



## 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

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>
Mail Address:	<i>Do you have a different mailing address? If so, please enter.</i>
Company Website:	<i>What is your company's website address?</i> <i>If you have a business or brand website, it is recommended that you display the food recall notice on the site. This is essential if the recalled product has been sold online. Please display the recall notice on the website for either 2 weeks, or the expiry of the date marking of the product, whichever is shorter.</i>

### Company Recall Coordinator

Contact Name:	<i>What is the company recall coordinator's name?</i>
Title:	<i>What is the company recall coordinator's job title?</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> <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.</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 ( <a href="#">contact details</a> ).
Health department contact person:	<i>Who did you speak with at the State or Territory Health Department?</i>

### Consumer Enquiry Contact

Consumer contact name:	<i>Who can consumers contact for questions in relation to the recall?</i> This can be a customer service line, the name of the company or a specific person.
Contact phone number:	<i>What is the phone number for the above contact?</i> What phone number would you like consumers to contact for enquiries regarding this recall? This will be used for the recall notice/press advertisement.
Consumer email address:	<i>What is the email address for the above contact?</i> What email address would you like consumers to contact for enquiries regarding this recall? This will be used for the recall notice/press advertisement.
<b>Brand Owner Information</b> The Brand Owner is the business/company that has the intellectual property rights to the food brand. If you are the Brand Owner of the food being recalled, please indicate this below. If you are not the Brand Owner (for example – you are the importer), you will need to inform the brand owner of the recall and confirm that your business/company is taking primary responsibility for the product recall in Australia.	
Brand owner:	<i>Is your company the <b>brand</b> owner of the product?</i> <input type="checkbox"/> Yes – if yes move to ‘Product Information’ section below <input type="checkbox"/> No
Notified brand owner:	<i>If no, have you discussed the recall with the brand owner?</i> <input type="checkbox"/> Yes <input type="checkbox"/> No – you will need to inform the brand owner of the recall
Brand owner name:	<i>What is the brand owner’s company name?</i>
Brand owner phone and address:	<i>What is the brand owner’s contact number and business address?</i>
Primary responsibility:	<i>If you are not the brand owner, is your company taking primary responsibility of the product recall in Australia?</i> <input type="checkbox"/> Yes <input type="checkbox"/> No

## Product Information

**Please provide FSANZ a copy of the product image. Please note, the images provided to FSANZ may be disseminated via the internet or other electronic means.**

Name:	<i>What is the name of the product as it appears on the packaging?</i> Must be spelt exactly as it appears on the packaging and in full
Food type:	<i>What food type is the product?</i> Please choose the most appropriate tick box <input type="checkbox"/> Alcoholic beverages <input type="checkbox"/> Breads and bakery products <input type="checkbox"/> Cereal and cereal products <input type="checkbox"/> Confectionery <input type="checkbox"/> Dairy products <input type="checkbox"/> Edible oils and oil emulsions <input type="checkbox"/> Egg and egg products <input type="checkbox"/> Seafood and seafood products (including fish and fish products) <input type="checkbox"/> Food additives <input type="checkbox"/> Foods intended for particular dietary uses (including infant food and formula, weightloss products and other health supplements) <input type="checkbox"/> Fruits, vegetables and herbs <input type="checkbox"/> Ice cream and edible ices <input type="checkbox"/> Meat and meat products <input type="checkbox"/> Mixed and/or processed foods <input type="checkbox"/> Non-alcoholic beverages <input type="checkbox"/> Nuts <input type="checkbox"/> Poultry and game

	<input type="checkbox"/> Processing aids <input type="checkbox"/> Salts, stocks, sauces and condiments <input type="checkbox"/> Spices <input type="checkbox"/> Sugars, sweeteners and honey
Food Description:	<i>Please describe the food more specifically.</i> i.e. cake, cream, soft drink, cake mix, tomato sauce.
Food storage category:	<i>What is the shelf stability of the product?</i> e.g. shelf stable, chilled, frozen
Type of date marking:	<i>What type of date marking appears on the product packaging?</i> <input type="checkbox"/> Use by <input type="checkbox"/> Best before <input type="checkbox"/> Other: (please detail)
Date on packaging:	<i>What is the date or lot mark of the affected product(s)?</i> Please record the date(s), exactly as it appears on the packaging *For example, if the date is a best before record the date as it appears e.g. 03 JUN 11 *If there are multiple dates, input each date e.g. 03 JUN 11 and 26 JUN 11. *If multiple consecutive dates are affected please use the wording "all (relevant date marking description) up to and including (relevant date)" e.g. All best before dates up to and including 03 JUN 11.
Batch / code number:	<i>If available, what is the batch code of the affected product?</i> If more than one, enter each code.
APN / EAN:	<i>If available, what is the barcode of the affected product?</i> If more than one, enter each code.
Weight:	<i>What is the weight of the product?</i> e.g. 60g or if the package contains varying weights 'various weights'. Please specify here if package contains a number of items e.g.: '6 fillets per package'.
Description:	<i>What is the description of the product packaging?</i> e.g. cardboard box, plastic container
Imported:	<i>Has the product been imported?</i>
Country of origin:	<i>If the product was imported - what country has the product been imported from?</i>
Manufacturer location:	<i>If the product was not imported - which state/territory was the product manufactured in?</i>
Manufacturer name:	<i>If you are not the manufacturer, what is the name of the product/s manufacturer?</i> If you are the manufacturer please leave this field blank.
Manufacturer address:	<i>What is the manufacturer's address?</i> If you are the manufacturer please leave this field blank.
<b>Supplier Information</b>	
Supplier name:	<i>If you did not purchase the imported product from the manufacturer, what is the business name of the company you purchased the product from?</i> If the product was purchased directly from the manufacturer please leave this field blank.
Supplier address:	<i>What is the supplier's company address?</i> If the product was purchased directly from the manufacturer please leave this field blank.
<b>Importer Information</b>	

Importer name:	<i>If the product was imported by an entity other than the sponsor, please provide the business name of the importer.</i> <i>If the product was imported by the sponsor, please leave this field blank.</i>
Importer address:	<i>What is the product supplier's business address?</i> <i>If the product was imported by the sponsor, please leave this field blank.</i>

## Product Distribution

Recall level:	<p>Choose which level of recall is appropriate – this should be discussed with the Home State.</p> <p><input type="checkbox"/> <b>Consumer</b> – recovery of affected product from all points in the production and distribution network (including retail stores, food service, wholesalers, online catalogues, onsite outlets) including product in the possession of consumers</p> <p><input type="checkbox"/> <b>Trade</b> – recovery of affected product from all points in the production and distribution network where the product has not been available for direct purchase by the general public. Trade level recalls may include recovering affected product from hospitals, restaurants and other food service/catering businesses that sell food for immediate consumption.</p> <p><input type="checkbox"/> <b>Consumer and Trade</b> – one recall containing more than one food product or multiple sizes of the same food product for different markets (for example, a cheese which is sold in 200g prepackaged sizes at retail and 1kg cheese wheel for trade). Please clearly document which level of recall for which affected product.</p>
Distribution method:	<p><i>How has the affected product been distributed?</i></p> <p>Tick all which apply</p> <p><input type="checkbox"/> direct to consumer (e.g cellar door sales, from farm gate)</p> <p><input type="checkbox"/> direct to food service/caterers</p> <p><input type="checkbox"/> distribution centres</p> <p><input type="checkbox"/> online</p> <p><input type="checkbox"/> retail outlets</p> <p><input type="checkbox"/> food manufacturers, including for export</p> <p><input type="checkbox"/> exporters</p> <p><input type="checkbox"/> other (please detail)</p>
<p><b>Please provide a distribution list which contains contact details (business name, address (including State/Territory) and a contact number) for each of your customers whom you have directly sold the affected product (<a href="#">template available here</a>).</b></p>	
Distributors notifications:	<p><i>Have the distributors been notified?</i></p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>It is a requirement that you notify each of your customers whom you have directly sold the affected product of this recall. You will need to provide evidence to demonstrate that this has occurred in order to satisfy the post recall reporting requirements.</p>
Time in marketplace:	<i>How long has the affected product been in the marketplace?</i>
Manufactured / imported Stock:	<p><i>How much of the affected product was manufactured/Imported?</i></p> <p><input type="checkbox"/> Precisely</p> <p><input type="checkbox"/> Approximately</p> <p><input type="checkbox"/> Unknown</p> <p>Choose one of the descriptors</p> <p>Quantity: Record quantity and indicate units e.g. 1 unit = 1 case = 24 bottles</p>
Warehoused affected	<i>How many units of the affected product remain in the warehouse?</i>

stock:	<p>e.g. were not distributed</p> <input type="checkbox"/> Precisely <input type="checkbox"/> Approximately <input type="checkbox"/> Unknown Choose one of the descriptors		
	Quantity: Record quantity and indicate units e.g. 1 unit = 1 case = 24 bottles		
In which states and/or territories has the affected product been distributed and in what quantity and, at what retail outlets is the product available for sale?	States and territories	Quantity (if unknown, write unknown)	Retail outlets (eg. Coles, Woolworths, ALDI, corner stores, liquor stores. Please separate Metcash/IGA from other independent grocery stores)
	NSW		
	ACT		
	QLD		
	VIC		
	TAS		
	SA		
	NT		
	WA		
<p>If affected product has been distributed in NSW, please verify if product has also been distributed in the ACT.          If affected product has been distributed in SA, please verify if product has also been distributed in the NT.          If affected product has been distributed in Vic, please verify if product has also been distributed in Tas.</p>			
Export:	Are you an export registered establishment (ie with the Department of Agriculture)? <input type="checkbox"/> Yes <input type="checkbox"/> No		
	Have you exported the affected product outside of Australia? <input type="checkbox"/> Yes <input type="checkbox"/> No  If yes, provide a list of the countries you have exported to, and in what quantity.		
	Have you onsold the product to someone who exported the affected product outside of Australia (ie have you provided a transfer certificate to another business)? <input type="checkbox"/> Yes <input type="checkbox"/> No  If yes, provide details of all businesses you have onsold to and details of product		
<p>If affected product has been exported, you must also notify the Department of Agriculture and Water Resources. You will also need to complete an additional table containing information about those exports, and you will need to provide it directly to the Department of Agriculture and Water Resources. This information includes health certificate number, destination country, quantity, date of manufacture. The table is available for download here: <a href="http://www.agriculture.gov.au/export/from-australia/recall-exported-food/recall-export-food-inventory">http://www.agriculture.gov.au/export/from-australia/recall-exported-food/recall-export-food-inventory</a>. For more information about recalls of food that has been exported, go to <a href="http://www.agriculture.gov.au/export/from-australia/recall-exported-food">http://www.agriculture.gov.au/export/from-australia/recall-exported-food</a></p>			
<p><b>A company has a legal obligation to notify in writing any overseas recipients of the affected goods, that the goods are subject to a recall. This notification needs to occur within a reasonable time. The company is required to provide the Minister responsible for Consumer Affairs with a copy of this notification within 10 days. This requirement can be fulfilled by providing FSANZ a copy of the notification. FSANZ will then forward a copy to the ACCC.</b></p>			

## Recall Reason

Description of the recall	What is the reason for the recall?
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reason:	<p>Please choose a reason for the recall using one of the categories below.</p> <input type="checkbox"/> microbial (e.g. pathogen, viral, standard plate count (spc)) <input type="checkbox"/> biotoxin (e.g. histamine, marine toxins, aflatoxin) <input type="checkbox"/> chemical/contaminant (e.g. metals, non-metals, cleaning fluid) <input type="checkbox"/> foreign matter (e.g. glass, metal) <input type="checkbox"/> non compliant labelling (e.g. incorrect cooking instructions, NIP not listed on the label) <input type="checkbox"/> tampering (extortion) <input type="checkbox"/> packaging fault resulting in (the presence of glass/metal fragments, a potential choking hazard) <input type="checkbox"/> undeclared allergen/s <input type="checkbox"/> other (e.g. presence of a therapeutic drug)
Recall reason specifics:	<p>Please record the recall reason specifics:  e.g. undeclared allergen – peanut, foreign matter – plastic, a packaging fault resulting in a choking hazard</p>
Food Safety Hazard:	<p>It is important that consistent wording is used when communicating recalls to the public. The following statement should be used to communicate the food safety hazard in all public communication. Please choose the relevant text from below and insert the recall specifics [text in red].</p> <p><b>If the recall reason is <i>Listeria monocytogenes</i> the following must be used:</b>  <input type="checkbox"/> <i>Listeria monocytogenes</i> may cause illness in pregnant women and their unborn babies, the elderly and people with low immune systems.</p> <p><b>If the recall reason is microbial contamination other than <i>Listeria</i>, the following must be used:</b>  <input type="checkbox"/> Food products contaminated with [pathogen] may cause illness if consumed.</p> <p><b>If the recall reason is an undeclared allergen/s the following must be used:</b>  <input type="checkbox"/> Any consumers who have a [insert undeclared allergen] allergy or intolerance may have a reaction if the product is consumed.</p> <p><b>If the recall reason is a packaging fault, the presence of foreign matter or chemical contamination the following must be used:</b>  <input type="checkbox"/> Food products containing [matter/chemical] may cause illness/injury if consumed.</p> <p>For other recall reason food safety hazards, please consult with FSANZ or your home state.</p>
Advice to Consumers:	<p>What should consumers who have the affected product do?  It is important that consistent wording is used when communicating recalls to the public. The following statement should be used when providing advice to consumers in all public communication. Please choose the relevant text from below and insert recall specifics, if relevant [text in red].</p> <p><b>If the recall reason is microbial contamination the following must be used:</b>  <input type="checkbox"/> 'Consumers should not eat this product. Any consumers concerned about their health should seek medical advice.'</p> <p><b>If the recall reason is undeclared allergen the following must be used:</b>  <input type="checkbox"/> 'Consumers who have a [insert undeclared allergen] allergy or intolerance should not consume this product.'</p> <p><b>If the recall reason is a packaging fault or the presence of foreign matter the following must be used:</b>  <input type="checkbox"/> 'Consumers should not eat this product.'</p> <p>For other recall reason advice to consumers, please consult with FSANZ or your home state.</p>
Problem detection: Choose from the above list or specify	<p>How was the problem first detected?</p> <input type="checkbox"/> Consumer complaint <input type="checkbox"/> Routine testing – company <input type="checkbox"/> Routine testing – government agency
Tests:	<p>Have any analytical tests been performed?</p> <input type="checkbox"/> Yes <input type="checkbox"/> No

Test results:	What are the results? e.g. numbers of pathogens present
Please provide a copy of the results, if available.	
Pathogen serotype:	If the recall is due to microbial contamination - has the pathogen been serotyped? <input type="checkbox"/> Yes <input type="checkbox"/> No
Pathogen details:	Please provide further information on the serotype (if available).
Corrective action:	Have you taken corrective action to prevent this problem happening again? If so, please explain what action will be taken.
Illness reports:	Have there been any reported cases of illness/injury associated with this recall? <input type="checkbox"/> Yes <input type="checkbox"/> No
Illness reports details:	Describe the incidence of illness/injury
Recall decision responsible party:	Whose decision was it to recall the affected product? <input type="checkbox"/> Company <input type="checkbox"/> Home state <input type="checkbox"/> ACCC
Product disposal:	<p>Please choose from the red text below to describe an acceptable method of product disposal or rectification of safety issue (such as re-labelling) for each of the following stakeholders (in bold)</p> <p><b>Consumers</b> – Return product to place of purchase/manufacturer/importer for a full refund  <b>Retailers</b> – Isolate the affected product and destroy under managerial supervision OR for return to/collection by the manufacturer/importer  <b>Distribution Centres</b> – Isolate the affected product and destroy under managerial supervision OR for return to/collection by the manufacturer/importer  <b>Manufacturer/Importer</b> – Isolate the affected product and destroy on site</p> <p>Under the Australian consumer law (within the <i>Competition and Consumer Act 2010</i>), consumers can seek a refund, replacement or repair for defective goods. Manufacturers are also liable to compensate for loss or damage suffered as a result of supplying defective goods.</p> <p>Food which is subject to a recall must be separated from other food and clearly identified. Options for recalled food include:</p> <ul style="list-style-type: none"> <li>• destruction or other use so that the food cannot be used for human consumption</li> <li>• further processing to ensure the safety and suitability of the food product</li> </ul> <p>To meet post recall reporting requirements, you will need to provide evidence of the destruction or rectification of the unsafe product. If the product was not disposed of, please describe the manner in which the safety issue will be rectified and provide confirmation from the Home State for the manner in which rectification occurred.</p> <p><b>Product that has been exported may not be eligible for return to Australia. The export registered establishment/exporter must determine the action to be taken on product overseas. This may need to be done in consultation with the consignee and the overseas government authorities. Such action may include treatment, reprocessing or destruction. An overseas government may require a public recall in their country.</b></p>

## Communication Plan

For consumer level recalls the public needs to be informed of the product which is subject to recall. The communication of recall information to the public needs to occur in each State/Territory the affected product has been available for sale.

One of the most common methods for communicating recall details is by placing a recall advertisement in the newspaper. You should also consider placing a recall notice in a prominent position at the retail



outlets where the product had been available for sale, either on the shelf or near the cash register.

Consideration can be given to other forms of publicity used; this should be discussed with the Home State.

The [Food Industry Recall Protocol](#) discusses different ways the public can be informed and provides templates for food businesses to use when drafting these different types of public communication.

Communication plan:	<p>Please indicate your agreed communication plan to inform the public of the recall (tick all that apply).</p> <ul style="list-style-type: none"><li><input type="checkbox"/> customer loyalty database</li><li><input type="checkbox"/> media release</li><li><input type="checkbox"/> newspaper advertisement</li><li><input type="checkbox"/> point of sale notification</li><li><input type="checkbox"/> radio advertisement</li><li><input type="checkbox"/> social media (e.g. twitter, facebook etc)</li><li><input type="checkbox"/> business website notification</li><li><input type="checkbox"/> other (please provide details)</li></ul>
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Trade level recalls do not require a public communication plan.

FSANZ draft recall notice/press advertisement?	<p>Would you like FSANZ to draft a recall notice and/or press advertisement?</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Yes</li><li><input type="checkbox"/> No - If FSANZ is not drafting the press advertisement please provide us with a copy <b>before</b> it goes to press so that we can ensure it meets the requirements.</li></ul>
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With the information you have supplied in this report, FSANZ can quickly draft a recall notice for you to use as a press advertisement and/or point of sale notice. If you would like to draft your own recall notice, a template is available on the FSANZ website [here](#).

Procedures for drafting and the placement of press advertisements is explained in the [Food Industry Recall Protocol](#).

Recall press advertisements should be:

- placed in the first half of newspapers which is called the early general news.
- enclosed in a red diagonally hatched border, with the internationally recognised safety triangle in the top left-hand corner
- a minimum size of 3 columns wide and 12cm in height
- a minimum of 10 pt text in the body with bolded headings as per the template

If press advertisements will be placed, please indicate which newspapers they will be placed in. A list of preferred newspapers in each state/territory is on our website [here](#).

**Please note that you may receive media inquiries.**

## Other Information

Other information?	Is there any other information you would like to provide?
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