A food recall occurs when food poses an immediate threat to public health and safety and needs to be removed from sale. Food recalls are usually initiated by the manufacturer or importer and must be reported to state and commonwealth government authorities. This may be a Trade or Consumer level recall.

If health risk identified - go to next step for Product Recall

No risk to consumer safety, notify retailers, other trade customers, warehouse/DC, government authorities as applicable

Risk to consumer safety confirmed – Recall required. Notify government authorities, retailers, other trade customers, warehouse/DC

Notify the retailers of when compliant stock is available for restocking

Notify media and public (If consumer level recall)

Retailer to receive verbal and/or written notification and to agree to corrective action processes e.g. product returns

Notify media and public (towards the public level recall)

Retailer to advise manufacturer of requirements for how and when new product can recommence to be distributed for sale again

This checklist was developed as a guide only.

Food Recall Checklist

This checklist details what actions should take place if a problem is identified with a food product.

- Nominate the person/team who will assess the problem
- Contact the NSW Food Authority to help determine the appropriate course of action
- If a food recall is to occur, comply with your food recall plan

Key steps should include:

- Identify which batches of food product are affected
- Isolate stock that is yet to be distributed (to minimise further distribution of the recalled food product)
- Contact the FSANZ food recall coordinator to assist with coordinating the food recall
- Identify where the recalled food product has been distributed
- Compile a distribution list containing all your direct customer contact details and identify the types of premises at which the food product is likely to be sold
- Contact distributors
- Inform the public (for consumer recalls only)
- Implement a course of action to prevent a recurrence of the problem
- Arrange for the isolation, storage and disposal of affected stock
- Monitor the effectiveness of the food recall
- Prepare an interim and final post recall report for FSANZ to provide to relevant authorities and the Minister.

Contact Details for food recalls

Food Standards Australia New Zealand
Food Recall Coordinator
P  02 6271 2610 (After hours 0412 166 965)
E  food.recalls@foodstandards.gov.au
www.foodstandards.gov.au

NSW Food Authority
P  1300 552 406
E  contact@foodauthority.nsw.gov.au
www.foodauthority.nsw.gov.au

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