

**SITXFSA001**

# **Use hygienic practices for food safety**

**Learner Guide**



## Unit of Competency

### Application

This unit describes the performance outcomes, skills and knowledge required to use personal hygiene practices to prevent contamination of food that might cause food-borne illnesses. It requires the ability to follow predetermined organisational procedures and to identify and control food hazards.

The unit applies to all organisations with permanent or temporary kitchen premises or smaller food preparation or bar areas.

This includes restaurants, cafes, clubs, hotels, and bars; tour operators; attractions; function, event, exhibition and conference catering; educational institutions; aged care facilities; correctional centres; hospitals; defence forces; cafeterias, kiosks, canteens and fast food outlets; residential catering; in-flight and other transport catering.

It applies to food handlers who directly handle food or food contact surfaces such as cutlery, plates and bowls during the course of their daily work activities. This includes cooks, chefs, caterers, kitchen stewards, kitchen hands, bar, and food and beverage attendants, and sometimes room attendants and front office staff.

Food handlers must comply with the requirements contained within the Australia New Zealand Food Standards Code.

In some States and Territories businesses are required to designate a food safety supervisor who is required to be certified as competent in this unit through a registered training organisation.

Food safety legislative and knowledge requirements may differ across borders. Those developing training to support this unit must consult the relevant state or territory food safety authority to determine any accreditation arrangements for courses, trainers and assessors.

### Unit Sector

Food Safety

## Performance Criteria

Element	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
<b>1. Follow hygiene procedures and identify food hazards.</b>	<b>1.1</b> Follow organisational hygiene procedures. <b>1.2</b> Report unsafe practices that breach hygiene procedures promptly. <b>1.3</b> Identify food hazards that may affect the health and safety of customers, colleagues and self. <b>1.4</b> Remove or minimise the hygiene hazard and report as appropriate for follow-up.
<b>2. Report any personal health issues.</b>	<b>2.1</b> Report personal health issues likely to cause a hygiene risk. <b>2.2</b> Report incidents of food contamination resulting from personal health issues. <b>2.3</b> Cease participation in food handling activities where own health issue may cause food contamination.
<b>3. Prevent food contamination.</b>	<b>3.1</b> Maintain clean clothes, wear required personal protective clothing, and only use organisation-approved bandages and dressings. <b>3.2</b> Prevent food contamination from clothing and other items worn. <b>3.3</b> Prevent unnecessary direct contact with ready to eat food. <b>3.4</b> Ensure hygienic personal contact with food and food contact surfaces. <b>3.5</b> Use hygienic cleaning practices that prevent food-borne illnesses.
<b>4. Prevent cross-contamination by washing hands.</b>	<b>4.1</b> Wash hands at appropriate times and follow hand washing procedures consistently. <b>4.2</b> Wash hands using appropriate facilities.

## Foundation Skills

*This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.*

Reading skills to:

- Interpret organisational documents or diagrams relating to:
  - organisational food safety programs
  - hygiene and food safety procedures
  - hazard analysis and critical control points (HACCP) practices.

Oral communication skills to:

- Report hygiene hazards and non-compliant organisational practices accurately.

## Assessment Requirements

### Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- Demonstrate use of safe food handling practices in food handling work functions in line with organisational hygiene procedures on at least three occasions
- Demonstrate procedures to:
  - identify food hazards
  - report unsafe practices
  - report incidents of food contamination.

### Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- Basic aspects of commonwealth, state or territory food safety laws, standards and codes as follows:
  - meaning of contaminant, contamination and potentially hazardous foods as defined by the Australia New Zealand Food Standards Code
  - employee and employer responsibility to participate in hygienic practices
  - reasons for food safety programs and what they must contain
  - role of local government regulators
  - ramifications of failure to observe food safety law and organisational policies and procedures
- Health issues likely to cause a hygiene risk relevant to food safety:
  - airborne diseases
  - food-borne diseases
  - infectious diseases
- Hygiene actions that must be adhered to in order to avoid food-borne illnesses
- Hand washing practices:
  - before commencing or recommencing work with food

- immediately after:
  - handling raw food
  - smoking, coughing, sneezing or blowing the nose
  - eating or drinking
- touching the hair, scalp or any wound
- using the toilet
- Basic aspects of hazard analysis and critical control points (HACCP) method of controlling food safety
- Specific industry sector and organisation:
  - major causes of food contamination and food-borne illnesses
  - sources and effects of microbiological contamination of food
  - workplace hygiene hazards when handling food and food contact surfaces
  - basic content of organisational food safety programs
  - contents of organisational hygiene and food safety procedures
  - hygienic work practices for individual job roles and responsibilities.

### **Assessment Conditions**

Skills must be demonstrated in an operational food preparation area. This can be:

- An industry workplace
- A simulated industry environment.

Assessment must ensure access to:

- Fixtures:
  - work benches
  - refrigeration unit
  - sink
  - storage facilities
- Small equipment:
  - assorted pots and pans

- containers for hot and cold storage
- crockery
- cutlery
- cutting boards
- food handler gloves
- glassware
- knives
- packaging materials
- receptacles for presentation and display purposes
- small utensils:
  - tongs
  - serving utensils
- Appropriate facilities for handwashing:
  - designated hand washing sink
  - antiseptic liquid soap
  - single use towels
  - warm running water
- Food ingredients and ready to eat food items
- Current plain English regulatory documents distributed by the commonwealth, state, territory or local government food safety authority
- Australia New Zealand food standards code
- Current commercial food safety programs, policies and procedures used for managing food safety.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

## Links

Companion Volume Implementation Guide: - <http://www.serviceskills.com.au/resources>

## 1. Follow hygiene procedures and identify food hazards

- 1.1. Follow organisational hygiene procedures
- 1.2. Report unsafe practices that breach hygiene procedures promptly
- 1.3. Identify food hazards that may affect the health and safety of customers, colleagues and self
- 1.4. Remove or minimise the hygiene hazard and report as appropriate for follow-up





## 1.1 – Follow organisational hygiene procedures

### Introduction

Personal hygiene practices are used to prevent the contamination of food that might cause food-borne illnesses. It requires the ability to follow predetermined organisational procedures and to identify and control food hazards.

This unit applies to all organisations with permanent or temporary kitchen premises or smaller food preparation or bar areas.

**This applies to permanent/temporary kitchen facilities, smaller food preparation or bar areas in:**

- Restaurants
- Cafes
- Clubs
- Hotels, and bars
- Tour operators
- Attractions
- Functions and events
- exhibition and conference catering
- Educational institutions (e.g. schools, colleges)
- Aged care and residential facilities
- Correctional centres
- Hospitals
- Defence forces
- Kiosks, canteens, cafeterias and fast food outlets
- In-flight and other transport catering.



These skills and knowledge apply to food handlers who directly handle food or food contact surfaces such as cutlery, plates and bowls during the course of their daily work activities. This includes cooks, chefs, caterers, kitchen stewards, kitchen hands, bar, and food and beverage attendants, and sometimes room attendants and front office staff.

Food handlers must comply with the requirements contained within the Australia New Zealand Food Standards Code.

In some States and Territories businesses are required to designate a food safety supervisor who is required to be certified as competent in this unit through a registered training organisation.

Food safety legislative and knowledge requirements may differ across borders. Those developing training to support this unit must consult the relevant state or territory food safety authority to determine any accreditation arrangements for courses, trainers and assessors.

## Hygiene procedures

Your workplace's hygiene procedures should be communicated to you during your induction period, and you may also be familiar with them from previous work. The purpose is to prevent the contamination of food and ensure that all food produced or served is hygienic.

### Hygiene policies and procedures may include:

- Food receiving, storage, preparation, display, service and disposal
- Methods of food hazard control for each critical point
- Systematic monitoring of hazard controls and record keeping
- Personal hygiene, suitable dress and personal protective equipment and clothing
- Record maintenance
- Corrective actions when hazards are found not to be under control
- Pest control
- Cleaning and sanitation
- Equipment maintenance.

These policies will be explained in greater detail in other chapters.

### Critical points

The areas where contamination is most likely to occur are known as critical points. You should understand your organisation's procedures to minimise the chances of these at each point.

### Critical points include:

- Receiving
- Storing
- Preparing
- Processing
- Displaying
- Packaging
- Serving
- Transporting
- Disposing.



To ensure that proper procedures are implemented at each stage, it is a legal requirement for organisations to have a HACCP (Hazard Analysis and Critical Control Point) system. You should be aware of this and how it affects your individual role.

### **Record maintenance**

You will be expected to keep proper records of the food preparation area in order to meet hygiene standards.

#### **You may need to keep records of:**

- Food expiration dates
- Cleaning undertaken
- Hygiene training records of employees
- Cooking, cooling and reheating records
- Food delivery records
- Hygiene inspection checklists.

### **Equipment maintenance**

You should ensure that equipment remains in good condition; otherwise bits could break off and enter the food as foreign objects. Check which cleaning chemicals are suitable for being used with them and if there are any specific maintenance requirements. For example, the water may have to be a specific temperature and remain in for a certain amount of time.

You should also inspect equipment regularly, especially before use. Look for any obvious chips, breaks or cracks; even if they don't look serious, foreign objects can easily cause serious harm. Also ensure equipment that will come into contact with food has been appropriately sterilised using a detergent at the correct concentration. There shouldn't be any visible food debris.

### **Cleaning and sanitation**

Commercial food preparation areas will require more thorough cleaning than normal kitchens. As well as personal hygiene (which will be covered later), you will need to keep the work area and surfaces clean. Disinfect them regularly and clear away equipment as you go. Make sure any spilt food is cleaned up immediately.



## 4 hour/2 hour rule

The 4 hour/2 hour rule is a food safety rule that applies to the temperature control of food products. Food poisoning bacteria can quickly grow on food products that are stored at inadequate temperatures for long periods of time, which is why the 4 hour/2 hour rule has been established.

### According to the Department of Primary Industries Food Authority (NSW):

“Studies show potentially hazardous food can be safely held out of temperature control for short periods of time without significantly increasing the risk of food poisoning. The time for which food can be safely held between 5°C and 60°C is commonly referred to as the '4-hour/2-hour rule'.

The NSW Food Authority and local councils recognise the 4 hour/2 hour rule as a validated alternative means of compliance with temperature control requirements in the Food Standards Code. **However it must be used correctly.”**

Temperature control, <http://www.foodauthority.nsw.gov.au/rp/temperature-control> (07/06/17)

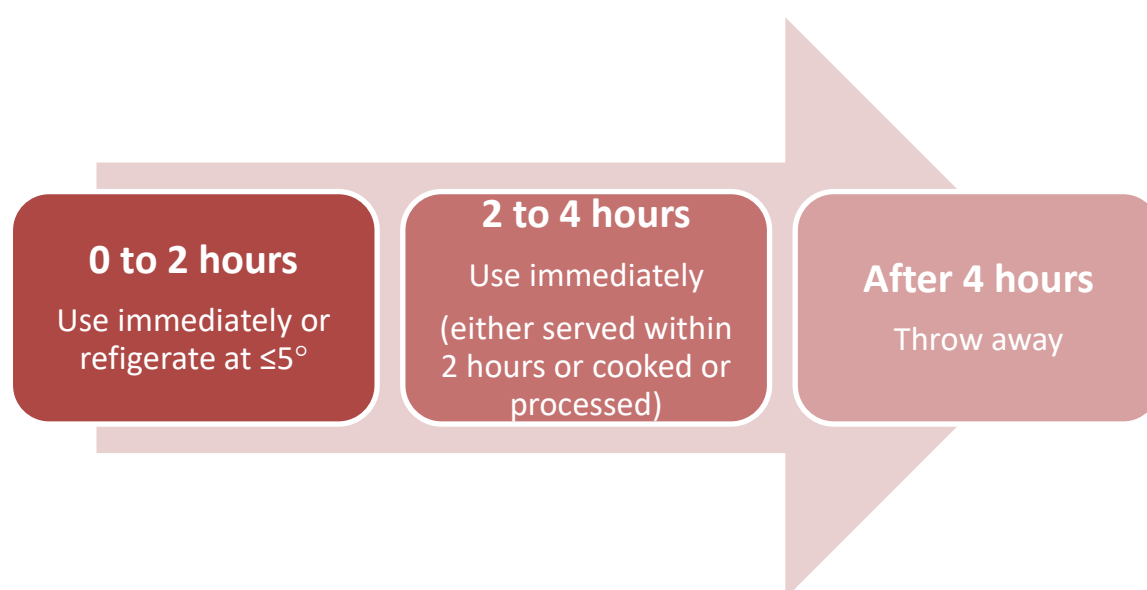
### Danger zone

The 'danger zone' is a phrase used to describe the temperature range in which foodborne bacteria can grow. As bacteria grows at these temperatures, it is essential that time food spends in the danger zone is carefully monitored and controlled.

### Applying the 4 hour/2 hour rule

The following graphics represent the time for which food can be safely held between 5°C and 60°C, and when it must be used.

## Total time food is in the 'danger zone' (5°C to 60°C)





Above image taken from: *Guidance on the 4-hour / 2-hour rule*, Department of Primary Industries Food Authority (NSW), p.4

### **Evidence of correct application**

**For the 4 hour/ 2 hour rule to be applied correctly, it must be ensured that:**

- The Food Standards Code requirements are followed at all times, including during the receive, storage, and preparation of food products
- Cold foods are not displayed in direct sunlight or temperatures above 25°
- There is a documented system in place for monitoring how long foods have been in the danger zone, ensuring food is properly identified, and ensuring that food is disposed of after 4 hours.

Food which has been in the temperature danger zone for less than 2 hours (preparation + storage + display) can be returned to the refrigerator at or below 5°C or heated to above 60°C and brought out again at a later time. However, the total time in the temperature danger zone must not be longer than 4 hours.

Source: *Guidance on the 4-Hour / 2-Hour Rule*, Department of Primary Industries Food Authority (NSW), December 2015

By law, you must be able to demonstrate your adherence to the 4 hour / 2 hour rule through documented records. Failure to do so may result in your organisation being found in breach of the Food Standards Code.

### **Guidance on the 4-hour / 2-hour rule**

For more information about the 4-hour/2-hour rule, and how to ensure that your food handling practices are compliant, see the following publication by the Department of Primary Industries Food Authority (NSW): [http://www.foodauthority.nsw.gov.au/Documents/retail/4\\_hour\\_2\\_hour.pdf](http://www.foodauthority.nsw.gov.au/Documents/retail/4_hour_2_hour.pdf) (07/06/17).

Examples of the 4-hour / 2-hour rule in practice can be found within this document, as well as more information about your legal requirements.

## Activity 1A



## 1.2 – Report unsafe practices that breach hygiene procedures promptly

### Unsafe practices

It is important that if you identify any unsafe practices that may lead to lower hygiene or contamination, you report them as soon as possible. Time is often crucial in food preparation; if you wait too long, the contamination may lead to illness.

Unsafe practices may be either short-term (e.g. a temporary lapse of hygiene like a surface not being cleaned down) or long-term (repeated breaches of hygiene).

Food may also become hazardous when it is incorrectly prepared. You should monitor them to ensure that any hazards to food are minimised.

#### Processes where food is vulnerable to contamination including:

- Requirements for food to be touched by hand
- Requirements for reheating or defrosting
- Displays of food and buffets
- Working with temperatures that promote the rapid growth of micro-organisms.

### Hand contact

Some food may require hand contact, such as cutting or slicing prior to being served to a customer. You should always ensure that your hands are clean and you are wearing gloves if necessary.

Be careful not to cross-contaminate. For example, if you have just handled raw meat, don't touch other ready-to-eat food as this will transfer the juices. Get a new pair of gloves and wash your hands and equipment whenever you have to change areas. Remember that chopping board and knives will also transfer food substances.



### Reheating and defrosting

Even when food has been cooked once, you should take precautions when reheating it. You should use a food thermometer to ensure the centre reaches at least 74 °C. (This includes sauces, soups and gravies.) Cover them while they are reheating to retain moisture which helps it to heat all the way through.

Frozen food should be thoroughly defrosted before they are cooked. Since leaving it out unattended invites bacteria and contamination, you should choose a safe way of doing this.

**Methods of defrosting food include:**

- **Refrigerator thawing:** Food is placed in the refrigerator until it is thawed, which may take a day or more, particularly for large items. However, this technique means the food can be kept an extra few days before it needs to be thrown away, and can also be safely refrozen during the time
- **Microwave thawing:** The food is placed in a microwave on the Defrost or 50% power setting. Use the food immediately. You can safely freeze it once it is cooked.

**Buffets**

In buffets or other displays, food may be placed out in warm areas for long periods of time, leading to the higher risk of contamination.

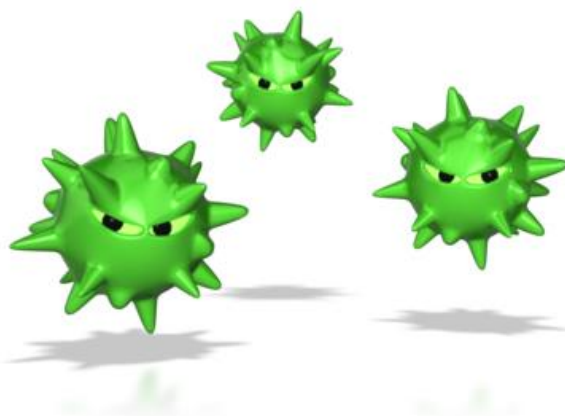
Hot foods should be kept at an internal temperature of at least 75 °C. You should monitor this, and keep it warm through overhead heating or heated plates. However, be aware that not all containers may be suitable for holding foods at this temperature for this period of time. You may need to keep backup hot dishes which have been heated to between 90 and 115 °C.

Cold foods should be kept at 5 °C or colder. It helps to refrigerate them until they are served. Putting plates of food on ice can help to keep them cold.

Don't leave perishable food out on display for more than two hours. (This decreases to one hour in areas over 30 °C.) During this time, many people may touch them and bacteria can easily multiply to unsafe levels. Don't add new food to an existing plate; remove the old food and bring out a new one so you are clear on how long everything has been there for.

**Rapid growth temperatures**

As mentioned earlier, certain temperatures (also known as the 'danger zone') will cause microorganisms to grow rapidly. If you need to work with food within these temperatures, there are certain practices that will minimise the amount of growth.

**Procedures to minimise micro-organism growth include:**

- Planning ahead and only producing what is needed; the more food, the harder it is to regulate temperatures
- Dividing food into separate containers to cool quicker
- Quickly moving food between areas so it is ready for the next process (e.g. serving)
- Throwing food away if all in doubt.

**You may have to report issues to:**

- Your supervisor/manager



- The owner of the organisation
- An independent authority.

### **Supervisor/manager**

You should bring any identified issues to the attention of your supervisor as soon as possible. If they aren't available, speak to another senior employee with the authority to fix the breach.

#### **You must report:**

- The nature of the unsafe practices
- What it was caused by
- Whether any food has been contaminated
- Whether you have corrected it or not.

For example:

"Due to being busy today, we haven't got much workspace and surfaces aren't being cleaned down between different foods being prepared on there. I'm worried this might lead to cross-contamination. One vegetarian dish has already been served that was prepared in the same place as a meat one."

You should follow up to ensure that it has been resolved. Give the person a reasonable amount of time depending on the situation and then speak to them again. If they haven't resolved it or seem to be avoiding the issue, escalate it to someone higher in the organisation if possible. However, if it still remains unresolved, you may need to report it anonymously to an independent authority who will investigate.

### **Food Standards Code**

The Australian Food Standards Code defines exactly what is considered a breach in different organisations. It is available in full here:

<http://www.foodstandards.gov.au/about/foodenforcementcontacts/pages/default.aspx>

Each State has different authorities which you can contact about hygiene breaches if your organisation doesn't respond to complaints.



State	Authority name	Contact details
Australian Capital Territory	Health Protection Service	<a href="http://www.health.act.gov.au/c/health?a=da&amp;did=10054021">http://www.health.act.gov.au/c/health?a=da&amp;did=10054021</a>
New South Wales	NSW Food Authority	<a href="http://www.foodauthority.nsw.gov.au/">http://www.foodauthority.nsw.gov.au/</a>
Northern Territory	Department of Health	<a href="http://www.health.nt.gov.au/Environmental_Health/Food_Safety/index.aspx">http://www.health.nt.gov.au/Environmental_Health/Food_Safety/index.aspx</a>
Queensland	Local government	<a href="http://dlgp.qld.gov.au/local-government-directory">http://dlgp.qld.gov.au/local-government-directory</a>
South Australia	Local government	<a href="http://www.lga.sa.gov.au/site/page.cfm?u=210">http://www.lga.sa.gov.au/site/page.cfm?u=210</a>
Tasmania	Local government	<a href="http://www.lgat.tas.gov.au/site/page.cfm?u=221">http://www.lgat.tas.gov.au/site/page.cfm?u=221</a>
Victoria	Department of Health and Human Services	<a href="http://www.foodstandards.gov.au/about/foodenforcementcontacts/pages/victoria.aspx">http://www.foodstandards.gov.au/about/foodenforcementcontacts/pages/victoria.aspx</a>
Western Australia	Local government	<a href="https://www.dlgc.wa.gov.au/AdviceSupport/Pages/Local%20Government%20Directory.aspx">https://www.dlgc.wa.gov.au/AdviceSupport/Pages/Local%20Government%20Directory.aspx</a>

**The Australian New Zealand Food Standards Code includes five food safety standards for Australia:**

- 3.1.1 Interpretation and application
- 3.2.1 Food safety programs
- 3.2.2 Food safety practices and general requirements
- 3.2.3 Food premises and equipment
- 3.3.1 Food safety programs for food service to vulnerable persons.

This defines contaminant as ‘any biological or chemical agent, foreign matter, or other substances that may compromise food safety or suitability’.

This defines contamination as ‘the introduction or occurrence of a contaminant in food’.

This defines hazard as ‘a biological, chemical or physical agent in, or condition of, food that has the potential to cause an adverse health effect in humans.’

Information on food safety standards has been sourced from, ‘Safe Food Australia’ pdf publication as available from Food Standards Australia New Zealand at:

<http://www.foodstandards.gov.au/publications/Pages/safefoodaustralia3rd16.aspx> (access date: 08.03.2017).

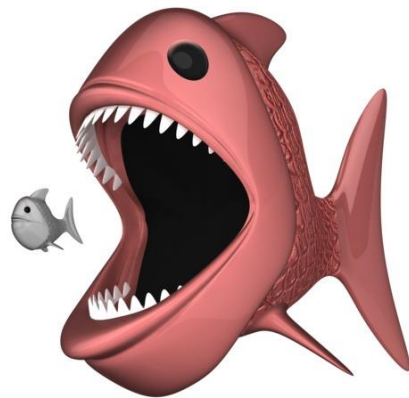
**Food safety programs**

Standard 3.2.1 describes a food safety program as a 'written document indicating how a food business will control the food safety hazards associated with the food handling activities of the business'.

These are required for some high risk food environments/businesses, for example for supplying foods to vulnerable people, seafood businesses in the primary production or processing of seafood and businesses that produce and ferment meats. State or territory legislation may also require food businesses to have a food safety program and this will be the responsibility of your organisation to ensure this is in place (if needed).

Information on food safety programs has been sourced from, 'Standard 3.2.1 – Food Safety Programs' at the Food Standards Australia New Zealand website:

<http://www.foodstandards.gov.au/industry/safetystandards/programs/Pages/default.aspx> (access date: 08.03.2017).



## Activity 1B



### 1.3 – Identify food hazards that may affect the health and safety of customers, colleagues and self

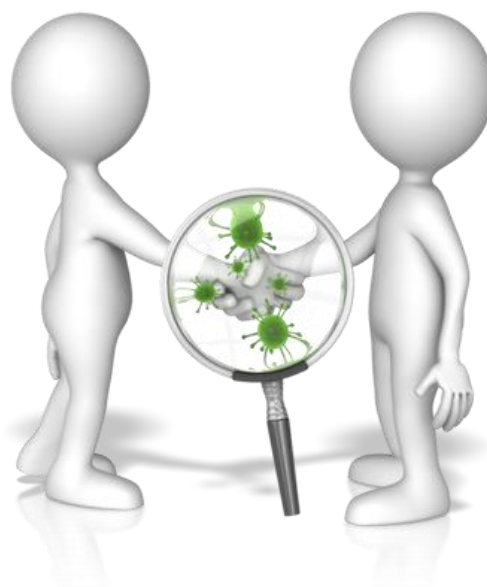
### 1.4 – Remove or minimise the hygiene hazard and report as appropriate for follow-up

#### Food hazards

Food hazards are any food or drink-related objects, practices or procedures that may cause harm to a person. It can include physical objects (such as bacteria, insects and chemicals) or unsafe work practices.

#### Food hazards may include:

- Potential contamination
- Chemical, microbiological or physical
- Any food contaminated with chemical or microbiological elements
- Foods highly susceptible to microbiological contamination
- Food containing bacteria, moulds and yeast
- Food containing broken glass, metal or foreign objects
- Food containing chemicals and natural poisons
- Insects and vermin.



#### You can identify food hazards by:

- Monitoring and recording temperature of cold and hot storage equipment
- Monitoring and recording food temperatures using a temperature probe
- Checking and recording that food is stored within appropriate time limits of receipt of goods
- Visual examination of food for quality review
- Bacterial swabs and counts
- Chemical tests.

#### Bacteria

Bacteria are micro-organisms which can multiply in food and can cause severe health problems when consumed in high enough quantities. It takes just four hours for bacteria to reach harmful levels once they have contaminated a food. The most common causes of bacteria-related illness are salmonella, listeria and campylobacter.

Foods which are at particular risk from bacteria are meat, poultry, dairy products, fish and shellfish.

To reproduce, bacteria need to be present in food which is between 5°C and 57°C. This is known as the 'danger zone'. Moisture can also facilitate the growth of bacteria. Cooking is the main way to kill bacteria; however, it can fail to do so if the food doesn't reach the required temperature or maintain it for long enough to kill all of the bacteria. (This time depends on the size and type of food.)

**Ways to prevent contamination from bacteria include:**

- Ensuring your hands are always clean (which will be covered in more detail in chapter 4.1)
- Ensuring food is sufficiently cooled when it is stored (below 5°C at the minimum)
- Cooking it to the proper heat
- Separate food to prevent cross-contamination (e.g. never letting raw food come into contact with cooked food).

**Fungi and yeast**

Fungi such as mould or yeast can cause illnesses as they produce toxins. They generally grow quickest on cured meats and jams but will eventually grow on any food that is left for too long. To slow the growth, you should refrigerate or freeze the foods; however this won't stop it completely. To identify a product which has been infected by yeast, look for a smell or taste of alcohol and a white or pink coating. If you suspect a piece of food has been infected, don't take any chances and throw it out immediately.

**Viruses**

If people fail to wash their hands properly after using the bathroom, they can pass on viruses like hepatitis A and the norovirus. These cause vomiting, nausea and diarrhoea. Since viruses can survive refrigeration and freezing, the only effective measures are to ensure you have good hygiene standards, which will be discussed in more detail in Chapter 4.1.



**Natural poisons**

Although we usually think of poisons as man-made, they can also occur naturally in certain foods. This could be to prevent the plant from insect attack or the weather. People's sensitivity to natural toxins will vary. They may be especially vulnerable if they are young, pregnant, elderly or have a low immune system. Therefore, the best method is to inform people of the possibility of these toxins before you prepare them. If you don't interact with customers, you should ensure you understand how to prepare these properly and seek advice from managers if not.

**Natural poisons or toxins may occur in:**

- **Escolar fish and oilfish:** Keriorrhera
- **Large species of fish such as shark and swordfish:** Mercury
- **Fish:** Scombroid poisoning
- **Sweet potato:** Ipomeamarone
- **Wild mushrooms:** Various poisons
- **Parsnips:** Furocoumarin toxins
- **Potatoes:** Glycoalkaloids
- **Kidney beans:** Lectins
- **Rhubarb:** Oxalic acid
- **Zucchini:** Cucurbitacins.



The way to identify poisons varies for each incident. For example, potatoes with high levels of glycoalkaloids will taste bitter and may look physically damaged.

Some foods can be made safe with proper, careful preparation; however others (e.g. wild mushrooms) should be completely avoided. If you make the food safe through cooking, you should discard the water after as a precaution.

**Insects and vermin**

Flies, cockroaches and other insects can cause contamination in food by being present in it or leaving their droppings and eggs there. They can also move bacteria from an uncontrolled part of the kitchen to a controlled part, such as from the waste to a food preparation area. Vermin such as mice and rats also pose a serious health risk, and establishments with them present often face immediate loss of their licence.

**Ways to control insects and vermin include:**

- Sealing all external windows and doors so they don't have access to food preparation areas
- Regularly inspect for cracks and holes they could enter by and rectify these
- Fly and vermin proof doors (e.g. self-closing doors, air curtains, insect proof screens)
- Storage areas being off the floor and protected from insects/vermin
- Electrical devices or traps to eliminate them. Poison should never be used in food preparation areas
- Regularly reviewing pest control measures.

## **Chemicals**

Chemicals in the food preparation area, such as bleach, cleaning products and alcohol, can enter the food products due to human error. For example, if utensils aren't properly washed after they have had cleaning products applied to them, they will transfer it to any food they are used to prepare.

To prevent this possibility, you should follow normal precautions when working with chemicals. Make sure all chemicals are labelled properly and their MSDS (material safety data sheets) are available, as these contain information on the properties and effects of the chemicals, as well as how to treat unexpected exposure.

Chemicals can also enter food from serving equipment that isn't designed for food use. For example, toxic metals like the lead in pewter can react with food or drink. To ensure safety, use stainless steel equipment that is designed for food use.

## **Foreign objects**

Foreign objects like glass, metal or plastic, can have an immediate and severe negative impact on the person. They may cause cuts to the gastrointestinal track, making it difficult to eat or drink, and may even cause death.



### **Practices to prevent foreign objects contaminating food include:**

- Wearing gloves over bandages
- Using shatterproof glass (including mixing bowls and lightbulbs)
- Wearing minimal jewellery. Plain wedding rings/bands and religious jewellery is usually permitted as long as they may not fall off
- Preventing food tampering by anyone except authorised employees
- Throwing away any food that has possibly been contaminated, no matter how small the objects
- Using hair nets to prevent hair from falling into food
- Not wearing nail polish which can chip
- Using can openers that cut cleanly and are in good condition.



## Removing/minimising hygiene hazards

In order to maintain high levels of hygiene, you should remove any potential hazards from the workplace. If it isn't possible to completely remove a hazard (for example, if your food service includes potentially hazardous methods of serving like a buffet), you should work out ways to minimise the risk.

### Remove or minimising hazards may include:

- Supervising the display of food to prevent contamination by customers
- Removing contaminated food without delay
- Providing separate serving utensils for each dish
- Providing protective barriers
- Displaying food under temperature control
- Using packaging materials suitable for use on the particular foodstuff
- Ensuring that packaging is not damaged during packaging or display process
- Ensuring that damaged packaging does not allow contamination
- Taking pest control measures.

Once you have taken action that removes or minimises the hazard, you should evaluate it to determine whether it is now safe. Analyse whether the hazard is likely to reoccur. For example, if you took corrective measures to stop food on display becoming too warm, what is to stop it from happening again? You may need to train staff on how to ensure this or ordering new equipment. Try to look at both short-term fixes and long-term solutions which will ensure the organisation's hygiene.

### Reporting hazards

Once you have removed or minimised the hazard, you will need to report them to your manager or supervisor. This will help them to recognise issues that could go wrong in the future and how to rectify them. Hazards may also need to be formally recorded.

Communication could be done by verbal communication or phone, email. Don't rely on other people to report the issue for you; if you identified and resolved the hazard yourself, you should take responsibility to communicate it personally.



## Activity 1C



## 2. Report any personal health issues

- 2.1.** Report personal health issues likely to cause a hygiene risk
- 2.2.** Report incidents of food contamination resulting from personal health issues
- 2.3.** Cease participation in food handling activities where own health issue may cause food contamination



## 2.1 – Report personal health issues likely to cause a hygiene risk

### Reporting health issues

Various personal health issues may cause hygiene risks if you are working with food. You will have to monitor your own health to determine whether it is safe for you to remain in the area performing your normal duties.

#### Personal health issues may include:

- Vomiting
- Diarrhoea
- Cold symptoms, including:
  - coughing
  - sneezing
  - blowing nose
- Cuts and infected skin
- E. coli.



Health issues that may cause a hygiene risk relevant to food safety can be transmitted as an airborne, food-borne or infectious disease. For instance, an example of an airborne disease is the measles (where this may be passed through coughing or sneezing), an example of a food-borne disease is salmonella which is passed via bacteria in the food, and an example of an infectious disease is the common cold which can be spread through direct contact, such as through touching surfaces, utensils and food.

#### Vomiting and diarrhoea

Vomiting and diarrhoea are symptoms of gastrointestinal illnesses that can easily be passed onto food, in addition to contaminating food themselves. Employees with these symptoms must immediately leave the workplace. If you have them, report it to your supervisor who will almost certainly tell you to go home.

You will need to be free of the symptoms before you return; this often takes around 48 hours. It is important to maintain hygiene as much as possible during this time so you will not carry traces of infection when you go back. Wash your hands before and after using the toilet and handling any food.

#### Other symptoms of gastrointestinal problems that you must report include:

- Stomach cramps or pain
- Nausea
- Fever.

However, vomiting and diarrhoea may also be symptoms of other non-infectious illnesses. If there is good reason to believe it is due to this, the person may be able to stay as long as they follow good

hygiene standards. (If the cause of the symptoms is at all uncertain, it is safer to exclude the person from the food preparation area.)

**Exceptions may include:**

- Pregnancy and morning sickness
- Inflammation of the bowel (e.g. Crohn's disease)
- Irritable bowel syndrome
- Poor dietary choices (e.g. excessive alcohol).

Food handlers with people in their house who have gastrointestinal symptoms should also be cautious and take extra hygiene measures. They should inform their manager immediately if they feel unwell.

**Cold symptoms**

Cold symptoms such as coughing and sneezing are often acceptable as long as you take proper hygiene precautions. Ensure you cover your mouth and nose when you sneeze; if you do so into your hands or gloves, wash or change them immediately. If you cough into a tissue, dispose of it immediately. PPE could also be used to prevent the spray of droplets. Try to keep your distance from other employees so you don't infect them too.

**Cuts or infected skin**

Small cuts in the skin (regardless of where on the body) can be covered with a Band-Aid of a suitable size. These should be brightly coloured so they can easily be spotted if they fall off or enter food. Ensure nothing can enter or leave the wound.

Skin may also become infected with bacteria such as *Staphylococcus aureus*, which can cause food poisoning. If skin is infected, it may start weeping, scaling or discharging. You may continue working in these circumstances if the infection can be completely covered by a waterproof dressing. However, if the lesions are in difficult places (e.g. eyes, ears, mouth or gums), it may not be possible to cover, in which case it would create a hygiene risk.

**E. coli**

*Escherichia coli* (or *E. coli* for short) can be fatal and is easily passed onto food; therefore anyone with this infection should be immediately excluded from food preparation area. This includes employees with someone in the house who has *E. coli*. They shouldn't return until they have medical clearance, which is usually two clear faecal samples at least 48 hours apart, as well as being clear of symptoms.



## Activity 2A





## 2.2 – Report incidents of food contamination resulting from personal health issues

### Reporting food contamination

Food may become contaminated when employees experience the onset of personal health issues while at work or don't take proper hygiene precautions. You will need to identify any potential sources of contamination and report them to your manager.

#### Food may be contaminated by:

- Projectile vomiting
- Mucus
- Saliva
- Hair.

You must report any potential or actual contamination to your manager so they can take corrective action, which will usually be destroying the food. The sooner you report it, the less it will affect your organisation.

Note that not reporting incidents of contamination that you know about is a breach of legislation and likely organisation regulations. You may face disciplinary actions and legal proceedings, particularly if customers suffer health problems as a result. Accidents which result in contamination can be forgiven, but intentionally covering up contamination will rarely be.

In some cases, it may be unclear whether food has been contaminated or not.

#### You will need to consider a range of factors, including:

- The type of food
- Shelf life and storage conditions
- Contact between the contaminated person and the food
- Whether food consumers are particularly vulnerable (e.g. young children, ill people)

For example, someone just walking through the food preparation area will have for less contact than the person actually preparing food.



## Food safety legislation

Food safety legislation is in place to ensure safe business practices in Australia for the handling and storage of food. The Food Standards Australia New Zealand (for Australia only), works under the Food Standards Australia New Zealand Act 1991, along with the Food Standards Australia New Zealand Regulations 1994 (New Zealand has its own Food Act 2014).

### State and territory legislation is as follows:

- Australian Capital Territory:
  - Food Act 2001
  - Food Regulations 2002
- New South Wales:
  - Food Act 2003
  - Food Regulation 2015
- Northern Territory:
  - Food Act
- Queensland:
  - Food Act 2006
  - Food Regulation 2006
  - Food Production (Safety) Act 2000
  - Food Production (Safety) Regulation 2014
- South Australia:
  - Food Act 2001
  - Food Regulations 2002
- Tasmania:
  - Food Act 2003
  - Food Regulations 2012
- Victoria:
  - Food Act 1984
- Western Australia:
  - Food Act 2008



- Food Regulations 2009.

Information on food legislation has been sourced from, 'Food law' at the Food Standards Australia New Zealand website:

<http://www.foodstandards.gov.au/about/foodlawandtreaties/foodlaw/pages/default.aspx> (access date: 08.03.2017).

## Activity 2B



## 2.3 – Cease participation in food handling activities where own health issue may cause food contamination

### Personal health issues

If your own health problems may cause contamination, you should stop participating in the food preparation.

#### This means you cannot:

- Prepare any food
- Serve food
- Remain in the food preparation area, even performing other tasks such as washing up
- Touch any surfaces where food will be placed (e.g. tables).

It may be possible for you to be given work elsewhere in the organisation where you won't come into contact with open food. For example, unloading packaged food should be acceptable. However, you should wash your hands thoroughly and ensure you don't spread the infection to other people.

However, if your symptoms are too severe and there is a chance you may infect staff facilities such as toilets and break rooms, you should leave the work premises immediately.

As mentioned earlier, you should wait until you are free of symptoms to return. This usually takes around 48 hours, but may be longer for some infections. If the workplace requires clear tests for you can return (such as with E. coli), you will need to visit the doctors and ask for a test.

While you are off work, you should ensure your hygiene levels remain as high as possible. Wash your hands regularly and whenever you have used the toilet.

You may need to consult with your manager to determine when you are able to resume your normal duties.



## Activity 2C





### 3. Prevent food contamination

- 3.1.** Maintain clean clothes, wear required personal protective clothing, and only use organisation-approved bandages and dressings
- 3.2.** Prevent food contamination from clothing and other items worn
- 3.3.** Prevent unnecessary direct contact with ready to eat food
- 3.4.** Ensure hygienic personal contact with food and food contact surfaces
- 3.5.** Use hygienic cleaning practices that prevent food-borne illnesses



### 3.1 – Maintain clean clothes, wear required personal protective clothing, and only use organisation-approved bandages and dressings

#### Appropriate clothing



The clothes that you wear are an important part of maintaining hygiene levels during food preparation.





#### Clean clothes


The clothing you bring from home should be clean and stain-free. This not only improves your appearance but reduces the amount of bacteria the clothes will be carrying.

Specialist clothing may be aware to protect you during the food preparation process and also prevent contamination.

You should change protective clothing whenever it becomes contaminated (e.g. after handling raw food). There should be somewhere in the workplace to quickly dispose of clothing. You should also wash your hands whenever you do this.

Personal protective clothing	Function	Image
Hair net	Prevents loose hairs from falling in food. Usually a requirement for both genders, regardless of hair length	
Face masks	Also known as snoods, they prevent spray of saliva and are prevent facial hair from falling into the food	

Hats, caps and other headwear	Provide additional protection against spread of hair	
Gloves	Prevent contamination from hands reaching food and allows the person to handle hot objects. Also stops fingerprints from being left on soft products like chocolate and protects against irritants. Gloves may be disposable or permanent	
Aprons or overalls	Prevent the person's clothing from becoming stained during the preparation process, and also stops fibres, buttons or zips from falling into food	
Footwear	Prevents staff from slipping while performing dangerous processes and help them stand for long. The sole should be suitable for the floor. Overshoes may be used to provide hygiene protection for existing shoes	

Oversleeves	Offers lower arm protection similar to gloves; may be temporary or permanent.	
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Images source: <https://www.foodsafetydirect.co.uk>

### **Bandages and dressings**

It is important to wear bandages and dressings to cover any potential points of infection; however, they should meet with your organisation's standards. For example, some organisations may require highly visible blue Band-Aids which can be spotted when they fall off; flesh coloured ones are easy to miss. You should also ensure that it is strong enough to stay on for your entire shift. If it falls off, apply a new one immediately.

If the bandage or dressing is covering an open wound, it should be changed to prevent any bodily fluids from leaking out. Ask another person for help with this if necessary; it is important that you do not contaminate food due to injury.



### Activity 3A



## 3.2 – Prevent food contamination from clothing and other items worn

### Preventing clothing contamination

Once you have selected appropriate clothing, you will need to avoid contaminating the food. This can be achieved through appropriate clothing and hygienic work practices.

#### Disposable clothing

Some organisations will use disposable clothing such as gloves. This is not an alternative to hand washing but added protection; proper hygiene measures should still be taken before putting them on. Check your gloves regularly to make sure they aren't damaged. If they are, you will need to change them. Like regular skin, gloves can also carry contamination, so you should dispose of them whenever necessary.

#### Jewellery

Jewellery should be kept to a minimum in order to prevent it from falling into food. Earrings and necklaces are usually banned in food preparation areas; plain wedding rings are acceptable as long as there is no chance of them falling into food. Watches can also be worn as long as they are securely fastened.

If you discover your jewellery is missing, you should immediately alert your manager. It is illegal for them to serve any food which they believe may have a hazard like jewellery in. You may face prosecution if lost jewellery that you didn't report injures a customer.

#### Cuffs

Most protective clothing includes cuffs to secure your sleeves and stop the overalls or your own clothing beneath from trailing in food. If there aren't any cuffs present or your clothing is too large or small, you should swap if for appropriate alternatives or report the issue to your supervisor if necessary.

#### Cleanliness

Protective clothing won't have the desired effect if it isn't clean. It should be fresh on during your shift and you should change it if it becomes overly soiled. Stains and sweat on clothing can become breeding grounds for bacteria, meaning you can easily contaminate food.

#### Hair

Nobody likes finding a hair in their food; fortunately, this issue is usually solved by the use of hairnets. People with long hair may need larger nets or hairclips to ensure it is all contained safely within it. The net should go right around your scalp and enclose all hair within it. Like other forms of protective clothing, hairnets should be replaced whenever they are torn as they are more fragile.



### Activity 3B





### 3.3 – Prevent unnecessary direct contact with ready to eat food

### 3.4 – Ensure hygienic personal contact with food and food contact surfaces

#### Hygienic contact

To prevent contamination, you should minimise the times that you touch or come into contact with food. This will give less opportunity for bacteria to transfer to it.

Remember that food falls in two categories. Raw food hasn't yet been cooked and contains a lot of bacteria. It is safe to touch this as long as your hands are hygienic and you take proper precaution since cooking will kill the majority of the bacteria. However, once it is in its ready-to-eat state, any bacteria on it will be consumed by the customer. Therefore, you should minimise all contact.

#### Equipment

As long as equipment has been properly cleaned and sterilised, it is a safer alternative to touching ready-to-eat food yourself. You should substitute it whenever possible.

#### Equipment may include:

- Utensils (e.g. knives, forks, spoons)
- Tongs
- Plates
- Trays
- Food thermometer
- Spatula.



For example, you shouldn't touch food to test the heat when more hygienic methods like food thermometers are available.

#### Hygienic contact may require:

- Proper hygiene procedures for hands
- Wearing clean protective clothing (e.g. gloves, snood)
- Minimising time of contact and the number of people who make contact
- Minimising the potential sources of contamination (e.g. sneezing, hair shedding).

If for some reason you do need to touch food, ensure there is clean protective clothing like disposable gloves which will act as a barrier. It should go without saying that you shouldn't touch food without a valid reason. Consider whether you would like someone to do this to your food.

The main requirement to hygienic contact with surfaces or food is to have good personal hygiene, which is mainly achieved by regularly and thoroughly washing your hands. This is discussed in more detail in Chapter 4.1.

When you do need to make contact with the food, minimise the potential sources of contamination by reducing the people who participate. It is safer for one person to touch food three times than for three different people to do it once each, as this is three times less potential sources.

### **Responsibilities to ensure food safety**

Responsibility to maintain food safety should primarily lie with the employer; they have a duty to ensure that the workplace is appropriate for employees and others to use safely and for employees to work to the required standards.

For example, employees should be given suitable equipment and have training and instruction which provides them with the skills and knowledge to do the work that is expected of them. They should also be given enough time and have workplace policies and procedures that support food safety practices, such as, washing down surfaces after use and cleaning out fridges on a regular basis.

The employee is also responsible for carrying out work correctly as they are instructed to do so; they should follow all food safety policies and procedures to support safe and legal working. Employees have a duty to report contamination (or potential contamination) to their superior and any instances where food safety practices are not being followed.

More information on responsibilities in the workplace can be found at the following two website sources, 'Health and hygiene responsibilities of food business' at the Food Standards Australia New Zealand website:

<http://www.foodstandards.gov.au/consumer/safety/faqsafety/pages/foodsafetyfactsheets/healthandhygieneresp102.aspx> and 'Who is Responsible for the Food Safety of a Business?' at the Australian Institute of Food Safety: <https://www.foodsafety.com.au/resources/articles/who-is-responsible-for-the-food-safety-of-a-business> (access date: 08.03.2017).



### Activity 3C



## 3.5 – Use hygienic cleaning practices that prevent food-borne illnesses

### Hygienic cleaning practices

You should use hygienic cleaning practices to ensure that the food preparation area remains low on bacteria. This means cleaning equipment and surfaces as well as keeping them suitable for work preparation.

#### Cleaning may include:

- Removal of food waste
- Removal of grease
- Removal of dirt
- Removal of animal or pest waste and cleaning of affected area
- Recalibration of measurement and temperature controls.



### Waste disposal

It is important to limit the amount of waste in the area. Bins and other waste disposal systems mustn't be allowed to overflow, as this will spread contamination and attract pests. The most hygienic bins are those with swing lids, as they are closed and don't require hand movement to open. Foot-activated pedal bins are also effective.

If any waste is spilled, it should be cleared up immediately and the area cleaned to ensure it is not contaminated. Employees should empty the waste regularly to prevent contamination to the surrounding area. Remember to change your protective equipment after you have done this.

There must also be a separate area for waste out of the food preparation where it can be stored until it is collected.

### Cross contamination

Cross contamination is when harmful bacteria from one area, such as raw meat, enters another area, such as ready-to-eat food.

#### This could occur when:

- Raw food falls on the floor in another area
- Equipment which has touched raw food is taken into another area
- People who have touched raw food handle ready-to-eat food without washing their hands.

To prevent this, clean equipment, surfaces and hands as soon as you leave one area. Some organisations have colour coded equipment to ensure it isn't transferred.

**Clean as you go**

It is important not to let waste build up; when you have completed one food preparation task, you should immediately clear up the waste and perform any cleaning that is needed. This is known as cleaning as you go. It is more efficient and hygienic.

**If cleaning doesn't take place immediately:**

- Waste may get forgotten about and contaminate food
- Raw food juices may contaminate other food
- Work surfaces may not be available to work safely.



### Activity 3D



## 4. Prevent cross-contamination by washing hands

- 4.1. Wash hands at appropriate times and follow hand washing procedures consistently
- 4.2. Wash hands using appropriate facilities



## 4.1 – Wash hands at appropriate times and follow hand washing procedures consistently

## 4.2 – Wash hands using appropriate facilities

### Washing hands

It is a common misconception that germs are usually spread by air. In fact, hands are the most common ways we transfer bacteria to food. This occurs whenever we handle it. Therefore, it is important to follow proper hand hygiene procedures.

#### Hand washing solutions

Alcohol based solutions or hand rubs are more effective than other types as they remove germs. They also don't dry out your skin as much and typically take less time. However, they are unable to remove visible soil or contamination. Antiseptic wipes are only effective when used on physically clean hands with no pieces of organic matter, and are therefore rarely used in food preparation.

#### **To wash your hands effectively, you should:**

- Wet your hands (soaps aren't as effective on dry hands)
- Apply a sufficient amount of soap to cover the surface of your hands (apply more if it runs out during washing)
- Rub your palms together
- Rub the front of your right hand with the back of your left and vice versa. Interlock your fingers to clean between them
- Clean the backs of fingers on the opposing palm
- Rub your thumbs on the opposite palm (this is the most commonly missed part)
- Rinse the soap off with water
- Dry your hands thoroughly with whatever means is available. Single use paper towels are most hygienic
- Use the towel to turn off the tap to prevent touching more bacteria.



When done properly, the entire process should take 40-60 seconds, with at least 20 of that being the actual hand wash.

The water should be warm but not too hot that the hands can't be held under. This isn't as important as the actual techniques used. There should also be separate sinks for handwashing and other food preparation activities. You should be able to access it at all times. For example, if the kitchen is divided into different work areas, there should be a sink in each area.



It is important to be consistent when handwashing. Don't just follow the procedures sometimes but every time. Think about how many surfaces and objects you touch each hour; if you don't wash your hands properly once, each of those could be infected with bacteria that other people may pick up. Therefore, take your time when washing your hands even if you are in a rush. A minute isn't long to ensure the safety of all the food you prepare.

If you spot other people not following the hand washing procedures (such as not doing it properly or complete avoiding it), you should inform either them or their manager. They are putting your customers and organisation at risk.

**You should wash your hands:**

- Before starting your shift
- When you have been to the toilet
- After cleaning any equipment or surfaces
- After any potential breaches of hygiene (e.g. coughing, sneezing, blowing nose)
- After handling any waste or money
- After drinking, eating or smoking
- Before handling food that is cooked or ready to eat
- After touching your hair, scalp or any wound.

Even if you have used gloves when performing these tasks, you should wash your hands before, after and between glove changes. Be aware that while gloves are a barrier to germs getting on your hands, they can still transmit germs from place to place (e.g. from waste to food).

**You should be provided with:**

- Hot and cold running water
- Hand wash (e.g. alcohol handwashing solution)
- A method to dry your hands.



#### Activity 4A



## Summative Assessments

At the end of your Learner Workbook, you will find the Summative Assessments.

This includes:

- Skills assessment
- Knowledge assessment
- Performance assessment.

This holistically assesses your understanding and application of the skills, knowledge and performance requirements for this unit. Once this is completed, you will have finished this unit and be ready to move onto the next one – well done!

## Appendices

### Food safety – Key focus areas

#### Allergen management

Food allergies and intolerances can present a hazard for some customers that can be life-threatening under certain circumstances.

In fact, research shows that most fatalities relating to a food allergy occurs outside of the home.

Source: Clinical & Experimental Allergy, 46, 1099–1110 © 2016 John Wiley & Sons Ltd Increases in anaphylaxis fatalities in Australia from 1997 to 2013 R. J. Mullins<sup>1,2</sup>

Proper allergen management, therefore, is essential to protect the health and wellbeing of customers at all times.

#### Customers may present with:

- Food allergies
- Food intolerances
- Coeliac disease.

There are nine key food allergens that account for almost ninety percent of allergic reactions. These are:

- Sesame
- Wheat
- Tree nuts
- Milk
- Peanuts
- Fish
- Egg
- Crustacea
- Soy.



Source: *Be Prepared. Be Allergy Aware.* Allergy and Anaphylaxis Australia,  
[http://www.foodauthority.nsw.gov.au/Documents/retail/be\\_prepared\\_be\\_allergy\\_aware.pdf](http://www.foodauthority.nsw.gov.au/Documents/retail/be_prepared_be_allergy_aware.pdf)  
(07/06/17)

### **Food Standards Code**

Those working in the food industry have a statutory requirement to adhere to the FSANZ (Food Standards Australia New Zealand) code. A breakdown of each of the standards in this code can be found on the Food Standards website: <http://www.foodstandards.gov.au/code/Pages/default.aspx> (07/06/17).

Standard 1.2.3 of the code relates to the requirement for certain substances and their products to be labelled on packaged food, or for information about certain ingredients to be otherwise available to customers.

The code also gives advice on precautionary labelling in situations where cross-contamination from or by allergens is possible.

### **The spread of allergens**

Allergens can contaminate food products even if the ingredient is not present in the product being served.

#### **This can occur, for example:**

- If the allergen is present in the raw materials
- If processing aids are used
- Through cross-contamination with other products and/or instruments
- Improper cleaning and sanitation of surfaces and instruments.

Proper allergen management procedures can help to prevent even inadvertent exposure to allergens.

### **Hazard Analysis and Critical Control Point (HACCP) programme**

The Allergen Bureau's *Food Industry Guide to Allergen Management and Labelling* recommends implementing a HACCP programme to manage allergen risk.

#### **According to HACCP Australia, a HACCP programme ensures the following:**

"Through analysis of hazards and where they can occur, systems and procedures can be implemented to minimise the risk of failure. Critical control points can be managed by appropriately trained in-house staff, providing for a truly hands-on quality management system at each and every operation."

Source: *HACCP Food Safety Programmes*, HACCP Australia, <http://www.haccp.com.au/services/haccp-food-safety-programmes/> (07/06/17)

#### **Areas for consideration under a HACCP programme may include, but is not limited to:**

- **Training and supervision** – are staff aware of potential sources of food allergen risk? Are staff aware of the potential consequences of allergen consumption by those with allergies? Does staff know how to manage allergens and prevent cross-contamination?
- **Raw materials** – could raw materials contain allergens? What are the allergen management procedures of the supplier of raw materials? Is there a risk that raw

materials may be contaminated with allergens through the supplier, during transit, or in storage?

- **Premises** – are procedures followed to prevent cross-contamination? Are separate production equipment and tools used for those ingredients that contain allergens and those that do not?
- **Storage and distribution** – are products that contain allergens stored separately from those that do not? Are products labelled clearly, so that those products that contain allergens can be easily identified?
- **Manufacturing process** – are ingredients suitable for the product being made? Are tools and equipment used in a manner that prevents cross-contamination with or by allergens?
- **Rework** – are rework products handled in a manner that prevents cross-contamination with or by food allergens?
- **Filling and packing** – does packaging and labelling clearly indicate the presence of allergens in food products? What control measures are in place to prevent mislabelling of products?
- **Equipment and line design** – can equipment and surfaces be easily cleaned? Are preparation areas for different food types separate from one another?
- **Cleaning** – are cleaning procedures effective and thorough? Will allergen residues be removed through the cleaning process? How and when are premises inspected to ensure proper sanitation and cleaning?
- **Formulation and labelling controls** – does the end product match the labelling? Are the ingredients listed the ingredients actually used? Are labels and packaging updated when there are changes to recipes or processes?



Your workplace should already have a HACCP programme in place that has identified potential allergen risk and developed proper control measures to prevent contamination. It is your responsibility as an employee in the food industry to comply with all organisational policies and procedures in place to ensure that these control measures are effectively implemented.

### **Allergy Aware Checklist**

In addition to following all organisational policies and procedures and any HACCP programme that is in place within your organisation, the following checklist can also help you to prevent the spread of allergens and protect those with allergies.

The following checklist is taken directly from *Be Prepared. Be Allergy Aware*, Allergy & Anaphylaxis Australia, NSW Department of Primary Industries Food Authority, [http://www.foodauthority.nsw.gov.au/Documents/retail/be\\_prepared\\_be\\_allergy\\_aware.pdf](http://www.foodauthority.nsw.gov.au/Documents/retail/be_prepared_be_allergy_aware.pdf) (07/06/17).

### **Know your ingredients**

- Only accept correctly labelled foods
- Check all ingredients even in sauces, spices, garnish, oils, dressings, etc. for allergens
- Avoid ingredient substitution
- Be familiar with all ingredients as some may be derived from one or more of the food allergens which may not be obvious from their name.

### **Avoid cross contamination**

- Always double check the ingredients with the chef
- Handle food safely
- Start fresh for meals that must be allergen free
- Clean and sanitise work surfaces, utensils and other food-contact items between foods. Even very small amounts can be harmful. (e.g. 1000th of a peanut)
- Store food safely
- Have a dedicated area for preparing allergen free meals (be aware that food that is safe for one person with a food allergy may be unsafe for another person with food allergy)
- Whenever possible, prepare foods for people with food allergy first
- Have some way of identifying the meal for the person with food allergy
- Always take the meal to the customer with a food allergy separately, not whilst carrying other meals
- Check the allergen free meal is given to the person with the food allergy.



### **Listen to your customers**

- Take customer requests about allergens seriously
- Listen carefully
- Give customers accurate information about the content of meals when they ask



- Have a specific protocol to follow if a customer says they have a food allergy
- Place the name of known allergens next to menu items, if possible
- Include a note on all menus asking customer's to ALWAYS disclose their food allergy when ordering from the menu.

### **Educate your staff**

- Ensure your Food Safety Supervisor's training is up-to-date. Recertification now includes Allergen Management as a required unit of competency
- Train and test all staff regularly in food safety, hygiene and allergen awareness. There are many resources available from both the NSW Food Authority website. ([foodauthority.nsw.gov.au](http://foodauthority.nsw.gov.au)) as well as Allergy & Anaphylaxis Australia ([allergyfacts.org.au](http://allergyfacts.org.au)) where you can even purchase a Food Allergen Kit for Food Service which is designed specifically for the retail food service sector
- Teach staff of their obligation to declare certain allergens.
- Display The Usual Suspects poster in your kitchen.

The Usual Suspects poster can be downloaded here:

[http://www.foodauthority.nsw.gov.au/Documents/retail/the\\_usual\\_suspects\\_poster.pdf](http://www.foodauthority.nsw.gov.au/Documents/retail/the_usual_suspects_poster.pdf) (07/06/17)

The above Allergy Aware Checklist can be downloaded here:

[http://www.foodauthority.nsw.gov.au/Documents/retail/allergy\\_aware\\_checklist.pdf](http://www.foodauthority.nsw.gov.au/Documents/retail/allergy_aware_checklist.pdf) (07/06/17)

## Safe egg handling

### Egg risks

Eggs present a risk of contamination and disease when not properly stored and handled, just like any other food product. Significantly, eggs pose the risk of carrying the salmonella bacteria, which can cause food poisoning.

**The most at-risk groups for salmonella poisoning are:**

- Infants
- The elderly
- Pregnant women
- People with reduced immunity.

Egg safety awareness, health.vic, <https://www2.health.vic.gov.au/public-health/food-safety/food-businesses/egg-safety/egg-safety-awareness> (07/06/17)

### Raw egg risk

The risks for salmonella are higher in raw eggs than in egg products that have been cooked, as the process of cooking eggs can kill off harmful bacteria.

**Examples of foods containing raw eggs include:**

- Mayonnaise
- Aioli
- Salad dressings
- Hollandaise sauces
- Egg nog
- Health shakes with added raw egg
- Chocolate mousse, tiramisu and other desserts.



Egg safety awareness, health.vic

To prevent and/or reduce the risk of spreading salmonella through raw egg products, your organisation can opt for commercially produced raw-egg products, rather than making these products from scratch. Using pasteurised egg products instead of actual raw eggs, wherever possible, can also reduce the risk of salmonella.

### Safe preparation of raw egg products

The Department of Primary Industries Food Authority (NSW) provides the following fact sheet for the safe preparation of raw egg products:

[http://www.foodauthority.nsw.gov.au/Documents/retailfactsheets/safe\\_preparation\\_of\\_raw\\_egg\\_products.pdf](http://www.foodauthority.nsw.gov.au/Documents/retailfactsheets/safe_preparation_of_raw_egg_products.pdf) (07/06/17)

## Safe practices

The following egg safety tips are taken from the publication *Egg safety advice for the food service industry* (Victorian Government, 2008).

A PDF download of the following safety information is available at:

<https://www2.health.vic.gov.au/public-health/food-safety/food-businesses/egg-safety/egg-safety-businesses> (07/06/17).

### To avoid risks associated with handling and serving eggs, you should:

- Never buy or use cracked, damaged or dirty eggs
- Always store eggs in the fridge in their own cartons/ packaging
- When storing and handling eggs take the same precautions as you would when handling and preparing raw chicken, meat, seafood or dairy products:
  - always buy and use eggs before the best-before date
  - thoroughly clean your hands, food areas, work surfaces, dishes, utensils and cleaning cloths after working with eggs and especially after egg spills
  - serve hot dishes containing eggs straightaway, or cool them quickly in the fridge, and keep them refrigerated until they are eaten
- Cook eggs and foods containing eggs until they are hot all the way through
- Use pasteurised egg products in foods that will not be cooked, or will only be lightly cooked. Alternatively, change to recipes that do not require raw eggs as an ingredient
- Include egg safety messages in food hygiene training for staff.



### Eggs need TLC initiative

The eggs need TLC initiative is a Victorian Government safety campaign to reduce the risks associated with egg products. Information and advice for wholesalers, retailers, distributors and producers can be found at the website, here: <https://www2.health.vic.gov.au/public-health/food-safety/food-businesses/egg-safety> (07/06/17)

## Cleaning and sanitising

### Introduction

Proper cleaning and sanitising procedures are essential to food safety. Equipment, tools and surfaces that are unclean and/or unsanitary can harbour foodborne diseases and allow bacteria to grow. This poses a serious health hazard for staff and consumers.

The following information has been written in accordance with , and with reference to, guidelines published in the *Guide to the Food Safety Standards (Second Edition, 2001)*, Appendix 4, Australia New Zealand Food Authority: Safe Food Australia. Some content has been quoted directly from this publication.

### Cleaning

Cleaning is the process of removing visible dirt, leftover food spills, waste or other contamination from surfaces, tools and equipment.

Surfaces, tools and equipment must be cleaned *before* being sanitised, as the sanitisation process can become ineffective if applied to surfaces that still contain dirt, leftover food spills, waste or other contamination.

#### The cleaning process involves:

- Pre-scraping the utensil or surface to remove most of the food residue present
- Using warm water (see comments below), detergent and agitation to remove food residue; and
- Rinsing the detergent and food residue away.



The temperature of water used for cleaning should be no lower than 54°C. However, beware that water at temperature of more than 60°C can bake food residue on, so should also be avoided.

### Sanitising

Both hot water and chemicals can work to effectively sanitise tools, equipment and surfaces.

#### Hot water

Utensils and other tools may be washed by hand or by dishwasher. However, it must be noted that dishwashers must fulfil NSF Standards for temperature and cycle pressure. Commercial dishwashers should meet these specifications.

#### To sanitise manually with hot water, the following conditions must be met:

- Water must be at a temperature of at least 77°C
- Utensils and/or food contact surfaces must be in contact with the water for at least 30 seconds.

To achieve this, you would need to use a sink that is fitted with a heating element that can maintain these temperatures whilst the utensils sit in the water for the required length of time.

### **Chemicals**

Chemicals can be used to sanitise utensils, tools and food contact surfaces. This can be done through the use of a commercial dishwasher, or by hand.

The correct chemicals for use should be indicated by the manufacturer of the chemical, and must be used in the correct concentrations to be effective. Ensure that you consult manufacturer information when using chemicals to sanitise work areas and equipment.

### **Further information**

Further information for cleaning and sanitising surfaces and utensils can be found in the *Guide to the Food Safety Standards* (Second Edition, 2001), Appendix 4, Australia New Zealand Food Authority: Safe Food Australia. Accessible here:

<https://www.foodstandards.gov.au/publications/documents/Appendi3.pdf> (07/06/17)

## References

*These suggested references are for further reading and do not necessarily represent the contents of this unit.*

### Websites

**Handwashing:** [http://www.hha.org.au/UserFiles/file/Posters/How\\_To\\_HandWash\\_Poster\\_100102.pdf](http://www.hha.org.au/UserFiles/file/Posters/How_To_HandWash_Poster_100102.pdf)

**Food hazards:** <http://www.todaysdietitian.com/newarchives/110413p50.shtml>

**Natural toxins:** <http://www.foodsafety.asn.au/resources/natural-toxins-in-food/>

**Buffet safety:** <http://www.fda.gov/Food/ResourcesForYou/Consumers/ucm328131.htm>

**Health issues:**

<https://www.food.gov.uk/sites/default/files/multimedia/pdfs/publication/fitnesstoworkguide09v3.pdf>

**FSANZ Code:** <http://www.foodstandards.gov.au/code/Pages/default.aspx>

**Information on food safety standards has been sourced from, 'Safe Food Australia' pdf publication as available from Food Standards Australia New Zealand at:**

<http://www.foodstandards.gov.au/publications/Pages/safefoodaustralia3rd16.aspx> (access date: 08.03.2017)

**Information on food safety programs has been sourced from, 'Standard 3.2.1 – Food Safety Programs' at the Food Standards Australia New Zealand website:**

<http://www.foodstandards.gov.au/industry/safetystandards/programs/Pages/default.aspx> (access date: 08.03.2017)

**Information on responsibilities in the workplace can be found at the following two website sources, 'Health and hygiene responsibilities of food business' at the Food Standards Australia New Zealand website:**

<http://www.foodstandards.gov.au/consumer/safety/faqsafety/pages/foodsafetyfactsheets/healthandhygieneresp102.aspx>

**'Who is Responsible for the Food Safety of a Business?' at the Australian Institute of Food Safety:**

<https://www.foodsafety.com.au/resources/articles/who-is-responsible-for-the-food-safety-of-a-business> (access date: 08.03.2017)

**HACCP Food Safety Programmes, HACCP Australia:** <http://www.haccp.com.au/services/haccp-food-safety-programmes/>

**Eggs need TLC initiative:** <https://www2.health.vic.gov.au/public-health/food-safety/food-businesses/egg-safety>

**Temperature control:** <http://www.foodauthority.nsw.gov.au/rp/temperature-control>

## **Publications**

*Food Industry Guide to Allergen Management and Labelling* (2007 Revised Edition), Australian Food and Grocery Council, [http://allergenbureau.net/wp-content/uploads/2013/11/Allergen\\_Guide\\_2007.pdf](http://allergenbureau.net/wp-content/uploads/2013/11/Allergen_Guide_2007.pdf) (07/06/17)

*Be Prepared. Be Allergy Aware.* Allergy and Anaphylaxis Australia, [http://www.foodauthority.nsw.gov.au/Documents/retail/be\\_prepared\\_be\\_allergy\\_aware.pdf](http://www.foodauthority.nsw.gov.au/Documents/retail/be_prepared_be_allergy_aware.pdf) (07/06/17)

*Safe preparation of raw egg products*, Department of Primary Industries Food Authority (NSW), December 2016, [http://www.foodauthority.nsw.gov.au/Documents/retailfactsheets/safe\\_preparation\\_of\\_raw\\_egg\\_products.pdf](http://www.foodauthority.nsw.gov.au/Documents/retailfactsheets/safe_preparation_of_raw_egg_products.pdf)

*Food safety guidelines for the preparation of raw egg products*, Department of Primary Industries Food Authority (NSW), September 2016, [http://www.foodauthority.nsw.gov.au/Documents/retail/raw\\_egg\\_guidelines.pdf](http://www.foodauthority.nsw.gov.au/Documents/retail/raw_egg_guidelines.pdf)

*Guidance on the 4-hour / 2-hour rule*, Department of Primary Industries Food Authority (NSW): [http://www.foodauthority.nsw.gov.au/Documents/retail/4\\_hour\\_2\\_hour.pdf](http://www.foodauthority.nsw.gov.au/Documents/retail/4_hour_2_hour.pdf)

*Guide to the Food Safety Standards* (Second Edition, 2001), Appendix 4, Australia New Zealand Food Authority: Safe Food Australia. Accessible here: <https://www.foodstandards.gov.au/publications/documents/Appendi3.pdf> (07/06/17)

*All references accessed on and correct as of 25<sup>th</sup> June 2016, unless otherwise stated.*

# **SITXWHS001**

## **Participate in safe work practices**

**Learner Guide**





## Unit of Competency

### Application

This unit describes the performance outcomes, skills and knowledge required to incorporate safe work practices into own workplace activities. It requires the ability to follow predetermined health, safety and security procedures and to participate in organisational work health and safety (WHS) management practices.

The unit applies to all tourism, travel, hospitality and event sectors and to any small, medium or large organisation.

All personnel at all levels use this skill in the workplace during the course of their daily activities.

The unit incorporates the requirement for all employees under state and territory WHS legislation, to participate in the management of their own health and safety, that of their colleagues and anyone else in the workplace. They must cooperate with their employer and follow practices to ensure safety at work.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

### Unit Sector

Cross-Sector

## Performance Criteria

<b>Element</b>	<b>Performance Criteria</b>
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
<b>1. Work safely</b>	<b>1.1</b> Follow organisational health and safety procedures <b>1.2</b> Incorporate safe work practices into own workplace activities <b>1.3</b> Follow safety directions of supervisors, managers and workplace safety warning signs <b>1.4</b> Use personal protective equipment and clothing or designated uniform <b>1.5</b> Promptly report unsafe work practices, issues and breaches of health, safety and security procedures <b>1.6</b> Identify and remove hazards from immediate workplace area and report all workplace hazards as they arise
<b>2. Follow procedures for emergency situations</b>	<b>2.1</b> Recognise emergency and potential emergency situations <b>2.2</b> Follow organisational security and emergency procedures <b>2.3</b> Seek assistance from colleagues or authorities during emergency situations <b>2.4</b> Complete emergency incident reports accurately, following organisational procedures
<b>3. Participate in organisational WHS practices</b>	<b>3.1</b> Participate in WHS management practices developed by the organisation to ensure a safe workplace <b>3.2</b> Actively participate in the WHS consultation processes <b>3.3</b> Report WHS issues and concerns as they arise

## Foundation Skills

*This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.*

Oral communication skills to:

- Report hazards and emergency incidents according to organisational procedures

Reading skills to:

- Interpret workplace safety signs, procedures and emergency evacuation plans

Writing skills to:

- Complete basic template reports about hazards and emergency incidents according to organisational procedures

## Assessment Requirements

### Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- Demonstrate the use of predetermined health, safety and security procedures and safe work practices in work functions on at least three occasions
- Demonstrate correct procedures to respond in line with organisational security and emergency procedures during one emergency or potential emergency situation, seeking assistance where appropriate
- Participate in one of the following work health and safety (WHS) consultation activities:
  - discussion with, or formal report to, WHS representatives regarding a WHS matter
  - discussion with supervisor or manager regarding a WHS matter
  - staff meeting that involves WHS discussion

### Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- Basic aspects of the relevant state or territory occupational health and safety (OHS) or WHS legislation:
  - actions that must be adhered to by businesses
  - employer responsibilities
  - employee responsibilities to participate in WHS practices
  - employee responsibility to ensure safety of self, other workers and other people in the workplace within the scope of own work role
  - ramifications of failure to observe OHS or WHS legislation and organisational policies and procedures
- Specific industry sector and organisation:
  - workplace hazards and associated health, safety and security risks
  - contents of health, safety and security procedures relating to:
    - evacuation of staff and customers
    - security management of cash, documents, equipment, keys or people
  - format and use of template reports for hazards and incident and accident reporting

- safe work practices for individual job roles
- procedures for WHS management practices:
  - hazard identification
  - WHS induction training
  - safe work practice training
  - suggesting inclusions for WHS policies and procedures

### **Assessment Conditions**

Skills must be demonstrated in an operational business environment. This can be:

- An industry workplace
- A simulated industry environment.

Assessment must ensure access to:

- Current plain English regulatory documents distributed by the local WHS government regulator
- Codes of practice and standards issued by government regulators or industry groups
- WHS information and business management manuals issued by industry associations or commercial publishers
- Current commercial policies, procedures and template documents used for managing WHS practices.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

### **Links**

Companion Volume Implementation Guide: - <http://www.serviceskills.com.au/resources>

## 1. Work safely

- 1.1.** Follow organisational health and safety procedures
- 1.2.** Incorporate safe work practices into own workplace activities
- 1.3.** Follow safety directions of supervisors, managers and workplace safety warning signs
- 1.4.** Use personal protective equipment and clothing or designated uniform
- 1.5.** Promptly report unsafe work practices, issues and breaches of health, safety and security procedures
- 1.6.** Identify and remove hazards from immediate workplace area and report all workplace hazards as they arise



## 1.1 – Follow organisational health and safety procedures

## 1.2 – Incorporate safe work practices into own workplace activities

### Occupational Health and Safety

#### OHS and WHS

It is important to be aware that health and safety terminology may differ depending on the age of your reference material and/or your State/Territory.

For most of Australia, OHS (OH&S) legislation was superseded by WHS legislation in 2012 in order to make workplace health and safety laws more consistent throughout Australia. Therefore, in most areas, WHS (Work Health and Safety) will be the most current terminology.

However, this change *excludes* Victoria and Western Australia. In these areas, the former terminology (OHS, OH&S or OSH) may still be used.



When using health and safety reference materials, therefore, be careful to ensure that the materials you are using are current. Wherever you see OHS terminology, check whether this is due to it being outdated or due to it being published in Victoria or Western Australia, as this may affect its current validity.

### Health and safety procedures

Health and safety procedures outline processes that are undertaken within an organisation to prevent or minimise health and safety risk in the workplace, both to employers and employees, and to visitors to the workplace, such as customers or clients.

In order to competently manage health and safety risk in your workplace, you must be aware of health and safety legislation and procedures that relate to your specific industry sector and organisation.

#### **This includes:**

- Workplace hazards and associated health, safety and security risks
- Contents of health, safety and security procedures relating to:
  - evacuation of staff and customers
  - security management of cash, documents, equipment, keys or people
- Format and use of template reports for hazards and incident and accident reporting

- Safe work practices for individual job roles
- Procedures for WHS management practices:
  - hazard identification
  - WHS induction training
  - safe work practice training
  - suggesting inclusions for WHS policies and procedures.

### Evacuation of staff and customers

The evacuation of staff and customers from an area may be necessary in circumstances where there is an immediate risk to the health and safety of people in the area; in the event of a fire, for example.

Proper evacuation procedure must be known and may vary slightly from organisation to organisation depending on its available staff, resources and the layout of its buildings.

#### Evacuation procedure may detail:

- Safe exits and restrictions, i.e. do not use lifts when there is a fire
- Assembly points
- Identifying those trained to respond to an emergency and taking instruction from them, e.g. First Aid Officers, Wardens, etc.
- How and when to notify emergency services
- How to effectively co-ordinate an emergency response
- Use of emergency items, e.g. fire extinguisher.



You should be familiar with the entire evacuation procedure for your organisation, which should be covered in your initial training and in your Employee Handbook. Furthermore, you should ensure that you are always aware of who the current members of the emergency response team are, e.g. First Aid Officers, Wardens, etc.



## Security management

Security management refers to procedures in place to protect and minimise risk against people in the workplace and business assets and information.

### Security management may relate to:

- Cash
- Documents
- Equipment
- Keys
- People.



### Example – cash procedures

For example, to keep cash safe, procedures may be in place which detail who can handle cash, when and how cash is counted, how transactions and expenditures are recorded and where and how cash is stored. Following these procedures provide a consistency which makes it easier to track missing sums of money and to trace who has handled money if an unexplained loss should occur.

## WHS management procedures

### WHS management procedures may cover:

- Roles and responsibilities
- General WHS information
- Risk management
- Emergency and incident response
- Induction and training
- Site safety procedures.

It is important that you are familiar with the full range of WHS procedures for your organisation so that you are able to respond appropriately to every type of risk.

**Incorporating safe work practice**

Following WHS procedures can help to ensure that your work practice is safe.

**Other considerations (which may be covered in WHS procedure) include:**

- Codes of practice
- Personal Protective Equipment (PPE)
- Personal security
- Following written instructions for work tasks
- Complying with all WHS regulations and legislation
- Following safety directions
- Considering WHS when planning projects, etc.



## Activity 1A



## 1.3 – Follow safety directions of supervisors, managers and workplace safety warning signs

### Safety directions

Safety directions are given to minimise risk and to protect you from harm. It is vital, therefore, that you listen carefully when verbal instructions are given and that you closely follow both verbal and written instructions, even for tasks that you do often.

#### Safety directions may include:

- Verbal instructions from supervisors or managers
- WHS regulations and procedures
- Workplace safety warning signs.



### Legal obligations

It is the legal obligation of your workplace to take all possible measures to keep its employees and customers safe, but an organisation can only achieve this if individuals comply with written and verbal instructions, regulations and procedures, and temporary or permanent warning signs. This requires some level of personal responsibility on behalf of employees and customers.

### Avoiding complacency

Complacency in the face of potential or actual risk can result in harm or injury to yourself and others, so you must avoid becoming complacent.

#### This means:

- Following WHS procedures every time you complete a work task – even if it is a task you have done many times before
- Wearing personal protective equipment every time it is required – even if you find it inconvenient or unflattering
- Minimising risk where you see it – for example, removing slip and trip hazards from the workspace, or following reporting procedure for more significant risks
- Following verbal instructions, even if you don't agree – the person(s) giving the instructions need to co-ordinate a response to risk, and this effort is jeopardised when individuals do not comply.

### Voicing concerns

It is your responsibility to follow safety directions and you should always be compliant with written or verbal WHS instructions. Where you do not agree with safety directions, for whatever reason, you may voice your concerns at an *appropriate* time.

**You may have concerns if:**

- The instructions seems unsuitable or non-compliant with WHS legislation
- Warning signs are not visible, or are faded, damaged or misplaced.

Organisational reporting procedures should be followed where you have concerns.



## Activity 1B



## 1.4 – Use personal protective equipment and clothing or designated uniform

### Personal Protective Equipment (PPE)

Personal protective equipment are any garments or accessories that are worn to reduce or prevent the risk of injury or harm.

**For example:**

- Eye protection (goggles, face shields, etc.)
- Respiratory protection (e.g. face mask)
- Safety footwear (e.g. steel-toed boots)
- Body protection (e.g. aprons, gloves, etc.)
- Head protection (e.g. hats, helmets).



### Designated clothing or uniform

Designated clothing and uniforms are designed to be fit for purpose, and that is why wearing them is an important aspect of health and safety.

**Designated clothing and uniform is:**

- Fit for purpose, e.g. pockets, material, protective
- Helpful in preventing trips, slips and falls
- Consistent with the organisation's brand image.

You should always wear the designated clothing or uniform whilst on shift in your workplace and take responsibility for replacing items that are damaged, worn out or the wrong size with designated items, rather than improvising replacements.

### Selecting, using and maintaining PPE

#### Selecting PPE

**Safe Work Australia provides the following guidelines for choosing PPE:**

- Evaluate the risk and performance requirements for the PPE
- Review the compatibility of the equipment where more than one type of PPE is required
- Consult with the supplier to make sure PPE is suitable for the work and workplace conditions
- Make sure that the PPE complies with the relevant Australian Standard or equivalent standard.

### **Using PPE**

Personal Protective Equipment should be used in addition to other hazard control measures and should not be used in replacement of more stringent controls. PPE may reduce the risk of injury or harm, but it does not prevent exposure to the risk.

However, PPE should be used to supplement other hazard control measures, or to safeguard workers whilst more stringent controls are being developed.

**Additionally, when using PPE, the following should be considered:**

- Size and fit
- Suitability for task
- Condition of PPE – worn out or damaged items may not provide suitable protection.

### **Maintaining PPE**

PPE must be maintained in order to ensure its functionality and capacity to be protective.

**Maintenance may include:**

- Never intentionally damaging items
- Storing items in a safe, dry space
- Cleaning items to ensure they are hygienic
- Replacing items which becomes damaged or aged.





## Activity 1C



## 1.5 – Promptly report unsafe work practices, issues and breaches of health, safety and security procedures

### Reporting procedure

Reporting procedures detail the correct way to report issues in unsafe work practices, issues and breaches of health, safety and security procedures.

#### Reports may need to be made for:

- Unsafe work practices, such as an employee ignoring WHS requirements
- Issues and breaches of health procedures, such as an injury occurring in the workplace
- Issues and breaches of security procedures, such as a non-authorised person entering a restricted area or gaining access to confidential information.

### Incidents reporting

According to the model WHS Act, when a notifiable incident occurs, it should result in:

- Immediate notification of a 'notifiable incident' to the regulator, after becoming aware of it
- If the regulator asks—written notification with 48 hours of the request, and
- Preservation of the incident site until an inspector arrives or directs otherwise.

<http://www.safeworkaustralia.gov.au/sites/swa/whs-information/workplace-incidents-reporting/pages/workplace-incidents-reporting> (Access date: 01/0616)

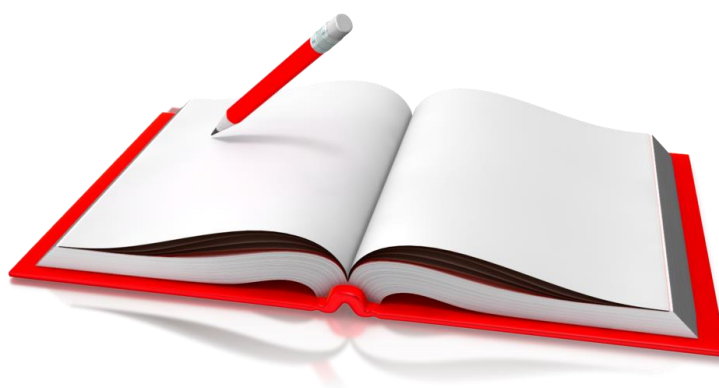
### Report format

The format of the report may vary according to the type of hazard or issue identified and its urgency.

Reports may be verbal or written and may follow specific templates or make use of specific forms.

#### You should also ensure you know:

- How to submit reports
  - forms/templates
  - online/in person
- When to submit reports
- To whom to submit reports



➤ What must be included, for example:

- time hazard was noticed/incident occurred
- area where hazard was noticed/incident occurred
- person(s) involved/responsible
- date
- any action(s) taken
- details of the hazard/event.



If unsure, you should refer to your organisation's policy and procedure to know the requirements of reporting unsafe work practices, issues and breaches of health, safety and security procedures.

## Activity 1D



## 1.6 – Identify and remove hazards from immediate workplace area and report all workplace hazards as they arise

### Identify hazards

A hazard is anything that may present a risk of injury or harm to a person. It is important to identify hazards and remove and/or report them promptly in order to keep people safe in the work environment. Minimising risk in the workplace is also a legal requirement for organisations.

#### Identifying hazards in the workplace may involve:

- Visual inspection
- Risk assessment
- Use of checklists
- Employee feedback and consultation
- Injury registers.

Hazards are not always temporary dangers, such as spills or blocked fire exits, but may also relate to potential risk in daily work tasks, such as repetitive strain injury from frequent repetitive movements. Keep this in mind when assessing risk.



You should ensure that you are familiar with your own requirements in relation to identifying hazards and which resources and tools are available to assist in the process of hazard identification, such as checklists and risk assessment templates.

### Remove hazards

Some hazards are hazards that can be dealt with immediately by staff of any level, such as removing trip hazards from work spaces, cleaning up spills and keeping work spaces tidy. Personal safety must also be taken into account when handling hazards.

#### This means:

- Seeking assistance where necessary – for example, if an object is too heavy to lift
- Wearing personal protective equipment where required – for example, wearing gloves when cleaning a spill
- Following WHS policy and procedure.

Dangerous hazards should be treated with urgency, as the organisation has a legal obligation to protect its customers and employees.

## Report hazards

Hazards should be reported according to organisational reporting procedure. This may be in a written or verbal form, depending on the nature of the hazard and its urgency. You must ensure that you are familiar with the correct means of reporting hazards and are aware of to whom hazards must be reported.



## Activity 1E



## 2. Follow procedures for emergency situations

- 2.1.** Recognise emergency and potential emergency situations
- 2.2.** Follow organisational security and emergency procedures
- 2.3.** Seek assistance from colleagues or authorities during emergency situations
- 2.4.** Complete emergency incident reports accurately, following organisational procedures





## 2.1 – Recognise emergency and potential emergency situations

### Emergency situations

The type of emergency situation that may be encountered in a person's workplace may vary greatly depending on the work environment, their location and other factors.

#### Emergency situations may include, for example:

- Medical emergencies, for example:
  - injuries and accidents
  - sudden onset health emergencies, such as heart attack and stroke
- Fire
- Natural disasters
- Confrontations/violence, such as armed robbery or other acts of violence.



It is important that you are able to recognise emergency and potential emergency situations in order to initiate emergency procedure and, where necessary, to evacuate people from the workplace.

### Medical emergencies

#### Signs that a person is experiencing a medical emergency may include:

- Breathing problems
- Chest pain
- Choking
- Fainting or loss of consciousness
- Sudden injury, e.g. due to a fall or other accident
- Change in mental status
- Contact with a hazardous substance
- Showing symptoms of urgent medical issues, such as heart attack or stroke.

Having some first aid knowledge can help assist you in recognising when a medical situation is an emergency and when emergency procedure should be followed.

## Fire and natural disasters

The likelihood of a fire or natural disaster occurring whilst you are at work may be increased by your location and/or industry.

**Indications that there is a fire or natural disaster may include:**

- Smoke
- Alarms ringing, e.g. fire alarm
- Occurrence of natural disaster.

## Confrontation and violence

**Signs that a situation may become violent or dangerous may include:**

- Presence of a weapon
- A person giving orders, using a raised voice or issuing threats
- A person seems under the influence of drugs or alcohol.

## Organisational literature

Your organisation may provide specific guidelines for recognising emergency situations, which may take into account risks that are more likely to occur within your particular industry. Be sure to familiarise yourself with these where they exist.



## Activity 2A



## 2.2 – Follow organisational security and emergency procedures

### Organisational procedure

Emergency procedures are instructions for how to behave when there is an emergency. Following these guidelines can ensure that you respond appropriately to a range of emergencies within your workplace.

#### Organisational procedure may outline:

- Evacuation procedure
- Providing medical aid
- Contacting emergency services
- Ensuring safety of self and others
- Escape routes.

Organisational policy and procedure may also identify people from whom you should seek assistance in emergency situations, such as First Aid Officers or Wardens, or who should take charge in co-ordinating emergency responses.

For example, the fire warden may have knowledge and training that makes them the most suitable person to co-ordinate a response to a fire.



### Specific procedures

Specific procedures should be in place to respond to specific emergency situations.

#### For example, an organisation's procedure may instruct:

- Medical emergency
  - call on the First Aid Officer to provide temporary medical assistance
  - contact emergency services if further care is required
  - complete an incident report
- Robbery
  - follow orders of the robber
  - press silent alarm if able
  - dial for emergency services when safe to do so
- Fire
  - evacuate everyone from the premises
  - gather at the assigned assembly point
  - call emergency services.

Specific instructions will vary depending on the organisation and its premises, the training of its staff (i.e. presence of security staff or medical professionals) and other factors. You should consult your own organisation's policy and procedure to ensure you know how to respond to emergency situations.



## Activity 2B



## 2.3 – Seek assistance from colleagues or authorities during emergency situations

### Seeking assistance

Many emergency situations will require you to seek assistance from additional staff members or from persons with more experience or authority.

#### Assistance may be sought from:

- Nearby colleagues (where unable to contact others)
- First Aid Officer
- Fire Warden
- Supervisors
- Emergency services.

### Contacting assistance

You should ensure that you are familiar with the various means of calling for assistance, which may vary depending on your job role and the nature of the emergency situation.

#### For example:

- Phone – ensure you know how to ‘dial out’ to emergency services
- Tannoy system
- Panic buttons.

You should be aware of which emergency contact systems are in place within your organisation and that you know how and when to use them to seek assistance in an emergency.



## Activity 2C





## 2.4 – Complete emergency incident reports accurately, following organisational procedures

### Incident reports

Incident reports are records of injuries, illnesses or dangerous events that have occurred within a workplace. They detail the event so that the organisation has record of what has happened and so that the incident can be recalled easily if needed, i.e. in legal proceedings.

**Different types of incident report may exist within your organisation. For example:**

- Minor injury record
- First aid information form
- Incident notification form.

### Minor injury record

A minor injury record, as the name suggests, is a log of all minor injuries that occur within the workplace. A new entry should be completed when a minor injury is obtained in the workplace.

**A minor injury record may look something like the following:**

DATE	NAME	INJURY	BODY PART	TREATMENT
02/06/16	A Smith	Bruise	Shin	Ice pack
06/06/16	L Wright	Graze	Elbow	Antiseptic
12/06/16	D Lewis	Dust in eye	Left eye	Water rinse

This record keeps a basic record of minor injuries, which may be used to inform health and safety planning and to be available should incidents need to be reviewed.

### First aid information form

A first aid information form is for use by first aid officers to keep record of any injury they observed and the treatment they administered.

**Details may include:**

- Details of injured person
  - name
  - age
  - gender
  - work area
  - worker/visitor
  - pre-existing medical conditions or injuries



- Incident details
  - type of injury
  - how injury occurred
  - time and date
  - witnesses
- First aid administered (including whether emergency services were called)
- Details of first aid officer.

### Incident notification form

An incident notification form may relate to a health and safety incident (such as injury or illness) or may relate to other dangerous events, such as a customer confrontation.

#### An incident notification form may include:

- Event type
- Incident outcome
- Incident details
- Injured person(s) details (where applicable)
- Employment details of worker(s) involved
- Injury details
- Employer details
- Notifier details
- Signatures of relevant persons.



### Legal obligations

Incident reporting is a legal obligation for most organisations. Some incident reports will even need to be escalated to agencies outside the organisation, such as the police, hospital or regulatory bodies.

For this reason, it is essential that you comply with your organisation's incident reporting procedures and submit all required documents in full to the correct person and in a timely manner.

## Activity 2D



### 3. Participate in organisational WHS practices

- 3.1.** Participate in WHS management practices developed by the organisation to ensure a safe workplace
- 3.2.** Actively participate in the WHS consultation processes
- 3.3.** Report WHS issues and concerns as they arise



### 3.1 – Participate in WHS management practices developed by the organisation to ensure a safe workplace

#### WHS management practices

WHS management practices are processes that are put in place to minimise health and safety risk as far as possible and to ensure that any health and safety issues are properly handled should they occur.

##### WHS management practices may relate to:

- Identifying hazards
- Assessing risk
- Controlling risk
- Reviewing control measures
- Keeping records.



##### It may also involve:

- WHS induction training
- Safe work practice training
- Suggesting inclusions for WHS policies and procedures.

#### Identifying hazards and assessing risk

Identifying hazards and assessing risk is an important aspect of WHS management as it allows the opportunity to prevent WHS incidents from occurring.

##### This part of WHS management may involve:

- Risk assessments
- Analysing feedback from employees
- Reviewing injury registers
- Safety inspection (may be done with the aid of a checklist).

#### Controlling risk

Once hazards and risks have been identified, control measures can be used to minimise the chance of these risks occurring.

##### This may involve implementing WHS procedures, such as those relating to:

- Safe work spaces
- Best work practice

- Handling dangerous materials and/or equipment.

## Reviewing control measures

Control measures must be reviewed regularly to ensure that they are compliant with the most current standards and to confirm that they are effective.

### The reviewing of control measures may involve:

- Discussion with, or formal report to, WHS representatives regarding a WHS matter
- Discussion with supervisor or manager regarding a WHS matter
- Staff meeting that involves WHS discussion.

You should ensure that you are familiar with your own personal role and responsibilities in these processes and of any materials that you may need to prepare to participate in the review of control measures.

## Keeping record

Keeping record may relate closely to reporting procedure.

### Records may include:

- Injuries register
- Minor injuries record
- First aid report
- Incident report
- Safety inspection report
- Risk assessment outcomes.



You should ensure that you are familiar with your requirements in relation to keeping records and that you know all templates, logs and forms which are to be used and how often they must be completed.

### Activity 3A



## 3.2 – Actively participate in the WHS consultation processes

### WHS consultation process

Consultation in relation to workplace health and safety is a legal obligation (WHS Act: Part 5, 6 & 7). It requires communication between people in different work areas and in different job roles in order to recognise and respond to a wide range of risks.

#### Consultation is required between:

- Duty holders with shared duties and
- PCBU's and the workers impacted by the work activities or undertakings.



Consultation allows workers to talk to each other about WHS issues, to raise any concerns they may have and to work collaboratively to recognise and respond to health and safety risks. Involving workers from different work areas and those who work in different job roles provides a greater opportunity to recognise risk throughout the organisation and to recognise risk of varying types.

#### According to *Safe Work SA* consultation with workers must take place when:

- Identifying hazards and assessing risks
- Making decisions about ways to eliminate or minimise those risks
- Making decisions about the adequacy of facilities for the welfare of workers
- Proposing changes that may affect the health or safety of your workers
- Making decisions on health and safety procedures.

Safe Work SA, [http://www.safework.sa.gov.au/show\\_page.jsp?id=113708#.V1AD85ErLIU](http://www.safework.sa.gov.au/show_page.jsp?id=113708#.V1AD85ErLIU) (Access date: 02/06/16)

### Health and Safety Representative (HSR)

A Health and Safety Representative (HSR) is a member of the workgroup who represents the workers in relation to health and safety issues.

You may be required to participate in an election process to choose a Health and Safety Representative. The Health and Safety Representative is someone who may be present during meetings between workers and those involved in WHS planning and review.

The HSR will receive relevant training that can provide them with greater insight and knowledge in relation to WHS issues.



## Health and Safety Committee (HSC)

A Health and Safety Committee brings workers and management together to discuss WHS issues and to assist both in the development and review of WHS policies and procedures. A Health and Safety Committee must be called together when either a Health and Safety Representative or a group of five or more workers makes a request to discuss a WHS matter.



## Participate in WHS consultation processes

You may be required to participate in the WHS consultation process if requested by management, or if you yourself are elected as a Health and Safety Representative.

It is your responsibility to be honest in these proceedings and to provide accurate and complete information based on any risk assessments you have done or incidents that have occurred in your work area. It is also an opportunity for you to express any concerns you may have in relation to health and safety.

### Activity 3B



### 3.3 – Report WHS issues and concerns as they arise

#### Issue resolution procedure

Issue resolution procedure is how WHS issues and concerns are reported and handled by an organisation.

Largely speaking, WHS issues and concerns should be reported by employees to their Health and Safety Representatives (HSR), where one exists. Where one does not exist, you may report WHS issues and concerns directly to your employer.

Where WHS issues are urgent, it may be necessary to leave your post during your shift to report it at once, or to call a HSR or supervisor to your work area.

#### You may be concerned about health and safety if:

- You observe unsafe work practice by colleagues
- You become aware of broken or malfunctioning equipment
- Personal Protective Equipment is damaged or missing
- Health and safety equipment is broken or missing, e.g. fire extinguishers.

These are just some examples of issues that may cause concern and should be reported to your Health and Safety Representative or employer.



### Activity 3C



## Summative Assessments

At the end of your Learner Workbook, you will find the Summative Assessments.

This includes:

- Skills assessment
- Knowledge assessment
- Performance assessment.

This holistically assesses your understanding and application of the skills, knowledge and performance requirements for this unit. Once this is completed, you will have finished this unit and be ready to move onto the next one – well done!

## References

*These suggested references are for further reading and do not necessarily represent the contents of this unit.*

### **Publications**

'Emergency plans: fact sheet', Safe Work Australia, February 2012,  
[http://www.safeworkaustralia.gov.au/sites/swa/about/publications/Documents/657/Emergency\\_plans\\_fact\\_sheet.pdf](http://www.safeworkaustralia.gov.au/sites/swa/about/publications/Documents/657/Emergency_plans_fact_sheet.pdf)

'Worker Representation and Participation Guide', Safe Work Australia,  
[http://www.safeworkaustralia.gov.au/sites/SWA/about/Publications/Documents/645/Worker\\_Representation\\_and\\_Participation\\_Guide.pdf](http://www.safeworkaustralia.gov.au/sites/SWA/about/Publications/Documents/645/Worker_Representation_and_Participation_Guide.pdf)

### **Legislation**

Federal Register of Legislation, Work Health and Safety Codes of Practice 2011,  
<https://www.legislation.gov.au/Details/F2011L02804>

### **Codes of practice**

'How to Manage Work Health and Safety Risks: Code of Practice', NSW Government: Work Cover, December 2011, [https://www.workcover.nsw.gov.au/\\_data/assets/pdf\\_file/0009/15201/how-manage-work-health-safety-risks-code-of-practice-3565.pdf](https://www.workcover.nsw.gov.au/_data/assets/pdf_file/0009/15201/how-manage-work-health-safety-risks-code-of-practice-3565.pdf)

'Work Health and Safety Consultation, Co-operation and Co-ordination', Safe Work SA,  
[http://www.safework.sa.gov.au/uploaded\\_files/FSCoPWorkHealthSafetyConsultationCooperationCoordination.pdf](http://www.safework.sa.gov.au/uploaded_files/FSCoPWorkHealthSafetyConsultationCooperationCoordination.pdf)

*All references accessed on and correct as of 02/06/16, unless otherwise stated.*

