Food Authority

Manufacturer and Wholesaler Inspection Program

Information pack for businesses

January 2026

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Introduction

The information in this pack relates to businesses within the NSW Food Authority's Manufacturer and Wholesaler Inspection Program (MWIP).

A through chain food safety agency, the Food Authority works to ensure food produced, manufactured and sold in NSW is monitored and safe at each step it goes through – from paddock to plate.

All food sold in NSW must be safe, suitable and correctly labelled to provide customers with the information they need to make informed decisions.

It is the responsibility of all food businesses to conduct due diligence and remain up to date with legislative requirements to ensure they are producing safe food for their customers.

There is a variety of information and guidance on the Food Authority website and we strongly recommend you review all materials relating to the food you produce.

Definition of a food business

A food business is any business, enterprise or activity that involves the handling of food intended for sale, or the sale of food. They may be commercial, charitable or community based, and are included even if the handling or sale of food is on one occasion only.

Legal responsibilities

All food businesses in NSW are legally obliged to comply with the *Food Act 2003* (NSW), Food Regulation 2025 and the Australia New Zealand Food Standards Code (the Code), including:

- Part 2 of the *Food Act* – only sell food that is safe, suitable and correctly labelled
- Part 1.2 of the Code - Labelling and other information requirements
- Standard 3.2.2 - Food Safety Practices and General Requirements
- Standard 3.2.2A - Food Safety Management Tools
- Standard 3.2.3 - Food Premises and Equipment.

Anyone in charge of a food business needs to identify food safety issues and implement measures to control food safety risks.

- View the Act and Regulation at www.legislation.nsw.gov.au.
- The Code can be downloaded from www.foodstandards.gov.au.

More information

- Visit www.foodauthority.nsw.gov.au
- Contact the Food Authority helpline:
  - Phone 1300 552 406
  - Email food.contact@dpird.nsw.gov.au.

Manufacturer and Wholesaler Food Inspection Program

Businesses that manufacture or wholesale food in NSW fall under the NSW Food Authority's Manufacturer and Wholesaler Food Inspection Program and will be required to have inspections.

The Food Authority licenses and audits high risk food businesses (such as primary production food businesses, hospitals and aged care facilities). The retail food sector serving ready-to-eat food, such as cafes and restaurants, is generally the responsibility of local government to inspect.

The Manufacturer/Wholesaler Food Inspection Program ensures food businesses not covered by licensing or local government inspections meet their legal responsibilities in keeping food safe for consumers.

All food businesses in NSW that manufacture or wholesale food as their principal activity, and are not required to be licensed, need to notify the Food Authority of their operations. At a very small scale it may include home-based businesses.

Home-based businesses

For information on requirements for home-based food businesses, including premises design and construction, keeping foods properly refrigerated, cooking food thoroughly, handling food hygienically, storing food safely, product labelling and keeping records, see foodauthority.nsw.gov.au/retail/home-based-mixed-businesses.

Inspections

The *Food Act* 2003 allows an enforcement agency (the Food Authority) to appoint authorised officers who have the power to inspect food businesses for compliance with the legislation.

Authorised officers will focus on ensuring compliance with legislation. This includes checking:

- cleaning and sanitising of food contact surfaces
- temperature control, including temperature of stored and displayed foods
- hygiene of food handlers (including hand washing and not working while ill)
- pest control
- construction and maintenance of the premises
- maintenance of a food recall program
- allergen management
- food handling practices, such as minimising cross contamination
- food sold is safe, suitable and correctly labelled.

Inspection frequency is based on risk and performance; the type of food being handled and sold (pre-packaged versus freshly made) and previous compliance history of the business.

If serious food safety issues are identified during an inspection, the inspection frequency will increase and enforcement action may be taken.

Costs

An annual administration charge, prescribed in the Food Regulation, may be imposed on businesses that receive at least one inspection in a 12-month period. It covers the cost of functions including the

provision of advice, web-based educational resources, a helpline, newsletters, factsheets and administration. There is also an hourly fee for inspecting the food business.

The charge does not apply to a food business that operates for the sole purpose of raising funds for a community or charitable cause or a business that is operating a fully compliant externally audited food safety program.

How the charge is calculated

The charge for each premises operated by the food business is based on the number of full-time equivalent food handlers (based on a 38-hour week) working at the premises. Staff involved solely in administrative, register/checkout or clerical tasks are not considered to be food handlers.

The number of full-time equivalent (FTE) food handlers is calculated as follows:

> **Number of food handlers x hours each spends handling food per week ÷ 38 hrs = FTE**
>
> Example:
>
> *A small mixed business selling pre-packaged food and general merchandise employs 3 people who each spend approximately 13 hours a week on food handling activities. The rest of their time is spent on non-food related work.*
>
> *3 x 13 hrs = 39hrs ÷38 = approx. 1 FTE food handler*

Maximum administration charge

Number of FTE food handlers working at the premises maximum charge per premises:

- up to and including 5 - $570
- more than 5 but not more than 50 - $1,170
- more than 50 - $5,115

More information

- See factsheet Role and powers of authorised officers (PDF,92.8 KB)
- Visit the Food Standards Australia New Zealand (FSANZ) website www.foodstandards.gov.au

Standard 3.2.2A – Food Safety Management Tools

The requirements

Standard 3.2.2A applies to businesses that sell food direct to the final consumer that is:

- potentially hazardous (requires temperature control),
- ready to eat
- not sold or served in its original package.

The Standard introduces 3 mandatory food safety management tools:

1. have a qualified Food Safety Supervisor
2. ensure all food handlers are trained or can demonstrate adequate skills and knowledge
3. be able to show their food is safe.

Businesses are classified into 2 categories, depending on their food handling activities.

Category one businesses

Category one businesses **process** potentially hazardous food into a food that is ready-to-eat **and** potentially hazardous and serve it to consumers. Processing means chopping, cooking, drying, fermenting, heating, thawing and washing, or a combination of these. Category one businesses must implement all 3 tools:

- have a qualified onsite Food Safety Supervisor
- ensure all food handlers are trained in food safety and hygiene, or can demonstrate adequate skills and knowledge, and
- be able to show their food is safe.

Category two businesses

Category two businesses serve unpackaged, potentially hazardous, ready-to-eat food they have not made themselves. The business might remove packaging before serving, or receive the food unpackaged (for example, from a caterer). These businesses only slice, weigh, repack, reheat or hot-hold the food, but do not process it in any other way.

Category two businesses must implement tools 1 and 2 in the Standard:

- have a qualified onsite Food Safety Supervisor
- ensure all food handlers are trained in food safety and hygiene or can demonstrate adequate skills and knowledge.

More information

The Food Authority's website has resources to help businesses meet their obligations, including:

- Food Safety Supervisor webpage
- free Food Handler Basics training
- short quiz to find out which tools apply
- showing food is safe guidance and templates.

Visit foodauthority.nsw.gov.au/safetytools for more information.

Cleaning and sanitising in food businesses

Why do I need to clean and sanitise?

Effective cleaning and sanitising in your food business helps protect you and your customers against the spread of bacteria and other organisms that cause foodborne illness. It also helps to reduce the activity of pests in a food premises by eliminating food sources.

The Food Standards Code requires:

- a food premises, including all its equipment, to be maintained to an acceptable standard of cleanliness, [Std. 3.2.2-19]
- food contact equipment, such as kitchen benches, knives, chopping boards, pots, and meat slicers, as well as eating and drinking utensils, to be in a clean and sanitary condition.

Difference between cleaning and sanitising

In the food industry, cleaning and sanitising is a 2-step process. A surface needs to be thoroughly cleaned before it is sanitised:

- **Cleaning** requires the use of warm to hot water, detergent and physical action to remove food debris and dissolve grease and dirt to ensure the surfaces are clean to touch and free of visible matter and odours.
- **Sanitising** is the process of applying heat (usually very hot water) or chemicals or a combination of both heat and chemicals, to an already clean surface to reduce the number of bacteria and other organisms to a safe level.

During the cleaning stage detergents ensure food particles are broken down and prevented from depositing back onto the items being washed.

Effective cleaning is 90% of the overall sanitation effort as cleaning removes most of the bacteria present. The job of the sanitiser is to kill the remaining bacteria during the sanitising stage.

Cleaning and sanitising can be done mechanically using dishwashers or manually using wash up sinks and spray bottles.

Image 1: Benchtop cleaning.

Cleaning and sanitising using dishwashers

All commercial dishwashers operate differently. High temperature dishwashers sanitise use heat (hot water) while low temperature dishwashers are complemented with chemical sanitisers. This is a very technical process and food businesses must follow the manufacturer's instructions.

Image 2: A commercial dishwasher

To sanitise with a dishwasher:

1. Make sure you have a suitable dishwasher that can clean and sanitise quickly and effectively. Domestic dishwashers are generally not suitable and are impractical for busy retail or hospitality food businesses.
2. Use the correct type of detergent or sanitiser as outlined in the manufacturer's instructions.
3. Use the hottest rinse cycle possible as per the manufacturer's instructions.
4. Check items when removing them from the dishwasher to ensure they are clean.
5. Clean the dishwasher so there is no build-up of food residues.
6. Regularly maintain and service the dishwasher according to the manufacturer's specifications.

Cleaning and sanitising using sinks or spray bottles

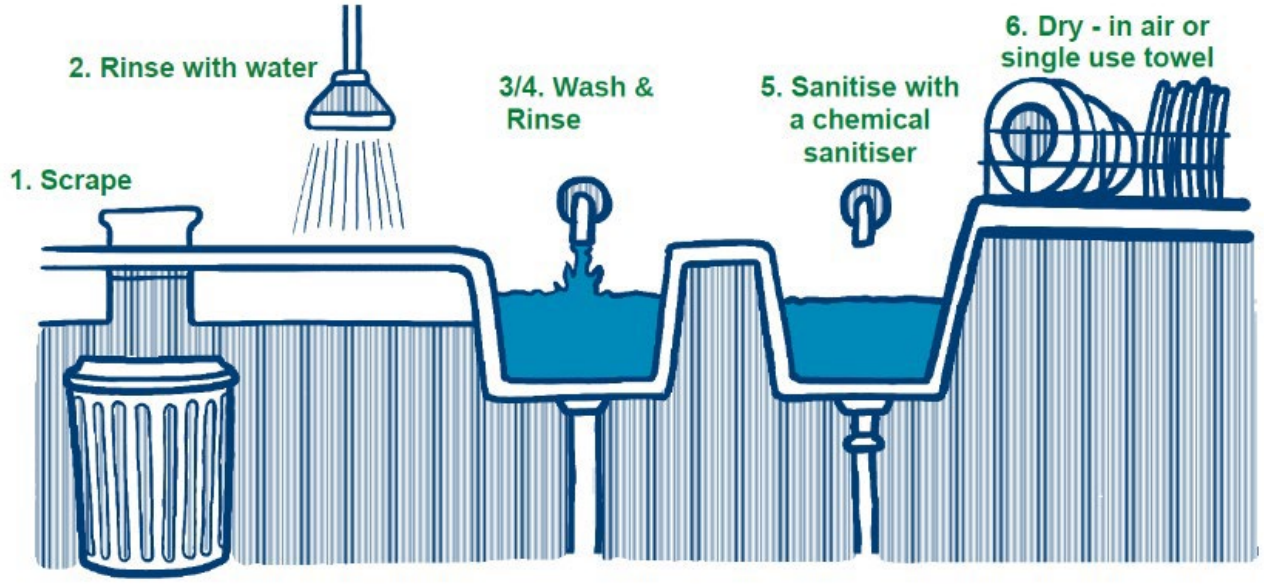
Clear and detailed instructions on how to make up and use chemical sanitisers must be either on the product label or provided by the product supplier in a product information sheet.

There are many different types of sanitisers and each will vary greatly in how they should be used. If clear instructions are not provided with the product, such as dilution rates and contact time, seek advice from the supplier or manufacturer and source an alternative product if necessary.

Always strictly follow these instructions when making up and using chemical sanitisers.

Note: contact time is the amount of time a sanitiser must be in contact with an item for it to work

Image 3: Cleaning and sanitising using a double bowl sink.



Six recommended steps for effective cleaning and sanitising using sinks

1. **Scrape** or wipe away food scraps.
2. **Rinse** with water.
3. **Wash** using warm to hot water and detergent to remove grease and dirt. Soak if needed.
4. **Rinse** off any loose dirt or detergent residue (sanitisers will not work well in the presence of food or detergent residues).
5. **Sanitise** with a chemical sanitiser:
   - Make up the sanitising solution as per manufacturer's instructions.
   - Dip equipment into the sanitising solution following manufacturer's instructions, making sure you allow the appropriate contact time for the sanitiser to work.
   - For larger items that won't fit in the sink use spray bottles to apply the solution to equipment.
   - Follow the manufacturer's instructions whether to wash off the sanitiser.
6. **Air dry** or use single use towels.

Making up a sanitiser solution in a sink

To dilute your sanitiser of choice to the correct concentration in a sink, follow the steps below. This calculation only needs to be done once for each sanitiser.

1. Calculate the working volume of the sink you are using by either:
   a. filling a container of known quantity (such as a 10-litre bucket) with water, pouring it into a sink the desired number of times and mark the sink at the right level.

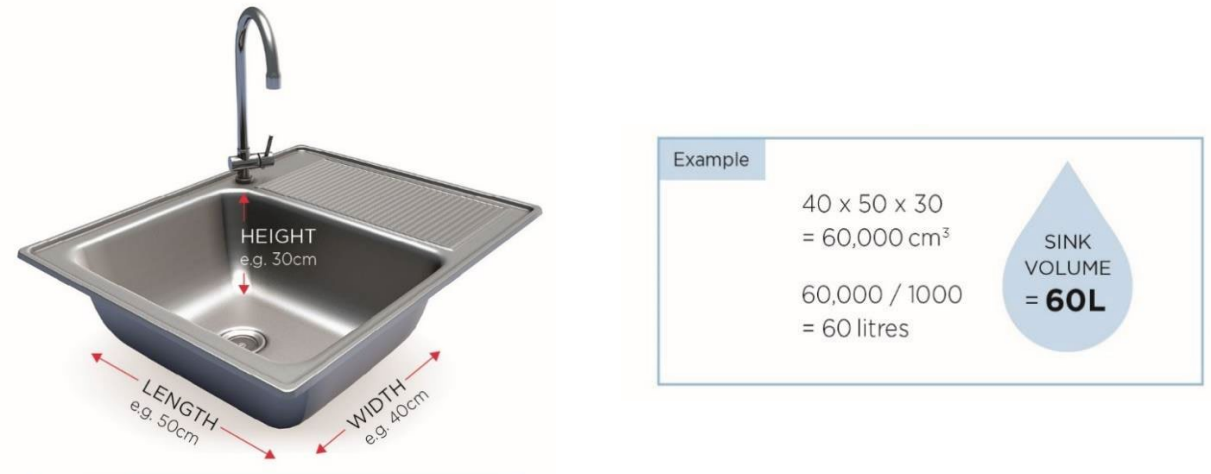
      Example: 6 times to make up 60 litres sink volume.

   OR

   b. calculating the capacity of a square or rectangular sink by measuring the length, width and depth of the sink (how high you fill the sink up to) in centimetres.
      i. Multiply these three measurements to get the volume in cubic centimetres.
      ii. Divide your answer by 1000 to determine the number of litres the sink will hold.

   Example: a rectangular sink 40 cm wide, 50 cm long and filled to a height of 30 cm.

Figure 4. Measuring the sink to calculate volume.



2. Calculate how much sanitiser to add to your sink.

   a. Check the sanitiser label or in the product information sheet for the required purpose, for example, for use as a no-rinse sanitiser.

   b. Check the dilution rate - the amount of sanitiser that will need to be added to an amount of water.

   Example: 1:250 means 1 part of sanitiser to 250 parts of water or 1 ml sanitiser to 250 ml water.

3. Mix the sanitiser to the water in the sink according to the dilution rate.
4. Use within any time frame specified in the manufacturer's instructions, for example "discard after 24 hours".

Image 5: Example sanitiser directions for use.

Note: if you change sanitisers or vary the volume of water in the sink the calculation will not be correct and your sanitising step may be ineffective. In this case you will need to recalculate the correct dilution as above.

Diluting a sanitiser to the correct concentration is critical in preventing the spread of harmful bacteria that cause foodborne illness.

Businesses using store-bought bleach as a sanitiser should refer to the dilution instructions outlined below from the Using chemical sanitisers in your food business factsheet (PDF, 406 KB).

Table 1. Bleach dilution instructions.

How much water?	How much bleach?					
	Household (4% chlorine)		Strong domestic (6% chlorine)		Commercial (10% chlorine)	
Concentration required (ppm)	50 ppm	100 ppm	50 ppm	100 ppm	50 ppm	100 ppm
Water temp	Warm	Cold	Warm	Cold	Warm	Cold
1 litre	1.25 ml	2.5 ml	0.85 ml	1.7 ml	0.5 ml	1 ml

To calculate the amount of bleach required for other sized containers, simply multiply the appropriate bleach amount above by the number of litres in any given container. For example:

How much 4% chlorine bleach do I need to add to a 500ml bottle of cold water?

If 1 litre of cold water requires 2.5 ml of bleach (at 4% chlorine)

500ml = 0.5L

Therefore 2.5ml x 0.5 = 1.25ml

How much 4% chlorine bleach do I need to add to a 7-litre bucket of cold water?

If 1 litre of cold water requires 2.5 ml of bleach (at 4% chlorine)

Therefore 2.5ml x 7 = 17.5ml

More information

- Factsheet: Using chemical sanitisers in your food business (PDF, 406 KB)
- Factsheet: Campylobacter – advice for food businesses (PDF, 218 KB).

Declaring allergens

Food allergies can be life threatening and are a growing concern in Australia. In fact, Australia has one of the highest allergy prevalence rates in the world. In NSW alone, food allergies occur in approximately 1 in 10 infants and 2 in 100 adults.

The food industry plays a major role in helping to manage food allergies. This information has been developed to help all food manufacturers, food retailers and food importers understand their obligations about declaring allergens to ensure accurate allergen information is provided to at risk customers.

Responsibility for declaring allergens

Food manufacturers are responsible for managing the unintentional presence of food allergens.

Food retailers have a responsibility to provide accurate allergen information. Food retailers are required to provide accurate verbal and written information on allergen content whether the allergen is present as an ingredient or may be present as a cross contaminant.

Importers are responsible for ensuring their imports are properly labelled and for providing clear and accurate information about the allergen status of their product.

Meeting requirements of the Food Standards Code

All food businesses are responsible for managing allergen risk and must follow rules set out in the Australia New Zealand Food Standards Code.

Food businesses must declare allergens on the label if one is required. For more information on food labelling, visit foodauthority.nsw.gov.au/food-labelling

Unpackaged food is exempt from most labelling requirements however, food businesses must either display allergen information next to the food or provide allergen information if requested by a customer.

The following allergens must be declared:

- wheat
- gluten*
- fish
- crustacean
- mollusc
- egg
- milk
- soy
- sesame
- peanut
- almond
- Brazil nut
- cashew
- hazelnut
- pistachio
- pine nut
- walnut
- macadamia
- pecan
- sulphites**
- lupin.

* Gluten need only be declared if it is present in wheat, barley, oats or rye ingredients. Barley, oats and rye do not need to be listed as allergens but must be listed as ingredients if present.

** Sulphites must be declared when added in amounts equal to or more than 10 milligrams per kilogram of food.

*** Soy, soya, soybean must be described as ‘soy’ in the allergen list.

**** The words listed must be used in the allergen list – for example, whey must be listed as ‘milk’, not ‘whey’.

The presence of certain other foods, such as bee pollen, propolis, aspartame, guarana and phytosterols, trigger requirements for specific advisory statements.

Food sold to raise money solely for charitable or community causes, and not for personal financial gain, are exempt from labelling requirements, except for the need to declare the presence of royal jelly. Allergen information, directions for storage and use, and the country of origin of seafood, pork and fresh fruit and vegetables, must be provided on request.

For more information, visit www.foodauthority.nsw.gov.au and search 'food allergen rules'.

Key points for managing allergens

It's important for **manufacturers** and **retailers** to:

- implement an effective allergen management plan
- train staff in food allergen risk management and communication
- provide clear and accurate information on the allergen status of their product(s)
- have a plan in place to manage the unintentional presence of food allergens.

For **importers**, it's essential to:

- provide clear and accurate information on the allergen status of the imported product
- ensure their imports are properly labelled
- advise overseas suppliers about labelling requirements in the Australia New Zealand Food Standards Code.
- have a plan in place to manage the unintentional presence of food allergens.

More information

- The Food Authority labelling portal: www.foodauthority.nsw.gov.au/food-labelling
- Standard 1.2.3 Mandatory Warning and Advisory Statements and Declarations: www.legislation.gov.au/Details/F2021C00202
- Food Standards Australia New Zealand - Food allergies and intolerances: www.foodstandards.gov.au/consumer/foodallergies

Food recalls and withdrawals

Food suppliers, including manufacturers and importers must have procedures in place for the recall and withdrawal of unsafe or unsuitable food. Retailers must remove recalled food from sale.

What is a food recall?

A food recall is used to remove from sale a food that poses an immediate risk to public health and safety. Food recalls are usually initiated by the manufacturer, distributor or importer. All manufacturers, distributors and importers must have a written recall plan in place and implement that plan when needed.

What is a withdrawal?

A withdrawal is action taken to remove a food product from sale even if there is no public health and safety issue. This is usually done for 2 reasons:

- The product has a quality defect or has a labelling irregularity that is not a public health risk.
- As a precaution, pending further investigation of a potential public health risk. If a public health risk is established, then the food must be recalled.

Withdrawals do not need to be notified to authorities.

Types of food recalls

There are 3 types of recalls:

- **Trade level** – limited to foods that are sold wholesale or, if sold at retail, sold for immediate consumption. It involves removing the product from distribution centres, wholesalers and retail outlets. It can involve hospitals, restaurants and catering establishments that sell food manufactured for immediate consumption or food that is prepared on the premises.
- **Consumer level** – involves recovery of the product from all points in the production, distribution and retail networks/chains including any affected product in the possession of consumers.
- **Mandatory recall** – where the CEO of the Food Authority issues an order requiring the supplier to recall a food product.

Conducting food recalls

Under Standard 3.2.2, Clause 12, Food Safety Practices and General Requirements of the Food Standards Code, a manufacturer, wholesaler or importer of food must:

- have in place a system to ensure the recall of unsafe food,
- set out this system in a written document which can be shown to an authorised officer upon request, and
- comply with this system when recalling unsafe food.

The FSANZ Food Industry Food Recall Protocol provides more information on recalling food in Australia and guidance for food businesses on developing a written food recall plan. It is available at www.foodstandards.gov.au/food-recalls/firp

To further assist, the Food Authority has developed a food recall action plan template (Word), available to download from www.foodauthority.nsw.gov.au/help/recalls.

Food Standards Australia New Zealand (FSANZ) coordinates all food recalls on a national level. The NSW Food Authority is responsible for monitoring food recalls. and liaising with manufacturers, wholesalers and importers in NSW.

The majority of food recalls are initiated by businesses when food production monitoring has identified a fault, in response to public complaints, or, as a result of government testing.

If a food recall is required FSANZ and Food Authority recall coordinators will work with the manufacturer, importer or distributor to ensure the recall is conducted effectively.

Current list of food recalls

Details of recent national consumer food recalls can be found at www.foodstandards.gov.au/food-recalls/recall-alert.

Food retailers

It is the responsibility of all food retailers to remove all recalled product from sale. Retailers who continue to sell a recalled product are in breach of regulations.

More information

If you are considering a possible recall of food produced or distributed by your business, please:

- phone the NSW Food Authority recall coordinator on 1300 552 406
- visit the FSANZ website at www.foodstandards.gov.au/food-recalls

See also:

- Standard 3.2.2 Food Safety Practices and General Requirements at: www.comlaw.gov.au/Details/F2012C00767
- www.foodauthority.nsw.gov.au/help/recalls

Health and hygiene requirements of food handlers

A food handler is anyone who works in a food business and handles food or surfaces that are likely to come into contact with food (such as cutlery and plates). A food handler may be involved in food preparation, production, cooking, display, packing, storage or service.

Responsibilities of food handlers

Under the Food Standards Code, a food handler must take all reasonable measures not to handle food or food surfaces in a way that is likely to compromise the safety and suitability of food.

Food handlers also have specific responsibilities relating to health and hygiene.

Health requirements

Any food handler with symptoms or a diagnosis of a foodborne illness (such as vomiting, diarrhoea or fever), or is the carrier of a foodborne illness must:

- report that they are ill to their employer or supervisor
- not handle food if there is a reasonable likelihood of food contamination as a result of the illness
- if continuing to engage in other work on the food premises, take all practicable measures to prevent food from being contaminated
- notify a supervisor if they know or suspect they may have contaminated food.

Effective hand washing

Hand washing is one of the most important actions you can take to prevent foodborne illness.

Food handlers must:

- wash their hands using hot, soapy water and dry them thoroughly with single-use paper towels
- wash their hands whenever they are likely to be a source of contamination (after using the toilet, smoking, coughing, sneezing, using a handkerchief/tissue, eating, drinking or touching hair, scalp or body)
- wash their hands before handling ready-to-eat food and after handling raw food.

Hygiene requirements

Food handlers must:

- not eat, sneeze, blow, cough, spit or smoke around food or food surfaces
- take all practicable measures to prevent unnecessary contact with ready-to-eat food
- tie back long hair, and take all practical measures to prevent hair contaminating food
- ensure clothing is clean
- cover bandages and dressings on exposed parts of the body with a waterproof covering
- remove loose jewellery and avoid wearing jewellery on hands and wrists.

Use of gloves

The Food Standards Code does not require food handlers to use gloves. Even when wearing gloves, in many situations it may be preferable to use utensils such as tongs or spoons.

Gloves must be removed, discarded and replaced with a new pair:

- before handling food
- before handling ready-to-eat food and after handling raw food
- after using the toilet, smoking, coughing, sneezing, using a handkerchief/tissue, eating, drinking or touching the hair, scalp or body.

Employer responsibilities

A food business must:

- ensure food handlers do not handle food if there is a possibility of contamination
- maintain easily accessible handwashing facilities and supplies of hot running water, soap and single-use paper towels
- ensure all food handlers have appropriate skills and knowledge in food safety and food hygiene. This can be done either on-the-job or via formal training.

Food Safety Supervisor

Under the Food Standards Code (Standard 3.2.2) all food handlers must have general skills and knowledge in food safety and hygiene. Certain businesses in the hospitality and retail food service sector must also appoint at least one certified Food Safety Supervisor (FSS).

Training is tied to nationally recognised units of competency within the Vocational Education and Training (VET) System.

For more information on Food Safety Supervisors, including training requirements, visit www.foodauthority.nsw.gov.au/fss

Pest control in food businesses

Common pests such as rats, mice and cockroaches can carry bacteria and viruses and can contaminate food and food contact surfaces. Pest sightings, and food contamination due to pests, result in a large number of customer complaints.

Common pests

Pests that can be present in food premises include:

- rodents (such as rats and mice)
- insects (cockroaches, flies and ants)
- birds (such as pigeons).

Where do pests hide?

Pests are generally attracted to food premises as they can provide shelter, water and a food source.

Pests are most active at night and hide in dark places, including:

- under and behind electrical, heating and cooking appliances
- under washing and hand washing facilities
- under and in boxes, packaging and food storage containers
- inside wall cavities
- in cracks and crevices
- behind equipment
- in disused or ‘mothballed’ equipment.

The legal requirements

The Food Standards Code requires food businesses to take all practicable measures to:

- prevent pests entering the food premises
- eradicate and prevent the harbourage of pests on the food premises.

Practicable measures to prevent entry of pests include:

- sealing all holes, gaps and cracks in walls and ceilings
- installing and maintaining flyscreens to windows and door openings
- keeping doors closed when not in use
- installing weather strips at the base of doors.

Practicable measures to eradicate and prevent harbourage of pests include:

- regular checks for signs of pests
- maintaining the food premises and equipment in a clean condition (a cleaning schedule may assist)
- keeping food covered in sealed containers
- storing food, equipment and food containers above the floor
- keeping garbage storage areas clean and tidy

- removing rubbish regularly and making sure that external areas (outside bin areas) are clean and well-maintained
- removing unused equipment and fixtures from the premises
- implementing a suitable pest control program which may require the services of a licensed pest controller.

Using a licensed pest controller

While using the services of a licensed pest controller is not a legal requirement, it can help you to demonstrate that you are taking all practicable measures to eradicate and prevent the harbourage of pests. However, steps such as those listed above must also be used to demonstrate and achieve compliance.

A licensed pest controller should provide you with:

- a contract outlining what pests and areas are to be treated and the required frequency of treatments
- written reports of each treatment, including any pest activity, chemicals used and recommended actions required of the proprietor
- a map showing the location of all bait stations
- information on the chemicals used.

If you perform pest control treatments yourself, make sure that any chemicals or baits used are suitable and approved for use in food premises and do not contaminate food or food contact surfaces.

What happens after an inspection?

If an authorised officer from the NSW Food Authority or local council identifies a pest control issue that needs to be rectified, a variety of compliance actions can be initiated.

For further information on compliance action, see the Biosecurity and Food Safety Compliance and Enforcement Policy (PDF, 2 MB).

More information

- Visit www.foodauthority.nsw.gov.au
- Email the Food Authority helpline food.contact@dpird.nsw.gov.au
- Phone the helpline on 1300 552 406.

Safe preparation of raw egg products

Restaurants, cafés, bakeries and caterers that prepare raw egg products need to follow safe handling practices or use a safer alternative.

Safer alternatives

Instead of using raw eggs for foods that are not cooked, use:

- commercially produced dressings, sauces and spreads
- pasteurised egg products, instead of raw eggs in products such as desserts and drinks.

If a business chooses to use raw egg products, they are responsible for managing the risk of *Salmonella* contamination. They must take steps to ensure the food they supply is safe and suitable.

Foods that contain raw eggs need extra care

Products with raw eggs have been responsible for some of the largest foodborne illness outbreaks in NSW. This is because the disease-causing organism *Salmonella* is often found on the shell of whole eggs. If handled incorrectly, *Salmonella* will then contaminate the egg.

Foodborne illness outbreaks have been associated with:

- egg dressings, sauces and spreads (mayonnaise, aioli, egg butter)
- desserts made without an effective cooking step (tiramisu, mousse, fried ice cream)
- drinks containing raw eggs (raw egg high protein smoothies).

Outbreaks harm customers and can severely impact a business's reputation and trade prospects.

Requirements for raw egg products

To ensure food is safe to eat, special attention must be given to the preparation, storage and handling of eggs and raw egg products, to prevent the growth of *Salmonella.*

Acidify raw egg products to keep them safe

To stop *Salmonella* from growing it is important to:

- acidify raw egg product to a pH at or below 4.2 – this can be done using vinegar or lemon juice
- check and record the pH of the acidified raw egg product with a pH meter or pH paper.

Control the temperature of acidified raw egg product

- Keep acidified raw egg products at or below 5°C.
- Make acidified raw egg product fresh every day in small tubs, not in bulk.
- Discard acidified raw egg product within 24 hours.

Check deliveries and refrigerate eggs

Only purchase and receive whole eggs that are:

- clean, not cracked or leaking
- supplied in clean packaging
- correctly labelled (with name of the food, the supplier's name and address, and lot identification or date marking).

Whole eggs should be refrigerated at or below 5°C and used by the 'best before' date.

Keep it clean and sanitised

This is important in preventing the spread of *Salmonella* to other foods made by the business.

- Clean and sanitise equipment used for making raw egg products before and after each use.
- Clean and sanitise storage containers and dressings/sauce dispensers between each batch.
- Use separate containers for each batch of food (do not top up previous dressings and sauces).
- Keep kitchen surfaces and utensils clean and dry.
- Do not wash eggs as this makes them susceptible to further contamination.

Separating egg yolk from egg white

If *Salmonella* is present on the eggshell, it could be spread throughout the kitchen and onto other foods by your hands. To minimise contact between the eggshell and contents:

- wash and dry hands before and after handling eggs
- use a sanitised egg separator
- do not separate eggs using bare or gloved hands
- do not separate eggs using the eggshell
- do not store liquid raw eggs
- once whole eggs are cracked, use them immediately in the raw egg product.

Safer egg alternatives are available

Use pasteurised pulp for foods that traditionally contain raw eggs:

- liquid, frozen or dried forms of processed whole eggs, egg whites and egg yolks
- sugared egg yolk (for desserts)
- salted egg yolk (for mayonnaise, dressings and sauces).

Food laws

The food laws in NSW prohibit the sale of eggs with dirty or cracked shells because this increases the risk of contamination and foodborne illness.

Egg definitions

- **'Dirty eggs'** have visible faeces, soil or other matter (yolk, albumen, feathers) on the shell.
- '**Cracked eggs'** have a crack is visible to the naked eye or by candling.

To protect customers from the risk of foodborne illness, businesses need to comply with Standard 3.2.2, Division 3, Clause 7 to ensure only safe and suitable food is processed.

More information

Visit www.foodauthority.nsw.gov.au to download the following:

- Food safety guidelines for the preparation of raw egg products (PDF, 390 KB)
- NSW Egg Food Safety Scheme
- Microbiological quality of raw egg dressing
- 2 hour/4 hour rule for businesses (PDF, 260 KB).