



Department of Health

# Food safety management tools

## Food Safety Standard 3.2.2A Stakeholder toolkit



## Introduction of Food Safety Standard 3.2.2A

On 8 December 2022, Food Standards Australia New Zealand (FSANZ) introduced the new Food Safety Standard 3.2.2A.

This new standard relates to food premises that sell unpackaged, potentially hazardous ready-to-eat foods. This standard introduces three food safety management tools for food service, caterers and some retail food businesses.

**Please use the material in this toolkit to promote the new standard, requirements and implementation date to food businesses.**

**Food businesses must comply with the new standard by 8 December 2023.**

### Target audience:

- Food businesses that prepare unpackaged, potentially hazardous and ready-to-eat foods.

### Objective:

- Raise awareness of Food Safety Standard 3.2.2A to ensure impacted WA food businesses are prepared to meet the new requirements by 8 December 2023.

### Key information:

- New standards have been introduced across Australia by Food Standards Australia New Zealand (FSANZ) to improve food safety and prevent food-borne illness.
- Poor food handling can cause outbreaks of foodborne illnesses, which can result in avoidable hospitalisations, loss of revenue and reputational damage to food businesses.
- Some food businesses will be required to implement food safety management tools.
- These tools will enable food businesses to manage food safety risks more effectively to help prevent foodborne illnesses and outbreaks, loss of revenue and reputational damage.
- Food businesses that handle unpackaged, potentially hazardous and/or ready-to-eat foods will need to comply with the new standard requirements by 8 December 2023.
- For more information visit [www.health.wa.gov.au/FSMT](http://www.health.wa.gov.au/FSMT) or contact your local government Environmental Health Services.

## Key dates

To provide food businesses with sufficient time to prepare for the implementation date of the standard (8 December 2023), it is important that information is distributed to food businesses by no later than mid-April 2023. Ideally, food businesses should be reminded about the imminent implementation date during September to October.

March to mid-April	September to October
<ul style="list-style-type: none"> <li>• Write to all food businesses about the standard.</li> <li>• Provide supporting resources to assist businesses to understand and implement the new requirements e.g. fact sheet, infographic and guide.</li> </ul>	<ul style="list-style-type: none"> <li>• Remind all food businesses of the requirement to comply with the standard by 8 December 2023.</li> <li>• Provide supporting resources.</li> </ul>

## Communications checklist

Communication tool	What to consider
Letter/email (Local governments only)	Use the template letter provided in this kit to write to and/or email all food service, catering and retail food businesses and provide details about the new standard.  Include the fact sheet and infographic.
Fact sheet	Provide a copy of the fact sheet to food businesses.
Infographic	Provide a copy of the infographic to food businesses.
Guideline	Consider providing a copy of the guideline to food businesses, and more specifically for local governments, provide a copy to businesses during routine food assessments.
Website	Provide key links to the Department of Health food safety management tools information on your website.  Food safety management tools for food businesses: <a href="http://www.health.wa.gov.au/FSMT">www.health.wa.gov.au/FSMT</a>
Social media	Post on your local government/association/club etc. social media channels using the text and graphics in this kit (e.g. Facebook, Instagram, Twitter LinkedIn).
Newsletters	Disseminate information via your print and electronic newsletters using the newsletter banner and news article. The social media graphics and text can also be used for shorter notices.
Other	Use other channels to support the promotion of the food safety management tools messaging e.g. local food business network/industry groups.

## Social media

The following social media images are available to promote on local government/association/club etc. social media pages.

Square (feed) and portrait (story) tiles are available for download at: [www.health.wa.gov.au/foodstandardstoolkit](http://www.health.wa.gov.au/foodstandardstoolkit)

Tiles can be co-badged with local government logos upon request.

Post text	Graphic
<p>Do you own a food business?</p> <p>All food service, retail and catering businesses in Australia must implement food safety management tools by 8 December 2023.</p> <p>New national standards have been introduced to improve food safety and prevent foodborne illness.</p> <p>To find out more, visit: <a href="http://www.health.wa.gov.au/FSMT">www.health.wa.gov.au/FSMT</a></p>	 A square graphic with a black background and white text. At the top left is the Department of Health logo. The main text reads: "New national standards for food businesses from 8 December 2023". At the bottom left is the URL "health.wa.gov.au/FSMT" and at the bottom right are four colorful icons representing food safety: a person, a fish, a warning sign, and a hand with a spray bottle.
<p>Get ready to meet the new national food safety standard requirements by 8 December 2023.</p> <p>The standards have been introduced by Food Standards Australia New Zealand to improve food safety and prevent foodborne illness in the community.</p> <p>These changes will enable your business to manage food safety risks more effectively to help prevent foodborne illnesses and outbreaks, loss of revenue and reputational damage to your business.</p> <p>To find out more, visit: <a href="http://www.health.wa.gov.au/FSMT">www.health.wa.gov.au/FSMT</a></p>	 A square graphic with a black background and white text. At the top left is the Department of Health logo. The main text reads: "Own a food service, retail or catering business?". At the bottom left is the URL "health.wa.gov.au/FSMT" and at the bottom right are four colorful icons representing food safety: a person, a fish, a warning sign, and a hand with a spray bottle.
<p><b>*Post for local governments only:</b></p> <p>If you have questions about the new national food safety standard, contact our Environmental Health Services team.</p> <p>To find out more, visit <a href="http://www.health.wa.gov.au/FSMT">www.health.wa.gov.au/FSMT</a> or email (insert local government EHS email address).</p>	 A square graphic with a black background and white text. At the top left is the Department of Health logo. The main text reads: "Got questions? New national standards for food businesses". At the bottom left is the URL "health.wa.gov.au/FSMT" and at the bottom right are four colorful icons representing food safety: a person, a fish, a warning sign, and a hand with a spray bottle.

From 8 December 2023, all food service, retail and catering businesses in Australia must implement food safety management tools.

Resources are available including a:

- fact sheet
- infographic
- guideline.

To view the resources, visit:

[www.health.wa.gov.au/FSMT](http://www.health.wa.gov.au/FSMT)



Looking for translated information about the new national food standards?

All food service, retail and catering businesses in Australia must implement food safety management tools by 8 December 2023.

These new standards have been introduced by Food Standards Australia New Zealand to improve food safety and prevent foodborne illness.

Translations of the guide and fact sheet are available in Simplified Chinese, Italian, Vietnamese, and Thai.

To view or download resources visit:

<https://health.wa.gov.au/FSMT>



## PowerPoint presentation template

This template is available upon request for local governments for presentations to their registered food businesses.

To be used for presentations, this template must be co-badged with a local government logo.

For more details contact

[communications@health.wa.gov.au](mailto:communications@health.wa.gov.au)



## Email signature

Use this email signature in your communications to remind food businesses about the new food safety standard requirement and implementation date.



## Newsletter banners

Banners are available for download to use in your print and/or electronic newsletters. If in an e-newsletter, please hyperlink these to: [www.health.wa.gov.au/FSMT](http://www.health.wa.gov.au/FSMT)

You can use the news article content or social media posts above to accompany images.



## News article (newsletters/websites)

Please use the content below for newsletters, letters, websites or similar channels.

### New national standards for some food businesses from 8 December 2023

New standards have been introduced nationally by Food Standards Australia New Zealand (FSANZ) to improve food safety and prevent foodborne illness in the community.

Food businesses that handle unpackaged, potentially hazardous and ready-to-eat foods will need to comply with the new standard requirements by 8 December 2023.

The new requirements will improve food safety through skills, knowledge and supervision.

Some food businesses will be required to implement the below food safety management tools. These tools will enable food businesses to manage food safety risks more effectively to help prevent foodborne illnesses and outbreaks, loss of revenue and reputational damage.

- 1. Food safety supervisors:** You will need to appoint a food safety supervisor for your business.
- 2. Food safety training:** Your food handlers will need to show they have had food safety training.
- 3. Show you are managing key food safety controls:** You will need to keep records of important food safety controls or be able to demonstrate safe food handling practices.

To help you to understand what you need to do to meet the new requirements visit [www.health.wa.gov.au/FSMT](http://www.health.wa.gov.au/FSMT)

If you have any questions, contact your local government Environmental Health Services.

# Supporting resources

## Infographic

Download or print the [Food Safety Standard 3.2.2A infographic](#).



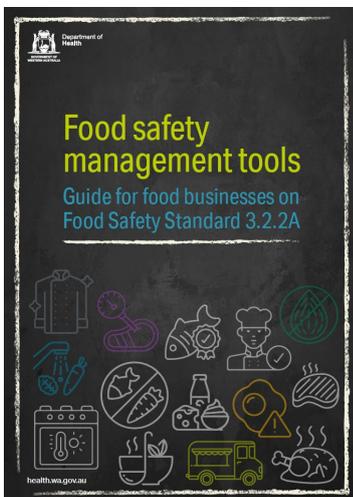
## Fact sheet

Download or print the two-page [Food safety management tools](#) fact sheet.



## Guideline

Download or print the [Food safety management tools – Guide for food businesses on Food Safety Standard 3.2.1A](#).



## Letter (local governments only)

Salutation First name Surname

Title of position

Business name

Address

CITY

STATE POSTCODE

Dear Salutation Surname

### **INTRODUCTION OF STANDARD 3.2.2A – FOOD SAFETY MANAGEMENT TOOLS ACROSS AUSTRALIA**

We are writing to inform you that a new National Food Safety Standard, 3.2.2A – Food Safety Management Tools has been introduced across Australia to reduce the rate of foodborne illnesses linked to poor handling of food in certain food service, retail and catering food businesses.

If your business is captured by the standard, you must implement the new requirements by 8 December 2023.

The standard introduces three food safety management tools for businesses that handle unpackaged, potentially hazardous, ready-to-eat foods. The three tools include:

1. Requirement to complete food handler training or demonstrate skills and knowledge in safe food handling practices
2. Requirement to appoint a qualified food safety supervisor and
3. Requirement to show that your food is safe

### **Understanding the new Standard**

A range of resource are available to help you to find out if the standard applies to your business and to better understand what you must do meet the new requirements.

Please visit the Food Safety Management Tools for food businesses webpage [www.health.wa.gov.au/FSMT](http://www.health.wa.gov.au/FSMT) to find more information including:

- fact sheet
- what do you need to know infographic
- guide for food businesses
- short explainer video
- details of online food handler training courses
- details of training courses for food safety supervisors
- webinar.

### **Why is there a new Standard?**

The Australia and New Zealand Ministerial Forum on Food Regulation noted that the highest proportion of foodborne illness outbreaks in Australia were linked to food service,

catering and retail food businesses. After extensive consultation with industry, Food Standards Australia New Zealand (FSANZ) developed and approved Standard 3.2.2A, which will ensure food handlers have appropriate skills and knowledge and key food safety controls are adequately managed.

### **Further information**

Please find enclosed a factsheet and infographic with a link to the WA Guide for food businesses and Department of Health website to assist you to implement the standard.

If you require further assistance, do not hesitate to contact our Environmental Health Section on #####.

Yours sincerely,

COUNCIL REP SIGN OFF

X March 2023

Enc.

- Food safety management tools fact sheet
- Food safety management tools infographic

## Co-badging Department of Health resources

(Local governments only)

Any request for co-badging materials must be directed to the Department of Health's Communications Directorate team for assessment and review.

Promotional materials must be approved by the Communication Directorate before release.

### Contact us

#### Communications Directorate

**Email:** [communications@health.wa.gov.au](mailto:communications@health.wa.gov.au)

**Please do not alter the approved content and images.** Contact us with any requests for alternate wording, images or formats.

Thank you for your support.

#### Media opportunities

If you need help with media queries/opportunities, you can contact the Health Department's media team for advice at [media@health.wa.gov.au](mailto:media@health.wa.gov.au) or 9222 4333.

**This document can be made available in alternative formats.**

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