



Takeaway and deliveries: COVID-19 Information for Cairns food businesses

Cairns Regional Council supports local food businesses looking for alternative ways to continue operating during the current restrictions. If you have a current Fixed Food Business Licence (ie restaurant or cafe), you can provide takeaway and/or delivery options without any changes to your Licence.

It's important that you continue to practice good food handling hygiene during the Covid-19 outbreak. This fact sheet contains handy tips to help you minimise the risks should you choose to offer takeaway and/or delivery.

You must also apply the following additional restrictions imposed by the Australian and Queensland Governments under the public health emergency declaration:

- Social distancing measures for staff and customers
- Gatherings for ordering and collecting must not exceed one person per 4m²
- No consumption of takeaway food or drink on or adjacent to their premises

Providing takeaway

- Are your containers safe and suitable? Use food-grade single-use containers and protect them from contamination (ie keep wrapped before use).
- Disposable cups are preferred. It's difficult to ensure 'keep cups' are hygienic, unless cleaned and sanitised before every use.
- Have staff hand over cutlery and condiments; no self-service.
- Ensure sufficient space for social distancing for staff and customers (4m² per person). You can display a customer limit on the door and mark out 1.5m spacings on the floor.
- Minimise cash transactions and use contactless card readers where possible. Sanitise EFTPOS machines regularly.
- Ensure customer areas are cleaned and sanitised frequently.

Doing deliveries

- Food should be transported in clean, sealed, single-use food-grade containers or wrapped and bagged.
- Raw foods such as uncooked meat should be transported in separate containers from ready-to-eat foods such as salads and bread.
- Food should only be transported over distances which ensure the food can be kept under temperature control.
- All potentially hazardous food must be transported under temperature control eg in a refrigerated truck (if available) or vehicle with portable refrigeration, cambro boxes, ice-filled coolers or thermally insulated bags.
- Ensure the vehicle is kept clean and food contact surfaces are sanitised regularly.



What else do I need to do?

- ❑ Ensure all staff are fit for work to be able to handle food safely. Any staff with symptoms of coughing, sneezing, flu-like symptoms or gastrointestinal illness **must** be excluded from the workplace.
- ❑ Anyone who has returned from overseas in the last 14 days, or who has been in contact with a confirmed case of coronavirus in the last 14 days, is **not permitted** to work at the food business.
- ❑ Observe good personal hygiene, ie no long fingernails, no nail polish/coatings, hair tied back, minimal jewellery, beard coverings, clean clothing, etc.
- ❑ Consider providing storage and reheating advice eg Keep refrigerated below 5°C, Reheat to above 60°C and consume within 48 hours.
- ❑ Ensure all food handlers have appropriate skills and knowledge in food safety and have been advised of their health and hygiene obligations.
- ❑ Wash your hands for **at least 20 seconds** (refer to the Clean Hands Save Lives poster in the Useful links at bottom of this page):
 - Before starting work
 - After coughing, sneezing, blowing nose, eating, drinking, smoking, touching face, hair
 - Before handling or preparing cooked or ready-to-eat food
 - After handling or preparing raw food
 - After cleaning and handling waste
 - After using the toilet
 - After touching money, touch screens, mobile phones and other surfaces
- ❑ Minimise handling of ready-to-eat food.
- ❑ Remember to avoid cross-contamination even when wearing gloves (ie don't handle food and do non-food activities such as money, phones cleaning with the same gloves).
- ❑ Cleaning and sanitising - these are two different things! Cleaning uses detergent and water to remove visible matter. Sanitising uses heat and/or chemicals to kill germs.

Cleaning and sanitising

1. Pre-clean: scrape or wipe food scraps and other matter off surfaces. Rinse with water.
2. Wash: use hot water and detergent to remove grease and food residue. Soak if needed.
3. Rinse: rinse off detergent and any loosened residue.
4. Sanitise: use a food-grade sanitiser to destroy remaining micro-organisms (refer to manufacturer's instructions).
5. Final rinse: wash off the food-grade sanitiser if necessary (refer to manufacturer's instructions).
6. Dry: allow to drip dry or use single-use towels.

Useful web links

Clean Hands Save Lives: 12 steps to successful everyday handwashing (poster)

https://www.qld.gov.au/__data/assets/pdf_file/0013/120811/qh-handwashing-12-step-guide-poster.pdf

Food Standards Australia New Zealand: Novel Coronavirus and food safety information

<https://www.foodstandards.gov.au/consumer/safety/Pages/NOVEL-CORONAVIRUS-AND-FOOD-SAFETY.aspx>

I'M ALERT online food safety training program

<https://www.imalert.com.au/v6/user-info.php?sub=cairns>