

Our reference: **ACTHDFOI21-22.47**

Dear [REDACTED]

DECISION ON YOUR ACCESS APPLICATION

I refer to your application under section 30 of the *Freedom of Information Act 2016* (FOI Act), received by ACT Health Directorate (ACTHD) on **Monday 7 March 2022**.

This application requested access to:

'information regarding the closure of Hot Star, Kambri Precinct, B1/154 University Avenue, Acton ACT 2601. I am a reporter for the ANU Observer and would any information that explain the details behind Hot Star's closure sent to the email address above. This information is in the public interest, as the store's breaches may have impacted ANU student's health. And the ANU community has the right to be informed as to what the "serious food safety breaches" were.'

I am an Information Officer appointed by the Director-General of ACT Health Directorate (ACTHD) under section 18 of the FOI Act to deal with access applications made under Part 5 of the Act. ACTHD was required to provide a decision on your access application by **Friday 29 April 2022**.

I have identified 14 documents holding the information within scope of your access application. These are outlined in the schedule of documents included at Attachment A to this decision letter.

Decisions

I have decided to:

- grant full access to two documents; and
- grant partial access to 12 documents.

My access decisions are detailed further in the following statement of reasons and the documents released to you are provided as Attachment B to this letter.

In reaching my access decision, I have taken the following into account:

- The FOI Act;
- The contents of the documents that fall within the scope of your request;
- The views of relevant third parties; and
- The *Human Rights Act 2004*.

Full Access

I have decided to grant full access to two documents at references 5 and 13.

Partial Access

I have decided to grant full access to 12 documents at references 1-4, 6-12 and 14. Partial redactions have been made to the documents as they contain information that I consider, on balance, to be contrary to the public interest to disclose under the test set out in section 17 of the Act as the information contained in these folios is partially comprised of personal information.

Public Interest Factors Favouring Disclosure

The following factors were considered relevant in favour of the disclosure of the documents:

- Schedule 2.1(a)(i) promote open discussion of public affairs and enhance the government's accountability; and
- Schedule 2.1(a)(xi) reveal environmental or health risks or measures relating to public health and safety.

Public Interest Factors Favouring Non-Disclosure

The following factors were considered relevant in favour of the non-disclosure of the documents:

- Schedule 2.2(a)(ii) prejudice the protection of an individual's right to privacy, or any other right under the *Human Rights Act 2004*; and
- Schedule 2.2(a)(xi) prejudice trade secrets, business affairs or research of an agency or person.

The information that has been redacted is related to signatures of ACT Government employees and personal information of non-ACT government employees such as email addresses, mobile numbers, signatures and photos. Redactions have also been made to business affairs where the release of this information would be detrimental to the business and not in the public interest.

Following the considerations of the above factors I have decided the factors favouring non-disclosure outweighed the factors favouring disclosure. Therefore, I have determined the information identified is contrary to the public interest and I have decided not to disclose this information.

Charges

Processing charges are not applicable to this request.

Disclosure Log

Under section 28 of the FOI Act, ACTHD maintains an online record of access applications called a disclosure log. The scope of your access application, my decision and documents released to you will be published in the disclosure log not less than three days but not more than 10 days after the date of this decision. Your personal contact details will not be published.

<https://www.health.act.gov.au/about-our-health-system/freedom-information/disclosure-log>.

Ombudsman review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the FOI Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in ACT Health's disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman

GPO Box 442

CANBERRA ACT 2601

Via email: ACTFOI@ombudsman.gov.au

Website: ombudsman.act.gov.au

ACT Civil and Administrative Tribunal (ACAT) review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal

Level 4, 1 Moore St

GPO Box 370

Canberra City ACT 2601

Telephone: (02) 6207 1740

<http://www.acat.act.gov.au/>

Further assistance

Should you have any queries in relation to your request, please do not hesitate to contact the FOI Coordinator on (02) 5124 9831 or email HealthFOI@act.gov.au.

Yours sincerely

A handwritten signature in black ink that reads "F. Barbaro". The signature is written in a cursive, flowing style.

Fiona Barbaro

Executive Group Manager

Population Health Division


27 April 2022

FREEDOM OF INFORMATION SCHEDULE OF DOCUMENTS

Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to you will be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access.

Personal information or business affairs information will not be made available under this policy. If you think the content of your request would contain such information, please inform the contact officer immediately.

Information about what is published on open access is available online at: <http://www.health.act.gov.au/public-information/consumers/freedom-information>

APPLICANT NAME	WHAT ARE THE PARAMETERS OF THE REQUEST	FILE NUMBER
	Information regarding the closure of Hot Star, Kambri Precinct, B1/154 University Avenue, Acton ACT 2601	ACTHDFOI21-22.47

Ref Number	Page Number	Description	Date	Status Decision	Factor	Open Access release status
1.	1 – 6	Email with attachment – Re: Follow Up - Food complaint / cleanliness	01 March 2022	Partial Release	Schedule 2.2(a)(ii) Privacy	YES
2.	7 – 8	CRMS Event 220003376 (Pending)	02 March 2022	Partial Release	Schedule 2.2(a)(ii) Privacy	YES
3.	9 – 13	Food Premises Inspection Report	02 March 2022	Partial Release	Schedule 2.2(a)(ii) Privacy	YES
4.	14 – 62	Premises: Hot Star	02 March 2022	Partial Release	Schedule 2.2(a)(ii) Privacy	YES
5.	63 – 68	Food Act 2001 ~ Prohibition Order	02 March 2022	Full Release		YES
6.	69 – 85	Premises: Hot Star	02 March 2022	Partial Release	Schedule 2.2(a)(ii) Privacy	YES
7.	86 – 94	Request for Reinspection	04 March 2022	Partial Release	Schedule 2.2(a)(ii) Privacy	YES
8.	95 – 99	Food Premises Inspection Report	09 March 2022	Partial Release	Schedule 2.2(a)(ii) Privacy	YES
9.	100 – 172	Premises: Hot Star	09 March 2022	Partial Release	Schedule 2.2(a)(ii) Privacy	YES

10.	173 – 175	Request for Reinspection	15 March 2022	Partial Release	Schedule 2.2(a)(ii) Privacy	YES
11.	176 – 180	Food Premises Inspection Report	16 March 2022	Partial Release	Schedule 2.2(a)(ii) Privacy	YES
12.	181 – 202	Premises: Hot Star	16 March 2022	Partial Release	Schedule 2.2(a)(ii) Privacy	YES
13.	203 – 204	Food Act 2001 ~ Clearance Certificate	16 March 2022	Full Release		YES
14.	205 - 227	Hot Star Fried Chicken (ANU shop) Management Plan	Undated	Partial Release	Schedule 2.2(a)(xi) Business Affairs	YES
Total Number of Documents						
14						

Lees, Julienna (Health)

From: [REDACTED]
Sent: Tuesday, 1 March 2022 12:37
To: Environmental Health
Subject: Re: Follow Up - Food complaint / cleanliness
Attachments: Food Poisoning Questionnaire for Emailing[13].doc

CAUTION: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Thank you team.

[REDACTED]

From: Environmental Health <EnvironmentalHealth@act.gov.au>
Date: Tuesday, 1 March 2022 at 09:23
To: [REDACTED]
Subject: Follow Up - Food complaint / cleanliness

OFFICIAL

Dear [REDACTED]

We are writing to follow up on our email below.

Please complete the attached questionnaire as soon as possible and return to us to enable us to look into this issue further.

Kind regards,
Pallavi

Customer Service Officer

Ph: 02 5124 9700 | Email: hps@act.gov.au

Environmental Health | Health Protection Service | Public Health Protection and Regulation | ACT Health Directorate
Howard Florey Centenary House, 25 Mulley Street Holder ACT 2611
health.act.gov.au



This email and any of its attachments may be confidential. If you are not the intended recipient please notify the sender and delete immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: Environmental Health
Sent: Monday, 28 February 2022 11:03 AM
To: [REDACTED]
Subject: FW: Food complaint / cleanliness
Importance: High

OFFICIAL

Dear [REDACTED]

Thank you for contacting the Health Protection Service about your recent experience.

When we have a suspected food poisoning we like to complete a questionnaire which provides us with your symptoms and the times they began, a three day food history where we look at what you ate on the day you began to feel ill and then three days prior to that. Then there is a small section about activities you may have done within the previous two weeks.

Please complete the attached questionnaire as soon as possible and return to us.

Kind regards,
Pallavi

Customer Service Officer

Ph: 02 5124 9700 | Email: hps@act.gov.au

Environmental Health | Health Protection Service | Public Health Protection and Regulation | ACT Health Directorate

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This email and any of its attachments may be confidential. If you are not the intended recipient please notify the sender and delete immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: [REDACTED]
Sent: Friday, 25 February 2022 8:39 PM
To: HPS <HPS@act.gov.au>
Subject: Food complaint / cleanliness

CAUTION: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi team,

I'd like to report Hot Star at ANU campus for the following reasons:

1. hygiene standards are awful, chef is wearing flip flops, chicken is out and not in a fridge, dead bugs in the kitchen and restaurant, kitchen is filthy
2. I'm feeling very ill since I've eaten there 4 hours ago.

I believe this business' hygiene standards are not compliant and needs an inspection if you have the resources.

Please advise if you require any information.

Kind regards,

[REDACTED]

Hämta [Outlook för iOS](#)

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

Alleged Food Poisoning Complaint

4

Affected Case Contact Details

Surname: [REDACTED]		First name: [REDACTED]	
Address: [REDACTED]			
Email: [REDACTED]		Contact number: [REDACTED]	
Date of Birth: [REDACTED]	Age: [REDACTED]	Gender: Male <input checked="" type="checkbox"/> Female <input type="checkbox"/> If child, parent name	
Occupation: [REDACTED]			

Symptoms

	Yes	No	Date	Time of onset
Nausea	<input checked="" type="checkbox"/>	<input type="checkbox"/>		4 hours
Stomach cramps	<input type="checkbox"/>	<input type="checkbox"/>		
Vomiting	<input checked="" type="checkbox"/>	<input type="checkbox"/>		6h
Fever	<input type="checkbox"/>	<input type="checkbox"/>		
Headache	<input type="checkbox"/>	<input type="checkbox"/>		
Diarrhoea	<input type="checkbox"/>	<input type="checkbox"/>		
If yes-bloody diarrhoea Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>				Incubation period hours to V/D
Predominant symptom: Nausea				
Other symptoms (e.g. tingling):				
Still experiencing symptoms? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Date recovered: 28/02/2022				
Doctor consulted? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Hospital visited? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>				
Date:				
Doctor/Hospital name:				
Contact number:				
Type of specimens taken (if any):				
Able/willing to provide a specimen if required:				
If outbreak suspected, obtain <u>and record</u> permission to discuss test result with doctor/hospital)				
Permission granted: Yes/No Date: Time:				
Suspected meal eaten: Schnitzel				
Date: 26/02/2022	Time: 1700	Premises name & address: Hot Star, Australian National University Campus		

Other persons attending meal/place/event

Name	Well	Ill	Shared Household Yes/No	Contact details
	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/>	<input type="checkbox"/>		

Food History

Date	Time	Place	Food
Day of illness	Breakfast		
Saturday <u>08/09/19</u>	Lunch		
	Dinner		
	Snack		
Day before illness	Breakfast		
Friday <u>07/09/19</u>	Lunch		
	Dinner		
	Snack		
2 days before illness	Breakfast		
Thursday <u>06/09/19</u>	Lunch		
	Dinner		
	Snack		
3 days before illness	Breakfast		
Wednesday <u>05/09/19</u>	Lunch		
	Dinner		
	Snack		

Activity History

Travelled in the last 2 weeks	
Exposure to private water supply	
Drink bottled water	
Exposure to tank or bore water	
Exposure to swimming in pool/lake/beach/estuary	
Animal exposure (pets, livestock, native)?	
Gardening exposure (potting soil, etc)	
Exposure to sewer/contaminated water	
Work with kids/elderly	
Food handler	

Notes

Please add any more information that has not already been covered on this form that you think could be important.

CRMS Event 220003376 (Pending)

02-Mar-2022 at 02:39:39 PM

Description

Alleged Food Complaint

File No: 19/000027

Email with partially completed FPQ attached.

C wrote "I'd like to report Hot Star at ANU campus for the following reasons:

1. hygiene standards are awful, chef is wearing flip flops, chicken is out and not in a fridge, dead bugs in the kitchen and restaurant, kitchen is filthy
 2. I'm feeling very ill since I've eaten there 4 hours ago.
- I believe this business' hygiene standards are not compliant and needs an inspection if you have the resources."

Lodged this as an alleged food complaint as the food history from FPQ is missing and no evidence of unhygienic practices is provided by the C.

Requestor	[REDACTED]	Class	External
On Behalf Of		Urgency	Normal
Requestor's Address		Contact Details	Email: [REDACTED]
Coordinator	Radomir Krsteski	Action Officer	Arif Mirza
Category	Alleged Complaint - Alleged Food Complaint	Org1	Health Protection Service
Source	Email	Org2	Environmental Health
Type	Complaint	Org3	Environmental Health Operations
Recorded	01-Mar-2022		
Target	15-Mar-2022		

Issue Location

Hot Star - Kambri Precinct,
B1/154 University Ave, ACTON
ACT 2601

Property Details**Contacts**

Type	Name	Contact Details	Address
Requested By	[REDACTED]	[REDACTED]	

Comments

Recorded Date	Recorded By	Title	Description
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Actions

Recorded Date	Action Officer	Status	Description
01-Mar-2022	Pallavi Konujula	Complete	To: [REDACTED] Thank you for contacting the Health Protection Service - Reference number 220003376

Latest Information

Recorded Date	Recorded By	Type	Description
01-Mar-2022	Pallavi Konujula	Action	Email - Action created on 1/03/2022 1:18:08 PM
01-Mar-2022	Pallavi Konujula	Referred to Action Officer Arif Mirza on Send for Action	
01-Mar-2022	Pallavi Konujula	Document	Email from Complainant with partially completed FPQ



ACT Health

Food Premises Inspection Report

This report is a lawful assessment of the food premises against the requirements of the **Food Act 2001 (ACT)** and **Australia New Zealand Food Standards Code**

Business Name	Hot Star		Reg No	0027/19
Proprietor	Winner Winner Chicken Winnet Pty Ltd		Date & Time	Start: 02 Mar 2022 12:18 PM Finish: 02 Mar 2022 01:35 PM
Premises Address	Kambri Precinct, B1/154 University Ave, ACTON ACT 2601		Reason	Complaint
Business/Mobile Phone		Email	Authorised Officer	Arif Mirza
Compliance	Non Compliant			


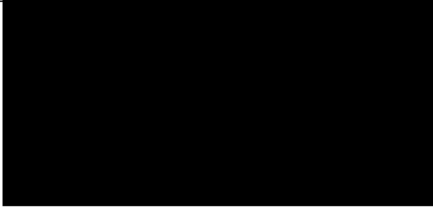

C=Complies | Mi = Minor Non Compliant | Ma = Major Non Compliant | Cr = Critical Non Compliant | NA=Not Applicable | NO = Not Observed

		Result		
General Requirements				
1	Registration – Is the food business registration current and accurate? [s91, 97 Food Act 2001]	C		
2	Registration conditions – Is the food business complying with any specific registration conditions (if applicable)? [s99 Food Act 2001]	NA		
3	Registration – Is the current certificate of registration displayed? [s98A Food Act 2001]	C		
4	Food Safety Supervisor (FSS) – Does the food business have a current FSS? [s117 Food Act 2001]	Ma		No FSS onsite
5	Food Safety Supervisor (FSS) – Is the FSS's certificate available at the premises? [s19 Food Regulation 2002]	Ma		No FSS onsite
6	Food Safety Program (FSP) – Is a FSP required?	NA		
7	Food Safety Program (FSP) – Is the FSP available at the premises? [s13(2) Food Regulation 2002]	NA		
8	Food Safety Program (FSP) – Has a copy been provided to the HPS? [s13(2) Food Regulation 2002]	NA		
Food Handling Controls				
9	Food receipt – Is all food protected from contamination? [Standard 3.2.2 cl 5(1) Food Standards Code]	Ma		Food delivered was not stored in the temperature control and was left out for more than 2 hours.
10	Food receipt – Are supplier details available for food on the premises and all food items labelled appropriately (with a prescribed name where applicable)? [Standard 3.2.2 cl 5(2) Food Standards Code]	NO		
11	Food receipt – Are all practical measures taken to ensure potentially hazardous food is received under temperature control? [Standard 3.2.2 cl 5(3)–(4) Food Standards Code]	Cr		No temperature check conducted on food deliveries.
12	Food storage – Is all food protected from contamination? [Standard 3.2.2 cl 6(1)(a) Food Standards Code]	Cr		Food in the freezer stored on floor and unorganised. Mould build up in wash sinks and fridges. Battering station unclean. Cardboard in use throughout premises to store items and used in food processing areas.
13	Food storage – Are food storage conditions appropriate? [Standard 3.2.2 cl 6(1)(b) Food Standards Code]	Ma		See comments in point 12.

14	Food storage – Is potentially hazardous food stored under temperature control? [Standard 3.2.2 cl 6(2) Food Standards Code]	Cr		Raw chicken defrosted in food prep sink over night at room temperature.
15	Food processing – When processing, is all food: <ul style="list-style-type: none"> • safe and suitable; • prevented from being contaminated; and • adequately processed to make safe? [Standard 3.2.2 cl 7(1) Food Standards Code]	Cr		Please see comment 14
16	Food processing – Are potentially hazardous ready-to-eat foods out of temperature control for minimum time while being processed?? [Standard 3.2.2 cl 7(2) Food Standards Code]	Cr		Defrosting of raw meats in food preparation sink overnight at room temperature.
17	Food processing – Is potentially hazardous food cooled/reheated correctly? [Standard 3.2.2 cl 7(3) Food Standards Code]	Cr		See comment 16.
18	Food display – Is food on display protected from contamination? [Standard 3.2.2 cl 8(1), (4) Food Standards Code]	NA		
19	Food display – Do self-service areas have: <ul style="list-style-type: none"> • supervision; • separate utensils; and • protective barriers? [Standard 3.2.2 cl 8(2) Food Standards Code]	NA		
20	Food display – Is potentially hazardous food displayed under temperature control? [Standard 3.2.2 cl 8(5) Food Standards Code]	NA		
21	Food display – If potentially hazardous food is not displayed under temperature control, is there a documented alternate method of compliance? [Standard 3.2.2 cl 25 Food Standards Code]	NA		
22	Food packaging – Is food packaged in a manner that protects it from contamination, using appropriate material? [Standard 3.2.2 cl 9 Food Standards Code]	C		
23	Food transportation – Is all food protected from contamination during transportation? [Standard 3.2.2 cl 10(a) Food Standards Code]	NA		
24	Food transport vehicles – Are food transport vehicles suitable? [Standard 3.2.3 cl 17 Food Standards Code]	NA		
25	Food transportation – Is all potentially hazardous food transported under temperature control? [Standard 3.2.2 cl 10(b), (c) Food Standards Code]	NA		
26	Food disposal – Is food for disposal kept separately from all other food and in a designated area? [Standard 3.2.2 cl 11(1) Food Standards Code]	NO		
27	Food recall – Is there a documented recall system in place? [Standard 3.2.2 cl 12 Food Standards Code]	NA		
Health and Hygiene Requirements for Food Handlers				
28	Health of food handlers – Do food handlers report illness and exclude themselves from food handling if they are suffering from a foodborne disease and/or condition? [Standard 3.2.2 cl 14(1), (2) Food Standards Code]	C		Discussed about staff illness.

29	Hygiene of food handlers – Do food handlers exercise good hygiene practices? [Standard 3.2.2 cl 15(1) Food Standards Code]	Cr		Hand wash obstructed with no soap and paper towel.
30	Hand washing – Do food handlers wash their hands before commencing/recommencing work? [Standard 3.2.2 cl 15(2), (3) Food Standards Code]	Cr		See comment 29
31	Hand washing – Do food handlers wash and dry hands thoroughly using designated hand washing facilities? [Standard 3.2.2 cl 15(4) Food Standards Code]	Cr		See comment 29
32	Hand washing – Are the hand washing facilities appropriately located? [Standard 3.2.3 cl 14(1) Food Standards Code]	C		
33	Hand washing – Are the hand washing facilities: <ul style="list-style-type: none"> • permanent fixtures; • provided with a supply of warm running potable water through a single spout; • of an adequate size; and • used only for the washing of hands, arms and faces? [Standard 3.2.3 cl 14(2) Food Standards Code] 	Ma		Towels used for wiping benches left at the hand wash sink. Another hand wash sink not in use and was obstructed with foods and clothing.
Health and Hygiene Requirements for Food Businesses				
34	Hygiene of food handlers (duties of food businesses) – Does the business have easily accessible hand washing facilities that include: <ul style="list-style-type: none"> • soap; • single use towel; and • a container for used towels? [Standard 3.2.2 cl 17 Food Standards Code]	Cr		No soap and paper towel.
35	Health of food handlers (duties of food businesses) – Are actions taken to ensure staff members do not engage in food handling if they are suffering from a foodborne disease or condition? [Standard 3.2.2 cl 16 Food Standards Code]	C		Discussed
36	General duties of food businesses – Does the food business take all practical measures to ensure all people within the food business avoid contaminating food? [Standard 3.2.2 cl 18 Food Standards Code]	Cr		Please see comments above.
Cleaning, Sanitising and Maintenance				
37	Cleanliness – Are the floors, walls and ceilings maintained in a clean condition? [Standard 3.2.2 cl 19(1) Food Standards Code]	Cr		Floors and walls unclean with significant build up of food debris, fat and grease and mould.
38	Cleanliness – Are the fixtures, fittings and equipment maintained in a clean condition? [Standard 3.2.2 cl 19(2) Food Standards Code]	Ma		Mould build up in wash sinks, cook line unclean, hand wash sinks unclean. Dry storage area unclean. Exhaust hood filters has significant build up of oil and grease.
39	Sanitising – Are food contact surfaces and eating and drinking utensils sanitised using appropriate sanitising methods? [Standard 3.2.2 cl 20 Food Standards Code]	Cr		No sanitiser available onsite or in use.
40	Maintenance – Are premises, fixtures, fittings, equipment and utensils maintained in a good state of repair and working order? [Standard 3.2.2 cl 21 Food Standards Code]	Ma		Refrigerator not in working order. Has build up of mould and water. No foods were stored in the refrigerator. Wash bench tap leaking to be repaired.
41	Thermometer – Does the business have a readily accessible digital probe thermometer accurate to $\pm 1^{\circ}\text{C}$? [Standard 3.2.2 cl 22 Food Standards Code]	Ma		No thermometer onsite.

42	Single use items – Are single use items protected from contamination and not reused? [Standard 3.2.2 cl 23 Food Standards Code]	C		
43	Animals and pests – Is the premises free from animals and pests? [Standard 3.2.2 cl 24(1)(a)(b) Food Standards Code]	C		
44	Animals and pests – Does the business take all practical measures to eradicate and prevent the entry and harbourage of pests? [Standard 3.2.2 cl 24(1)(c)(d) Food Standards Code]	NO		Provide recent pest control report.
Design and Construction				
45	General requirements – Is the food premises appropriate for its activities? [Standard 3.2.3 cl 3 Food Standards Code]	Ma		Food premises requires thorough cleaning and sanitising of the premises.
46	Water supply – Is there an adequate supply of potable water? [Standard 3.2.3 cl 4 Food Standards Code]	C		
47	Sewage and waste water disposal – Does the premises have an adequate sewage and waste water disposal system? [Standard 3.2.3 cl 5 Food Standards Code]	C		
48	Garbage storage – Does the premises have adequate storage facilities for garbage and recyclable matter? [Standard 3.2.3 cl 6 Food Standards Code]	C		
49	Ventilation – Does the premises have adequate natural or mechanical ventilation? [Standard 3.2.3 cl 7 Food Standards Code]	C		Mechanical ventilation internal duct cleaning is required by a professional. Please provide certificate once the cleaning is undertaken.
50	Lighting – Does the premises have sufficient lighting? [Standard 3.2.3 cl 8 Food Standards Code]	C		
51	Floors – Are floors appropriate for the food business' activities? [Standard 3.2.3 cl 10 Food Standards Code]	C		
52	Walls and ceilings – Are walls and ceilings designed and constructed in a way that is appropriate for the food business' activities? [Standard 3.2.3 cl 11 Food Standards Code]	C		
53	Fixtures, fittings and equipment – Are fixtures, fittings and equipment adequate and fit for their intended purpose and able to be effectively cleaned (and sanitised if applicable)? [Standard 3.2.3 cl 12 Food Standards Code]	C		
54	Storage facilities – Does the premises have adequate storage facilities? [Standard 3.2.3 cl 15 Food Standards Code]	C		Freezer storage to be organised.
55	Toilet facilities – Are there adequate toilet facilities available for the use of food handlers? [Standard 3.2.3 cl 16 Food Standards Code]	C		
56	Toilet facilities – Is the toilet fitted with an air lock if it opens to a food preparation area? [Standard 3.2.3 cl 3 Food Standards Code]	NA		
Other				
57	Labelling – Does food labelling comply with the Food Standards Code? [Food Standards Code]	NA		
58	Kilojoule displays – Does the food business display kilojoule information (only applicable to standard food outlets)? [s110–111 Food Act 2001]	NA		
59	Skills and knowledge – Do food handlers have appropriate skills and knowledge in food safety and hygiene matters to handle food safely? [Standard 3.2.2 cl 3 Food Standards Code]	Ma		Staff not aware of food safety and hygiene practises. All Staff to undergo basic food safety training.

SUMMARY COMMENTS/ACTION TO BE TAKEN			
<p>Full routine inspection conducted on a complaint received about the unclean condition of the premises. C also alleged to be sick after consuming food from the premises.</p> <p>Several critical non-compliances were noted during the inspection. Business has voluntarily closed until further advise. Advised that after reviewing the inspection with the environmental management further information will be provided to the business. Prohibition order may be issued after consulting its the Environmental Management team.</p> <p>Raw chicken defrosting in the food prep sink was disposed off voluntarily by the business. Photos were taken during the inspection.</p>			
Please rectify identified non-compliances by the due date. Contact the Officer for any enquiries.			Follow-Up Date: 03 Mar 2022
I have read and I understand the contents of this assessment.			
Proprietor/Staff Signature:		Authorised Officer Signature:	
Proprietor/Staff Name:		Authorised Officer Name:	Arif Mirza

Premises : Hot Star

Officer: Arif Mirza & Brooke Rowe
Inspection Performed on: 2 March 2022

1 Towels used for wiping benches at hand wash in front kitchen

15



2 Food delivery from Coles

16





4 Hand wash obstructed in the wash up area with no soap and paper towel

18



5 Wash up sinks unclean with mould build up

19





7 Raw chicken defrosted in food prep sink overnight at room temperature

21





8 Temperature of raw chicken defrosted

23













14 Mould build up in upright fridge seals

29







17 Upright fridge empty, only a bottle of siracha sauce was found.

32

















25 Temperature of chicken on top bar of bench fridge

40













31 Unclean chicken battering bench area

46



















36 Voluntary disposal of raw chicken defrosted at room temperature overnight in bins





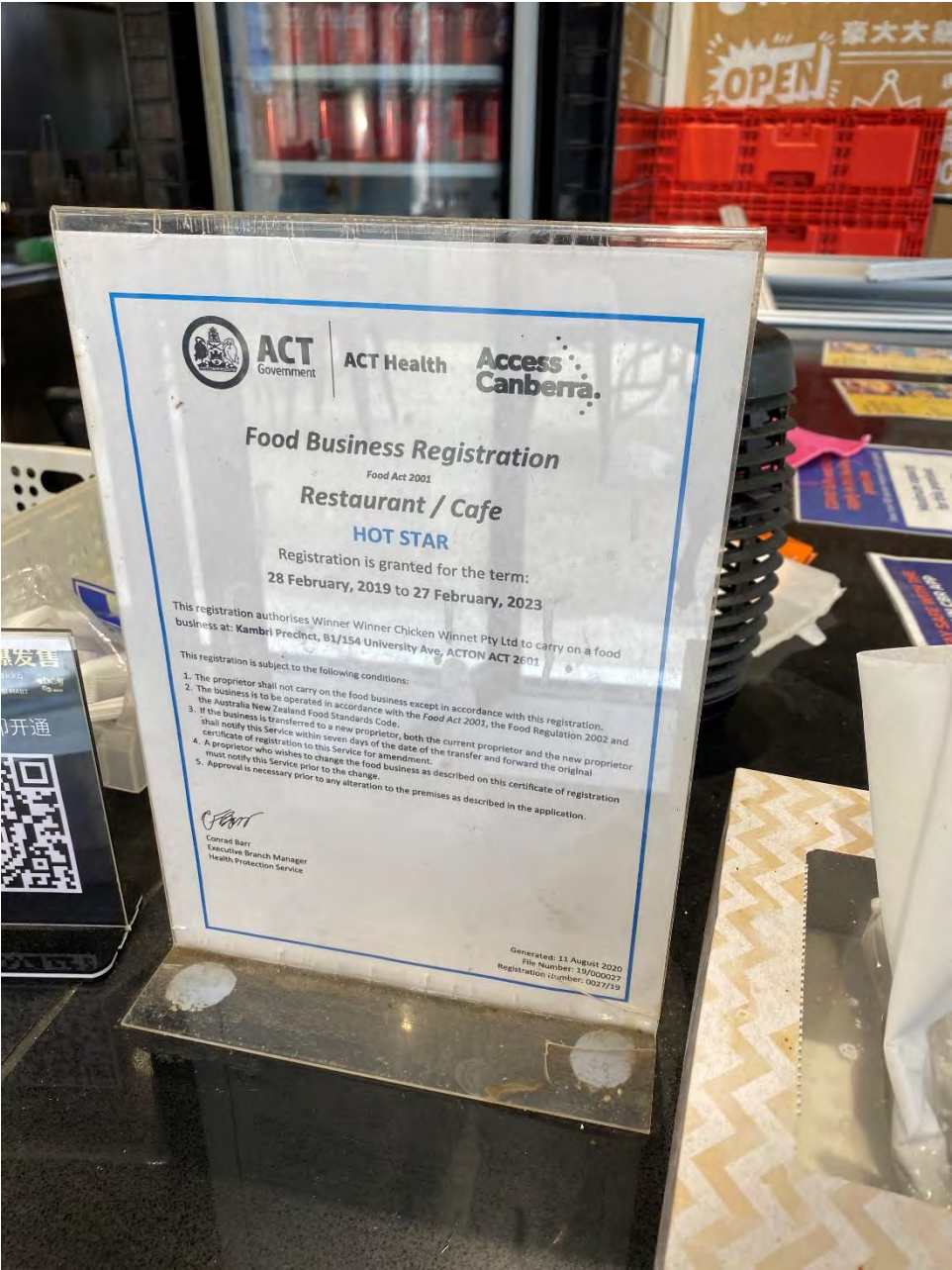




40 Unclean raw chicken battering station

59









Australian Capital Territory
Food Act 2001 ~ Prohibition Order

Food Act 2001, Part 7 Improvement Notice and Prohibition Orders

s 82 (Service of Prohibition Order), s 83 (Contents of Prohibition Order)

s 27 Compliance with the Australia New Zealand Food Standards Code

1 Name of instrument

This instrument is a Prohibition Order made under section 82 of the *Food Act 2001*. [For the purposes of section 83(3)(a)]

2 Proprietor upon whom the Order is served

This Prohibition Order is served upon Winner Winner Chicken Winner Pty Ltd as proprietor of the Hot Star with registration number 0027/19, located at Kambri Precinct B1/154 University Avenue, Acton, ACT 2601.

3 Decision to issue Prohibition Order

As an authorised officer under the *Food Act 2001* this Prohibition Order is served having formulated a belief, on reasonable grounds, that service of this Prohibition Order is necessary to prevent or mitigate a serious danger to public health.

4 Grounds for Prohibition Order

This Prohibition Order is served having formulated a belief, on reasonable grounds, that:

- the *Food Act 2001* (including the Food Standards Code) has been, or is likely to be, contravened by the proprietor's food business in relation to the handling of food for sale.

Food Act 2001 ~ Prohibition Order

This order is issued following an inspection on Wednesday 2 March 2022 that found significant issues, the cumulative effect of which represents a serious risk to public health that must be averted. The significant issues identified generally amount to:

- a failure to maintain required temperature control for food.
- food not being stored in a way that will protect it from the likelihood of contamination.
- the absence of appropriate and accessible handwash basins that allow easy and effective hand washing.
- unclean, insanitary or inadequate equipment, fittings or fixtures.
- unclean, or insanitary surfaces.
- the absence of a cleaning and sanitation plan, or failure to adhere to such a plan.
- Absence of appropriate skills and knowledge in food safety and hygiene matter.

5 Contravention of Prohibition Order

Contravention of this Prohibition Order is an offence carrying a maximum penalty of 400 penalty units (\$60 000 for an individual, \$300 000 for a corporation).

6 Display of Closure Notice

Under section 84A of the *Food Act 2001* a Closure Notice(s) must be displayed indicating that your business has been closed under this Order. It is an offence to obstruct in any way an authorised officer attempting to erect a Closure Notice.

The Closure Notice can only be legally removed by an authorised officer. Unless it is necessary to reposition, update or correct the Closure Notice it will only be removed when a Clearance Certificate for this order has been issued.

Australian Capital Territory
Food Act 2001 ~ Prohibition Order

It is also an offence to remove, deface, obscure in any way, or otherwise interfere with the Closure Notice in any way. The maximum penalty for commission of such an offence is 100 penalty units (\$15 000 for an individual, \$75 000 for a corporation).

7 Removal of Prohibition Order

This order is effective from the date of service until a Clearance Certificate is issued by an authorised officer.

A Clearance Certificate will not be issued until a reinspection indicates that the proprietor has complied with this Prohibition Order, and there is no longer a serious danger to public health.

8 Reinspection

Pursuant to section 83(3)(e) the proprietor named in this order is instructed that a reinspection of the matters to which this order relates may be requested if the proprietor considers that the food business now complies with the Food Act.

A request for reinspection to revoke the Prohibition Order may only be made in writing using the attached form. Unless your business is a fee-exempt food business, a fee is imposed for all reinspections to revoke a Prohibition Order. If more than one reinspection is required to revoke the Prohibition Order, multiple reinspection fees are payable.

The reinspection fee must be paid before a reinspection, to revoke this Prohibition Order, can be arranged. The attached request for reinspection form provides the details of the reinspection fee to be paid, as well as instructions for submission and processing of the form.

In accordance with the *Electronic Transactions Act 2001* you are advised that consent is not given to requests for reinspection by electronic communication. If this Prohibition Order requires the provision of documents, records or plans, consent is given to the provision of such documents by email to hps@act.gov.au.

Australian Capital Territory
Food Act 2001 ~ Prohibition Order

9 Order

As an authorised officer under the *Food Act 2001* I am of the opinion that following an inspection, the food business warrants the issue of a Prohibition Order to prevent or mitigate a serious danger to public health. Accordingly, I instruct the proprietor named in this order to cease preparation of food for sale from the named business or use the named premises to handle food until:

1. All walls, floors and ceilings are thoroughly cleaned to remove all food matter, dust, dirt, and waste. [Standard 3.2.2 clause 19];
2. All equipment and fixtures that is used for food preparation or equipment that comes into contact with food is in a clean, sanitary condition and stored in a manner that it will not contaminate food. [Standard 3.2.2 clause 20];
3. The freezer is cleaned to remove all excess ice and condensation. [Standard 3.2.2 clause 19];
4. All seals on the refrigeration units are repaired and cleaned where necessary to provide an adequate seal and maintain temperature control [3.2.2 clause 21];
5. All hand washbasin must [Standard 3.2.2 clause 17];
 - Be clearly identified for the sole purpose of washing hands, arms and face.
 - Provide free uninterrupted access for effective hand washing
 - Provide a supply of soap (liquid)
 - Provide hand drying facilities such as single use paper towels.
6. The exhaust system and the exhaust hoods are thoroughly cleaned (internal and external) . The proprietor is to provide evidence that the exhaust system and the exhaust hoods have been internally cleaned and is free from any build up of food waste, dirt, grease or other visible matter. [Standard 3.2.2 clause 19]. (Certification from a service company detailing that the internals of the exhaust are in a clean condition and fit for use is required);
7. The leaking tap at the wash up sink is repaired to ensure the equipment is maintained and in good working order. [Standard 3.2.2 clause 21];

Australian Capital Territory
Food Act 2001 ~ Prohibition Order

8. The upright fridge is repaired to working order or removed from the premises [Standard 3.2.2 clause 21]
9. All potentially hazardous food is stored in such a way that it is protected from the likelihood of contamination by being covered, stored in food grade storage containers with close fitting lids and stored off the floor (including drystore and freezer) [Standard 3.2.2 clause 6];

Note: cardboard boxes are not acceptable food storage items.

10. A temperature monitoring device is provided that is easily accessible within the premises, available to all staff and able to accurately measure the temperature of potentially hazardous foods to $\pm 1^{\circ}\text{C}$ [Standard 3.2.2 Clause 22];
11. A food grade chemical sanitiser is provided to ensure all utensils and food contact surfaces are in a clean and sanitary condition [Standard 3.2.2 clause 20];
12. A designated storage facility for personal items and chemical products is provided. [Standard 3.2.2 clause 6 and Standard 3.2.2 clause 15];
13. A valid, updated copy of the Food Safety Supervisor's certification is available at the premises. [Section 116 and 117 Food Act 2001].
14. Provide the Health Protection Service with a satisfactory food business management plan. The management plan is to demonstrate food safety protection procedures to ensure contamination is prevented as required by the Australia New Zealand Food Standards Code. The plan is to include:
 - A cleaning, sanitising and hygiene program [Standard 3.2.2 clause 19];
 - A food storage and handling procedure [Standard 3.2.2 clause 6];
 - A pest management program [Standard 3.2.2 clause 24];
 - Completion of a staff training program to ensure all staff are aware of food safety practices. [Standard 3.2.2 clause 3]



Australian Capital Territory

Food Act 2001 ~ Prohibition Order

Note: Completion of the I'M ALERT Food Safety Training program by all food handlers employed in the food business is required. Access to the training program is available from the Health Protection Service website at no cost.

<https://www.health.act.gov.au/food-safety-training-and-resources>



Lyndell Hudson
Director
Environmental Health Food Safety

2 March 2022

ENGLISH	If you need interpreting help, telephone:
ARABIC	: إذا احتجت لمساعدة في الترجمة الشفوية ، إتصل برقم الهاتف
CHINESE	如果你需要传译员的帮助，请打电话：
CROATIAN	Ako trebate pomoć tumača telefonirajte:
GREEK	Αν χρειάζεστε διερμηνέα τηλεφωνήστε στο
ITALIAN	Se avete bisogno di un interprete, telefonate al numero:
PERSIAN	: اگر به ترجمه شفاهی احتیاج دارید به این شماره تلفن کنید:
PORTUGUESE	Se você precisar da ajuda de um intérprete, telefone:
SERBIAN	Ако вам је потребна помоћ преводноца телефонирајте:
SPANISH	Si necesita la asistencia de un intérprete, llame al:
TURKISH	Tercümana ihtiyacınız varsa lütfen telefon ediniz:
VIETNAMESE	Nếu bạn cần một người thông-ngôn hãy gọi điện-thoại:

TRANSLATING AND INTERPRETING SERVICE

131 450

Canberra and District - 24 hours a day, 7 days a week

Premises : Hot Star

Officer: Arif Mirza

Inspection Performed on: 02 March 2022

1. Store Overview from Front

70



2. Store overview from front service entry

71



3. Store overview from kitchen entry

72



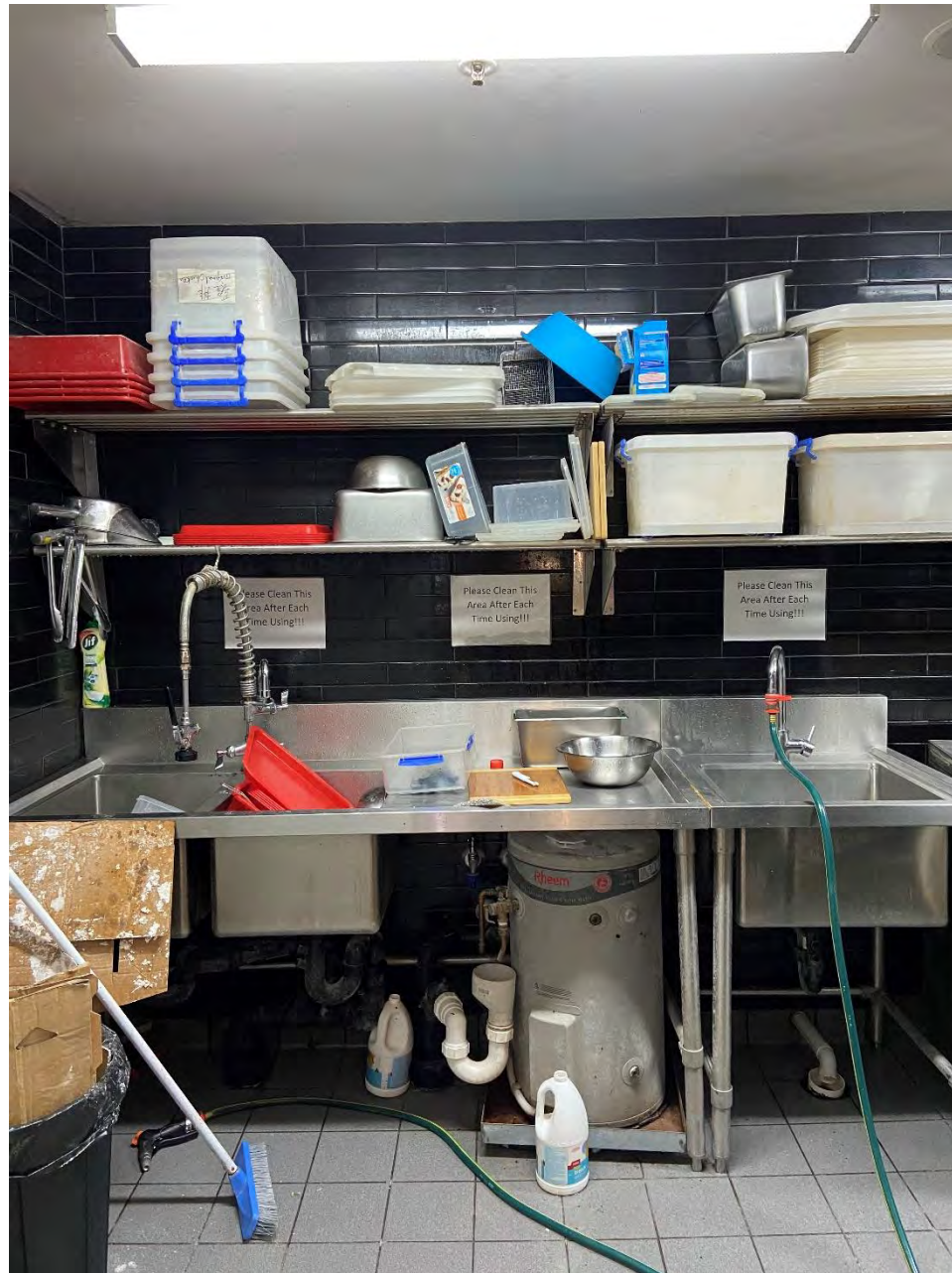
4. Store overview from kitchen entry wider view

73



5. Overview cleaning and food processing sinks - back kitchen

74



6. Overview back kitchen past primary sinks

75



7. Overview hand wash basin - back kitchen

76



8. Overview hand wash basin back kitchen second photo

77



9. Overview storeroom off back kitchen

78



10. Overview sinks looking back from storeroom area

79



11. Doors adjacent sinks back kitchen

80



12. Overview walk-in freezer and hand wash basin - front kitchen

81



13. Overview inside walk-in freezer

82



14. Overview of closure sign affixed

83



15. Overview of closure sign affixed - duplicate photo

84



16. Overview of closure sign affixed - close up





Health Protection Service

Public Health Officer Use Only	
Registration No.:	0027/19
File No.:	19/000027

REQUEST for REINSPECTION

Section 85, Food Act 2001

Use this form to request a reinspection **once you have completed all tasks and have supplied all the documents required** by the Prohibition Order.

The reinspection will only be confirmed following payment.

PAID

Registered Proprietor's details (please print):

Name: Winner Winner Chicken Winner Pty Ltd
 Business Name: Hot Star Fried Chicken ANU
 Business Address: Kambah Precinct B1/154 University Avenue, Acton, ACT 2601
 Phone/Mobile: [REDACTED] Fax: [REDACTED]
 Email: [REDACTED]

Reinspection of premises:

A fee of \$413.00 applies for a reinspection conducted during the Health Protection Service's business hours, 9 am to 4.30pm, Monday to Friday, excluding public holidays.

A fee of \$800.00 applies for a reinspection conducted outside business hours including public holidays i.e. before 9am and after 4.30 pm Monday to Friday.

The fee must be paid in person at the Health Protection Service before the reinspection will be scheduled. Upon your payment being processed you will be contacted by a Public Health Officer and advised of available reinspection times. Note: reinspections may be scheduled during a 48 hour period.

Pay in person during business hours at:

Health Protection Service
 25 Mulley Street Holder ACT 2611
 Bank Cheque/Cash/MasterCard/Visa/EFTPOS

Personal cheques will not be accepted.

See over page for payment.


ACT
Government

ACT Health
Receipt

Hot Star Fried Chicken
Kambri Precinct B1/154 University Avenue
ACTON, ACT 2601

ABN: 16 461 147 509

Receipt Reference: 419699.1672.2

Date: 04-Mar-2022 16:16

Cashier: TEM

Counter: HPS - Telisa Mason

Location: Health Protection Service

Receipt Item:	Amount
ABN: 88 407 290 295 - Resinpection Fee - Business Hours Hot Star Fried Chicken Kambri Precinct B1/154 University Avenue ACTON, ACT 2601 File Number - 19/000027	\$430.00
Total	\$430.00
Payment Details:	
EFTPOS	\$430.00

Please Tick (✓)	
Cash <input checked="" type="checkbox"/>	Bank Cheque <input type="checkbox"/> Credit Card <input type="checkbox"/>
Note: Bank cheque should be made payable to the Health Protection Service.	
Contact Person:	[REDACTED]
Fee \$	<u>430</u> (Please enter fee)
Credit Card No	Expiry Date
[REDACTED]	
Type of Credit Card - Please Tick (✓)	Visa <input checked="" type="checkbox"/> Master Card <input type="checkbox"/>
I agree for the Health Protection Service to debit my account for the above fee.	
Card Holders' Name:	[REDACTED]
Card Holder's Signature:	[REDACTED] Date: <u>04 / 03 / 2022</u>
Daytime Phone No:	[REDACTED]

BSS Use Only

Amount received: _____ Payment Method: Cash / Cheque / EFTPOS

Referred by _____ to Manager Environmental Health Operations / / Time: _____ am/pm

EH Use Only

PHO referred to: ARIF MIRZA Applicant contacted: [REDACTED]

Scheduled date and time: 9.3.2022, 10:00 am PHO initials: A.M



Australian Capital Territory
Food Act 2001 ~ Prohibition Order

Food Act 2001, Part 7 Improvement Notice and Prohibition Orders

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Australian Capital Territory

Food Act 2001 ~ Prohibition Order

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ACT
Government
Health

Australian Capital Territory

Food Act 2001 ~ Prohibition Order

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Australian Capital Territory
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Australian Capital Territory

Food Act 2001 ~ Prohibition Order

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13. A valid, updated copy of the Food Safety Supervisor's certification is available at the premises. [Section 116 and 117 Food Act 2001].
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 - A cleaning, sanitising and hygiene program [Standard 3.2.2 clause 19];
 - A food storage and handling procedure [Standard 3.2.2 clause 6];
 - A pest management program [Standard 3.2.2 clause 24];
 - Completion of a staff training program to ensure all staff are aware of food safety practices. [Standard 3.2.2 clause 3]



Australian Capital Territory

Food Act 2001 ~ Prohibition Order

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<https://www.health.act.gov.au/food-safety-training-and-resources>



Lyndell Hudson
Director
Environmental Health Food Safety

2 March 2022

ENGLISH	If you need interpreting help, telephone:
ARABIC	إذا احتجت لمساعدة في الترجمة الشفوية، إتصل برقم الهاتف:
CHINESE	如果你需要传译员的帮助，请打电话:
CROATIAN	Ako trebate pomoć tumača telefonirajte:
GREEK	Αν χρειάζεστε διερμηνέα τηλεφωνήστε στο
ITALIAN	Se avete bisogno di un interprete, telefonate al numero:
PERSIAN	اگر به ترجمه شفاهی احتیاج دارید به این شماره تلفن کنید:
PORTUGUESE	Se você precisar da ajuda de um intérprete, telefone:
SERBIAN	Ako vam je potrebna pomoć prevodioca telefonirajte:
SPANISH	Si necesita la asistencia de un intérprete, llame al:
TURKISH	Tercümana ihtiyacınız varsa lütfen telefon ediniz:
VIETNAMESE	Nếu bạn cần một người thông-ngôn hãy gọi điện-thoại:

TRANSLATING AND INTERPRETING SERVICE

131 450

Canberra and District - 24 hours a day, 7 days a week



ACT Health

Food Premises Inspection Report

This report is a lawful assessment of the food premises against the requirements of the **Food Act 2001 (ACT)** and **Australia New Zealand Food Standards Code**

Business Name	Hot Star		Reg No	0027/19
Proprietor	Winner Winner Chicken Winner Pty Ltd		Date & Time	Start: 09 Mar 2022 10:01 AM Finish: 09 Mar 2022 11:44 AM
Premises Address	Kambri Precinct, B1/154 University Ave, ACTON ACT 2601		Reason	Follow Up
Business/Mobile Phone		Email	Authorised Officer	Arif Mirza
Compliance	Non Compliant			



C=Complies | Mi = Minor Non Compliant | Ma = Major Non Compliant | Cr = Critical Non Compliant | NA=Not Applicable | NO = Not Observed

		Result	Comments	
General Requirements				
1	Registration – Is the food business registration current and accurate? [s91, 97 <i>Food Act 2001</i>]	NA		
2	Registration conditions – Is the food business complying with any specific registration conditions (if applicable)? [s99 <i>Food Act 2001</i>]	NA		
3	Registration – Is the current certificate of registration displayed? [s98A <i>Food Act 2001</i>]	NA		
4	Food Safety Supervisor (FSS) – Does the food business have a current FSS? [s117 <i>Food Act 2001</i>]	C		████████ Certificate available onsite and valid.
5	Food Safety Supervisor (FSS) – Is the FSS's certificate available at the premises? [s19 <i>Food Regulation 2002</i>]	C		
6	Food Safety Program (FSP) – Is a FSP required?	NA		
7	Food Safety Program (FSP) – Is the FSP available at the premises? [s13(2) <i>Food Regulation 2002</i>]	NA		
8	Food Safety Program (FSP) – Has a copy been provided to the HPS? [s13(2) <i>Food Regulation 2002</i>]	NA		
Food Handling Controls				
9	Food receipt – Is all food protected from contamination? [Standard 3.2.2 cl 5(1) <i>Food Standards Code</i>]	NO		
10	Food receipt – Are supplier details available for food on the premises and all food items labelled appropriately (with a prescribed name where applicable)? [Standard 3.2.2 cl 5(2) <i>Food Standards Code</i>]	NO		
11	Food receipt – Are all practical measures taken to ensure potentially hazardous food is received under temperature control? [Standard 3.2.2 cl 5(3)–(4) <i>Food Standards Code</i>]	NO		
12	Food storage – Is all food protected from contamination? [Standard 3.2.2 cl 6(1)(a) <i>Food Standards Code</i>]	Ma		Raw chicken in the freezer room to be stored either separately or on the bottom shelves to prevent cross contamination with other food items.
13	Food storage – Are food storage conditions appropriate? [Standard 3.2.2 cl 6(1)(b) <i>Food Standards Code</i>]	C		

14	Food storage – Is potentially hazardous food stored under temperature control? [Standard 3.2.2 cl 6(2) Food Standards Code]	C		
15	Food processing – When processing, is all food: <ul style="list-style-type: none"> • safe and suitable; • prevented from being contaminated; and • adequately processed to make safe? [Standard 3.2.2 cl 7(1) Food Standards Code]	NO		
16	Food processing – Are potentially hazardous ready-to-eat foods out of temperature control for minimum time while being processed?? [Standard 3.2.2 cl 7(2) Food Standards Code]	NO		
17	Food processing – Is potentially hazardous food cooled/reheated correctly? [Standard 3.2.2 cl 7(3) Food Standards Code]	NO		
18	Food display – Is food on display protected from contamination? [Standard 3.2.2 cl 8(1), (4) Food Standards Code]	NA		
19	Food display – Do self-service areas have: <ul style="list-style-type: none"> • supervision; • separate utensils; and • protective barriers? [Standard 3.2.2 cl 8(2) Food Standards Code]	NA		
20	Food display – Is potentially hazardous food displayed under temperature control? [Standard 3.2.2 cl 8(5) Food Standards Code]	NA		
21	Food display – If potentially hazardous food is not displayed under temperature control, is there a documented alternate method of compliance? [Standard 3.2.2 cl 25 Food Standards Code]	NA		
22	Food packaging – Is food packaged in a manner that protects it from contamination, using appropriate material? [Standard 3.2.2 cl 9 Food Standards Code]	NA		
23	Food transportation – Is all food protected from contamination during transportation? [Standard 3.2.2 cl 10(a) Food Standards Code]	NA		
24	Food transport vehicles – Are food transport vehicles suitable? [Standard 3.2.3 cl 17 Food Standards Code]	NA		
25	Food transportation – Is all potentially hazardous food transported under temperature control? [Standard 3.2.2 cl 10(b), (c) Food Standards Code]	NA		
26	Food disposal – Is food for disposal kept separately from all other food and in a designated area? [Standard 3.2.2 cl 11(1) Food Standards Code]	NO		
27	Food recall – Is there a documented recall system in place? [Standard 3.2.2 cl 12 Food Standards Code]	NA		
Health and Hygiene Requirements for Food Handlers				
28	Health of food handlers – Do food handlers report illness and exclude themselves from food handling if they are suffering from a foodborne disease and/or condition? [Standard 3.2.2 cl 14(1), (2) Food Standards Code]	NA		

29	Hygiene of food handlers – Do food handlers exercise good hygiene practices? [Standard 3.2.2 cl 15(1) Food Standards Code]	NO		
30	Hand washing – Do food handlers wash their hands before commencing/recommencing work? [Standard 3.2.2 cl 15(2), (3) Food Standards Code]	NO		
31	Hand washing – Do food handlers wash and dry hands thoroughly using designated hand washing facilities? [Standard 3.2.2 cl 15(4) Food Standards Code]	NO		
32	Hand washing – Are the hand washing facilities appropriately located? [Standard 3.2.3 cl 14(1) Food Standards Code]	C		
33	Hand washing – Are the hand washing facilities: <ul style="list-style-type: none"> • permanent fixtures; • provided with a supply of warm running potable water through a single spout; • of an adequate size; and • used only for the washing of hands, arms and faces? [Standard 3.2.3 cl 14(2) Food Standards Code] 	C		
Health and Hygiene Requirements for Food Businesses				
34	Hygiene of food handlers (duties of food businesses) – Does the business have easily accessible hand washing facilities that include: <ul style="list-style-type: none"> • soap; • single use towel; and • a container for used towels? [Standard 3.2.2 cl 17 Food Standards Code]	C		
35	Health of food handlers (duties of food businesses) – Are actions taken to ensure staff members do not engage in food handling if they are suffering from a foodborne disease or condition? [Standard 3.2.2 cl 16 Food Standards Code]	NA		
36	General duties of food businesses – Does the food business take all practical measures to ensure all people within the food business avoid contaminating food? [Standard 3.2.2 cl 18 Food Standards Code]	NO		
Cleaning, Sanitising and Maintenance				
37	Cleanliness – Are the floors, walls and ceilings maintained in a clean condition? [Standard 3.2.2 cl 19(1) Food Standards Code]	Mi		Few areas on walls and floors require further cleaning in hard to reach areas and under cook line.
38	Cleanliness – Are the fixtures, fittings and equipment maintained in a clean condition? [Standard 3.2.2 cl 19(2) Food Standards Code]	Mi		Bench next to the deep fryer requires further cleaning. Container used for food packaging storage in the bench requires cleaning. Water ponding in the tray holding Hot water system to be drained and cleaned.
39	Sanitising – Are food contact surfaces and eating and drinking utensils sanitised using appropriate sanitising methods? [Standard 3.2.2 cl 20 Food Standards Code]	Cr		Food grade sanitiser still not available for use. Business purchased cleaner chemicals for use.
40	Maintenance – Are premises, fixtures, fittings, equipment and utensils maintained in a good state of repair and working order? [Standard 3.2.2 cl 21 Food Standards Code]	Ma		Sliding door requires repainting as paint is peeling may cause food contamination. Cracked cover for lights at the back of the kitchen to be replaced. Mechanical Exhaust hood internal duct cleaning still to be completed. Certificate of cleaning to be provided.


41	Thermometer – Does the business have a readily accessible digital probe thermometer accurate to $\pm 1^{\circ}\text{C}$? [Standard 3.2.2 cl 22 Food Standards Code]	Ma		Thermometer purchased but battery not installed.
42	Single use items – Are single use items protected from contamination and not reused? [Standard 3.2.2 cl 23 Food Standards Code]	NO		
43	Animals and pests – Is the premises free from animals and pests? [Standard 3.2.2 cl 24(1)(a)(b) Food Standards Code]	C		
44	Animals and pests – Does the business take all practical measures to eradicate and prevent the entry and harbourage of pests? [Standard 3.2.2 cl 24(1)(c)(d) Food Standards Code]	C		██████ is contracted, quarterly treatments, last pest treatment 17 January 2022.
Design and Construction				
45	General requirements – Is the food premises appropriate for its activities? [Standard 3.2.3 cl 3 Food Standards Code]	NA		
46	Water supply – Is there an adequate supply of potable water? [Standard 3.2.3 cl 4 Food Standards Code]	NA		
47	Sewage and waste water disposal – Does the premises have an adequate sewage and waste water disposal system? [Standard 3.2.3 cl 5 Food Standards Code]	NA		
48	Garbage storage – Does the premises have adequate storage facilities for garbage and recyclable matter? [Standard 3.2.3 cl 6 Food Standards Code]	NA		
49	Ventilation – Does the premises have adequate natural or mechanical ventilation? [Standard 3.2.3 cl 7 Food Standards Code]	NA		
50	Lighting – Does the premises have sufficient lighting? [Standard 3.2.3 cl 8 Food Standards Code]	NA		
51	Floors – Are floors appropriate for the food business' activities? [Standard 3.2.3 cl 10 Food Standards Code]	NA		
52	Walls and ceilings – Are walls and ceilings designed and constructed in a way that is appropriate for the food business' activities? [Standard 3.2.3 cl 11 Food Standards Code]	NA		
53	Fixtures, fittings and equipment – Are fixtures, fittings and equipment adequate and fit for their intended purpose and able to be effectively cleaned (and sanitised if applicable)? [Standard 3.2.3 cl 12 Food Standards Code]	NA		
54	Storage facilities – Does the premises have adequate storage facilities? [Standard 3.2.3 cl 15 Food Standards Code]	C		Staff clothing std separately in a designated area. Chemicals to be stored in a designated areas away from the food processing, storage and handling areas.
55	Toilet facilities – Are there adequate toilet facilities available for the use of food handlers? [Standard 3.2.3 cl 16 Food Standards Code]	NA		
56	Toilet facilities – Is the toilet fitted with an air lock if it opens to a food preparation area? [Standard 3.2.3 cl 3 Food Standards Code]	NA		
Other				
57	Labelling – Does food labelling comply with the Food Standards Code? [Food Standards Code]	NA		
58	Kilojoule displays – Does the food business display kilojoule information (only applicable to standard food outlets)? [s110–111 Food Act 2001]	NA		

59	Skills and knowledge – Do food handlers have appropriate skills and knowledge in food safety and hygiene matters to handle food safely? [Standard 3.2.2 cl 3 Food Standards Code]	Ma		Proprietor onsite who is also a food safety supervisor for the business was not able to demonstrate cleaning and sanitising procedure appropriately. Basic Food Safety training I M Alert is requested to complete.
SUMMARY COMMENTS/ACTION TO BE TAKEN				
<p>Reinspection on a Prohibition Order conducted on a request from the proprietor.</p> <p>Items listed in the Prohibition Order under point 9 Order are still not complete. Sub-points 1, 2, 6, 10, 11 & 14 under point 9 Order are still to be completed. Details are listed in the inspection report for reference.</p> <p>The management plan for food safety provided is very general and further details are required. This will be reviewed.</p>				
Please rectify identified non-compliances by the due date. Contact the Officer for any enquiries.				Follow-Up Date: 14 Mar 2022
I have read and I understand the contents of this assessment.				
Proprietor/Staff Signature:			Authorised Officer Signature:	
Proprietor/Staff Name:	0448 679 798		Authorised Officer Name:	Arif Mirza

Premises : Hot Star

Officer: Arif Mirza

Inspection Performed on: 09/03/2022



My Act Service
32/8 Gladstone st
Fyshwick ACT 2609
[REDACTED]
<https://www.bebrite.com.au>
ABN 94621467007

Tax Invoice AGF-10912

INVOICE TO
Winner Winner Chicken
Anu Kambri Joplin Ln 154-
B1 Acton ACT 2601

DATE
07/03/2022

PLEASE PAY
A\$825.00

DUE DATE
14/03/2022

DATE	ACTIVITY	DESCRIPTION	GST	QTY	RATE	AMOUNT
05/03/2022	Deep Clean		GST	10	75.00	750.00
Cleaning list:						
Kitchen Clean: fully cleaned						SUBTOTAL 750.00
Exhaust Clean: the internals of the exhaust are in a clean condition and fit for use						GST TOTAL 75.00
						TOTAL 825.00
TOTAL DUE						A\$825.00

THANK YOU.

BAS SUMMARY

RATE	GST	NET
GST @ 10%	75.00	750.00









6 Deep fryers

106







9 Hand wash station with soap and paper towel

109













































30 Double bowl washup sinks

131











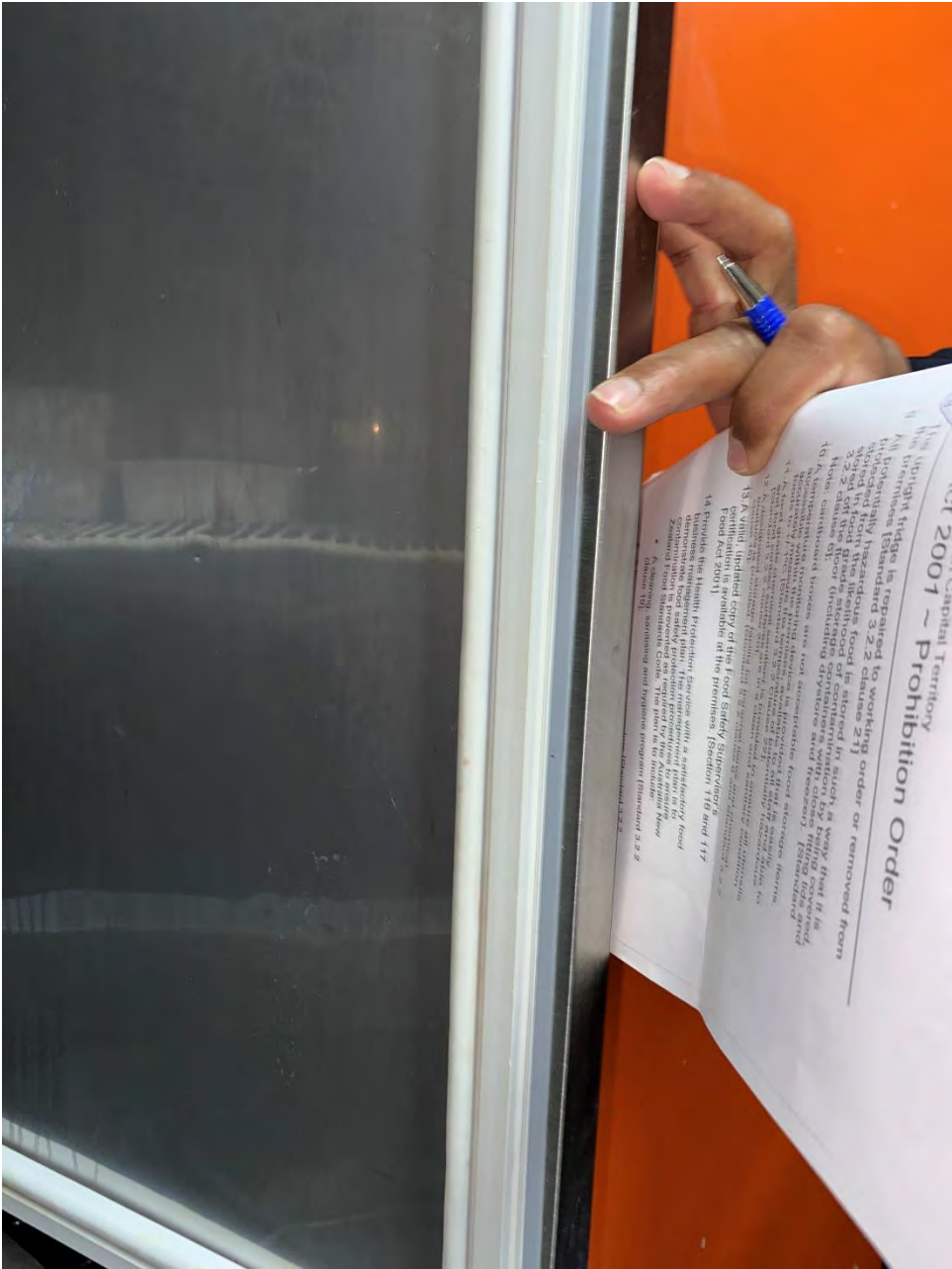






























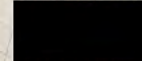




Statement of Attainment

A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units.

This is a statement that



has attained

SITXFSA001 Use hygienic practices for food safety
SITXFSA002 Participate in safe food handling practices

Those competencies have been identified as meeting

SITSS00051 Food Safety Supervision

Document Number

FSF01-SOA-HOS-E-V1-SZH0401001-20190108-1

Date Issued

7 January 2019

Authorised Signature



**NATIONALLY RECOGNISED
TRAINING**

STATEMENT OF ATTAINMENT

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1300 856 836 | www.foodsafetyfirst.com.au | GPO BOX 436 BRISBANE QLD 4001
RTO 41127 | ABN 17 603 133 082











RENTOKIL INC.
10000 10th Avenue
Suite 100
Boulder, CO 80501
Tel: 303.440.1000
Fax: 303.440.1001
www.rentokil.com

TAX INVOICE

Invoice No: 17115422
Invoice Date: 01/21/2022
Invoice To: [Redacted]

Rentokil
The Experts in Pest Control

Service description for period 01/01/2022 - 01/31/2022

Item	Description	Unit	Price	Quantity	Total
1.0	Quarterly Service - 1 Year	1	170.00	1	170.00
2.0	Quarterly Service - 1 Year	1	170.00	1	170.00
3.0	Quarterly Service - 1 Year	1	170.00	1	170.00
4.0	Quarterly Service - 1 Year	1	170.00	1	170.00
5.0	Quarterly Service - 1 Year	1	170.00	1	170.00
6.0	Quarterly Service - 1 Year	1	170.00	1	170.00
7.0	Quarterly Service - 1 Year	1	170.00	1	170.00
8.0	Quarterly Service - 1 Year	1	170.00	1	170.00
9.0	Quarterly Service - 1 Year	1	170.00	1	170.00
10.0	Quarterly Service - 1 Year	1	170.00	1	170.00
11.0	Quarterly Service - 1 Year	1	170.00	1	170.00
12.0	Quarterly Service - 1 Year	1	170.00	1	170.00
13.0	Quarterly Service - 1 Year	1	170.00	1	170.00
14.0	Quarterly Service - 1 Year	1	170.00	1	170.00
15.0	Quarterly Service - 1 Year	1	170.00	1	170.00
16.0	Quarterly Service - 1 Year	1	170.00	1	170.00
17.0	Quarterly Service - 1 Year	1	170.00	1	170.00
18.0	Quarterly Service - 1 Year	1	170.00	1	170.00
19.0	Quarterly Service - 1 Year	1	170.00	1	170.00
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21.0	Quarterly Service - 1 Year	1	170.00	1	170.00
22.0	Quarterly Service - 1 Year	1	170.00	1	170.00
23.0	Quarterly Service - 1 Year	1	170.00	1	170.00
24.0	Quarterly Service - 1 Year	1	170.00	1	170.00
25.0	Quarterly Service - 1 Year	1	170.00	1	170.00
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27.0	Quarterly Service - 1 Year	1	170.00	1	170.00
28.0	Quarterly Service - 1 Year	1	170.00	1	170.00
29.0	Quarterly Service - 1 Year	1	170.00	1	170.00
30.0	Quarterly Service - 1 Year	1	170.00	1	170.00
31.0	Quarterly Service - 1 Year	1	170.00	1	170.00
32.0	Quarterly Service - 1 Year	1	170.00	1	170.00
33.0	Quarterly Service - 1 Year	1	170.00	1	170.00
34.0	Quarterly Service - 1 Year	1	170.00	1	170.00
35.0	Quarterly Service - 1 Year	1	170.00	1	170.00
36.0	Quarterly Service - 1 Year	1	170.00	1	170.00
37.0	Quarterly Service - 1 Year	1	170.00	1	170.00
38.0	Quarterly Service - 1 Year	1	170.00	1	170.00
39.0	Quarterly Service - 1 Year	1	170.00	1	170.00
40.0	Quarterly Service - 1 Year	1	170.00	1	170.00
41.0	Quarterly Service - 1 Year	1	170.00	1	170.00
42.0	Quarterly Service - 1 Year	1	170.00	1	170.00
43.0	Quarterly Service - 1 Year	1	170.00	1	170.00
44.0	Quarterly Service - 1 Year	1	170.00	1	170.00
45.0	Quarterly Service - 1 Year	1	170.00	1	170.00
46.0	Quarterly Service - 1 Year	1	170.00	1	170.00
47.0	Quarterly Service - 1 Year	1	170.00	1	170.00
48.0	Quarterly Service - 1 Year	1	170.00	1	170.00
49.0	Quarterly Service - 1 Year	1	170.00	1	170.00
50.0	Quarterly Service - 1 Year	1	170.00	1	170.00
51.0	Quarterly Service - 1 Year	1	170.00	1	170.00
52.0	Quarterly Service - 1 Year	1	170.00	1	170.00
53.0	Quarterly Service - 1 Year	1	170.00	1	170.00
54.0	Quarterly Service - 1 Year	1	170.00	1	170.00
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56.0	Quarterly Service - 1 Year	1	170.00	1	170.





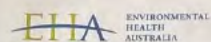








The image shows three overlapping certificates for 'I'M ALERT in FOOD SAFETY' training. Each certificate has a red border and a central image of various food items with text labels: Hygiene, Healthy Food Handlers, Temperature Control, Food Safety Programs, Pest Control, Cleanliness, Safe Food Storage, and Disinfection. The certificates are issued by Metro North Health, Environmental Health Australia, and ACT Compliance. The first certificate is dated 03/03/2022, and the second is dated 06/03/2022. The third certificate is partially visible on the right. The certificates are signed by a person whose name is redacted with a black box.



I'M ALERT - Food Safety Training Acknowledgement Form

Section	Section Viewed	Assessment Completed
Overview	<input checked="" type="checkbox"/>	NA
Foodborne Illness	<input checked="" type="checkbox"/>	NA
Potentially Hazardous Food	<input checked="" type="checkbox"/>	NA
Contamination Of Food	<input checked="" type="checkbox"/>	NA
Temperature Control	<input checked="" type="checkbox"/>	NA
Food Handling Skills And Knowledge	<input checked="" type="checkbox"/>	NA
Food Receipt	<input checked="" type="checkbox"/>	NA
Food Storage	<input checked="" type="checkbox"/>	NA
Food Processing	<input checked="" type="checkbox"/>	NA
Food Display	<input checked="" type="checkbox"/>	NA
Food Packaging	<input checked="" type="checkbox"/>	NA
Food Transportation	<input checked="" type="checkbox"/>	NA
Food Disposal	<input checked="" type="checkbox"/>	NA
Food Recall	<input checked="" type="checkbox"/>	NA
Health Of Persons Who Handle Food	<input checked="" type="checkbox"/>	NA
Hygiene Of Food Handlers	<input checked="" type="checkbox"/>	NA
General Duties Of Food Businesses	<input checked="" type="checkbox"/>	NA
Cleanliness	<input checked="" type="checkbox"/>	NA
Cleaning And Sanitising Of Specific Equipment	<input checked="" type="checkbox"/>	NA
Structure, Design And Maintenance	<input checked="" type="checkbox"/>	NA
Temperature Measuring Devices	<input checked="" type="checkbox"/>	NA
Single Use Items	<input checked="" type="checkbox"/>	NA
Animals And Pests	<input checked="" type="checkbox"/>	NA
Management Control Techniques - HACCP, Food Safety Program	<input checked="" type="checkbox"/>	NA

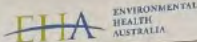
To Do List Action Item _____ **Date Completed** _____
 Make yourself aware of the location of the designated hand wash basins in your work area.
 Make yourself aware of the location where the thermometer is stored.

Type of Training (Please Circle): INDUCTION or ONGOING
 I, _____ hereby certify that I have undergone and understood the training components and assessments indicated above, I agree to abide by these practices and recognise that complying with these procedures will assist in creating healthy and safe working conditions.

EMPLOYEE/CONTRACTOR NAME _____ **THIS SHOULD APPEAR AS TYPED TEXT**
EMPLOYEE/CONTRACTOR POSITION Staff
SUPERVISOR NAME _____
SUPERVISOR POSITION Director
ORGANISATION/LOCATION Hot Star Fried Chicken ANU
EMPLOYEE/CONTRACTOR SIGNATURE _____ **SUPERVISOR SIGNATURE** _____
DATE 03/03/2022 **DATE** _____

* Save and file as part of your employee business records.
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Metro North Health
www.metronorthhealth.nsw.gov.au
 Metro North Health



I'M ALERT - Food Safety Training Acknowledgement Form

Section	Section Viewed	Assessment Completed
Overview	<input checked="" type="checkbox"/>	NA
Foodborne Illness	<input checked="" type="checkbox"/>	NA
Potentially Hazardous Food	<input checked="" type="checkbox"/>	NA
Contamination Of Food	<input checked="" type="checkbox"/>	NA
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Food Processing	<input checked="" type="checkbox"/>	NA
Food Display	<input checked="" type="checkbox"/>	NA
Food Packaging	<input checked="" type="checkbox"/>	NA
Food Transportation	<input checked="" type="checkbox"/>	NA
Food Disposal	<input checked="" type="checkbox"/>	NA
Food Recall	<input checked="" type="checkbox"/>	NA
Health Of Persons Who Handle Food	<input checked="" type="checkbox"/>	NA
Hygiene Of Food Handlers	<input checked="" type="checkbox"/>	NA
General Duties Of Food Businesses	<input checked="" type="checkbox"/>	NA
Cleanliness	<input checked="" type="checkbox"/>	NA
Cleaning And Sanitising Of Specific Equipment	<input checked="" type="checkbox"/>	NA
Structure, Design And Maintenance	<input checked="" type="checkbox"/>	NA
Temperature Measuring Devices	<input checked="" type="checkbox"/>	NA
Single Use Items	<input checked="" type="checkbox"/>	NA
Animals And Pests	<input checked="" type="checkbox"/>	NA
Management Control Techniques - HACCP, Food Safety Program	<input checked="" type="checkbox"/>	NA

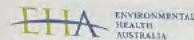
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EMPLOYEE/CONTRACTOR POSITION staff
SUPERVISOR NAME _____
SUPERVISOR POSITION Director
ORGANISATION/LOCATION Hot Star Fried Chicken ANU
EMPLOYEE/CONTRACTOR SIGNATURE _____ **SUPERVISOR SIGNATURE** _____
DATE 03/03/2022 **DATE** _____

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Health Protection Service
www.health.act.gov.au



I'M ALERT - Food Safety Training Acknowledgement Form

Section	Section Viewed	Assessment Completed
Overview	<input checked="" type="checkbox"/>	NA
Foodborne Illness	<input checked="" type="checkbox"/>	NA
Potentially Hazardous Food	<input checked="" type="checkbox"/>	NA
Contamination Of Food	<input checked="" type="checkbox"/>	NA
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Food Storage	<input checked="" type="checkbox"/>	NA
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Food Transportation	<input checked="" type="checkbox"/>	NA
Food Disposal	<input checked="" type="checkbox"/>	NA
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Health Of Persons Who Handle Food	<input checked="" type="checkbox"/>	NA
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General Duties Of Food Businesses	<input checked="" type="checkbox"/>	NA
Cleanliness	<input checked="" type="checkbox"/>	NA
Cleaning And Sanitising Of Specific Equipment	<input checked="" type="checkbox"/>	NA
Structure, Design And Maintenance	<input checked="" type="checkbox"/>	NA
Temperature Measuring Devices	<input checked="" type="checkbox"/>	NA
Single Use Items	<input checked="" type="checkbox"/>	NA
Animals And Pests	<input checked="" type="checkbox"/>	NA
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EMPLOYEE/CONTRACTOR NAME _____ **THIS SHOULD APPEAR AS TYPED TEXT**
EMPLOYEE/CONTRACTOR POSITION manager
SUPERVISOR NAME _____
SUPERVISOR POSITION manager
ORGANISATION/LOCATION Hot Star ANU
EMPLOYEE/CONTRACTOR SIGNATURE _____ **SUPERVISOR SIGNATURE** _____
DATE 03/03/2022 **DATE** _____

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Food Safety Online
www.foodsafetyonline.co.nz
 Food Safety Online

[illegible][illegible]

DATE		MON	TUE	WED	THU	FRI	SAT	SUN
Morning	Clean and sanitize counters							
	Clean and sanitize tables (include outside)							
	Sweep floors							
	Clean and sanitize walls where food has							
	Clean and sanitize food preparation sinks							
	Clean and sanitize surfaces in food preparation							
	Refill any soap or hand sanitizer dispensers							
Night	Sweep and mop all floors, including walk-ins							
	Take out trash and recycling							
	Clean griddle, range, fryer							
	Clean and sanitize any knife							
	Clean and sanitize all prep surface areas,							
	Clean run all utensils, flatware, smallware							
	Clean and sanitize all sinks							
	Empty and clean sewer							
	Clean and sanitize frying filter							
Weekly	Clean and sanitize walk-in refrigerators							
	Manually clean floor drains with drain cleaner							
	Manually clean the deep fryer (boil it out)							
	Clean and sanitize inside and outside of garbage							
Monthly	Clean vent hoods							
	Empty, clean, and sanitize freezers							
	Burn, clean, and sanitize ice machines							
	Clean behind stoves, and fryers (the hotline)							
	Replace or discard any pest traps							
	Clean and sanitize walls and ceiling							
	Clean refrigerator coils							





1. 食材配方					
名称	简称	粉	时间	重量数量	撒粉(默认)
Original Fried Chicken	Ori		5 mins	1 片	椒盐
Chicken Bites	盐酥鸡	鸡排粉	3 mins	8 块	椒盐
Fried Tofu			3 mins	2 块 9 格/块	椒盐
Squid			3 mins	130g	椒盐
Crispy Chicken Bite	脆皮		3 mins	180g	不撒粉
Chicken Wings	鸡翅		6 mins	3 个或 8 个	不撒粉
Chicken Ribs	鸡肋		5.5 mins	3 个或 8 个	不撒粉
Mushrooms		脆皮粉	3 mins	150g	椒盐
Eggplant			3 mins	130g	椒盐
Sweet Potato	地瓜		4 mins	150g	椰子粉
Curly Fries	薯条		3 mins	200g	椒盐
Lotus Chip		不加粉	3.5 mins	150g	椒盐
Family meals			4 mins	4/6/10 块	不撒粉

TIPS:

- Family meals 在准备期加面包粉, 预先炸 10 分钟, 然后冷藏, 待客人点单, 再炸 4 分钟即可, 不加椒盐。除非客人特别要求。
- 辣味即在加椒盐的基础上加辣椒粉。小辣为单面, 红(辣椒粉)黄(鸡排)比大约为 1:4; 中辣为单面, 红黄比大约为 1:2; 大辣为单面, 红黄比大约为 1:1; 特别辣为双面加至大辣即可。
- 一共有 5 种味道, 原味, 辣味, 咖喱, 海苔和甘梅味。原味、辣味可与任何味道两两相加, 咖喱、海苔和甘梅不可以两两相加。如果客人点单要求, 要适时提醒。
- 椒盐量根据当天薯条腌渍或浸渍量添加, 薯条量即少加椒盐。
- 脆皮粉的调配: 番薯粉, 玉米粉, 生粉为 1:1:1, 脆皮粉跟水的比例为 1:1
- Source 有四种, 50c 每种, 分别为 Spicy mayo, tomato, ranch dressing and sweet chilli. Spicy mayo 的调配比例为 150g 辣椒粉加 1 瓶 mayo。





Health Protection Service

Public Health Officer Use Only	
Registration No.:	0027/19
File No.:	19/000027

REQUEST for REINSPECTION

Section 85, Food Act 2001

Use this form to request a reinspection **once you have completed all tasks and have supplied all the documents required** by the Prohibition Order.

The reinspection will only be confirmed following payment.

Registered Proprietor's details (please print):

Name: Winner Winner Chicken Winner Pty Ltd
 Business Name: Hot Star Fried Chicken ANU
 Business Address: Joplin Ln, Acton ACT 2601
 Phone/Mobile: [REDACTED] Fax: [REDACTED]
 Email: [REDACTED]

Reinspection of premises:

A fee of \$413.00 applies for a reinspection conducted during the Health Protection Service's business hours, 9 am to 4.30pm, Monday to Friday, excluding public holidays.

A fee of \$800.00 applies for a reinspection conducted outside business hours including public holidays i.e. before 9am and after 4.30 pm Monday to Friday.

The fee must be paid in person at the Health Protection Service before the reinspection will be scheduled. Upon your payment being processed you will be contacted by a Public Health Officer and advised of available reinspection times. Note: reinspections may be scheduled during a 48 hour period.

Pay in person during business hours at:

Health Protection Service
 25 Mulley Street Holder ACT 2611
 Bank Cheque/Cash/MasterCard/Visa/EFTPOS

Personal cheques will not be accepted.

See over page for payment.

Please Tick (✓)	
Cash <input type="checkbox"/>	Bank Cheque <input type="checkbox"/> Credit Card <input type="checkbox"/>
Note: Bank cheque should be made payable to the Health Protection Service.	
Contact Person:	[REDACTED]
Fee \$ <u>413</u>	(Please enter fee)
PAID	
Credit Card No	Expiry Date
[REDACTED]	[REDACTED]
Type of Credit Card - Please Tick (✓)	Visa <input checked="" type="checkbox"/> Master Card <input type="checkbox"/>
I agree for the Health Protection Service to debit my account for the above fee.	
Card Holders' Name:	[REDACTED]
Card Holder's Signature:	Date: <u>15 / 03 / 2022</u>
Daytime Phone No:	[REDACTED]

BSS Use Only	
Amount received:	Payment Method: Cash / Cheque / EFTPOS
Referred by	to Manager Environmental Health Operations / / Time: am/pm
EH Use Only	
PHO referred to: <u>ARIF MIRZA</u>	Applicant contacted: [REDACTED]
Scheduled date and time: <u>16.03.2022, 9:30 am</u>	PHO initials: <u>H.M.</u>



ACT
Government

ACT Health

Receipt

175

Hot Star Fried Chicken
Joplin Lane
ACTON, ACT 2601

ABN: 16 461 147 509

Receipt Reference: 420361.1672.2

Date: 15-Mar-2022 11:42

Cashier: TEM

Counter: HPS - Telisa Mason

Location: Health Protection Service

Receipt Item:

Amount

ABN: 88 407 290 295 - Resinpection Fee -

\$413.00

Business Hours

Hot Star Fried Chicken

Joplin Lane

ACTON, ACT 2601

File Number - 19/000027

Total

\$413.00

Payment Details:

EFTPOS

\$413.00

COPY



ACT Health

Food Premises Inspection Report

This report is a lawful assessment of the food premises against the requirements of the **Food Act 2001 (ACT)** and **Australia New Zealand Food Standards Code**

Business Name	Hot Star			Reg No	0027/19
Proprietor	Winner Winner Chicken Winner Pty Ltd			Date & Time	Start: 16 Mar 2022 09:35 AM Finish: 16 Mar 2022 10:34 AM
Premises Address	Kambri Precinct, B1/154 University Ave, ACTON ACT 2601			Reason	Follow Up
Business/Mobile Phone		Email		Authorised Officer	Arif Mirza
Compliance	Compliant				

C=Complies | Mi = Minor Non Compliant | Ma = Major Non Compliant | Cr = Critical Non Compliant | NA=Not Applicable | NO = Not Observed

		Result	Comments	
General Requirements				
1	Registration – Is the food business registration current and accurate? [s91, 97 Food Act 2001]	C		
2	Registration conditions – Is the food business complying with any specific registration conditions (if applicable)? [s99 Food Act 2001]	NA		
3	Registration – Is the current certificate of registration displayed? [s98A Food Act 2001]	NO		Ensure to display registration when recommence trading.
4	Food Safety Supervisor (FSS) – Does the food business have a current FSS? [s117 Food Act 2001]	NA		
5	Food Safety Supervisor (FSS) – Is the FSS's certificate available at the premises? [s19 Food Regulation 2002]	NA		
6	Food Safety Program (FSP) – Is a FSP required?	NA		
7	Food Safety Program (FSP) – Is the FSP available at the premises? [s13(2) Food Regulation 2002]	NA		
8	Food Safety Program (FSP) – Has a copy been provided to the HPS? [s13(2) Food Regulation 2002]	NA		
Food Handling Controls				
9	Food receipt – Is all food protected from contamination? [Standard 3.2.2 cl 5(1) Food Standards Code]	NO		
10	Food receipt – Are supplier details available for food on the premises and all food items labelled appropriately (with a prescribed name where applicable)? [Standard 3.2.2 cl 5(2) Food Standards Code]	NO		
11	Food receipt – Are all practical measures taken to ensure potentially hazardous food is received under temperature control? [Standard 3.2.2 cl 5(3)–(4) Food Standards Code]	NO		
12	Food storage – Is all food protected from contamination? [Standard 3.2.2 cl 6(1)(a) Food Standards Code]	C		Raw meats in freezer stored separate to other food items.
13	Food storage – Are food storage conditions appropriate? [Standard 3.2.2 cl 6(1)(b) Food Standards Code]	C		

14	Food storage – Is potentially hazardous food stored under temperature control? [Standard 3.2.2 cl 6(2) Food Standards Code]	C		
15	Food processing – When processing, is all food: <ul style="list-style-type: none"> • safe and suitable; • prevented from being contaminated; and • adequately processed to make safe? [Standard 3.2.2 cl 7(1) Food Standards Code]	NO		
16	Food processing – Are potentially hazardous ready-to-eat foods out of temperature control for minimum time while being processed?? [Standard 3.2.2 cl 7(2) Food Standards Code]	NO		
17	Food processing – Is potentially hazardous food cooled/reheated correctly? [Standard 3.2.2 cl 7(3) Food Standards Code]	NO		
18	Food display – Is food on display protected from contamination? [Standard 3.2.2 cl 8(1), (4) Food Standards Code]	NA		
19	Food display – Do self-service areas have: <ul style="list-style-type: none"> • supervision; • separate utensils; and • protective barriers? [Standard 3.2.2 cl 8(2) Food Standards Code]	NA		
20	Food display – Is potentially hazardous food displayed under temperature control? [Standard 3.2.2 cl 8(5) Food Standards Code]	NA		
21	Food display – If potentially hazardous food is not displayed under temperature control, is there a documented alternate method of compliance? [Standard 3.2.2 cl 25 Food Standards Code]	NA		
22	Food packaging – Is food packaged in a manner that protects it from contamination, using appropriate material? [Standard 3.2.2 cl 9 Food Standards Code]	NO		
23	Food transportation – Is all food protected from contamination during transportation? [Standard 3.2.2 cl 10(a) Food Standards Code]	NA		
24	Food transport vehicles – Are food transport vehicles suitable? [Standard 3.2.3 cl 17 Food Standards Code]	NA		
25	Food transportation – Is all potentially hazardous food transported under temperature control? [Standard 3.2.2 cl 10(b), (c) Food Standards Code]	NA		
26	Food disposal – Is food for disposal kept separately from all other food and in a designated area? [Standard 3.2.2 cl 11(1) Food Standards Code]	NA		
27	Food recall – Is there a documented recall system in place? [Standard 3.2.2 cl 12 Food Standards Code]	NA		
Health and Hygiene Requirements for Food Handlers				
28	Health of food handlers – Do food handlers report illness and exclude themselves from food handling if they are suffering from a foodborne disease and/or condition? [Standard 3.2.2 cl 14(1), (2) Food Standards Code]	NA		

29	Hygiene of food handlers – Do food handlers exercise good hygiene practices? [Standard 3.2.2 cl 15(1) Food Standards Code]	NA		
30	Hand washing – Do food handlers wash their hands before commencing/recommencing work? [Standard 3.2.2 cl 15(2), (3) Food Standards Code]	NO		
31	Hand washing – Do food handlers wash and dry hands thoroughly using designated hand washing facilities? [Standard 3.2.2 cl 15(4) Food Standards Code]	NO		
32	Hand washing – Are the hand washing facilities appropriately located? [Standard 3.2.3 cl 14(1) Food Standards Code]	C		
33	Hand washing – Are the hand washing facilities: <ul style="list-style-type: none"> • permanent fixtures; • provided with a supply of warm running potable water through a single spout; • of an adequate size; and • used only for the washing of hands, arms and faces? [Standard 3.2.3 cl 14(2) Food Standards Code] 	C		
Health and Hygiene Requirements for Food Businesses				
34	Hygiene of food handlers (duties of food businesses) – Does the business have easily accessible hand washing facilities that include: <ul style="list-style-type: none"> • soap; • single use towel; and • a container for used towels? [Standard 3.2.2 cl 17 Food Standards Code]	C		
35	Health of food handlers (duties of food businesses) – Are actions taken to ensure staff members do not engage in food handling if they are suffering from a foodborne disease or condition? [Standard 3.2.2 cl 16 Food Standards Code]	NA		
36	General duties of food businesses – Does the food business take all practical measures to ensure all people within the food business avoid contaminating food? [Standard 3.2.2 cl 18 Food Standards Code]	NA		
Cleaning, Sanitising and Maintenance				
37	Cleanliness – Are the floors, walls and ceilings maintained in a clean condition? [Standard 3.2.2 cl 19(1) Food Standards Code]	C		Premises has been cleaned throughout.
38	Cleanliness – Are the fixtures, fittings and equipment maintained in a clean condition? [Standard 3.2.2 cl 19(2) Food Standards Code]	C		Fixtures and fitting in the premises have been cleaned. Exhaust hood internal clean by a professional. Certificate provided.
39	Sanitising – Are food contact surfaces and eating and drinking utensils sanitised using appropriate sanitising methods? [Standard 3.2.2 cl 20 Food Standards Code]	C		Food grade sanitiser available. Dilutions explained. Spray sanitiser bottles also available for food contact surface sanitising like benches.
40	Maintenance – Are premises, fixtures, fittings, equipment and utensils maintained in a good state of repair and working order? [Standard 3.2.2 cl 21 Food Standards Code]	C		
41	Thermometer – Does the business have a readily accessible digital probe thermometer accurate to $\pm 1^{\circ}\text{C}$? [Standard 3.2.2 cl 22 Food Standards Code]	C		Thermometer turned on and is available for use.

42	Single use items – Are single use items protected from contamination and not reused? [Standard 3.2.2 cl 23 Food Standards Code]	NA		
43	Animals and pests – Is the premises free from animals and pests? [Standard 3.2.2 cl 24(1)(a)(b) Food Standards Code]	NA		
44	Animals and pests – Does the business take all practical measures to eradicate and prevent the entry and harbourage of pests? [Standard 3.2.2 cl 24(1)(c)(d) Food Standards Code]	NA		
Design and Construction				
45	General requirements – Is the food premises appropriate for its activities? [Standard 3.2.3 cl 3 Food Standards Code]	NA		
46	Water supply – Is there an adequate supply of potable water? [Standard 3.2.3 cl 4 Food Standards Code]	NA		
47	Sewage and waste water disposal – Does the premises have an adequate sewage and waste water disposal system? [Standard 3.2.3 cl 5 Food Standards Code]	NA		
48	Garbage storage – Does the premises have adequate storage facilities for garbage and recyclable matter? [Standard 3.2.3 cl 6 Food Standards Code]	NA		
49	Ventilation – Does the premises have adequate natural or mechanical ventilation? [Standard 3.2.3 cl 7 Food Standards Code]	NA		
50	Lighting – Does the premises have sufficient lighting? [Standard 3.2.3 cl 8 Food Standards Code]	NA		
51	Floors – Are floors appropriate for the food business' activities? [Standard 3.2.3 cl 10 Food Standards Code]	NA		
52	Walls and ceilings – Are walls and ceilings designed and constructed in a way that is appropriate for the food business' activities? [Standard 3.2.3 cl 11 Food Standards Code]	NA		
53	Fixtures, fittings and equipment – Are fixtures, fittings and equipment adequate and fit for their intended purpose and able to be effectively cleaned (and sanitised if applicable)? [Standard 3.2.3 cl 12 Food Standards Code]	NA		
54	Storage facilities – Does the premises have adequate storage facilities? [Standard 3.2.3 cl 15 Food Standards Code]	C		Seperate storage for chemical and personal belonging designated.
55	Toilet facilities – Are there adequate toilet facilities available for the use of food handlers? [Standard 3.2.3 cl 16 Food Standards Code]	NA		
56	Toilet facilities – Is the toilet fitted with an air lock if it opens to a food preparation area? [Standard 3.2.3 cl 3 Food Standards Code]	NA		
Other				
57	Labelling – Does food labelling comply with the Food Standards Code? [Food Standards Code]	NA		
58	Kilojoule displays – Does the food business display kilojoule information (only applicable to standard food outlets)? [s110–111 Food Act 2001]	NA		
59	Skills and knowledge – Do food handlers have appropriate skills and knowledge in food safety and hygiene matters to handle food safely? [Standard 3.2.2 cl 3 Food Standards Code]	C		Manager completed the I M Alert training.

SUMMARY COMMENTS/ACTION TO BE TAKEN			
<p>Follow up on Prohibition Order.</p> <p>All points in the Prohibition Order completed. Food Safety Management Plan provided through email.</p> <p>Inspection to be discussed with the Environmental management team for approval on removal of Prohibition Order and issuing a Clearance Certificate.</p>			
Please rectify identified non-compliances by the due date. Contact the Officer for any enquiries.			Follow-Up Date:
I have read and I understand the contents of this assessment.			
Proprietor/Staff Signature:		Authorised Officer Signature:	
Proprietor/Staff Name:		Authorised Officer Name:	Arif Mirza

Premises : Hot Star

Officer: Arif Mirza

Inspection Performed on: 16 March 2022







4 Freezer storage for chips

185









8 Food grade containers obtained for defrosting of raw meats in refrigerator



9 Sliding door repainted at the back door wash area

190





























Australian Capital Territory

Food Act 2001 ~ Clearance Certificate

Food Act 2001, s 86 (Clearance Certificate)

Prohibition Order served

This Clearance Certificate is in relation to the Prohibition Order served under section 82 of the *Food Act 2001* upon Winner Winner Chicken Winner Pty Ltd as proprietor of Hot Star with registration number 0027/19, located at at Kambri Precinct B1/154 University Avenue, Acton ACT 2601.

Compliance with Prohibition Order

To determine compliance with the Prohibition Order, the Health Protection Service has considered the results of a premises inspection and submitted documents including the food business management plan, training certificates and exhaust cleaning certificate.

The Health Protection Service is satisfied that the proprietor has fully complied with the requirements of the Prohibition Order.

Clearance Certificate is issued

The Prohibition Order served on 2 March 2022 is revoked. Hot Star is free to recommence operating as of the date of this Clearance Certificate.

Offences relating to food

The Clearance Certificate is an indication of compliance with the Prohibition Order. Please note that you may be invited to attend a recorded interview to determine if legal proceedings are to be commenced under provisions of the *Food Act 2001*.



Lyndell Hudson
Director
Environmental Health Food Safety
Health Protection Service

16 March 2022



ACT
Government
Health

ENGLISH	If you need interpreting help, telephone:
ARABIC	: إذا احتجت لمساعدة في الترجمة الشفوية ، إتصل برقم الهاتف :
CHINESE	如果你需要传译员的帮助，请打电话：
CROATIAN	Ako trebate pomoć tumača telefonirajte:
GREEK	Αν χρειάζεστε διερμηνέα τηλεφωνήσετε στο
ITALIAN	Se avete bisogno di un interprete, telefonate al numero:
PERSIAN	: اگر به ترجمه شفاهی احتیاج دارید به این شماره تلفن کنید:
PORTUGUESE	Se você precisar da ajuda de um intérprete, telefone:
SERBIAN	Ako vam je potrebna pomoć prevodioca telefoniрајте:
SPANISH	Si necesita la asistencia de un intérprete, llame al:
TURKISH	Tercümana ihtiyacınız varsa lütfen telefon ediniz:
VIETNAMESE	Nếu bạn cần một người thông-ngôn hãy gọi điện-thoại:

TRANSLATING AND INTERPRETING SERVICE

131 450

Canberra and District - 24 hours a day, 7 days a week



Hot Star Fried Chicken (ANU
shop)

Management Plan

1. Food Safety Statement

This business is committed to manufacturing Chicken in accordance with this food safety program so that:

- the finished product meets the set microbiological limits for pathogens in the Food Standards Code;
- the end product is of the highest possible standard;
- the business complies with the requirements of the *Food Regulation 2002* and *Food Act 2001*; and
- the business complies with the requirements of the Food Safety Standard of the Food Standards Code.

2. Purpose and Scope of the Food Safety plan

Purpose The HACCP plan is being implemented to protect the public's safety by ensuring that products meet the regulatory requirements of the ACT *Food Act 2001*, *Food Regulation 2002* and FSANZ Food Safety Standards.

Scope This Food Safety Program covers the manufacturing process of Chicken including the storage, cooking, and the delivery to the customers.

3. HACCP Plan

Product categories	Fried chicken
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Preparation	<p>Prevent raw chicken juices from coming into contact with other foods. Use separate utensils and boards to prepare raw chicken or thoroughly wash utensils and boards in hot soapy water after being in contact with raw chicken and before they're used for preparation of other foods.</p> <p>Utensils and boards need to be washed in the equipment washing sink before using.</p> <p>Food need to be washed in the food preparation sink before using.</p> <p>Staff need to wash hands using the designated hand washing sink.</p>
Storage and Defrosting	<p>Store in cool room (-15°C),Thaw frozen chicken:</p> <ul style="list-style-type: none"> • in the refrigerator below 3 degrees, in a food grade container at the bottom of the shelves. • in the microwave. • NEVER thaw chicken at room

	temperature. • NEVER wash raw chicken
Final Product	<p>Follow the Hot Star Working Description & SOP.</p> <p>The time needed to cook chicken depends upon the SOP.</p> <ol style="list-style-type: none"> 1. The chicken meat is no longer pink inside 2. When pierced to the centre of the thickest part, the meat juices run clear. <p>Better still, use a food thermometer to check the temperature at the centre of the thickest part of the meat. When it reaches 75°C, it is thoroughly cooked.</p>
Cleaning and Sanitising	<p>Use the double sink to clean equipment.</p> <p>Place Utensils and boards in the sink, clean them with warm water and detergent to remove visible contamination.</p> <p>Rise off detergent residue with clean water.</p> <p>Dilute the Northfork Sanitiser (3ml with 750ml water).</p>

	<p>Soak the utensils and boards in the hot water (with sanitiser) for at least 30 seconds.</p> <p>Wash off sanitizer with clean water.</p> <p>Air-drying or use clean towels until the utensils and boards are thoroughly dry.</p>
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Product categories	Fried vegetable
Preparation	<ul style="list-style-type: none"> • Wash your hands, kitchen utensils, and food preparation surfaces, including chopping boards and countertops, before and after preparing fruits and vegetables. • Clean vegetable before delivery to customer, cutting, or cooking, unless the package says the contents have been washed. <ul style="list-style-type: none"> ○ Wash or scrub fruits and vegetables under

	<p>running water—even if you do not plan to eat the peel.</p> <ul style="list-style-type: none">○ Washing fruits and vegetables with soap, detergent, or commercial produce wash is not recommendedexternal icon.○ Cut away any damaged or bruised areas before preparing• Keep vegetables separate from raw foods that come from animals, such as meat, poultry, and seafood. <p>Utensils and boards need to be washed in the equipment washing sink before using.</p> <p>Food need to be washed in the food</p>
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	<p>preparation sink before using.</p> <p>Staff need to wash hands using the designated hand washing sink.</p>
Storage	<ul style="list-style-type: none"> Refrigerate vegetables within 2 hours after you cut, peel, Chill them at 5°C or colder in a clean container at the top of the shelves.
Final Product	Follow the Hot Star Working Description & SOP
Cleaning and Sanitising	<p>Use the double sink to clean equipment.</p> <p>Place Utensils and boards in the sink, clean them with warm water and detergent to remove visible contamination.</p> <p>Rise off detergent residue with clean water.</p> <p>Dilute the Northfork Sanitiser (3ml with 750ml water).</p>

	<p>Soak the utensils and boards in the hot water (with sanitiser) for at least 30 seconds.</p> <p>Wash off sanitizer with clean water.</p> <p>Air-drying or use clean towels until the utensils and boards are thoroughly dry.</p>
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Product categories	Fired squid
Preparation	<ul style="list-style-type: none"> Wash and dry hands thoroughly before and after handling raw squid and keep kitchen utensils and benches clean and dry Don't use raw squid if they've been out of the fridge for more than 2 hours <p>Utensils and boards need to be washed in the equipment washing sink before using.</p> <p>Food need to be washed in the food</p>

	<p>preparation sink before using.</p> <p>Staff need to wash hands using the designated hand washing sink.</p>
Storage and Defrosting	<ul style="list-style-type: none"> • Put seafood into the fridge or freezer as soon as get it from supplier, don't leave it in room temperature • Store squid in an airtight container, or covered tightly with plastic wrap, away from other food in the coldest part of fridge and leave in the shell for as long as possible • should be stored in the fridge below 5C at the bottom of the shelves in a container
Final Product	Follow the Hot Star Working Description & SOP
Cleaning and Sanitising	<p>Use the double sink to clean equipment.</p> <p>Place Utensils and boards in the sink, clean them with warm water and</p>

	<p>detergent to remove visible contamination.</p> <p>Rise off detergent residue with clean water.</p> <p>Dilute the Northfork Sanitiser (3ml with 750ml water).</p> <p>Soak the utensils and boards in the hot water (with sanitiser) for at least 30 seconds.</p> <p>Wash off sanitizer with clean water.</p> <p>Air-drying or use clean towels until the utensils and boards are thoroughly dry.</p>
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Hazard audit table

STEP	HAZARD	CONTROL MEASURE	MONITORING PROCEDURES	CRITICAL LIMITS	CORRECTIVE ACTION
Receivables	Growth of microorganisms during transport prior to delivery.	Temperature Control.	<p>What: Temperature inside package.</p> <p>How: Temperature probe.</p> <p>When: Every</p>	Receive consignment at 5°C or lower for boxed meats	Reject Consignment if above 5°C for cartooned meats and above 7°C for

			consignment. Who: Manager or delegated employee.	and 7°C for carcasses.	carcasses.
Thawing, Tempering, Unpacking	Growth of microorganisms	Temperature control.	What: Thawing temperature. How: Data logger/ thermometer/ temperature gauge. When: Daily. Who: Manager or delegated employee.	Refrigerated room temperature should be below 5°C.	Discard product if temperature abuse has occurred. Temperature abuse is dependent on the time and temperature the meat is exposed to outside the prescribed temperature.
Trimming.	Growth of pathogenic microorganisms	Temperature control.	What: Refrigerated room temperature. How: Data Logger / Thermometer / Temperature gauge. When: Daily. Who: Manager or delegated employee.	Refrigerated room temperature <5°C.	Discard product if temperature abuse has occurred.
Storage.	Growth of pathogenic microorganisms	Temperature control.	What: Storage temperature. How: Data logger/ thermometer/ Temperature gauge.	Refrigerated room temperature <5°C.	Discard product if temperature abuse has occurred.

			When: Daily. Who: Manager or delegated employee.		
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Check list

FOOD TEMPREATURE CHECK

Date	Checked by	Food	Temp/Time	Temp/Time	Temp/Time	Temp/Time	Temp/Time	Corrective Action

Fridge temperature and clean

Date															Check: 1. Use clean, sanitised probe thermometer to check food temperature 2. Cold foods should be kept at 5°C or below (unless validated alternative) 3. If food is not at correct temperature, add notes on corrective actions below.
Time	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	
COOL ROOM															
FRONT REFRIGE															
BACK REFRIGE															
DATE	Corrective action taken (e.g. bain marie temperature turned up, refrigeration unit checked by manufacturer, food discarded, etc.)														Name/Signed

4. PREMISES

The premises used for the manufacture of Chicken must be designed, constructed and maintained in a way that will minimise the chance of food becoming contaminated.

The premises must also comply with the FSANZ Food Standards Code, Standard 3.2.3 - Food Premises and Equipment.

To ensure that these premises are maintained to this standard, a set maintenance audit of the premises structure is to be completed using the Monthly Maintenance Checklist by the manager or delegated employee.

Premise Clean list

DATE		MON	TUE	WED	THU	FRI	SAT	SUN
Morning	Clean and sanitize counters							
	Clean and sanitize tables (include outside)							
	Sweep floors							
	Clean and sanitize walls where food has							
	Clean and sanitize food preparation sinks							
	Clean and sanitize surfaces in food preparation							
	Refill any soap or hand sanitizer dispensers							
Night	Sweep and mop all floors, including walk-ins							
	Take out trash and recycling							
	Clean griddle, range, fryer							
	Clean and sanitize any knife							
	Clean and sanitize all prep surface areas,							
	Clean run all utensils, flatware, smallware							
	Clean and sanitize all sinks							
	Empty and clean sewer							
	Clean and sanitize frying filter							
Weekly	Clean and sanitize walk-in refrigerators							
	Manually clean floor drains with drain cleaner							
	Manually clean the deep fryer (boil it out)							
	Clean and sanitize inside and outside of							
	Clean vent hoods							
Monthly	Empty, clean, and sanitize freezers							
	Burn, clean, and sanitize ice machines							
	Clean behind stoves, and fryers (the hotline)							
	Replace or discard any pest traps							
	Clean and sanitize walls and ceiling							
	Clean refrigerator coils							

Pre-opening check list

Items	Remarks
1. Check all equipments	Fryer, Fridges, Exhaust, Oil Filter
2. Canola oil order from Cookers * Preparing spare oil in a individual box set	240L for 1st attempt
3. Clean and rinse the fryer and testing	Fryer need fill up water and boil up for twice before fill OIL (Refer hand book for details)
4. Order Sweet Potato, Basil Leaf, Mushroom	Sweet Potato 40KG Basil 3KG Mushroom 35KG
5. Check all the inventory	Chicken, Bite, Crispy, Wings (Defrost if need)
6. Prepare all the Seasoning & Sauce	Pepper Salt, Plum, Papriks (Chili) Tomato Sauce, Ranch, Spicy Mayo
7. Prepare all side dish, weigh it	Curley Fries 200g Sweet Potato 150g Chicken Bites 180g Crispy Bite 180g Mushrooms 150g
8. Prepare drinks	Coke, Diet Coke, Zero, Water...etc
9. Spare coins	
10. Staff positioning	

Store Closing Procedure

1. Clean all of the equipment used and clean them with cleaning liquid detergent and place them well to air dry.
2. Swap and sensitise the whole environment and floor, especially area under fryer.
 - sweep all rubbish on the floor
 - mop with detergent (bleach)
 - leave for a few minutes to soak
 - use squeegee to scrape water into hole
 - use hot water to mop up
3. Throw away all of the rubbish. do not left rubbish overnight.
4. Filter oil of the fryers used that day.
5. Turn fryer to “pilot” after that and do not turn off the fryer.
6. Change the old oil if the colour or smell is not suitable. use suitable equipment to test oil quality (oil meter).
8. Before leave, make sure all the light is closed. keep door locked

Store opening procedure

1. Check all fridges are running and write down their temperature on the record form.
2. Clean the oil filter machine
3. When taking out each box of chicken, please mark the amount on the white board.

Follow first in ,first-out rule

4. Set up all tools and equipments before opening, like: A: heat up the fryer B: turn on range hood C: turn on POS system D: place all tools needed in the suitable location
5. Count the cash flow XXXXXXXXXX
6. Open the shop
7. Mix the Crispy powder with water
8. Rap the chicken with tapioca powder (10 pcs)

5. EQUIPMENT

Food handling equipment such as benches, boards, utensils, knives and containers should be designed, maintained and stored in a way that will minimise the chance of food becoming contaminated. Unsealed wood and timber must not be used in food handling areas.

Equipment used at the premises must comply with the FSANZ Food Standards Code, Standard 3.2.3 - Food Premises and Equipment.

Equipment must only be used for its intended purpose and it must be kept clean and well maintained at all times.

Equipment such as cool rooms, freezers and ice rooms must be calibrated every six months and be serviced as required. Records of the service are to be maintained for auditing purposes.

To ensure that equipment is maintained to the requirements of the Food Standards Code, a monthly equipment maintenance audit is required using the Monthly Maintenance Checklist by the manager or delegated employee. Staff are to report any faulty equipment to the manager/supervisor.

5. STORAGE

Chicken and ingredients will be stored off the floor in a clean, dry area and be protected from contamination.

Food must be stored at the correct temperature:

- all refrigerated product stored at $<5^{\circ}\text{C}$;
- all frozen product stored at $< -18^{\circ}\text{C}$;
- all dry goods at ambient temperatures in a clean tidy area.

Food storage area temperatures (eg. Cool rooms, freezers) will be monitored daily and the results recorded on the Temperature Monitoring Form.

Old stock will be rotated when new stock is received. Staff will check for the expiry date and potentially damaged stock every time receiving the new stock.

Chemicals will be stored away from food.

6 PROCESSING

When manufacturing **chicken**, only clean and sanitized equipment will be used.

Staff are to follow personal hygiene practices outlined in Standard 3.2.2.
Equipment will be cleaned and sanitized after every batch.

7 PACKAGING

Only clean food grade packaging may be used. Packaging materials and packaging practice used for small goods will comply with the Australian Standard: AS 2070: 1999, *Plastic Materials for Food Contact Use*.

Packaging materials are to be stored in a clean dry tidy area, free from dust, pests or other contamination. Materials will be stored on racks above the floor so that it is easy to clean underneath them.

9 CALIBRATION

As required by the FSANZ Food Standards Code, Standard 3.2.2 - Food Safety and General Requirements, all equipment used at the premises must be calibrated and maintained in working order.

Hand-held thermometers must be calibrated six monthly and recorded on the Records Diary.

Thermometer gauges on cool room, freezers and ice rooms are to be calibrated every 6 months and the calibration result recorded in the Records Diary.

10 Freezer

Once the handheld thermometer is calibrated it can also be used to check the accuracy of any chiller and freezer gauges in the premise that are used for temperature monitoring. On a six monthly basis you should leave the handheld probe/thermometer switched on in the chiller/freezer and compare the recordings with the applicable gauge for that chiller. Any differences in readings should also be noted in the Records Diary along with the date the comparison was undertaken.

11 Pest Control

Animals and pests including insects and rodents must be excluded from the premises as a requirement of FSANZ Food Standards Code, Standard 3.2.2 - Food Safety and General Requirements.

Any evidence of pests is to be recorded on the pre-operation hygiene inspection form.

Where pest control is carried out "in house", management must identify where rodent and insect bait stations are located within the premises on a floor plan.

Bait and insect stations are not to be placed in the processing area. Instead a perimeter border of bait stations around the building should be used.

Pest Control has been contracted with Rentokil. Quarterly on site service has been arranged. Pest Control Treatment Records will be kept in the premise.

12 Staff Training

All staff should be trained to enable them to perform their job safely and competently. Training can be conducted internally or externally and as a requirement of FSANZ Food Standards Code, Standard 3.2.2 - Food Safety and General Requirements, all staff must be trained in:

- good personal hygiene;
- food safety;
- food handling and hygiene procedures; and
- cleaning and sanitation.

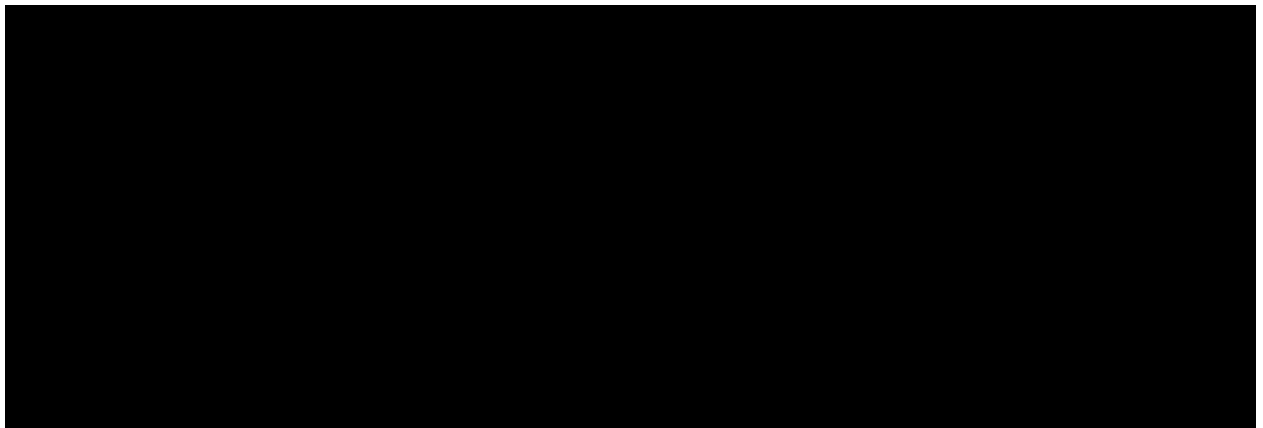
All new staff will be requested to take the “I am alert food safety” course provided by ACT Health Department on the website https://www.imalert.com.au/v6/login_or_signup.php. All staff must retake the course every year, which their certificates will be kept in the premise.

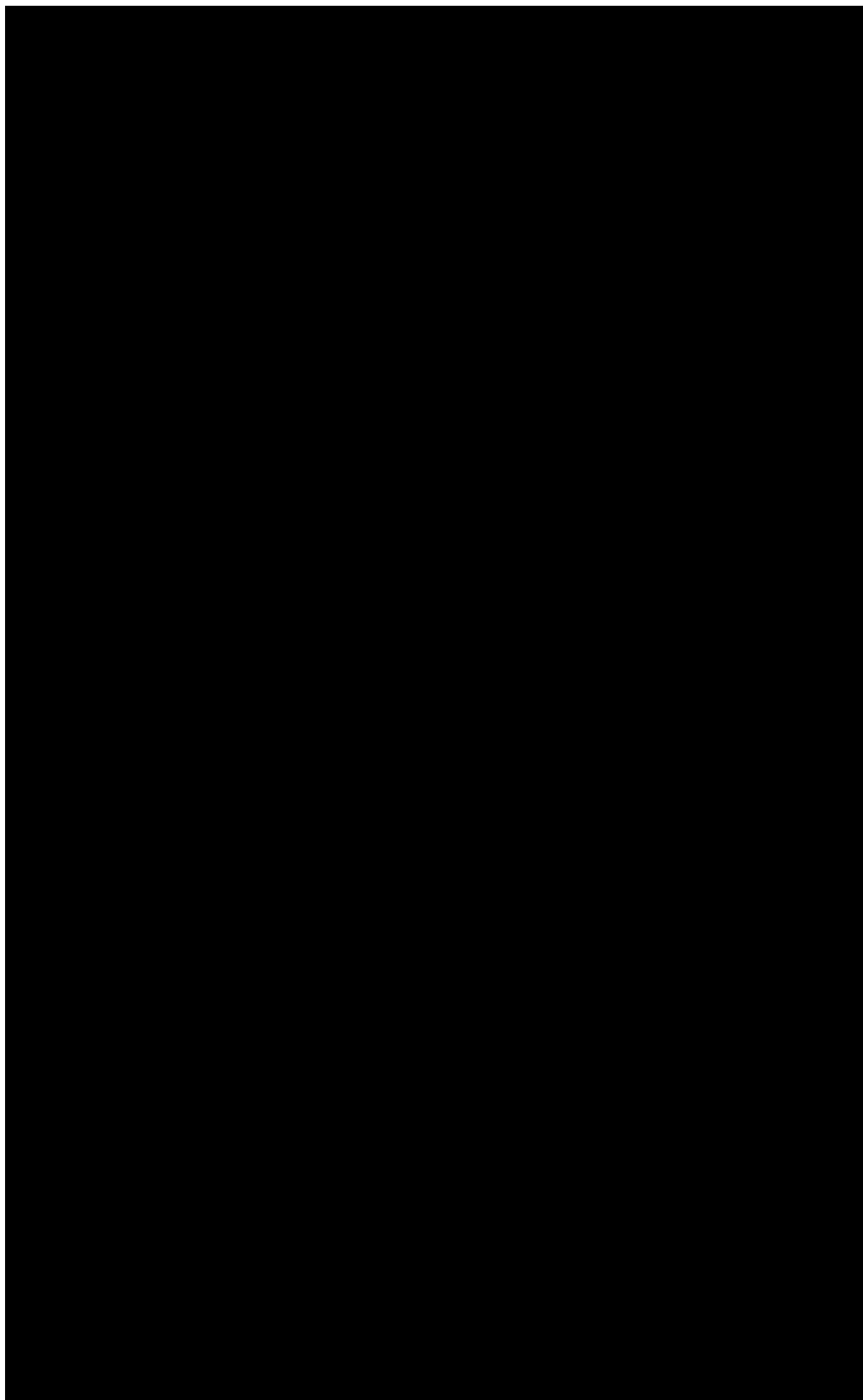
13 CLEANING AND SANITATION PROCEDURES

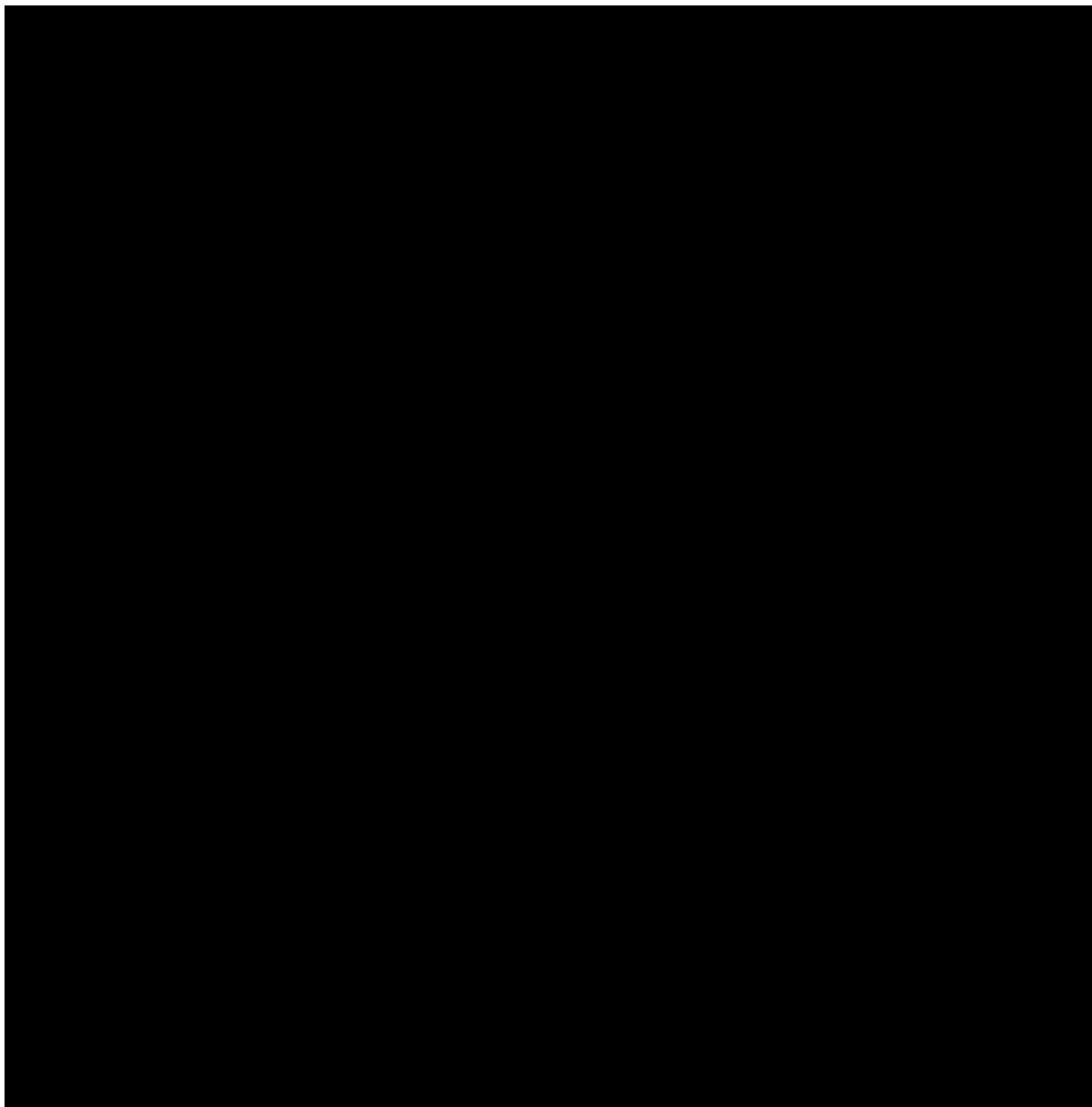
All staff must be given training on how to clean and sanitise the equipment they use. This is in the staff training manual and include:

- correct storage and handling of chemicals;
- correct make up of the chemicals;
- procedure for cleaning; and
- correct record keeping.

Hot Star Working Description & SOP







Hot Star Small Sides Recipes

Name	Quality	Time

Marinate:

A large black rectangular redaction box covering the content of the 'Marinate:' section.

Working Safety & First aid with burn

Notice:

1. Maintain the kitchen floor clean & dry in order to avoid slipping.
2. Try to wear anti-slip rubber shoes, and avoid hard flat-bottomed shoes.
3. Keep face over 40 cm far from the gas stove as you turn it on.
4. If fail to turn on the gas stove for over 10 times; stop firing. For safety, check gas stove and try after the gas smell disappear.
5. Put on the potholder or thick wiper when taking hot pots, or thermos.
6. Never put the tableware, thermos, hot pots on the edge of the table.
7. When containing boiling liquid, don't fill 100% full, and put a lid on. Don't walk too fast or run.
8. Don't let children/ customers go into the kitchen, educate them the danger of access to the heat.

Concept of burn & First aid:

※First aid when dealing with burn: Flush, Cut, Soak, Cover, Dispatch.

Flush : Flush the wound with running cold water for 15~30 min.

Cut : Cut the clothes from the burn areas cautiously in cold water.

Soak : Soak in the cold water for 15~30 min.

Cover : Cover the wound with clean towel gently.

Dispatch : Dispatch the wounded to the hospital ASAP.