**National Allergy Strategy**

**Food allergy management audit tool - General food service**

**Aim:** This tool has been developed for food service managers and food safety supervisors to undertake a comprehensive audit to assess the food safety protocols and procedures regarding food allergy management at [insert food service name], to identify what is working well and where things can be improved.

**Before using this audit tool template, please note the following:**

* This template has been developed as an evidence based best practice tool for allergy management in food service.
* This template is designed to be customised for individual food services.
* This template is editable, allowing you to make changes as required. Throughout the document, you will find [red text] where information can be inserted, edited and/or removed.

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| **Procedure and recommended verification** | **Current practice on site/observations** | **Achieved?** | **Recommended action** |
| **1. Bookings/reservations**  |
| When booking by phone or in person, customers are asked if they have any food allergies or special dietary requirements.  |  | [ ]  Yes [ ]  No[ ]  N/A |  |
| If online booking is available, customers can advise of their food allergy.  |  | [ ]  Yes [ ]  No[ ]  N/A |  |
| The customer’s food allergy is recorded with their booking/reservation. Information is provided to the duty chef prior to service. |  | [ ]  Yes [ ]  No[ ]  N/A |  |
| **2. Meal ordering**  |
| Every customer is asked, at the time of ordering, whether they have a food allergy and what they are allergic to.* Example in a restaurant: When addressing a table; “Are we ready to order? Can I check if anyone at the table has any food allergies?”
* Specific food allergies are confirmed with the customer.
 |  | [ ]  Yes [ ]  No[ ]  N/A |  |
| Menus and notice boards contain a statement asking diners to advise front of house staff of any allergies or special dietary requirements. |  | [ ]  Yes [ ]  No[ ]  N/A |  |
| **3. Food ordering and suppliers** |
| **Food contracts management**All food items are purchased from an approved and trusted supplier under contract arrangements. |  | [ ]  Yes [ ]  No[ ]  N/A  |  |
| All food items received contain an ingredient list or up-to-date Product Information Form (PIF) that includes an allergen statement.Up to date PIFs for all ingredients/products used, are maintained in an easily accessible central file (hard copy or electronic format).There is a process to verify that the PIF received and on file are the most up to date. |  | [ ]  Yes [ ]  No[ ]  N/A [ ]  Yes [ ]  No[ ]  N/A [ ]  Yes [ ]  No[ ]  N/A  |  |
| Food items are not substituted without notification and approval by [insert relevant staff member, *for example, Receiving Officer/Food Service Manager*]. Substitutions are documented and communicated. |  | [ ]  Yes [ ]  No[ ]  N/A |  |
| A system is in place to check changes to product formulation or processing (e.g., cross contamination risk). |  | [ ]  Yes [ ]  No[ ]  N/A |  |
| The food service receives and actions product recall information from FSANZ in relation to undeclared allergens. |  | [ ]  Yes [ ]  No[ ]  N/A | [Subscribe](https://www.foodstandards.gov.au/media/pages/subscriptionservice.aspx) to receive FSANZ product recall notifications.  |
| **Receiving and product checking**All items have been checked on receival by the [insert relevant staff member, *for example, Receiving Officer/Food Service Manager*] and entered into the receival log noting that it is the correct product, brand, temperature, best before date, batch number.Should an alternative brand/product be received, then stored PIFs are used to assess potential substitution risk arising from ingredients or allergen declarations.If a substitute product is accepted, the Food allergen menu matrix is updated.  |  | [ ]  Yes [ ]  No[ ]  N/A [ ]  Yes [ ]  No[ ]  N/A  |  |
| Filed PIFs are checked routinely for accuracy and currency of ingredients and allergen declarations against current products and any variations are noted, communicated and risks addressed. |  | [ ]  Yes [ ]  No[ ]  N/A |  |
| **Storage**No non-conformances regarding storage of food that is free of the common food allergens are noted. If noted, appropriate corrective action taken, recorded, and signed off by [insert relevant staff member, *for example, Food Service Manager*]. Records are available for the auditor to review. |  | [ ]  Yes [ ]  No[ ]  N/A [ ]  Yes [ ]  No[ ]  N/A  |  |
| **Dry storage**Food that is free of the common food allergens (e.g. wheat free flour) is stored away from other products that may contaminate it. Integrity of product packaging is monitored in routine store audits/reviews and products removed (and where necessary disposed of) where they pose a cross contamination risk. Products with gluten and wheat are stored **separately**. All decanted products are in sealed containers and have a secure label indicating the product name, ingredients, allergen statements, best before dates, date decanted.  |  | [ ]  Yes [ ]  No[ ]  N/A[ ]  Yes [ ]  No[ ]  N/A[ ]  Yes [ ]  No[ ]  N/A[ ]  Yes [ ]  No[ ]  N/A |  |
| **Cold storage** Food that is free of the common allergens is stored away from other products that may contaminate it. Integrity of product packaging is monitored in routine store audits/reviews and products removed (and where necessary disposed of) where they pose a cross contamination risk.All decanted products are in sealed containers and have a label indicating the product name, ingredients, allergen statements, best before dates, date decanted.  |  | [ ]  Yes [ ]  No[ ]  N/A[ ]  Yes [ ]  No[ ]  N/A[ ]  Yes [ ]  No[ ]  N/A |  |
| **Frozen storage** Food that is free of the common food allergens is stored away from other products that may contaminate it.Integrity of product packaging is monitored in routine store audits/reviews and products removed (and where necessary disposed of) where they pose a cross contamination risk.All decanted products are in sealed containers and have a label indicating the product name, ingredients, allergen statements, best before dates, date decanted. Pre-prepared allergy meals are covered securely to prevent spills/contamination, labelled, and stored appropriately until served. |  | [ ]  Yes [ ]  No[ ]  N/A [ ]  Yes [ ]  No[ ]  N/A[ ]  Yes [ ]  No[ ]  N/A[ ]  Yes [ ]  No[ ]  N/A |  |
| **4. Meal preparation for food allergy meals**  |
| Cleaning schedules for all meal preparation areas are completed and signed off by staff member each meal/day.Cleaning processes take into account removal of allergens. |  | [ ]  Yes [ ]  No[ ]  N/A[ ]  Yes [ ]  No[ ]  N/A |  |
| Personal protective equipment is correctly applied to prevent cross contamination of allergens. |  | [ ]  Yes [ ]  No[ ]  N/A |  |
| There is a process for verification of the cleaning process to ensure no residual of food product on meal preparation areas **or** utensils with potential for cross contamination. |  | [ ]  Yes [ ]  No[ ]  N/A |  |
| Relevant separate equipment is provided where cleaning between use is not reasonable or possible (e.g. a separate toaster for what free [gluten free] bread). |  | [ ]  Yes [ ]  No[ ]  N/A |  |
| Food item ingredient labels are checked for food allergens prior to preparing all meals. |  | [ ]  Yes [ ]  No[ ]  N/A |  |
| Meals for customers with food allergy are prepared in a separate area that is designated for this purpose.If a separate area is not available for preparing meals for customers with food allergy, those recipes/meals are prepared first in an area that has been fully cleaned including cleaning the equipment to minimise risk of cross contamination. The cleaning is documented and signed by staff. |  | [ ]  Yes [ ]  No[ ]  N/A[ ]  Yes [ ]  No[ ]  N/A |  |
| All allergen food that is required to be reheated is done so separately (or is pre-plated and covered and reheated) to reduce contamination by allergens. |  | [ ]  Yes [ ]  No[ ]  N/A |  |
| If gloves are used, non-latex, single use gloves are available for food service staff. Gloves are changed in between handling different allergens and preparing different meals. |  | [ ]  Yes [ ]  No[ ]  N/A |  |
| **5. Meal delivery** |
|  [Alter as required: *Coloured toothpicks, allergy flags, different shape/coloured plates, coloured stickers etc*] are used for customers with a food allergy. |   | [ ]  Yes [ ]  No[ ]  N/A |  |
| Meals for customers with food allergy are checked by [*insert relevant staff member: food safety supervisor, kitchen manager, head chef*]. |  | [ ]  Yes [ ]  No[ ]  N/A |  |
| A procedure has been developed for the ordering, preparation and delivery of food and drinks for customers with food allergy [Include relevant food service procedure for meal delivery] |  | [ ]  Yes [ ]  No[ ]  N/A |  |
| Meals that are prepared for customers with food allergy are covered securely to minimise the risk of cross contamination.  |  | [ ]  Yes [ ]  No[ ]  N/A |  |
| Buffet options have:* a sign asking customers with food allergy to tell a staff member about their allergy
* separate utensils for each food item, and
* information about common allergens in the menu items available on request.
 |  | [ ]  Yes [ ]  No[ ]  N/A |  |

**Support programs for food allergen management**

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| **1. Standardised recipes** |  |  |  |
| Standardised recipes are documented for all on-site prepared meal items and includes ingredient and allergen information. |  | [ ]  Yes [ ]  No[ ]  N/A |  |
| Standardised recipes are being followed (use the audits for evidence). |  | [ ]  Yes [ ]  No[ ]  N/A | A standardised recipe template is [available](https://foodallergytraining.org.au/resources/standardised-recipe-template) |
| Menu and recipe substitutions for food allergy meals are made and prepared only by a staff member trained in food allergen management. |  | [ ]  Yes [ ]  No[ ]  N/A | A food allergen ingredient substitution tool is [available](https://foodallergytraining.org.au/resources/ingredient-substitution)  |
| The cook/chef has signed off on all recipes as prepared, noting any variations to ingredients. |  | [ ]  Yes [ ]  No[ ]  N/A |  |
| **2. Education and training** |
| The food service has a food safety supervisor or relevant staff member who manages the overall food safety of the business, including staff education and training in food allergen management. |  | [ ]  Yes [ ]  No[ ]  N/A |  |
| All staff members have completed basic orientation training regarding food allergen management in food service. Staff receive training regarding their specific role in food allergy management (e.g. front of house staff answers customer questions regarding allergen content of food and relays accurate information between the customer and cook/chef, chef follows standard recipe and food allergy management procedures, front of staff, together with the cook/chef ensure correct meal goes to the allergy customer). |  | [ ]  Yes [ ]  No[ ]  N/A [ ]  Yes [ ]  No[ ]  N/A | All food service staff: [National Allergy Strategy All about Allergens 2021 online training](https://foodallergytraining.org.au) Cooks and chefs: [National Allergy Strategy All about Allergens for cooks and chefs online training](https://foodallergytraining.org.au/) |
| All relevant staff members complete refresher training regarding food allergen management in food service at least every 2 years |  | [ ]  Yes [ ]  No[ ]  N/A |  |
| All relevant relief staff complete a site induction which includes food allergen management training |  | [ ]  Yes [ ]  No[ ]  N/A |   |
| Training records are kept, documenting which staff have completed training, what training they have completed and when they last completed the training. |  | [ ]  Yes [ ]  No[ ]  N/A |  |
| **3. Communication and awareness** |  |  |  |
| There is a food allergen menu matrix that includes all food and beverage items offered by the food service. This system clearly identifies common allergens and ingredients in recipes and menu items. |  | [ ]  Yes [ ]  No[ ]  N/A | A food allergen menu matrix template is [available](https://foodallergytraining.org.au/resources/allergen-menu-matrix). |
| If an automated menu system is used, there is a process for ensuring that the ingredient and allergen information is up-to-date and accurate. |  | [ ]  Yes [ ]  No[ ]  N/A |  |
| The menu includes a statement asking customers with food allergies to inform wait staff of their food allergy. |  | [ ]  Yes [ ]  No[ ]  N/A |  |
| Where online ordering is available, ensure there is the opportunity for customers to declare their food allergy when ordering. |  | [ ]  Yes [ ]  No[ ]  N/A  |  |
| **4. Cleaning and sanitising**  |
| There is a cleaning procedure displayed for pre-cleaning prior to the preparation of meals for patients with food allergy in the food service area. e.g. dispose of the single-use, sanitised towels or wipes after cleaning the surfaces used to prepare foods with allergens. |  | [ ]  Yes [ ]  No[ ]  N/A |  |
| All surfaces and utensils are cleaned and sanitised before preparing a meal free of a specific allergen. If more than one allergy meal is being prepared, there are processes in place to prevent cross contamination from one allergy meal to another, as customers may be allergic to different foods.  |  | [ ]  Yes [ ]  No[ ]  N/A[ ]  Yes [ ]  No[ ]  N/A |  |
| **5. Verification (auditing)** |
| Internal food safety audits of food allergen management processes are completed regularly, and any non-conformances show corrective actions taken.  |  | [ ]  Yes [ ]  No[ ]  N/A |  |
| External food safety audits are completed annually, and for non-compliance show corrective actions taken (e.g. environmental health officer audits). |  | [ ]  Yes [ ]  No[ ]  N/A |  |
| **7. Incident management** |
| Incidents, including near misses, related to food allergy are clearly documented and processes put in place to prevent it from happening again.  |  | [ ]  Yes [ ]  No[ ]  N/A |  |
| All staff preparing and serving food undertake the National Allergy Strategy *All about Allergens* training after an incident to refresh knowledge and skills. |  | [ ]  Yes [ ]  No[ ]  N/A |  |
| **8. Incident reporting** |
| Incident reports are recorded in [insert relevant procedure]. |  | [ ]  Yes [ ]  No[ ]  N/A |  |
| All incidents, including near misses, related to food allergy are clearly recorded and corrective actions have been applied. |  | [ ]  Yes [ ]  No[ ]  N/A |  |