

# Fact Sheet

## Takeaway and Food Delivery Service

**During the current public health emergency associated with coronavirus (COVID-19), Queensland Health has issued a public health direction restricting retail food services to takeaway and home delivery only.**

Provision of takeaway requirements are:

- Social distancing, including keeping 1.5 metres between people must be implemented and monitored;
- Gathering for the purposes of ordering or collecting food must not exceed one person per four square metres;
- The food premises must not permit or facilitate people consuming takeaway food or drink on or adjacent to the premises (any tables and chairs should be removed and all reasonable steps taken to stop people from gathering nearby to consume takeaway food or drink);
- It is recommended that you encourage contactless forms of payment rather than cash payments where possible.

### **Do I need a food business licence to provide takeaway and/or home delivery services?**

All food preparation for retail sale must be conducted within a licensed food premises.

If you have a current food business licence there is no further registration requirements to provide takeaway food or conduct a home delivery service.

The business will need to ensure compliance with food legislation, including compliance with the Food Safety Standards is maintained.

If you would like advice on providing takeaway meals or conducting a food delivery service, please contact Council's Environmental Health Team on 3829 8999 or [bsoenvironmentalhealth@redland.qld.gov.au](mailto:bsoenvironmentalhealth@redland.qld.gov.au).

### **Labelling requirements**

Food that is made and packaged on the premises from where it is sold, and food that is delivered packaged and ready for consumption, does not require a label. However, there are some variations to these exemptions and it is recommended you refer to [Queensland Health](#) for all labelling requirements.

### **Food safety requirements for takeaway and/or home delivery services.**

#### **Potential hazards**

- Dust, dirt, chemicals, pests or other foreign objects may contaminate unprotected food;
- Food poisoning bacteria can multiply if potentially hazardous food is transported between 5°C - 60°C.

#### **Controls and monitoring**

- All food must be packaged and transported in a way that protects it from contamination;
- Ensure delivery vehicles and transport boxes are kept clean to prevent contamination;
- Ensure potentially hazardous food is kept under temperature control during transportation:
  - Cold food is kept at 5°C or below
  - Hot food is kept at 60°C or above
- If the food transport vehicle does not have a heating or cooling system, use insulated boxes to maintain food at safe temperatures;
- It is recommended to keep temperature records when transporting potentially hazardous foods (see overleaf for example);
- If food is transported between 5°C and 60°C, use the four-hour/two-hour rule, it is recommended to keep records (see overleaf for example);
- It is recommended that you encourage contactless forms of payments and zero contact delivery.

#### **Maintaining hygiene and cleaning standards**

- Wash hands frequently with soap and warm water for at least 20 seconds and use a disposable paper towel to dry hands thoroughly;
- Avoid touching eyes, nose or mouth. If you do, be sure to wash your hands prior to handling food;
- Use and change gloves regularly as well as washing hands;
- Ensure staff displaying any signs of illness do not come to work or are sent home until they are well;
- Maintain a high standard of cleaning and sanitising of all food preparation surfaces and equipment;
- Regularly clean and sanitise public areas such as door handles, counter tops and EFTPOS keypads.

## The four hour/two hour rule explained

- Potentially hazardous food that has been kept between 5°C and 60°C **for less than two hours** (cumulative time) must be refrigerated or used immediately;
- Potentially hazardous food that has been kept between 5°C and 60°C **for longer than two hours but less than four hours** (cumulative time) must be used immediately;
- Potentially hazardous food that has been kept between 5°C and 60°C for **longer than four hours** (cumulative time) must be thrown out; and
- Review the food transport and other relevant activities if potentially hazardous food is being held between 5°C and 60°C for four hours or longer, including any such time prior to and after transport and before using the food.

## Keeping records

**If you are proposing to transport food to customers it is recommended to keep records demonstrating compliance with the Food Safety Standards.**

Bacteria that causes food poisoning can grow in the temperature “danger zone” between 5°C and 60°C. When delivering food to customers it is essential that you can demonstrate that you are able to protect the food from bacterial contamination.

Below are examples of records which can be kept by food businesses when transporting food to customers.

**If you would like any clarification on how to keep these records please contact Council’s Environmental Health Team on 3829 8999.**

## Temperature control log example

Date/time	Unit/food description	Visual check	Temp °C	Corrective action (if required)	Checked by

## Temperature information

- Cold foods – at or below 5°C
- Hot foods – at or above 60°C

## Visual check

- Packaging (damaged, deteriorated or perished)
- Foreign objects (dirt, metal, hair)

## Four hour/two hour log example

Food description	Date	Time taken out of temp control	Activity	Time placed back in temp control	Total time	Corrective action (if required)

- Maintain potentially hazardous food at a temperature of 5°C or below or 60°C and above. If food is kept between 5°C and 60°C, this temperature must be monitored and recorded.
- **Remember when using the four-hour/two-hour guide, that time periods are cumulative** – each time period that food is kept between 5°C and 60°C has to be added up to reach a total time.

*Information on this fact sheet is current as at 8 April 2020.*