



SIMPLIFYING COMPLIANCE FOR RETAIL MEAT PREMISES IN NSW

24 November 2017



Department of
Primary Industries
Food Authority

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Senior Biosecurity & Food Safety
Training Officer

OVERVIEW

- Food Authority Strategic Goals
- Pre-program compliance
- Industry Consultation
- Resource Review
- Pilot training program
- Resource Development
- Training and Implementation program
- Post-program Compliance
- Next steps

NSW RETAIL MEAT

FOOD SAFETY PROGRAM & RETAIL DIARY



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WHAT WAS THE ISSUE?

- Had to increase sector compliance rate
- Data Analysis identified the major issues
- Industry Consultation to determine causes
- Training and Implementation program
- Online release of Documents



NSW FOOD SAFETY STRATEGY 2015-2021



ACHIEVE BUSINESSES' FOOD SAFETY COMPLIANCE TO 95%

Resources



Food Safety Strategy

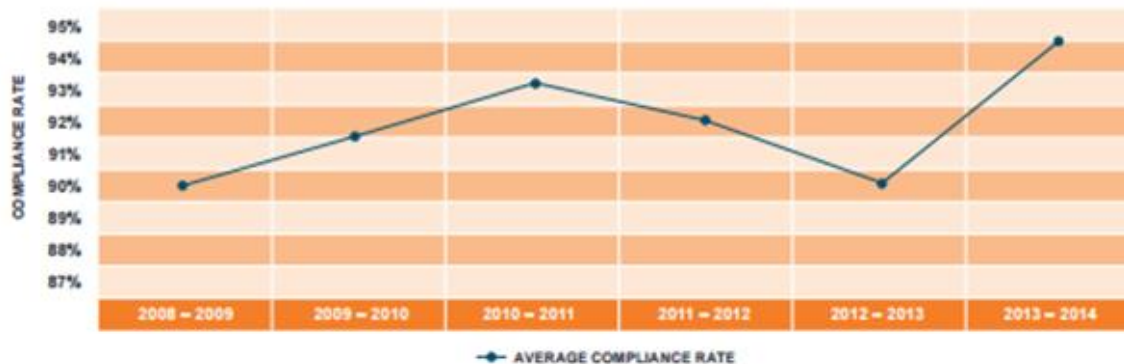


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- **LONG TERM AVERAGE SECTOR COMPLIANCE IN 2015/2016 WAS HIGH, BUT STILL UNACCEPTABLE**
- **NEEDED TO CHANGE**

87%

COMPLIANCE RATES – NSW FOOD BUSINESSES



Resources



Annual Report
2015/16



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AUDIT ELEMENTS

8 PARENT ELEMENTS AUTHORISED OFFICERS AUDIT AGAINST

- Analytical and testing
- Construction and maintenance
- Corrective action  Issue wasn't rectified since last CAR
- Food safety program  On-site, and business doing what's in the Food Safety Program
- Hygiene and sanitation
- Pre-requisite programs
- Process control  Retail Diary is on-site, filled-in, and has accurate monitoring records
- Product ID and traceability



**CRITICAL CARS
ISSUED IN 2015/2016**

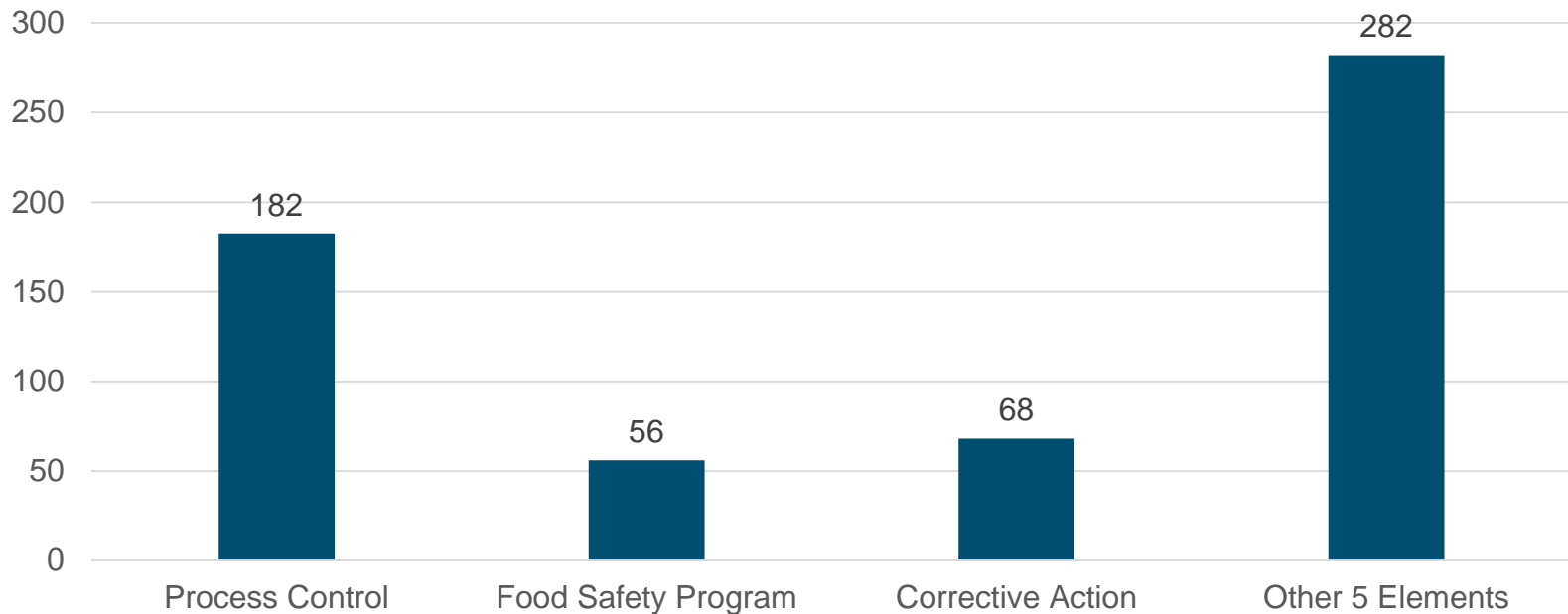
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CRITICAL NON-COMPLIANCE ISSUES

HALF OF ALL CARS WERE FROM 3 ELEMENTS



■ FY 2015-2016



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ISSUES WE OBSERVED IN THE RESEARCH PHASE



WEEK 7 PRE-OPERATIONAL HYGIENE CHECKLIST

Complete at the start of each shift/day
Satisfactory (✓) Unsatisfactory (X) and complete corrective action/notes column
Week starting 28/7/16
Checklist completed by SM

Item	M	T	W	T	F	S	S	Corrective action/Notes
1. Hand hygiene: accessible with water running, soap, hand drying facilities and paper available	✓	✓	✓	✓	✓	✓	✓	NEED SOAP IN HAND DRYING
2. All water testing pass (then)	✓	✓	✓	✓	✓	✓	✓	
3. Bench tops, counters, chopping boards, display units etc clean	✓	✓	✓	✓	✓	✓	✓	CHOPPING BOARD TO BE WASHED
4. Floors, walls, chairs, cloths, surfaces and aprons/clothing clean	✓	✓	✓	✓	✓	✓	✓	NOT END OF OLD KITCHEN
5. Thermometer in working order	✓	✓	✓	✓	✓	✓	✓	
6. Equipment including hand-saws, stoves, slicers etc clean	✓	✓	✓	✓	✓	✓	✓	SLICER TO BE REPAIRED
7. Premises including pre-preparation storage areas clean	✓	✓	✓	✓	✓	✓	✓	
8. Containers clean including bowls, trays, dish racks/baskets, bins, containers, area and of meat and surface of the floor	✓	✓	✓	✓	✓	✓	✓	
9. Freezer/Cooler clean, freezer capacity adequate	✓	✓	✓	✓	✓	✓	✓	
10. Drainage system with grates flush and in working order	✓	✓	✓	✓	✓	✓	✓	TO BE CHANGED
11. Anesthetics, loading and storage areas clean and in good order	✓	✓	✓	✓	✓	✓	✓	
12. Ingredients and products stored to prevent contamination	✓	✓	✓	✓	✓	✓	✓	DOUBLE TUB WITH LIDS
13. Spoilage materials stored in proper identified containers	✓	✓	✓	✓	✓	✓	✓	
14. Meats, bones and other raw equipment clean and used to prevent contamination	✓	✓	✓	✓	✓	✓	✓	
15. Raw and ready-to-eat products stored to prevent cross-contamination	✓	✓	✓	✓	✓	✓	✓	
16. The cooling down and storage to prevent contamination	✓	✓	✓	✓	✓	✓	✓	
17. All meat/bone handling equipment clean and in good order	✓	✓	✓	✓	✓	✓	✓	BOOK POST CARD
18. All pest activity reported	✓	✓	✓	✓	✓	✓	✓	DISINFECT PANS TO BE CHECKED
19. Buildings, fixtures and equipment in good repair	✓	✓	✓	✓	✓	✓	✓	

Corrective action: UTENSILS - SINK DRAIN TO BE FIXED




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WHAT DID WE DO?

REVIEW THE DATA, AND AVAILABLE RESOURCES




444	The Facility	Template
445	8. Design and construction of retail meat premises	2nd Day 1
446		
447	OUTCOME REQUIRED	
448	Premises, equipment, and transportation vehicles are constructed and maintained to	
449	ensure food is not contaminated	
450		
451	<ul style="list-style-type: none">The design and layout of the premises, and equipment, must allow for the safe processing of food	
452	<ul style="list-style-type: none">The premises must be designed to:	
453	<ul style="list-style-type: none"><ul style="list-style-type: none">provide adequate space for food production and the fixtures, fittings and equipment used	
454	<ul style="list-style-type: none"><ul style="list-style-type: none">prevent access by and harbourage of pests	
455	<ul style="list-style-type: none"><ul style="list-style-type: none">keep out dust, dirt, fumes, smoke and other contaminants	
456	<ul style="list-style-type: none"><ul style="list-style-type: none">minimise the accumulation of dust, water, litter or waste materials; and,	
457	<ul style="list-style-type: none"><ul style="list-style-type: none">restrict the entry into processing areas to authorised staff only.	
458	<ul style="list-style-type: none">Construction must:	
459	<ul style="list-style-type: none"><ul style="list-style-type: none">use materials that will not become a source of contamination, e.g. toxic materials, flaking	
460	<ul style="list-style-type: none"><ul style="list-style-type: none">paint, untreated iron fixtures, porous material which may harbour bacteria	
461	<ul style="list-style-type: none"><ul style="list-style-type: none">allow for safe processing, e.g. food contacting non product surfaces, such as walls, door	
462	<ul style="list-style-type: none"><ul style="list-style-type: none">jamb etc.; and,	
463	<ul style="list-style-type: none"><ul style="list-style-type: none">allow effective cleaning (e.g. no unsealed joints, rough surfaces, angled corners).	
464	Floors	
465	<ul style="list-style-type: none">Floors must be:	
466	<ul style="list-style-type: none"><ul style="list-style-type: none">made from a material, or have an appropriate covering so they do not absorb water, food	
467	<ul style="list-style-type: none"><ul style="list-style-type: none">or grease	
468	<ul style="list-style-type: none"><ul style="list-style-type: none">constructed so that liquids do not accumulate or pool, and liquids drain either by	
469	<ul style="list-style-type: none"><ul style="list-style-type: none">themselves or can be physically removed (squeegee or mopped)	
470	<ul style="list-style-type: none"><ul style="list-style-type: none">free from sawdust, shell grit, cardboard or other similar materials.	
471	<ul style="list-style-type: none">Drains must be:	
472	<ul style="list-style-type: none"><ul style="list-style-type: none">adequate for the volume of liquid and must prevent accumulation of any water or waste	
473	<ul style="list-style-type: none"><ul style="list-style-type: none">product. Drains and drainage must also prevent odours, vermin, any objectionable	
474	<ul style="list-style-type: none"><ul style="list-style-type: none">material or storm water from entering the premises.	
475	<ul style="list-style-type: none">Floor coatings such as epoxy resin, vinyl sheets/tiles, ceramic or quarry tiles (with non absorbent	
476	<ul style="list-style-type: none">grout) are examples of coatings which comply if correctly installed. Floors with unsealed concrete,	
477	<ul style="list-style-type: none">exposed aggregate, cracks, and damage do not comply. Excessively worn floors can also create	
478	<ul style="list-style-type: none">pooling of water which has the potential to contaminate food.	
479	<ul style="list-style-type: none">If your floor does not comply, document your plans to have it repaired or replaced and ensure	
480	<ul style="list-style-type: none">those plans are updated regularly and are available for auditing.	

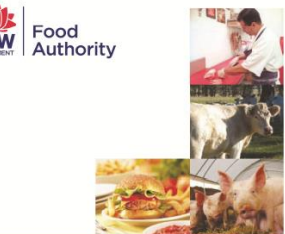
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NSW Standard for Construction and Hygienic Operation of Retail Meat Premises

NSW/PA/PC/2014/2

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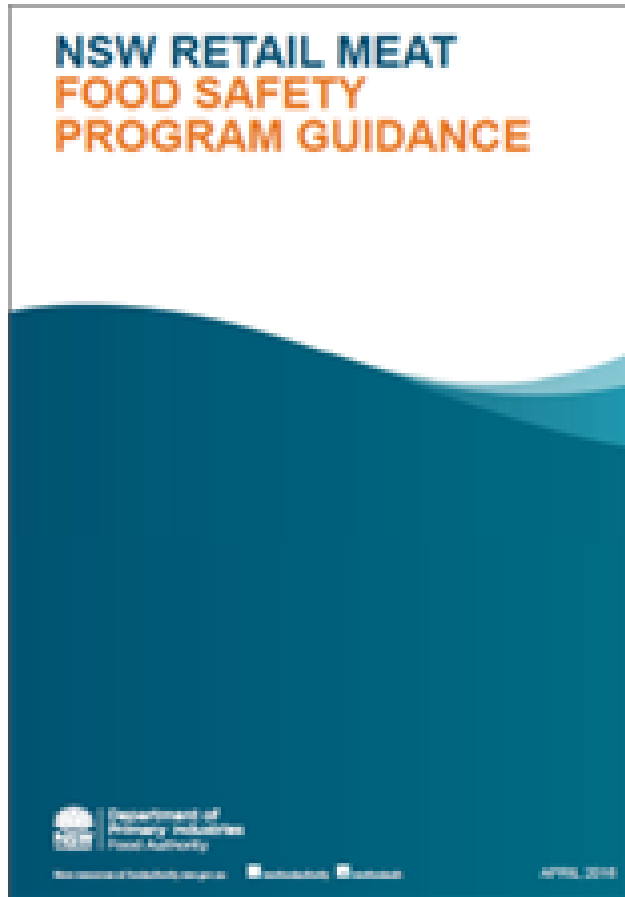


Nhật Ký Bán Lẻ



NSW/PA/F/2025/0866

WHAT WE MADE



**IN APRIL 2016, THE FSP
GUIDANCE DOCUMENT
WAS FINALISED**



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PILOT PROGRAM

SCHEDULED OVER 60 DAYS, 50 SHOPS

- Announced visit at a suitable time to the licensee
- Time was not charged, and worked around their normal business activities
- Package of Factsheets, measuring containers, Question/ Answer assessments to ascertain understanding and were given to ALL participants
- Went through the FSP guidance document
- Went through their existing Monitoring records (Retail Diary)
- Every possible aspect of their business was walked through



ISSUES FACED

Premises responded positively to the program.

Businesses displayed knowledge of requirements in most areas, but at times struggled with full understanding of some concepts

Language barriers across multiple languages (Korean, Chinese, Turkish, Arabic etc.)

Research activities and product development vs commercial purpose and unlicensed permission

Comprehending the volume of responsibility as a licensee , making low risk product into a high risk operation.



MAKING SENSE OF OBSERVATIONS

REVIEWED PILOT PROGRAM OBSERVATIONS, INCORPORATED MAJOR FINDINGS

Incorporated difficulties into clear guidance

Simplified requirements into set Outcomes

Explained requirements in clear concise lay person language

Additional supporting materials for licensees that required further explanation or information to make the appropriate business decision

Need for translated versions of resources

Re-enforced need for combining documents (FSP and Diary)



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WHAT HAPPENED NEXT?

RETAIL MEAT FSP AND DIARY WAS RELEASED

In October 2016, The new and improved FSP and Diary was released to industry.

Additionally, a host of informative factsheets were also released online and together with re-emphasising unannounced audits would be carried out within a 3 month window, collectively these all contributed to rapid and marked increases in observed compliance rate.



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RESOURCES AVAILABLE



**Audit Failure
Factsheet**



**Guidance on
Audits**



**Thermometer
Calibration**



**Cleaning and
Sanitising**



Food Labelling



**Sulphur Dioxide in
Meat**

NSW RETAIL MEAT

**FOOD SAFETY PROGRAM
& RETAIL DIARY**



新州零售肉类

食品安全计划与零售日志



新南威爾斯零售肉類

食品安全計畫與零售日誌



NGÀNH BÁN LẺ THỊT Ở NSW

**CHƯƠNG TRÌNH
AN TOÀN THỰC PHẨM
& NHẬT KÝ SINH HOẠT**



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HOW DID WE GO?

**CRITICAL CARS
ISSUED IN 2016/2017**

273

IN 2015/2016 WAS 588



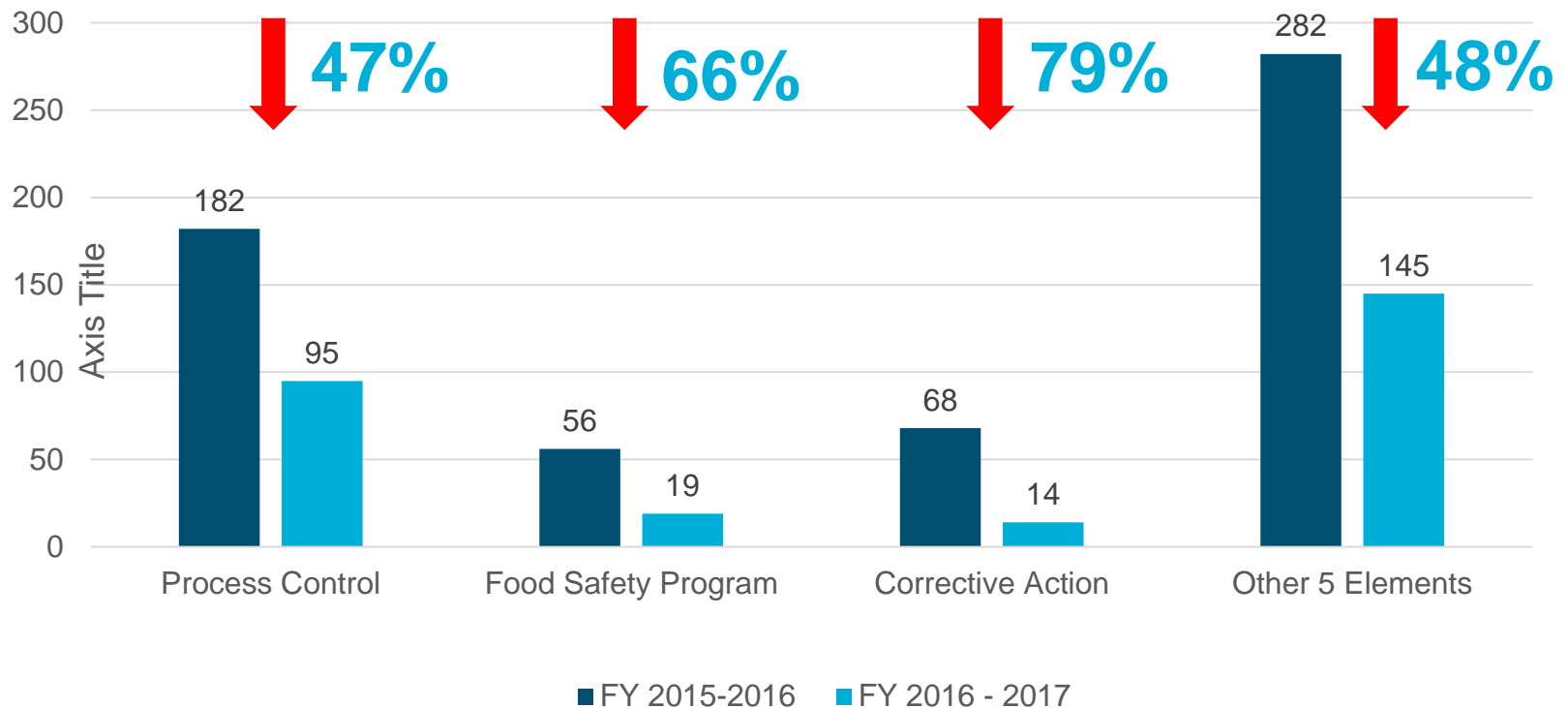
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CRITICAL NON-COMPLIANCE ISSUES

CRITICAL CARS ISSUED DECREASED



- **LONG TERM AVERAGE
SECTOR COMPLIANCE
IS NOW VERY HIGH**
- **IN 2015-16 FY WAS 87%**

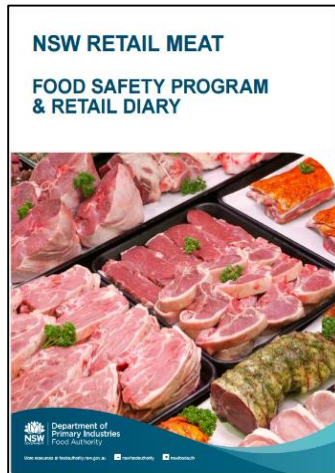
97%

 **10 %**



WHAT WE CONTINUE TO DO

INCREASE COMPLIANCE THROUGH EDUCATION



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SUMMARY

ADDRESSED A COMPLIANCE ISSUE WITH EDUCATION

Identified Compliance issue(s)

Reviewed available resources

Consulted with Industry

Re-developed and tested resources

Industry training and implementation program

Release resources online

Monitor compliance issue(s)

Continually review available resources and Industry compliance



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THANK YOU

QUESTIONS?

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