

# How to Run a Healthy Business

## A Guide to Food Hygiene – Staff induction kit

Everyone who handles food in your business needs to know how to handle it safely. Before a new staff member starts work as a food handler, they should have the right skills and knowledge in food safety and food hygiene. It is a legal requirement and part of the Food Safety Program for the business.

**A food handler** is anyone in your business who has anything to do with food or a surface that is likely to come into contact with food such as tables, fridges or chopping boards. It covers staff who manufacture, process, prepare, serve, deliver, transport or package food in your business. Even staff who clean your premises and equipment are included. Anyone who is likely to have contact with food or a food surface can potentially affect the safety of the food.

### How to meet the ‘skills’ and ‘knowledge’ legal requirement outlined in the Food Act 1984

To meet this legal requirement you must ensure that all your food handlers know how to handle food in a safe and hygienic manner. They must also be able to demonstrate these skills. This does not always mean attending formal food safety training courses. There are other ways staff can be trained such as:

- on the job training/on site supervision
- in-house training by hiring a consultant
- following basic food safety practices as outlined in the Food Safety Program
- putting procedures in place that clarify responsibilities of food handlers
- distributing food safety material to staff

### Why you should use this kit

*A Guide to Food Hygiene* is a step-by-step guide for your staff. It is designed to give food handlers a basic understanding of why hygiene is so important when handling food, how and why food poisoning occurs and what people who work with food can do to prevent it.

The topics cover:

1. Food Law and You
2. Food Hygiene - Keeping Food Safe
3. Personal Hygiene
4. Cleaning

*A Guide to Food Hygiene* outlines good practices for food businesses who want to ensure that new food handlers have received basic food hygiene instruction before starting work.

### Components of the kit

- *A Guide to Food Hygiene* instructional booklet
- Four quiz sheets
- Answer sheet
- Hand washing poster
- Proprietor responsibility fact sheet
- *A Guide to Food Hygiene* fact sheet

### How to use the kit

#### Step 1: Read the guide

It is recommended that you allocate some time for new staff to work through the guide at work. This way your Food Safety Supervisor or other staff members will be available to answer questions and demonstrate safe food handling practices where necessary.

Learning food hygiene can be fun. The guide is a compact 24-page booklet in a user-friendly format. Images throughout provide practical examples as well as making the learning experience interesting and fun.

As a learning tool staff can work through each topic and check their knowledge along the way by doing the activities. Solutions can be found at the back of the booklet.

#### Step 2: Test your staff’s knowledge

Once a new staff member has finished reading the guide, you can test their knowledge with one of the quiz sheets provided in the kit.

**Please Turn Over**



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There are four quiz sheets available, giving you the option to hand out different quiz questions to different staff members or re-test the knowledge of the same staff member who may need to re-attempt the quiz. Further copies of the quiz sheets are available from the website or you can take copies of the sheets provided in your pack. There are 15 quiz questions on each sheet and a score of 15/15 is recommended. Ultimately, as proprietor of the business you must be confident that your staff members have the necessary skills and knowledge to handle food safely. Your Food Safety Supervisor can assist with assessment.

#### **As a reference**

Upon completion the booklet can be passed on to other new staff members or stored somewhere handy. It is a practical reference tool that can be used on the job!

#### **Your staff training plan records**

It is recommended you keep a training plan to know the training needs of each staff member. It is a good way to keep track of what training was done and when. Some Food Safety Program Templates will include training records.

The quiz sheets are there as a guide to make sure your staff have understood what they've read, and to keep as a record as part of your staff training plan.

#### **Benefits to your business**

Making sure that your food handlers have the right food safety skills and knowledge is not only about meeting your legal requirements but it makes good business sense and will:

- reduce the risk of food poisoning
- increase staff confidence
- improve food handling practices
- make staff aware of their responsibilities
- demonstrate to your customers that you take food safety seriously

It is not accredited training and doesn't replace formal training, however it will provide a basic understanding of how to handle food safely.

Your Food Safety Supervisor should be able to offer staff further support with on-the-job training and supervision of safe food handling skills in the workplace.

#### **Further information on food safety and hygiene training courses**

Your business may decide that formal training might be the best way for your staff to gain the required skills and knowledge. Formal training will deliver nationally accredited up-to-date information and provide a certificate, which is recognised anywhere in Australia.

Training providers include Registered Training Organisations, TAFE colleges, industry associations and private tutors. For information on training providers, visit the National Training Information Service website at [www.ntis.gov.au](http://www.ntis.gov.au).

You can also find training providers in the Yellow Pages under Food Safety Auditors or Training and Development.

#### **Other resources and information**

The City of Melbourne's Health Services Branch has information available to educate and inform businesses about food safety issues and their responsibilities under the Food Act 1984. Check the Health Services pages on the City of Melbourne website to download and print a range of resources including *A Guide to Food Hygiene* and the quiz sheets. Go to: [www.melbourne.vic.gov.au](http://www.melbourne.vic.gov.au)

Another useful resource is the Pictorial Guide to Food Safety. This is a series of information sheets that along with photographs highlights important aspects of operating a food business such as food hygiene and food safety procedures. These information sheets are also available in Chinese, Vietnamese and Arabic.

For any further information on training requirements or questions relating to food safety, please contact your Environmental Health Officer (EHO) at the Health Services Branch on 9658 8831 or 9658 8815.