

# ALLERGY AWARE CHECKLIST!

## 1. KNOW YOUR INGREDIENTS

- Only accept correctly labelled foods.
- Check all ingredients even in sauces, spices, garnish, 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. AVOID CROSS CONTAMINATION

- Always double check the ingredients with the chef.
- Handle food safely. Start fresh for meals that must be allergen free.
- 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)
- Store food safely.
- 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).
- 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.

## 3. LISTEN TO YOUR CUSTOMERS

- 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 customer's to **ALWAYS** disclose their food allergy when ordering from the menu.

## 4. EDUCATE YOUR STAFF

- Ensure your Food Safety Supervisor's training is up-to-date. Recertification now includes Allergen Management as a required unit of competency
  - Train and test all staff regularly in food safety, hygiene and allergen awareness.
- There are many resources available from both the NSW Food Authority website. ([foodauthority.nsw.gov.au](http://foodauthority.nsw.gov.au)) as well as Allergy & Anaphylaxis Australia ([allergyfacts.org.au](http://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.
  - Display **The Usual Suspects** poster in your kitchen.

### FOR MORE DETAILED INFORMATION

Purchase Allergy & Anaphylaxis Australia's 'Food Service Kit' from [www.allergyfacts.org.au](http://www.allergyfacts.org.au) or phone 1300 728 000.

**NSW Food Authority**  
[www.foodauthority.nsw.gov.au](http://www.foodauthority.nsw.gov.au)  
1300 552 406

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Primary Industries  
Food Authority

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