

COMPLETION OF FOOD RECALL :**RECALL REASON:**

Dear

Thank you for your advice on _____ of the recall on the mentioned product(s) in Attachment 2.

Food Standards Australia New Zealand (FSANZ) coordinates and monitors food recalls at the request of the state and territory food enforcement agencies and in cooperation with the Australian Competition and Consumer Commission (ACCC).

To enable FSANZ to report to your home jurisdiction that you have conducted the recall satisfactorily and protected consumers, FSANZ requests that you provide information about the food recall using the provided Post Food Recall Report template.

FSANZ will consult with your Food Enforcement Agency on the information provided in this report. When FSANZ and the home jurisdiction are satisfied you have taken all reasonable steps to effectively manage the risk posed by the unsafe product, the recall will be closed. FSANZ will also provide this report to the ACCC. The information provided in this report will also be de-identified and used to prepare reports on food recalls coordinated by FSANZ.

For more information on post recall reporting requirements, please refer to the Food Industry Food Recall Protocol (www.foodstandards.gov.au/industry/foodrecalls/firp/Pages/default.aspx).

If you have any questions concerning the interim or final post recall reports, please contact FSANZ on (02) 6228 8226 or by email at food.recalls@foodstandards.gov.au.

Thank you for your cooperation with this matter.

Kind regards,

FSANZ Food Recall Officer

Business Hours: (02) 6228 8226

Afterhours: (04) 1216 6965

Post Recall Report

Part A (Interim Report)

Note: An interim post recall report (Part A) containing information on how you are progressing with the recall is due by [redacted] and should be sent to FSANZ via email.

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: [redacted]

Attachment 2 provides a detailed list of the recalled products, along with their sizes, date markings, and import/export information. The text and details contained within Attachment 2 were populated by FSANZ using information provided during the recall process.

Please review Attachment 2, it's essential to review the attachment for accuracy and respond accordingly.

1. Is the recall information above correct?
- Yes ☐
- No ☐

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

Food recall plan

2. Before conducting this recall, did you have a written food recall plan?
- Yes ☐ *If yes, please go to question 3.*
- No ☐ *If no, please go to question 5.*

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

Yes

No

If no, please explain why:

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

Yes

No

If yes, please give details:

Notifications

Evidence should be provided which shows that customers you supplied the recalled food to were notified of the recall. This includes all domestic and international business customers, and any consumers internationally whom you supplied directly.

5. Did you notify all customers that you supplied the recalled food to?

Yes

No

If no, please explain why:

6. How did you contact these customers?
Please tick all that apply.

Email

Phone

Fax

Electronic system

Other: please specify below

7. Did you outline a stock recovery procedure when notifying your customers?

Yes

If yes, please go to question 8.

No

If no, please go to question 9.

8. What were your customers asked to do with the recovered stock? Tick all which apply.

Stock to be destroyed on site

Stock to be returned to you for destruction

Stock to be returned to you for further processing

Other: please specify below

9. Have you attached a copy of the communications with your customers?

Yes

No

Note: If called, please provide a call list with the times and dates of the domestic and/or international stakeholders.

If this was a consumer recall, please continue. If this was a trade recall, please skip to question 12.

10. What communication methods did you use to inform consumers (the public) of the recall (tick all which apply):

Point-of-sale notification

Social media

Business website notification

Media release

Customer loyalty database

Radio advertisement

Newspaper advertisement

Other: please specify

11. Have you attached a copy of the final food recall notice as it was published, and evidence of any other communication used to inform the public of the recall, to this report?

Yes

No

Note: Examples of evidence may include screenshots of posts to social media or information published on your business website.

Corrective action

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

Yes

No

If no, please explain why:

If yes, what were the findings of your investigation? Please indicate what factors lead to the recall occurring:

13. If recalled due to an undeclared allergen(s), please indicate the root cause (tick one):

Error during packaging

E.g., product packed in the wrong packaging; product labelled with the wrong labelling.

Label error

E.g., incorrect translation of ingredients; changes in ingredients without updating the label.

Allergen labelling knowledge

E.g., lack or allergen labelling staff awareness; misinterpretation of standards.

Supplier verification issue

E.g., supplier ingredient changes not communicated.

Accidental cross contamination

E.g., contamination either of a raw ingredient or during the final production process.

Unknown

E.g., unable to determine what caused the issue at the time of recall.

Other: please specify

E.g., any other root cause not listed above.

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

Yes

No

If no, please explain why:

If yes, what action have you put in place? Please tick all that apply.

Action	Tick	Description
Training of staff		
Improved communication procedures		
Altered product ingredients		
Altered product label		
Changed suppliers		
New/changed equipment		
Amended processing/handling procedures		
Identified new critical control points		
Improved manufacturing process (GMP's)		
Improved hygiene practices (GHP's)		
Other: (please specify)		

EXAMPLE

Part B

Note: A final post recall report (Part A, Part B, Attachment 1 and Attachment 2), containing final stock recovery numbers and all final information requested in the attached template, is due by and should be sent to FSANZ via email.

Product accountability

15. What was done with the recovered recalled food? Please tick all that apply:

Action taken on recalled food

Tick Description

Destroyed

Further processed (please specify):

Relabelled to comply with Code requirements

Other (please specify):

You should provide evidence of destruction or rectification of the recalled food. For example, images of binned product or a certificate of destruction. If relabelled, you should attach a copy of the new label.

Have you provided evidence of the destruction, relabelling, or other action taken on the recalled food, with this report?

Yes

No

Testing

16. Did you undertake any further testing on the recovered recalled food (i.e. for microbial contamination, allergens or other analyte)?

Yes

No

If yes, please indicate the results from the testing:

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

Customer complaints and injuries/illness

17. Have you received any complaints and/or enquiries regarding the food recall?

Yes

No

If yes, please provide the total number and details:

18. Have you received any reported cases of illness/injury (including deaths) associated with the food recall?

Yes

No

If **yes**, please provide the total number and details:

Satisfaction with FSANZ's coordination role

Please answer the questions below to assist FSANZ in evaluating and improving our food recall coordination activities. Questions 19-22 only relate to FSANZ's role in coordinating food recalls.

Feedback for other government agencies involved in the recall, such as another federal agency or your local food enforcement agency, should be provided directly to the relevant agency. Details of Australia food agencies are available on the FSANZ website at: www.foodstandards.gov.au/about/foodenforcementcontacts.

19. How satisfied were you with the assistance FSANZ provided in coordinating the recall?

Satisfaction level	Tick	Comments
Very satisfied		
Satisfied		
Not satisfied		

20. How satisfied were you with the information provided by FSANZ in assisting you to complete the recall?

Satisfaction level	Tick	Comments
Very satisfied		
Satisfied		
Not satisfied		

21. Were you satisfied that FSANZ acted on the information provided in a timely manner?

Satisfaction level	Tick	Comments
Very satisfied		
Satisfied		
Not satisfied		

22. Is there anything FSANZ should consider in assisting with future recalls?

Yes If yes, please specify:

No

This is the end of Part B.

Attachment 1

Product accountability -

Instructions:

The information reported in Attachment 1 indicates the amount of food product which was both accounted for and unaccounted for following the completion of recall action. Please fill in the amount of product for each A, B, C, D and E, and specify the unit of measurement in the table below.

A = Total amount of food product manufactured or imported i.e. $A = B + C + D + E$.

B = The amount of food accounted for that remains under the manufacturer's or importer's control (i.e. remaining in warehouse, at distribution centres, destroyed, disposed of, further processed, relabelled).

C = The amount of food accounted for that remains at retail level (i.e. withdrawn off the shelves / destroyed).

D = The amount of food accounted for that was returned by consumers (i.e. to retailer / manufacturer / importer).

E = The amount of food sold but not accounted for under B, C and D. i.e. $E = A - (B + C + D)$.

Unit of measurement					
units	kilograms (kg)	litres (L)	grams (g)	millilitres (mL)	other
If other, please specify below:					
Amount					
A =					
B =					
C =					
D =					
E =					

Please provide any other information related to product accountability:

End Report

Food Standards Australia New Zealand
Email: food.recalls@foodstandards.gov.au
Business hours phone: (02) 6228 8226
After hours phone: (04) 1216 6965
Website: www.foodstandards.gov.au

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