

# Food Recall Report

## Purpose of the report

### **Please read and acknowledge**

The information collected in this report will be used by Food Standards Australia New Zealand (FSANZ) to officially notify state and territory food enforcement agencies of the recall, who in turn may forward the information on to relevant agencies in their jurisdictions, such as local council, for further follow-up action. International agencies, industry organisations and other Australian Government agencies, including the Australian Competition and Consumer Commission, the Department of Health and Aged Care, and the Department of Agriculture, Fisheries and Forestry, will also receive official notification of the recall.

When notifying government agencies of the recall, FSANZ provides them with some or all of the following:

- a food recall information sheet which contains summary information about the recall;
- the product distribution list;
- an image of the affected product(s) (consumer recalls only); and
- the food recall notice (consumer recalls only).

Please inform FSANZ if any information provided throughout the recall is classified as “commercial-in-confidence”. FSANZ will only provide commercial-in-confidence information to government. The information placed on the FSANZ website and made publicly available only includes information provided in the food recall notice.

The information provided throughout the recall process will be de-identified and used to prepare reports on food recalls coordinated by FSANZ.

It is the business’s responsibility to notify all direct customers of the recall and provide them with information about the affected product (including the food recall notice).

**Read and understood:**

# Recall Details

## Recall information

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### 1. Contacted home jurisdiction

*Have you contacted your state or territory food enforcement agency?*

Yes

No - If no, you will need to contact your state or territory food enforcement agency regarding this recall.

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### 2. Home jurisdiction contact person

*Who is the contact you spoke with at the food enforcement agency?*

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### 3. Home jurisdiction

*In which state or territory is the head office of the business located? Select one only.*

- |     |     |
|-----|-----|
| ACT | SA  |
| NSW | TAS |
| NT  | VIC |
| QLD | WA  |
- 

### 4. Recall type

*Please select the appropriate recall type. This is usually determined in consultation with the home jurisdiction.*

**Consumer** - recovery of affected product from all points in the production and distribution network including product in consumer possession. This includes retail outlets, food service, wholesalers, online catalogues, onsite outlets.

**Trade** - 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 public. Trade recalls may include recovering affected product from restaurants and other food service/catering businesses that sell food for immediate consumption.

**Consumer and Trade** - recovery of affected product from all points in the production and distribution network, including product in consumer possession and places where food is sold for immediate consumption (E.g. a cheese which is sold in 200g pre-packaged blocks at retail and 1kg cheese wheel for use in cafes).

# Business Details

## Business information

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### 5. Business Name

*What is the registered name of the business undertaking the recall?*

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### 6. Business address

*What is the registered address of the business?*

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### 7. Business mail address

*Does the business have a different mailing address? If so, please enter.*

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### 8. Business website

*What is the business' website?*

*Please provide the web page where the affected (recalled) product is displayed, if applicable.*

*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 affected product has been sold online. It is recommended that you display the food recall notice on the website for at least two weeks or the length of the shelf life of the food if less than two weeks.*

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### 9. Australian Business Number (ABN)

*What is the ABN of the business?*

## Business' recall coordinator contact information

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### 10. Contact name

*What is the name of the business' recall coordinator?*

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### 11. Business hours phone number

*What is the recall coordinator's business hours contact number?*

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### 12. After-hours phone number

*What is the recall coordinator's after-hours contact number?*

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### 13. Email

*What is the recall coordinator's email address?*

Please provide an email address which is readily accessible by the business' recall coordinator. This address will be used by FSANZ for communication regarding this recall.

## Consumer enquiry contact information

**Note:** If this is a trade-only recall, please skip to question 17.

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### 14. Contact point

*What is the consumer contact point for questions regarding the recall?*

We recommend this to be the business' name or customer service line. This will be used in the recall notice.

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### 15. Contact phone number

*What is the phone number for consumer enquiries regarding this recall?*

A contact phone number is required. This will be used in the recall notice.

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### 16. Contact email address

*What is the email address for consumer enquiries regarding this recall, if applicable?*

This will be used in the recall notice.

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## Brand owner information

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### 17. Brand owner

*Is your business the brand owner of the affected product?*

Yes - If yes, please go to question 22.

No - If no, please go to question 18.

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### 18. Brand owner notification check

*Have you discussed the recall with the brand owner?*

Yes

No - If no, you will need to inform the brand owner of the recall.

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### 19. Brand owner name

*What is the brand owner's business name?*

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### 20. Brand owner phone number

*What is the brand owner's phone number?*

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### 21. Primary responsibility

*Is your business taking primary responsibility of the recall in Australia?*

Yes

No - If no, you will need to discuss with your home jurisdiction and/or brand owner.

If you are recalling multiple products, please complete an [Additional Product Details](#) form for each additional product.

# Product Details

## Product information

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### 22. Name of the product

What is the full name of the product as it appears on the packaging?

Must be listed in full and spelt exactly as it appears on the packaging.

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### 23. Food type

Please select the most appropriate category from the list provided.

Alcoholic beverages	Food additives	Non-alcoholic beverages
Breads and bakery products	Foods intended for particular dietary uses (including infant food and formula, weight-loss products and other health supplements)	Nuts
Cereals and cereal products	Fruits, vegetables and herbs	Poultry and game
Confectionery	Ice cream and edible ices	Processing aids
Dairy products	Meat and meat products	Salts, stocks, sauces and condiments
Edible oils and oil emulsions	Mixed and/or processed foods	Spices
Eggs and egg products		Sugars, sweeteners and honey
Fish and fish products (including seafood and seafood products)		Other

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### 24. Food description

Please elaborate on the food type.

E.g. cake, cream, soft drink, cake mix, tomato sauce, beer.

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### 25. Food storage category

Please select the appropriate storage conditions for the product.

Frozen  
Refrigerated  
Shelf-stable

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### 26. Type of date marking

What is the date marking as it appears on the product packaging?

Use By  
Best Before  
Made On  
Other (Please specify):

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### 27. Date of packaging

Please record the affected date exactly as it appears on the product packaging. E.g. 03 JUN 21, 03/06/21.

**If multiple dates:** please input each date. E.g. 03 JUN 21 and 26 JUN 21.

**If multiple consecutive dates:** use wording "all (type of date marking) up to and including (relevant date)". E.g. All best before dates up to and including 03 JUN 21.

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**28. Batch number/code**

Please provide the batch numbers/codes of the affected product, if available.

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**29. GTIN (barcode)**

If applicable, please provide the barcode of the affected product.

If this is an egg recall, what is the unique egg ID (identifier)?

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**30. Product size(s)**

Please provide the size of the affected product. E.g. 60g, 120ml, 1kg, 1L.

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**31. Packaging description**

Please provide a description of the affected product packaging. E.g. cardboard box, plastic container.

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**32. Image of the product in its packaging or image of the product label****Please read and acknowledge**

Please provide FSANZ with an image of the affected product in its packaging or the product label. If multiple products, please provide the image or label of each product. The image must be in colour and the product must be easily identifiable in the image. Please note that the images provided to FSANZ will be used in the recall notice and may be disseminated via the internet or other electronic means.

**Read and understood:**

**Importation information**

**Note:** this information will be provided to the Department of Agriculture, Fisheries and Forestry. If not imported please progress to question 39.

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**33. Imported**

Has the affected product been imported?

Yes - If yes, please go to question 34.

No - If no, please go to question 39.

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**34. Importer name**

What is the registered name of the importer?

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**35. Importer address**

What is the registered address of the importer?

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**36. Country**

Which country was the affected product imported from?

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**37. Date of Import**

On what date did the affected product arrive in Australia?

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**38. Customs entry number**

What is the entry number for the product obtained from Customs?

## Manufacturer information

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### 39. Australian manufacturer state/territory

*If the affected product was manufactured in Australia please indicate in which state or territory it was manufactured.*

ACT	SA
NSW	TAS
NT	VIC
QLD	WA

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### 40. Manufacturer name

*What is the registered name of the manufacturer?*

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### 41. Manufacturer address

*What is the registered address of the manufacturer?*

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## Exportation information

**Note:** this information will be provided to the Department of Agriculture, Fisheries and Forestry (DAFF).

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### 42. Exportation

*Have you exported the affected product outside of Australia?*

Yes - If yes, please go to question 43.

No - If no, please go to question 47.

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### 43. Export countries and quantity

*Which countries was the affected product exported to and the quantity?*

**Note:** If the product was exported to New Zealand please include the New Zealand customer details in your distribution list.

Country	DAFF certificate (if issued)	DAFF permit (if issued)	Quantity

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#### 44. Export registered establishment

*Are you an export registered establishment with the Department of Agriculture, Fisheries and Forestry?*

Yes - If yes, please provide your registered establishment number.

No - If no, please provide your EXDOC or NEXDOC exporter number.

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#### 45. Notifying the Department of Agriculture, Fisheries and Forestry (DAFF)

##### Please read and acknowledge

If the food exported is dairy, eggs or fish, you must also notify DAFF when the recall is first instigated.

Download the Australian exported food recall inventory table from DAFF's website to provide additional information about the exports. You need to give this information directly to DAFF (dairyeggsfish@agriculture.gov.au) when completed.

**Read and understood:**

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#### 46. Notifying overseas recipients

##### Please read and acknowledge

The business has a legal obligation under the Australian Consumer Law (ACL) to notify overseas recipients of the recalled goods, in writing, that the goods are subject to recall. This notification needs to occur within a reasonable time. The Commonwealth Minister responsible for the ACL also needs to receive a copy of this notification within 10 days. This requirement can be fulfilled by providing FSANZ with a copy of the notification and who will then forward a copy to the Australian Competition and Consumer Commission on your behalf.

**Read and understood:**

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#### 47. Onsold product

*Have you onsold the affected product to a business who has exported it outside of Australia? i.e have you provided a transfer certificate to another business?*

Yes - If yes, please provide details (within the distribution list) of all businesses you have onsold to and details of product.

No - If no, please go to question 48.

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### Product distribution

#### 48. Product recall type

*Please select the appropriate recall type for this product*

Consumer

Trade

Consumer and Trade



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#### 49. Distribution method

*Where has the affected product been sold to?*

Direct to consumer (e.g. cellar door sales, from farm gate)

Direct to food service/caterers

Distribution centres - if yes, please see below regarding distributor customer information requirements

Retail outlets

Food manufacturers, including for export

Exporters

Other (Please provide detail):

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#### 50. Distribution list

##### Please read and acknowledge

Please provide FSANZ with a distribution list which contains contact details - business name, address (including state/territory) and a contact number - for each of your customers to whom you directly sold the affected product. A distribution list template is available on the FSANZ website, or alternatively please contact FSANZ should you require a copy of the template to be sent to you.

Please note that if you use distributors you will also need to work with them to provide FSANZ with the contact details for each of their customers to whom they directly sold the affected product. You will need to check that your distributors are able to quickly notify their customers of the recall.

The completed distribution list you provide will be circulated to government stakeholders, including the State and Territory Action Officers who may use this information to ensure these businesses have been notified of the recall details.

**Read and understood:**

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#### 51. Customer notifications

*Have you notified your customers of the recall?*

Yes

No - If no, note that it is a requirement to notify each customer you have directly sold the affected product to in a timely manner and provide evidence to demonstrate that this has occurred in order to satisfy the post recall reporting requirements.

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#### 52. Time in marketplace

*How long has the affected product been in the marketplace? E.g. one week, two months or enter date the product entered the market, if known.*

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### 53. Distribution quantity

*In which States or Territories has the affected product been distributed and the quantity?*

<b>States/territories</b> (Tick all that apply)	<b>Quantity</b> Please leave blank if unknown.
NSW	
ACT	
QLD	
VIC	
TAS	
SA	
NT	
WA	

If NSW, check if this also covers ACT

If SA, check if this also covers NT

If VIC, check if this also covers TAS

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### 54. Distribution retailers

*At what outlets is the product available for sale to the public?*

<b>States/territories</b> (Tick all that apply)	<b>Retail outlets</b> E.g. Coles, Woolworths, ALDI, independent food retailers, Dan Murphy's, BWS, Liquorland, independent liquor retailers, Asian grocery stores etc. Please separate IGA from other independent grocery stores.
NSW	
ACT	
QLD	
VIC	
TAS	
SA	
NT	
WA	
National	

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**55. Online distribution**

*If you have sold the affected product online, please indicate the states and territories where it was made available?*

ACT	SA
NSW	TAS
NT	VIC
QLD	WA

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**56. Manufactured/imported stock**

*How much of the affected product was manufactured/imported?*

Choose one of the descriptors:

Precise  
Approximate  
Unknown

Quantity:

*Indicate units if relevant e.g. 1 unit = 1 case = 24 bottles*

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**57. Warehoused affected stock**

*How much of the affected product remains in the warehouse? i.e. not distributed.*

Choose one of the descriptors:

Precise  
Approximate  
Unknown

Quantity:

*Indicate units if relevant e.g. 1 unit = 1 case = 24 bottles*

# Recall Reason

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## 58. Reason for the recall

*Please select the appropriate reason for recall. This should have been determined with the home jurisdiction.*

Biotoxin (e.g. histamine, marine toxins, aflatoxin)

Chemical/contaminant (e.g. metals, sanitising agent)

Foreign matter (e.g. glass, metal)

Labelling (e.g. incorrect cooking instructions)

Microbial (e.g. pathogen, viral, standard plate count)

Packaging fault resulting in (glass/metal fragments)

Secondary fermentation

Tampering (e.g. extortion)

Undeclared allergen

Other

*For other food safety hazards, please consult with the home jurisdiction or FSANZ.*

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## 59. Recall reason details

*Please specify the recall reason e.g. peanut, glass fragments, salmonella, sulphur dioxide.*

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## 60. Description of the recall reason

*Please select the recall reason and complete the sentence. Select one only. This statement is required when developing the food recall notice. Please contact the FSANZ Recall Team for further information if required.*

Biotxin contamination.

[Example: histamine, marine toxins, aflatoxin]

Chemical/contaminant contamination.

[Example: metals, non-metals, cleaning fluid]

The presence of foreign matter

[Example: glass, metal]

Labelling

[Example: incorrect cooking instructions, NIP not listed on the label]

Microbial contamination.

[Example: pathogen, viral, standard plate count]

A packaging fault resulting in

[Example: the presence of glass/metal fragments]

Secondary fermentation.

Tampering

[Example: extortion]

The presence of an undeclared allergen(s)

[Example: allergen(s) type]

Other: (please provide detail)

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## 61. Food safety hazard

Please select the food safety hazard and complete the sentence as required. Select only one of the following five options.

This statement is required when developing the food recall notice. Please contact the FSANZ Recall Team for further information if required.

**If the recall reason is *Listeria monocytogenes* the following must be used:**

'Listeria monocytogenes may cause severe illness in pregnant women, unborn babies, neonates, the elderly, and individuals who are immunocompromised. The general population can also become ill from consuming food contaminated with Listeria monocytogenes.'

**If the recall reason is microbial contamination other than *Listeria monocytogenes*, the following must be used:**

'Food products contaminated with \_\_\_\_\_ may cause illness if consumed.'  
[provide pathogen]

**If the recall reason is an undeclared allergen(s) the following must be used:**

'Any consumers who have a \_\_\_\_\_ allergy or intolerance may have a reaction if the product is consumed.' [insert undeclared allergen(s)]

**If the recall reason is the presence of foreign matter, biotoxin or chemical contamination the following must be used:**

'Food products containing \_\_\_\_\_ may cause illness/injury if consumed.'  
[matter/biotoxin/chemical]

**If the reason is secondary fermentation the following must be included:**

'Food products containing excess alcohol and carbonation may cause illness/injury if consumed.'

**Other food safety hazard:**

**For other food safety hazards, please consult with the home jurisdiction and/or FSANZ.**

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## 62. Advice to consumers

Please select the advice to consumers and complete the sentence as required. Select one only.

This statement is required when developing the food recall notice. Please contact the FSANZ Recall team for further information if required.

**If the recall reason is microbial contamination the following must be used:**

'Consumers should not eat this product. Consumers should return the product(s) to the place of purchase for a full refund. Any consumers concerned about their health should seek medical advice.'

**If the recall reason is undeclared allergen the following must be used:**

'Consumers who have a \_\_\_\_\_ allergy or intolerance should not consume this product.'  
[insert allergen(s)]

Consumers should return the product(s) to the place of purchase for a full refund. Any consumers concerned about their health should seek medical advice.'

**If the recall reason is a packaging fault or the presence of foreign matter the following must be used:**

'Consumers should not eat this product. Consumers should return the product(s) to the place of purchase for a full refund. Any consumers concerned about their health should seek medical advice.'

**More responses are found on the next page.**

***If the reason is secondary fermentation the following must be included:***

'Consumers should not drink or open this product, and should dispose of it safely.

Please contact \_\_\_\_\_ for safe disposal instructions and reimbursement.  
[insert name of company]

Any consumers concerned about their health should seek medical advice.'

***Other advice:***

**As discussed with the home jurisdiction and/or FSANZ.**

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**63. Issue Detection**

*How the issue was first detected? Select one only.*

- Consumer complaint
- Distributor or retailer complaint
- Routine testing - company
- Routine testing - government agency
- Other: (please specify)

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**64. Tests**

*Have any analytical tests been performed?*

- Yes - if yes, please go to question 65.
- No - if no, please go to question 67.

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**65. Test results**

*What are the results of the testing? E.g. levels of contamination.*

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**66. Evidence of results**

**Please read and acknowledge**

Please provide a copy of the results, if available.

**Read and understood:**

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**67. Pathogen serotype**

*If the recall is due to microbial contamination, has the pathogen been serotyped?*

- Yes - if yes, please go to question 68.
- No - if no, please go to question 69.

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**68. Pathogen details**

*Please provide further details on the pathogen serotype.*

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**69. Corrective action**

*Have you taken corrective action to prevent this problem happening again?*

Yes - if yes, please go to question 70.

No - if no, please explain why.

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**70. Corrective action type**

*What corrective action have you or will you put in place to prevent the issue happening again? Select all that apply.*

- Altered product ingredients
  - Altered product label
  - Amended processing/handling procedures
  - Changed suppliers
  - Improved communication procedures
  - New/Changed equipment
  - Training of staff
  - Improved hygiene practices (GHPs)
  - Improved manufacturing process (GMPs)
  - Identified new critical control points
  - Other: (please provide detail)
- 

**71. Illness/injury**

*Have there been any reported cases of illness/injury associated with the affected product.*

Yes - if yes, please go to question 72.

No - if no, please go to question 73.

Under the Competition and Consumer Act 2010 mandatory reporting regime, suppliers are required to report consumer product related incidents where a death, serious injury or illness has occurred within two days of the company being aware of the incident. Suppliers are encouraged to report using the online form on the Product Safety Australia website ([www.productsafety.gov.au](http://www.productsafety.gov.au)).

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**72. Illness Report Details**

*Please describe the incidence of illness/injury by completing the sentence.*

To date, there has been \_\_\_\_\_ cases of illness/injury reported to  
FSANZ by the \_\_\_\_\_ associated with this product recall  
[Choose: sponsor/home jurisdiction]

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**73. Recall Decision**

*Whose decision was it to recall the affected product?*

- ACCC
  - Company
  - Home jurisdiction
-



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## 74. Product disposal

*Please choose the acceptable method of product disposal or rectification for each of the stakeholders by completing the sentences.*

### Consumers

Return product to \_\_\_\_\_ for a full refund.  
[place of purchase/manufacturer/importer]

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### Retailers

Isolate the affected product and destroy under managerial supervision.

OR

Isolate the affected product for \_\_\_\_\_  
[return to/collection by] [manufacturer/importer]

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### Distribution Centres

Isolate the affected product and destroy under managerial supervision.

OR

Isolate the affected product for \_\_\_\_\_  
[return to/collection by] [manufacturer/importer]

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### Manufacturer / Importer

\_\_\_\_\_ isolate the affected product and destroy on site.

[Manufacturer/Importer]

**Note:** The ACCC indicates that customers who have purchased a recall affected product are entitled to reimbursement for the purchase price of the product.

**Note:** Food which is subject to a recall must be separated from other food and clearly identified.

**Note:** Options for affected products include:

- Destruction or other use so that the food cannot be used for human consumption
- Further processing to ensure the safety and suitability of the food product

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## 75. Evidence of disposal

### **Please read and acknowledge**

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, you will need to describe the manner in which the safety issue will be rectified.

**Read and understood:**

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## 76. Notifying the Australian Competition and Consumer Commission (ACCC)

### **Please read and acknowledge**

The Australian Consumer Law (ACL) requires a person who takes action to recall consumer goods in Australia, to notify the Commonwealth Minister responsible for the ACL in writing within two days of initiating the recall. Legally, this notification must state that the food product is subject to recall and include details of the food product and nature of the defect. A person who fails to notify the Minister responsible for ACL, if convicted of a breach, may be fined.

On behalf of the sponsor, FSANZ will notify the Commonwealth Minister responsible for ACL via the ACCC.

**Read and understood:**

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If this is a trade-only recall, please skip to question 81.

# Communication plan

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## 77. Communication of recalls

### **Please read and acknowledge**

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 and territory the affected product has been available for sale.

The food recall notice should be placed in a prominent position in the retail outlets where the product had been available for sale, either on the shelf or near the cash register. It is recommended that the food recall notice is displayed for at least two weeks or the length of the shelf life of the food if less than two weeks.

Consideration can be given to other forms of publicity used; you will need to discuss this with the home jurisdiction.

### **Read and understood:**

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## 78. Food Recall Notice

*Would you like FSANZ to draft a food recall notice.*

Yes

No - If FSANZ is not drafting the food recall notice, please provide FSANZ with a copy before disseminating to ensure it meets the requirements. The food recall notice requirements and template are available on the FSANZ website.

## 79. Communication plan

*What are the agreed methods of communicating the recall with consumers?*

*This should have been determined with the home jurisdiction. Select all that apply.*

Business website notification

Customer loyalty database

Media release

Newspaper advertisement

Point-of-sale notification

Radio advertisement

Social media (e.g. Twitter, Facebook etc)

Other: (Please provide details)

## 80. Media enquiries

### **Please read and acknowledge**

Although FSANZ do not directly notify public media of recalls, you may receive media enquiries, and recall information published on FSANZ website may be used/re-published by public media.

### **Read and understood:**

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# Other information

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**81. Other information**

*Is there any other information related to this recall you would like to provide?*

# End Report

## **Food Standards Australia New Zealand**

**Address:** Level 4, 15 Lancaster Place Majura Park, ACT 2609

**Mailing:** PO Box 5423, Kingston ACT, 2604

**Email:** [food.recalls@foodstandards.gov.au](mailto:food.recalls@foodstandards.gov.au)

**Phone:** (02) 6271 2610

**After-hours Phone:** 0412 166 965

**Website:** [www.foodstandards.gov.au](http://www.foodstandards.gov.au)

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