



Home Delivery or Takeaway From Safe Food Accredited Business

Food Safety Considerations

Skills and Knowledge

Businesses engaging in food handling activities must ensure they have the appropriate skills and knowledge to manage risks appropriately and that all health and hygiene standards are strictly adhered to.

To be able to supply food for takeaway or delivery, businesses may have to begin preparing and packing in advance. If your business has not conducted these activities before, there are some important food safety precautions that need to be taken.

More information

email

info@safefood.qld.gov.au

phone

07 3253 9800

visit

www.safefood.qld.gov.au

Food must be protected from contamination

This includes microbiological, physical and chemical contamination.

The risk assessment outlined in your management statement / food safety program must accurately reflect all of your business operations, including home delivery or takeaway services. Please contact Safe Food if you have questions around reviewing your management statement or food safety program.

Food must be stored under temperature control

Potentially hazardous foods must be stored under temperature control:

- 5°C or below; or
- 60°C or above; or
- If the food is frozen, it must remain hard frozen

Allergens

A business should also consider their ability to cater to consumers with allergies and, if appropriate, allergen management systems are in place. More information and resources can be found on the [Food Standards Australia New Zealand Food Allergen Portal](#).

Labelling

There are exemptions under the Food Standards Code for labelling of food that is made at the express order of the consumer. However, a business may need to consider how they will provide information if customers will be consuming foods at a later date. Consider instructions such as how long it can be kept, storage conditions (e.g. keep refrigerated), reheat or cooking instructions. Information that **must be** provided to the customer upon request, and is recommended to be on the label, includes:

- name of the food
- ingredient information
- advisory statements (e.g. allergen information)



Delivery

When delivering potentially hazardous foods, businesses must have a system in place to ensure food is protected from contamination and delivered under temperature control.

- Packaging must be clean, food-grade and fit for purpose
- The vehicle and delivery process must not have any likelihood to contaminate the food



Best Practices for Butchers

to prevent the spread of COVID-19

Follow these tips to maintain food safety practices and prevent the spread of COVID-19.

Home Delivery	Takeaway Services
 <p>Take payment over the phone via credit card to minimise cash handling.</p>	 <p>Encourage customers to use tap for payment options to minimise cash handling.</p>
 <p>Give customers a clear approximate time for delivery (within a 2 hour window).</p>	 <p>Maintain a 1.5m distance with others. Serve from behind a counter where possible.</p>
 <p>Log all deliveries/temperatures in your deliveries/receivables log book.</p>	 <p>Avoid touching meat with your bare hands. Customers will be watching you closely.</p>
 <p>Deliver food in insulated packaging to maintain temperature control. Notify the customer when delivery has been made.</p>	 <p>Clean and sanitise your store regularly, especially high traffic areas where ready-to-eat foods are on display.</p>