

» contactless cafes



» Can we accept a customer's container?

NSW Food Authority advice on reusable cups and containers has remained consistent before and during the COVID-19 pandemic. Regulations state clean, food-grade quality reusable cups and containers can be accepted at the business' discretion.

At the beginning of the COVID-19 pandemic many local businesses announced they would not be accepting reusable cups for safety reasons. However, it didn't take long for cafes to innovate and try new practices that address safety and sustainability.

» Can leftovers be placed in a customer's container?

Yes, the Act or Code does not prevent a business from accepting a customer's container for their leftovers.

» What about hygiene?

Under the *Food Standards Code*, businesses are directed to only use packaging material which is 'fit for its intended use' and is unlikely to cause contamination during or after the packaging process.

Council recommends not accepting non-food containers (for example, chemical storage containers) for food or drink purposes.

If offering borrow-ware, ensure containers are clean and sanitised between customers.

» Can my business decline reusable cups and containers?

It is up to the business whether you accept containers brought in by customers or not. It is a business decision rather than a constraint due to legislation.



**REDUCE
SINGLE
USE.**

Council supports the growing number of cafes resuming or continuing to accept reusables where appropriate and safe.

Try one of the following ideas (see detailed instructions overleaf)

» CONTACTLESS COFFEE

» SWAP & GO

» FOOD GRADE SANITISER



If you have any questions or concerns please contact:

Ballina Shire Council Waste Education Officer, ph 1300 864 444
e council@ballina.nsw.gov.au w ballina.nsw.gov.au





» CONTACTLESS COFFEE

- 1 Customer sets their clean cup on the counter without the lid (in a marked space)
- 2 Barista pours coffee and milk into the customer's cup without touching it
- 3 Customer places their lid on and drinks coffee

Simple and effective! There are a wide range of café videos online demonstrating the technique in action.



» SWAP & GO CUP

- 1 Customer brings swap and go cup and places in a contactless drop off point
- 2 Barista uses existing clean swap and go cup and gives customer their coffee
- 3 Staff use standard handwashing procedures after packing the dishwasher for returned cups

Consider signing up to one of the many available 'swap and go' systems or call council's Waste Education Officer for advice.



» FOOD GRADE SANITISER

- 1 Customer places their clean cup directly into tub filled with food-grade sanitising solution*
- 2 Cashier rinses cup with near boiling water from the coffee machine, warming the cup
- 3 Barista makes coffee in customer's cup

**Follow manufacturers directions. NSW Food Authority states 'provided the right sanitiser is used and at an appropriate strength and contact time, this should be effective in minimising any risk'.*

All of these practices are considered to be sufficient in minimising the spread along with the usual practices of regular and thorough hand washing and regular cleaning and sanitising of equipment, utensils and hard surfaces.

Council does not support any practice that contradicts advice or legislation from the State and/or Federal Government with regard to managing risk from COVID-19 in the community.