

ALLERGY AWARE CHECKLIST!

1. KNOW WHAT IS IN YOUR FOOD

- Only accept correctly labelled foods.
- Check all ingredients even in sauces, spices, garnishes, oils, dressings etc for allergens.
- Avoid ingredient substitution.
- Be familiar with all ingredients as some may be made from one or more of the food allergens which may not be obvious from their name.

2. LISTEN TO YOUR CUSTOMERS AND BE 100% TRUTHFUL

- Ask customers if they have any allergies. Take their requests seriously. Listen carefully.
- Give customers the right information about the content of meals when they ask.
- Have a specific process to follow if a customer says they have a food allergy.
- Place the name of known allergens next to menu items, if possible.
- Ensure you ALWAYS include a note asking customers to disclose their food allergy EVERY time they order food as often not all allergen content is written on the menu.

3. PREPARE FOOD SAFELY

- Always double check the ingredients with the chef.
- Handle food safely. Start fresh for meals that must be free of an allergen.
- Clean work surfaces, utensils and other food-contact items between foods. Even very small amounts can be harmful. (e.g. 1000th of a peanut)

- Have a dedicated area for preparing allergen free meals (be aware that food that is safe for one person with a food allergy may be unsafe for another person with a different food allergy).
- Whenever possible, prepare foods for customers with food allergy first.
- Have some way of identifying the meal for the customer with food allergy. (coloured plates, flag etc).
- Always take the meal to the customer with a food allergy separately, not whilst carrying other meals.
- Check the allergen free meal is given to the right customer with the food allergy.

4. EDUCATE YOUR STAFF

- Ensure your Food Safety Supervisor's training is up-to-date. Recertification includes 'Allergen Management' as a required unit of competency.
- Train and test all staff regularly in food safety, hygiene and allergen awareness. The National Allergy Strategy (foodallergytraining.org.au) offers free 'All About Allergens' food allergy e-training for food service.
- Some customers will provide waitstaff with a 'Chef Card' that lists what they are allergic to. The card should be given to the chef who is preparing their meal and then returned to the customer with their specially prepared meal. This assists in communication and helps ensure the right meal is given to the right person.
- Teach staff of their obligation to declare certain allergens.
- Ensure your staff are updated on new laws and legislation relating to allergen management.
- Display **The Usual Suspects** poster in your kitchen.

FOR MORE DETAILED INFORMATION

Purchase Allergy & Anaphylaxis Australia's 'Food Service Kit' containing a detailed booklet, posters, food allergen cards and more from www.allergyfacts.org.au or phone 1300 728 000.

NSW Food Authority
www.foodauthority.nsw.gov.au
1300 552 406

FREE food service staff training
National Allergy Strategy
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