Managing Food Allergen Risk

Food allergies can be life threatening, which is why systems are used to protect allergic consumers from food allergens.

A strong food safety culture means we all take responsibility for managing food allergen risk.

Food Suppliers

Food suppliers manage food allergen risk by:
- Implementing an effective allergen management plan
- Minimising the risk of unintentional allergen contamination
- Providing clear and accurate allergen information
- Training staff in food allergen risk management and communication

Food Service and Retail

Retailers manage food allergen risk by:
- Ensuring everyone – from managers to food preparation and service staff – understands food allergen risk management and communication
- Implementing an effective allergen management plan
- Being able to check for and identify allergens
- Listening to customers and taking their requests seriously
- Accurately communicating allergen requests between front and back of house staff
- Providing clear and accurate allergen information to consumers

Consumers

People and carers dealing with food allergies manage food allergen risk by:
- Reading food labels to find out what allergens are or may be present
- Clearly asking about and communicating allergen information
- Reporting inaccurate allergen information

NSW Food Authority’s Regulatory Role

- Investigates allergen related incidents
- Enforces food allergen rules*
- Conducts allergen surveys and projects
- Educates and informs industry and consumers
- Collaborates with all levels of government

*In the NSW retail food service sector, this is done through the Food Regulation Partnership, a surveillance partnership model between the state and local governments in NSW.

The three essential elements of food allergen risk management

Food safety culture

Systems and process

Communication

More resources at foodauthority.nsw.gov.au
1300 552 406 | food.contact@dpi.nsw.gov.au

The NSW Food Authority works with Food Standards Australia New Zealand, NSW Health, Allergy & Anaphylaxis Australia, the Allergen Bureau, the National Allergy Council and others to minimise allergen risk in NSW.