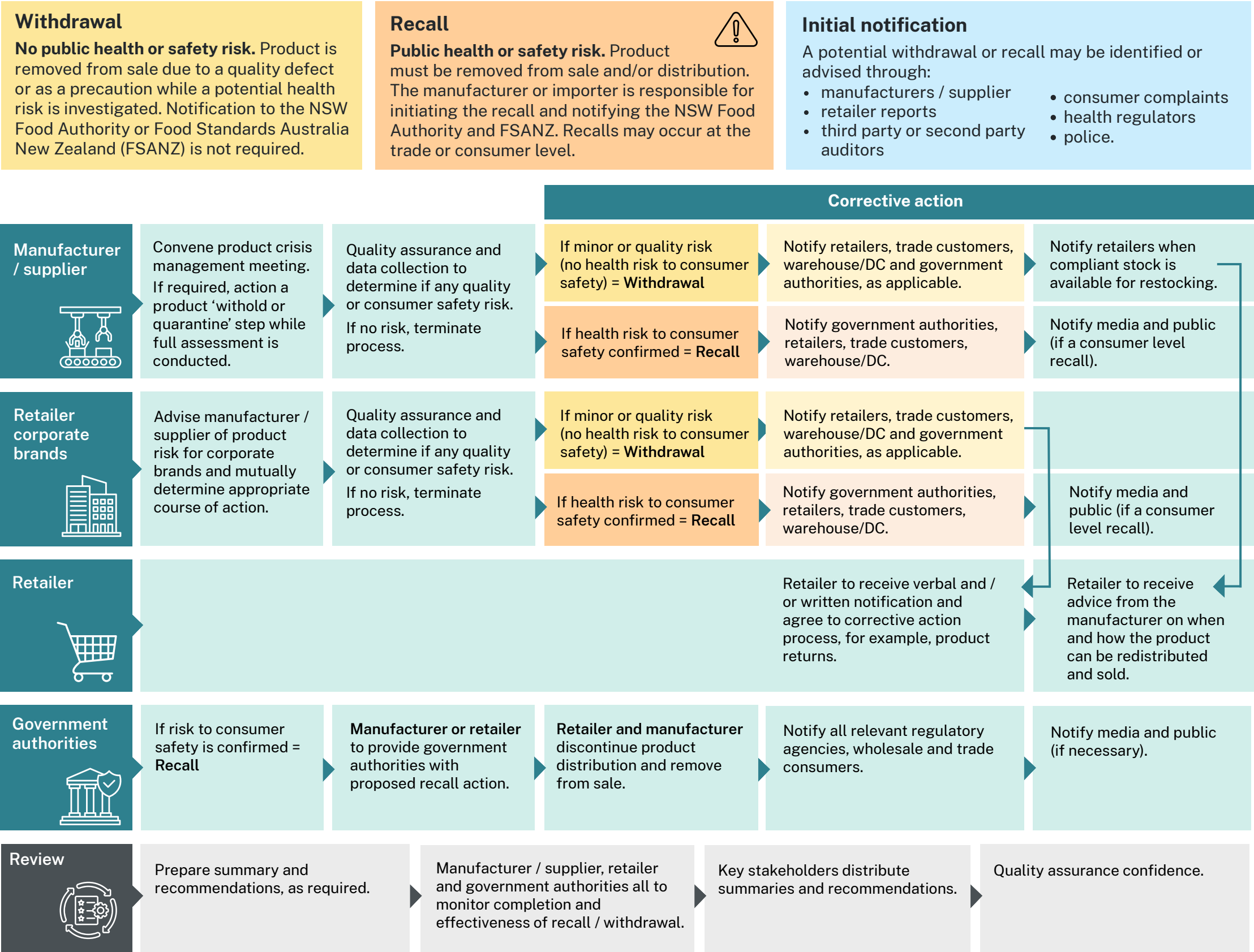


Product withdrawal and recall process

What to do when a problem is identified with a food product



Actions to take if a problem is identified

- ☐ 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:

- ☐ Identify which batches of food product are affected.
- ☐ Isolate stock of the recalled product that is yet to be distributed (to minimise further distribution).
- ☐ 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

NSW Food Authority
1300 552 406 (8:30am to 5:30pm on NSW business days)
food.contact@dpird.nsw.gov.au
www.foodauthority.nsw.gov.au

Food Standards Australia New Zealand (FSANZ)
02 6228 8226 (press #1)
food.recalls@foodstandards.gov.au
www.foodstandards.gov.au

