

MANUFACTURING AND WHOLESALE INSPECTION PROGRAM INFORMATION PACK



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INFORMATION PACK FOR MWIP BUSINESSES

The information provided in this pack relates to businesses within the NSW Food Authority's Manufacturing and Wholesale Inspection Program (MWIP).

The NSW Food Authority is a through chain food safety agency who works to ensure food produced, manufactured and sold in NSW is monitored and safe at each step it goes through – from paddock to plate.

All food sold in NSW must be safe, correctly labelled and provide the customer with the information they need to make informed decisions.

It is the responsibility of food businesses to conduct due diligence and remain up to date with legislative requirements to ensure they are producing safe food for their customers.

The NSW Food Authority has a variety of information and guidance materials on our [website](#) and we strongly recommend that you review all materials that may relate to the food you are producing.

Obligations for food businesses

All food businesses must comply with the relevant parts of the Food Standards Code, including:

- Standard 3.2.2 Food Safety Practices and General Requirements
- Standard 3.2.3 Food Premises and Equipment
- Part 1.2 Labelling and other information requirements.

Issues to consider for food businesses

Anyone in charge of a food business needs to identify food safety issues, and implement measures to control risks.

More information for [home based food businesses](#) including premises design and construction, keeping cold foods properly refrigerated, cooking food thoroughly, handling food hygienically, storing food safely, product labelling and keeping records can be found on our website

More information

- Visit the NSW Food Authority website at www.foodauthority.nsw.gov.au
- Phone the helpline on 1300 552 406



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MANUFACTURER / WHOLESALE FOOD INSPECTION PROGRAM

Businesses that manufacture or wholesale food in NSW fall under the NSW Food Authority's Manufacturer/Wholesaler Food Inspection Program and will be required to have inspections.

The Food Authority licenses and audits high risk food businesses (mostly primary production food businesses, hospitals and aged care facilities), while the retail food service sector (cafes, restaurants etc. serving ready-to-eat food) is generally the responsibility of local government to inspect.

The Manufacturer/Wholesaler Food Inspection Program has been initiated to ensure that food businesses not covered by licensing or local government inspections are meeting their legal responsibilities in keeping food safe for consumers.

Legal responsibilities of a food business proprietor

All food businesses in NSW are legally obliged to comply with the NSW *Food Act 2003*, Food Regulation 2015 and the Food Standards Code (the Code). The Act and Regulation can be viewed at www.legislation.nsw.gov.au.

The Code can be downloaded for free at www.foodstandards.gov.au.

Definition of a food business

A food business is any business, enterprise or activity that involves the handling of food intended for sale, or the sale of food. They may be commercial, charitable or community based, and are included even if the handling or sale of food is on one occasion only. All food businesses in NSW that manufacture or wholesale food and are not required to be licensed with the Food Authority need to notify the Food Authority of their operations.

Inspections

The *Food Act 2003* allows an enforcement agency (the Food Authority) to appoint authorised officers who have the power to inspect food businesses for compliance with the legislation (see factsheet *Powers of authorised officers*).

Inspection frequency is based on risk and performance; i.e. the type of food being handled and sold (e.g. pre-packaged vs freshly made) and previous compliance history of the business.

If serious food safety issues are identified during an inspection, the inspection frequency will be increased.

Authorised officers will focus on a number of areas to ensure compliance with legislation.

These include:

- cleaning and sanitising of food contact surfaces
- temperature control (e.g. temperature of stored and displayed foods)

- hygiene of food handlers (e.g. hand washing)
- pest control
- construction and maintenance of the premises
- maintaining a food recall program
- food handling practices (e.g. minimising cross contamination), and
- sale of food that is safe and suitable.

Costs

There is an annual administration charge, prescribed in the Regulation, which may be imposed on those businesses that receive at least one inspection in the twelve month period. It covers the cost of functions including the provision of advice for food handlers, web based educational resources, a helpline, newsletters, factsheets and administration. There is also an hourly fee for inspecting the food businesses.

The charge does not apply to a food business that operates for the sole purpose of raising funds for a community or charitable cause or a business that is operating a fully compliant externally audited food safety program.

How the charge is calculated

The charge for each premises operated by the food business is based on the number of full-time equivalent food handlers (based on a 38 hour week) working at the premises. Staff involved solely in administrative, register/checkout or clerical tasks are not considered to be food handlers.

The number of full-time equivalent (FTE) food handlers is calculated as follows:

No. of food handlers x hours each spends handling food per week ÷ 38 hrs = FTE

Example:

A small mixed business selling pre-packaged food and general merchandise employs 3 people who each spend approximately 13 hrs a week on food handling activities. The rest of their time is spent on non-food related work.

3 x 13 hrs = 39hrs ÷ 38 = approx. 1 FTE food handler

Maximum administration charge

Number of FTE food handlers working at the premises	Maximum charge per premises
Up to and including 5	\$390
More than 5 but not more than 50	\$800
More than 50	\$3500

More information

- See factsheet *Powers of authorised officers*
- Visit Food Standards Australia New Zealand (FSANZ) website: www.foodstandards.gov.au/Pages/default.aspx



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CLEANING AND SANITISING IN FOOD BUSINESSES

Cleaning and sanitising help prevent the growth and spread of organisms that cause foodborne illness, and help reduce the activity of pests in a food premises

All food businesses are required to comply with Standard 3.2.2, Clause 19, of the Food Standards Code, which states that a food premises, including the fixtures, fittings and equipment, is to be maintained to a standard of **cleanliness** where there is no accumulation of:

- garbage and recycled matter
- food waste
- dirt
- grease
- other visible matter.

Note: 'Cleanliness' means that surfaces are clean to touch and free of visible matter, and without a bad odour.

Cleaning and sanitising of special equipment

In the food industry, cleaning and sanitising are two separate and important issues.

Under Standard 3.2.2, Clause 20, of the Food Standards Code, a food business must ensure that all **eating and drinking utensils and food contact surfaces of equipment** are both clean and sanitised.

Cleaning generally involves the following steps:

1. Scraping, wiping or sweeping away food scraps and rinsing with water
2. Washing using hot water and detergent to remove grease and dirt (protective gloves may be required)
3. Rinsing off any loose dirt or detergent residue.

What is sanitising?

Sanitising is the process of applying heat and/or chemicals (or other approved processes) to a clean surface to reduce the number of bacteria and other organisms to a safe level. Sanitising can be performed using a dishwasher or chemicals.



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How to sanitise effectively

Make sure the item to be sanitised is clean. Sanitising is not effective on unclean surfaces.

Dishwasher

To sanitise with a dishwasher:

1. Use the correct type of detergent or sanitiser
2. Use the hottest rinse cycle available (economy cycle on a domestic dishwasher is not adequate)
3. Look over equipment and utensils when removing them from the dishwasher to check they are clean
4. Clean the dishwasher so there is no build-up of food residues
5. Regularly maintain and service the dishwasher according to the manufacturer's instructions.

Chemicals

Chemical sanitisers are generally chlorine-based or ammonium-based compounds. Only use chemical sanitisers that are designed for using in food premises.

Products suitable for using in food businesses are available from commercial chemical suppliers and retailers. It is recommended that you seek advice from a reputable supplier.

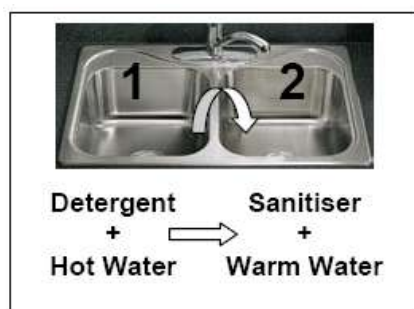
Dilution rates, contact times and safety instructions vary from product to product. When using and storing chemicals (including bleach), always follow the manufacturer's instructions.

Items that can fit in the sink can be washed and cleaned in the left-hand bowl and then immersed in a chemical sanitiser solution in the right-hand bowl.

If an item has been cleaned and is too large to be immersed in the right-hand bowl for sanitisation, the sanitiser solution can be applied using a spray bottle.

Using vinegar and methylated spirits as sanitisers

Vinegar and methylated spirits should not be used as sanitisers. Vinegar is a weak acid and not effective and methylated spirits can leave chemical residue on surfaces.



How a double bowl sink can be used to clean and sanitise eating and drinking utensils and food contact surfaces of equipment.



Using bleach as a sanitiser

Unscented bleach is a chlorine-based chemical that can be used to sanitise food contact surfaces when diluted correctly. A bleach concentration of 50 ppm is only effective when used warm (38°C).

Table 1 shows how to dilute bleach. Contact time with the sanitiser should be at least 7 seconds.

Table 1: Using bleach as a sanitiser

How much water?	How much bleach?					
	Household (4% chlorine)		Strong domestic (6% chlorine)		Commercial (10% chlorine)	
Concentration required (ppm)	50 ppm	100 ppm	50 ppm	100 ppm	50 ppm	100 ppm
Water temp	Warm	Cold	Warm	Cold	Warm	Cold
1 litre	1.25 ml	2.5 ml	0.85 ml	1.7 ml	0.5 ml	1 ml
10 litres	12.5 ml	25 ml	8.5 ml	17 ml	5 ml	10 ml
50 litres	62.5 ml	125 ml	42.5 ml	85 ml	25 ml	50 ml

More information

- Phone your local council Environmental Health Officer for information about inspection findings or compliance action. They can clarify what work needs to be done and when.
- Download the [Food Standards Code – Standard 3.2.2 Food Safety Practices and General Requirements](#)



DECLARING ALLERGENS

Food allergies can be life threatening and are a growing concern in Australia. In fact, Australia has one of the highest allergy prevalence rates in the world. In NSW alone, food allergies occur in approximately 1 in 20 children and 2 in 100 adults.

The food industry plays a major role in helping to manage food allergies. This factsheet has been developed for all food manufacturers, food retailers and food importers to help them understand their obligations about declaring allergens to ensure it is safe for customers.

Responsibility for declaring allergens

Food manufacturers are responsible for managing the unintentional presence of food allergens.

Food retailers have a responsibility to consumers if a food allergy is disclosed. Food retailers are required to assist the customer with food menu choices by providing information on allergen content that may be present directly and/or indirectly on food menu items.

Importers are responsible for ensuring their imports are properly labelled and for providing clear and accurate information about the allergen status of their product.

Meeting requirements of the Food Standards Code

All food businesses need to meet the legal requirements of the Food Standards Code set out in:

- Standard 1.2.3 *Mandatory Warning and Advisory Statements and Declarations*

The Food Standards Code requires all food businesses in NSW to provide information about the eight most common allergens on food labels of packaged foods:

- peanut
- tree nut
- egg
- milk
- fish
- crustacean
- sesame
- soy

Gluten and **sulphites** must also be declared on food labels of packaged foods.

Food businesses must ensure:



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- accurate information is on a label and is given by staff selling unpackaged food made at the premises when a customer asks for it, or
- an allergen is not found in a food that was specifically requested not to contain that allergen.

Key points for managing allergens

It's important for manufacturers and retailers to:

- implement an effective allergen management plan
- train staff in food allergen risks, management and communication
- provide clear and accurate information on the allergen status of your product
- manage the unintentional presence of food allergens.

For importers, it's essential to:

- provide clear and accurate information on the allergen status of the imported product
- ensure their imports are properly labelled
- advise overseas suppliers about labelling requirements in the Australia New Zealand Food Standards Code.

More information

- Standard 1.2.3 *Mandatory Warning and Advisory Statements and Declarations*:
www.comlaw.gov.au/Details/F2011C00610
- User Guide – Standard 1.2.3 *Mandatory Warning and Advisory Statements and Declarations*:
www.foodstandards.gov.au/code/userguide/pages/warningandadvisoryde1403.aspx
- Food Standards Code (Food allergies and intolerances – food allergen portal):
www.foodstandards.gov.au/consumer/foodallergies/food_allergen_portal/Pages/default.aspx



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FOOD RECALLS AND WITHDRAWALS

Food manufacturers and importers must have procedures in place for the recall and withdrawal of unsafe or unsuitable food. Retailers must remove recalled food from sale.

What is a food recall?

A food recall occurs when food poses an immediate threat to public health and safety and is removed from sale. Food recalls are usually initiated by the manufacturer or importer and must be reported to state and commonwealth government authorities.

What is a withdrawal?

A withdrawal is action taken to remove a food product from sale even if there is no public health and safety issue. This may be done for two reasons:

1. the product has a quality defect, is under weight or has a labelling irregularity that is not a public health risk.
2. as a precaution, pending further investigation of a potential public health risk. If a public health risk is established then the food must be recalled.

Withdrawals do not need to be notified to authorities. Initiating a food recall

Food Standards Australia New Zealand (FSANZ) coordinates all food recalls on a national level. The NSW Food Authority is responsible for monitoring food recalls and liaising with manufacturers in NSW. The Food Authority also has the power to mandate a food recall if required.

The majority of food recalls are initiated by businesses when food production monitoring has identified a fault, in response to public complaints, or as a result of government testing.

If a concern is serious enough to warrant a food recall, the Food Authority's Recall Coordinator will work with the manufacturer to ensure the recall is conducted effectively.

Types of food recalls

Trade level – involves recovery of the product from distribution centres and wholesalers and may also involve hospitals, restaurants and other major catering establishments, and outlets that sell food manufactured for immediate consumption or food that is prepared on the premises.

Consumer level – involves recovery of the product from all points in the production, distribution and retail networks/chains including any affected product in the possession of consumers.

Company initiated recall – where the manufacturer or importer initiates a food recall.

Mandatory recall – where the CEO of the Food Authority directs the manufacturer/importer to recall a food product.



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Conducting food recalls

Under Standard 3.2.2, Clause 12, *Food Safety Practices and General Requirements* of the Food Standards Code, a manufacturer, wholesaler or importer of food must:

- have in place a system to ensure the recall of unsafe food,
- set out this system in a written document which can be shown to an authorised officer upon request, and
- comply with this system when recalling unsafe food.

To assist businesses in developing a food recall plan, FSANZ has a booklet titled *Food Industry Recall Protocol – Information on recalling food in Australia and writing a food recall plan*.

A copy of this booklet is available from the FSANZ website at www.foodstandards.gov.au/industry/foodrecalls/firp/pages/default.aspx

To further assist businesses the Food Authority has created a food recall action plan available to download from http://foodauthority.nsw.gov.au/Documents/industry/food_recall_action_plan.docx

Current list of food recalls

Details of recent national consumer food recalls can be found at www.foodstandards.gov.au/industry/foodrecalls/recalls/Pages/default.aspx

Food retailers

It is the responsibility of all food retailers to remove all recalled product from sale. Retailers who continue to sell a recalled product are in breach of regulations.

More information

If you are considering a possible recall of food produced or distributed by your business please:

- phone the Recall Coordinator, NSW Food Authority, on 1300 552 406
- visit the FSANZ website at www.foodstandards.gov.au/industry/foodrecalls/Pages/default.aspx
- Standard 3.2.2 *Food Safety Practices and General Requirements* at: www.comlaw.gov.au/Details/F2012C00767



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HEALTH AND HYGIENE REQUIREMENTS OF FOOD HANDLERS

A food handler is anyone who works in a food business and handles food, or surfaces that are likely to come into contact with food (e.g. cutlery, plates). A food handler may be involved in food preparation, production, cooking, display, packing, storage or service

Responsibilities of food handlers

Under the Food Standards Code, a food handler must take all reasonable measures not to handle food or food surfaces in a way that is likely to compromise the safety and suitability of food.

Food handlers also have specific responsibilities relating to health and hygiene.

Health requirements

Any food handler with symptoms or a diagnosis of an illness (such as vomiting, diarrhoea or fever) must:

- report that they are ill to their employer or supervisor
- not handle food if there is a reasonable likelihood of food contamination as a result of the illness
- if continuing to engage in other work on the food premises, take all practicable measures to prevent food from being contaminated
- notify a supervisor if they know or suspect they may have contaminated food.

Effective hand washing

Hand washing is one of the most important actions you can take to prevent foodborne illness.

Food handlers must:

- wash their hands using hot, soapy water and dry them thoroughly with single-use paper towels
- wash their hands whenever they are likely to be a source of contamination (after using the toilet, smoking, coughing, sneezing, using a handkerchief, eating, drinking or touching the hair, scalp or body)
- wash their hands before handling ready-to-eat food and after handling raw food.

Hygiene requirements

Food handlers must:

- not eat, sneeze, blow, cough, spit or smoke around food or food surfaces
- take all practicable measures to prevent unnecessary contact with ready-to-eat food
- tie back long hair, and take all practical measures to prevent hair contaminating food
- ensure clothing is clean
- cover bandages and dressings on exposed parts of the body with a waterproof covering
- remove loose jewellery and avoid wearing jewellery on hands and wrists.

Use of gloves

The Food Standards Code does not require food handlers to use gloves.

Even when wearing gloves, in many situations it may be preferable to use utensils such as tongs or spoons.

Gloves must be removed, discarded and replaced with a new pair in the below circumstances:

- before handling food
- before handling ready-to-eat food and after handling raw food
- after using the toilet, smoking, coughing, sneezing, using a handkerchief, eating, drinking or touching the hair, scalp or body.

Employer responsibilities

A food business must:

- ensure food handlers do not handle food if there is a possibility of contamination
- maintain easily accessible handwashing facilities and supplies of hot running water, soap and single-use paper towels
- ensure all food handlers have appropriate skills and knowledge in food safety and food hygiene. This can be done either on-the-job or via formal training.

Food Safety Supervisor

Under the Food Standards Code (Standard 3.2.2) all food handlers must have general skills and knowledge in food safety and hygiene. In April 2010, a law came into effect that required certain businesses in the hospitality and retail food service sector to appoint at least one trained Food Safety Supervisor (FSS).

Training is tied to nationally recognised units of competency that exist within the Vocational Education and Training (VET) System.

To review the Food Authority's Food Safety Supervisor initiative, including training requirements, visit www.foodauthority.nsw.gov.au/retail/fss-food-safety-supervisors



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PEST CONTROL IN FOOD BUSINESSES

Common pests such as rats, mice and cockroaches can carry bacteria and viruses, and can contaminate food and food contact surfaces. Pest sightings, and food contamination due to pests, result in a large number of customer complaints.

Common pests

Pests that can be present in food premises include:

- rodents (e.g. rats and mice)
- insects (e.g. cockroaches, flies and ants)
- birds (e.g. pigeons).

Where do pests hide?

Pests are generally attracted to food premises as they can provide shelter, water and a food source.

Pests are most active at night and hide in dark places, including:

- under and behind electrical, heating and cooking appliances
- under washing and hand washing facilities
- under and in boxes, packaging and food storage containers
- inside wall cavities
- in cracks and crevices
- behind equipment.

The legal requirements

The Food Standards Code requires food businesses to take all practicable measures to:

- prevent pests entering the food premises
- eradicate and prevent the harbourage of pests on the food premises.

Practicable measures to prevent entry of pests include:

- sealing all holes, gaps and cracks in walls and ceilings
- installing and maintaining flyscreens to windows and door openings
- keeping doors closed when not in use
- installing weather strips at the base of doors.



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Practicable measures to eradicate and prevent harbourage of pests include:

- regular checks for signs of pests
- maintaining the food premises and equipment in a clean condition (a cleaning schedule may assist)
- keeping food covered in sealed containers
- storing food, equipment and food containers above the floor
- keeping garbage storage areas clean and tidy
- removing rubbish regularly and making sure that external areas (outside bin areas) are clean and well-maintained
- removing unused equipment and fixtures from the premises
- implementing a suitable pest control program which may require the services of a licensed pest controller.

Using a licensed pest controller

While using the services of a licensed pest controller is not a legal requirement, it can help you to demonstrate that you are taking all practicable measures to eradicate and prevent the harbourage of pests. However, steps such as those listed above must also be used to demonstrate and achieve compliance.

A licensed pest controller should provide you with:

- a contract outlining what pests and areas are to be treated and the required frequency of treatments
- written reports of each treatment, including any pest activity, chemicals used and recommended actions required of the proprietor
- a map showing the location of all bait stations
- information on the chemicals used.

If you perform pest control treatments yourself, make sure that any chemicals or baits used are suitable and approved for use in food premises and do not contaminate food or food contact surfaces.

What happens after an inspection?

If an authorised officer from the NSW Food Authority or local council identifies a pest control issue that needs to be rectified, a variety of compliance actions can be initiated.

For further information on compliance action, see the *NSW Food Authority Compliance and Enforcement Policy* at www.foodauthority.nsw.gov.au/Documents/industry_pdf/compliance_enforcement_policy.pdf

More information

- Your local council environmental health officer can help you with any questions you have about inspection findings or compliance action. They can help clarify what work needs to be done, and in what timeframe



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SAFE PREPARATION OF RAW EGG PRODUCTS

Restaurants, cafés, bakeries and caterers that prepare raw egg products need to follow safe handling practices or use a safer alternative.

Use safer alternatives

Businesses should use safer alternatives to raw eggs in foods which are not cooked:

- use commercially produced dressings, sauces and spreads instead of making raw egg products, or
- use pasteurised egg products instead of raw eggs in ready-to-eat products (products without a further cook step) such as desserts and drinks.

If a business chooses to use raw egg products, there must be steps in place to ensure the food is safe.

Foods that contain raw eggs need extra care

Products with raw eggs have been responsible for some of the largest foodborne illness outbreaks in NSW. This is because the disease-causing organism *Salmonella* may be found on the shell surfaces of whole eggs which then contaminate the food.

Outbreaks harm customers and can severely impact the reputation and trade prospects of a business.

Foodborne illness has been associated with:

- egg dressings, sauces and spreads (e.g. mayonnaise, aioli, egg butter)
- desserts made without an effective cooking step (e.g. tiramisu, mousse, fried ice cream)
- drinks containing raw eggs (e.g. raw egg high protein smoothies).

Requirements for raw egg products

In order to ensure the food is safe to eat, special attention must be given to the preparation, storage and handling of eggs and raw egg products, to prevent the growth of *Salmonella*.

Acidify raw egg products to keep them safe, using vinegar or lemon juice

To stop *Salmonella* from growing it is important to:

- acidify raw egg product to a pH at or below 4.2 – this can be done using vinegar or lemon juice
- check and record the pH of the acidified raw egg product with a pH meter or pH paper.



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Storage and temperature control of acidified raw egg product

- Keep acidified raw egg products at or below 5°C.
- Make acidified raw egg product fresh every day in small tubs, not in bulk.
- Discard acidified raw egg product within 24 hours.

Receival and storage of eggs

- Only purchase and receive whole eggs that are:
 - clean, not cracked or leaking
 - supplied in clean packaging
 - correctly labelled (i.e. with name of the food, the supplier's name and address, and lot identification or date marking).
- Whole eggs should be refrigerated at or below 5°C, and used by the 'best before' date.

Sanitation and hygiene

- Clean and sanitise kitchen equipment used for making raw egg products before and after each use.
- Clean and sanitise storage containers and dressings/sauce dispensers between each batch.
- Use separate containers for each batch of food (i.e. do not top up previous dressings and sauces).
- Keep kitchen surfaces and utensils clean and dry.
- Do not wash eggs as this makes them susceptible to further contamination.

Separating egg yolk from egg white

If *Salmonella* is present on the egg shell, it could be spread throughout the kitchen and onto other foods by your hands. To minimise contact between the egg shell and contents:

- wash and dry hands before and after handling eggs
- use a sanitised egg separator
- do not separate eggs using bare or gloved hands
- do not separate eggs using the egg shell
- do not store liquid raw eggs.
- once whole eggs are cracked, use them immediately in the raw egg product.

Safer egg alternatives are available

- Use pasteurised pulp for foods that traditionally contain raw eggs:
 - liquid, frozen or dried forms of processed whole eggs, egg whites and egg yolks
 - sugared egg yolk (for desserts)
 - salted egg yolk (for mayonnaise, dressings and sauces).



Food laws

The food laws in NSW prohibit the sale of eggs with dirty or cracked shells because this increases the risk of contamination and foodborne illness.

Egg definitions

- 'Dirty eggs' are eggs whose shell is contaminated with visible faeces, soil or other matter (e.g. yolk, albumen, feathers)
- 'Cracked eggs' are eggs with a cracked shell (where a crack is visible to the naked eye or by candling).

In order to protect customers from the risk of foodborne illness, businesses need to comply with Standard 3.2.2, Division 3, Clause 7 to ensure that only safe and suitable food is processed.

More information

- Visit the Food Authority website at www.foodauthority.nsw.gov.au to download the following:
 - [*Food safety guidelines for the preparation of raw egg products*](#)
 - [*NSW Egg Food Safety Scheme*](#)
 - [*Microbiological quality of raw egg dressing*](#)
 - [*4 hour/2 hour rule*](#)
- [Food Standards Code](#) (e.g. general food handling requirements, premises and equipment requirements, and labelling requirements)



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About the NSW Food Authority: The NSW Food Authority is the government organisation that helps ensure NSW food is safe and correctly labelled. It works with consumers, industry and other government organisations to minimise food poisoning by providing information about and regulating the safe production, storage, transport, promotion and preparation of food.

Note: This information is a general summary and cannot cover all situations. Food businesses are required to comply with all of the provisions of the Food Standards Code and the *Food Act 2003* (NSW).



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