



Food safety checklist for business operators



How well does your food business rate?

Under the City of Gold Coast's (City) **Eat Safe Gold Coast** food safety rating scheme, all licensed food businesses within the Gold Coast will be issued with a food safety star rating. These will be based on an assessment conducted by the City under the *Food Act 2006* and include an assessment of any documented good management practices. The scheme was introduced to protect the health and well-being of residents and visitors.

Use this checklist to assess your current food safety processes and work out an approximate **Eat Safe Gold Coast** food safety rating. This checklist should be used in conjunction with the *Eat Safe Gold Coast Food Safety Guide* which helps businesses achieve high levels of food safety.

A similar checklist, the *Food Safety Assessment Proforma*, is used by City officers during the regular food safety assessment to assess your business' food handling practices and procedures and also to determine your **Eat Safe Gold Coast** star rating.

The *Eat Safe Gold Coast Food Safety Guide* and further information about Eat Safe Gold Coast is available at cityofgoldcoast.com.au/eatsafe.

Please note that some requirements throughout the checklist may not be applicable to your particular food business due to the limited nature of your activity.

How to use this checklist

Step 1

It is recommended that the food licensee or Food Safety Supervisor complete this checklist. Complete the administration details at the top of the checklist (e.g. name, date) to keep a record for your information.

Step 2

Complete **Section A** in order – the checklist follows the typical flow of processing food from beginning to end (e.g. receive food, store food, process food, display/serve food).

Section A contains **Minor**, **Major** and **Critical** Compliance areas. All of these areas must be complied with as part of the *Food Act 2006* requirements. For definitions of these various compliance levels, refer to page 2 of this checklist.

If you believe your food business fully complies with each of the listed requirements, tick the 'Yes' box. If you are unsure, please refer to the *Eat Safe Gold Coast Food Safety Guide*.

If you find areas that are not complying with the listed requirements, tick the appropriate **Minor**, **Major** or **Critical** box. Refer to the next page for a general guide to identifying minor and major compliance issues.

The Food Safety checklist has two SECTIONS.

Section A – Compliance details

Section A contains the food safety requirements outlined in the *Food Act 2006* and the *Food Safety Standards*. It is the food business' legal responsibility to comply with these. Any infringements of these provisions are noted and subsequently tallied to give an overall representation of the compliance against the *Food Act 2006*.

The three non-compliance selections within Section A represent the various levels of risk.

Minor non-compliant means there is a small, low risk breach that can be easily rectified during the normal course of the business. These issues are less likely to present a hazard to consumers. Examples include:

- slightly defective fixtures, fittings or equipment
- cracked tiles
- very minor cleaning issues.

Businesses can still achieve very good star ratings if a small number of minor non-compliant breaches are found.

Major non-compliant is more serious. It suggests a breach of the standard and exposes a high risk to food safety. The food business may not be able to quickly or easily rectify these issues during normal processes. Examples include:

- very unclean premises
- no hand washing facilities
- poor personal hygiene.

If **any** major non-compliances are found, **enforcement action may be taken** in the form of food improvement notices, on-the-spot fines, suspension or prosecution.

Critical non-compliances are associated with matters that **pose the highest risk** to producing safe food. These areas are determined to be fundamental in providing safe food to consumers. If a food business fails to comply with **any** of the critical requirements, **serious enforcement action may be taken** in the form of food improvement notices, on-the-spot fines, immediate suspension of licence or prosecution. Examples include:

- incorrect temperature control
- contamination of food
- the presence of pests and vermin.

Section B – Good management practices

Section B contains a list of management documents that identify and control food safety hazards in the handling of food in a food business. These documents are seen as effective tools in managing food safety risks associated with any food operation.

If a business can provide examples of these documents, the City will maintain confidence that the food business can operate at a higher level of compliance and reward the business through higher overall ratings.

The points associated with each management document kept are totalled to give the Section B score. These documents must be maintained on a frequent basis and kept on-site at all times.

Scores from both **Section A** and **Section B** are used to calculate the overall star rating. Free marketing material from the City will be provided to businesses who achieve 3 stars or more and decide to opt-in to publicly display their star rating.

Please visit cityofgoldcoast.com.au/eatsafe for information on how to achieve compliance and best practice.



Business name:

Location:

Food safety supervisor:

Date:

Section A – Compliance details

Tick the boxes which are relevant for you. The shaded grey boxes are not relevant for this requirement.

If you are unsure about any control measures you can get further information from the *Food Safety Guide* which will help you answer accurately. The relevant pages in the guide for each requirement are referred to after each control measure as appropriate.

General requirements						
Ref	Control measure	Comments/findings	Compliant			
			Yes	No		
				Minor	Major	Critical
A1	Licence – Is your City food business licence current? (See page 6 of <i>Food Safety Guide</i>) i.e. no outstanding fees		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A2	Licence – Is the current licence displayed prominently on the premises? (See page 6 of <i>Food Safety Guide</i>)		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
A3	Licence conditions – Is your business complying with all site specific licence conditions (if applicable)? (See page 6 of <i>Food Safety Guide</i>)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A4	Previous non-compliances – Has your business fixed all previous non-compliance items? (See page 6 of <i>Food Safety Guide</i>)		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
A5	Design – Does your business comply with the structural requirements of the <i>Food Safety Standards</i> ? (See page 6 of <i>Food Safety Guide</i>)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A6	Food Safety Supervisor – Have you notified the City as to who your Food Safety Supervisors are? (See page 7 of <i>Food Safety Guide</i>)		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A7	Food safety supervisor – Is the Food safety supervisor reasonably available/contactable? (See page 7 of <i>Food Safety Guide</i>)		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
A8	Food safety program – If required, does your food business have an accredited Food Safety Program? (See page 7 of <i>Food Safety Guide</i>)		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Food handling controls

Ref	Control measure	Comments/findings	Compliant			
			Yes	No		
				Minor	Major	Critical
A9	Skills and knowledge – Do you and your employees have appropriate skills and knowledge in food safety and hygiene matters? (See page 7 of Food Safety Guide)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A10	Receival – Is food protected from contamination at receival and are potentially hazardous foods accepted at the correct temperature? (See page 8 of Food Safety Guide)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A11	Food storage – Is all food stored appropriately so that it is protected from contamination? (See page 8 of Food Safety Guide) <ul style="list-style-type: none"> • cold room/fridge • freezer • dry store 		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A12	Food storage – Is potentially hazardous food stored under temperature control? (See page 8 of Food Safety Guide) <ul style="list-style-type: none"> • cold food = 5°C and below • hot food = 60°C and above • frozen food = remain frozen 		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A13	Food processing – Are suitable measures in place to prevent contamination? (See page 9 of Food Safety Guide) e.g. cross contamination		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A14	Food processing – Is potentially hazardous food that is ready to eat and held outside of temperature control monitored correctly? (See page 9 of Food Safety Guide) e.g. 2 hour/4 hour rule		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A15	Thawing – Are acceptable methods used to thaw food? (See page 10 of Food Safety Guide)		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A16	Cooling – Are acceptable methods used to cool food? (See page 10 of Food Safety Guide)		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A17	Reheating – Are appropriate reheating procedures followed? (See page 10 of Food Safety Guide)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A18	Food display – Is food on display protected from contamination? (See page 10 of Food Safety Guide)		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A19	Food display – Is potentially hazardous food displayed under correct temperature control? (See page 10 of Food Safety Guide)		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

A20	Food packaging – Is food packaged in a manner that protects it from contamination? (See page 10 of Food Safety Guide)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A21	Food transportation – Is food transported in a manner that protects it from contamination and keeps it at the appropriate temperature? (See page 11 of Food Safety Guide)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A22	Food for disposal – Do you use acceptable arrangements for throwing out food? (See page 11 of Food Safety Guide)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A23	Food recall – If you are a wholesale supplier, manufacturer or importer of food, does your food business comply with the food recall requirements? (See page 11 of Food Safety Guide)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A24	Alternative methods – Are your documented alternative compliance methods acceptable i.e. receipt, storage, cooling, reheating, display, transport? (See page 11 of Food Safety Guide)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Health and hygiene requirements

Ref	Control measure	Comments/findings	Compliant			
			Yes	No		
				Minor	Major	Critical
A25	Contact with food – Does your business minimise the risk of contamination of food and food contact surfaces? (See page 12 of Food Safety Guide)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A26	Health of food handlers – Do you ensure staff members do not engage in food handling if they are suffering from a food-borne illness or are sick? (See page 12 of Food Safety Guide)		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A27	Hygiene – Do food handlers exercise good hygiene practices (e.g. cleanliness of clothing, not eating over surfaces, washing hands correctly and at appropriate times, jewellery)? (See page 12 of Food Safety Guide)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A28	Hand washing facilities – Does your business have adequate hand washing facilities? (See page 13 of Food Safety Guide) <ul style="list-style-type: none"> • soap • warm running water • single use towel • easily accessible basin 		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Cleaning, sanitising and maintenance

Ref	Control measure	Comments/findings	Compliant			
			Yes	No		
				Minor	Major	Critical
A29	Duty of food business – Do you inform food handlers of their obligations and take measures to ensure they do not contaminate food? (See page 13 of Food Safety Guide)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A30	Cleanliness – Are the floors, walls and ceilings maintained in a clean condition? (See page 14 of Food Safety Guide)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A31	Cleanliness – Are the fixtures, fittings and equipment maintained in a clean condition? (See page 14 of Food Safety Guide) <ul style="list-style-type: none"> • mechanical exhaust ventilation • fridges, coolrooms, freezers • benches, shelves, cooking equipment 		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A32	Cleanliness – Are the premises in general maintained in a clean condition? (See page 14 of Food Safety Guide)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A33	Sanitation – Has your business provided clean and sanitary equipment including? (See page 14 of Food Safety Guide) <ul style="list-style-type: none"> • eating and drinking utensils • food contact surfaces 		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A34	Sanitation – Are food contact surfaces of utensils and equipment sanitised correctly? (See page 14 of Food Safety Guide)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A35	Maintenance – Does your business ensure no damaged (cracked/broken) utensils, crockery, cutting boards are used? (See page 15 of Food Safety Guide)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A36	Maintenance – If you are responsible for maintaining the grease trap, is it serviced effectively? (See page 15 of Food Safety Guide)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A37	Maintenance – Are your premises' fixtures, fittings and equipment maintained in a good state of repair and working order? (See page 15 of Food Safety Guide) <ul style="list-style-type: none"> • floors, walls and ceilings • fixtures, fittings and equip • mechanical exhaust ventilation 		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Miscellaneous

Ref	Control measure	Comments/findings	Compliant			
			Yes	No		
				Minor	Major	Critical
A38	Thermometer – Does your food business (if handling potentially hazardous food) have a thermometer? <i>(See page 16 of Food Safety Guide)</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
A39	Thermometer – Is the thermometer cleaned and sanitised between uses? <i>(See page 16 of Food Safety Guide)</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A40	Single use items – Are single use items protected from contamination until use and not used more than once? <i>(See page 16 of Food Safety Guide)</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A41	Toilet – Are adequate staff toilets provided and in a clean state? <i>(See page 17 of Food Safety Guide)</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A42	Animals and pests – Is your food business completely free from animals or vermin (assistance animals exempt)? <i>(See page 17 of Food Safety Guide)</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A43	Animals and pests – Are animals and pests prevented from being on the premises? <i>(See page 17 of Food Safety Guide)</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A44	Animals and pests – Is pest control carried out at sufficient intervals to eradicate pests? <i>(See page 17 of Food Safety Guide)</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Results – Section A

Total minor non-compliances	<input type="text"/>
Total major non-compliances	<input type="text"/>
Total critical non-compliances	<input type="text"/>

Step 3

When you have finished completing the checklist, add up the number of Minor, Major and Critical non-complaint areas separately and note the totals of each at the end of Section A. Calculate the Section A rating by selecting the A, B, C, D or E in the results table below. The A, B, C, D or E will be next to the number of non-compliances your business has recorded.

Section A results table

Minor non-compliances	Food safety rating
0 non-compliances	A
1-3 minor non-compliances <u>only</u>	B
4-5 minor non-compliances <u>only</u>	C
6 or more minor non-compliances <u>only</u> or Any 1-2 major non-compliances or Any 1 critical non-compliance	D
Any 3 or more major non-compliances or Any 2 or more critical non-compliances	E
Section A rating	<input type="text"/>

Step 4

Complete **Section B** – this section covers the documentation considered effective tools in managing food safety risks associated with any food operation.

Section B

If you keep any of these completed management documents on site and use and maintain them on a regular basis, please tick the relevant boxes below. Please refer to the *Eat Safe Gold Coast Food Safety Guide* for more information on each of these documents. Each document has a weighted point system allocated to them. Add the total number of points to obtain an overall score and record in the section provided.

Section B – Good management practices

Documented and maintained records (all records relevant to the business must be kept on site)		Points	Acceptable	
			Yes	No
B1	Accredited HACCP Plan or ISO 22000:2005 (See page 20 of Food Safety Guide) (If YES, do not continue to check criteria B3 – B13)	14	<input type="checkbox"/>	<input type="checkbox"/>
B2	Accredited Food Safety Program (See page 20 of Food Safety Guide) (If YES, do not continue to check criteria B3 – B13)	14	<input type="checkbox"/>	<input type="checkbox"/>
B3	Cleaning program and schedule (See page 21 of Food Safety Guide)	3	<input type="checkbox"/>	<input type="checkbox"/>
B4	Temperature records – Food display / storage (See page 23 of Food Safety Guide)	3	<input type="checkbox"/>	<input type="checkbox"/>
B5	Transportation temperature records (See page 25 of Food Safety Guide)	1	<input type="checkbox"/>	<input type="checkbox"/>
B6	Product receival records (See page 24 of Food Safety Guide)	1	<input type="checkbox"/>	<input type="checkbox"/>
B7	Staff training records (internal and external records) (See page 25 of Food Safety Guide)	1	<input type="checkbox"/>	<input type="checkbox"/>
B8	Greater than 50% of food handlers trained in a recognised training course) (See page 25 of Food Safety Guide)	2	<input type="checkbox"/>	<input type="checkbox"/>
B9	Maintenance (structural and equipment) records (See page 25 of Food Safety Guide)	1	<input type="checkbox"/>	<input type="checkbox"/>
B10	Pest control schedule (by a licensed contractor) (See page 28 of Food Safety Guide)	1	<input type="checkbox"/>	<input type="checkbox"/>
B11	Waste collection schedule (See page 28 of Food Safety Guide)	1	<input type="checkbox"/>	<input type="checkbox"/>
B12	Stock rotation policy and schedule (See page 28 of Food Safety Guide)	1	<input type="checkbox"/>	<input type="checkbox"/>
B13	Note: If a food business <u>does not</u> receive, store, display or process Potentially Hazardous Foods (PHF), add 10 bonus points	10	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Results – Section B – total points score		<input type="text"/>		

Step 5

Calculate the Section B total ratings by selecting the A, B, C or D score in the results table below. The A, B, C or D will be next to the number of points your business has achieved.

Section B results table

Section B total	Good management practices rating
14 or more points	A
11-13 points	B
7-10 points	C
Under 7 points	D
Section B rating	<input type="text"/>

Step 6

By using the rating calculator below, select the letters scored for Section A (top) and Section B (left). Your final rating will be where the two scores meet in the middle.

For example, if you scored a 'B' in section A and a 'C' in section B, your overall rating will be 3 stars:

		Section A result					
Section B result		Rating	A	B	C	D	E
Section B result	A	5	4	4	2	0	
	B	4	4	3	2	0	
	C	4	3	3	2	0	
	D	3	3	3	2	0	

Rating calculator

		Section A result					
Section B result		Rating	A	B	C	D	E
Section B result	A	5	4	4	2	0	
	B	4	4	3	2	0	
	C	4	3	3	2	0	
	D	3	3	3	2	0	

Step 7

What do the results mean?

**Excellent performer**

Fully compliant with the *Food Safety Standards* and overall very high standard of food safety management practices.

**Very good performer**

High standard of compliance with the *Food Safety Standards* and overall good standard of food safety management practices.

**Good performer**

Good level of compliance with the *Food Safety Standards* and overall acceptable standard of food safety management practices.

**Poor performer**

Low level of compliance with the *Food Safety Standards* with more effort required.

0 STARS**Non-compliant performer**

A general failure to comply with the *Food Safety Standards* with major effort required to rectify issues.

If you calculated a rating of 3 stars or above, your business can opt-in to having your results publicly displayed on your premises and promoted on a website.

If your rating was calculated at 2 stars or below, you will need to immediately examine your business processes to rectify any non-compliance.

Please refer to *Eat Safe Gold Coast Food Safety Rating Guide* for further information on the food safety scheme.

If you have difficulties completing this form and need assistance, contact your food industry association representative, contact City of Gold Coast at ccehcls@goldcoast.qld.gov.au or by phoning **07 5667 5988**.

Eat Safe Gold Coast was developed in partnership with and is supported by:



Restaurant
& Catering



QUEENSLAND HOTELS ASSOCIATION



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