

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

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.

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