

# Product Recall & Withdrawal Process Flowchart

# Food Recall Checklist

## Recall

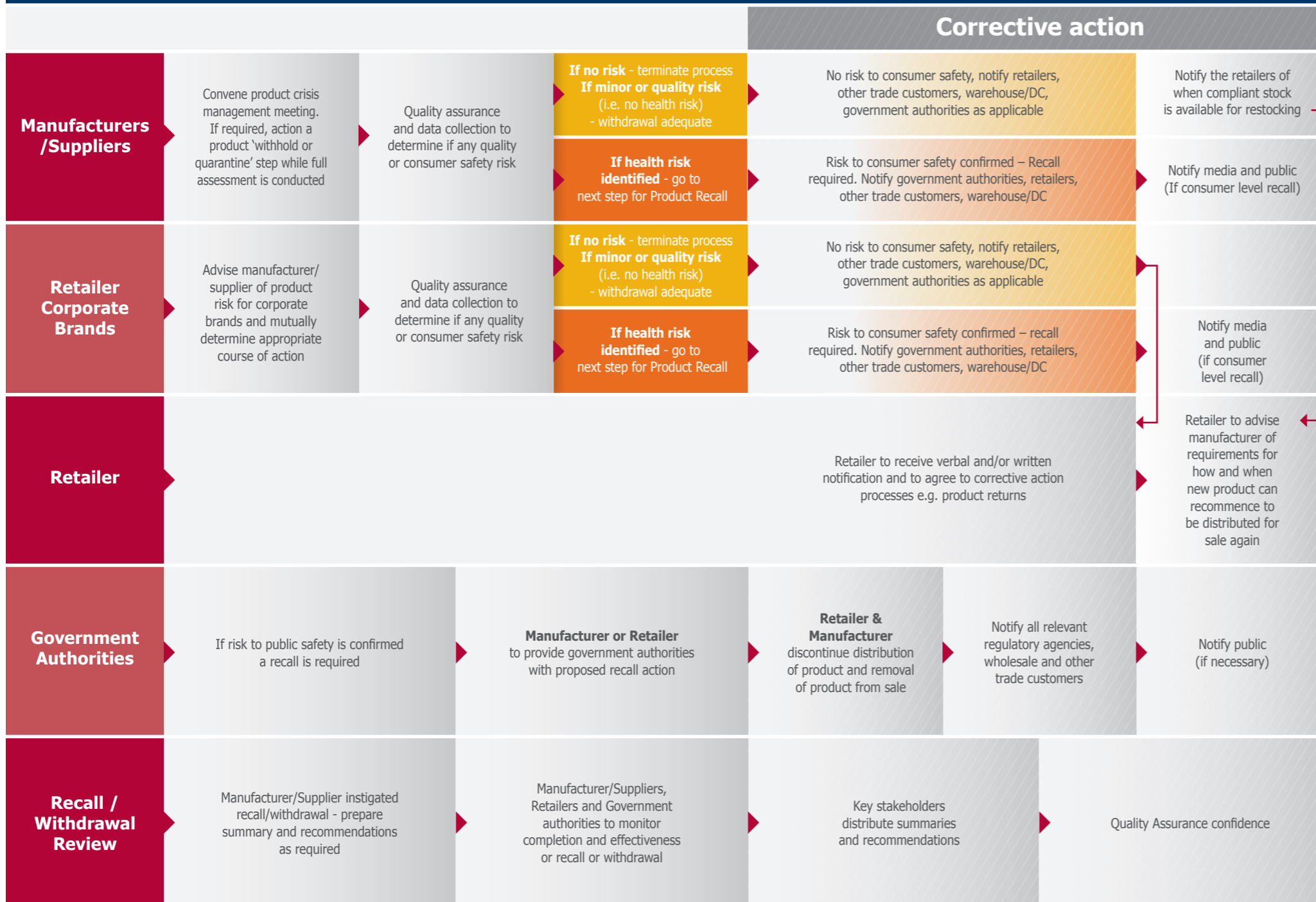
A food recall occurs when food poses an immediate threat to public health and safety and needs to be removed from sale. Food recalls are usually initiated by the manufacturer or importer and must be reported to state and commonwealth government authorities. This may be a Trade or Consumer level recall.

## Withdrawal

A withdrawal is action taken to remove a food product from sale even if there is no public health and safety issue. This may be as a result of the product having a quality defect or as a precaution, pending further investigation of a potential health risk. Withdrawals do not need to be notified to the authorities.

### Initial notification

A potential recall or withdrawal may be identified or advised through the actions of the following.



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.

This checklist was developed as a guide only.

## 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

