

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
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Food Authority



Allergy & Anaphylaxis Australia