

Scores on Doors

Hygiene and food safety



Food Premises Assessment Report (FPAR) Guideline

December 2016

Table of contents

1. Introduction.....	3
2. Food Premises Assessment Report (FPAR)	4
3. Guidance on variable breach score items (7, 21, 22, 23 & 29)	5
Breach score 1 point.....	5
Breach score 4 points	5
Breach score 8 points	5
FPAR Item 7	6
FPAR Item 21.....	8
FPAR Item 22.....	10
FPAR Item 23.....	12
FPAR item 29	14
4. Guidance on non-variable breach point score items (12, 13 & 15)	16
FPAR Item 12.....	16
FPAR Item 13.....	17
FPAR Item 15.....	18
5. Enforcement tools.....	19
Suggested compliance strategy.....	19
6. Appendix – FPAR version 4	20

1. Introduction

The 'Scores on Doors Food Premises Assessment Report Guideline' is intended for local council Environmental Health Officers (EHOs). It provides detailed information on Food Premises Assessment Report (FPAR) items that have variable breach point scores or where EHOs have requested additional guidance.

For each of the FPAR items, relevant factsheets pertaining to the item are listed. When online, EHOs can click on the factsheet link to take them straight to the document. Alternatively, the full suite of factsheets can be accessed from the Food Authority's website at [Resource centre](http://www.foodauthority.nsw.gov.au/resource-centre) (www.foodauthority.nsw.gov.au/resource-centre).

The guideline also provides information on enforcement options available for EHOs during inspections.

Version 4 of the Food Premises Assessment Report is provided as an appendix to this document.

2. Food Premises Assessment Report (FPAR)

The FPAR is divided into nine sections that relate to compliance with the Food Safety Standards (FSS) of the Australian New Zealand Food Standards Code (FSC). *[Note the second item on the FPAR also uses the acronym FSS for Food Safety Supervisor].*

The nine sections relate to hygiene and food safety and focus on the most important foodborne illness risk factors that have been identified in numerous studies, including inadequate cooling and cold holding temperatures, food prepared ahead of planned service, inadequate hot holding temperatures, poor personal hygiene and infected (sick) food handlers, inadequate reheating and inadequate cleaning and sanitising of equipment and premises.

The nine sections are:

1. General requirements
2. Food handling controls
3. Health and hygiene requirements
4. Cleaning and sanitising
5. Miscellaneous (temperature measurement, single use items)
6. Animal and pests
7. Design and construction of food premises
8. Maintenance
9. Labelling.

Each of the nine sections contains a number of questions that have been phrased to provide answers of compliance or non-compliance. The questions are based on requirements of the Food Safety Standards. Gathering information and data for each question at inspection will rely on a number of factors including:

- Observation by the EHO
- Any admissions by the proprietor or food handler
- Time of inspection
- Product or food risk
- Inspection history of premises.

Further guidance is provided in the FSANZ *Guide to the Food Safety Standards* if assistance with interpretation is required for specific examples. The questions in each of the nine sections have been weighted based on risk factors that would lead to the likelihood of food contamination and an increased chance of foodborne illness. Individual questions are ticked for compliance or crossed to indicate non-compliance. The individual questions attract a risk weighting according to their shading:

- Unshaded questions have a score of 1
- Shaded questions have a score of 1, 4 or 8.

For checklist items 7, 21, 22, 23 and 29 (where there is variable breach score) it is intended that determining the breach score is at the EHO's discretion and should be based on food safety risk. Once all questions have been answered in all nine sections, a total score can be calculated.

3. Guidance on variable breach score items (7, 21, 22, 23 & 29)

General principles when applying breach scores:

- What is the risk to food safety and is there a likely occurrence?
- Is the breach administrative in nature?
- Is the problem widespread within the premises? Is there a systemic breakdown in procedures?
- If borderline, select the less severe breach score.

Breach score 1 point

The following circumstances would generally result a breach score of 1 point being issued:

- Breach unlikely to result in the production of unsafe or unsuitable food.
- Breach does not directly impact on food safety.
- Breach may be administrative in nature.
- Breach is generally isolated in nature, no systemic breakdown in procedures and risk to food safety is unlikely.

Breach score 4 points

The following circumstances would generally result a breach score of 4 points being issued:

- Breach is likely to impact on food safety.
- Breach is not administrative in nature.
- Breach is generally not isolated in nature; there may be a systemic breakdown in procedures.
- If breach is isolated in nature it should be established that it is likely to result in the production of unsafe or unsuitable food.

Breach score 8 points

The following circumstances would generally result a breach score of 8 points being issued:

- Breach is very likely or has impacted directly on food safety.
- Breach not administrative in nature.
- Breach generally not isolated in nature, systemic breakdown in procedures has occurred.

FPAR Item 7

Potentially Hazardous Food (PHF) is under temperature control. Receipt, storage, display and transport; less than 5°C and above 60°C. Frozen food is hard frozen.

Useful information relating to this item:

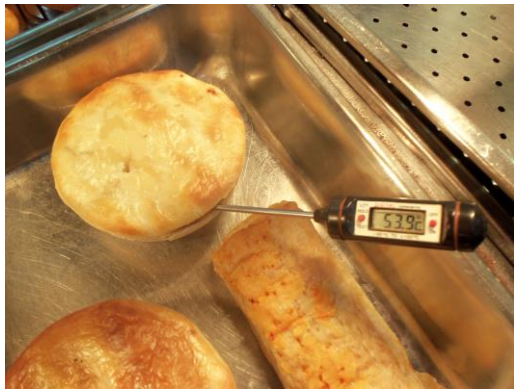




Relevant section of FSC: Food Handling Controls Std 3.2.2 cl. 5-12

 Guides relating to this item:

- [Potentially hazardous foods](#)
- [Guidance on the 4-hour/2 hour rule](#)

Note: If a core temperature measurement has been taken **and** the product is potentially hazardous food **and** time is not being controlled, breach point scores should be issued in the following instances:

Point score	Item 7 – Potentially Hazardous Food (PHF) is under temperature control
<p>1</p>	<p>When to issue Temperature control is generally satisfactory, however minor temperature non-compliance observed (between 1-2°C above or below requirements), isolated in nature.</p> <p>Example</p> <p>Temperature of diced chicken in a sandwich shop is between 6-7°C during lunch time trade. Other products in the premises under adequate temperature control.</p> 

Point score	Item 7 – Potentially Hazardous Food (PHF) is under temperature control	
<p>4</p>	<p>When to issue Isolated instances of temperature non-compliance across the premises, ranging between 5-10°C above or below requirements.</p> <p>Example Pies in a bain marie is at 54°C and food in the coolroom is at 8°C.</p> <div style="display: flex; justify-content: space-around;">   </div>	
<p>8</p>	<p>When to issue Multiple non-compliances across the premises that are significant (between 5-10°C), or single severe instance of non-compliance (in excess of 10°C) above or below requirements.</p> <p>Example Prawns in fridge in a cafe is at 11°C and stew in bain marie is at 49°C.</p> <div style="display: flex; justify-content: space-around;">   </div>	<p>Example Isolated significant incident (in excess of 10°C above or below requirements).</p> <div style="display: flex; justify-content: space-around;">  </div>

FPAR Item 21



Hand washing facilities have warm running water through single spout, single use towels and soap.

Useful information relating to this item:

- Relevant section of FSC: Health and Hygiene Std 3.2.2 cl. 13-18
- Hand washing facilities that are not part of the premises i.e. centre management facilities should not be considered within the scope and scoring of the inspection.
- The legal requirements under the Food Safety Standard 3.2.2 clause 17 1 (d) *'Food business provide, at or near each hand washing facility:*
 - (1) single use towels or other means of effectively drying hands that are not likely to transfer pathogenic micro-organisms to the hands; and*
 - (2) a container for used towels, if needed.*
- Whilst air dryers are **not** prohibited under Std 3.2.2, EHOs should observe hand washing and drying behaviour to make sure hands are being effectively washed and dried (FPAR item 14). Proprietors can be advised that the use of air dryers is discouraged because of the potential cross contamination risk.

 Factsheets relating to this item:

[Hand washing in food businesses](#)

Point score	Item 21 – Hand washing facilities have warm running water through single spout, single use towels and soap
<p>4</p>	<p>When to issue</p> <p>When hand washing facilities are present however one of the following is not present:</p> <ul style="list-style-type: none"> • Warm running water through single spout • Single use towels (or air drier) and • Soap <p>If more than one of the above items are not present then a breach score of 8 is to be given</p> <p>Example</p> <p>A bakery doesn't have warm running water, however they have single use towels and soap</p> 
<p>8</p>	<p>When to issue</p> <p>Issued if there are no hand washing facilities present within a premises requiring them (including dedicated facilities for toilets)</p> <p>OR</p> <p>If more than one of the following is not present:</p> <ul style="list-style-type: none"> • Warm running water through single spout • Single use towels or air driers • Soap <p>Example</p> <p>A small grocery store recently commenced slicing smallgoods on request and does not have any hand washing facilities present</p> 

FPAR Item 22

Premises, fixtures, fittings and equipment maintained to an appropriate standard of cleanliness.


Useful information relating to this item:

- Relevant section of the FSC: Cleaning and sanitising Std 3.2.2 cl. 19-20



This item is intended to capture unclean premises, fixtures, fittings and equipment but does not cover unclean food contact surfaces; this should be covered under item 23.

 Factsheets relating to this item:

- [Cleaning and sanitising in food businesses](#)

Point score	Item 22 – Premises, fixtures, fittings and equipment maintained to an appropriate standard of cleanliness	
<p>1</p>	<p>When to issue</p> <p>Issue if any part of the premises, fixtures fittings or equipment (non-food contact surface) is in an unclean condition. This may include unclean storage areas. Issue if this has occurred in an isolated instance.</p> <p>Example</p> <p>The floor below the wash-up sink in a restaurant is in an unclean condition, the general cleaning standards throughout the rest of the premises are satisfactory.</p>	
<p>4</p>	<p>When to issue</p> <p>Multiple cleaning issues involving non-food contact surfaces (Note: for food contact surfaces issue under item 23).</p> <p>Examples</p> <p>A bakery has multiple cleaning issues including unclean walls, benches and shelving.</p>	



Point score	Item 22 – Premises, fixtures, fittings and equipment maintained to an appropriate standard of cleanliness
8	<p>When to issue</p> <p>Widespread cleaning issues involving non-food contact surfaces (note: for food contact surfaces issue under item 23)</p> <p>and exposed food is handled in vicinity of unclean surfaces</p> <p>and no documented procedures in place regarding cleaning</p> <p>and circumstances generally warranting issuing of a 24 hour improvement notice or prohibition order</p> <p>OR</p> <p>Poor cleaning standards are contributing to a pest problem within the premises.</p> <p>Examples</p> <p>Very poor cleaning standards observed throughout a café including walls, floors and equipment. Build-up of dirt and grease over a significant period of time observed.</p> <div style="display: flex; justify-content: space-around;">   </div>

FPAR Item 23

Food contact surfaces, eating and drinking utensils in a clean and sanitary condition/ appropriate sanitising method in use (e.g. chemicals or dishwasher)



Useful information relating to this item:



- Relevant section of the FSC: Cleaning and sanitising Std 3.2.2 cl. 19-20
- Food contact surfaces would include items such as chopping boards, knives and other utensils, meat slicers, blades and guards on meat slicers, food containers and trays, cutlery, glassware. It may include equipment such as can openers, mincers, mixers and blenders

This item focuses on food contact surfaces; non-food contact surface issues should be covered under item 22.

 Factsheets relating to this item:

- [Cleaning and sanitising in food businesses](#)

Point score	Item 23 – Food contact surfaces, eating and drinking utensils in a clean and sanitary condition/ appropriate sanitising method in use	
1	<p>When to issue</p> <p>Issue if isolated instance of food contact surface not being cleaned or sanitised.</p> <p>Example</p> <p>A restaurant has cutlery intended for service which has food residue present, however general cleaning and sanitising practices and procedures are satisfactory.</p>	
4	<p>When to issue</p> <p>Issue if a food contact surface, eating or drinking utensil is in an unclean condition and is limited to one or two incidents within the premises</p> <p>OR</p> <p>Issue if the business does not have an appropriate sanitising method in use.</p> <p>Example</p> <p>The food preparation areas within a pub are in a clean condition however the business has not implemented a method to sanitise food contact surfaces (i.e. no dishwasher or chemicals are in use).</p>	

Point score	Item 23 – Food contact surfaces, eating and drinking utensils in a clean and sanitary condition/ appropriate sanitising method in use
<p>8</p>	<p>When to issue</p> <p>Issue if widespread unclean food contact surfaces are found and exposed food is handled in vicinity of unclean surfaces and no documented procedures in place regarding cleaning and no evidence of appropriate sanitizing method in use within premises and circumstances generally warranting issuing of a 24 hour improvement notice or prohibition order.</p> <p>Example</p> <p>Multiple food contact surfaces within a café are unclean and unsanitised, including a meat slicer. The blade of the slicer has not been dismantled and cleaned for several days.</p> <div style="display: flex; justify-content: space-around;">   </div>

FPAR item 29



No signs of insect infestation of rodent activity in premises



Useful information relating to this item:

- Relevant section of the FSC: Animals and Pests Std 3.2.2 cl. 24

 Factsheets relating to this item:

- [Pest control in food businesses](#)

Point score	Item 29 – No signs of insect infestation of rodent activity in premises	
<p>1</p>	<p>When to issue</p> <p>Sighting of small number of cockroaches during an inspection. No evidence of infestation, breeding or excreta. Steps have been taken to control pest infestation such as pest control program in place.</p> <p>Example</p> <p>Several dead cockroaches sighted within a restaurant kitchen. Pest program in place (documents sighted), storage, maintenance and cleaning practices are satisfactory.</p>	
<p>4</p>	<p>When to issue</p> <p>Multiple pest sightings and no effective pest control program in place.</p> <p>Example</p> <p>Numerous live and dead cockroaches are observed along with excreta within the kitchen of a club. The club has not had a pest inspection completed for six months.</p>	

Point score	Item 29 – No signs of insect infestation of rodent activity in premises
8	<p>When to issue</p> <p>Evidence of high level active pest infestation and activity within premises which may include:</p> <ul style="list-style-type: none"> • evidence of harbourage (nesting) • evidence of breeding (different life cycles) • failure to prevent entry of pests (access points) • inadequate or no pest control program • evidence of droppings, smears etc within food storage or food handling areas. <p>Example</p> <p>Evidence of mouse activity in and around food storage and handling areas of a take away shop. Many droppings and signs of gnawed packaging, access points and potential harbourage. No active pest control measures in place.</p> <div style="display: flex; justify-content: space-around;">   </div>

4. Guidance on non-variable breach point score items (12, 13 & 15)

FPAR Item 12



Food wraps and containers will not cause contamination

Useful information relating to this item:

- Relevant section of FSC: Food Handling Controls Std 3.2.2 cl. 5-12
- Ice cream containers may be reused for storage of food as long as the item is not cracked or damaged.

 Factsheets relating to this item:

- [Food grade packaging](#)

Point score	Item 12 – Food wraps and containers will not cause contamination
<p>1</p>	<p>When to issue</p> <p>An isolated instance that results in low level potential contamination. If widespread contamination or more severe contamination exists consider scoring under item 5 which has a 4 point breach score available for use.</p> <p>Examples</p> <p>A tea towel is being used for covering food or potentially hazardous food is being stored in cardboard boxes.</p> <p>An example of widespread contamination which may need to be scored under item 5 is the use of damaged ice cream containers to store ingredients.</p> <div style="display: flex; justify-content: space-around;">   </div>

FPAR Item 13

Food for disposal is identified and separated from normal stock.

Useful information relating to this item:

- Relevant section of FSC: Food Handling Controls Std 3.2.2 cl. 5-12
- Generally, food that has been recalled or removed from sale because it is damaged or deteriorated should be treated as food for disposal and needs to be properly separated, identified and disposed of. This would include out of date product removed from sale.

Point score	Item 13 – Food for disposal is identified and separated from normal stock	
1	<p>When to issue</p> <p>If food for disposal has not been properly separated, identified and disposed of.</p> <p>Examples</p> <p>Out-of-date stock taken off show and put in the coolroom without identification</p> <p>OR</p> <p>Mouldy, unsuitable food which needs to be dumped, kept in the coolroom without identification.</p>	

FPAR Item 15

Food handlers avoid unnecessary contact with ready to eat food or food contact surfaces by use of utensils, a gloved hand, food wraps etc.

Useful information relating to this item:

- Relevant section of FSC: Health and Hygiene Std 3.2.2 cl. 13-18
- Use of gloves is not mandated under clause 15 of the Food Safety Standards 3.2.2. If used correctly gloves can achieve this outcome however other practicable measures may be applied to minimise preventable unnecessary contact with **ready-to-eat-food**. This includes the use of tongs, inverted bag or other utensils.

 Factsheets relating to this item:

- [Health and hygiene requirements of food handlers](#)
- [Protecting food from contamination](#)

Point score	Item 15 – Food handlers avoid unnecessary contact with ready to eat food or food contact surfaces
<p>1</p>	<p>When to issue</p> <p>If food handlers are observed having unnecessary contact with food.</p> <p>Example</p> <p>A food handler in a café is observed serving cake with unnecessary hand contact</p> 

5. Enforcement tools

A number of statutory and non-statutory enforcement tools exist for dealing with non-compliances identified during food premises inspections.

These include:

Statutory	Non statutory
Improvement Notice	Warning letter
Prohibition Order	Re-inspection
Seizure Notice	Verbal warning
Penalty Notice <i>(some Penalty Notices become publishable on the NSW Food Authority's Register of Offences 'Name & Shame' website)</i>	
Prosecution	

When considering whether enforcement action should be initiated under the *NSW Food Act 2003*, it is important to select enforcement tools that are proportionate to the risk and nature of the offence.

Councils are strongly encouraged to use a consistent approach when determining appropriate enforcement action and to have escalated enforcement policy in place. The NSW Food Authority's Compliance and Enforcement Policy is available for reference and outlines the Food Authority's approach to dealing with non-compliance. This can be found at http://www.foodauthority.nsw.gov.au/Documents/industry/compliance_enforcement_policy.pdf

Factors that should be considered when determining appropriate enforcement action include:

- the risk to public health and speed required for resolution of the issue
- the knowledge of the alleged offender as to the consequences of their actions
- the degree of care taken by the alleged offender to ensure they did not commit an offence
- prior history
- cost/benefit of proceeding
- the contrition demonstrated by the alleged offender
- any mitigating or aggravating circumstances
- public interest
- the proportionality of the selected enforcement option.

Suggested compliance strategy

The compliance tool to be used should be largely based on risk. Consideration should also be given to previous compliance history with action being escalated for each subsequent re-offence.

6. Appendix – FPAR version 4



FOOD PREMISES ASSESSMENT REPORT (FPAR v.4, 09/15)

Trading name	Reference#
Proprietor/Company	Phone
Business details	ABN
	FSS name
	FSS Cert no.

Indicate the following – compliance ✓, noncompliance ✗, or not observed –

General requirements		No signs of insect infestation or rodent activity in premises (faeces, egg casings, teeth marks)	
1	Food business has notified current details		1
2	If needed, FSS is appointed and certificate is on the premises		4
3	Food handlers have skills & knowledge to handle food safely		8
4	No sale of food that is damaged, deteriorated or perished; no use of cracked or dirty eggs or food past use by date		
Food handling controls FSS 3.2.2 cl 5-12		Design and construction FSS 3.2.3	
5	Food protected from the possibility of contamination food receipt, storage, preparation, display and transport	30	General design and construction of premises appropriate
6	Names and addresses are available for manufacturer, supplier or importer of food	31	Adequate supply of potable water available
7	Potentially hazardous food (PHF) is under temperature control: food receipt, storage, display and transport; less than 5°C, above 60°C. Frozen food is hard frozen	32	Adequate sewerage and waste water disposal system
8	Processing of foods; items thawed correctly; processed quickly; no contamination risk.	33	Adequate storage facilities for garbage and recyclables
9	Cooked PHF is cooled rapidly	34	Premises has sufficient lighting
10	Reheating of PHF is rapid – oven, stove top or microwave but not bain marie	35	Floors are able to be effectively cleaned
11	Self serve food bar is supervised, has separate utensils and sneeze guard	36	Walls, ceilings are sealed and able to be effectively cleaned
12	Food wraps and containers will not cause contamination	37	Fixtures, fittings and equipment are able to be effectively cleaned and, if necessary, sanitised
13	Food for disposal is identified & separated from normal stock	38	Adequate ventilation provided within the premises
		39	Adequate storage facilities (personal items, chemicals, food)
Health and hygiene FSS 3.2.2 cl 13-18		Maintenance FSS 3.2.2 cl 21	
14	Food handlers wash and dry hands thoroughly using hand wash facilities	40	Premises, fixtures, fittings and equipment in a good state of repair and working order
15	Food handlers avoid unnecessary contact with ready-to-eat food or food contact surfaces by use of utensils, a gloved hand, food wraps	41	No chipped, broken or cracked eating or drinking utensils
16	Food handlers do not spit or smoke in food handling areas or eat over exposed food or food contact surfaces	Labelling	
17	Food handlers have clean clothing, waterproof bandages	42	Food labelling complies with the Food Standards Code, 1.2
18	Food handlers wash hands before commencing/recommencing work and after: using the toilet, sneezing, smoking, handling raw meat, cleaning	43	For 'Standard Food Outlet', nutrition information displayed
19	Food handlers do not handle food if ill (vomiting, gastro)	Total points (4 or 8 point items may significantly impact food safety and should be addressed as a priority)	
20	Hand washing facilities easily accessible and used only for washing of hands, arms and face	★★★★★ (0-3) <input type="checkbox"/> ★★★★ (4-8) <input type="checkbox"/> ★★★ (9-15) <input type="checkbox"/>	
21	Hand washing facilities have warm running water through single spout, single use towels and soap	No grade (>15 or any critical 8 point * food safety failure) <input type="checkbox"/>	
Cleaning and sanitising FSS 3.2.2 cl 19-20		Scores on Doors certificate Issued <input type="checkbox"/>	
22	Premises, fixtures, fittings and equipment maintained to an appropriate standard of cleanliness	Notes	
23	Food contact surfaces, eating and drinking utensils in a clean and sanitary condition/appropriate sanitising method in use (chemicals or dishwasher)		
Miscellaneous FSS 3.2.2 cl 22-23			
24	Accurate temperature measuring device readily accessible (digital probe thermometer – accurate to +/- 1°C)		
25	Single use items protected from contamination and not reused (drinking straws, disposable utensils)		
Animal and pests FSS 3.2.2 cl 24		FPAR <input type="checkbox"/> Left onsite <input type="checkbox"/> emailed <input type="checkbox"/> posted Business satisfactory <input type="checkbox"/> or further action required <input type="checkbox"/> Re-inspection <input type="checkbox"/> Warning Letter <input type="checkbox"/> Improvement Notice <input type="checkbox"/> Prohibition Order <input type="checkbox"/> Penalty Notice <input type="checkbox"/> Other <input type="checkbox"/>	
26	Animals not permitted in areas in which food is handled	I have read this report and understand the contents.	
27	Practical pest exclusion measures used (screens, seals)	Owner/Employee signature: _____	
28	Practical measures to eradicate and prevent harbourage of pests used (housekeeping, stock rotation, pest controller)	NB: Assessment report contains findings from date/time of inspection only	

Officer's Name

Officer's signature

Date/Times