



CAMPBELL RESEARCH & CONSULTING

# Appendix A

## FSANZ Food Business Telephone Survey (February 2007)

### 1. Introduction

Good <morning/afternoon/evening> my name is <NAME> from Campbell Research & Consulting.

We are conducting a survey about food safety standards for FSANZ, Food Standards Australia New Zealand. The survey is about knowledge of food handling practices for businesses across Australia.

Can I please speak to the person who is responsible for managing staff who handle food in the day-to-day operation of the business?

(For example, the OWNER/MANAGER or SUPERVISOR. In a school / college, TAFE, university or industrial/worksites this may be someone in the CANTEEN or cafe.)

Record title of person speaking with \_\_\_\_\_

(TRY TO GET A DIRECT TELEPHONE NUMBER IF RESPONDENT IS NOT AVAILABLE MAKE AN APPOINTMENT TO CALL BACK. TRY TO GET THE PERSON'S NAME AND DIRECT TELEPHONE NUMBER. WHEN RESPONDENT ANSWERS SAY)

My name is <NAME> from Campbell Research & Consulting. We are conducting a confidential survey for FSANZ, Food Standards Australia New Zealand. FSANZ is a government authority responsible for developing food standards.

This survey is about evaluating standards that relate to food hygiene and safety. Any information provided in the survey will be kept confidential.

(IF NECESSARY REASSURE BUSINESS OWNER/RESPONDENT THAT: The information in this survey will NOT be used to issue an inspection on your business.)

This survey has been approved by the Commonwealth Government Statistical Clearing House. Would you like the approval number?

If YES READ: The approval number is 00611-02

You may phone the Statistical Clearing House to verify the approval number. Would you like the phone number? IF YES – supply phone number (02) 6252 5285

READ TO ALL:

The interview will take about 17 minutes - is it convenient for me to ask you these questions now?

(IF RESPONDENT HAS ANY QUESTIONS ABOUT THE SURVEY: Refer to David Spicer at Campbell Research & Consulting on 03 9482-4216.)

(IF RESPONDENT WISHES TO SPEAK TO FSANZ TO CONFIRM THE AUTHENTICITY OF THE SURVEY PLEASE REFER TO: FSANZ: Mary-Lou Dalzell (02) 6271 2212

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## 2. Screener

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Q1. First, I would like to ask you a few questions about your business.

Does your business provide or sell any food intended for human consumption?

(INTERVIEWER NOTE: If business only transports or stores non-perishable items such as soft drinks, long life milk, dry goods that do not need to be kept cold or hot; or only makes food flavours or additives, please answer 'No' and End interview)

DO NOT READ OUT. SINGLE RESPONSE

- |                |                          |
|----------------|--------------------------|
| 1. Yes         |                          |
| 2. No          | GOTO Terminate Interview |
| 3. DK/Not Sure | GOTO Terminate Interview |

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Q2. Do you manufacture any products at your business? By this I mean a business such as a factory that prepares and packages food on-site for later distribution and sale.

DO NOT READ OUT. SINGLE RESPONSE

1. Yes
  2. No
  3. DK/Not Sure
-

### 3. Food Business

Q3. How would you describe your business in your own words?

(By that I mean, are you a butcher, bakery, seafood processor, childcare provider, service station, soft drink manufacturer etc.)

(INTERVIEWER NOTE: If respondent gives a simple answer like 'manufacturer' please try to get them to provide more information.)

1. Specify \_\_\_\_\_

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Q4. INTERVIEWER TO COMPLETE.

IF NECESSARY ASK:

Q4a Is your business a bakery (IF NECESSARY: a business that prepares fresh bread, pastries and/or pies for sale or distribution)?

Q4b Do you make sushi on the premises?

DO NOT READ OUT. SINGLE RESPONSE

1. Yes
2. No
3. Don't know

CHECK QUOTA – MINIMUM OF 100 BAKERIES AND 100 MAKERS OF SUSHI.

IF QUOTA FULL GO TO Terminate Interview

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Q5. We would like some specific information on the foods you produce, do you make, provide or sell any of the following foods? The list is quite long but I need to read it all out so we can classify your business.

READ OUT. MULTIPLE RESPONSE

Q5a. Prepared, ready-to-eat table meals (eg chilled meals, restaurant meals, take-away foods, hot pizza – any meals could be home delivered)

(IF NECESSARY SAY)

Ready-to-eat food are finished products and mean food that is eaten in the same form it was sold, but does not include nuts in the shell or fruit/vegetables intended for further preparation by the consumer

Q5b Frozen meals

Q5c Raw meat, poultry or seafood (including raw oysters)

Q5d Cooked /Processed meat, poultry or seafood (including smoked salmon or raw oysters)

Q5e Fermented or dried meat products (eg salami)

Q5g. Meat pies, sausage rolls or hot dogs

Q5g Sandwiches or rolls



- Q5h Soft drinks/juices
- Q5i Raw fruit and vegetables
- Q5j Processed fruit and vegetables (eg fruit salad, washed and packed lettuce, including frozen fruits and vegetables)
- Q5k Confectionery (lollies or chocolate)
- Q5l Infant or baby foods
- Q5m Bread, pastries or cakes
- Q5n Egg products (eg. quiche, mayonnaise, egg custard, pavlova, etc.)
- Q5o Dairy products
- Q5p Prepared salads

RANDOM FOR EACH

- 1. Yes
- 2. No
- 3. Don't know

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Q6. How many full-time staff were employed for food handling, production or manufacturing in the last seven days? (PROBE FOR BEST ESTIMATE – INCLUDES CONTRACTORS AND VOLUNTEERS)

DO NOT READ OUT. SINGLE RESPONSE

- 1. (Specify number) \_\_\_\_\_
- 2. DK/Not Sure

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Q7. Were part-time or casual staff employed for food handling, production or manufacturing in the last seven days? (PROBE FOR BEST ESTIMATE – INCLUDES CONTRACTORS AND VOLUNTEERS)

DO NOT READ OUT. SINGLE RESPONSE

- 1. Yes
  - 2. No
  - 3. DK/Not Sure
- GO TO Q9  
GO TO Q9

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Q8. Can you estimate the number of hours in total that these part-time or casual staff worked in the last seven days?  
(IF NECESSARY SAY) What's your best guess?  
(INTERVIEWER NOTE: Specify total number of part-time and casual hours together – add them together)

DO NOT READ OUT. SINGLE RESPONSE

- 1. Total part-time and casual hours paid last week \_\_\_\_\_ hours



- 
2. DK/Not Sure / unable to calculate
- 

Q9. Does your business process, prepare or cook the food that you sell or provide?  
(IF NECESSARY SAY) By that I mean, do you prepare food for sale by chopping, cooking, blending, heating, or any combination of these?

(INTERVIEWER NOTE): This question refers to the business as a whole, not just the respondent.

DO NOT READ OUT. SINGLE RESPONSE

1. Yes
  2. No
  3. DK/Not Sure
- 

Q10. I will read out a list of organisations. Could you please tell me if you directly supply or manufacture food to any of these?

(INTERVIEWER NOTE: Businesses that would serve the general public, as well as these types of people as part of their everyday trade should not be included- eg a supermarket.)

READ OUT. MULTIPLE RESPONSE

1. Hospitals, or other sites where sick or frail people reside
  2. Nursing homes, hostels or other organisations serving elderly people
  3. Child care centres or other organisations serving children under 5 years old
  4. DK/Not Sure
  5. No / none
- 

### 3.1 Manufacturers

PRE Q11: IF Q2 = YES ASK Q11. IF NOT GO TO Q13

Q11. Do you manufacture or produce products that are not shelf stable?

(IF NECESSARY SAY) By that I mean, products that are perishable and have a short shelf life of only a few hours or days or weeks and are usually refrigerated)

DO NOT READ OUT. SINGLE RESPONSE

1. Yes
  2. No
  3. DK/Not Sure
-

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Q12. Do you manufacture or produce UNCOOKED, fermented, chopped meat products ? I mean meat products that have not been heat treated or cooked. Products like Salami.

(Interviewer notes IF NECESSARY):

These products may include Cacciatora, Calabrese, Casalingo, Felino, Mettwurst, Milano, Pepperoni, Salami, Spanish Chorizo, Toscano, Trevisan and Veneto. If the business only manufactures 'heat treated' or 'cooked' products, then the answer 'to this question is no.

DO NOT READ OUT. SINGLE RESPONSE

1. Yes
2. No
3. DK/Not Sure

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### 3.2 Catering

Q13. Does your business operate an on-site catering service (PAUSE) by this I mean preparing food for 50 or more people for functions at your premises?

DO NOT READ OUT. SINGLE RESPONSE

1. Yes
2. No
3. DK/Not Sure

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Q14. Is your business involved in off-site catering, that is: does your business prepare food at one location, to serve it at a different location (such as a function or other event)?

(INTERVIEWER NOTE: THIS QUESTION REFERS TO CATERING BUSINESSES SUCH AS THOSE WHO PREPARE FOR SOCIAL EVENTS. IT DOES NOT INCLUDE HOME-DELIVERED MEALS SUCH AS PIZZA)

DO NOT READ OUT. SINGLE RESPONSE

1. Yes
  2. No
  3. DK/Not Sure
-

## 4. Temperature

The next set of questions are general knowledge about controlling the temperature of food.

### 4.1 Delivered Hot and Cold

#### 4.1.1 Frozen food

Q15. Do you have frozen foods delivered to your business?

DO NOT READ OUT. SINGLE RESPONSE

1. Yes
2. No
3. DK/Not Sure

GO TO Q18  
GO TO Q18

Q16. How often should you check the temperature of frozen food when delivered?  
Should you check it....

READ OUT. SINGLE RESPONSE

1. Never
2. Occasionally
3. Regularly, but not every delivery
4. Always
5. DK/Not Sure

Q17. How should you check the temperature of delivered frozen food?

DO NOT READ OUT. MULTIPLE ALLOWED

1. By touch
2. By appearance – looking at it
3. Using a thermometer/temperature probe
4. Temperature gauge in the delivery vehicle
5. Laser/ray gun
6. Other (please specify)

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**4.1.2 Chilled food**

Q18. Do you have chilled foods delivered to your business?

DO NOT READ OUT. SINGLE RESPONSE

1. Yes
2. No
3. DK/Not Sure

GO TO Q21  
GO TO Q21

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Q19. How often should you check the temperature of chilled food when delivered?  
Should you check it....

READ OUT. SINGLE RESPONSE

1. Never
2. Occasionally
3. Regularly, but not every delivery
4. Always
5. DK/Not Sure

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Q20. How should you check the temperature of delivered chilled food?

DO NOT READ OUT, MULTIPLE ALLOWED

1. By touch
2. By appearance – looking at it
3. Using a thermometer/temperature probe
4. Temperature gauge in the delivery vehicle
5. Laser/ray gun
6. Other (please specify)

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**4.1.3 Hot food**

Q21. Do you have hot foods delivered to your business?

DO NOT READ OUT, SINGLE RESPONSE

1. Yes
2. No
3. Don't know

GO TO Q24  
GO TO Q24



Q22. How often should you check the temperature of hot food when delivered?  
Should you check it....

READ OUT. SINGLE RESPONSE

1. Never
  2. Occasionally
  3. Regularly, but not every delivery
  4. Always
  5. DK/Not Sure
- 

Q23. How should you check the temperature of delivered hot food?

DO NOT READ OUT. MULTIPLE ALLOWED

1. By touch
  2. By appearance – looking at it
  3. Using a thermometer/temperature probe
  4. Temperature gauge in the delivery vehicle
  5. Laser/ray gun
  6. Other (please specify)
- 

Q24. Do you have a temperature probe? That is, a thermometer that can be inserted into food to measure its temperature?

INTERVIEWER NOTE: A LASER/RAY GUN IS NOT A TEMPERATURE PROBE.

DO NOT READ OUT. SINGLE RESPONSE

1. Yes
  2. No
  3. Not necessary for the type of food we receive
  4. DK/Not Sure
-

## 4.2 Storing Cold Food

Q25. Do you store chilled food at your business?

DO NOT READ OUT. SINGLE RESPONSE

1. Yes
2. No GO TO Q27
3. DK/Not Sure GO TO Q27

Q26. What temperature should chilled food be stored at?

IF NECESSARY: What is your best guess?

(INTERVIEWER NOTE – TAKE MAXIMUM TEMPERATURE IF A RANGE IS GIVEN)

DO NOT READ OUT. SINGLE RESPONSE

1. (SPECIFY) \_\_\_\_\_ Celsius OR (SPECIFY) \_\_\_\_\_ Fahrenheit
2. DK/Not Sure

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## 4.3 Storing Hot Food

Q27. Do you hold cooked food in a Bain Marie unit (or something similar to keep food hot)?

(INTERVIEWER NOTE: A BAIN MARIE IS A DEVICE USING HOT WATER THAT KEEPS FOOD HOT WHILE ON DISPLAY – SUCH AS A BUFFET)

DO NOT READ OUT. SINGLE RESPONSE

1. Yes
2. No GO TO Q29
3. DK/Not Sure GO TO Q29

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Q28. At what temperature should cooked food be held in a Bain Marie unit (or something similar to keep food hot)?

(IF NECESSARY: What is your best guess?)

(INTERVIEWER NOTE – TAKE MINIMUM TEMPERATURE IF A RANGE IS GIVEN)

DO NOT READ OUT. SINGLE RESPONSE

1. (Specify) \_\_\_\_\_ Celsius/Centigrade OR (Specify) \_\_\_\_\_ Fahrenheit
2. DK/Not Sure

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#### 4.4 Cook and Cool

Q29. Do you cook food and then cool it for use at least several hours later?

DO NOT READ OUT. SINGLE RESPONSE

1. Yes
2. No
3. DK/Not Sure

GO TO Q33  
GO TO Q33

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Q30. Does cooked food need to be cooled from 60° to 21°Celsius within 2 hours or 4 hours?

DO NOT READ OUT. SINGLE RESPONSE

1. 2 hours
2. 4 hours
3. DK/Not Sure

---

Q31. Does cooked food need to be cooled from 21° to 5° Celsius within 4 hours or 6 hours?

DO NOT READ OUT. SINGLE RESPONSE

1. 4 hours
2. 6 hours
3. DK/Not Sure

---

Q32. Is the following statement true or false: Large amounts of cooked food should be portioned and placed in small containers and put in a cool room or refrigerator for cooling.

1. True
2. False
3. DK/Not Sure

#### 4.5 Knowledge - Temperature

PRE Q33: ASK Q33 IF RESPONSE 1 GIVEN AT Q5a. OTHERWISE GO TO PRE Q34.

Q33. Which of the following foods need to be kept refrigerated to ensure they remain safe for use the next day? Does (READ ITEM) need to be kept refrigerated?

##### ITEMS

- QQ33a. Cooked rice
- QQ33b. Peanut butter
- QQ33c. Beef curry

##### RANDOM FOR EACH

- 1. Yes
- 2. No
- 3. DK/Not Sure

---

PRE Q34: ASK Q34 IF RESPONSE 1 GIVEN AT Q27 OR Q29. OTHERWISE GO TO Q35.

Q34. How long can you safely leave cooked chicken or casseroles that are meant to be served hot at room temperature?

DO NOT READ OUT - SINGLE RESPONSE TAKE HIGHEST TIME SPECIFIED (i.e. 4 hours = code 4)

- 1. Less than 1 hour
  - 2. Between 1 to 2 hours
  - 3. Between 2 to 4 hours
  - 4. Between 4 to 6 hours
  - 5. Longer than 6 hours
  - 6. DK/Not Sure
-

## 4.6 Cleaning and Sanitation

The next few questions are about cleaning and sanitation.

Q35. When washing containers and utensils used for food preparation or eating, do you use a dishwasher, do you hand wash, or both?

(INTERVIEWER NOTE: This question is about equipment that can be picked up and moved for cleaning. If the business only cleans large vats or large equipment in its own place then specify in 'not applicable')

DO NOT READ OUT. SINGLE RESPONSE

1. Dishwasher
2. Hand washing
3. Both dishwasher and hand-washing
4. Not applicable (eg No dishes or equipment used / manufacturer cleans large equipment in place)
5. DK/Not Sure

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PRE Q36:

If DISHWASHER (1) ONLY, OR BOTH (3) CONTINUE TO Q36

If HAND-WASHING ONLY (2) GO TO Q37

If NOT APPLICABLE (4) or DK/Not sure (5) GO TO PRE Q38

Q36. What should the temperature of the final rinse in your dishwasher be?

INTERVIEWER NOTE: TAKE MINIMUM TEMPERATURE IF RANGE GIVEN

DO NOT READ OUT - SINGLE RESPONSE (if unsure prompt for best guess)

1. Less than 40° Celsius
2. 40 to 50° Celsius
3. 51-60° Celsius
4. 61-70° Celsius
5. 71-80° Celsius
6. Over 80° Celsius
7. Other (Specify)
8. DK/Not Sure
9. Don't know, machine is calibrated by other person/business

PRE Q37: IF RESPONSE 2 OR 3 GIVEN AT Q35 ASK Q37. OTHERWISE GO TO PRE Q38.

Q37. When washing equipment by hand, what temperature of hot water will kill bacteria on food preparation utensils?

INTERVIEWER NOTE: TAKE MINIMUM TEMPERATURE IF RANGE GIVEN

DO NOT READ OUT - SINGLE RESPONSE (if unsure prompt for best guess)

1. Less than 40° Celsius
2. 40 to 50° Celsius
3. 51-60° Celsius
4. 61-70° Celsius
5. 71-80° Celsius
6. Over 80° Celsius
7. Other (Specify)
8. DK/Not Sure

PRE Q38: IF RESPONSE 1 GIVEN AT Q5a ASK Q38. OTHERWISE GO TO Q39.

Q38. How often should you use a chemical sanitiser after washing cups, plates and eating utensils? Would that be ...

(INTERVIEWER NOTE: A CHEMICAL SANITISER IS A CHEMICAL USED TO KILL BACTERIA AFTER WASHING WITH DETERGENT)

READ OUT - SINGLE RESPONSE

1. Always
2. Sometimes
3. Never
4. DK/Not Sure

Q39. Please answer true or false, to the following. Although some of these statements may not be applicable to your business, please answer as best you can. READ ITEMS

(INTERVIEWER NOTE: Do not force a response; however do not encourage DK/not sure unless respondent is really unsure.)

ITEMS

- Q39a All chemical sanitisers should be mixed with hot water.  
Q39b Detergent kills micro-organisms.  
Q39c A dirty chopping board must be washed before being sanitised.

RANDOM FOR EACH

1. True
2. False
3. DK/Not Sure

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## 5. Contamination and Hygiene

The next few questions are about food contamination and personal hygiene.

Q40. Do employees at your business wear disposable gloves when handling food?

DO NOT READ OUT. SINGLE RESPONSE

1. Yes
2. No
3. DK/Not Sure

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I am going to read a few statements and ask you to tell me if they are true or false. Most of these questions are general food handling questions but some may not be directly relevant to your business. Please answer to the best of your knowledge.

(INTERVIEWER NOTE: Do not force a response; however do not encourage DK/not sure unless respondent is really unsure.)

Q41. Please answer True / False to the following. (READ ITEMS)

ITEMS

- Q41a The same pair of disposable gloves can be used to unpack raw vegetables and to slice cold meat.
- Q41b. The same pair of disposable gloves can be used to clean and wipe tables as well as unstacking the dishwasher.
- Q41c. The same equipment can be used to prepare raw meat and raw vegetables that are going to be cooked together.
- Q41d. In a cool room, raw vegetables can be safely stored above uncovered cooked food.
- Q41e A knife can be cleaned by wiping with a damp sponge.
- Q41f. It is safe for food handlers to directly touch bread.
- Q41g. It is safe for food handlers to directly touch ham.
- Q41h. After each use, piping bags should be cleaned and sanitised  
(INTERVIEWER NOTE: Piping bags are bags with a nozzle used to pipe fillings into rolls, pies, cakes etc)

RANDOM FOR EACH

1. True
2. False
3. DK/Not Sure

Q42. If you have an employee with diarrhoea, which food preparation tasks should they avoid?

DO NOT READ OUT. MULTIPLE RESPONSE

1. Should not be at work at all
2. Anything to do with food or food implements
3. Should not be in food preparation areas (but can be at business)
4. Serving food
5. Handling unpackaged food directly
6. Setting tables
7. Other (SPECIFY)

GO TO Q43

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## 6. Information, Standards & Regulation

### 6.1 Information

The last few questions ask how you keep up-to-date about food safety issues.

Q43. If you need information about food safety or food hygiene, who would you contact? ... Anyone else?

DO NOT READ - RECORD FIRST MENTIONED, THEN PROBE

1. Local council/ Environmental Health Officer (EHO). Health Inspector
2. Government health department in your state or territory
3. FSANZ (Food Standards Australia new Zealand)
4. Industry association (eg food retailers association, restaurant & caterers association)
5. Chemical company supplying cleaning products
6. Another supplier (non-chemical company)
7. Internal/external food safety auditor/quality assurance person
8. Training provider
9. Internet
10. Intranet/in-house resources
11. Other (Specify)
12. DK/Not Sure

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Q44. Do you find it easy to locate food safety information?

DO NOT READ OUT. SINGLE RESPONSE

1. Yes
2. No
3. Never Looked For It
4. DK/Not Sure



## 6.2 Standards and Regulation

Q45. How well informed do you feel about the current food safety regulations, would you say ...

READ OUT. SINGLE RESPONSE

1. Not at all informed
2. Informed a little
3. Informed
4. Well informed
5. Very well informed
6. DK/Not Sure

Q46. Between 2001 and 2003, the government brought in a new set of national food safety standards. Do you know about these food safety standards?

DO NOT READ OUT. SINGLE RESPONSE

1. Yes
2. No GO TO Q50
3. DK/Not Sure GO TO Q50

Q47. Have you changed any of the practices at your food business as a result of those new standards?

DO NOT READ OUT. SINGLE RESPONSE

1. Yes
2. No GO TO Q49
3. DK/Not Sure GO TO Q50

Q48. What did you change?

OPTIONS a to d: The way food is.....READ OUT

- Q48a Handled
- Q48b. Stored
- Q48c Displayed
- Q48d. Transported
- Q48e Hand washing practices
- Q48f. Equipment/surface washing practices

- Q48g. Educational requirements for staff
- Q48h. Purchased new equipment
- Q48i. Something else

DO NOT READ OUT. SINGLE RESPONSE

- 1. Yes
- 2. No
- 3. DK/Not Sure

GO TO Q50

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Q49. Why didn't you change your practices?

DO NOT READ OUT. MULTIPLE RESPONSE

- 1. No need – already compliant with standards
- 2. New standards not applicable to business
- 3. New standards impractical to implement
  
- 4. Other (SPECIFY)
- 5. Don't know

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### 6.3 Food Safety Programs

Q50. Have you heard of Food Safety Programs, Food Safety Plans or HACCP plans?

INTERVIEWER NOTE HACCP (pronounced *ha-sip*) stands for Hazard Analysis Critical Control Point

DO NOT READ OUT. SINGLE RESPONSE

- 1. Yes
- 2. No
- 3. DK/Not Sure

GO TO Q52  
GO TO Q52

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Q51. Does your business have a Food Safety Program, a Food Safety Plan or a HACCP plan?

DO NOT READ OUT. SINGLE RESPONSE

- 1. Yes
  - 2. No
  - 3. DK/Not Sure
-

---

## 7. Training

Q52. Is training about food safety provided to your staff?

DO NOT READ OUT. SINGLE RESPONSE

1. Yes
2. No
3. Don't know

GO TO Q54  
GO TO Q54

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Q53. What kind of training? ... Anything else?

DO NOT READ OUT - RECORD FIRST MENTIONED, THEN PROBE

1. Induction or training programs at the workplace
2. Workplace training by Food safety manager/officer
3. Informal/on the job training
4. Staff training programs (external to the workplace)
5. Health inspectors / Food safety inspectors / EHO's
6. Circulating food safety regulation documents
7. Circulating brochures, pamphlets, putting up posters
8. On-line training programs
9. Other (Specify)
10. DK/Not Sure
11. Not applicable – no other employees

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## 8. Demographics

Q54. Record Gender (DO NOT READ QUESTION, JUST RECORD).

1. Male
2. Female



CAMPBELL RESEARCH & CONSULTING

# Appendix B FSANZ Food Business Observational Survey (June-August 2007)

## 1. Introduction

Before commencing please ensure you have read and are familiar with the Fieldwork instructions and Explanation of Questions in relation to this survey.

For the questions in this questionnaire, please observe the food business and record your observations of the food safety issues. In some instances you will need to ask questions of someone at the food business, but for the most part we would like you to respond based on what you observe or measure.

For each question, you will need to circle two things:

- Either 'Yes' or 'No' to indicate your answer to the question; and
- Either 'Observed' or 'Asked' to indicate whether you got the information through observation of practice, or asking a staff member.

You may also circle the description in the 'Not Apply' column if the question is not relevant to the business.

For example: If you observed that: yes, the business does check that frozen food is received frozen, you would circle yes, and obs.

	Answer to question		How you found out		Does not apply
<b>Q 1. Does the business check that frozen food is received frozen?</b> This need not require the business to take a temperature. This could be assessed physically by handling or inspecting the food to determine whether the food is frozen.	Yes	No	Obs	Ask	No frozen food

However, continuing with this example, if the business does check that frozen food is received frozen but you did not see it while you were there, you would circle **yes** and **ask**.

	Answer to question		How you found out		Does not apply
<b>Q 1. Does the business check that frozen food is received frozen?</b> This need not require the business to take a temperature. This could be assessed physically by handling or inspecting the food to determine whether the food is frozen.	Yes	No	Obs	Ask	No frozen food

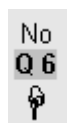
Sometimes, you will need to skip past questions because they are not relevant.

You will know when to do this when you see an instruction that looks like the one below. This instruction tells you:

- **When** you have to skip: when the answer is **Yes**; or it does not apply;
- **Where** you have to skip to: you have to go to Question 14 (**Q14**).

**If YES or NA go to Q14**

Also, the response that requires you to skip is marked with a small hand like this: If you see this graphic, you will know you have to skip to another question. In this example, if the answer to the question is no, you need to skip to question 6.



## 2. Surveyor details

Please complete the first questions about your organisation, and the business you are about to inspect.

Survey Officer's name:	
Council/enforcement agency:	
Where business is located	<input type="checkbox"/> NSW <input type="checkbox"/> VIC <input type="checkbox"/> QLD <input type="checkbox"/> ACT <input type="checkbox"/> SA <input type="checkbox"/> TAS <input type="checkbox"/> NT <input type="checkbox"/> WA
Date of visit:	
Start time of observation:	<input type="checkbox"/> am <input type="checkbox"/> pm
On which attempt were you able to survey this premises?	<input type="checkbox"/> 1st <input type="checkbox"/> 2nd <input type="checkbox"/> 3rd <input type="checkbox"/> 4th <input type="checkbox"/> 4+attempts

## 3. Details of food business surveyed

Please gather some information about the type of business you are surveying. You may need to ask people at the business for this information.

Trading name of business:																			
Business phone number:																			
Name of proprietor:																			
Name of person who mostly assisted with the survey:																			
Title of the person you interviewed (e.g. manager):																			
Food types make, provide, sell or use at the business: Circle as many codes that apply to this business.	<table border="0"> <tr> <td>1 <input type="checkbox"/> Prepared, ready-to-eat table meals</td> <td>10 <input type="checkbox"/> Processed fruit and vegetables (eg. Fruit salad, washed and packed lettuce, including frozen fruits and vegetables)</td> </tr> <tr> <td>2 <input type="checkbox"/> Frozen meals</td> <td>11 <input type="checkbox"/> Confectionery (lollies or chocolate)</td> </tr> <tr> <td>3 <input type="checkbox"/> Raw meat, poultry or seafood (including raw oysters)</td> <td>12 <input type="checkbox"/> Infant or baby foods</td> </tr> <tr> <td>4 <input type="checkbox"/> Processed/processed meat, poultry or seafood (including smoked salmon or raw oysters)</td> <td>13 <input type="checkbox"/> Bread, pastries or cakes</td> </tr> <tr> <td>5 <input type="checkbox"/> Fermented or dried meat products (eg. salami)</td> <td>14 <input type="checkbox"/> Egg products (eg. quiche, mayonnaise, egg custard, pavlova, etc.)</td> </tr> <tr> <td>6 <input type="checkbox"/> Meat pies, sausage rolls or hot dogs</td> <td>15 <input type="checkbox"/> Dairy products</td> </tr> <tr> <td>7 <input type="checkbox"/> Sandwiches or rolls</td> <td>16 <input type="checkbox"/> Prepared salads</td> </tr> <tr> <td>8 <input type="checkbox"/> Soft drinks/juices</td> <td></td> </tr> <tr> <td>9 <input type="checkbox"/> Raw fruit and vegetables</td> <td></td> </tr> </table>	1 <input type="checkbox"/> Prepared, ready-to-eat table meals	10 <input type="checkbox"/> Processed fruit and vegetables (eg. Fruit salad, washed and packed lettuce, including frozen fruits and vegetables)	2 <input type="checkbox"/> Frozen meals	11 <input type="checkbox"/> Confectionery (lollies or chocolate)	3 <input type="checkbox"/> Raw meat, poultry or seafood (including raw oysters)	12 <input type="checkbox"/> Infant or baby foods	4 <input type="checkbox"/> Processed/processed meat, poultry or seafood (including smoked salmon or raw oysters)	13 <input type="checkbox"/> Bread, pastries or cakes	5 <input type="checkbox"/> Fermented or dried meat products (eg. salami)	14 <input type="checkbox"/> Egg products (eg. quiche, mayonnaise, egg custard, pavlova, etc.)	6 <input type="checkbox"/> Meat pies, sausage rolls or hot dogs	15 <input type="checkbox"/> Dairy products	7 <input type="checkbox"/> Sandwiches or rolls	16 <input type="checkbox"/> Prepared salads	8 <input type="checkbox"/> Soft drinks/juices		9 <input type="checkbox"/> Raw fruit and vegetables	
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8 <input type="checkbox"/> Soft drinks/juices																			
9 <input type="checkbox"/> Raw fruit and vegetables																			
Describe the business in your own words e.g., butcher, baker, seafood processor.																			
What is the main language spoken at the business?	<input type="checkbox"/> English <input type="checkbox"/> Other																		

## 4. Staffing and types of food at the business

These first questions are about the number of staff at the business.

		<i>Please circle</i>	
<b>Q 1.</b>	<p>How many full-time equivalent (FTE) staff handle food at this business?</p> <p>Where casual and part-time employees are involved, their weekly hours are added together to give full-time equivalents</p> <p>IF MANUFACTURER, PLEASE CIRCLE HERE _____ →</p> <p>IF OTHER TYPE OF FOOD BUSINESS, PLEASE CIRCLE HERE _____ →</p>	1-49	50+
<b>Q 2.</b>	<p>Is 'ready to eat' food provided or sold to consumers?</p> <p>Ready-to-eat is food that is eaten in the same form it was provided or sold, but does NOT include nuts in the shell or fruit/vegetables intended for further preparation by the consumer.</p>	Yes	No
<b>Q 3.</b>	<p>Does this business manufacture any products?</p> <p>Manufacture means a business such as a factory that prepares and packages food on-site for later distribution and sale.</p> <p style="text-align: center;"><b>If No go to Q 6</b></p>	Yes	No <b>Q 6</b> ☞
<b>Q 4.</b>	<p>Does this business manufacture or produce foods that are not shelf stable?</p> <p>Shelf-stable means non-perishable food with a shelf life of many months to years.</p>	Yes	No
<b>Q 5.</b>	<p>Does this business manufacture or produce UNCOOKED, FERMENTED chopped meat products? Products like salami.</p> <p>These products may include Cacciatore, Calabrese, Casalingo, Felino, Mettwurst, Milano, Pepperoni, Salami, Spanish Chorizo, Toscano, Trevisan and Veneto.</p>	Yes	No
<b>Q 6.</b>	<p>Is this business mainly a food service or retail business?</p> <p>This includes any business that sells food to the public: supermarkets, grocery stores, cafes restaurants, specialty food stores. Charitable and community organisations are also included</p>	Yes	No
<b>Q 7.</b>	<p>Does the business directly supply or manufacture food for ANY of the following organisations?</p> <ul style="list-style-type: none"> <li>-Hospitals, or other sites where sick or frail people reside</li> <li>-Nursing homes, hostels or other organisations serving elderly people</li> <li>-Child care centres or other organisations serving children under 5 years old</li> </ul>	Yes	No
<b>Q 8.</b>	<p>Does the business operate on-site catering: preparing food for 50 or more people at the premises?</p> <p>This question refers to the same type of food being prepared for 50 or more people at the one time. A restaurant serving a-la-carte meals to customers the answer would be 'no', but if they prepared meals for a function (e.g. wedding) the answer would be 'yes'.</p>	Yes	No
<b>Q 9.</b>	<p>Is the business involved in off-site catering, preparing food at one location, to</p>	Yes	No

serve it at different location such as a function or other event?

This question refers to catering businesses such as those who prepare for social events. It does not include home-delivered meals such as pizza.

## 5. Receiving food

These next questions are about receiving **deliveries** of **food**.

	Answer to question		How you found out		Does not apply
<b>Q 10.</b> Is food delivered to the premises outside of the businesses' hours?	Yes	No	Obs	Ask	
<b>Q 11.</b> Do staff check that delivered potentially hazardous food is received at a safe temperature?  Potentially hazardous food must be delivered at 5°C or below or, at 60°C or above. Potentially hazardous food must be checked with a thermometer when delivered.  <b>If Yes or NA go to Q 14</b>	Yes <b>Q 14</b> ☞	No	Obs	Ask	No PHF <b>Q 14</b> ☞
<b>Q 12.</b> Does the business have an alternative system for ensuring the safety of delivered potentially hazardous food?  A business may accept food that is between 5°C and 60°C if satisfied that the time the food is at this temperature will not affect its safety (see Attachment 3)  <b>If No go to Q 14</b>	Yes	No <b>Q 14</b> ☞	Obs	Ask	
<b>Q 13.</b> Does the business document that this alternative system is effective, in place and working?  The system needs to be formally documented.	Yes	No	Obs	Ask	
<b>Q 14.</b> Does the business check that frozen food is received frozen?  This need not require the business to take a temperature. This could be assessed physically by handling or inspecting the food to determine whether the food is frozen.	Yes	No	Obs	Ask	No frozen food
<b>Q 15.</b> Is all food protected from contamination when received?  If food is delivered unpackaged, is it protected from contamination? E.g., covered with cling wrap, in a sealed container etc.	Yes	No	Obs	Ask	

## 6. Thermometers

This section is about how the temperature of food is checked. Specifically: the use of probe thermometers.

Answer to question

How you found out

Does not apply



<p><b>Q 16.</b> Does the business have a probe thermometer? A probe thermometer can be inserted into food to check temperature. <b>If No or NA go to Q 19</b></p>	Yes	No <b>Q 19</b> ☞	Obs	Ask	No PHF <b>Q 19</b> ☞
<p><b>Q 17.</b> Is the probe thermometer easily accessible to staff? The probe thermometer should not be permanently attached to equipment.</p>	Yes	No	Obs	Ask	
<p><b>Q 18.</b> Do the staff know how to use the probe thermometer? Can staff effectively insert the thermometer, read the temperature and sanitise the thermometer.</p>	Yes	No	Obs	Ask	
<p><b>Q 19.</b> How do staff generally check the temperature of delivered chilled food? Please circle answers for each</p>					No chilled food delivered
By touch	Yes	No	Obs	Ask	
By appearance – looking at it	Yes	No	Obs	Ask	
Using a thermometer (in or between food)	Yes	No	Obs	Ask	
Temperature gauge in the delivery vehicle	Yes	No	Obs	Ask	
Laser/ray gun	Yes	No	Obs	Ask	
Other please specify _____	Yes	No	Obs	Ask	

## 7. Food storage


This section is about **storing** food, including dry goods and **potentially hazardous** chilled and hot food.

### 7.1 Chilled food

This section is specifically about **storing potentially hazardous chilled food**




	Answer to question		How you found out		Does not apply
<p><b>Q 20.</b> Is chilled food stored at or below 5°C in the cool room / refrigerator? <b>If Yes go to Q 23 or NA go to Q 26</b></p>	Yes <b>Q 23</b> ☞	No	Obs	Ask	No chilled food <b>Q 26</b> ☞



<p><b>Q 21.</b> Does the business have an alternative system for ensuring that chilled food is stored safely? The business may have documented evidence that food can be safely stored at a higher temperature e.g. some cheeses can be stored at or below 7°C. <b>If No go to Q 23</b></p>	Yes	No <b>Q 23</b> 	Obs	Ask	
<p><b>Q 22.</b> Does the business document that this alternative system is effective, in place and working? The system needs to be formally documented.</p>	Yes	No	Obs	Ask	
<p><b>Q 23.</b> Is raw food separated appropriately from ready to eat food in the cool room / refrigerator? This includes all types of refrigerated storage.</p>	Yes	No	Obs	Ask	No raw and ready to eat
<p><b>Q 24.</b> Is there adequate storage space in the cool room / refrigerator?</p>	Yes	No	Obs	Ask	
<p><b>Q 25.</b> Is all food protected from contamination in the cool room / refrigerator?</p>	Yes	No	Obs	Ask	

## 7.2 Hot food

This next section is about storing **hot potentially hazardous food**.

	Answer to question		How you found out		Does not apply
<p><b>Q 26.</b> Is hot food held at or above 60°C? <b>If Yes go to Q 29 or NA go to Q 31</b></p>	Yes <b>Q 29</b> 	No	Obs	Ask	No hot food <b>Q 31</b> 
<p><b>Q 27.</b> Does the business have an alternative system for ensuring that hot food is stored safely? <b>If No go to Q 29</b></p>	Yes	No <b>Q 29</b> 	Obs	Ask	
<p><b>Q 28.</b> Does the business document that this alternative temperature system is effective, in place and working? The system needs to be formally documented.</p>	Yes	No	Obs	Ask	
<p><b>Q 29.</b> Is there appropriate equipment capable of maintaining hot food at a temperature of at least 60°C?</p>	Yes	No	Obs	Ask	

<b>Q 30.</b> Is there adequate equipment for holding hot potentially hazardous food?  Adequate means there is sufficient equipment or room within the equipment to hold all hot food at a temperature of at least 60°C.	Yes	No	Obs	Ask	

### 7.3 Dry goods

	Answer to question		How you found out		Does not apply
<b>Q 31.</b> Are dry goods protected from contamination?	Yes	No	Obs	Ask	No dry goods
<b>Q 32.</b> Do dry goods appear to be free from pests?	Yes	No	Obs	Ask	No dry goods

## 8. Cooking, cooling, reheating, and displaying

This section of questions is about cooking, cooling, reheating and displaying **potentially hazardous** food.

### 8.1 Cooking

This section is about **cooking potentially hazardous food**.

	Answer to question		How you found out		Does not apply
<b>Q 33.</b> Is food cooked at the correct temperature for the correct amount of time?  Does the business check the temperature of the food and the time that the food is at that temperature? The temperature/time does not need to be measured every time provided a predetermined safe method of cooking is followed.  <b>If Yes or NA go to Q 36</b>	Yes <b>Q 36</b> ☞	No	Obs	Ask	No cooked food <b>Q 36</b> ☞
<b>Q 34.</b> Does the business have another way of ensuring that food is correctly cooked?  The business may assess that a particular item of food is cooked by checking the texture, whether juices run clear, by using pop-up temperature indicators etc.  <b>If No go to Q 36</b>	Yes	No <b>Q 36</b> ☞	Obs	Ask	
<b>Q 35.</b> Does the business document that this alternative system is effective, in place and working?  The system needs to be formally documented	Yes	No	Obs	Ask	

### 8.2 Cooling

These questions are about cooling cooked **potentially hazardous** foods

	Answer to question		How you found out		Does not apply

<p><b>Q 36.</b> Is cooked food cooled to correct temperatures within the correct amount of time?</p> <p>Potentially hazardous food must be cooled: -Within two hours – from 60°C to 21°C; and -Within a further four hours – from 21°C to 5°C.</p> <p>It will not be possible to observe whether the above times and temperatures are being completely complied with. However, if the business is attempting to cool large volumes of cooked foods in the coolroom or fridge– the answer is ‘No’.</p> <p style="text-align: center;"><b>If Yes go to Q 39 or NA go to Q 42</b></p>	<p>Yes <b>Q 39</b> ☞</p> <p>No</p>	<p>Obs</p> <p>Ask</p>	<p>No cook &amp; cool <b>Q 42</b> ☞</p>
<p><b>Q 37.</b> Is cooked food cooled using a safe alternative system?</p> <p>Cooling may take longer, but the business knows what it is doing is safe.</p> <p style="text-align: center;"><b>If No go to Q 39</b></p>	<p>Yes</p> <p>No <b>Q 39</b> ☞</p>	<p>Obs</p> <p>Ask</p>	
<p><b>Q 38.</b> Does the business document that this alternative cooling system is effective, in place and working?</p> <p>Does the business have documents that show that times and temperatures for cooling food are safe and monitored even though they are outside the specified time range.</p>	<p>Yes</p> <p>No</p>	<p>Obs</p> <p>Ask</p>	




### 8.3 Reheating of food

This section is about the **reheating of potentially hazardous food**.

	Answer to question	How you found out	Does not apply
<p><b>Q 39.</b> Is food that has been cooked then cooled reheated rapidly for holding at hot temperatures?</p> <p>Rapidly means that the time taken to heat the entire food to 60°C should not exceed 2 hours. This requirement is limited to chilled food being reheated to be held hot in a bain-marie or similar unit.</p> <p style="text-align: center;"><b>If Yes or NA go to Q 42</b></p>	<p>Yes <b>Q 42</b> ☞</p> <p>No</p>	<p>Obs</p> <p>Ask</p>	<p>Not reheating <b>Q 42</b> ☞</p>
<p><b>Q 40.</b> Does the business have an alternative system for ensuring food is reheated safely?</p> <p>For example, the business may have evidence that the food it is reheating can be reheated more slowly.</p> <p style="text-align: center;"><b>If No go to Q 42</b></p>	<p>Yes</p> <p>No <b>Q 42</b> ☞</p>	<p>Obs</p> <p>Ask</p>	
<p><b>Q 41.</b> Does the business document that this alternative reheating system is effective, in place and working?</p> <p>The system needs to be formally documented.</p>	<p>Yes</p> <p>No</p>	<p>Obs</p> <p>Ask</p>	

## 8.4 Displaying ready to eat food


Displayed foods may include buffets, salad bars and counters.

	Answer to question		How you found out		Does not apply
<p><b>Q 42.</b> Is food on display protected from contamination?</p> <p>Displayed unpackaged food must be protected from contamination by some form of covering, or enclosed within a display unit with sneeze guards. Food on display for self-service must be provided with serving utensils.</p> <p style="text-align: center;"><b>If NA go to Q 48</b></p>	Yes	No	Obs	Ask	No food on display <b>Q 48</b> 
<p><b>Q 43.</b> Is displayed ready-to-eat food intended for self service supervised by staff?</p> <p>The business must ensure that if a customer is likely to have contaminated food, staff are aware of the situation and can remove the food from display.</p>	Yes	No	Obs	Ask	No self service
<p><b>Q 44.</b> Is potentially hazardous food on display held at the correct temperature?</p> <p>Potentially hazardous food must be displayed either at or below 5°C or at or above 60°C.</p> <p style="text-align: center;"><b>If Yes go to Q 47</b></p>	Yes <b>Q 47</b> 	No	Obs	Ask	
<p><b>Q 45.</b> Does the business have an alternative system for ensuring potentially hazardous food is displayed safely?</p> <p>If food is not being displayed at correct temperatures, establish whether the business has an alternative system in place. For example, the business may be using time as a control instead of temperature.</p> <p style="text-align: center;"><b>If No go to Q 47</b></p>	Yes	No <b>Q 47</b> 	Obs	Ask	
<p><b>Q 46.</b> Does the business document that this alternative display system is effective, in place and working?</p> <p>The system needs to be formally documented.</p>	Yes	No	Obs	Ask	
<p><b>Q 47.</b> Is food that is removed from display at the end of service for the day added to the new batch for display the next day?</p> <p>Leftover food should not be mixed with a new batch of food.</p>	Yes	No	Obs	Ask	

## 8.5 Adequate equipment


This section is about the adequacy of food preparation equipment.

	Answer to question	How you found out	Does not apply
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<p><b>Q 48.</b> Is there adequate equipment for preparing food? Food businesses must have adequate equipment to store, process and cook food safely (refer to Attachment 4). <b>If No go to Q 50</b></p>	<p>Yes    No <b>Q 50</b> </p>	<p>Obs    Ask</p>	<p>NA</p>
<p><b>Q 49.</b> If you answered 'no' please comment. _____ _____ _____</p>			


## 9. Transporting food

This section is about **transporting** food, including **potentially hazardous** chilled and hot food.

	Answer to question	How you found out	Does not apply
<p><b>Q 50.</b> Does this business transport food? <b>If No go to Q 52</b></p>	<p>Yes    No <b>Q 52</b> </p>	<p>Obs    Ask</p>	
<p><b>Q 51.</b> Is food protected from contamination during transportation?</p>	<p>Yes    No</p>	<p>Obs    Ask</p>	

### 9.1 Transporting chilled potentially hazardous food

This section is specifically about **chilled potentially hazardous food**.

	Answer to question	How you found out	Does not apply
<p><b>Q 52.</b> Does this business transport chilled potentially hazardous food? <b>If No go to Q 58</b></p>	<p>Yes    No <b>Q 58</b> </p>	<p>Obs    Ask</p>	
<p><b>Q 53.</b> What method is used to transport chilled potentially hazardous food? Please circle answers for each item.</p> <p>Eskies with ice</p> <p>Insulated vehicle</p> <p>Refrigerated vehicle</p> <p>Other specify: _____ _____</p>	<p>Yes    No</p> <p>Yes    No</p> <p>Yes    No</p> <p>Yes    No</p>	<p>Obs    Ask</p> <p>Obs    Ask</p> <p>Obs    Ask</p> <p>Obs    Ask</p>	

<p><b>Q 54.</b> What is the maximum time for transportation of chilled potentially hazardous food?</p> <p>Please tick one option only.</p> <p><input type="checkbox"/> Less than 1 hour</p> <p><input type="checkbox"/> 1 to 2 hours</p> <p><input type="checkbox"/> 2 to 3 hours</p> <p><input type="checkbox"/> 3 to 4 hours</p> <p><input type="checkbox"/> More than 4 hours</p>		Obs Ask	
<p><b>Q 55.</b> Is chilled food transported at the appropriate temperature?</p> <p>Food must be transported at or below 5°C</p> <p><b>If Yes go to Q 58</b></p>	Yes <b>Q 58</b> ☞	No Obs Ask	
<p><b>Q 56.</b> Does the business have an alternative system for ensuring chilled food is transported safely?</p> <p><b>If No go to Q 58</b></p>	Yes	No <b>Q 58</b> ☞	Obs Ask
<p><b>Q 57.</b> Does the business document that this alternative transport system is effective, in place and working?</p> <p>The system needs to be formally documented</p>	Yes	No Obs Ask	

## 9.2 Transporting hot potentially hazardous food

This section is specifically about **hot potentially hazardous food**.

	Answer to question	How you found out	Does not apply
<p><b>Q 58.</b> Does this business transport hot potentially hazardous food?</p> <p><b>If No go to Q 64</b></p>	Yes	No <b>Q 64</b> ☞	Obs Ask
<p><b>Q 59.</b> What method is used to transport hot potentially hazardous food?</p> <p>Please circle answers for each.</p> <p>Insulated bag</p>	Yes	No Obs Ask	
<p>Container or bag with heat pack</p>	Yes	No Obs Ask	
<p>Insulated vehicle</p>	Yes	No Obs Ask	
<p>Other specify:</p> <p>_____</p> <p>_____</p>	Yes	No Obs Ask	

<p><b>Q 60.</b> What is the maximum time for transportation of hot potentially hazardous food?                  Please tick one option only.</p> <p><input type="checkbox"/> Less than 1 hour  <input type="checkbox"/> 1 to 2 hours  <input type="checkbox"/> 2 to 3 hours  <input type="checkbox"/> 3 to 4 hours  <input type="checkbox"/> More than 4 hours</p>		Obs Ask	
<p><b>Q 61.</b> Is hot food transported at the appropriate temperature?                  Food must be transported at or above 60°C.  <b>If Yes go to Q 64</b></p>	Yes <b>Q 64</b> ☞	No Obs Ask	
<p><b>Q 62.</b> Does the business have an alternative system for ensuring hot food is transported safely?  <b>If No go to Q 64</b></p>	Yes	No <b>Q 64</b> ☞	Obs Ask
<p><b>Q 63.</b> Does the business document that this alternative transport system is effective, in place and working?                  The system needs to be formally documented</p>	Yes	No Obs Ask	

## 10. Cleaning and sanitising

This section is about cleaning and sanitation including commercial and domestic dishwashers, glass washers and other sanitisers.

	Answer to question	How you found out	Does not apply
<p><b>Q 64.</b> Are reusable eating and drinking utensils used by the business?  <b>If No go to Q 71</b></p>	Yes	No <b>Q 71</b> ☞	Obs Ask

### 10.1 Commercial dishwashers

This section is specifically about **commercial dishwashers**.

	Answer to question	How you found out	Does not apply
<p><b>Q 65.</b> Does the business use a commercial dishwasher to wash and sanitise utensils?  <b>If No go to Q 67</b></p>	Yes	No <b>Q 67</b> ☞	Obs Ask

<p><b>Q 66.</b> What is the sanitising temperature AND the length of the sanitising cycle of the commercial dishwasher? <b>Please record temperature and length of cycle.</b></p>	<p>Temperature: _____ (°C) Length: _____ Mins</p>
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## 10.2 Domestic dishwashers

This section is specifically about **domestic dishwashers**.

	<i>Answer to question</i>	<i>How you found out</i>	<i>Does not apply</i>
<p><b>Q 67.</b> Does the business use a domestic dishwasher to wash and sanitise utensils?  <b>If No go to Q 69</b></p>	<p>Yes    No <b>Q 69</b> ↓</p>	<p>Obs    Ask</p>	
<p><b>Q 68.</b> What is the sanitising temperature AND the length of the sanitising cycle of the domestic dishwasher? <b>Please record temperature and length of cycle.</b></p>	<p>Temperature: _____ (°C) Length: _____ Mins</p>		

## 10.3 Hot water glasswashers

This section is specifically about **hot water glass washers**.

	<i>Answer to question</i>	<i>How you found out</i>	<i>Does not apply</i>
<p><b>Q 69.</b> Does the business use a hot water glass washer to wash and sanitise glasses?  <b>If No go to Q 71</b></p>	<p>Yes    No <b>Q 71</b> ↓</p>	<p>Obs    Ask</p>	
<p><b>Q 70.</b> What is the sanitising temperature AND the length of the sanitising cycle of the hot water glass washer? <b>Please record temperature and length of cycle.</b></p>	<p>Temperature: _____ (°C) Length: _____ Mins</p>		

## 10.4 Equipment sanitisers

This section is specifically about chemical and manual sanitisers used in the cleaning of equipment.

	<i>Answer to question</i>	<i>How you found out</i>	<i>Does not apply</i>
<p><b>Q 71.</b> Does the business use chemical sanitisers for equipment?  <b>If no go to Q 73</b></p>	<p>Yes    No <b>Q 73</b> ↓</p>	<p>Obs    Ask</p>	
<p><b>Q 72.</b> Are chemical sanitisers used appropriately? Are the correct concentrations used? Are sanitisers applied to clean surfaces? Are the right sanitiser used? Check sanitiser instructions</p>	<p>Yes    No</p>	<p>Obs    Ask</p>	



<p><b>Q 73.</b> Does the business manually use hot water to sanitise (without chemicals) any of its equipment? If the business manually washes, rinses and then sanitises all equipment the answer is 'no'. <b>If no go to Q 75</b></p>	<p>Yes    No <b>Q 75</b> ↓</p>	<p>Obs    Ask</p>	
<p><b>Q 74.</b> Record the temperature of the hot water: either at the tap or in the sink as appropriate. If the business holds utensils directly under the tap, measure the temperature at the tap. If business puts utensils in a sink, measure the water temperature during use.</p>	<p>Temperature: _____ (°C)</p>		

## 11. Protecting food from contamination

	Answer to question	How you found out	Does not apply
<p><b>Q 75.</b> Is separate equipment used for preparing and processing raw and ready to eat food? <b>If Yes or NA go to Q 77</b></p>	<p>Yes    No <b>Q 77</b> ↓</p>	<p>Obs    Ask</p>	<p>No raw and ready to eat <b>Q 77</b> ↓</p>
<p><b>Q 76.</b> Is equipment cleaned and sanitised between these uses?</p>	<p>Yes    No</p>	<p>Obs    Ask</p>	
<p><b>Q 77.</b> Are food preparation staff wearing 'clean' outer clothing? Clothing must be of a level of cleanliness that is appropriate for the food in question. For example a butcher's outer clothing is not expected to be as clean as a food handler's making sandwiches.</p>	<p>Yes    No</p>	<p>Obs    Ask</p>	
<p><b>Q 78.</b> Do staff handle ready to eat food with utensils or other barriers? Barriers include anything other than hands, e.g. gloves and paper.</p>	<p>Yes    No</p>	<p>Obs    Ask</p>	<p>No ready to eat</p>
<p><b>Q 79.</b> Do staff change their food handling gloves when necessary? Disposable gloves may be used for one task only. Once a glove is removed from a hand it cannot be reused. Disposable gloves must be changed between handling raw and ready-to-eat food.</p>	<p>Yes    No</p>	<p>Obs    Ask</p>	<p>No disposable gloves</p>

## 12. Hand washing

### 12.1 Hand washing practices

This section is about how staff wash their hands during and before food preparation.

	Answer to question	How you found out	Does not apply
--	--------------------	-------------------	----------------

<p><b>Q 80.</b> Do staff wash hands when necessary? Record answers for each Food handlers must wash hands whenever their hands are likely to be a source of contamination including:</p> <p>Between working with raw and ready-to-eat food</p> <p>Immediately after using the toilet</p> <p>Before handling exposed food</p> <p>After smoking, coughing, sneezing, blowing nose, eating or drinking</p> <p>After touching hair, scalp or body opening</p>	Yes	No	Obs	Ask	NA
	Yes	No	Obs	Ask	
	Yes	No	Obs	Ask	
	Yes	No	Obs	Ask	
	Yes	No	Obs	Ask	
<p><b>Q 81.</b> Do staff wash hands in the designated hand washing facilities? As opposed to washing hands in the equipment washing sink.</p>	Yes	No	Obs	Ask	
<p><b>Q 82.</b> Do staff wash and dry their hands correctly? Do staff wash their hands thoroughly using soap and warm running water and dry their hands thoroughly with a single-use towel. Bar soap is acceptable.</p>	Yes	No	Obs	Ask	

## 12.2 Hand washing facilities

This section is about the hand washing facilities where staff wash their hands.

	Answer to question		How you found out		Does not apply
<p><b>Q 83.</b> Are sufficient hand-washing facilities provided? At least one hand washing facility must be provided within each food handling area. In large areas more than one should be provided. Food handlers should not have to travel more than 5 meters to access a hand washing basin.</p>	Yes	No	Obs	Ask	
<p><b>Q 84.</b> Are hand washing facilities accessible to employees? Hand washing facilities provided are not blocked by equipment or located behind doors.</p>	Yes	No	Obs	Ask	
<p><b>Q 85.</b> Are hand-washing facilities supplied with soap / hand cleanser? Bar soap is adequate. Liquid and antibacterial soap is not required.</p>	Yes	No	Obs	Ask	
<p><b>Q 86.</b> Do hand washing facilities show evidence of recent use?</p>	Yes	No	Obs	Ask	

<p><b>Q 87.</b> Do hand-washing facilities have warm running water? Warm water is considered to be around 40°C.</p>	<p>Yes No</p>	<p>Obs Ask</p>	
<p><b>Q 88.</b> Are hand washing facilities supplied with single use towels? Each facility must have single-use towels. An air-dryer on its own is not considered adequate.</p>	<p>Yes No</p>	<p>Obs Ask</p>	


### 13. Assessment of policy for staff sickness

This section is about verbal and written policies for when food handling staff are sick

	Answer to question	How you found out	Does not apply
<p><b>Q 89.</b> Does the business have a policy relating to staff who are unwell? Unwell means suffering conditions capable of contaminating food. The policy may be: -understood/explained verbally (ask); -visually displayed on signs/posters (observe); -documented (in FS plan, staff agreements, etc) (observe).</p>	<p>Yes No</p>	<p>Obs Ask</p>	
<p><b>Q 90.</b> Do staff cover open wounds with a waterproof dressing? A bandaid or liquid spray must be covered by a glove.</p>	<p>Yes No</p>	<p>Obs Ask</p>	


### 14. General assessment of premises

	Answer to question	How you found out	Does not apply
<p><b>Q 91.</b> Is lighting adequate for preparation and processing food? Is there sufficient light to see whether areas and equipment are clean, detect signs of pests and to see food and equipment.</p>	<p>Yes No</p>	<p>Obs Ask</p>	
<p><b>Q 92.</b> Is there adequate ventilation when preparing and processing food? Does the ventilation system (natural or mechanical) removes all steam and fumes. The business does not comply with this requirement if there is condensation or grease on walls or ceilings due to insufficient ventilation (i.e., not due to failure to clean).</p>	<p>Yes No</p>	<p>Obs Ask</p>	
<p><b>Q 93.</b> Are the overall business premises and equipment clean?  If Yes go to Q 95</p>	<p>Yes <b>Q 95</b> ☞</p>	<p>Obs Ask</p>	

<p><b>Q 94.</b> If there are problems with cleanliness, please identify where they are. Please tick all that apply.</p>	<input type="checkbox"/> Food receiving area <input type="checkbox"/> Cool room <input type="checkbox"/> Dry goods storage area <input type="checkbox"/> Hot food holding equipment <input type="checkbox"/> Preparation & cooking areas <input type="checkbox"/> Other specify				
<p><b>Q 95.</b> Are the overall business premises and equipment well maintained?  If Yes go to Q 97</p>	Yes <b>Q 97</b> 	No 	Obs Ask		
<p><b>Q 96.</b> If there are problem areas with maintenance, please identify where they are. Please tick all that apply.</p>	<input type="checkbox"/> Food receiving area <input type="checkbox"/> Cool room <input type="checkbox"/> Dry goods storage area <input type="checkbox"/> Hot food holding equipment <input type="checkbox"/> Preparation, & cooking areas <input type="checkbox"/> Other specify				
<p><b>Q 97.</b> Do the premises appear to be free of pests?</p>	Yes 	No 	Obs Ask		
<p><b>Q 98.</b> Does the business contract a pest control company or have a pest control program?  Is the business actively trying to prevent or control pests. A pest control program is more than just 'spray when you see them'.</p>	Yes 	No 	Obs Ask		
<p><b>Q 99.</b> Are chemicals stored safely?</p>	Yes 	No 	Obs Ask	No chemicals	
<p><b>Q 100.</b> Are personal clothing and items stored appropriately?</p>	Yes 	No 	Obs Ask	Storage not needed	

## 15. Food recall and safety plan

This section is about formal food recall plans for manufacturers and wholesalers, and food safety programs for all types of business.

	Answer to question	How you found out	Does not apply
<p><b>Q 101.</b> Is this business engaged in the wholesale supply (to other businesses), manufacturing or importation of food?  If No go to Q 103</p>	Yes 	No <b>Q 103</b> 	Obs Ask

<p><b>Q 102.</b> Does the business have a written food recall plan?</p>	Yes	No	Obs	Ask	
<p><b>Q 103.</b> Does the business have a written food safety program?                  Does the program identify food safety hazards, and ways to control and monitor these hazards? There must be more than a set of work instructions available at the premises.</p>	Yes	No	Obs	Ask	




## 16. Sushi makers

The following items relate solely to businesses that make sushi products on the premises, either for direct sale to the public or for distribution to other businesses. Sushi products may include:

- 'Maki' sushi - Nori seaweed and a layer of rice around a core of fillings
- 'Nigiri' sushi - A slice of fish or other topping atop vinegared rice

<b>Q 104.</b> Does the business make sushi on the premises?	Yes	Ask Section 16 ( <b>Q 105</b> )
	No	Go to bakery screen ( <b>Q 117</b> )

Questions regarding rice are only referring to the rice used to make sushi.



	Answer to question		How you found out		Does not apply
<b>Q 105.</b> Is the rice used to make sushi prepared in advance and then stored before use?  If No go to Q 107	Yes	No <b>Q 107</b> 	Obs	Ask	
<b>Q 106.</b> Is the rice refrigerated at 5°C or less before use?	Yes	No	Obs	Ask	
<b>Q 107.</b> If prepared in advance of serving or sale, is the sushi stored in refrigeration at 5°C or less?	Yes	No	Obs	Ask	Not make sushi in advance
<b>Q 108.</b> If the business presents the sushi for sale: is it displayed in refrigerated conditions at 5°C or less?  If Yes (refrigerated at 5°C or less ) to the last three questions go to Q 114	Yes	No	Obs	Ask	Not display sushi
<b>Q 109.</b> Is vinegar added to the rice?  If not preparing rice at time of survey, view recipe or work instructions to answer yes/no and "observed"; or if there is no recipe then yes/no and "asked".  If No go to Q 111	Yes	No <b>Q 111</b> 	Obs	Ask	
<b>Q 110.</b> Is at least 110mL vinegar added to every 1kg of cooked rice?	Yes	No	Obs	Ask	
<b>Q 111.</b> Is an alternative acidic substance added to the rice?  Other acidic substances may include rice wine (Mirin)	Yes	No	Obs	Ask	
<b>Q 112.</b> Is the pH of the rice measured?  If No go to Q 114	Yes	No <b>Q 114</b> 	Obs	Ask	

<p><b>Q 113.</b> Is the pH of the rice <math>\leq 4.8</math>? Please measure the pH if possible</p>	Yes	No	Obs	Ask	
<p><b>Q 114.</b> What is the maximum time the business keeps cooked rice before using it? Please write your answer in days and/or hours to the right.</p>	_____ Days		_____ Hours		Not keep cooked rice
<p><b>Q 115.</b> If the sushi is displayed for sale at <math>&gt;5^{\circ}\text{C}</math>, does the business have a system to determine the amount of time the sushi has been on display? Systems might include colour coding (strips/plates/trays), date/time stamp etc.</p>	Yes	No	Obs	Ask	Not display/ Only display at $5^{\circ}\text{C}$ or less
<p><b>Q 116.</b> For retailers and hospitality businesses please ask: What happens to unsold sushi at the end of the day? Do you....? READ OUT Please circle answers</p>					Not retail/hospitality
<p>Store in the refrigerator for subsequent sale</p>	Yes	No			
<p>Store (unrefrigerated) for subsequent sale</p>	Yes	No			
<p>Give away to/eaten by staff/friends</p>	Yes	No			
<p>Use in the manufacture of other products</p>	Yes	No			
<p>Throw away/discard</p>	Yes	No			

## 17. Bakeries

The following items relate solely to bakery businesses that make pastries, pies, cakes and other bakery products on the premises, either for direct sale to the public, or for distribution to other businesses. You do not need to ask these questions of businesses that manufacture bread only.

<b>Q 117.</b> Is the business a bakery (Not only bread products)?	Yes	Ask Section 17 (Q 118)
	No	Go to Q 128 (Last Page)

	Answer to question		How you found out		Does not apply
<b>Q 118.</b> Does this business use piping bags in the preparation of food?  If No go to Q 122	Yes	No <b>Q 122</b> 	Obs	Ask	
<b>Q 119.</b> Are disposable or reusable piping bags used? Please answer for each below					
Disposable	Yes	No	Obs	Ask	
Reusable	Yes	No	Obs	Ask	
<b>Q 120.</b> Is the same piping bag (disposable or otherwise) used for more than one product – i.e. used for cream and then for meat products?	Yes	No	Obs	Ask	
<b>Q 121.</b> Are reusable piping bags adequately cleaned and sanitised between uses?	Yes	No	Obs	Ask	No reusable
<b>Q 122.</b> Is there evidence of cross-contamination of foods occurring at the business?  If No go to Q 124	Yes	No <b>Q 124</b> 	Obs	Ask	
<b>Q 123.</b> Please describe the nature of this cross-contamination below.  _____					
<b>Q 124.</b> Does this business use eggs or egg products as part of food preparation? (eg fresh eggs, egg pulp etc)					
Shell eggs?	Yes	No	Obs	Ask	
Egg products (eg egg pulp etc)?	Yes	No	Obs	Ask	



If No to both end observation					
<b>Q 125.</b> Where does the business source their eggs and/or egg products?  Farm  Wholesale/supplier  Supermarket  Local shop  Other, please specify: _____ _____	Yes	No			
	Yes	No			
	Yes	No			
	Yes	No			
	Yes	No			
<b>Q 126.</b> Are shell eggs visibly clean?	Yes	No	Obs	Ask	No shell eggs
<b>Q 127.</b> Do any of the stored shell eggs have visible cracks?	Yes	No	Obs	Ask	No shell eggs

**End Observation:**

Thank you for your time. The results of this survey will be analysed and the information about your business will be kept confidential. The results of all the surveys will be prepared by Campbell Research & Consulting. The final findings and report will be published by FSANZ later this year.

**Q 128.** Do you have any other comments about this business' food handling, equipment, business premises that would be useful to us in interpreting the results?

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**Please check that all questions have been answered before leaving the business.**

End time of observation: \_\_\_\_\_am/pm

Length of time taken to complete observation: \_\_\_\_\_Hours \_\_\_\_\_Minutes





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## **APPENDIX C:**

# **ANZSIC Codes Used for FSANZ 2007 National Food Handling Survey**

<b>C</b>	<b>Manufacturing</b>
21	FOOD, BEVERAGE AND TOBACCO MANUFACTURING
211	MEAT AND MEAT PRODUCT MANUFACTURING
2111	Meat Processing
2112	Poultry Processing
2113	Bacon, Ham and Smallgood Manufacturing
212	DAIRY PRODUCT MANUFACTURING
2121	Milk and Cream Processing
2122	Ice Cream Manufacturing
2129	Dairy Product Manufacturing n.e.c.
213	FRUIT AND VEGETABLE PROCESSING
2130	Fruit and Vegetable Processing
214	OIL AND FAT MANUFACTURING
2140	Oil and Fat Manufacturing
215	FLOUR MILL AND CEREAL FOOD MANUFACTURING
2151	Flour Mill Product Manufacturing
2152	Cereal Food and Baking Mix Manufacturing
216	BAKERY PRODUCT MANUFACTURING
2161	Bread Manufacturing
2162	Cake and Pastry Manufacturing
2163	Biscuit Manufacturing
217	OTHER FOOD MANUFACTURING
2172	Confectionery Manufacturing
2173	Seafood Processing
2179	Food Manufacturing n.e.c.
218	BEVERAGE AND MALT MANUFACTURING
	Soft Drink, Cordial and Syrup Manufacturing
2181	

**F Wholesale Trade**

- 47 PERSONAL AND HOUSEHOLD GOOD WHOLESALING
- 471 FOOD, DRINK AND TOBACCO WHOLESALING
- 4711 Meat Wholesaling
- 4712 Poultry and Smallgoods Wholesaling
- 4713 Dairy Produce Wholesaling
- 4714 Fish Wholesaling
- 4715 Fruit and Vegetable Wholesaling

**G Retail Trade**

- 51 FOOD RETAILING
- 511 SUPERMARKET AND GROCERY STORES
- 5110 Supermarket and Grocery Stores
- 512 SPECIALISED FOOD RETAILING
- 5121 Fresh Meat, Fish and Poultry Retailing
- 5124 Bread and Cake Retailing
- 5125 Takeaway Food Retailing
- 5126 Milk Vending
- 5129 Specialised Food Retailing n.e.c.

**H Accommodation, Cafes and Restaurants**

- 57 ACCOMMODATION, CAFES AND RESTAURANTS
- 571 ACCOMMODATION
- 5710 Accommodation
- 572 PUBS, TAVERNS AND BARS
- 5720 Pubs, Taverns and Bars
- 573 CAFES AND RESTAURANTS
- 5730 Cafes and Restaurants
- 574 CLUBS (HOSPITALITY)
- 5740 Clubs (Hospitality)

**N Education**

- 84 EDUCATION
- 842 SCHOOL EDUCATION
- 8421 Primary Education
- 8422 Secondary Education
- 8423 Combined Primary and Secondary Education
- 8424 Special School Education

843	POST SCHOOL EDUCATION
8431	Higher Education
8432	Technical and Further Education
844	OTHER EDUCATION
8440	Other Education
<b>O</b>	<b>Health and Community Services</b>
86	HEALTH SERVICES
861	HOSPITALS AND NURSING HOMES
8611	Hospitals (Except Psychiatric Hospitals)
8612	Psychiatric Hospitals
8613	Nursing Homes
87	COMMUNITY SERVICES
871	CHILD CARE SERVICES
8710	Child Care Services
872	COMMUNITY CARE SERVICES
8721	Accommodation for the Aged
8722	Residential Care Services n.e.c.
8729	Non-Residential Care Services n.e.c.
96	OTHER SERVICES
9632	Corrective Centres



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# **Appendix D: 2007 National Food Handling Survey Supporting Information for EHOs**



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To whom it may concern.

## **RE: Your Participation in the 2007 National Food Handling Survey**

**Food Standards Australia New Zealand (FSANZ) has commissioned Campbell Research & Consulting (CR&C) to conduct a nationwide survey to assess food businesses' food handling knowledge and practices. The project is supported by State and Territory governments across Australia.**

### **Why is the survey being conducted?**

As you know, State and Territory Governments brought new food safety standards into effect between 2001 and 2003. The first National Food Handling Benchmark Survey was conducted at the start of implementation in 2001. Now, in 2007, this new survey will measure the impact of the standards on food handling practices and knowledge among food businesses. As with the 2001 benchmark survey, State and Territory Governments have agreed that the survey be conducted in each Australian State and Territory and that Local Government Area (LGA) Environmental Health Officers (EHOs) be asked to conduct the surveys.

### **Why has my Local Government Area (LGA) been selected to take part in the survey?**

The selection of LGAs (local councils or municipalities) is a random process undertaken by CR&C. Your LGA had been randomly selected as part of a broader selection of LGAs across Australia. The selection is designed to provide a statistically valid sample that is nationally representative of LGAs and food businesses across Australia. A total of 1120 food businesses will be surveyed across 106 LGAs or Territories throughout Australia.

Food Standards Australia New Zealand and Campbell Research & Consulting invite  
you to assist in the National Food Handling Survey.

In the next week or two, staff from CR&C will contact you to make arrangements to send your briefing materials and names of businesses to prepare for the survey.

### **How will I benefit from this survey?**

We appreciate your help with this survey. Your assistance is vital for assessing the effectiveness of the national food safety standards.

FSANZ will distribute the results of the national survey to all participating LGAs. In addition, FSANZ will provide each LGA with a summary report for their area to enable you to compare major findings in your area with national and State/Territory findings. Individual businesses will not be identified in the LGA reports and individual LGAs will not be identified in the final published report.

In addition, EHOs involved in the 2001 Benchmark Survey commented that the survey form has the potential to be a useful tool for routine EHO visits.

### How long will it take?

You are being asked to complete approximately ten surveys in a period of four weeks commencing in mid to late May. In 2001, survey forms took about one hour to complete for each business - the 2007 survey is very similar and pilot testing of the survey questionnaire indicated again that it would take about 1 hour. As you become more familiar with the questionnaire the survey time may decrease.

### What is the purpose of the survey?

The survey is designed to assess and measure food handling practices at businesses. We ask that you approach food businesses to complete the survey during the businesses' normal working hours. The questionnaire measures food handling practices in two ways:

- **Observations** you make of food business staff handling food; and
- **Questions** you may need to ask the manager or supervisor.

*Please note that the survey is voluntary and is not part of any enforcement regime.*

### Why have EHO or public health unit officers been asked to survey food premises?

You are Australia's experts in safe food handling and observations of practices in food businesses. As such, you are the best people to assist us with the survey by making expert assessments of food businesses food handling practices.

### What will happen to the information collected in the survey?

The results of this survey will be analysed and the information about businesses will be kept confidential. CR&C adhere to the strict confidentiality guidelines of the Australian Market and Social Research Society. The results of the survey will be prepared by CR&C for FSANZ later this year.

### Where can I get more information about the survey?

The briefing material contains more detailed information about the survey. Also, you can contact your State/Territory Department of Health Food Unit or equivalent, (or New South Wales Food Authority), who has been briefed by FSANZ, or call us directly at the numbers listed below. We also welcome any comments you may have on this process.

- At FSANZ: **Mary-Lou Dalzell**
  - Phone: (02) 6271 2212
  - E-mail: [marylou.dalzell@foodstandards.gov.au](mailto:marylou.dalzell@foodstandards.gov.au)
- At CR&C: **David Spicer**
  - Phone: (03) 9482-4216
  - E-mail: [dspicer@campbellresearch.com.au](mailto:dspicer@campbellresearch.com.au)

Thank you again for your assistance in the survey.

Regards,



**Mary-Lou Dalzell**  
Survey Manager at FSANZ





CAMPBELL RESEARCH & CONSULTING

# **2007 National Food Handling Survey Fieldwork Instructions for EHO's**

Prepared by Campbell Research and Consulting  
On behalf of

**Food Standards Australia New Zealand**

2007



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## 1. Introduction

Your local government area (LGA) has been selected to assist in the Food Standards Australia New Zealand (FSANZ) Food Safety Practices Survey for Campbell Research & Consulting (CR&C). Your assistance in conducting the surveys is vital to the success of the project, and is much appreciated.

This document is part of the information pack that will help you complete the surveys of food businesses.

### 1.1 Background

In July 2000, the Australia New Zealand Food Standards Council agreed to the inclusion of three Food Safety Standards in the *Australia New Zealand Food Standards Code* (Standards 3.1.1, 3.2.2 and 3.2.3). The three standards, developed by FSANZ, contain requirements relating to food safety practices, premises and equipment. The purpose of these new standards was to create food safety laws that were the same across all States and Territories.

State and Territory Governments brought in new food safety standards into effect between 2001 and 2003. In addition, Victoria has implemented requirements for Food Safety Programs.

### 1.2 The survey

To test the impact of the standards, FSANZ has commissioned two surveys of food businesses:

- The first survey was conducted in 2001 before the introduction of the National Food Safety Standards.
- The second survey is being conducted now, and will measure the impact of the standards on food handling practices and knowledge among food businesses.

FSANZ commissioned Campbell Research & Consulting (CR&C) to independently conduct the research and analyse the results.

The survey is designed to assess and measure food handling practice at businesses. We ask that you approach food businesses to complete the survey during the businesses' normal working hours. **However, the survey should not be conducted in conjunction with your normal inspection procedures.** The survey instrument (attached) will measure food handling practice in two ways:

- The EHO will **observe** food business staff handling food; and
- The EHO **may need to ask** the manager or supervisor some questions.

**It is important to note that the survey is voluntary and is not part of any enforcement regime.**

### 1.3 Contents of the information pack

This pack contains a number of documents to assist you in the survey:

- Copies of the survey form to be completed by an EHO (plus two spares);
- Copies of “Explanation of Questions for the EHO Food Safety Standards Survey” for reference when completing the surveys - you will need to have with you on your visit;
- Letters of explanation to be given to the food businesses surveyed;
- Two postage packs:
  - One A4 envelope to return the first survey to CR&C for review; and
  - One Parcel Post bag for returning the remaining surveys to CR&C;
- A list of businesses to visit, with space to record the outcome for the business; and



- Feedback sheet.

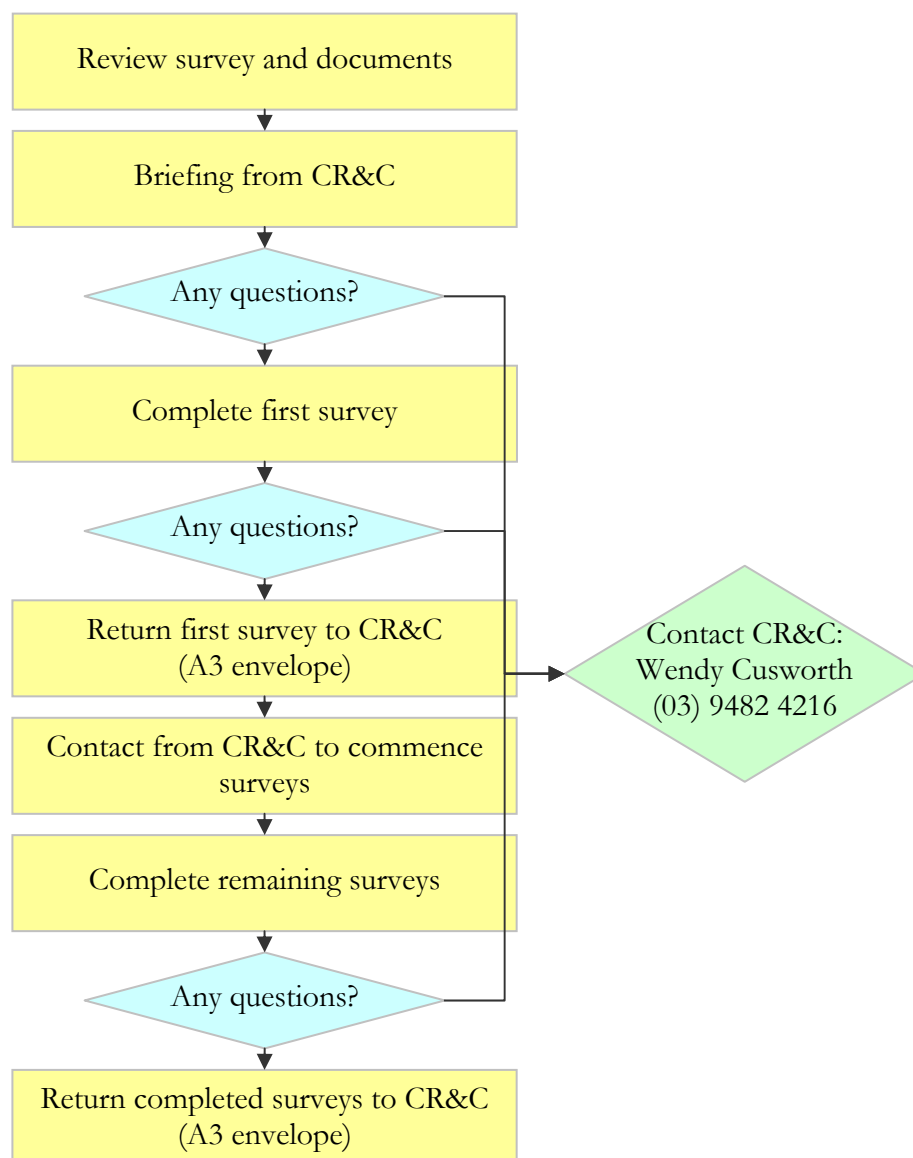
#### **1.4 What you will need to provide**

As you conduct the survey there will be times when you will be asked to measure the water temperature of dishwashers or running water, and, for sushi manufacturers, test the pH of the sushi rice. We ask that you bring with you:

- Temperature probe/thermometer;
- Swabs to clean the thermometer; and
- pH strips or similar for measuring pH.

## **2. Overview of the survey process**

The process for the survey will need to be followed carefully to make sure that the data collected is of the highest quality. The steps required are outlined in the diagram below.



The steps you will need to follow are:

- Read all of the documentation in this pack thoroughly. This includes familiarizing yourself with the briefing instructions, the survey instrument and detailed explanation of questions.
- CR&C will contact you to discuss and brief you; you may ask any questions at this stage.
- Conduct the first survey with a food business from the list provided, then return the completed survey form to CR&C in the spare envelope by <to be advised>.
- CR&C will check through this first form to make sure that the information is being recorded correctly. We will contact you by <to be advised> if any clarification is required.



- Once notified by CR&C, you may proceed with remaining surveys as per the instructions in this document.
- Please complete all surveys and return the survey forms to CR&C in the A3 envelope by <to be advised>.

### 3. Collection of survey data by EHOs

Your LGA was randomly selected to participate in the survey from a pool of urban and rural/regional councils to make up quotas based on food business populations for each State or Territory. A total of 110 LGAs have been selected to participate from across Australia.

#### 3.1 Sample for the survey in your LGA

Each EHO is being asked to conduct 10 surveys over a period of approximately four weeks. Each survey is expected to take approximately 1 hour. CR&C will provide you with a list of 30 food businesses for your area. These food businesses have been randomly selected from a database of Australian businesses, and matched to your area using postcode data. The types of food businesses included has been kept as broad as possible to capture all food handling businesses such as cafes, restaurants, canteens, supermarkets, caterers and manufacturers.

##### 3.1.1 Checking the list

The list of food businesses that we have sent to your LGA may not be 100% accurate. Therefore, prior to commencing the surveys please check through the list that we have sent you, using your own knowledge and records, making sure that you will be able to undertake a survey at each business. Businesses may be removed from the list if the business:

- Is not involved in providing or selling food;
- Only transports or stores non-perishable foods that do not need to be kept hot or cold (such as soft drinks, long-life milk, potato chips, confectionery and the like);
- Only provides, produces, manufactures or processes flavours, additives or processing aids for foods;
- Has recently been inspected (eg the last few weeks, we do not want to place undue hardship on businesses);
- Is facing compliance charges or is subject to an official notice;
- Has closed operations;
- Is outside of your council / enforcement agency area.

A list of only 30 food businesses has been provided in order to maintain the rigour of the random sampling process for the survey. When conducting the survey please work your way through the first 10 businesses, and use the additional businesses listed only if necessary. Some modifications may be made to the list as follows:

- If you arrive at the business to find it has moved or closed and been replaced by another food business at the same address, you may substitute that food business;
- If you know a food business has moved from the address on the list provided, you may survey the business at the new address, if it still falls within your local area.

Should you have used all 30 businesses listed without reaching the required 10 completed surveys please contact CR&C for a further list of businesses.

### 3.1.2 Who to approach

Permission to conduct the survey should be obtained from the business owner/manager supervisor or **the person who is responsible for managing staff who handle food in the day-to-day operation of the business**. While the aim of the survey is to observe food handling practices you may need to ask questions of this person to complete the questionnaire.

### 3.1.3 Refusals

The **survey is voluntary** and a business may refuse to participate. While we ask that you reassure that the survey is voluntary and not part of any inspection regime you should encourage the business to participate. Please do not put pressure on a business other than explaining what the survey is about. We have included an explanatory letter for you to give to someone at the business.

Please do not proceed with the survey if:

- The business has clearly refused to participate; or
- You have attempted to survey the business at least 4 times and you were not able to contact the business or they were unavailable.

Don't go in if you are not welcome.

## 3.2 Approaching a food business

The aim of the survey is to **observe** the food handling practices of the business under “normal” circumstances. Please make unannounced visits to survey businesses wherever possible.

In rural areas, where travel times may be long, or when approaching businesses with irregular hours it may be necessary to first contact them by phone to seek approval to proceed. An appointment time may be necessary although is the least preferred option.

## 3.3 Overview of the survey

For the questions in this questionnaire, please observe the food business and record your observations of the food safety issues. In some instances you will need to ask questions of someone at the food business, but for the most part we would like you to respond based on what you observe or measure.

For each question, you will need to circle two things:

- Either ‘Yes’ or ‘No’ to indicate your answer to the question; and
- Either ‘Observed’ or ‘Asked’ to indicate whether you got the information through observation of practice, or asking a staff member.



You may also circle the description in the ‘Not Apply’ column if the question is not relevant to the business.

For example: If you observed that: yes, the business does check that frozen food is received frozen, you would circle yes, and obs.

		Answer to question		How you found out		Does not apply
<b>Q 1.</b>	<b>Does the business check that frozen food is received frozen?</b>	Yes	No	Obs	Ask	No frozen food
This need not require the business to take a temperature. This could be assessed physically by handling or inspecting the food to determine whether the food is frozen.						

However, continuing with this example, if the business does check that frozen food is received frozen but you did not see it while you were there, you would circle yes and ask.

		Answer to question		How you found out		Does not apply
<b>Q 1.</b>	<b>Does the business check that frozen food is received frozen?</b>	Yes	No	Obs	Ask	No frozen food
This need not require the business to take a temperature. This could be assessed physically by handling or inspecting the food to determine whether the food is frozen.						

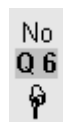
Sometimes, you will need to skip past questions because they are not relevant.

You will know when to do this when you see an instruction that looks like the one below. This instruction tells you:

- **When** you have to skip: when the answer is **Yes**; or it does not apply;
- **Where** you have to skip to: you have to go to Question 14 (Q14).

If YES or NA go to Q14

Also, the response that requires you to skip is marked with a small hand like this: If you see this graphic, you will know you have to skip to another question. In this example, if the answer to the question is no, you need to skip to question 6.



Explanatory text has been kept to a minimum in the survey instrument to make it easier to answer the questions quickly. Detailed explanation for specific questions has been included as “Explanation of Questions in the EHO Food Safety Standards Survey” should you need to refer to it.

If you have any questions or comments, please contact Wendy Cusworth at CR&C  
 on (03) 9482 4216

### 3.4 Non-compliance with standards

This survey needs to be kept separate from your usual food inspection activities as you are not visiting the business in an enforcement capacity. If you notice something during the survey that contravenes the food legislation and you are normally obliged to report, preferably discuss the matter with the business on another day or on completion of the survey, if it is not practical to return at a later time. Talk to them about any non-compliant practices after completing the questionnaire and stress that it is not a part of the survey but is prior advice that the matter must be addressed. If this is carried out in a friendly manner we hope these businesses will continue to participate in our surveys in the future.

However, there may be a situation where the non compliance is so serious that there is an imminent risk to health and immediate action is required. In this case, the EHO may decide that it is appropriate to terminate the interview and advise of the action necessary to remedy the situation.

## 4. Feedback

Specific problems or clarification on any aspect of the survey should be discussed with CR&C at an early stage in order to identify any corrective actions and ensure consistent implementation of the survey across Australia.

In addition, a survey feedback sheet has been included in the kit that we ask you to complete and return with the completed surveys. This allows you to make comments on a particular question or part of the survey, the problem or issue you may have experienced and a suggestion or solution to overcome the problem for future surveys that may be conducted.

## 5. Specific issues

### 5.1 Information on specific issues

A number of terms and issues in the survey will need special consideration from the EHO conducting the survey. These issues include:

- The use of time as a control for potentially hazardous food; and
- Food that has been cooked or otherwise processed for safety by another business.

Please read the information included in the ‘Explanation of Questions’ document about these issues before commencing the surveys.

### 5.2 Sushi manufacturers and bakery modules of the questionnaire

In recent years there has been increasing concern about sushi producers preparing large quantities of rice and final sushi product in advance while not applying appropriate food safety controls. Of particular concern is the refrigeration of the rice and final sushi product, as well as the addition of an acidic substance to the cooked rice to lower the pH as an alternative to refrigeration.

In addition, there has been a number of recent food poisoning incidents associated with poor food handling in bakery businesses. Concerns have been raised about businesses cross-contaminating by reusing piping bags or by other poor handling practices and the use of cracked and dirty eggs.

As a result of these concerns, a particular focus of the survey is on sushi and bakery businesses, with specific modules of questions relevant to these businesses being included. The results of the survey will be specifically analysed and reported for these business types.





## **6. Completing the survey**

After the completion of all the surveys, you should send the following back to CR&C in the envelope provided:

- The completed questionnaires (10 for each EHO);
- The list of businesses and the outcome; and
- The feedback form.

Survey results will be analysed and a report prepared by CR&C. National and State/Territory results will be presented in the final report, expected to be published by FSANZ towards the end of 2007. Information about businesses and LGAs will be kept strictly confidential.



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# Explanation of Questions for the EHO Food Safety Standards Survey

## 1. Detailed Explanation of Questions

Explanations in the survey instrument have been kept to a minimum. However, a number of the questions include an explanation of what you should look for, or how to measure the issue in the question.

These explanations have been included to ensure as much common understanding and consistency of interpretation of questions across jurisdictions and individuals as possible, thereby maintaining the integrity of the data.

### ***Section 1: Introduction***

Provides instructions on how to complete the survey form.

### ***Section 2: Surveyor details***

For the most part, this section can be completed either before or after the observation has occurred. Make sure that the start time of the interview is recorded.

### ***Section 3: Details of the food business surveyed***

Much of this section can be completed before entering the business.

**For the food types make, provide, sell or use question:** please tick all the foods that apply for the business.

If necessary, reassure the business that this information will remain strictly confidential.

### ***Section 4: Staffing and types of food at the business***

**Q1** This staffing question is only for staff who are involved in food handling, production or manufacturing at the business (including contractors and volunteers). We need to measure full-time equivalent staff (FTE). You will need to multiply the number of staff by the number of hours to estimate FTE. For example, if the business employs:

- 5 full-time staff who work 40 hours per week
- 10 part-time staff who work 30 hours per week - multiply 10 by 30 ( $10 * 30 = 300$ );
- Divide this number by the full time hours per week ( $300 / 40 = 7.5$ )
- Add this number and the number of full time staff together - ( $7.5 + 5 = 12.5$ )
- FTE is 12.5.

**Q7** If the business is a hospital, nursing home or childcare centre the answer to the question is 'yes'.

**Q8** The intent of this question is to identify those businesses that prepare large quantities of the same type of food on-site for 50 or more people. For example, for a restaurant serving a-la-carte meals to customers the answer would be 'no', but if they prepared meals for a function (e.g. wedding) the answer would be 'yes'. Nursing homes prepare similar food for many people (need to establish the number of meals prepared at one time), therefore the answer would be 'yes'.



**Section 5: Receiving food (including potentially hazardous food)**

**Q10** This question applies to all food, not just potentially hazardous food.

**Q11 to Q13:** Potentially hazardous food means food that has to be kept at certain temperatures to minimize the growth of any pathogenic micro-organism that may be present in the food or to prevent the formation of toxins in the food.

**Q11** The temperature of every delivery does not need to be checked with a thermometer if the business has a system for ensuring the food is below 5°C or above 60°C. If the business does not receive deliveries of potentially hazardous food, circle No PHF for Q11.

**Q12** If the business does not measure the temperature of the food it may have another way of ensuring that the food is delivered at or below 5°C, or at or above 60°C. Alternatively it may accept food that is between 5°C and 60°C if satisfied that the time the food has been at this temperature will not affect its safety.

**In most cases we would expect that you will need to ask this question of the food business. Only circle 'observed' where you see staff take an action that would indicate that the business has an alternative system.**

**Q13** The alternative system needs to be documented (eg it may be part of a food safety program, or refer to pages 116-118 of *Safe Food Australia*).

Ideally the two businesses (the food business and the delivery business) should have previously determined acceptable arrangements for food delivery. **Refer to Part 2 of this document for information on the use of time as a control for potentially hazardous food.**

Only answer 'yes' and 'observed' if you have viewed documentation, however you do not need to analyse the content of the documents.

**Note:** The principles of time and temperature control and alternative systems, as set out in Part 2 of this document and applied to this series of questions, appears several times throughout the survey, in relation to storing cold and hot potentially hazardous food (Section 7), cooking, cooling, reheating and displaying potentially hazardous food (Section 8) and transporting cold and hot potentially hazardous food (Section 9).

**Q15** This question applies to all food, not just potentially hazardous food.

**Section 6: Thermometers**

**Q16** If the business does not handle potentially hazardous food, answer 'No PHF'.

**Q17** The probe thermometer must be separate and not attached to equipment.

**Section 7: Food storage**

This section is about storing food and is broken up into sub-sections of chilled food, hot food and dry goods.

**Q20 to Q25** "Cool room/refrigerator" has been used to describe the typical form of cold storage. This is generally found out the back of the business and is used to store large quantities of food. Under bench fridges are included.

Refrigerated display cabinets are not included as they are covered in section 8.4 (displaying ready to eat food).



**Section 8: Cooking, cooling, reheating and displaying**

**Q33** In general the best practice is for the internal/core temperature of the food to reach at least 74°C for at least 15 seconds.

In Victoria, you could make this observation by checking the Process Temperature Log (if available).

**Q48** For more information refer to notes in Part 2.

**Section 9: Transporting food**

This section is about transporting chilled and hot potentially hazardous food.

**Q50** For a business that does not transport food the answer would be “no” and they would skip to Section 10.

**Q52** If the business transports chilled food they would also answer Q53 through to Q57.

**Q58** If the business transports hot food they would also answer Q59 through to Q63.

**Section 10: Cleaning and sanitising**

**Q64** If the business does not use reusable eating and drinking utensils the answer would be “no” and they would skip to Section 10.4 (equipment sanitisers).

**Q66/Q68/Q70** The sanitizing temperature and length of cycle refers to the final rinse – if in operation at the time, check the sanitizing temperature on the temperature gauge, otherwise you will need to ask or look in the procedures manual or operating instructions for the machine. Please record both the temperature AND length of the sanitising cycle.

**Q73** This question seeks to establish if the business sanitises equipment by rinsing at the sink and then to check the sanitising temperature of the hot water (Q74 – is the temperature adequate).

If the business washes all equipment in the sink, rinses with hot water *and* then uses a chemical sanitiser the answer would be “no” – they do not rinse to sanitise.

**Section 12: Hand washing**

**Q80** Throughout the course of the survey, hand washing practices should be observed and applicable responses recorded. If at the end of the survey it has not been possible to observe all practices then it will be necessary to ask, in an open-ended way, to elicit a response.

An answer is required for each of the five potential sources of contamination – either ‘yes’ or ‘no’ and ‘observed’ or ‘ask’.

**Q82/Q85** Bar soap is acceptable, there is no specific requirement for liquid soap.

**Q87** *Safe Food Australia* specifies that warm water is approximately 40°Celsius - >48 °Celsius is too hot and <22 °Celsius is too cold.

**Section 13: Assessment of policy for staff sickness**

**Q89** To answer yes and observed, the business must have a written policy that you see. If you are advised that they have a written policy but you didn't see it, then the answer is yes and ask.

To answer yes and asked, the respondent advised you that they provide general advice to all staff regarding work attendance when sick.

**Q90** A bandaid or liquid spray on their own is not sufficient. They would have to be covered with a glove.

**Section 14: General assessment of Premises**

**Q98** If the business has in place measures to control pests (eg fresh bait stations etc) or if a pest control plan is documented (eg as part of a food safety plan) then answer 'yes' and 'observed'.

**Section 15: Food recall and safety plan**

**Q102 and 103** To answer yes and observed, you must sight both the food recall and the food safety program. You do not have to analyse the content.

Only wholesalers, manufacturers and importers are legally required to have a recall system.

**Section 16: Sushi makers**

**Q104** Please complete the screen question for all businesses.

To complete Section 16, the business **MUST MAKE** sushi on the premises.

**Q108** The skip instruction indicates that if the rice prepared in advance (Q106), sushi prepared in advance (Q107) and sushi presented for sale (Q108) are *all* refrigerated at 5 °Celsius or less go to Q114.

If the answer is no to Q106, Q107 *or* Q108 then you would continue with Q109.

**Section 16: Bakeries**

Please complete the screen question for all businesses.

To complete Section 17, the business **MUST MAKE** pastries, pies, cakes and other bakery products (not just bread products).

## 2. The use of time as a control for potentially hazardous food

A food business is required to maintain the temperature of potentially hazardous food either at or below 5°C or at or above 60°C during transport, storage and display unless the food business can demonstrate that maintaining food at another temperature for a specific length of time will not adversely affect the microbiological safety of the food.

Clause 25 of Standard 3.2.2 of the Food Standards Code specifies ways in which a food business can demonstrate the safety of its alternative temperature system. This section provides advice, based on documented sound scientific evidence, on the use of time to control the growth of foodborne pathogens in potentially hazardous food.

It is safe for potentially hazardous food to be between 5°C and 60°C for a limited time because foodborne pathogens need time to grow to unsafe levels.

The maximum time a potentially hazardous food can be safely at temperatures between 5°C and 60°C will depend on the temperature of the food. Food poisoning bacteria grow at the fastest rate at temperatures around 40°C. Hence if the food is at 40°C, the time that the food can be safely at this temperature is much less than if it is at 20°C. Advice is provided below on the maximum time that potentially hazardous food can be outside temperature control, based on a worst-case scenario.

As a general rule, the total time that a ready-to-eat potentially hazardous food can be at temperatures between 5°C and 60°C is 4 hours. This is the limit specified within the US Food Code and the UK Food Safety (Temperature Control) Regulations 1995. The 4-hour limit is based on a worst-case scenario. After this time the food must be discarded. The total time is the sum of the time the food is at temperatures between 5°C and 60°C after it has been cooked or otherwise processed to make it safe. For example, if raw meat is cooked, count the time the food is at temperatures between 5°C and 60°C after it is cooked. The cooked food may have been at temperatures between 5°C and 60°C when it was transported, prepared and served.

If the food is to be re-refrigerated, the total time a food can be at room temperature and then be safely put back in the refrigerator to use later is 2 hours. This 2-hour limit is based on advice provided in the UK's guidance notes on its Temperature Control Regulations. This advice states that 'in normal circumstances, a single limited period of up to 2 hours outside temperature control is unlikely to be questioned'.

The '4-hour/2-hour guide' is summarised below.

Any ready-to-eat potentially hazardous food, if it has been at temperatures between 5°C and 60°C:

- for a total of less than 2 hours, must be refrigerated or used immediately;
- for a total of longer than 2 hours but less than 4 hours, must be used immediately; or
- for a total of 4 hours or longer, must be thrown out.

If a food businesses wishes to maintain potentially hazardous food between the temperatures of 5°C and 60°C for time periods longer than the 2 hours and 4 hours specified above, it will need to be able to demonstrate that the extension in time will not compromise the safety of the food. For example, if a potentially hazardous food will be stored at a maximum temperature of 15°C, it will be able to be safely kept at this temperature for longer than 4 hours.

However, food businesses will need to be able to justify this extension on the basis of sound scientific evidence, as the amount of time that is safe will vary depending on the type of food and the pathogens of concern.

#### **Use of time as a control for potentially hazardous food that has been cooked and cooled**

Food businesses may still utilise the '4-hour/2-hour guide' for potentially hazardous food that has been cooked and cooled, provided the business can demonstrate that the food was cooled in accordance with subclause 7(3) of Standard 3.2.2. If potentially hazardous food has not been cooled safely, it may not be safe for this food to be outside temperature control. If the food is cooled safely, pathogens that survive the cooking process will not be able to multiply during the cooling process and when this food is removed from refrigeration it will still take over 4 hours for the pathogens to multiply to dangerous levels.

A food business cooks and cools chickens for use in sandwiches. It then displays these sandwiches at ambient temperature over the busy luncheon period. In order to demonstrate that this practice is safe, the business:

- establishes and documents a cooling process for the chickens that ensures the cooling temperatures and times specified in Standard 3.2.2 subclause 7(3) are complied with;
- records the time that the cooled chicken is removed from refrigeration; and
- records the time that the chicken sandwiches must be discarded (this is 4 hours from the time the chickens are removed from refrigeration).

#### **Food that has been cooked or otherwise processed for safety by another business**

If a food business wishes to utilise the '4-hour/2-hour guide' for potentially hazardous food it has not itself cooked or otherwise processed to ensure its safety, the business will need to know the temperature history of the food. The business will need to know whether, following the cooking or other process step, the food has spent any time at a temperature between 5°C and 60°C. If any of the available time has been 'used up' before the business receives the food, this time must be counted. If the business does not know the temperature history of the food and is not able to obtain this information, it cannot make use of time to control the growth of foodborne pathogens and must keep the food at or below 5°C or at or above 60°C.

A food business purchases precooked and chilled chicken. It uses this chicken in sandwiches that will be displayed at ambient temperature over the busy luncheon period. In order to demonstrate this practice is safe, the business receives, in writing, from the business that cooks and chills the chicken, advice that the purchased chicken is cooled in accordance with Standard 3.2.2 subclause 7(3), and spends less than 30 minutes between 5°C and 60°C from the time it is removed from refrigeration until the time it is delivered to the business. The business then demonstrates that this chicken spends less than 3½ hours outside temperature control before it is sold.



### 3. Criteria to assist with judging whether equipment is adequate

Please use these classifications of 'adequacy' when completing the survey.

Type of operation carried out by business	Criteria for judging adequacy
Cooking/processing	Adequate equipment to ensure that the process reaches the temperature or other parameter required to destroy pathogens.
Cooling and refrigerated storage of potentially hazardous foods	Adequate equipment to cool food in accordance with the requirements of Standard 3.2.2 and hold food under temperature control.  Adequate refrigerated space to cater for large functions (if appropriate).
Displaying potentially hazardous foods	Adequate refrigerated or hot display counters to ensure that all displayed food is displayed in accordance with temperature requirements of Standard 3.2.2 and is protected from contamination.
Transporting chilled potentially hazardous food	Refrigeration equipment, insulated containers or other containers if this equipment is appropriate on the vehicle to ensure food is capable of being maintained at 5°C or below.
Washing fruit and vegetables	Where food handling involves frequent washing of fruit and vegetables a food preparation sink should be installed.
Utensil and equipment washing and sanitising	Double bowl or triple bowl sinks for sanitising and/or dishwashers that sanitise.
Personal washing	All staff have easy access to hand washing facilities.
Floor and general cleaning requirements	Single bowl sink, cleaners sink, hose connections, curbed drain connected to the sewer or other facility for cleaning the equipment used for cleaning the premises and for disposing of dirty water.



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### ***To the food business***

You are invited to participate in an Observational Survey of your food preparation and food handling practices.

This information sheet describes the project. If you have any questions about the project, please ask the data collector or one of the contacts listed below.

### **What is the National Food Handling Survey?**

State and Territory Governments brought new food safety standards into effect between 2001 and 2003. The purpose of these new standards was to create food safety laws that were the same across all States and Territories and applying to all businesses involved in manufacturing, producing or providing food. An initial benchmark survey of food businesses' food handling knowledge and practices was conducted in 2001. This 2007 survey is a follow-up survey of food businesses throughout Australia to measure changes to food handling practices and knowledge that have occurred since 2001 as a result of the new food safety standards.

Food Standards Australia New Zealand (FSANZ) has asked Campbell Research & Consulting (CR&C) to independently conduct the research and analyse the results.

### **Why has this business been selected?**

Your business has been selected at random from a sample of food businesses in Australia.

### **Who will undertake the survey?**

CR&C has asked local council environmental health officers (EHOs) to conduct the survey because of their specialised knowledge in this area, rather than training interviewers without any food safety background. This task is quite different to the normal role of an EHO. For this survey, EHOs are visiting food businesses as an observer NOT to formally inspect the premises. However, if the EHO observes any unsafe food handling practices, he/she may mention these at the end of the survey and advise you on how best to correct them.

### **How can you help?**

Your assistance in this project would be greatly appreciated. During the survey the **EHO will observe** your business to see the food handling practices your business currently uses. Because they will not be able to observe all practices during the visit they **may ask you some questions**.

This survey is not a formal inspection of your food business by your local council. Participation in this survey is entirely voluntary.

**This survey is voluntary and is not part of any enforcement regime.**

### **What if I don't want to answer a question?**

You may refuse to answer particular questions as participation is voluntary. You may choose to withdraw from the survey at any time.

### **How long will the survey take?**

It is estimated that the EHO will be at your premises for approximately one hour. However, as the EHO will be observing practices rather than asking questions, you may not be required for all this time.

### **Will anyone else see my answers?**

The information about your business will be kept confidential. The name and contact details of your business will *not* be included in the report.

As this survey is carried out in compliance with the Privacy Act the information and opinions you provide will be used only for study purposes. All responses will be treated strictly in confidence; we are not selling any products or advertising. This study is not part of any enforcement activity being carried out by your Council. The data collected from each business will be included in our final report as food industry statistics only.

### **What will happen to the information collected?**

The results of the main survey will be prepared by Campbell Research & Consulting and published by FSANZ later this year.

Nothing we observe or you say during the survey will affect your business in any way. The information you provide will be reported as a percentage only. All information that you provide is confidential, and any data that identifies you or your business will not be included in any report.

### **Where can I get more information about the survey?**

During the observation, please ask your EHO any questions at any time. If you want any more information about the survey either speak to the EHO or call us directly at the numbers listed below. We also welcome any comments you may have on this process.

- David Spicer: CR&C (03) 9482 4216; and
- Mary-Lou Dalzell: FSANZ (02) 6271 2212.

This survey has been approved by the Commonwealth Government Statistical Clearing House (approval number is 00621-02). The register of surveys approved by the Clearing House is located on the internet at [www.sch.abs.gov.au](http://www.sch.abs.gov.au), or you can ring the Australian Bureau of Statistics on (02) 6252 5285.

Regards,



David Spicer  
**Senior Project Manager**  
**Campbell Research & Consulting**





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### EHO Feedback Sheet

Survey Officer's name:	
Council/enforcement agency:	
Where business is located	<input type="checkbox"/> NSW <input type="checkbox"/> VIC <input type="checkbox"/> QLD <input type="checkbox"/> ACT <input type="checkbox"/> SA <input type="checkbox"/> TAS <input type="checkbox"/> NT <input type="checkbox"/> WA

**Q 1. Overall, how would you rate your involvement in the survey process?**

- Excellent** 1
- Very good** 2
- Good** 3
- Fair** 4
- Poor** 5

**Q 2. Could you please provide some detail about your experiences, both good and bad?**

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**Q 3. Do you have any suggestions that could improve the way in which the survey was implemented?**

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Questions that caused some issues or confusion		
Question	Issue	Suggestion for improvement

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# **Appendix E: Description of Businesses in the 2007 National Food Handling Survey**

Prepared for

**Food Standards Australia New Zealand**

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## 1. Business location

The sample of food businesses in the Telephone and Observational Surveys was almost doubled in 2007 compared to 2001 so as to provide a reliable sample base for analysis by State and Territory. Target samples were set by the location of the business, reflecting the relative size of each State and Territory. Targets were more easily achieved on the telephone interviews where businesses were randomly selected through the Australia on Disc database. Observational targets were more difficult to achieve as the response rate was not known until the survey return date had passed.

Similar proportions of businesses were interviewed in the States and Territories in the 2001 and 2007 Telephone and Observational Surveys (Table 1).

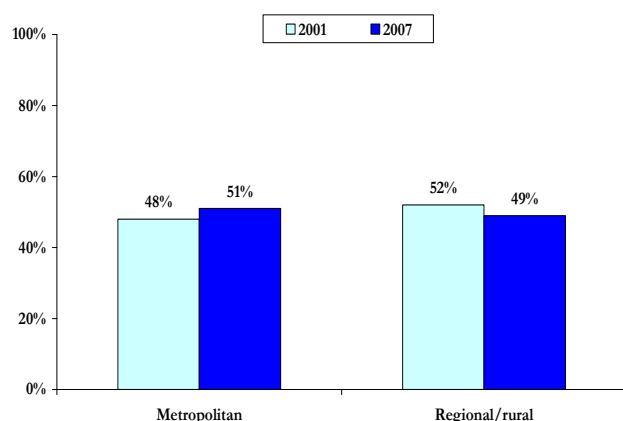
	Telephone Survey				Observational Survey			
	2001		2007		2001		2007	
	n=	%	n=	%	n=	%	n=	%
NSW	240	20	400	17	94	19	205	22
VIC	240	20	400	17	98	20	197	22
QLD	240	20	400	17	74	15	181	20
SA	160	13	400	17	88	18	118	13
WA	160	13	400	17	39	8	121	13
TAS	80	7	100	4	26	5	23	3
NT	40	3	100	4	37	8	31	3
ACT	40	3	100	4	27	6	40	4
<b>Total</b>	<b>1200</b>	<b>100</b>	<b>2300</b>	<b>100</b>	<b>483</b>	<b>100</b>	<b>916</b>	<b>100</b>



The random sampling of businesses by region resulted in half of both the 2001 and 2007 Telephone Survey businesses surveyed to be of non-metropolitan regions (52% and 49% respectively) (Figure 1).

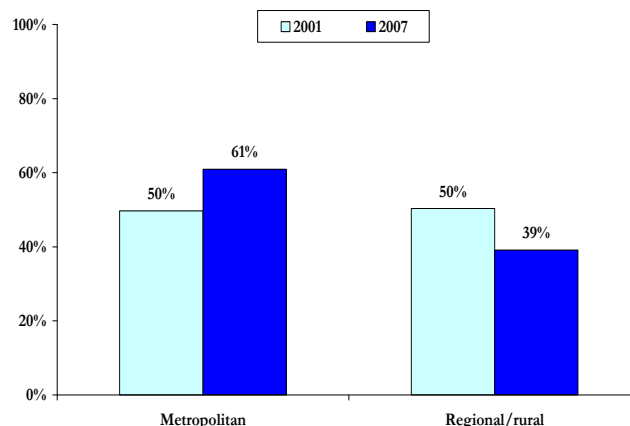
While half of the 2001 Observational Surveys were located in non-metropolitan regions (50%), a lower proportion of non-metropolitan businesses were included in the 2007 Observational Survey sample (39%).

**Figure 1: Metropolitan and non-metropolitan – Telephone Survey**



Base: All respondents  
Yr 2001 = 1,200 Yr 2007 = 2,300

**Figure 2: Metropolitan and non-metropolitan – Observational Survey**



Base: All businesses  
Yr 2001 = 483 Yr 2007 = 916

Table 2 presents the metropolitan/non-metropolitan breakdowns for the States and Territories for the 2007 Telephone Survey. This distribution was similar in the 2001 Telephone Survey.

	NSW (400) %	VIC (400) %	QLD (400) %	SA (400) %	WA (400) %	TAS (100) %	ACT (100) %	NT (100) %
Metropolitan	41	54	38	58	61	32	100	41
Non-metro.	59	46	62	42	39	68	0	59

Base: All respondents

Table 3 presents the metropolitan/non-metropolitan breakdowns for the States and Territories for the 2007 Observational Survey.

	NSW (205) %	VIC (197) %	QLD (181) %	SA (118) %	WA (121) %	TAS (23) %	ACT (40) %	NT (31) %
Metropolitan	55	55	48	81	72	74	100	39
Non-metro.	45	45	52	19	28	26	0	61

Base: All businesses

Telephone surveyed businesses in 2001 and 2007 had similar levels of risk regardless of whether they were located in metropolitan or non-metropolitan regions (Table 4).

	2001		2007		Total	
	Metro (581) %	Non- metro (619) %	Metro (1,179) %	Non- metro (1,121) %	2001 (1,200) %	2007 (2,300) %
High risk	17	14	14	14	15	14
Medium risk	59	61	54	52	60	53
Low risk	23	24	32	34	23	33

Base: All respondents

Businesses included in the Observational Survey in 2001 had similar levels of risk regardless of whether they were located in metropolitan or non-metropolitan regions, although in 2007 there were more high risk businesses in non-metropolitan compared to metropolitan regions (Table 4).

	2001		2007		Total	
	Metro (240) %	Non- metro (243) %	Metro (558) %	Non- metro (358) %	2001 (483) %	2007 (913) %
High risk	38	30	14	23	34	17
Medium risk	53	67	81	73	60	78
Low risk	9	2	5	3	5	5

Base: All businesses

In 2007, there were no notable differences in the proportion of risk categories of businesses surveyed across the individual States and Territories in the Telephone or Observational Surveys (Table 6).

<b>Table 6: State/Territory by business risk classification</b>								
	<b>2007 Telephone Survey</b>				<b>2007 Observational Survey</b>			
	<b>High Risk (328) %</b>	<b>Medium Risk (1,216) %</b>	<b>Low Risk (756) %</b>	<b>Total (2,300) %</b>	<b>High Risk (159) %</b>	<b>Medium Risk (712) %</b>	<b>Low Risk (42) %</b>	<b>Total (916) %</b>
NSW	20	17	17	17	22	23	14	22
VIC	18	17	18	17	23	21	24	22
QLD	16	18	17	17	17	20	21	20
SA	18	17	17	17	16	12	14	13
WA	16	18	16	17	14	13	14	13
TAS	2	5	5	4	2	3	0	3
NT	4	4	5	4	4	3	5	3
ACT	5	4	5	4	2	5	7	4

Base: All respondents

## 2. Business type

In both 2001 and 2007 Telephone and Observational Surveys, the main types of businesses included in the sample were restaurant/café/takeaways, although in greater proportion in the Observational compared to Telephone Survey (Figure 3) – 47% in the Telephone Survey and 68% in the Observational Survey (Figure 4).

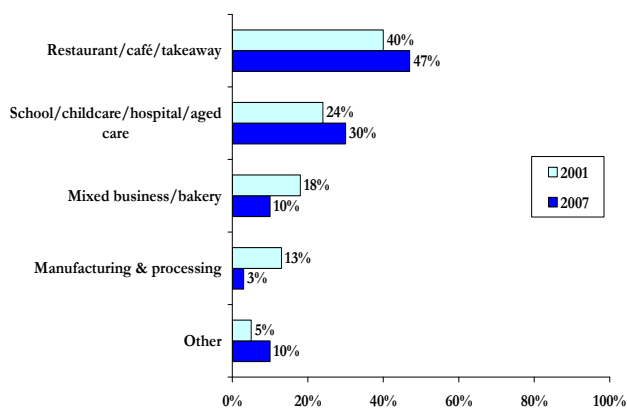
There were more schools, childcare centres aged care facilities and hospitals were more likely to be included in the Telephone than Observational Surveys in 2001 and 2007.

There were more mixed businesses and bakeries included in the 2007 Observational Survey compared to Telephone Survey.

**Figure 3: Description of business – Telephone**

*Q1 (2001): How would you describe your business in your own words?*

*Q3 (2007): How would you describe your business in your own words?*

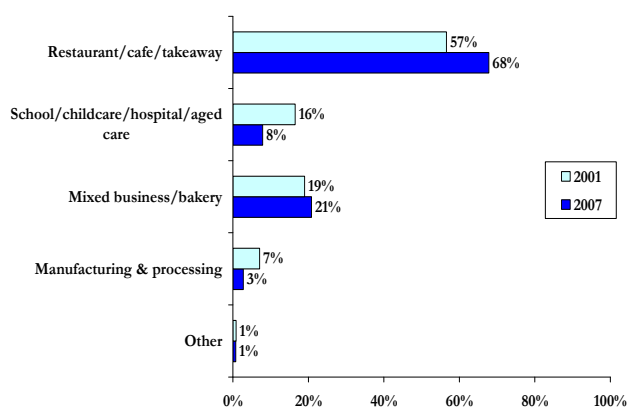


Base: All respondents  
Yr 2001 = 1,200 Yr 2007 = 2,300

**Figure 4: Description of business – Observational**

*Q7 (2001): Describe specific business in your own words?*

*Q7 (2007): Describe the business in your own words?*



Base: All businesses  
Yr 2001 = 483 Yr 2007 = 916

Analyses of business risk classification by business revealed (Table 7):

- Schools/child care centres/hospitals/ aged care facilities were more likely to be classified as high risk in the Telephone and Observational Surveys;
- Almost two thirds (64%) of the Telephone Survey low risk businesses were restaurant/takeaways and half (48%) were restaurant/takeaways in the Observational Survey; and
- Mixed businesses (e.g. bakeries) were less often classified as low risk in the Telephone Survey and more often classified as low risk in the Observational Survey.

<b>Table 7: Business type by business risk classification</b>								
<i>Q3 (2007 Telephone): How would you describe your business in your own words?</i>								
<i>Q1 (2007 Observational): Describe your business in your own words.</i>								
	Telephone Survey				Observational Survey			
	High Risk (328) % A	Medium Risk (1,216) % B	Low Risk (756) % C	Total (2,300) % 	High Risk (159) % D	Medium Risk (712) % E	Low Risk (42) % F	Total (916) % 
School/childcare/hospital /aged care facilities	49 <sup>BC</sup>	32 <sup>C</sup>	19	30	25 <sup>EF</sup>	5	0	8
Restaurant/takeaway	19	45 <sup>A</sup>	64 <sup>AB</sup>	47	49	73 <sup>DF</sup>	48	68
Mixed business (e.g. bakery)	12 <sup>C</sup>	11 <sup>C</sup>	6	10	21	20	38 <sup>DE</sup>	21
Other manufacturing / processing	5 <sup>C</sup>	3	2	3	4	2	5	3
Others	16 <sup>BC</sup>	9	8	10	1	0	10	1

Base: All respondents

## 2.1 Manufacturing businesses

A similar proportion of businesses included in the 2007 Telephone and Observational Surveys were classified as manufacturers (14% and 12% respectively), that is, a business such as a factory that prepares and packages food on-site for later distribution and sale (Table 8). One in ten in each survey manufactured products that were not shelf stable (9% and 8% respectively). A minority manufactured or produced uncooked, fermented chopped meat products (2% and 1% respectively).

<b>Table 8: Manufacturers and manufacturers of not shelf stable and meat products</b>		
<i>Q2 (Telephone): Do you manufacture any products at your business?</i>		
<i>Q11 (Telephone): Do you manufacture or produce products that are not shelf stable?</i>		
<i>Q12 (Telephone): Do you manufacture or produced uncooked, fermented, chopped meat products?</i>		
<i>Q3 (Observational): Does this business manufacture any products?</i>		
<i>Q4 (Observational): Does this business manufacture or product products that are not shelf stable?</i>		
<i>Q5 (Observational): Does this business manufacture or produce uncooked, fermented, chopped meat products?</i>		
	<b>Telephone Survey</b>	<b>Observational Survey</b>
	<b>2007 (2,300) %</b>	<b>2007 (916) %</b>
Manufacturer	14	12
Manufacturer of products that are not shelf stable	9	8
Manufacturer or produce uncooked, fermented chopped meat products	2	1

Base: All respondents

## 2.2 Catering businesses

Catering operations potentially present a high risk operation because the food handling operations involve, for off-site catering, a transport step between preparation of the food and its sale; and for on-site caterers, such as, businesses operating function centres bulk quantities of food are prepared and served to many customers at the same event.

Since the development of questions for the 2001 survey, FSANZ has been progressing work on a food safety standard for caterers<sup>1</sup>. The 2007 survey provided an opportunity to amend the 2001 questions in order to seek information about on-site and off-site catering separately. In 2001, respondents were asked “*Is your business involved in catering?*”. In 2007 they were asked to identify whether they were involved in on-site catering and/or off-site catering.

In the 2007 Telephone Survey almost four in ten (37%) businesses indicated that they were involved in catering (Table 9):

- Three in ten (31%) of all businesses surveyed indicated that they operated an on-site catering service for 50 or more people<sup>2</sup>; and
- Just over one in ten (12%) businesses indicated that they were involved in off-site catering.
  - There was overlap between on and off-site catering with 6% of businesses undertaking both on-site and off-site catering.

Fewer caterers were included in the Observational Survey (26%) compared to the Telephone Survey (37%), although the relativity between on-site and off-site catering was similar.

<b>Table 9: Catering businesses</b>		
<i>Q13 (Telephone):</i>	<i>Does your business operate an on-site catering service, by this I mean preparing food for 50 or more people for functions at your premises?</i>	
<i>Q14 (Telephone):</i>	<i>Is your business involved in off-site catering?</i>	
<i>Q8 (Observational):</i>	<i>Does the business operate on site catering; preparing food for 50 or more people at the premises?</i>	
<i>Q9 (Observational):</i>	<i>Is the business involved in off-site catering, preparing food at one location, to serve it at a difference location such as a function or other event?</i>	
	Telephone Survey	Observational Survey
	2007 (2,300) %	2007 (916) %
Total caterers	37	26
On-site caterer only	25	16
Off-site caterer only	6	7
Both on and off-site caterer	6	4

Base: All respondents

<sup>1</sup> For information on the development of a food safety standard for caterers please refer to the FSANZ website [www.foodstandards.gov.au](http://www.foodstandards.gov.au)

<sup>2</sup> The numerical value of 50 is part of the proposed definition of on-site catering for the purposes of the catering standard.

### 3. Business size

In the Telephone Survey, business size was identified in terms of the number of full time equivalent people employed for food handling operations. This was calculated by asking:

- Number of full time staff;
- Estimated total hours of part-time or casual staff;
- Converting part-time or casual hours to full time equivalent in the most recent week; and
- Estimating the total staff by adding full time to full time equivalent.

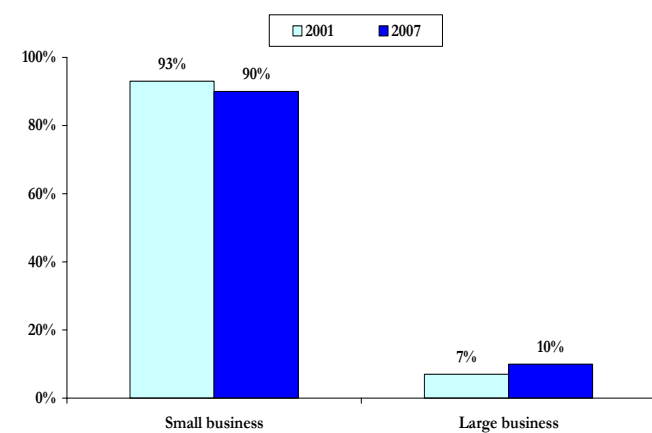
The definition of a small business used by the Priority Classification System is “a business that employs less than 50 people in the food manufacturing sector or which employs less than 10 people in the food services sector.”

By utilising this definition, nine in ten of the 2007 Telephone Survey businesses surveyed were small businesses (90%) which was similar to 2001 (93%) (Figure 5). One in ten (10%) businesses surveyed were large businesses (7% in 2001).

The business size question was simplified for the Observational Survey although applied the same definition.

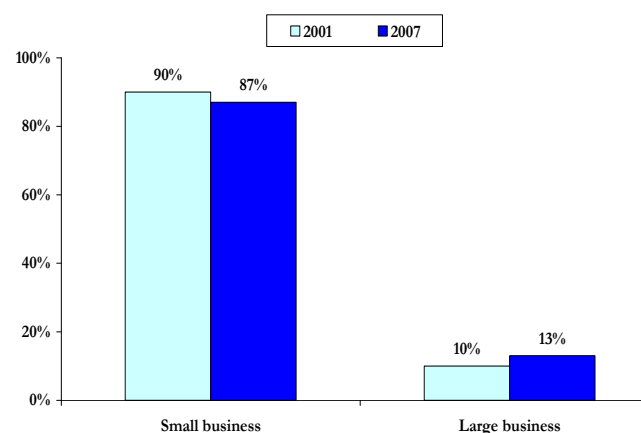
While the vast majority in the Observational Survey were small business (90% in 2001 and 87% in 2007) there were a slightly higher proportion of large businesses in both the 2001 and 2007 Observational Survey when compared to the Telephone Survey (Figure 6).

Figure 5: Business size – Telephone Survey



Base: All respondents (excluding no answer)  
Yr 2001 = 1,200 Yr 2007 = 2,058

Figure 6: Business size – Observational Survey



Base: All businesses (excluding no answer)  
Yr 2001 = 483 Yr 2007 = 904



## 4. Food types

An overview of the types of food handled by businesses revealed a broad cross-section of food types. As the majority of businesses surveyed were “restaurant/café/takeaway” businesses, or “hospitals/schools/child care centres/aged care facilities” this wide range of foods would be expected.

The most frequently identified foods in the 2007 Telephone and Observational Surveys were similar to those most frequently noted in the respective 2001 Survey (Table 10). Increased use of some food types in the Observational Survey could be a function of the methodology – in 2001 the EHO was required to write a code, while in 2007 the EHO marked off from a pre-coded list.

<b>Table 10: Food types</b>				
<i>Q5 (2007 Telephone): We would like some specific information on the foods you produce, do you make, provide or sell any of the following foods?</i>				
<i>(2007 Observational): Food types make, provide, sell or use at business. Circle as many as apply to the business.</i>				
	Telephone Survey		Observational survey	
	2001 (1,200) % A	2007 (2,300) % B	2001 (483) % C	2007 (916) % D
Cooked/processed meat, poultry or seafood	74	84 <sup>A</sup>	39	54 <sup>C</sup>
Dairy products	76	80 <sup>A</sup>	57	63 <sup>C</sup>
Soft drinks/juices	79	78	70	80 <sup>C</sup>
Bread, pastries or cakes	75 <sup>B</sup>	72	57	61
Egg products (e.g. quiche, mayonnaise)	72	72	44	54 <sup>C</sup>
Raw fruit and vegetables	69	68	40	53 <sup>C</sup>
Sandwiches or rolls	60	66 <sup>A</sup>	54	55
Prepared salads	53	64 <sup>A</sup>	39	44
Prepared ready-to-eat table meals	47	52 <sup>A</sup>	58	64 <sup>C</sup>
Meat pies, sausage rolls or hot dogs	51	52	49	43
Processed fruit and vegetables (e.g. fruit salad)	46	51 <sup>A</sup>	34	43 <sup>C</sup>
Confectionery (e.g. lollies or chocolates)	48 <sup>B</sup>	38	41	34
Raw meat, poultry or seafood	46 <sup>B</sup>	37 <sup>A</sup>	32	51 <sup>C</sup>
Fermented or dried meat products (e.g. salami)	32	33	12	27 <sup>C</sup>
Frozen meals	26 <sup>B</sup>	22	14	13
Infant or baby foods	12	12	14	8

Base: All respondents

Note: Multiple response possible

*Providing food to “at risk” consumer groups*

A higher proportion of businesses included in the 2007 Telephone Survey (20%) compared to the 2001 Telephone Survey (17%) provided food to “at risk” groups (Table 11) including:

- Hospitals or other sites where sick or frail people reside;
- Nursing homes, hostels or other organisations serving elderly people; or
- Child care centres or other organisations serving children less than 5 years old.

In the 2007 Observational Survey 9% of businesses provided food to “at risk” or vulnerable groups compared to 15% in the 2001 Observational Survey.

There were fewer businesses that supplied food to “at risk” groups in the 2007 Observational Survey (9%) compared to the 2007 Telephone Survey (20%).

<b>Table 11: Providing food to “at risk” consumer groups by business risk classification</b>				
<i>Q6 (2001 Telephone):</i>	<i>Do you directly supply or manufacture food for the following organisations?</i>			
<i>Q10 (2007 Telephone):</i>	<i>I will read out a list of organisations. Could you please tell me if you directly supply or manufacture food to any of these (hospitals, nursing homes or childcare centres)?</i>			
<i>Q7 (2001 Observational):</i>	<i>Does the business directly supply or manufacture food or organisations catering to the sick, elderly, children under 5 or pregnant women?</i>			
<i>Q7 (2007 Observational):</i>	<i>Does the business directly supply or manufacture food for ANY of the following organisations (hospitals, nursing homes or childcare centres)?</i>			
	<b>Telephone Survey</b>		<b>Observational Survey*</b>	
	<b>2001 (1,200)</b>	<b>2007 (2,300)</b>	<b>2001 (483)</b>	<b>2007 (916)</b>
	<b>% A</b>	<b>% B</b>	<b>% C</b>	<b>% D</b>
Hospitals, or other sites where sick or frail people reside	7	6	na	na
Nursing homes, hostels or other organisations serving elderly people	10	9	na	na
Child care centres or other organisations serving children under 5 years old	6	8 <sup>A</sup>	na	na
<b>Nett provide food to “at risk” groups</b>	<b>17</b>	<b>20<sup>A</sup></b>	<b>15<sup>D</sup></b>	<b>9</b>

Base: All respondents

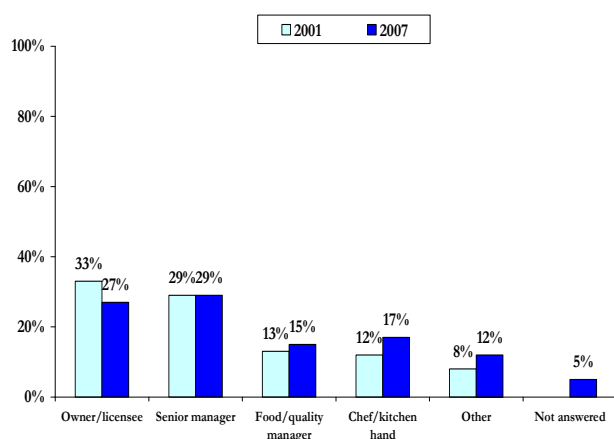
\* EHOs were only required to record if the business directly supplied or manufactured food to any of the three “at risk” group, not to record which ones.

## 5. Title of respondent

Three in ten Telephone Surveys were conducted with either business owners/licensees (27%) or senior managers (29%). Other people involved were food service/quality managers (15%) or chef/kitchen hands (17%). Fewer interviews were conducted with owner/licensees in 2007 compared to 2001, while more were conducted with a chef (Figure 7).

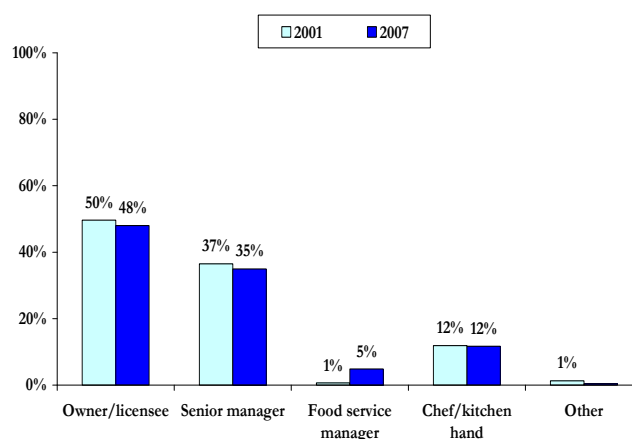
The Observational Survey, while intended to be based on observation rather than questions, required the permission of the business owner/manager supervisor or the person who was responsible for managing staff who handled food in the day-to-day operation of the business. Surveys were usually conducted in their presence. Half (48%) of the 2007 Observational Surveys were conducted with the owner/licensee and another third (35%) with a senior manager, with a similar distribution in 2001 (Figure 8).

Figure 7: Title of respondent – Telephone Survey



Base: All respondents  
Yr 2001 = 1,200 Yr 2007 = 2,300

Figure 8: Title of respondent – Observational Survey



Base: All businesses (excluding no answer)  
Yr 2001 = 463 Yr 2007 = 906

Over half (57%) of the 2007 Telephone Survey interviews were conducted with females who held a variety of positions within the organisations. Males interviewed were more likely than females to hold positions such as owner/proprietor/licensee and head/executive chef. Conversely, females were more likely to be employed in positions such as a food service or quality manager (Table 12).

Table 12: Gender by respondent title – Telephone Survey

	Male (999) %	Female (1301) %	Total 2007 (2,300) %
	A	B	C
Owner/Licensee	35 <sup>B</sup>	21	27
Senior Manager	30	28	29
Food/Quality Manager	5	24 <sup>A</sup>	15
Chef/kitchen hand	23 <sup>B</sup>	12	17
Others	8	16 <sup>A</sup>	12

Base: All respondents



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## Appendix F:

### Feedback from the EHOs

Environmental Health Officers (EHOs) were asked to provide feedback about their involvement in the Observational Survey. The areas of feedback obtained from the EHOs were:

- Overall ratings of their involvement in the survey process;
- Positive and/or negative experiences when conducting the survey;
- Suggestions for improvement of the survey implementation;
- Any problem or issue with any specific survey question; and
- Suggestions to overcome the problem for future surveys.

#### *EHOs' overall ratings of their involvement in the survey process*

CR&C obtained EHO feedback from 69 of the 96 participating LGAs. Almost nine in ten (88%) EHOs reported their involvement in the survey process as 'excellent', 'very good' or 'good':

- 13% rated the experience as 'excellent';
- 42% rated the experience as 'very good'; and
- 33% rated the experience as 'good'.

About one in ten (12%) EHOs reported their involvement in the survey process as 'fair'.

No EHO reported their involvement as 'poor'.

<b>Table 13: EHO's involvement in the survey process</b>	
<i>Overall, how would you rate your involvement in the survey process?</i>	
	<b>Total (69) %</b>
<b>Total excellent/ very good/good</b>	<b>88</b>
Excellent	13
Very good	42
Good	33
Fair	12
Poor	0

### *EHOs' experiences*

EHOs have provided feedback about their good and bad experiences when conducting the survey. Some good experiences highlighted by the EHOs were:

- Food businesses were willing to participate in the survey;
- Food businesses were cooperative during the time of visit;
- Business owners were interested in getting more information about food safety; and
- The survey increased the awareness of specific food handling safety issues among food businesses.

Positive comments from the EHOs included:

*"A good avenue to have a friendly discussion with the business managers ... they were more comfortable to ask questions knowing that the survey was not related to Council enforcement."*

*"Most premises are willing to do the surveys."*

*"Many wanted further information on food safety programs."*

*"The survey highlighted areas in which food businesses need more education on."*

*"The survey increased awareness of food handling practices."*

*"As a student EHO, this was a wonderful learning experience."*

*"The places I surveyed were very interested in the survey and asked a lot of questions."*

The main negative feedback concerned the recruitment of food businesses and the length of the survey.

➤ Recruitment issues:

*"Businesses were unwilling to participate due to peak tourist season."*

*"Premises reluctant to participate."*

*"List of food businesses was outdated."*

*"Language barriers."*

*"Hard to recruit a variety of premises."*

➤ Length of survey:

*"Survey took a considerable amount of time to complete."*

*"The survey is very time consuming."*

*"An hour is too long for voluntary survey."*

*"One hour observation is obtrusive, so had to ask many questions."*

*"Due to the length of survey, we visited businesses during quieter times hence can't observe as much."*

*"Survey has to be done during non busy hours."*

### ***Suggestions for improvement of the survey implementation***

From the EHOs' perspective, the survey implementation could be improved by providing incentives to food businesses and the EHOs, using up-to-date food business listings, being flexible with the selection of food businesses and extending the survey period:

*"Offer incentives to businesses to encourage a better attitude."*

*"Offer incentives to participating EHO."*

*"Improve the source of food business listing."*

*"Allocate more time for the survey."*

*"Allow the council to choose premises to survey."*

Some EHOs suggested that CR&C make the initial contact or send an introductory letter to all businesses on the listing to lighten the burden of EHOs. Some suggested the survey be conducted during inspection time to increase participation rate. Others stated that it would work better if they could observe the practices in the premises first then fill in the survey form later.

Other suggestions were also provided for improving the execution of the survey, such as:

- Target at food handlers rather than business owners;
- Ask the type of training undertaken by food handlers;
- Do not ask questions that cannot be observed (as respondents provided the answer that they thought they should give); and
- Shorten the survey.

Not all suggestions for improvement to the implementation of the survey are practical (e.g. cost implications, linking the survey to an inspection and lack of a complete up-to-date business listing).

However, extending the length of the survey period when first contact is made with an LGA (rather than progressively extending the survey cut-off date) may have resulted in more LGAs initially agreeing to take part and more LGAs completing their allocated target of interviews.

**Problems/issues and suggestions for improving the questionnaire**

EHOs have pointed out a number of areas in the questionnaire that could be improved on. These suggestions are presented in Table 14:

<b>Table 14: Problems/issues and suggestions for improving the questionnaire</b>		
<b>Question number</b>	<b>Issue/confusion</b>	<b>Suggestion for improvement</b>
Q16 - 18	Use of thermometers	Ask if food handlers know why and when to use thermometers.
Q19	Check temperature of chilled food delivery	By touch - meaning direct touch, without protection?
Q20	Chilled food storage – Businesses may have more than one cool room/refrigerator and they may not all below 5°C.	Add 'all' cool room/refrigerator to the question.
Q33/Q34	Cooking food	Should ask separately for cooking poultry/roast/soups, etc. as cooking time for different food varies.
Q53/Q59	Transport of chilled and hot food	Provide code: Short distance - out of temperature control.
Q66, 68, 70	Difficult to get temperature and cycle time	NA
Q70	Hot water glass washer may not be operating at the time of visit.	Ask staff if steam is present during or after use of glass washer.
Q76	Equipment cleaned and sanitised between uses.	Should ask 'cleaned' and 'sanitised' separately.
Q80	Hand washing - Difficult to assess if cannot be observed. All answered 'yes' when asked this question.	Not appropriate for asking as all would say 'yes'.
Q98	Pest control	Specify if premises has a professional or in-house pest control program.
Q105	Prepare rice in advance	Specify the time frame for 'prepare in advance' i.e. 'one day in advance' or 'in the morning'.
Q124-127	Use of egg products	Many premises use eggs, not just bakeries. Should incorporate this section in the main survey.