

Dairy distributor guideline

Introduction

Dairy food distributors licensed with Dairy Food Safety Victoria (DFSV) are required to comply with the requirements of Chapter 3 of the Australia New Zealand Food Standards Code (Standards 3.2.2 and 3.2.3) and, as a business classified under the *Food Act 1984* as a Class 3 food business, keep minimum records in relation to supply, receipt, storage and distribution of food.

Class 3 food premises

These are food premises from which, food is sold or handled for sale.

A food premises where unpackaged low-risk foods are handled, potentially hazardous pre-packaged foods are sold, pre-packaged foods are warehoused or from which pre-packaged foods are distributed have been declared to be a Class 3 premises.

Recordkeeping

A proprietor of a food business operating a Class 3 food premises, including a dairy distribution business, is required under the Food Act to:

- maintain the declared Class 3 minimum records and keep them at the premises
- retain the records for one year from receipt or creation.

This guideline lists the minimum records required to be kept and example record sheets.

Supply records

Records of the supply of food to the premises must include the:

- type of food
- trading name of supplier
- address and telephone number of the supplier.

All dockets or invoices received from the supplier must also be retained.

Receiving goods

For all food delivered to the premises, check and record the:

- date of receipt
- name of supplier
- temperature of potentially hazardous food (to be <5°C)
- condition of goods
- corrective action taken if the food is not delivered at the correct temperature or is damaged.

Storage records

Records for potentially hazardous food in cold storage, must include:

- a description of the storage unit
- the operating temperature set for the unit
- the measured temperature of an item of food stored in the unit
- corrective action taken if the food is not at the correct temperature.

All records must be retained for one year.

Food recalls

Every food business needs to be able to remove any food that has been declared unsafe or unsuitable from sale or stock.

If notified by a supplier (food manufacturer) or government official that a particular food you stock or handle is unsafe, you are required by law to remove that food from sale and dispose of it as advised. This is known as a food recall.

While distributors generally will not need to recall food, all food distributors are required to have a written recall system in place that includes the procedures to follow to inform customers about a recalled product.

Distributors must therefore maintain accurate distribution records that enable the business to trace individual batches of product to customers. This includes:

- recording the name and address of the food supplier
- retaining invoices or delivery dockets that contain a description of the food, batch numbers or date markers, or other identifiers.

In Victoria, DFSV is responsible for providing advice to licensees on recalls and coordinating monitoring and enforcement activities in relation to recalls. During a recall, distributors must follow all instructions given by either the supplier or a DFSV authorised officer.

If your business supplies foods to other businesses, the [*Food Industry Recall Protocol*](#) provides information on recalling food in Australia and guidance for food businesses on developing a written food recall plan.

Download the [Protocol](#) along with [food recall templates](#) from the Food Standards Australia New Zealand (FSANZ) website. You can also [subscribe](#) to receive information about food recalls from FSANZ.

Premises standards

Dairy distributor premises and equipment must comply with relevant provisions of the Australia New Zealand Food Standards Code to ensure dairy foods are protected during storage and distribution to prevent chemical, microbiological and physical contamination.

DFSV will conduct a site assessment as part of the licence approval process to ensure your premises and equipment are fit for purpose, in a good state of repair, able to be cleaned and sanitised effectively and comply with Standard 3.2.3 of the Australia New Zealand Food Standards Code.

The DFSV [*Hygienic design: guidelines for dairy food manufacturing premises*](#) outlines practical hygienic design considerations for both premises and equipment.

For further information contact DFSV on (03) 9810 5900 or info@dairysafe.vic.gov.au

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Company name:

Licence no.

Storage unit temperature monitoring record

Unit no. *Cool room 2*

Set operating temperature *4 °C*

Month *July*

Day	Temperature	Corrective action
1	6 °C	<i>Check compressor - back to 4 °C</i>
2	°C	
3	°C	
4	°C	
5	°C	
6	°C	
7	°C	
8	°C	
9	°C	
10	°C	
11	°C	
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