

Post Recall Report Template

The Australian Competition and Consumer Commission (ACCC) oversees all safety related recalls in Australia to ensure recalled product has been removed from the marketplace and there is effective communication of the recall to consumers.

When you have taken all reasonable steps to effectively manage the risk posed by the unsafe product, the recall can be closed.

As outlined in the post recall reporting section in the *FSANZ Food Industry Recall Protocol*, this information will enable FSANZ to advise the Parliamentary Secretary to the Treasurer, that your company has taken all reasonable steps to ensure the effective recall of your product.

For the interim post recall report: Please provide responses to **Part A** questions.

For the final post recall report: Please provide final responses to **all** questions below and **final** stock recovery figures (in Attachment 1)

PART A

Recall information

For the following questions, FSANZ has prefilled the text with information provided during the recall. However, please check for accuracy and respond accordingly.

The recall was notified to FSANZ on: 15/02/2023 04:09 PM

The products affected by the recall were:

Product Name	Description	Weight	Size	Date marking	
JS Health x Inside Out Unsweetened Almond Milk Collagen + Calcium + Prebiotics	nPlastic bottle	1 L		Use By	USE BY DATE up to and including 18 MAY 2023
JS Health x Inside Out Unsweetened Oat Milk Collagen + Calcium + Prebiotics					
JS Health x Inside Out Barista Oat Milk Collagen + Calcium + Prebiotics					

The products were imported:

☒ No

If the product was imported please provide the customs entry number: N/A

The affected batches were exported:

☒ No

The affected batches were exported to: N/A

Is the recall information above correct?

Yes **No**

☒

☐

If no, please indicate which information was incorrect and provide updated recall information:

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Recall Plan

Was your recall plan up to date and easily followed during the recall?

Yes **No**

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If no, please explain why:

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Is there anything about the recall plan which you are changing after the recall?

Yes **No**
☐ ☒

If yes, please give details:

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Notifications

Did you notify all the customers (i.e. distribution centres/retailers) you supplied the recalled food to?

Yes **No**
☒ ☐

If no, please explain why:

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How did you contact your customers?

(Tick all which apply)

Email	<input checked="" type="checkbox"/>
Phone	<input checked="" type="checkbox"/>
Fax	<input type="checkbox"/>
Electronic System (e.g. GS1 Recallnet)	<input type="checkbox"/>
Other	<input checked="" type="checkbox"/>
If other please specify:	
FSANZ recall website and company website	

Did this notice outline a stock recovery procedure?

Yes **No**
☐ ☒

What were your customers asked to do with the recovered stock?

(Tick all which apply)

Stock to be destroyed on site	<input checked="" type="checkbox"/>
Stock to be returned to you for destruction	<input checked="" type="checkbox"/>
Stock to be returned to you for further processing	<input type="checkbox"/>
Other	<input type="checkbox"/>
If other please specify:	

Have you attached a copy of the notification(s) sent to your customers to this report (including, where relevant, overseas recipients)?

Yes **No**
☒ ☐

You are required to provide evidence which shows that all businesses you supplied the recalled food to, were notified of the recall. If contacted by phone please provide a list of the companies called and the time and date of the phone call.

For consumer level recalls the public needs to be informed that the food is being recalled.

What communication methods did you use to inform the public of the recall?

(Tick all which apply)

Newspaper ad	<input type="checkbox"/>
Radio ad	<input type="checkbox"/>
Point of sale notification	<input type="checkbox"/>

Media Release	<input type="checkbox"/>
Website information	<input checked="" type="checkbox"/>
Customer loyalty database	<input type="checkbox"/>
Other	<input checked="" type="checkbox"/>
If other please specify:	
FSANZ Recall website	

Have you attached a copy of the final recall notice, as it was published, to this report? (including what page of the newspaper the recall press ad was placed on)

Yes **No**

☒ ☐

If newspaper ad(s) were placed - in which newspapers did your recall press notices appear? Please provide the date of publication.

(Tick all which apply)

Newspaper		Publication date
The Canberra times (ACT)	<input type="checkbox"/>	
The Daily Telegraph (NSW)	<input type="checkbox"/>	
The Sun Herald (NSW)	<input type="checkbox"/>	
The Sydney Morning Herald (NSW)	<input type="checkbox"/>	
The Sunday Telegraph (NSW)	<input type="checkbox"/>	
The Age (VIC)	<input type="checkbox"/>	
Herald Sun (VIC)	<input type="checkbox"/>	
Sunday Herald Sun (VIC)	<input type="checkbox"/>	
The West Australian (WA)	<input type="checkbox"/>	
Sunday Times (WA)	<input type="checkbox"/>	
Courier Mail (QLD)	<input type="checkbox"/>	
Sunday Mail (QLD)	<input type="checkbox"/>	
The Advertiser (SA)	<input type="checkbox"/>	
Sunday Mail (SA)	<input type="checkbox"/>	
The Mercury (TAS)	<input type="checkbox"/>	
The Examiner (TAS)	<input type="checkbox"/>	
The Advocate (TAS)	<input type="checkbox"/>	
Northern Territory News (NT)	<input type="checkbox"/>	
Other	<input type="checkbox"/>	
If other please specify:		

Corrective action

Have you investigated the factors that lead to the recall occurring?

Yes **No**

☒ ☐

If no, please explain why:

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What were the findings of your investigation?

Please indicate what factors lead to the recall occurring:

The recall was due to incomplete storage and handling instructions of keeping the product stored refrigerated at all times at 4°C or below.

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

Yes **No**
☒ ☐

If no, please explain why:

If yes, what action(s) have you put in place?
(Tick all which apply)

Action		Description
Training of staff	<input checked="" type="checkbox"/>	
Improved communication procedures	<input type="checkbox"/>	
Altered product ingredients	<input type="checkbox"/>	
Altered product label	<input checked="" type="checkbox"/>	New storage and handling instruction wording now include: "Keep refrigerated at or below 4°C at all times. Once opened, consume within 5 days."
Changed suppliers	<input type="checkbox"/>	
New/changed equipment	<input type="checkbox"/>	
Amended processing/handling procedures	<input checked="" type="checkbox"/>	
Identified new critical control points	<input checked="" type="checkbox"/>	
Improved manufacturing process (GMP's)	<input type="checkbox"/>	
Improved hygiene practices (GHP's)	<input type="checkbox"/>	
Other	<input checked="" type="checkbox"/>	
If other, please specify:		
Stopped production of the JS Health product lines.		

PART B

Product accountability

Final Information relating to units of stock recalled needs to be set out in:
ATTACHMENT 1 – *Product accountability*.

Was the recovered recalled food:

Destroyed	<input checked="" type="checkbox"/>	At distribution centres
Further processed	<input type="checkbox"/>	Please describe:
Relabelled to comply with the requirements of the Code	<input type="checkbox"/>	Please describe and attach a copy of the new label:
Other	<input checked="" type="checkbox"/>	
If other, please specify:		
Tagged products in the warehouse with 'Reject' stickers for proper disposal.		

	Yes	No
Have you provided evidence of the destruction, or other action taken on the recalled food, with this report?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Testing

	Yes	No
Did you undertake any further testing on the recovered recalled food? (i.e. for micro, chemical or physical contamination, allergens or other analyte)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

If so, please indicate the results from the testing:

If you did not provide a copy of the analytical results from initial testing of the food, please provide this with the submission of the post recall report.

Customer complaints and injuries/illness

	Yes	No
Have you received any complaints and/or enquiries regarding the food recall?	<input checked="" type="checkbox"/>	<input type="checkbox"/>

If yes, please provide the total number and general details:
There were approximately 40 calls were fielded from consumers inquiring about food safety of Inside Out products they had purchased.

	Yes	No
Have you received any reported cases of illness/injury (including deaths) associated with the food recall?	<input checked="" type="checkbox"/>	<input type="checkbox"/>

If yes, please provide the total number and details:
1 case hospitalised. Upon inquiry to FA authorities handling our recall at the time, the product was purchased on November 2022, which was most likely misstored in ambient/non-refrigerated conditions.

Satisfaction with FSANZ's coordination role

To assist FSANZ evaluate recalls it would be appreciated if you could also provide the following information:

<i>How satisfied were you with the assistance FSANZ provided in coordinating the recall?</i>
Please rate Not Satisfied / Satisfied / Very Satisfied
Comments:
<i>How satisfied were you with the information provided by FSANZ in assisting you to complete the recall?</i>
Please rate Not Satisfied / Satisfied / Very Satisfied
Comments:
<i>Were you satisfied that FSANZ acted on the information provided in a timely manner?</i>
Please rate Not Satisfied / Satisfied / Very Satisfied
Comments:
<i>Is there anything you wish FSANZ to consider in assisting with future recalls?</i>
Yes / No
Comments:

Attachment 1 – Product Accountability

Recall Level:	<input type="checkbox"/> Consumer <input type="checkbox"/> Consumer <input type="checkbox"/> Consumer
Recall Number:	FSANZ 2023/4
Product:	<input type="checkbox"/> JS Health x Inside Out Unsweetened Almond Milk Collagen + Calcium + Prebiotics <input type="checkbox"/> JS Health x Inside Out Unsweetened Oat Milk Collagen + Calcium + Prebiotics <input type="checkbox"/> JS Health x Inside Out Barista Oat Milk Collagen + Calcium + Prebiotics
Company:	Inside Out Nutritious Goods Pty Ltd

Please fill in the units of product and the unit of measurement, for each description at A, B, C, D and E in the table below. This information determines the amount of food product which was both accounted for and unaccounted for following the completion of recall action. The information collected will be considered in conjunction with the answers provided in Part A and B above, in FSANZ's evaluation of the recall. This evaluation will assist in determining whether the recall was conducted satisfactorily and will be the basis of the recall report provided to the ACCC by FSANZ.

A = Amount of food product manufactured

B = Amount of food accounted for that remains under the manufacturer's control (ie remaining in warehouse/ at DCs / destroyed / further processed / relabelled under control)

C = Amount of food accounted for that remains at retail level
(ie withdrawn off the shelves / destroyed)

D = Amount of food accounted for that was returned by consumers
(ie to retail/manufacturer/importer)

E = Amount of food sold but not accounted for under B, C and D above

Description	Units	Units of measurement (eg Kilos)
A) Amount of food manufactured (A = B + C + D + E)	198,550	bottles
B) Amount of food accounted for that remains under the manufacture's control	10,449	bottles
C) Amount of food accounted for that remains at retail level	10,164	bottles
D) Amount of food accounted for that was returned by consumers	0	bottles
E) Amount of food sold but NOT accounted for under B, C and D above E = A – (B + C + D)	177,881	bottles

Comments:

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