

FSANZ Food Recall Coordination

Gabrielle Weidner
National Food Incident Secretariat

About FSANZ

- Food Standards Australia New Zealand (FSANZ) is an independent statutory agency
- FSANZ develops food standards for:
 - composition and labelling of foods sold in Australia and New Zealand.
 - food safety and primary production in Australia only.

Standards are included in the **Food Standards Code**

**Australia
New Zealand
Food
Standards
Code**

Incorporating amendments
up to and including
Amendment 94

FSANZ works with...

**New Zealand
Ministry
for Primary
Industries**
enforcement,
compliance and
investigation



**States &
Territories**
enforcement,
compliance and
investigation



**Department of
Agriculture and
Water Resources**
(imported food)
enforcement,
compliance and
investigation



FSANZ
coordinates

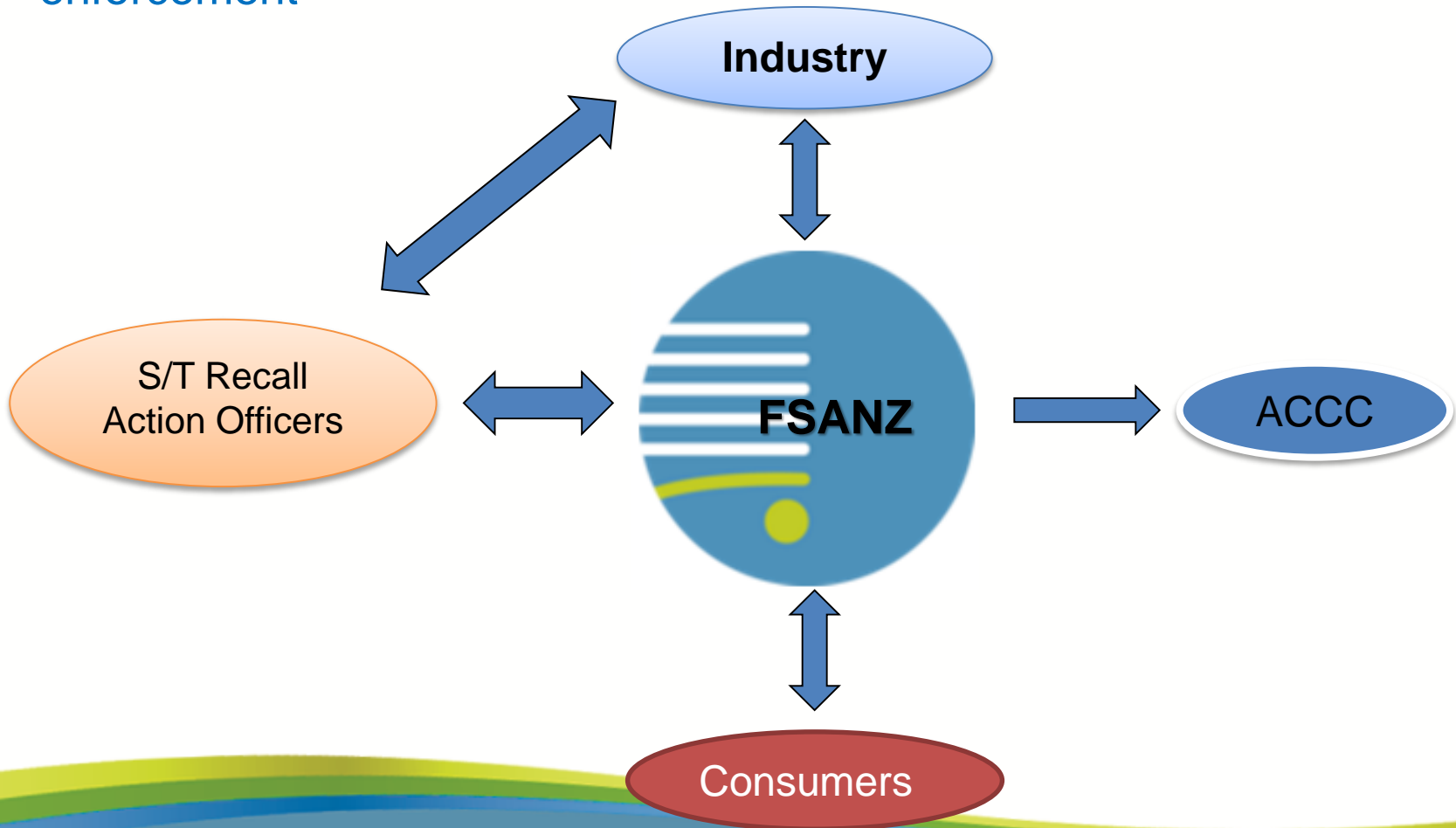


**Department of
Health**
Foodborne
illness
investigation



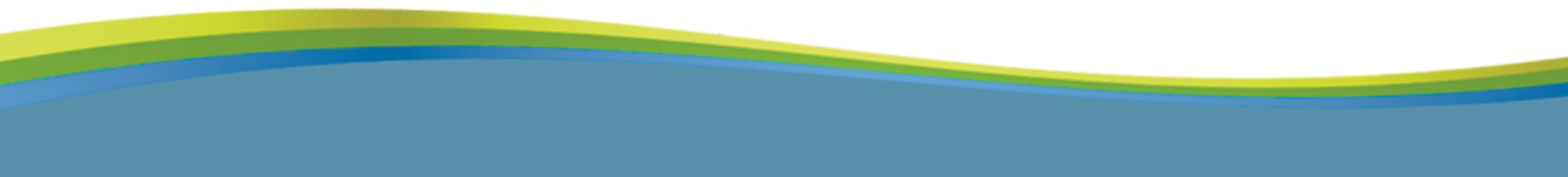
FSANZ's role in food recalls

- FSANZ **coordinates** food recalls, states and territories are responsible for enforcement



What is a food recall?

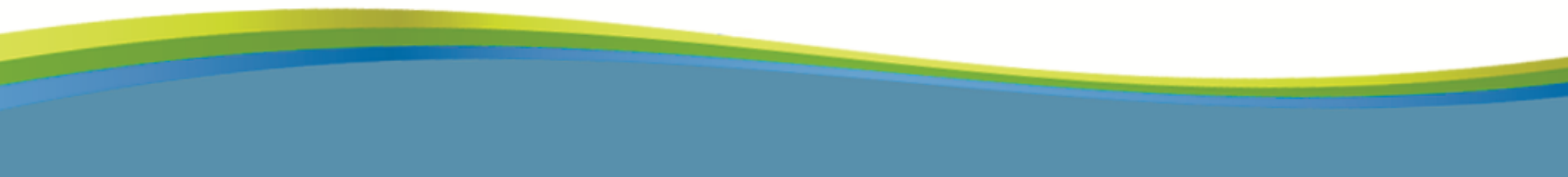
Action to:

- stop the distribution and sale of the product ASAP
 - inform the government, businesses that have received the product and the public of the problem
 - remove the unsafe food from the market place
- 

What does FSANZ do during a recall?

FSANZ provides a 'one-stop-shop' for sponsors to notify all areas of government.

FSANZ can help you with:

- coordinating the recall
 - speaking with the state/territory Recall Action Officers
 - drafting recall documents (including communication)
 - sending information to a wide range of stakeholders
- 

What does my state food regulator do?

- confirm that a recall is needed
- advise on recall actions and requirements, including public communication
- monitor the effectiveness of recalls in their state/territory
- Supervise the destruction of recalled products

The home state is the state or territory where the head office of your business is located.



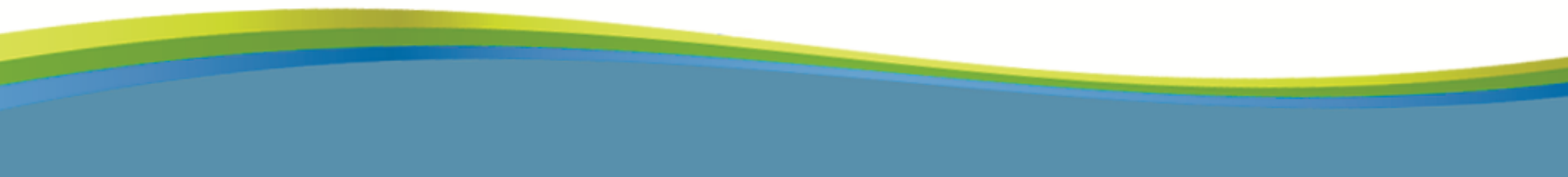
Should the food be recalled or withdrawn?

A food recall is only required if there is a health and safety risk to the public.

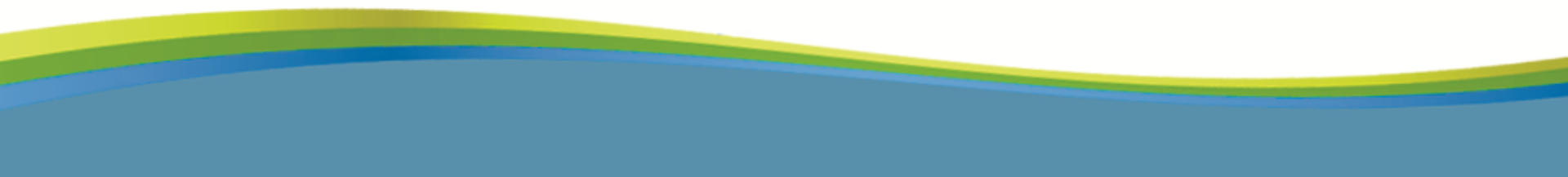
A withdrawal should be used to:

- remove food for quality, ethical or suitability issues; or
- when a food safety risk has not been confirmed.

However, if a food safety risk is confirmed, recall action must be taken.

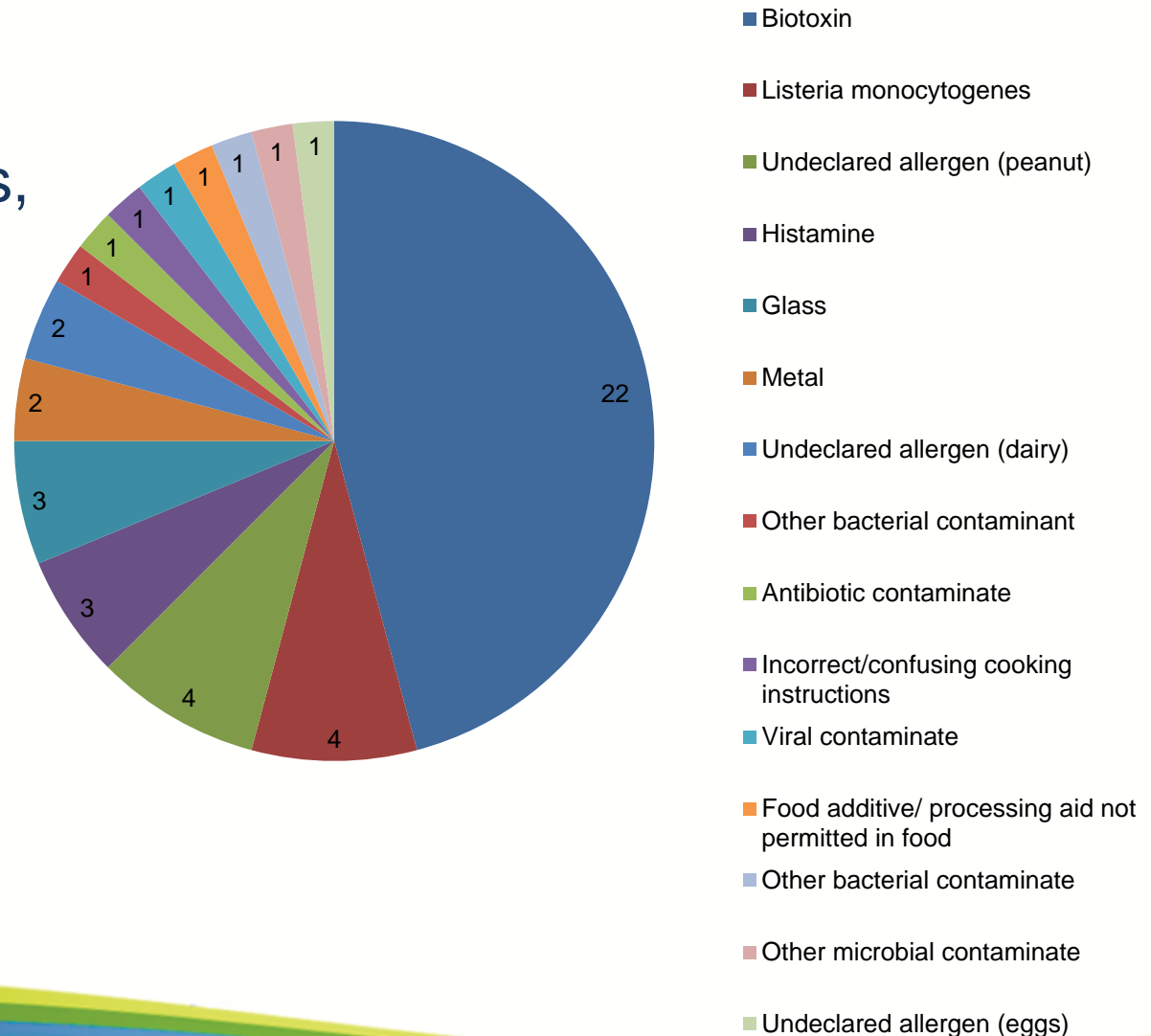


Consumer or trade level recall?

- **A trade level recall** is when the food has not been available for direct purchase by the public, such as food sold to wholesalers and caterers.
 -
 - **A consumer level recall** is when the food has been available for retail sale.
 - The level of recall is determined together with the home state.
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48 seafood recalls in the last 10 years

- over half for oysters, mussels, pipis and clams
- most were biotoxin
- 15 trade level and 10 consumer level



Be prepared for a recall

A sponsor of a recall should have:

- a recall plan tailored to their business
- specifications of the recalled product
- a clear product image or label
- comprehensive distribution list – including addresses
- the ability to quickly and effectively notify their customers
- practised mock recalls



Have a recall plan

Food Recall Plan for <insert your business name here>

The purpose of this document is to help businesses plan for the effective recall of unsafe food products from the food supply chain.

It is best used together with the Food Standards Australia New Zealand (FSANZ) 'Food Industry Recall Protocol - Information on Recalling Food in Australia and Writing a Food Recall Plan', available from the FSANZ website: www.foodstandards.gov.au



Food recalls and withdrawals

The two types of food recall, and food withdrawal are described below. A flow chart for deciding whether a food recall or withdrawal is needed is in [Attachment 1](#).

Trade recall

- Action to remove unsafe product that has **not** been available for direct sale to consumers
- Product has been sold to other food businesses such as food distribution centres, re-processors, manufacturers and wholesalers
- Action could include recovering unsafe food from hospitals, restaurants and other major catering establishments and outlets that sell food manufactured for immediate consumption

Consumer recall

- Action to remove unsafe product that has been available for sale to consumers
- Action involves recovering unsafe food product from all points in the production and distribution network including any affected product from customers
- Distribution networks include, but are not limited to, trade outlets, retail outlets, supermarkets, grocery stores, health food stores, online stores, pharmacies and gyms that sell food

Food withdrawal

- Action to remove product from the supply chain where there is no public health and safety risk or the risk has **not** yet been confirmed

Recall objectives:

- Protect the health and safety of our customers and consumers.
- Stop any further distribution and sale of the recalled food product as soon as possible.
- Inform the relevant authorities (home state and FSANZ) of the problem.
- For consumer level recalls, inform the public of the problem.
- Retrieve and dispose of the recalled food product.
- Report to the relevant authorities on recall outcomes and corrective actions.

What this recall plan covers:

- Quick reference **contact information** — your business, suppliers and customers, and government.
- Business preparedness including **product traceability, staff training, review of the recall plan and paying for a food recall.**
- **Step-by-step guide** for the food recall process.
- Attachments to use as **templates and other useful information** on the [FSANZ website](#).

Quick reference contact information

The table below can be used as a quick reference in the event of a food recall or withdrawal. It is recommended that the table is reviewed for accuracy every 6 months.

1. Your business information	This section to be completed by the business
Business name	
Address	
Postal address	
Main phone number	
After hours phone number	
Email address	
Website address	
Name of business' food recall coordinator	
Phone number of coordinator	
Email address of coordinator	
After hours number for coordinator	
2. Government contacts	
Home state food enforcement agency	[Insert contact details for your home state, see web link below for help] Food enforcement contacts
Food Standards Australia New Zealand (FSANZ)	www.foodstandards.gov.au
FSANZ Food Recall Coordinator	Phone: 02 6271 2610 (business hours) Mobile: 0412 166 965 (after hours) Email: food.recalls@foodstandards.gov.au

3. Your suppliers and customers contact information

To effectively recall food you must also have a complete list of all food businesses that:

- supply food, ingredients and packaging materials to you (your suppliers)
- you supply food to (your customers).

The contact information for these businesses should include:

- the business name
- address
- contact person
- contact phone (including for **after hours***) and email (if applicable).

If needed, the table in [Attachment 2](#) can be adapted for this information.

*Note: *You may need to contact businesses after hours, so it is useful to obtain after hours contact details.*

What to do and when?

FOOD RECALL TASKS AND TIMELINE FOR FOOD BUSINESSES

LET YOUR CUSTOMERS KNOW

stop the product's distribution and sale: **identify your customers** (who you have supplied the product to)

advise your customers of the recall and what they need to do

confirm instructions in **writing**, including all information about the product and a photo if possible

confirm arrangements for **retrieving the recalled product** from the market place

keep records of how much product was recovered

NOTIFY GOVERNMENT

notify your **local food enforcement agency** - confirm whether a recall is needed and what level is needed

notify **FSANZ** - call the recall coordinator and provide recall information

fill out the **Food Recall Report** (available on FSANZ website) and email to food_recalls@foodstandards.gov.au

include details on the product, the problem, where it was manufactured and sold, etc.

provide FSANZ with a **distribution list** of all customers (with names, contact details, addresses)

provide a draft recall notice or press advertisement to FSANZ to check before going public

confirm with food enforcement agency arrangements on how recalled product will be disposed of

provide **interim recall report** (2 weeks' post-recall) to FSANZ

provide **final recall report** (4 weeks' post-recall) to FSANZ

LET THE PUBLIC KNOW (for consumer-level recalls)

decide how to communicate to the public (media release, website, social media, point of sale notice, etc.)

organise a **media contact person** to handle enquiries

develop a **Q&A sheet** if appropriate

set up a **hotline** or brief reception to answer public or media enquiries

rehearse answers to tricky questions

post communication contacts on website/social media

Place press advertisement in relevant newspapers

place point-of-sale notice in store(s)

post social media and website notices

ASAP

2-4 hrs

24 hrs

Post recall

Food recall report

Complete and send to the
food recalls inbox

food.recalls@foodstandards.gov.au

Food Recall Report

The information in this report will be used by FSANZ to officially notify the state and territory food enforcement agencies of the recall, who in turn may forward the information on to other relevant government agencies, such as local councils, for further follow up action.

Information about the recall will also be disseminated to other government agencies (such as the ACCC), international government agencies, industry and consumer organisations.

It is the company's responsibility to notify all customers it has directly supplied the recalled food to, of the recall, including all relevant product information.

The Minister responsible for consumer affairs has to be advised in writing within 2 days of a safety related recall being initiated. FSANZ will advise the Minister (via the ACCC) on your behalf. The relevant State/Territory Minister for Fair Trading will also be advised.

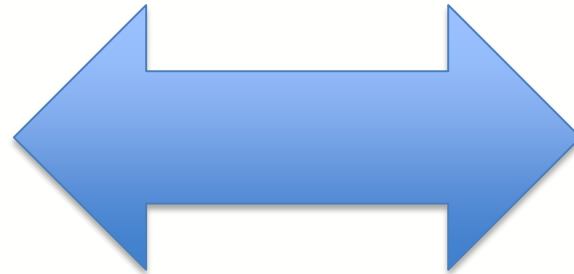
Company Information

Contact name:	<i>What is your name and job title?</i>
Company name:	<i>What is the registered name of the company undertaking the recall?</i>
Address:	<i>What is the company's registered address?</i>
Business hours phone number:	<i>What is the businesses contact phone number during business hours?</i>
After hours phone number:	<i>What is the businesses contact phone number after hours?</i>
Email:	<i>What is the recall coordinator's email address?</i> Please provide an email address which is readily accessible by the company contact person/recall coordinator. This address will be used by FSANZ for communication regarding this recall.
Business website:	<i>What is the businesses website address?</i>
Home state:	<i>What state/territory is the company's head office located?</i> <i>The home state is the state/territory where the head office is located.</i>
Health department notification:	<i>Have you contacted your state or territory health department?</i> <input type="checkbox"/> Yes <input type="checkbox"/> No - If no, you will need to contact the Home State regarding this recall (contact details).
Health department contact person:	<i>Who did you speak with at the State or Territory Health Department?</i>

Notifying government and customers

The business is responsible for advising all *direct* customers about the recall. This can include:

- distributors
- wholesalers
- retailers
- overseas importers




Your business customers should notify their direct customers so that each business in the supply chain is notified.


Communicating to the public



- press advertisement in newspapers
- website/ social media
- media release
- radio announcement
- point-of-sale notice in stores
- direct notification to customers
- FSANZ website
- published on FSANZ social media pages
- Food Recall Alert subscribers



FOOD RECALL



Oysters
2kg bags, Use by 1 Nov 2016

The recalled product has been available for sale in the Shellfish Shop in NSW, ACT and TAS.

Problem: The recall is due to (microbial contamination).

Food Safety Hazard: Food products contaminated with Paralytic Shellfish Toxin may cause illness if consumed.

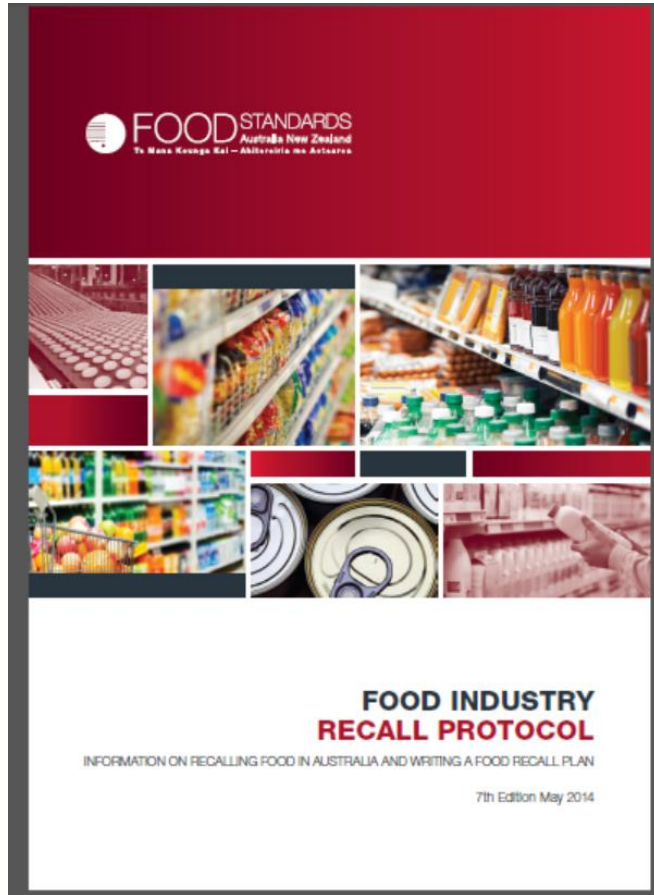
What to do: Consumers should not eat this product and should return it to the place of purchase for a full cash refund. Any consumers concerned about their health should seek medical advice.

Contact details: For further information contact:

Shellfish shop
1800 123 456

See www.foodstandards.gov.au/recalls
for Australian food recall information

Updated Food Industry Recall Protocol



Changes include:

- removing reference to 'voluntary recalls'
- updating references to legislation
- clear information
- social media
- new section on traceability obligations
- new templates
- updated website links

Conducting a food recall

[Click here to watch a video on recalling food in Australia.](#)

Food recall tasks and timeline - [A simple checklist of what to do and when](#)

1. Contact your food enforcement agency

First, seek advice from a recall action officer from the food enforcement agency in the state/territory where your head office is located. These officers can assist with determining if a recall is necessary and what type of recall (consumer or trade)

[State and territory food recall contacts](#)

2. Follow your food recall plan

It is a requirement under [Standard 3.2.2 – Food Safety Practices and General Requirements](#) of the Food Standards Code that all food businesses engaged in the wholesale supply, manufacture or importation of food have a food recall plan. The FSANZ published [Food Recall Plan Template](#) can help you develop your own food recall plan in an easy to follow, quick reference style. The template should be used alongside the [Food Industry Recall Protocol](#) as it provides further comprehensive guidance on recalling food in Australia.

3. Notify FSANZ

Notify FSANZ of the recall by calling the FSANZ food recall coordinator on (02) 6271 2610 (9am-5pm Monday–Friday).

If it is outside of business hours and your recall needs to be actioned urgently, phone the FSANZ after-hours recall phone on 0412 166 965.

Provide FSANZ with the following preliminary information about the recall:

- name and description of the food being recalled
- reason the food is being recalled
- distribution of the food (which states/territories the food has been sold in)
- types of retail outlets the food was sold from
- state/territory the food was manufactured in (or country, if imported).

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