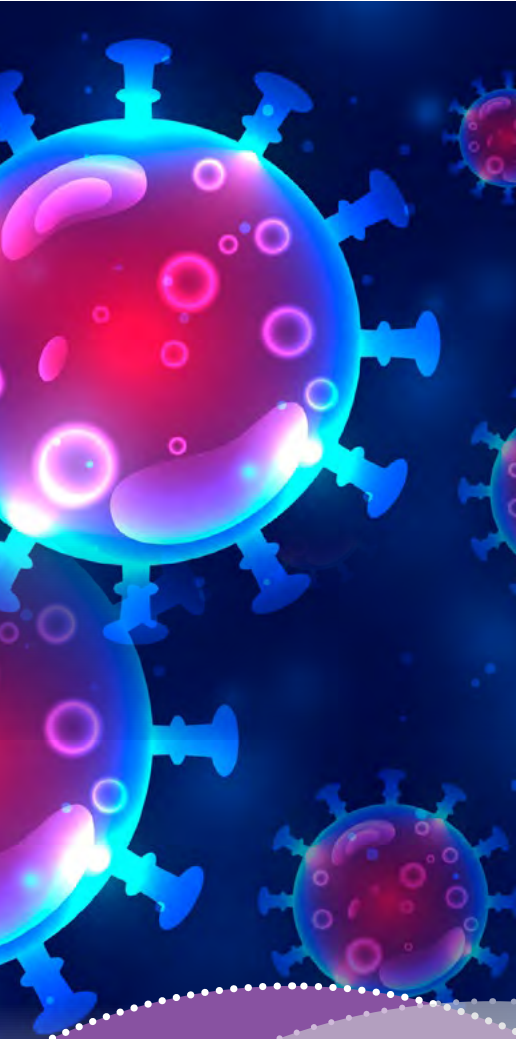
Food hygiene is keeping your food premises and equipment clean.

In-house training/on the job training, or food safety training courses such as I'm ALERT (available free of charge on the Town of Bassendean website), can assist with developing the skills and knowledge of staff.

During routine inspections, Environmental Health Officers assess skills and knowledge by observing practices including:

- Correct handwashing with soap and paper towels;
- Correct handling of food;
- Storing food correctly (i.e. correct temperature, covered);
- Maintaining the premises in a clean and tidy state;
- Ensuring all maintenance items have been identified and a maintenance plan is in place;
- An effective pest control plan is in place.





Why keep food premises clean?

The health and safety of your customers and staff are one of the most important reasons to ensure your food premises and equipment are maintained in clean and good working order.

Unclean benches and equipment can contaminate food with bacteria, which can then cause food poisoning. Greasy or damaged floors could cause slips, resulting in injury to staff. Food scraps, crumbs and poor cleaning could also result in cockroach or rodent issues, which could also potentially spread disease.

In addition, the reputation of your food business can be impacted if customers observe an unclean premises, or damaged or dirty cutlery and crockery, unclean toilet facilities, or detect an unpleasant odour within the premises. This may cause the customer to go elsewhere, which could impact revenue and reputation.

Cleaning and disinfection following a case or suspected case of COVID-19 in the workplace

Being aware of how to effectively clean and disinfect a workplace in the event of COVID-19 exposure is important to ensure that further risk is removed, help protect employees and limit the effects on business continuity.

If there is a COVID exposure you will need to perform a cleaning and sanitising regime (a 'deep clean') that is more thorough and extensive than your normal procedures.

The standard combination of cleaning and sanitising is effective in removing the COVID-19 virus but this needs to be focussed on all surfaces that may have been exposed to the virus as it can survive for hours or days on contaminated surfaces.

If a person with suspected or confirmed COVID-19 has been in the room, clean and disinfect all surfaces they may have touched, coughed or sneezed on, including soft furnishings.



More information on cleaning and disinfection to prevent the spread of COVID-19 can be found on the Safe Work Australia website:
<https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/general-industry-information/cleaning>.

Food handlers must take all practicable measures to prevent contamination of the food service or processing environment. They must maintain good personal hygiene including regular handwashing.

Food handlers must tell their work supervisor if they have any of the following symptoms while they are at work:

- vomiting;
- diarrhoea;
- a fever;
- or a sore throat with a fever;
- or if they have been diagnosed with carrying a food-borne illness.

These food handlers must not handle any food where there is a chance they might make the food unsafe or unsuitable because of their illness. Also, if a food handler stays on at work to do other work, he or she must do everything reasonable to make sure that they do not contaminate any food.

Food handlers must also tell their supervisor about any infections or conditions like a cold or other problem that may result in discharges from their ears or nose or eyes if there is any chance that they might make food unsafe or unsuitable for people to eat as a result of their condition. Employees showing symptoms of COVID-19 must not attend work. Symptoms include fever, coughing, sore throat, fatigue, and shortness of breath. We recommend you review the health of all employees daily. Food handlers who know or suspect they are unwell with COVID-19 or other illness must report this to their supervisor.

Note:

Illnesses that can be passed on through food include Hepatitis A and those caused by giardia, salmonella and campylobacter.

COVID-19 – updates and reminders

Note: This information is correct at the time of preparing this publication.

Current capacity restrictions

Specified hospitality venues that only provide seated service are permitted to operate at 75% capacity. This applies to:

- Restaurants
- Hotels (excluding bottle-shops)
- Cafés
- Food courts
- Bars with seated service only.

To determine the capacity of your indoor and outdoor areas, you must calculate your customer floor area in square metres and then multiply that by 0.75. For example a dining room of 50m² has a maximum capacity of 37 patrons (50 x 0.75).

Mandatory Contact Registers

Several reports have been received regarding incorrect implementation and/or maintenance of COVID contact registers.

All food businesses—including take-away, restaurants, cafés, pubs and supermarkets—are required to implement and maintain a Contact Register.

All businesses **must** also have a paper-based register at their premises, to ensure that patrons can register their details manually if they do not have a device, or access to the SafeWA app to check in.

A Contact Register template has been developed to assist businesses with complying with this requirement. Businesses are encouraged to print copies of the template or develop their own, ensuring that the correct information is collected.

Who needs to sign in?

All persons over the age of 16 years who attend your premises, including staff, patrons, volunteers and contractors, are required to register their attendance at your premises.

How to store paper-based contact registers?

All paper-based contact registered must be stored and protected from loss, misuse, unauthorised access or modification. The details must be kept for at least 28 days, or such longer period as required by the State Emergency Coordinator.

What happens if I don't have a contact register?

Not having a contact register may put the Western Australian community at risk, as it will slow the process for contact tracing if a COVID-19 affected patron visits your premises.

Businesses that put the community at risk in this way risk penalties under the *Emergency Management Act 2005*, including a fine of up to \$50,000 for an individual and \$250,000 for a body corporate, or 12 months imprisonment. Infringement notices can also be issued. Penalties may be issued to businesses and occupiers, for not being able to produce contact records and also, for using contact details for purposes other than contact tracing, unless otherwise permitted by law.

Individual patrons can also face penalties

It is mandatory for people entering and remaining at a venue to check-in to a venue that is required to keep a contact register. Penalties may be issued for failing to do so.

Penalties may also apply for providing false information in connection with the provision of contact details. Failing to comply with these requirements could result in penalties of up to \$50,000 for an individual and \$250,000 for a body corporate, or 12 months imprisonment.

Can I refuse entry to patrons who refuse to provide contact details?

Businesses are encouraged to exercise any existing legal rights to control who enters their premises by refusing entry to patrons who refuse to provide their contact details.

Individuals can face penalties for entering a premises after refusing to provide their contact details.

How will compliance be checked?

Authorised officers may inspect premises to monitor compliance with contact register requirements. A business must produce a record of the contact information for inspection by an authorised officer on request for the purpose of checking compliance with the contact register requirements. Authorised Officers include:

- WA Police Officers;
- Environmental Health Officers (EHOs); and
- Department of Fire and Emergency Services (DFES) officers.


EHOs are authorised to check that businesses have implemented and are maintaining contact registers.

A **Non-Compliance Notice** can be served to a business operator/person in charge, in the following instances:

- Not directing each person entering the premises to provide their contact information;
- Not keeping contact register information for at least 28 days or periods required by the State Emergency Coordinator;
- Not providing the EHO with the contact register for inspection;
- Not taking reasonable steps to protect the contact information from loss, misuse, unauthorised access, modifications or disclosure.

An EHO can refer a non-compliance matter to WA Police for further enforcement action where the EHO has acted on multiple occasions but has not been able to achieve compliance from a business.

 **Contact registration is mandatory at this venue**

 **Mandatory contact register**

As of 9 December 2020, it is mandatory for particular businesses and venues to collect contact details of patrons. Keeping a contact register will help the Department of Health with COVID-19 contact tracing. Do your part, keep WA safe.

Business name: _____
Address: _____

Date	Arrival time	Name	Contact number



Helpful Resources

Resources including templates, posters and 'how to' guides to assist businesses with complying with the COVID requirements can be found at <https://www.wa.gov.au/government/document-collections/covid-19-coronavirus-contact-registers-stakeholder-toolkit>

Pets and food businesses

FOOD SAFETY STANDARD 3.2.2 – *Food Safety Practices and General Requirements* only permits certain animals in food premises, including:

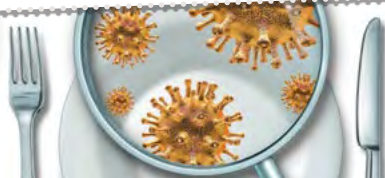
- Assistance animals only in areas open to customers (not kitchens). An assistance animal is a guide dog or other animal trained to help a person with a disability (in Section 9 of the *Disability Discrimination Act 1992*).
- Fish, seafood and shellfish are the only live animals allowed in areas where food is handled. This means you can keep decorative fish in tanks and keep and sell live seafood, fish and shellfish on your premises. However, you must protect all food from becoming contaminated by these animals. For example, when cleaning fish tanks you must not contaminate any food or food handling areas (e.g. kitchen sinks and benches).

- Pet dogs may be permitted, but only in outdoor dining areas that are not enclosed. If you enclose an outdoor open dining area, even for a short time—for example, if in winter you use café blinds and a retractable awning—then dogs are not allowed in it while it is enclosed. It is up to you, as the business owner, to decide whether or not you let customers have their dogs in outdoor dining areas. You can also specify under what circumstances the dogs are allowed. For example, you could tell customers their dogs must be kept on the ground and on a lead.

Businesses must maintain high standards of food safety and hygiene to ensure animals do not contaminate food.



Facteria



'Staph' food poisoning: from sneezing to sore tummies...

When your sneeze contaminates food, your customers can be harmed by the germs carried within your nose and throat... even if you, the food handler, are feeling perfectly healthy.

Staphylococcus aureus, commonly called 'Golden Staph', is a species of bacteria that is carried in the nose and on the skin of around 30% of all adults. It is also found within infected skin wounds and can cause septicaemia (blood infection).

Golden Staph has the ability to produce harmful toxins which cannot be destroyed by cooking. The most common way for food to be contaminated with Golden Staph is via food handlers who carry the bacteria. Once food is contaminated, the bacteria multiply and produce toxins that can cause illness.

Food poisoning can be caused by ingesting foods contaminated with *Staph. aureus* toxins. Staph food poisoning results in nausea, vomiting, stomach cramps, diarrhoea and dehydration. Symptoms develop 1 to 6 hours after the consumption of contaminated food and the illness can last for up to three days.

Stop Staph from entering the food supply:

- Wash and dry hands effectively. **Always** use designated single-use towels for drying hands. **Never** dry hands on the kitchen tea towels!
- If you sneeze, cough or wipe your face whilst working in a food business, you need to **stop** handling food and wash your hands before doing anything else!
- Do not handle food if you have a nose or eye infection, wound, or skin infection on your hands or wrists.

Important!

Toxin levels increase as the bacteria population grows. Given the opportunity, bacteria numbers will double every 20 minutes!

This is why cold foods need to be kept at or below 5°C and hot food needs to be kept at or above 60°C—to prevent bacteria multiplying.



Recent prosecutions in WA

So far in 2021, there have been a number of prosecutions:

- A sushi/noodle bar in Rockingham was fined \$40,000 plus \$1,827 costs.
- A café/restaurant in Perth was fined \$40,000 and, in addition, the Director of the premises was fined \$5,000 and the Manager was fined \$7,500, plus a further global penalty of \$25,000 plus court costs of \$8,505.
- A food manufacturer/supplier in Bentley was fined \$30,000 plus costs of \$18,000.

Further details can be found at:
<https://www2.health.wa.gov.au/Health-for/Environmental-Health-practitioners/Food>

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