

# All about Allergens.

## Managing food allergies in food service

### The usual suspects



# What is food allergy?

**Food allergy** is an immune system reaction, usually to a protein in a food.

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The food that causes an allergic reaction is called a **food allergen**.

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Some people will have a severe allergic reaction (known as **anaphylaxis**) which is life-threatening.

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A **food intolerance** is not the same as a food allergy.

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A **food intolerance** does not involve the immune system and is not life-threatening.

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# Food allergy is a serious issue

For a customer with food allergy, even a small amount (traces) of the food they are allergic to (for example, a crumb or a drop), can cause an allergic reaction.

Food allergies are common in Australia affecting around **1 in 10 babies, 1 in 20 teens** and **1 in 50 adults**.

Most deaths from food allergy happen when people are eating **outside the home**.

The only successful way to manage a food allergy is to completely **avoid the food allergen**.

Cooking a food does **not** make it safe for a person with food allergies if it contains the food they are allergic to.

If food service staff are educated about how to manage food allergens, they can provide appropriate meals to people with food allergies.

Both the customer and the food business are responsible for preventing allergic reactions to food.

Most allergic reactions to foods are caused by these foods:



Most recent deaths from food related anaphylaxis in Australia include deaths as a result of milk (diary), egg, sesame and tree nuts.

**Any** food can cause an allergic reaction including anaphylaxis, even if it is not one of the most common food allergens. So all food allergies must be taken seriously.

Some examples of other food allergies include kiwi fruit, mushroom, banana, mustard and beef.



# Managing food allergies is a shared responsibility

All food service staff must comply with food standards ([Australia New Zealand Food Standards Code](#)) and state or territory [Food Acts](#).

Communication about food allergy is important.

Encourage customers to tell you about their food allergies when they eat at your food business.

Everyone in food service must be aware of the risk food allergies pose.

This includes managers, serving staff, cooks, chefs and other food preparation staff.

Staff must know how to identify and manage food allergens and answer questions from customers with food allergies.

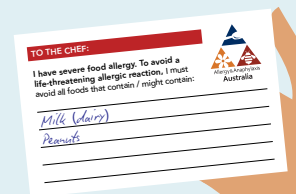
There should be a specific procedure for staff to follow if a customer tells staff that they have a food allergy.

Information about the ingredients of the food or drink must be kept up to date, be available to staff at all times, and provided to the customer if they request it.

Only staff that have been trained in food allergen management should prepare and serve food to people with food allergies.

## Chef card

Some people with food allergies will use an [Allergy & Anaphylaxis Australia Chef Card](#) to help them communicate their food allergies to food service staff. This card lists their food allergies and tells food service staff about reducing risk with careful food preparation. If someone tells you about their food allergy and presents a Chef Card to you, take their allergies seriously and return the card to the customer with their specially prepared meal.



### Customer responsibilities:

**Always tell staff about** their food allergy every time they order.

Carry a chef card that lists their food allergies.

### Serving staff responsibilities:

**Listen carefully** to customer requests about food allergies.

Give customers **accurate information** about the ingredients and allergen content of meals when they ask. Never guess.

**Communicate the customer's food allergy** to the staff preparing the meal or drink and write the food allergy clearly on the meal order docket.

Deliver the meal or drink for the customer with food allergy **separately** to food and drink for other customers.

### Cook, chef and other kitchen staff responsibilities:

Know what ingredients are used in the food they prepare.

**Prevent cross contamination** during food storage, food preparation and food delivery.

**Provide safe and suitable food** for all customers with a food allergy.

Tell the customer if they cannot prepare safe food for them.

Have a way to **identify which meals are for customers with food allergy** so you know they are different to other meals.

# Know what is in your food and be 100% truthful

The law (the Food Standards Code) requires you to provide **accurate information** when a customer asks about allergens in the food you are serving. You can give customers this information by telling or showing them.

## Food businesses breach the Food Standards Code:

- When food allergen information is not on a label when the food is packaged;
- If accurate information is not given by staff selling or serving unpackaged food made at the premises when a customer asks for it;
- If an allergen is found in a food that was specifically requested by the customer not to contain that allergen. **This is not limited to the list of common food allergens.** For example, if a customer declares that they are allergic to watermelon, they must not be served food or drink containing watermelon.

To provide accurate information about the allergen content of food and drinks, staff must **know exactly what is in the food they prepare and serve.**

A Food Allergen Menu Matrix is a way to summarise all your menu items and their allergen content.

The Food Allergen Menu Matrix should include all food and drinks made on-site as well as unpackaged food prepared off-site (such as commercially prepared food and drinks).

A correct and up-to-date Food Allergen Menu Matrix allows staff to easily identify food allergens in the food or meal when customers ask.

You can use this template to create a menu matrix for your business:  
<https://foodallergytraining.org.au/resources/allergen-menu-matrix>

## Food allergen menu matrix

Menu item	Meat (carr)	Egg	Fish	Crustacean	Molluscs	Sesame	Lupine	Peanut	Soy	Tree nuts										Gluten containing cereals				
										Almond	Brazil nut	Cashew	Coconut	Hazelnut	Macadamia	Pistachio	Pine nut	Pecan	Walnut	Wheat	Oats	Rye	Barley	Other
Caesar salad	C	C	C	C																C	C	C		
Pasta salad with tuna	C	C	C																	C	C	C		
Pumpkin risotto	C																							
Beef stir fry					C																			
Steak sandwich	C	C																		C	C			C
Chicken burger	C	C																		C	C			
Garden salad																								
Vegetable coconut curry	C																							
Frittata	C	C																						
Pud Thun		C	C																					
Apple crumble	C																			C	C			C
Spaghetti bolognese	C																			C	C			

Completed by: Jim Stevens, Head Chef

Date: 20 May 2022

Signature:



Page 1 of 1

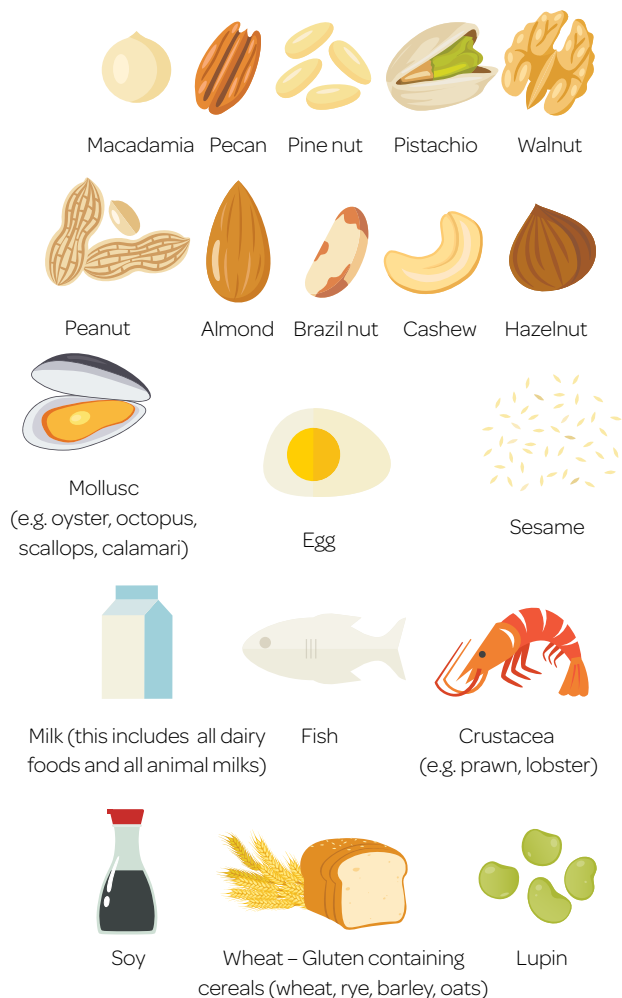
## Being 'FOOD ALLERGY AWARE'

- Managing food allergies is part of food safety and is a legal obligation.
- It is important that you do your best to make sure the allergen is not an ingredient of the food you will serve the customer with food allergy.
- Do your best to avoid cross contamination when preparing the food.
- Even when you have good practices in place, you do not have to guarantee that the food is allergen free.
- It is important to clearly communicate what you will do to manage the customer's food allergy so they can make an informed choice on whether to order the food or drink.
- A good customer experience will help build loyalty and is good for your business.



## Understanding Food Labels

If a product has a label, the Food Standards Code requires the following common food allergens to be shown on the package:

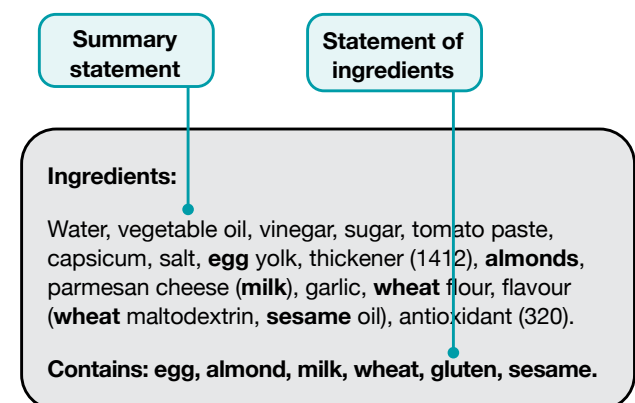


Sulphites in concentrations of 10mg/kg or more must also be shown on food labels of packaged foods.

This law also applies to imported products.

In 2021 there was a change in the Code about the way food allergen information is provided on labels. This change means that allergen information must be shown in a specific format and location on food labels, and using simple, common names for food allergens in bold font (**Plain English Allergen Labelling or PEAL**).

This is an example of how a food label should look under the new PEAL requirements:



Source: 2021 Food Industry Guide to Allergen Management and Labelling for Australia and New Zealand

Even though Food Standards Code labelling requirements have changed, foods with labels that meet the old Code can still be available until February 2026.

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This means that allergens may not be obvious on older labels. Companies could use ingredient names like 'lactoglobulin' or 'whey' when milk is present in the food. From 2026, the label must state 'milk' and it must be in the ingredient list and the allergen summary statement.

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The [Allergy & Anaphylaxis Australia food allergen cards](#) list the different ingredient names for the common food allergens which staff need to know until the new labelling laws are fully in place.

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It is important that staff responsible for checking food labels or making decisions about which ingredients are used know how to read food labels for food allergens.

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**Precautionary Allergen Labelling (PAL) statements** such as 'may contain' are used to explain that a food may have been unintentionally contaminated with an allergen during growing, storing, making and transporting the food. This can make the food a risk to the person with food allergy.

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If a food has a PAL statement for a food allergen, you must **not** serve the food to a customer who is allergic to that food. For example, a product labelled "may contain traces of nuts" should not be given to someone with a peanut or tree nut allergy.

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It is important for staff to be aware of [food safety recall processes](#) and that cooks and chefs are aware of any product which has been recalled due to undeclared allergens.

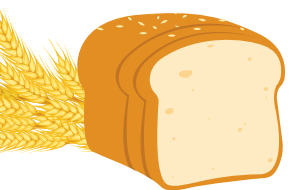
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## What if a food does not have a label?

**If a food is supplied to a food business without a label or package (for example bread from a bakery), the ingredient and allergen information must be provided in some other written way. A product information form (PIF) can be requested from your supplier. A PIF lists ingredients and common allergens in the purchased food.**





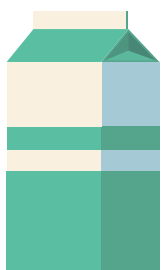


## Labelling about gluten and wheat can be confusing

Gluten is a type of protein found in wheat, rye, barley, oats and cereals bred from these grains (such as triticale).

Coeliac disease is an autoimmune condition, not a food allergy. People with coeliac disease must avoid all gluten and cereals containing gluten and their products. If someone with coeliac disease eats gluten it will not cause a life-threatening reaction but it can make them unwell and cause long term health problems, so it is still important to make sure customers with coeliac disease are not given gluten.

Customers with wheat allergy on the other hand, **can have a life-threatening reaction** to any protein in wheat, not just gluten from wheat. If someone tells you they are allergic to wheat, check the whole label for wheat, not just for gluten and ask them if they are allergic to any other grains.



## Are lactose free products safe for people with milk (dairy) allergy?

Milk (dairy) allergy must not be confused with lactose intolerance - they are very different.

Lactose is a type of sugar in milk. People with milk allergy are allergic to the **protein** in milk.

Lactose free products have had the milk sugar (lactose) taken out, but **still contain milk protein** and will cause an allergic reaction in someone with milk (dairy) allergy.

Remember milk allergy means **all** dairy foods (such as milk, butter, yoghurt, cheese) have to be avoided even if they are lactose free.

Do not give customers with milk (dairy) allergy any lactose free dairy products.

## What about dairy-free products?



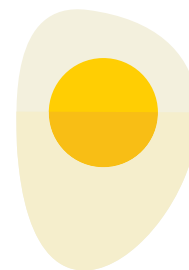
Dairy-free products are made from plant based foods and should not contain any milk protein at all.

However, you should always check the ingredients list and any precautionary allergen labelling statements (such as “may contain”) to see if they contain any milk (dairy) products.

Some coconut milks, drinks or creams contain milk, and are not suitable for people with milk allergy.

Be aware that the plant based foods that dairy free products are made from may contain common food allergens such as tree nuts (for example almond milk) or soy.

## Is vegan food safe for people with milk or egg allergy?



Vegan products are not meant to contain milk or egg as an ingredient, but a vegan claim should not be thought of as a milk or egg free claim.

Vegan foods often have precautionary allergen labelling statements (for example “may contain”) for milk and egg.

**Always** check labels carefully and never assume a vegan product is safe for someone with milk or egg allergy.



## Food Ordering and Suppliers

**Only accept labelled foods or foods supplied with ingredient information** – for example a Product Information Form (PIF) or specification sheet.

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Check all ingredients for allergens, including sauces, spices, garnishes, oils and dressings.

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Check labels and PIFs for ingredients and allergens **every time** you buy a food and when a food delivery is received. Food manufacturers can change their ingredients or processes at any time.

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If you accept a substituted product (for example another brand) from your supplier, check the food label or PIF for allergens and update the food allergen menu matrix if needed. Tell staff about the change.

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It is important for staff to be aware of food safety recall processes and that cooks and chefs are aware of any product which has been recalled due to undeclared allergens.

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## Standardised recipes

Always use standardised recipes.

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Standardised recipes are recipes that everyone follows exactly, no matter who is cooking. No changes. No additions.

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When you follow a standardised recipe, you can be certain about the ingredients and food allergens in the meal because it is the same every time it is made.

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Standardised recipes help keep your allergen menu matrix up to date.

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Do not substitute or add ingredients if you are not sure what the replacement product contains.

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Examples of a standardised recipe and food allergen menu matrix along with a recipe template and a food allergen menu matrix template, can be downloaded from the All about Allergens resource hub: <https://foodallergytraining.org.au/resources/>

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# Practical management of food allergens

## Cleaning and sanitising

Cleaning removes dirt, grime, fat and food residues, including food allergens.

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Sanitising alone will not remove food residue or food allergens.

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The physical act of cleaning a surface with hot water, detergent and clean cloths or paper towel is important to remove allergens.

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Ensure surfaces, utensils and hands are clean before preparing the food.

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Clean food preparation equipment and surfaces thoroughly between use.

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**Wash your hands with soap and warm running water, then dry them** on a paper towel between tasks and after handling an allergen.

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Wiping your hands on a tea towel or using hand sanitiser does not remove food allergens from your hands.

## Storing foods

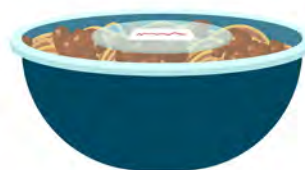
Good storage can prevent the cross contamination of allergens to other foods.

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Keep storage areas clean and tidy. Clean up spills immediately and throw away food if a spill has contaminated other ingredients.

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**Store common food allergens separately in sealed labelled containers.**



Label storage areas and all food containers clearly so that foods are always placed in the correct position.

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Store high risk items, such as flour, in separate sealed containers on lower shelves to prevent spillage onto other items.

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When transferring foods from the original packaging into another container, take care not to contaminate other foods or containers.

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Pre-plated or packaged meals or food items for people with food allergy should be covered or wrapped, labelled and stored separately.

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## Utensils and cooking equipment

Use clean equipment and utensils.

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Use separate utensils for different foods. For example, a different pair of tongs for two different meal items.

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Have separate equipment for common allergens (such as a separate toaster for wheat or gluten free bread).

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Blenders and whisks can be difficult to clean properly – check carefully for any food residue after cleaning and consider separate equipment for preparing meals for customers with food allergy.

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Make sure plates and cutlery are thoroughly cleaned in hot soapy water or a dishwasher.

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## Preventing cross contamination

Cross contamination (also called cross contact) occurs when food allergens come into contact with a food that does not contain that allergen. It can happen when preparing, storing and serving food and drinks.

### Examples of cross contamination:

- A food handler using the same cutting board and knife to cut a peanut butter sandwich, and then a ham sandwich
- A baker making muffins that contain egg, then using the same unwashed mixer to mix a dough without egg
- A chef preparing cooked prawns and then cutting lettuce without first washing their hands with soap and warm water
- A cook deep-frying fish, and then using the same oil to deep-fry products not containing fish
- A barista making a coffee for a customer with cow's milk and using the same equipment and utensils for the next customer with a milk (dairy) allergy.

### Cross contamination solutions:

- Use clean equipment and utensils every time you are preparing an allergen free meal.
- Use separate utensils for different foods. For example, a different pair of tongs for two different meal items.
- Have separate or dedicated equipment such as a separate toaster for wheat or gluten free bread.
- Wash your hands before food preparation begins and between handling different foods.
- Make sure you use fresh oil for deep frying any ingredients or meals for customers with food allergy.

**Remember: hand sanitiser does not remove food particles or allergens – use soap and warm water. Dry your hands using paper towel.**



# Food preparation

Ensure that only staff trained in food allergen management prepare food and drink for customers with food allergy.

Clean the workspace and wash hands thoroughly before starting.

Check ingredients for allergens in case anything has changed, and follow standardised recipes.

Have a **separate area** for preparing meals for people with food allergy and use ingredients from newly opened packages to make sure there has been no cross contamination.

If possible, prepare foods for people with food allergy first.

Be aware that a food that is safe for one person with a food allergy may be unsafe for another person with a different food allergy. Plan the order in which you prepare food allergy meals.

Cover and label the meal once it is prepared.

Advise all kitchen and service staff that an allergy meal is being prepared to prevent other staff contaminating the area or meal with food allergens.

Gloves are only helpful in managing food allergens if they are changed regularly. Washing hands with soap and warm running water in between tasks is more effective than wearing gloves. If gloves are worn, you must wear non-latex gloves for customers with latex allergy.

**Be aware of oils containing allergens**, for example peanut oil or sesame oil. If food has already been cooked in the oil, it could be contaminated with the allergen. Use fresh oil if you need to.

Consider food allergens when adding garnishes or decorations, gravies or sauces.

**Heating and freezing food does not destroy allergens.**

When using a coffee machine, make sure the correct milk is used for the person with a food allergy and that different milks (cow's milk, soy milk, almond milk, oat milk) are stored and used separately. The milk frother/steamer must be thoroughly cleaned between different milks. However, there may still be a risk of cross contamination.

Remember, **even very small amounts of a food allergen can cause an allergic reaction.** You cannot remove the ingredient (for example pick off the cheese) and serve the rest of the food because cross contamination will have occurred.

Start over if the meal has been contaminated with the food the customer is allergic to.

## Meal delivery

Have a clear way of identifying the meal for the person with food allergy.

Examples include:



A coloured flag



A coloured plate



Different shaped plate



Stickers for wrapped foods.

Check with the customer that the **right meal is given to the right person** with the food allergy.

Give the meal to the customer with the food allergy before giving any other meals if they are in a group.

Buffet style dining is high risk for anyone with a food allergy. Consider providing plated meals for people with food allergy.

# Good training and good systems are important

Develop a process for preparing foods for customers with food allergy and make sure staff follow it.

Train your staff about food allergens so they understand what information they need to be able to provide to customers if they ask, and where to find the information.

Staff should know how to recognise the signs and symptoms of an allergic reaction, including anaphylaxis, and how to respond.

Train your staff to ask customers about food allergies.

Keep ingredient lists of foods and ingredients in a specific location that is accessible for all staff.

Consider including common food allergens in the name of the food on the menu so that it is more obvious to customers and staff what is in the meal. However, customers should not presume the menu name includes all food allergens.

Include a note on menus encouraging customers to ALWAYS tell you about their food allergy when ordering.

## Where to go for training

The All About Allergens online courses are freely available to help business owners and workers in any food business gain knowledge about food allergens, and to develop best practice procedures for making their food business safe for customers with allergies.

There are different All About Allergens courses available to make sure the information is appropriate the food business you work in:

- General food service (front and back of house staff)
- Cooks and Chefs
- Camps
- Hospitals - Kitchen Managers and Supervisors
- Hospitals - Kitchen Staff
- Hospitals - Ward Managers and Nurses
- Hospitals - Ward Support Staff
- Schools
- Children's education and care
- Residential care (e.g. aged care)



**Find out more at:**

<https://foodallergytraining.org.au/>

The **All About Allergens Resource Hub** has a range of free resources for people working in food service:

<https://foodallergytraining.org.au/resources/>

# Food allergy aware checklist

Use this checklist to help you manage food allergies. You can place this on your workplace notice board or laminate for your kitchen.

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## **LISTEN to your customers and be 100% truthful**

- ☐ Ask customers if they have any food allergies.
  - ☐ Listen carefully and take customer requests about food allergens seriously.
  - ☐ Give customers the right information about the ingredients of meals when they ask.
  - ☐ Have specific processes for staff to follow if a customer says they have a food allergy.
  - ☐ Include a note on your menu asking customers to **ALWAYS** tell you about their food allergy when they order.
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## **KNOW what is in your food**

- ☐ Check all ingredients for allergens, even in sauces, spices, garnish, oils, and dressings.
  - ☐ Food labels and Product Information Forms should be checked every time an order is received as manufacturers may change their ingredients or processes.
  - ☐ Place the name of known allergens next to menu items, if possible.
  - ☐ Only accept foods with a label or foods supplied with ingredient information (Product Information Form).
  - ☐ Always use standardised recipes so that the allergen content of menu items is always the same.
  - ☐ Avoid ingredient substitution or adding extra ingredients when preparing food.
  - ☐ If you accept a different product or brand from your supplier, check the food label or the Product Information Form to check if the allergen content is different.
  - ☐ Be familiar with different ingredient names for common food allergens.
  - ☐ Set up a food allergen matrix for each menu item - this will help staff quickly identify the common food allergens when customers ask for allergen information.
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## **PREPARE food safely**

- ☐ Avoid cross contamination of food allergens – even very small amounts of the food a person is allergic to can cause an allergic reaction.
  - ☐ Always double check the ingredients with the chef and the customer.
  - ☐ Handle food safely with clean hands washed with soap and warm water and dried with paper towel (not a tea towel).
  - ☐ Wash hands regularly and always before preparing food for a customer with food allergy.
  - ☐ Clean and sanitise work surfaces, utensils and equipment.
  - ☐ Store food safely in sealed and labelled containers and keep storage areas clean.
  - ☐ Have a separate area for preparing meals for customers with food allergy - be aware that food that is safe for one customer with a food allergy may be unsafe for another customer with a different food allergy.
  - ☐ If you can, prepare meals for customers with food allergy first.
  - ☐ Have a clear way of identifying the meal for the customer with food allergy, such as a coloured flag for plated meals or stickers for wrapped foods.
  - ☐ Always take the meal to the customer with a food allergy separately, not whilst carrying other meals.
  - ☐ Check the correct meal is given to the customer who has the food allergy.
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## **EDUCATE your staff**

- ☐ Make sure food safety supervisors are up to date with their food allergy training.
- ☐ Train all staff regularly in food allergen management using the All about Allergens free online training - [www.foodallergytraining.org.au](http://www.foodallergytraining.org.au).
- ☐ Teach staff of their obligation to declare certain allergens.
- ☐ Ensure your staff are updated on new laws relating to allergen management.
- ☐ Display The Usual Suspects poster in your kitchen – [www.foodallergytraining/resources](http://www.foodallergytraining/resources).
- ☐ Conduct a food allergen management audit to see what your service can improve on when it comes to managing food allergens - [www.foodallergytraining/resources](http://www.foodallergytraining/resources).



# How do you know if someone is having an allergic reaction and what should you do?

## What are the signs and symptoms of an allergic reaction to food?

The signs and symptoms of food allergy can vary from person to person. An allergic reaction can happen very quickly after eating and can suddenly become life-threatening.

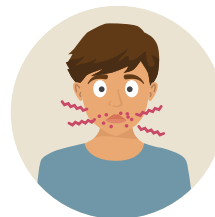
Signs of a **mild** to **moderate** allergic reaction can include:



SWELLING OF LIPS  
FACE, EYES



HIVES OR WELTS



TINGLING  
MOUTH



ABDOMINAL PAIN  
OR VOMITING

Signs of a **severe** allergic reaction (anaphylaxis) include any one of the following:



DIFFICULT OR NOISY  
BREATHING



SWELLING  
OF TONGUE



SWELLING OR  
TIGHTNESS IN THROAT



WHEEZE OR  
PERSISTENT COUGH



DIFFICULTY TALKING  
OR A HOARSE VOICE



PERSISTENT DIZZINESS  
OR COLLAPSE



PALE AND FLOPPY  
(YOUNG CHILDREN)



# What should you do if a customer has an allergic reaction?

- 1** Lay person flat, do not allow them to stand or walk. If breathing is difficult allow them to sit on the ground with their legs outstretched.



- 2** Call an ambulance (call triple zero).

## Call 000

- 3** Follow the customer's ASCIA Action Plan for Anaphylaxis (if they have one), or the ASCIA First Aid Plan for Anaphylaxis and if needed give an adrenaline (epinephrine) injector if one is available. Follow the instructions on the device.

**ascia**  
www.allergy.org.au

**FIRST AID PLAN FOR Anaphylaxis**

For use with adrenaline (epinephrine) injectors - refer to the device label for instructions  
Translated versions of this document are on the ASCIA website [www.allergy.org.au/anaphylaxis](http://www.allergy.org.au/anaphylaxis)

**SIGNS OF MILD TO MODERATE ALLERGIC REACTION**

- Swelling of lips, face, eyes
- Hives or welts
- Tingling mouth
- Abdominal pain, vomiting - these are signs of anaphylaxis for insect allergy

**ACTION FOR MILD TO MODERATE ALLERGIC REACTION**

- For insect allergy - flick out stinging if visible
- For tick allergy seek medical help or freeze tick and let it drop off
- Stay with person, call for help and locate adrenaline injector
- Phone family/emergency contact

Mild to moderate allergic reactions (such as hives or swelling) may not always occur before severe allergic reactions (anaphylaxis)

**WATCH FOR ANY ONE OF THE FOLLOWING SIGNS OF ANAPHYLAXIS**

- Difficult or noisy breathing
- Swelling of tongue
- Swelling or tightness in throat
- Wheeze or persistent cough
- Difficulty talking or hoarse voice
- Persistent dizziness or collapse
- Pale and floppy (young children)

**ACTION FOR ANAPHYLAXIS**

- LAY PERSON FLAT - do NOT allow them to stand or walk
- If unconscious or pregnant, place in recovery position - on left side if pregnant, as shown below
- If breathing is difficult allow them to sit with legs outstretched
- Hold young children flat, not upright
- GIVE ADRENALINE INJECTOR
- Phone ambulance - 000 (AU) or 111 (NZ)
- Phone family/emergency contact
- Further adrenaline may be given if no response after 5 minutes
- Transfer person to hospital for at least 4 hours of observation

**IF IN DOUBT GIVE ADRENALINE INJECTOR**  
Commence CPR at any time if person is unresponsive and not breathing normally

**ALWAYS give adrenaline injector FIRST, if someone has SEVERE AND SUDDEN BREATHING DIFFICULTY** (including wheeze, persistent cough or hoarse voice), even if there are no skin symptoms. THEN SEEK MEDICAL HELP.

Note: If adrenaline is accidentally injected (e.g. into a thumb) phone your local poisons information centre. Continue to follow this first aid plan for the person with the allergic reaction.

Adrenaline injectors are given as follows:  
• 150 mg for children 7.5-20kg  
• 300 mg for children over 20kg and adults  
• 300 mg or 500 mg for children and adults over 50kg

© ASCIA 2021. This document has been developed for use as a poster, or to be stored with general use adrenaline injectors.

## Reporting an allergic reaction

If a person has an allergic reaction to a food after telling staff they have a food allergy, it should be reported to the health department in the local area where the business operates. Do not throw away the food or drink they ate or drank because it may need to be tested.

**You can use this link to help you report a reaction:**

<https://allergyfacts.org.au/allergy-management/risk-reporting-an-allergic-reaction>

# Need more information?

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## All about Allergens online training

The National Allergy Council has free online training in the All about Allergens courses:  
[www.foodallergytraining.org.au](http://www.foodallergytraining.org.au)

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## All about Allergens resource hub

The National Allergy Council resource hub provides a range of free resources for best practice food allergen management to help anyone working in food service.

To access the resource hub, go to:  
[www.foodallergytraining.org.au/resources](http://www.foodallergytraining.org.au/resources)

To find out more about the National Allergy Council, go to [www.nationalallergystrategy.org.au](http://www.nationalallergystrategy.org.au)

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## National Allergy Council

The National Allergy Council (NAC) is a partnership between ASCIA and Allergy & Anaphylaxis Australia, the peak medical and patient support organisations in Australia. The National Allergy Council is responsible for implementing the National Allergy Strategy.

[www.nationalallergystrategy.org.au](http://www.nationalallergystrategy.org.au)

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## Food Standards Australia New Zealand (FSANZ)

FSANZ develops food standards for Australia and New Zealand that regulate the use of ingredients, processing aids, colourings, additives, vitamins and minerals. The Food Standards Code also covers the composition of some foods (e.g. dairy, meat and beverages) as well as foods developed by new technologies (such as genetically modified foods).

FSANZ also sets the labelling requirements for packaged and unpackaged food including specific mandatory warnings or advisory statement such as food allergen labelling.

[www.foodstandards.gov.au/Pages/default.aspx](http://www.foodstandards.gov.au/Pages/default.aspx)

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## Food enforcement contacts in each region

In Australia, compliance with the Code for all foods is monitored by authorities in the states and territories. In New Zealand, it is monitored by the Ministry for Primary Industries and public health units.

Complaints about possible non-compliant foods should be directed to the relevant agency in each state or territory or in New Zealand.

The contact details for enforcement agencies in Australia and New Zealand are available from the following link:

[www.foodstandards.gov.au/about/foodenforcementcontacts/Pages/default.aspx](http://www.foodstandards.gov.au/about/foodenforcementcontacts/Pages/default.aspx)

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## Allergy & Anaphylaxis Australia

Allergy & Anaphylaxis Australia is a charitable, not-for-profit organisation established in 1993. Allergy & Anaphylaxis Australia aims to improve awareness of allergy in the Australian community. They do this by sharing current information, education, advocacy, research, guidance and support. Their outreach extends to individuals, families, school, workplaces, health professionals, government, food industry and all Australians.

[www.allergyfacts.org.au](http://www.allergyfacts.org.au)

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## Australasian Society of Clinical Immunology and Allergy

Australasian Society of Clinical Immunology and Allergy (ASCIa) was established in 1990 as the peak professional body of clinical immunology and allergy in Australia and New Zealand.

[www.allergy.org.au](http://www.allergy.org.au)

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## Allergen Bureau

The Allergen Bureau is the peak industry body representing food industry allergen management in Australia and New Zealand. The overall objective of the Allergen Bureau is to share information and experience within the food industry on the management of food allergens to ensure consumers receive relevant, consistent and easy to understand information on food allergens.

[www.allergenbureau.net/](http://www.allergenbureau.net/)

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## Allergen Collaboration

FSANZ established the Allergen Collaboration in 2011 to strengthen engagement and collaboration among a range of stakeholders involved in managing food allergens. Members of the Collaboration, including food manufacturing, consumer and government representatives, meet to explore non-regulatory measures that can improve the management of food allergens.

[www.foodstandards.gov.au/media/Pages/refreshedfoodallergenportal.aspx](http://www.foodstandards.gov.au/media/Pages/refreshedfoodallergenportal.aspx)

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## Australian Food and Grocery Council (AFGC)

The AFGC represents the food and grocery processing sector, to support its growth in the future, creating more jobs and income for Australia, supporting our farmers and regional communities and providing the highest quality products for Australians.

[www.afgc.org.au/](http://www.afgc.org.au/)

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