

How the Embers kitchen meets the Food Act 2006 (Queensland) and the Food Standards Code: Standard 3.2.2 (food safety practices), Standard 3.2.2A (food safety management tools) and Standard 3.2.3 (premises). Nothing is here that the law does not ask for, except a few house rules, which are marked as ours.

Embers is a category one business under Standard 3.2.2A: it makes ready-to-eat food from unpackaged potentially hazardous food. It needs a food safety supervisor, trained food handlers, and records of nine things. It does not need an accredited food safety program, because catering is not its main business.

This manual: print A4

Keep it in the kitchen folder, where staff and an inspector can read it.

The shift sheet: print A3 and laminate

On the kitchen wall with a whiteboard marker. Filled in every shift, photographed, wiped.

1

sheet a shift, photographed

Invoice

delivery temperature written on it

3 months

records kept

In this manual

- 1 Procedures**
13 short procedures: what the kitchen does, what is written down, what to do if it goes wrong
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The A3 sheet on the wall: what each panel is for, a filled-in example, and how a shift is recorded
- 4 Compliance**
Each requirement of the Food Act and the Food Standards Code, and where Embers meets it

1 Procedures

EK-01 Licence and food safety supervisor

Food Act 2006 (Qld) s 49, s 51 · Food Act 2006 (Qld) s 86 · Food Act 2006 (Qld) s 87 · Food Act 2006 (Qld) s 88 · 3.2.2A cl 11 · 3.2.2 cl 4

1. Keep the food business licence from Mackay Regional Council current and work within its conditions.
2. Have at least one food safety supervisor whose certificate, from a registered training organisation, is less than 5 years old.
3. A supervisor can be reached by staff and by the council whenever the kitchen is open: on site, or on the phone.
4. Tell the council the supervisor's name and contact details within 30 days of a new licence, and within 14 days of a change: new details, the supervisor leaves, or a new supervisor starts.

Written down	Keep in the kitchen folder: the licence, the supervisor's certificate and the latest notice sent to council.
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If it goes wrong	If the only supervisor leaves, appoint and notify a new one within 14 days.
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EK-02 Skills and training

3.2.2A cl 10 · 3.2.2 cl 3

1. Before anyone handles unpackaged food, they have done a food safety course (DoFoodSafely is free) or the supervisor has checked they know the basics: safe handling, contamination, cleaning and sanitising, and personal hygiene.
2. On a new starter's first shift the supervisor walks them through these procedures and the shift sheet.

Written down	None required. A course certificate is the quickest way to show an officer.
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If it goes wrong	Someone without the skills does not handle unpackaged food until they have them.
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EK-03 Health and hygiene

3.2.2 cl 13 to 18

1. Wash and dry hands at the hand basin: before starting and before handling ready-to-eat food, after the toilet, after raw meat or seafood, after rubbish, eating, smoking, or touching hair, face or phone.
2. The hand basin is for hands only, with warm running water, soap and paper towel.
3. Use tongs, utensils or gloves for ready-to-eat food where you can.
4. Cover cuts with a waterproof dressing. Wear clean clothes. No eating, smoking or spitting where food is handled.
5. Anyone with vomiting, diarrhoea, fever with sore throat, or jaundice tells the supervisor and does not handle food until the supervisor says it is safe.

Written down	None required. The day-to-day rules are on the Kitchen hygiene rules poster.
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If it goes wrong	The supervisor stops the person handling food, and any food they may have contaminated is binned.
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EK-04 Receiving deliveries

3.2.2 cl 5

1. Buy only from known suppliers. The invoice shows who supplied what, and when.
2. Check packaging is whole, food is in date, and frozen food is frozen hard.
3. Probe one chilled item in each delivery of meat, seafood or dairy: 5 °C or colder. Hot food: 60 °C or hotter.
4. Write the temperature on the invoice and initial it. Put chilled and frozen food away straight away.

Written down	The temperature, written on the invoice. The invoice is photographed or kept for 3 months.
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If it goes wrong	Reject food above 5 °C, thawing, damaged or out of date. Write "rejected" and why on the invoice.
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EK-05 Storing food: fridges, freezers and the cheese cabinet

3.2.2 cl 6 · 3.2.2 cl 8(5)(a)

1. Keep food covered. Raw meat and seafood below, or apart from, ready-to-eat food.
2. Chilled food at 5 °C or colder; frozen food frozen hard. The cheese cabinet on display is held to the same 5 °C.
3. Write each fridge, freezer and the cheese cabinet on the sheet once, in permanent marker, so the names stay when the sheet is wiped.
4. Once a shift, read each unit with the probe (in a bottle of water or a food in the unit) and write it beside its name. Freezers: write the minus sign.

Written down	Shift sheet panel F, one reading per unit per shift.
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If it goes wrong	If a unit is over 5 °C, probe the food. Food over 5 °C for under 2 hours: move to a working unit. 2 to 4 hours: use straight away. Over 4 hours or not known: bin. Get the unit fixed. Write what you did beside the reading.
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EK-06 Preparing food and time out of the fridge

3.2.2 cl 7(2) · 3.2.2 cl 8(5)(a) · 3.2.2A cl 12(3)

1. Thaw frozen food in the fridge, or in the microwave and cook it straight away. Never on the bench.
2. Prepare ready-to-eat food (oysters, prawns, cut fruit, cheese, cold meats) in small batches and put it back in the fridge as soon as each batch is done.
3. Food kept out of the fridge on purpose, for service or display (oysters on ice, fruit on ice, cheese out for boards), is timed: write the food and the time it came out.
4. Total time out of the fridge: under 2 hours, back in the fridge or use; 2 to 4 hours, use it and do not put it back; over 4 hours, bin it.

Written down	Shift sheet panel T for food held out by time. Prep in small batches is this procedure, shown to an officer on request (Standard 3.2.2A cl 12(3)).
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If it goes wrong	Food out over 4 hours, or with no time written, is binned. Tick "Binned".
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EK-07 Cooking

3.2.2 cl 7(1)(b)(ii) · 3.2.2A cl 12(3)

1. Cook chicken, pork belly, stuffed or rolled meat (the Spanish schnitzel), croquettes and anything minced to 75 °C or hotter in the thickest part.
2. Each shift, probe one of each of those foods that was cooked: write the food and its core temperature. A food not cooked that shift is not written.
3. Whole steaks, lamb, fish and seafood cooked to order are seared on the grill or in the pan as the guest asks: the outside is where the bacteria are, and searing kills them. No probe reading is written for these.
4. Wipe the probe with sanitiser before each use.

Written down Shift sheet panel C.

If it goes wrong Under 75 °C: keep cooking and probe again. Write the second reading and what you did.

EK-08 Cooling cooked food

3.2.2 cl 7(3)

1. For anything cooked now to use later: stocks, sauces, pork belly, croquette mix, lasagne, rice.
2. Start timing when the food is at 60 °C. It must be 21 °C or colder within 2 hours, then 5 °C or colder within a further 4 hours.
3. Cool fast: shallow trays, small portions, an ice bath or the blast chiller. Into the coolroom once steam stops.
4. Write the food, the start time, the temperature at 2 hours, and the finish time and temperature.

Written down Shift sheet panel K, one line per batch.

If it goes wrong Over 21 °C at 2 hours, or over 5 °C after the further 4 hours: bin it, and write what you did.

EK-09 Reheating and holding hot

3.2.2 cl 7(4) · 3.2.2 cl 6

1. Food that was cooked, cooled and is now reheated to hold hot (sauces, jus, mash): heat it fast, to 60 °C or hotter within 2 hours. Write the food, the time in, the time it was hot and the temperature it reached.
2. Hold hot food at 60 °C or hotter. Probe the bain-marie food once a shift and write it in "Holding check".
3. Food reheated to serve straight away is not written down.

Written down Shift sheet panel R.

If it goes wrong Held food under 60 °C: for under 2 hours, reheat it; 2 to 4 hours, use it now; over 4 hours or not known, bin it.

EK-10 Cleaning and sanitising

3.2.2 cl 20 · 3.2.2 cl 19

1. Clean as you go. Floors, walls, benches, equipment and the cool room are kept clean.
2. Plates, cutlery, glasses and utensils go through the dishwasher on its sanitising cycle. Once a shift, read the final rinse on the display and write it: 82 °C or hotter.
3. Benches, chopping boards, knives, the slicer and blenders: wash with detergent and hot water, rinse, then sanitise with the kitchen's food-safe sanitiser made up and left on as its label says. Air dry.
4. Do this at close, and whenever a surface may be contaminated (after raw meat or seafood, before ready-to-eat food). Tick each item at close.

Written down Shift sheet panels W and S.

If it goes wrong Rinse below the mark: stop using the dishwasher, wash and sanitise by hand, and call for service. An item not done is crossed and the reason written.

EK-11 Premises, equipment and pests

3.2.2 cl 21 · 3.2.2 cl 22 · 3.2.2 cl 23 · 3.2.2 cl 24 · 3.2.3 · 3.2.2 cl 9

1. Keep a probe thermometer accurate to ± 1 °C in the kitchen. If it is dropped or doubted, check it in iced water: it should read 0 °C, give or take 1. Replace it if not.
2. Report broken equipment, fittings or seals to the supervisor and get them fixed.
3. Hand basin stocked; bins lidded and emptied; doors and screens closed.
4. No animals in the kitchen, except an assistance animal outside food handling areas. Keep the pest service going and act on any sign of pests.
5. Single-use items (gloves, piping bags, takeaway containers) are used once. Food a guest takes home goes in a food-grade container.

Written down None required.

If it goes wrong Food that pests or broken equipment may have reached is binned.

EK-12 When something goes wrong, and keeping the records

3.2.2A cl 12(1) · 3.2.2A cl 12(2) · 3.2.2 cl 11

1. Whenever a reading is over a limit, do what the procedure says and write it in "Anything over a limit: what we did".
2. Food for return or disposal is kept apart, marked "Do not use", until it goes.
3. At the end of the shift, the person in charge writes their initials, photographs the whole sheet with all four corners in the picture, and wipes it clean only after the photo is sent.
4. The photographs and invoices are the records. They are kept for at least 3 months and can be shown on the kitchen tablet to an officer.

Written down The photograph of each shift's sheet, and the invoices.

If it goes wrong A shift that is not photographed has no record and cannot be filled in afterwards. Tell the supervisor.

EK-13 Allergens: answering a guest

1.2.1 and 1.2.3

1. The kitchen keeps a list of every dish and what is in it, and updates it when a recipe changes.
2. When a guest asks, the kitchen tells floor staff exactly what is in the dish. If unsure, say so: do not guess.

Written down	The dish list, kept up to date.
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If it goes wrong	If a dish was served to a guest with an allergen they told us about, tell the supervisor straight away.
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2 Kitchen hygiene rules

How we work in the Embers kitchen, for everyone on shift, including anyone just helping out. **The law:** the Food Standards Code asks it of everyone who handles food. **Our way:** how this kitchen does it.

Washing your hands

- 1**
Wet hands under warm running water
- 2**
Soap, and rub every part for 20 seconds: palms, backs, between fingers, thumbs, nails
- 3**
Rinse well
- 4**
Dry with a paper towel
- 5**
Turn the tap off with the towel, then bin it

Chopping board colours

- | | | | |
|---|---|---|--|
| 
Red
Raw meat | 
Yellow
Raw poultry | 
Blue
Raw fish and seafood | 
Brown
Cooked meat |
| 
Green
Fruit, vegetables and salad | 
White
Bread, dairy and cheese | 
Purple
Allergy orders only | |

H1 Hands

- The law** Wash your hands at the hand basin before you start, before touching ready-to-eat food, and after: the toilet, raw meat, poultry or seafood, rubbish, cleaning, eating, smoking or vaping, touching your face, hair or phone, and every break.
- The law** The hand basin is for hands only. Never food, never dishes.
- Our way** Gloves are not a replacement for washing. Wash before putting gloves on, and change them whenever you would wash your hands.
- Our way** Nails short and clean. No nail polish or false nails.

H2 Uniform and how you come to work

- The law** Clean clothes every shift. Change your apron when it gets dirty.
- Our way** Hair tied back, and covered with a cap or net when you are preparing food. Beards kept short or netted.
- Our way** Jewellery: a plain band only. No watches, bracelets or dangling earrings in the kitchen.
- Our way** Aprons come off for the toilet, the bins and outside.

H3 When you are sick or cut

- The law** Vomiting, diarrhoea, fever with a sore throat, or jaundice: tell the supervisor before your shift. You do not handle food until the supervisor says so, normally 48 hours after it stops.
- The law** Cover any cut or sore with a waterproof dressing.
- Our way** Use the blue dressings from the first aid kit (easy to spot in food), with a glove over a hand dressing.

H4 At the bench

- The law** No eating, smoking, vaping or spitting where food is handled. Cough or sneeze away from food, then wash your hands.
- The law** Use tongs, utensils or gloves for ready-to-eat food where you can.
- Our way** Taste with a clean spoon every time. Never back in the pot.
- Our way** Phones stay off the bench and out of food areas.

H5 Chopping boards

- Our way** Use the board colour for the food (chart above). Knives are washed between colours.
- The law** Wash, rinse and sanitise a board after raw food, before it is used for anything ready to eat, and at close.
- Our way** Boards stand upright in the rack to dry, not stacked. A board deeply cut or warped is thrown out.

H6 Raw and ready-to-eat apart

- The law** Raw meat, poultry and seafood go below, or away from, ready-to-eat food in every fridge.
- The law** Keep food covered.
- Our way** Allergy orders: purple board, clean knife, clean pan, washed hands. Tell the pass it is an allergy order.

H7 Cloths and sanitiser

- The law** Clean first, then sanitise. Sanitiser does not work on a dirty surface.
- Our way** Make up sanitiser as the label says, in a labelled bottle, fresh each day.
- Our way** Cloths go to the laundry at the end of every shift; paper towel for raw-meat spills.

3 The shift sheet

Form SS-K, printed A3 and laminated, on the kitchen wall. Write on it with the whiteboard marker during the shift.



Kitchen shift sheet

Embers Bar & Grill · Kitchen

Nothing fancy, just done properly.
Every shift, written down and photographed.

Scan to photograph this sheet



SS-K · Draft 0.1
14 Oct 2026
Issued centrally. Do not alter.

Fridges, freezers and cabinet

EK-05
Fridges and cabinet 5 °C or colder · Freezers frozen hard: write the minus sign

Unit	Reading	If over: what we did
F01a	F01b	F01c
F02a	F02b	F02c
F03a	F03b	F03c
F04a	F04b	F04c
F05a	F05b	F05c
F06a	F06b	F06c
F07a	F07b	F07c
F08a	F08b	F08c

Dishwasher

EK-10
Final rinse 82 °C or hotter (read the display)

Machine	Final rinse
Dishwasher	K02a

Cleaned and sanitised at close

EK-10
Tick when done · cross if not done

K01	☐ Benches
K02	☐ Chopping boards
K03	☐ Knives and utensils
K04	☐ Meat slicer
K05	☐ Blenders and processors

Cooking

EK-07
75 °C or hotter in the thickest part · one of each high-risk food cooked this shift

Food	Core
C01a	C01b
C02a	C02b
C03a	C03b
C04a	C04b
C05a	C05b
C06a	C06b

Cooling

EK-08
Only if you cooled food · 21 °C or colder at 2 hours · then 5 °C or colder within 4 more

Food	Started (time)	At 2 hours	Finished (time)	At finish
K01a	K01b	K01c	K01d	K01e
K02a	K02b	K02c	K02d	K02e
K03a	K03b	K03c	K03d	K03e

Reheating and holding hot

EK-09
Reheat to 60 °C or hotter within 2 hours · hold at 60 °C or hotter

Food	Time in	Time hot	Reached	Holding check
R01a	R01b	R01c	R01d	R01e
R02a	R02b	R02c	R02d	R02e

Out of the fridge by time

EK-06
Under 2 hours: back in the fridge or use · 2 to 4 hours: use now · over 4 hours: bin

Food	Out at	Back, used or binned at	Binned
T01a	T01b	T01c	T01d
T02a	T02b	T02c	T02d
T03a	T03b	T03c	T03d

Anything over a limit: what we did

EK-12

Who filled this in

EK-12

Write with the whiteboard marker. One photograph at the end of your shift, the whole sheet with all four corners in the picture. Then wipe it clean for the next shift.

Embers Bar & Grill · SS-K · deliveries: temperature on the invoice

Panel	What is written	Procedure	Law
F	Fridges, freezers and cabinet Fridges and cabinet 5 °C or colder · Freezers frozen hard: write the minus sign	EK-05	3.2.2 cl 6 3.2.2 cl 8(5)(a)
W	Dishwasher Final rinse 82 °C or hotter (read the display)	EK-10	3.2.2 cl 20
S	Cleaned and sanitised at close Tick when done · cross if not done	EK-10	3.2.2 cl 20
C	Cooking 75 °C or hotter in the thickest part · one of each high-risk food cooked this shift	EK-07	3.2.2 cl 7(1)(b)(ii)
K	Cooling Only if you cooled food · 21 °C or colder at 2 hours · then 5 °C or colder within 4 more	EK-08	3.2.2 cl 7(3)
R	Reheating and holding hot Reheat to 60 °C or hotter within 2 hours · hold at 60 °C or hotter	EK-09	3.2.2 cl 7(4) 3.2.2 cl 6
T	Out of the fridge by time Under 2 hours: back in the fridge or use · 2 to 4 hours: use now · over 4 hours: bin	EK-06	3.2.2 cl 7(2) 3.2.2 cl 8(5)(a)
X	Anything over a limit: what we did	EK-12	3.2.2A cl 12(1)
N	Who filled this in	EK-12	3.2.2A cl 12(1)

Every box carries a small grey code (F01b, K02c) saying which panel, row and column it is, so the photograph can be read box by box. 81 boxes in all.

Illustrative readings, not a record. The dessert fridge was over the limit, and what was done is written beside it and in "what we did".

How a shift is recorded

- A shift with no photograph** has no record and cannot be filled in afterwards.

4 Compliance

Standard 3.2.2A cl 12 asks a category one business for a record of nine things, the prescribed provisions. This is how Embers shows each one, then every other requirement.

7 of 9

on the shift sheet

1 of 9

on the delivery invoice

1 of 9

does not apply: no transport

The nine records (Standard 3.2.2A cl 12(4))

Law	What it asks	Procedure	How it is shown
3.2.2 cl 5	Receipt: accept only safe, protected, identifiable food; potentially hazardous food at 5 °C or below (or 60 °C or above); frozen food frozen.	EK-04	On the invoice Temperature written on the invoice. The invoice already shows the supplier, the date and the food.
3.2.2 cl 6	Storage: protect food; store potentially hazardous food under temperature control; frozen food stays frozen.	EK-05, EK-09	Shift sheet Panel F Fridges, freezers and cabinet Panel R Reheating and holding hot
3.2.2 cl 7(1) (b) (ii)	Processing: where a step is needed to kill pathogens, use one known to make the food safe.	EK-07	Shift sheet Panel C Cooking Core temperature of each high-risk food cooked that shift.
3.2.2 cl 7(2)	Processing: keep ready-to-eat potentially hazardous food out of temperature control for as short a time as possible.	EK-06	Shift sheet Panel T Out of the fridge by time Food held out by time is written down; ordinary prep in short batches is shown on request (cl 12(3)).
3.2.2 cl 7(3)	Cooling: 60 °C to 21 °C within 2 hours, then to 5 °C within a further 4 hours.	EK-08	Shift sheet Panel K Cooling
3.2.2 cl 7(4)	Reheating to hold hot: heat rapidly to 60 °C or above.	EK-09	Shift sheet Panel R Reheating and holding hot
3.2.2 cl 8(5) (a)	Display: potentially hazardous food on display under temperature control.	EK-05, EK-06	Shift sheet Panel F Fridges, freezers and cabinet Panel T Out of the fridge by time The cheese cabinet is read with the fridges; anything on display by time goes in panel T.
3.2.2 cl 10	Transport: potentially hazardous food transported under temperature control.		Does not apply Embers does not deliver or cater off site. Applies only if it starts.
3.2.2 cl 20	Cleaning and sanitising: eating and drinking utensils before each use; food contact surfaces whenever likely contaminated.	EK-10	Shift sheet Panel W Dishwasher Panel S Cleaned and sanitised at close

Food Act 2006 (Queensland)

Law	What it asks	Procedure	How it is shown
Food Act s 39	Comply with the Food Standards Code.	All	Shown on request Met by meeting every Code row below.

Food Act s 49, s 51	Hold a food business licence from the council and keep to its conditions.	EK-01	Kept document Licence from Mackay Regional Council, kept on the premises.
Food Act s 86	The licensee has a food safety supervisor.	EK-01	Kept document Supervisor certificate kept on the premises.
Food Act s 87	The food safety supervisor is reasonably available to staff and the council while the business is open.	EK-01	Shown on request
Food Act s 88	Tell the council the supervisor's name and contact details: within 30 days of a new licence, and within 14 days of any change.	EK-01	Kept document Copy of the notice sent to council. Timeframes from the Queensland Health food safety supervisors guideline.
Food Act s 99	Accredited food safety program, only for off-site catering, on-site catering as the main activity, private hospitals or businesses named by regulation.		Does not apply Embers is a restaurant: its main activity is not catering. Applies only if Embers starts catering off site, or functions become its main activity.

Standard 3.2.2A: the other tools

Law	What it asks	Procedure	How it is shown
3.2.2A cl 10	Every food handler doing a prescribed activity has done a food safety training course, or has equal skills and knowledge, before starting.	EK-02	Shown on request No record required. A course certificate is the quickest way to show it.
3.2.2A cl 11	A certified food safety supervisor is appointed before the work starts and is reasonably available to advise and supervise.	EK-01	Kept document
3.2.2A cl 12(1)	Make a record that substantiates each prescribed provision (the nine rows marked 12(4) below).	EK-12	Shift sheet Panel F Fridges, freezers and cabinet Panel C Cooking Panel K Cooling Panel R Reheating and holding hot Panel T Out of the fridge by time Panel W Dishwasher Panel S Cleaned and sanitised at close The photographed shift sheet and the delivery invoices.
3.2.2A cl 12(2)	Keep each record for 3 months.	EK-12	Kept document Photographs and readings kept in the records system for at least 3 months.
3.2.2A cl 12(3)	Instead of a record, a business may show an officer it complies.	EK-06, EK-07	Shown on request Used for two things only: prep in short batches (EK-06) and steaks and fish cooked to order (EK-07).

The rest of the Code: required, no record asked

Law	What it asks	Procedure	How it is shown
3.2.2 cl 3	Skills and knowledge of everyone who handles or supervises food.	EK-02	Shown on request
3.2.2 cl 4	Notify the enforcement agency of the business details.	EK-01	Kept document Met in Queensland by the council licence.
3.2.2 cl 9	Packaging: only material that will not contaminate food.	EK-11	Shown on request Only when food is packed, e.g. a guest takes food home.

3.2.2 cl 11	Food for disposal: kept apart and marked until thrown out or returned.	EK-12	Shown on request
3.2.2 cl 12	Food recall system.		Does not apply Only for wholesale suppliers, manufacturers and importers.
3.2.2 cl 13 to 18	Health and hygiene of food handlers, and the business's duties to them; hand washing.	EK-03	Shown on request
3.2.2 cl 19	Premises, fixtures, fittings and equipment kept clean.	EK-10	Shown on request
3.2.2 cl 21	Premises, fixtures, fittings and equipment kept in good repair and working order.	EK-11	Shown on request
3.2.2 cl 22	A temperature measuring device, accurate to ± 1 °C, readily accessible.	EK-11	Shown on request
3.2.2 cl 23	Single-use items used once only.	EK-11	Shown on request
3.2.2 cl 24	Animals kept out of food areas (assistance animals excepted); pests kept out and eradicated.	EK-11	Shown on request
3.2.3	Premises and equipment: design, hand basins, water, waste, light, ventilation, storage.	EK-11	Shown on request Met when the premises were licensed; kept that way by EK-11.
1.2.1 and 1.2.3	Allergen information for food not labelled: displayed with the food or given on request.	EK-13	Shown on request

Sources: Food Act 2006 (Qld), section numbers as passed (No. 3 of 2006); FSANZ, Safe Food Australia: the Standard 3.2.2A guide and Appendix 8 template examples; Queensland Health, Food safety supervisors guideline. Limits: 5 °C or colder, 60 °C or hotter; cooling 60 to 21 °C in 2 hours and to 5 °C in 4 more; cooking to 75 °C is the FSANZ guide's measure of a safe cooking step.