

Food Safety Management Plan

SAMPLE

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Purpose and Scope

This Food Safety Management Plan (FSMP) sets out how [Company Name] will identify, control and monitor food safety hazards to protect workers, customers, clients and visitors. It supports [Company Name]'s obligations under Australian food legislation and Work Health and Safety (WHS) laws.

This plan applies to all food handling activities undertaken by [Company Name], including but not limited to:

- Hospitality and events operations (cafés, restaurants, bars, catering, functions, mobile food vans)
- Disability and aged care services (residential aged care, group homes, day programs, respite centres, in-home meal preparation)
- Retail and wholesale (supermarkets, convenience stores, butchers, bakeries, delis, food distribution, warehouses)

The plan covers:

- Procurement, receipt and storage of food
- Preparation, cooking and cooling
- Display, service and delivery of food
- Cleaning, sanitation and waste management
- Personal hygiene and health of food handlers
- Allergen management and vulnerable persons
- Incident response and continual improvement

Objectives

The objectives of this Food Safety Management Plan are to:

- Prevent food-borne illness, allergic reactions and contamination incidents
- Comply with WHS and food safety legislation, standards and codes of practice
- Provide clear procedures for safe food handling across all operations
- Define responsibilities for managers, supervisors and workers
- Establish monitoring, record-keeping and verification systems
- Support safe service of food to vulnerable persons in disability and aged care settings
- Protect the reputation and continuity of [Company Name]'s business operations

Roles, Responsibilities and Consultation

Officers and Senior Management

Officers and senior management must exercise due diligence to ensure [Company Name] meets its WHS and food safety duties by:

- Providing adequate resources for safe food premises, equipment, training and supervision
- Ensuring this Food Safety Management Plan is implemented, reviewed and updated
- Supporting a culture where workers can report food safety issues without fear of reprisal
- Ensuring incidents are investigated and corrective actions are implemented and monitored

Managers and Supervisors

Managers and supervisors are responsible for day-to-day implementation of this plan. They must:

- Ensure all food handlers are trained and competent for their tasks
- Allocate sufficient time and staff to complete food safety checks and records
- Conduct regular inspections of food storage, preparation and service areas
- Enforce personal hygiene, uniform and illness exclusion requirements
- Ensure equipment (e.g. fridges, dishwashers, thermometers) is maintained and calibrated
- Respond promptly to any identified hazards, non-conformances or complaints

In disability managed care settings, managers must also ensure that food safety procedures align with clinical care plans, dietary requirements and swallowing assessments.

Workers and Food Handlers

All workers and food handlers have a duty to take reasonable care for their own health and safety and that of others who may be affected by their acts or omissions. They must:

- Follow the procedures in this Food Safety Management Plan
- Maintain high standards of personal hygiene and hand hygiene
- Report illness, symptoms, injuries and contamination incidents immediately
- Use, clean and store equipment correctly
- Complete required checklists and records accurately and on time
- Participate in training and consultation on food safety and WHS

Contractors, Agency Staff and Volunteers

Contractors, agency staff and volunteers who handle food must comply with this plan and receive an appropriate induction before starting work. [Company Name] must:

- Provide clear instructions and supervision
- Ensure contractors' activities (e.g. pest control, maintenance) do not contaminate food or food contact surfaces

Consultation and Communication

[Company Name] will consult with workers on food safety and WHS matters through:

- Toolbox talks and pre-shift briefings
- WHS committee or health and safety representative (HSR) meetings
- Incident reviews and lessons learned sessions

Consultation will specifically address high-risk areas such as buffet service at events, texture-modified meals in aged care, and allergen handling in retail delis and bakeries.

Hazard Identification and Risk Assessment

Food Safety Hazards

Food safety hazards include:

- Biological hazards: bacteria (e.g. Salmonella, Listeria, Campylobacter), viruses (e.g. norovirus, hepatitis A), parasites
- Chemical hazards: cleaning chemicals, sanitisers, pesticides, food additives, allergens
- Physical hazards: glass, metal, plastic, wood, jewellery, hair, stones, packaging materials

In disability and aged care settings, additional hazards include:

- Choking risks from inappropriate textures
- Aspiration from incorrect thickening of fluids
- Food-drug interactions where relevant

Risk Assessment Process

[Company Name] will identify and assess food safety risks by:

- Mapping all food handling steps from receipt to service
- Identifying where hazards are likely to occur
- Determining the likelihood and potential consequences of each hazard
- Implementing control measures and determining critical control points (CCPs)

A risk assessment table may be used to document this process.