

## ALLERGEN MANAGEMENT

### A best practice guideline

- Ensure that all food handling staff complete the *National Allergy Strategy – All About Allergens 2* free online training course for food service - <https://foodallergytraining.org.au/>
- Provide a food allergen statement on all restaurant menus and your website that says for example: Not all ingredients are listed on our menu; please speak to a member of staff if you have any dietary requirements or allergies before ordering.
- Complete and implement a food allergen matrix that is regularly updated and displayed in a location where all kitchen and service staff can refer to it <https://foodallergytraining.org.au/mod/page/view.php?id=7>
- Always double check the ingredients with the chef, the customer and the food allergen matrix if unsure. **Staff should never guess whether an ingredient is in a meal or not.**
- Develop and implement a menu ordering system that clearly identifies on the docket what ingredient the customer is allergic to and, which dish belongs to that customer for the entrée, main and dessert sections.
- Have a clear way of identifying the meal for the person with a food allergy for example, distinct plateware, different in shape, size and colour from the regular plateware that is easily identified by all staff that the meal is for a guest with an allergy.
- Always take the meal to the customer with a food allergy separately, not whilst carrying other meals. Ensure that the correct allergen free meal is given to the person with the food allergy declared.
- Avoid cross contamination of food allergens. Always use a dedicated and separate food preparation area with separate equipment and utensils when preparing allergen free food.
- Handle food safely with clean hands washed with warm, soapy water. Hands should be washed regularly and you should re-wash your hands before preparing food that must be free of a specific allergen.
- Clean and sanitise work surfaces, utensils and other food-contact items between foods. Even trace amounts of allergens can be harmful.
- Store food separately in clearly labelled containers.
- Ensure staff are trained not to alter recipes unless authorised and ensure service staff are made aware of the changes.
- Provide allergen awareness and allergen management information packs and brochures as part of all new staff inductions – <https://foodallergytraining.org.au/mod/page/view.php?id=7>
- Train your staff to ask customers about food allergies.
- Take customer request about allergens seriously and listen carefully.

