

NSW RETAIL MEAT

FOOD SAFETY PROGRAM & RETAIL DIARY USER GUIDE

How do I use this?

Much like the Food Safety Program and Retail Diary you have been using for your business to date. These documents are now combined into a single book with food safety guidance information in the front, easy to use templates to record approved suppliers and staff training in the middle, and the Retail Diary with calibration, internal audit and pre-operational monitoring forms at the back.

What do I need to do?

Ensure you follow the steps listed below to understand how to use the Food Safety Program & Retail Diary, and become familiar with what's new, and what you need to do to pass your next Audit or Inspection.

Step 1: Read through the Food Safety Program

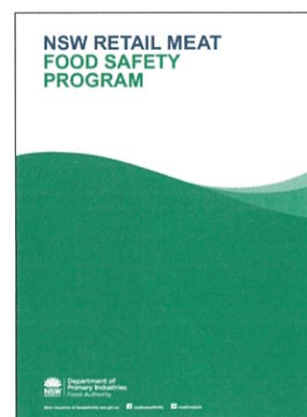
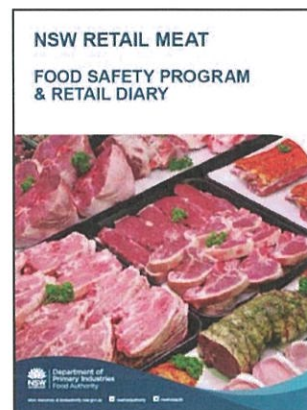
The new Retail Meat Food Safety Program has been completely rewritten to better inform typical activities performed by retail meat businesses and, in the process, increase awareness of regulatory requirements by licensees.

In addition, **staff training** and **approved supplier** arrangements should be recorded using forms in Appendix 2 and 3, **product descriptions and intended use** tables have been included in Appendix 4, and a **Manager Responsibility Statement** has been included in Appendix 5. These are **required to be completed and signed before you start using this document in your business.**

Step 2: Get familiar with the required Outcomes

The requirements of a retail meat business have been summarised into **14 Major Outcomes** indicative of your typical business activities and make up the Food Safety Program. Each Outcome is structured in three distinct parts:

1. **The required Outcome**
2. A summary of **how to reach the required Outcome**
3. **Additional guidance information** to assist you in achieving the required Outcome.



Keep it clean

2. **Cleaning and sanitising**

OUTCOME REQUIREMENT
A retail meat premises is kept clean

TO REACH THIS OUTCOME

- A retail meat premises which includes, fixtures, fittings and equipment, must be kept clean
- Food contact surfaces also need to be sanitised after cleaning, to control potential contamination

ADDITIONAL GUIDANCE INFORMATION

- 'Clean' means clean to touch and free of visible matter and odourless about
- Keeping a retail meat premises clean means all floors, walls, ceiling, fixtures, fittings and equipment, are free of:
 - garbage, except in garbage containers
 - rejected matter, except in containers
 - food matter
 - dirt
 - grease and
 - other visible matter
- When cleaning, you should use hot water or chemicals or a combination of both. Make sure you have not contaminated food or food contact surfaces (eg. containers or table tops, etc.)
- 'Sanitise' means to apply heat, alcohol, chlorine, or other products, to a surface so that the number of microorganisms on the surface is reduced to a level that:
 - does not compromise the safety of the food with which it may come into contact, and
 - does not permit the transmission of infectious diseases
- Sanitising food contact surfaces can be carried out by:
 - heating or drying in hot water
 - using chemical sanitisers (eg. Quat, chlorine hypochlorite)
 - soaking (in brine, etc.)
- Equipment used to prepare RTE foods (eg. meat slicers and blenders) should be cleaned and sanitised regularly throughout the day, and there is a change of drink if necessary
- Chemicals used for cleaning and sanitising must be from approved suppliers and be fit for use in food premises
- Manufacturer's instructions for storing and using chemicals should be followed
- Your approved chemical supplier should provide information on the types of chemicals appropriate for your business premises

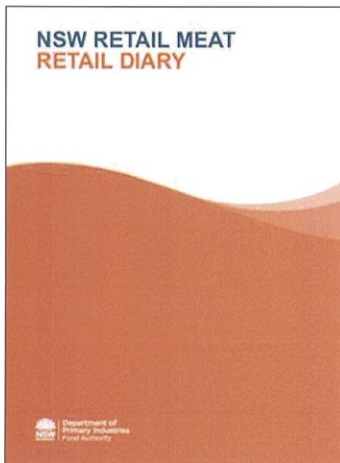
Dishes and Utensils/containers

- Dishes/containers need to be maintained by cleaning at the end of every case, and not left for a number of days before cleaning, when stock
- Any vessels/containers formed on walls and ceilings in cooling/refrigerating areas need to be cleaned regularly to prevent build up and potential contamination

Step 3: Get familiar with the Retail Diary

The Retail Diary has also been updated with dedicated monitoring forms to record calibration of equipment, internal audits by the business, and cooking/cooling verification requirements if your business produces these product types. These forms have been given a **COLOURED** background to remind you of their twice yearly recording requirement and are found in **week 1** and at **week 26** of the Retail Diary.

The standard daily pre-operational checklist for typical business operations has been retained, and is **required to be filled in for every day that your business operates**.



Step 4: Sign the Manager Responsibility Statement

After you have completed steps 1-3 of this user guide, you are required to **sign the Manager Responsibility Statement** located in Appendix 5 of the Food Safety Program. By signing this form, you as the Owner/Director/Manager of the retail business understand your regulatory requirements and will ensure the safety of food products received and sold by your business.

Step 5: Complete the checklist below and start using the Food Safety Program & Retail Diary

Have you read the Food Safety Program (FSP)?	Yes	No
Do you understand each required Outcome?	Yes	No
Have you completed the forms in Appendix 2, 3, and 4 of the FSP?	Yes	No
Have you read the Retail Diary?	Yes	No
Do you understand the Retail Diary requirements?	Yes	No
Have you signed the Manager Responsibility Statement in Appendix 5 of the FSP?	Yes	No
Have you safely filed away the previous Food Safety Program and Retail Diary?	Yes	No
The Food Safety Program & Retail Diary will remain on the business premises, and be available at all times and when requested by an Authorised Officer?	Yes	No

Once you have answered 'Yes' to all questions in the checklist above, you are ready to start using the NSW Retail Meat Food Safety Program & Retail Diary. For further information please call our contact centre on **1300 552 406**, or alternatively via email at contact@foodauthority.nsw.gov.au.

Your new NSW Retail Meat Food Safety Program & Retail Diary

The NSW Food Authority has completed a comprehensive review of the existing Retail Meat Food Safety Program and the Retail Diary. The review included interviews with licensees who asked for the current requirements to be simplified and to be provided with guidance information to answer any questions they may have between audits.

As a result of this feedback, these documents are now combined to become the *NSW Retail Meat Food Safety Program & Retail Diary*. We believe the new format will make it easier for businesses to comply with food safety requirements as all relevant information will be contained within the one document, which can then be easily presented during your next audit.

What has changed?

The new Food Safety Program identifies 14 outcomes that all licensees must achieve to ensure they are producing safe and suitable food. These outcomes highlight the major areas within your business that are assessed during audits. Each outcome will also include a summary of how to reach the outcome as well as additional guidance information to assist you to achieve it.

What will this cost?

Considerable cost savings to the current individual document price have been achieved through combining the current Food Safety Program and Diary into a single document. The previous stand-alone Retail Diary was available for \$53.00 and the new single combined document has only seen a slight increase to \$55.00 (incl. GST & postage).

The Food Safety Program pack, which consist of printed copies of the *NSW Standards for Construction and Hygienic Operation of Retail Meat Premises*, the *NSW Retail Meat Food Safety Program* as well as the *NSW Retail Meat Diary* (now combined), has seen a decrease from \$74.20, to \$63.00 (incl. GST & postage) – representing a cost saving of \$11.20 for each pack ordered. All documents are available to download free of charge from the Food Authority website.

What do you have to do?

Please read carefully the *Food Safety Program & Retail Diary User Guide* that outlines what steps you need to take to ensure the new document is tailored to your business. Food Authority auditors will request this document at your next audit so please ensure it is completed daily and is available at your shop at all times.

What should you do with your old Food Safety Program and Retail Diary?

Your old documents should be filed in a safe place and presented during your next audit.

Translated versions available

The Food Authority has translated this document from English into six additional languages (Arabic, Korean, Chinese simplified, Chinese traditional, Turkish, and Vietnamese). These documents are available to download free of charge from the Food Authority website.

Yours sincerely

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