

# Feedback



## Welcome

Welcome to the summer edition of our food safety newsletter. With the warmer weather upon us, we have to be more mindful of food safety issues such as food temperatures, food storage and pests.

We also hope you all have a great Christmas, festive season and happy holidays.



## Wait, let me take a selfie!

One of our Environmental Health Officers recently visited a food business to follow up on some food safety issues. There had been cockroaches noticed in the premises but the owner could not understand where the cockroaches may have been coming from. The officer took out his camera and with the flash on took a photo of underneath their equipment. What he found, see picture, was a little alarming!

Behind and underneath benches, equipment, shelving and cabinets are usually dark areas which can sometimes be hard to get to. Because of this, these areas tend to be forgotten or not reached when it comes to cleaning and pest control.

We thought with the latest 'selfie' trend and with the recent experience by our officer, we would ask our food businesses to take a 'selfie' of their business. A selfie is a self-portrait photograph usually taken with a smartphone. The bright light of the flash gives you a much better view of these dark areas and the camera can get into areas which are usually hard to access. You could even use a selfie stick to get to high and low places—who would have thought it!

So for a different view of your food business, grab your camera or phone and start snapping. This novel, yet simple, idea could be your tool to better food safety in your business. You might be surprised with what you find.

Take a photo and win a prize!

Turn to the back page of this newsletter to find out more about our 'selfie' competition.

# What are we finding on our inspections?

If you take note of your recent inspection form, you will realise there are many different food safety issues we are looking for when we come to visit you. The topics below have appeared more recently on inspections, follow-ups and in customer complaints.

If you have any questions about them, or any other food safety issues, please ask your Environmental Health Officer on your next inspection or alternatively call Health Services on 9267 9153.



## Do you know what a cockroach egg sac looks like?

You may have seen one before and not realised what it is. Cockroaches incubate their eggs in a sac, like a capsule. Each sac can contain up to 30 to 40 eggs. They can drop the sac and attach it to a surface. Preventative pest control measures will make sure eggs don't go beyond hatching and will kill the adults laying the eggs.

## To rinse or not to rinse?

Sanitisers are used to kill bacteria on food equipment and surfaces. Sanitising is the second step in cleaning after washing with detergent. Different sanitisers and methods are used depending on what you are trying to clean. No rinse sanitisers are great as you don't have to remember to rinse off the chemical after applying it. Be mindful of this when choosing a sanitiser to use in your business.

## Cockroaches

Cockroaches thrive in warm, humid and unhygienic conditions. They don't just like the warmer weather but warm spots around your business like motor areas around fridges and freezers, dishwashers and ovens. Provers in bakeries are a lovely spot for cockroaches to hang. Keeping on top of your cleaning, especially in hard to reach areas, and regular pest checks and pest control will help to prevent cockroaches from taking over your business.

Don't just limit yourself to inside your business either. The outside areas are just as important to check, clean and treat in relation to pests. Just think of all the rubbish you put outside. Mix this with some warm temperatures and it is the perfect environment for cockroaches to multiply.

## Hair in your food

Finding hair in your food is not the most appealing thing—and doesn't make a great impression on your customers. It is very easy to stop the chances of this happening and you are required by the food safety standards to take all measures practical to prevent hair from contaminating food. Wearing a hat and tying long hair back are the best ways of doing this.

## Why use shatterproof bulbs?

Lights can be a source of contamination in your food preparation areas. If they shatter, glass and chemicals can get into food and onto your food preparation surfaces. So your lights need to be covered or the bulbs you use need to be shatterproof. Your inspecting officer will check for these regularly on inspections.





## Share the info

So you've read the recent edition of *Feedback*, what next? Well, as the business owner or manager of your food business, we encourage you to share this information around to your staff.

**Food laws require you, the business owner, to make sure your staff have skills and knowledge in food safety. Giving your staff food safety information to read is one way to satisfy this requirement.**

Different ways of doing this will suit each business individually. Noticeboards, staff meetings, email, training sessions, and staff rooms are just some of the ways your staff can have access to this valuable information. The latest editions of *Feedback* are available on the City's website for you to forward to your staff if email works for you.

If a hard copy works better, feel free to give us a call or email requesting a few extra copies to share around your business. We've had franchise businesses forward their copy of *Feedback* to other businesses within their company once they have finished. This information is not just limited to the City of Swan.



We'd love to hear from you too. Your feedback makes the information in the newsletter more relevant to your business. So if there is a food safety issue on which you would like more information, send us an email to [health.mail@swan.wa.gov.au](mailto:health.mail@swan.wa.gov.au) and we can include it in our next newsletter.

## I'm Alert has reached 4000 hits

We are very excited to announce that in August over 4000 people had participated in the I'm Alert food safety program since it was first offered back in November 2009.

I'm Alert is a free online food safety training program provided by the City of Swan. Like handing this newsletter to your staff, I'm Alert is another cheap and easy way for your staff to learn about food safety.

Anyone can access this program via the City's website [www.swan.wa.gov.au](http://www.swan.wa.gov.au) under the Food Safety page. All you need is a computer, internet access and about an hour and a half of your time (although the program can be completed in modules if time is an issue).

# National Food Safety Week



FOOD SAFETY WEEK

8-15 November 2015

The theme for this year's Food Safety Week was **Did you know? (busting food safety myths)**. There are lots of myths out there about what causes food poisoning. Education of the public and industry is very important so people have the right facts when it comes to food safety.

## Did you know?

### You should not trust your nose to tell if food is off.

It is actually food spoilage bacteria that change the smell and taste of food. Spoilage bacteria won't usually make you sick, though food with them won't be particularly pleasant to chow down on. According to Food Standards Australia New Zealand, food poisoning bacteria don't change the appearance, smell or taste of food.



### You should not use egg shells to remove shell pieces from egg.

The outside of the shell could be contaminated with food poisoning bacteria so remove any shell pieces with a clean spoon or fork. If you accidentally drop pieces of shell into your egg mixture, it too could be contaminated and the mixture will need thorough cooking.

### Plastic gloves are not magical.

Gloves can contaminate food as easily as your hands. So it's important to change your gloves as often as you would wash your hands. This should be very often, like between touching raw and cooked foods, using cleaning chemicals, using the toilet and handling money.



## Food Safety 'selfie' competition!

Following on from our 'selfie' article on page one, we want to encourage you to start looking at your business a little bit differently and reward you for making the effort to keep your premises clean.

We want you to use your camera or smartphone to take a photo of a hard to reach area of your food business and send it in to us. Here's the catch! We only want to see your clean photos (which they all will be of course!). Make sure the flash is on so we can see how clean this area is.

**All clean photos received will go into a draw to win a \$100 gift card to Ace Cinemas. There will be 10 runner-up prizes of a probe thermometer.**

Before you enter, please visit [www.swan.wa.gov.au/foodsafetycomp](http://www.swan.wa.gov.au/foodsafetycomp) for all Terms and Conditions related to this competition.

www.swan.wa.gov.au



**City of Swan**  
2 Midland Square  
Midland  
PO Box 196 Midland  
WA 6936  
t (08) 9267 9267  
f (08) 9267 9444

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[swan@swan.wa.gov.au](mailto:swan@swan.wa.gov.au)

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