

ALLERGY AWARE CHECKLIST!

1. **KNOW** what is in your food

- Only accept correctly labelled foods.
- Check all ingredients even in sauces, spices, garnishes, oils, dressings etc for allergens.
- Avoid ingredient substitution.
- Be familiar with all ingredients as some may be derived from one or more of the food allergens which may not be obvious from their name.

2. **LISTEN** to your customers and be 100% truthful

- Take customer requests about allergens seriously. Listen carefully.
- Give customers accurate information about the content of meals when they ask.
- Have a specific protocol to follow if a customer says they have a food allergy.
- Place the name of known allergens next to menu items, if possible.
- Include a note on all menus asking customers to ALWAYS disclose their food allergy when ordering from the menu as allergen content is not written on the menu.

3. **PREPARE** food safely

- Always double check the ingredients with the chef.
- Handle food safely. Start fresh for meals that must be free of an allergen.
- Clean and sanitise work surfaces, utensils and other food-contact items between foods. Even very small amounts can be harmful. (e.g. 1000th of a peanut)
- Have a dedicated area for preparing allergen

free meals (be aware that food that is safe for one person with a food allergy may be unsafe for another person with food allergy).

- Place the name of known allergens next to menu items, if possible.
- Whenever possible, prepare foods for people with food allergy first.
- Have some way of identifying the meal for the person with food allergy.
- Always take the meal to the customer with a food allergy separately, not whilst carrying other meals.
- Check the allergen free meal is given to the person with the food allergy.

4. **EDUCATE** your staff

- Ensure your Food Safety Supervisor's training is up-to-date. Recertification includes 'Allergen Management' as a required unit of competency.
- Train and test all staff regularly in food safety, hygiene and allergen awareness. The National Allergy Strategy (foodallergytraining.org.au) offers free 'All About Allergens' food allergy e-training for food service.
- There are many resources available from both the NSW Food Authority website (foodauthority.nsw.gov.au) as well as Allergy & Anaphylaxis Australia (allergyfacts.org.au), where you can even purchase a 'Food Allergen Kit' for Food Service which is designed specifically for the retail food service sector.
- Teach staff of their obligation to declare certain allergens.
- Ensure your staff are updated on new laws and legislation relating to allergen management.
- Display **The Usual Suspects** poster in your kitchen.

FOR MORE DETAILED INFORMATION

Purchase Allergy & Anaphylaxis Australia's 'Food Service Kit' containing a detailed booklet, posters, food allergen cards and more from www.allergyfacts.org.au or phone 1300 728 000.

NSW Food Authority
www.foodauthority.nsw.gov.au
1300 552 406

FREE food service staff training
National Allergy Strategy
www.foodallergytraining.org.au



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