

- 1 First manage the allergic reaction/anaphylaxis
- 2 Then report the reaction to help benefit others

To report a reaction to packaged food

Keep suspect food/s

Note batch number and use-by date; photograph package ingredient list and allergen information. Seal it; label it; DO NOT EAT then freeze it.

Note where and when food was purchased; keep receipt

Make a written record of whole incident including medical treatment as soon as possible after the reaction

If possible, purchase an identical item with the same batch number and/or use by date

To report a reaction to food purchased from a food service provider

CHECK: Did you clearly disclose your food allergy? If yes, proceed with reporting a complaint.

If possible, take a photo, keep the suspect food and take it home

Label it; DO NOT EAT store in freezer

Note where and when the meal was purchased

Keep receipt

Make a written record of whole incident including medical treatment ASAP

Include conversations with staff and their responses

Contact Allergy & Anaphylaxis Australia for assistance in reporting call 1300 728 000 or email coordinator@allergyfacts.org.au

Contact state/territory health department or food authority in the state that the food was produced or imported into

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Provide a small portion of the suspect food to the authorities if requested, but ensure you keep a portion

