



**Metro North Hospital and Health Service** *Putting people first*

Queensland Health – Statewide Food Services

# **Hospital Food Services - Allergen “Best Practice Guideline”**

## Implementation of the “Best practise guideline” in Qld Health facilities

**Presented by:** Troy Litzow – Food Safety Auditor, Statewide Food Services, Qld Health

V[01] Effective: [09/2018] Review: [09/2019]

# CONTENTS:

- Background
  - Process & Outcome
- Trial Sites
- Questions



# BACKGROUND: (What does the Coroner say?)

During the investigation the hospital conceded significant systemic failures in the food handling practices/policies at the time, specifically that:

1. There was a lack of written policy regarding food handling pertinent to patients with allergies on the paediatric ward.
2. Any policy that was in place was ad hoc in that it relied (at least in part) on a Patient Services Assistant (PSA) orally communicating with a nurse as to what food a patient could be given.
3. Any policy in place did not ensure that a nurse checked the food prepared for an allergic patient prior to it being given to a patient.
4. Insofar as the policy required the name and food allergies of the patient to be documented on the kitchen whiteboard, this did not occur.
5. The above led to an inadequate food handling policy which was a systemic failure (rather than a failure of any individual).
6. The inadequate food handling policy allowed for potential error to be introduced in the process of preparing and providing the patient with his breakfast.

# BACKGROUND: (What did the coroner recommend?)

- Recommendation - Produce an allergen matrix for the weekly menu cycle that clearly indicates whether each menu item contains any of the eight main food allergens.
- Recommendation - Produce written documentation of the meal serving procedure in the ward pantry, for full ward diet, allergy patients and other special diet codes, ideally as a flow chart.
- Recommendation - Any patient with a food allergy be managed by the menu monitor(cook) and entered (by nursing) into the menu management system (diet list) so all food items can be checked and tracked. All three meals should be produced in the main kitchen, checked by the supervisor and then delivered on a red identifying tray directly to the patient rather than served from the ward pantry. Extra vigilance was recommended for patients with unstable asthma as this may contribute to a heightened risk of anaphylaxis.
- Recommendation - Food presented to a patient requiring a special or allergen-free diet should be checked and signed off by the PSA and then co-signed by the nurse before being given to the patient.

# BACKGROUND: (What does the legislation say?)

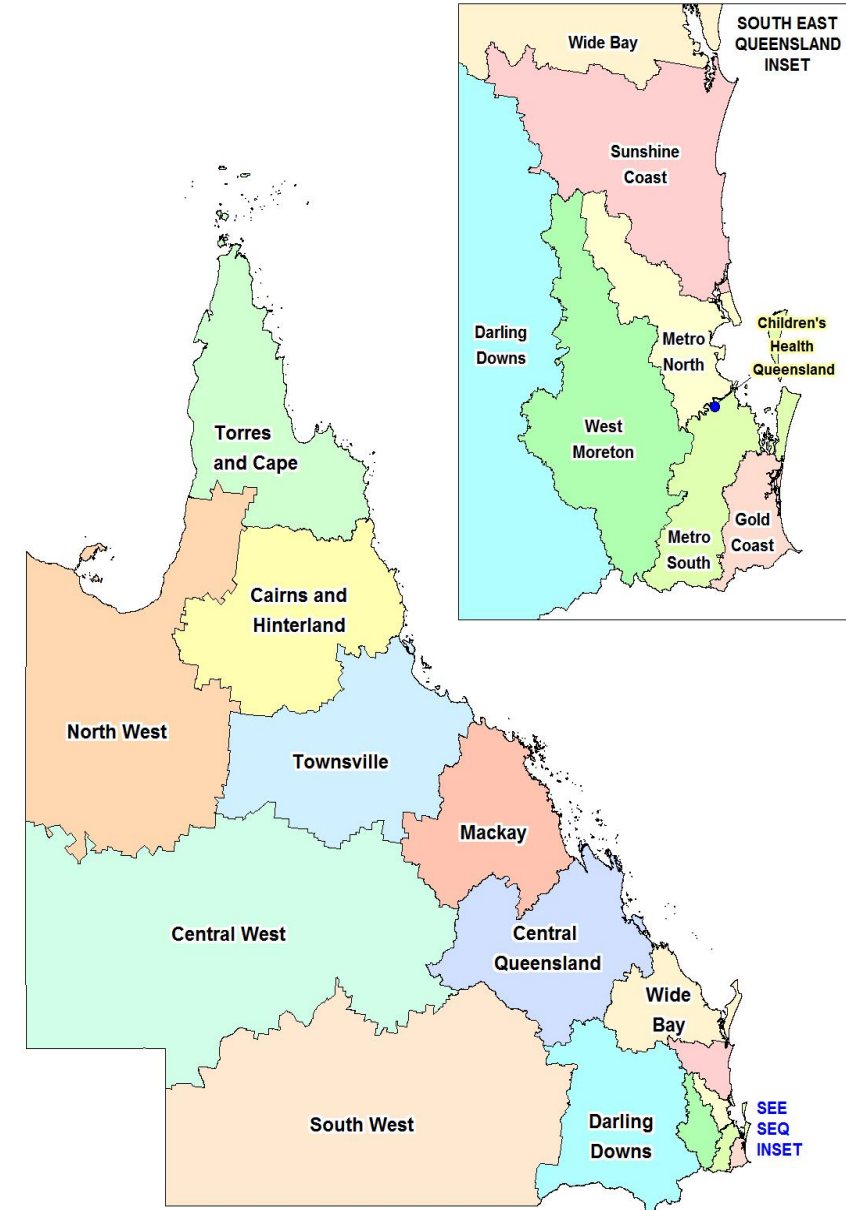
- FSANZ (Food Standards Code) Chapter 3:
  - (3.2.1 – a food business must have a food safety program if serving food to vulnerable populations
  - (3.3.1 hospitals, aged care facilities) and must systematically examine all ...food handling operations in order to identify the potential hazards, must comply with the food safety program and must ensure the FSP is audited by a food safety auditor at the frequency recommended for the food business.)
- FSANZ (Food Standards Code) Chapter 1 – Food Allergen Labelling:
  - Mandatory declaration of certain substances (allergens) in food (1) The presence in a food of any of the substances listed in the Table..., must be declared .....when present as – (a) an ingredient; (b) an ingredient of a compound ingredient; (c) a food additive or component of a food additive; (d) a processing aid or component of a processing aid. (2) The presence of the substances listed in the Table ...must be (a) declared on the label on a package of the food; (b) where the food is not required to bear a label....– (i) declared on or in connection with the display of the food; or (ii) declared to the purchaser (consumer) upon request; or (c) displayed on or in connection with food dispensed from a vending machine.



# BACKGROUND:

## What was happening in Qld Health facilities ?

- Review Food Allergen Management
  - 50 % - no allergen management process
  - 40% - no menu assessment for food allergens
  - Most rural / remote



# Food Allergen Management in Foodservice

## “Best Practise Guideline”



national  
allergy  
strategy



## Food Allergen Management in Foodservice

**A BEST PRACTICE GUIDELINE**

Developed by Statewide Foodservices Qld. Health  
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- **Published:**

- **National Allergy Strategy webpage**
  - <https://www.nationalallergystrategy.org.au/resources/hospital-food-service>

- **Endorsed:**

- **Australian Commission of Safety and Quality in Health Care**

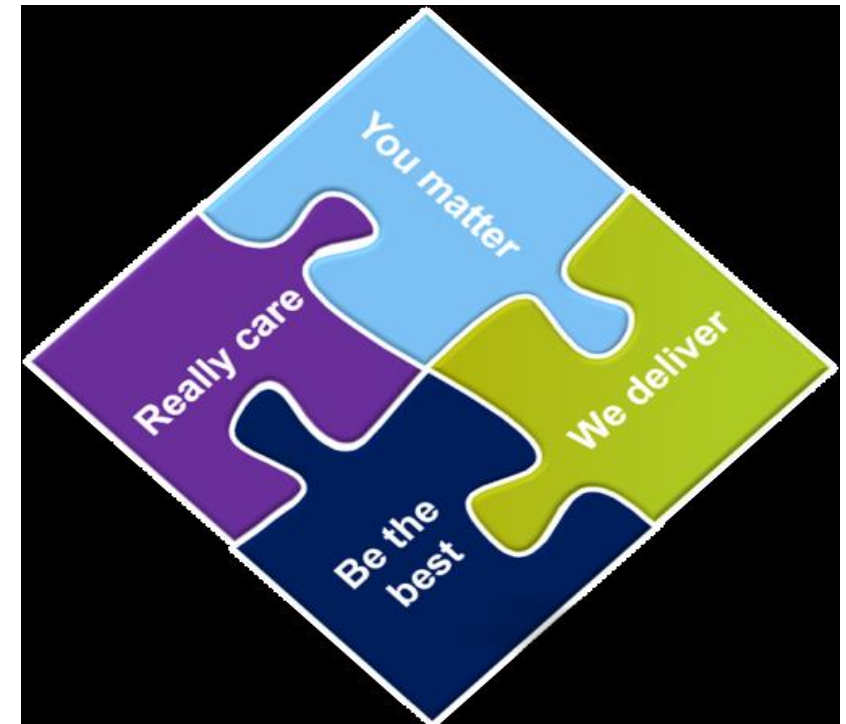
- **Distributed:**

- **By commission to every hospital in Australia**

# TRIAL SITES:

## Trial implementation at a Hospital & Health Service

- HHS chosen due to close proximity (less travel required)
  - 4 rural sites & 1 large acute tertiary referral hospital
  - All rural sites supply provision of Meals on Wheels & are Cook-Fresh facilities
- 
- Developed an audit tool of allergen management
  - Completed audits of all sites using tool
  - Identified gaps in allergen management
  - Identified resources needed to assist sites fill gaps
  - Assisting sites use the tools





# DEVELOPMENT OF AUDIT TOOL:

Queensland Health

## **Statewide Food Services – Internal Food Safety Audit tool**

**Including allergen management**

**To be used in association with the  
Qld Health Best Practise guideline for Food Allergen Management  
in Foodservices**

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# DEVELOPMENT OF AUDIT TOOL:

## Statewide Food Services – Internal Food Safety Audit tool

### Including allergen management

Food allergies can be life threatening. For people who have a food allergy the only way to manage the allergy is to avoid the food allergen. For this reason there are laws in place, for example mandatory labelling requirements to help people who have a food allergy avoid food allergens.

**Background standard for Allergen Management:** In managing food allergies in health care foodservices there are overarching practices that are required as per the Food Standards Code (FSANZ) that will inform and support the process of identifying, assessing, managing and auditing the risk of food allergies in the food service. Food allergies can be life threatening. For people who have a food allergy the only way to manage the allergy is to avoid the food allergen. For this reason there are laws in place, for example mandatory labelling requirements to help people who have a food allergy avoid food allergens.

#### The list of identifiable allergen in Australia are:

1. Peanut
2. Tree Nuts
3. Milk
4. Eggs
5. Sesame
6. Fish
7. Shellfish
8. Soy
9. Wheat
10. Lupin

**Developed by:** Statewide Food Services Qld Health – Block 7, Level 7, Royal Brisbane & Women's Hospital, Butterfield Street, Herston Qld 4029, Ph: 07 3646 2288 or 07 3646 4497

The Food Standards Australia & New Zealand code states: (*Chapter 1 – Food Allergen Labelling*):

**A food allergy occurs when a person's immune system reacts to allergens that are harmless to other people.**

Most food allergies are caused by peanuts, tree nuts, milk, eggs, sesame seeds, fish and shellfish, soy and wheat. These must be declared on the food label, whenever they are present in food as ingredients (or as components of food additives or processing aids), however small the amounts present. Mandatory declaration of certain substances (allergens) in food:

(1) The presence in a food of any of the substances listed as an identifiable allergen must be declared when present as –

- (a) an ingredient;
  - (b) an ingredient of a compound ingredient;
  - (c) a food additive or component of a food additive;
  - (d) a processing aid or component of a processing aid.
- (2) The presence of the substances listed as an identifiable allergen must be
- (a) declared on the label on a package of the food;
  - (b) where the food is not required to bear a label, ....–
    - (i) declared on or in connection with the display of the food; or
    - (ii) declared to the purchaser (consumer) upon request; or
  - (c) displayed on or in connection with food dispensed from a vending machine.

#### Food Standards Australia & New Zealand – Food Standards Code:

\* 3.2.1 – a food business must have a food safety program if serving food to vulnerable populations

\* 3.2.2 – Food Safety Practices & General Requirements - sets out specific food handling controls related to the receipt, storage, processing, display, packaging, transportation, disposal and recall of food. Other requirements relate to the skills and knowledge of food handlers and their supervisors, the health and hygiene of food handlers, and the cleaning, sanitising and maintenance of the food premises and equipment within the premises. If complied with, these requirements will ensure that food does not become unsafe or unsuitable.

\* 3.3.1 – hospitals, aged care facilities and must systematically examine all ... food handling operations in order to identify the potential hazards, must comply with the food safety program and must ensure the FSP is audited by a food safety auditor at the frequency recommended for the food business.

# DEVELOPMENT OF AUDIT TOOL:



Ref no:	Process (P) Steps or Support Programs (SP)	Observed	Controls at this step (items in bold require immediate action if non-compliant)	Allergen Management	Observations
P14	Allergens, food packaging & labelling	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> There is an alert system that is used by the facility (process, procedure) to advise all staff (Cooks, kitchen staff, Dietitians, Allied Health staff) the correct diet code for a patient / resident / client when admitted. <input type="checkbox"/> Allied Health support is provided <input type="checkbox"/> Food Services staff are trained in the provision of correct diets to patients <input type="checkbox"/> There is a staff notification process for notifying staff and they are trained in and are aware of. <input type="checkbox"/> There is a thorough audit check undertaken to ensure allergen free food products are kept safe from contamination once received at the site. Audit reports are available for review	<input type="checkbox"/> There is an alert system that is used by the facility (process, procedure) to advise all staff (Cooks, kitchen staff, Dietitians, Allied Health staff) the correct diet code & allergens information for a patient / resident / client when admitted. <input type="checkbox"/> Food Allergy management flow charts are displayed in all appropriate areas <input type="checkbox"/> Staff are aware of and can verbalise the Food Allergy Management process <input type="checkbox"/> Ingredients & allergen lists are available for all menu items <input type="checkbox"/> Audit of workplace shows all PPE available and clearly identified for Allergen Meal preparation	

Statewide Food Services – Internal Food Safety Audit tool

Created: May 2018 – next review: May 2019 – Owner: Statewide Food Services – [Statewide-Foodservices@health.qld.gov.au](mailto:Statewide-Foodservices@health.qld.gov.au)

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# RESULTS FROM THE AUDIT

Allergen Audit outcomes - Pineapple Bay Hospital and Health Service							
All facilities (excluding The Apricot) audits undertaken in July 2018							
Process Step	Criteria	XXXXXX	XXXXXX	XXXXXX	XXXXXX	XXXXXX	Comments
		3/07/2018	3/07/2018	5/07/2018	5/07/2018		
1	Contract Management:						
	All products on contract have an ePIF available and a copy is stored on site in a hard copy or electronic format.	No	No	No	No	No	1. Allergen Matrix for all raw ingredients - TL 2. Allergen Matrix for all cooked items collated by MOS at each site based on raw ingredients matrix - sites 3. TL will collate and provide all spec sheets (ePIF) for all products. 4. TL to develop a standard format for allergen matrix to be completed in.
	1.1	No	No	No	No	No	
	1.2 There is a process to verify printed copies of the ePIF are the most up to date	No	No	No	No	No	
	1.3 Ingredients checked against ePIF and any variations are noted and communicated	No	No	No	No	No	
	1.4 All substitutions have been notified and communicated and documented (see documentation trail)	No	No	No	No	No	There is a process whereby the storeperson receives specs sheet for products that come onsite and they are then stored in the "Bible". These spec sheets then shared with the Nutrition assistants and menu monitors.
		Hard copy spec sheets have been reviewed - but do not have copies on file.	Some hard copies of specs sheets are available but not all products spec sheets are on file	No spec sheets or ePIFS are available for any products	No spec sheets used - but staff look at ingredients lists of sides of products when assessing allergens etc.		
2	Purchasing & receiving:						
	2.1 All products received have an electronic product information factsheet (ePIF) available	No	No	No	No	No	
	2.2 an ePIF is stored on site in hard copy or an electronic portal for all products purchased from external suppliers	No	No	No	No	No	
	2.3 the ePIF has details of an analytical verification for allergen free claims from suppliers	No	No	No	No	No	as per comment above
3	Reject / Recall						
		Items that do not meet specification are returned to supplier as per FSP. No formal process is followed.	Items that do not meet specification are returned to supplier as per FSP. No formal process is followed.	Items that do not meet specification as per the FSP are rejected. There is no formal process for recall. Facility needs to register to national recalls.	Items that do not meet specifications are kept aside and are returned to supplier as per processes outlined in the FSP. Products that are to be rejected are also kept aside and returned to supplier. Facility is not registered to national recalls.	All items that are being rejected or recalled are kept separately as per the FSP and they are then returned or destroyed. Facility is not registered for national recalls.	Documentation completed to ensure all rejects / returns are following processes in the FSP.

# RESULTS FROM THE AUDIT

13		Plating, internal transport & meal delivery						
13.1		Allergen meals are plated first prior to any other meal being plated in the kitchen at that meal service. Verification via documentation is available in the FSP on pg: _____	All allergen meals are plated first - but there is no formal documentation to verify this. All meals that are plated for MQW's are plated at the same time as per allergens & are labelled according to clients likes / dislikes etc. All MQW's clients need to have a Dr certificate verifying likes/ dislikes and allergies. When staff are delivering meals to patients, they ask name of patient & match bed number & name with Trendcare report. Staff will always check with nurse & ensure there is an identification process occurring.	All allergen meals are plated first - but there is no formal documentation to verify this. All meals that are plated for MQW's are plated at the same time as per allergens & are labelled according to clients likes / dislikes etc. All MQW's clients need to have a Dr certificate verifying likes/ dislikes and allergies. When staff are delivering meals to patients, they ask name of patient & match bed number & name with Trendcare report. Staff will always check with nurse & ensure there is an identification process occurring.	All allergen meals are plated first - but there is no formal documentation to verify this. All meals that are plated for MQW's are plated at the same time as per allergens & are labelled according to clients likes / dislikes etc. All MQW's clients need to have a Dr certificate verifying likes/ dislikes and allergies. When staff are delivering meals to patients, they ask name of patient & match bed number & name with Trendcare report. Staff will always check with nurse & ensure there is an identification process occurring.	All allergen free meals are plated first and then placed covered on the tray and delivered to patients by the food services staff. Colored tray ?? All MQW's meals are plated at the same time as per allergens and likes / dislikes and are delivered to clients by volunteers. All meals are prepared using the TV screen in the kitchen which gives information about names & diet codes which includes allergies.	All allergen free meals are stored in Bain Maries with all the regular food. However, that food is stored in separate containers and served using Red utensils. All meals are then checked at the end of the plating line by the Nutrition assistants prior to being delivered to patients.	All meals need to be plated separately, first (potentially at the Ipswich hospital they are all plated and delivered by a separate staff members on a separate trolley to ensure these meals are as safe as possible). All meals in the rural facilities need to be plated first. TL to develop a from whereby when a patient hands over a meal to an allergen free patient documentation is signed to ensure the meal is free of allergens (10 identifiable & any others) by the food service staff member & the nurse who is caring for the patient.
		No inaccuracy incident noted in clinical incident reporting system, or if noted, appropriate corrective action taken, documented and signed on form: _____						
		No cross contamination incidents noted, or if noted, appropriate corrective action is taken, documented and signed on form: _____						
		No incident recorded on patient safety system of incorrect meal to patient / resident.						
		Staff are checking correct patient before leaving the meal, and there are no meals delivered to patients who have allergens, who are not in their bed.						
14		Allergens, food packaging & labelling						
14.1		There is an alert system that is used by the facility (process, procedure) to advise all staff (Cooks, kitchen staff, Dietitians, Allied Health staff) the correct diet code & allergens information for a patient / resident / client when admitted.					Diet code information along with allergen information is provided to kitchen via patient flow, and the nutrition assistants / menu monitors then manage menus and food orders. All meals are checked prior to being delivered to patients at the end of the plating line by a nutrition assistant. NA's also manage order taking from patients at ward level. There are processes in place, however there is very little documentation to formally identify those processes. There is a draft process / policy / procedure however it hasn't been published or endorsed at a HHS level. There is a "bible" that is used by nutrition assistant staff and other staff in the kitchen. The bible is currently not up to date with all current information.	
14.2		Food Allergy management flow charts are displayed in all appropriate areas						
14.3		Staff are aware of and can verbalise the Food Allergy Management process						
		Ingredients & allergen lists are available for all menu items						
		Audit of workplace shows all PPE available and clearly identified for Allergen Meal preparation	There are verbal interactions that occur - but no formal process that is documented and followed.	There is a diet list chart in the kitchen that indicates the diet code of the patient. Some comments will be provided to kitchen staff by nursing staff verbally. There is a process for notification but there is nothing that is formal and documented. There are food allergen charts on display in the kitchen, but this is only ingredients not products (or recipes) as it is a cook fresh site.	There is a white board in the kitchen where all patients diet codes are listed. Most diets and requests for patients are passed on verbally from the nursing staff who get there information from Trendcare. There are no formal documented processes that are followed with very limited traceability.	As above. Very limited documentation though to ensure an allergen patient has been given the correct meal and the standard recipe has been followed verbatim and no changes have been made, and documentation verified and signed.		
15		Transporting Food						
		All food that is transported to external patients / residents / clients is identified with						



# RESULTS FROM THE AUDIT

		process that was signed.	process that was signed.	process identified to be in place.	was not fully signed.	task that	completion with FSP
8	Product Recall						
8.1	Is there a recall policy documented in the FSP						
8.2	Copy of the policy sighted						
8.3	Are staff aware of the policy, and have they been trained. Copy of training records sighted						
8.4	Documentation is available for all recalls on form _____ from the FSP	The facility use a recall factsheet, and follow process outlined in the FSP.	The facility use a recall factsheet, and follow process outlined in the FSP.	Actions are only followed as per the FSP	Actions are only followed as per the FSP	Actions are only followed as per the FSP	formalize process - WMHHS in conjunction with SFS
8.5	Is a mock recall undertaken on a periodic basis. Copies of records available and sighted						
9	Skills & Knowledge						
9.1	All staff are inducted into the department prior to their first day of commencement in the kitchen						
9.2	Records are available and sighted						
9.3	All staff are trained in "Food Handler training" within two (2) weeks of employment	Staff watch the I'm alert DVD for basic food safety prior to commencement of work in the kitchen and yearly. Staff undertake training as per WM online training, and new staff receive 2 days training prior to working in the kitchen. There is a staff illness form in the FSP that is used when required.	There is a buddy system where staff new staff are trained. Staff watch the I'm alert DVD. Not a very robust training regime.	New staff are buddied up at the start and go through all hands on processes in the kitchen for the day. Day 1, they are buddied up, day 2 they are by themselves. Staff only undertake mandatory hand washing and other mandatory as per WM online training. The I'm alert DVD is watched prior to working in the kitchen.	New staff are buddied up with existing staff while they learn the new position. Staff undertake the I'm alert training modules for food safety training & this is completed once each year. There is no formal training for staff on allergen training	All new staff are trained according to inhouse practises and procedures. There is a limited training program in place. There is no formal training for staff on allergen training.	All staff to complete allergen training & SFS to supply links and support package to each facility
9.4	Records area available and sighted						
9.5	A robust training schedule is documented in the FSP for all staff to completed on a periodic basis						
9.6	Training records are available for all staff in all required training.						
9.7	These records were sighted						
9.8	Staff are aware of there responsibilities for notify certain illnesses to their line manager.						
9.9	Copy of responsibilities sighted						
10	Staff training / legislative requirements						
10.1	The food business has appropriately trained staff as Food Safety Supervisors (FSS)						
10.2	Copies of FSS certificates available						
10.3	Units of competencies are: HLTFSE 001, XX 005 & XX 007 provided by an RTO						
10.4	How many staff are trained as FSS: _____						
10.5	All staff that handle food are trained in HLTFSE 001 (not mandatory in QLD)						
10.6	An internal training program is offered annually (refresher)						
10.7	Training calendar sighted						
10.8	Training records sighted & available	3 staff are trained as FSS. Certificates are available.	11 staff are trained as FSS.	9 staff are trained as FSS. There isnt a robust training schedule that outlines training that needs to be undertaken regularly or on a yearly basis.	5 staff are trained as FSS. There is a training schedule followed for skills and knowledge.	3 staff are trained as Food Safety Supervisors. There is a training program in place for staff to develop their skills and knowledge.	no comments required
10.9	The robust training schedule for all staff outlined in the FSP has appropriate training contained within for allergen management						
10.10	The ten (10) identifiable allergens listed by Food Standards Australia & New Zealand, Food Standards Code are listed on poster in the kitchen	There is an allergen booklet that staff train in. They also undertake the NSW training, complete the questionnaire & a record is kept on file. There a allegren cards from A & AA on display and are available for staff to reference should they need to.	Very limited training is undertaken with regards to allergens. Staff are aw are of the 10 identifiable allergen, however no formal training has been undertaken or provided. This training is also undertaken once and not undertaken on a yearly basis as a refresher.	Staff are not aw are of the 10 identifiable allergens and there is no identification of same in the kitchen. There is no formal training for allergies undertaken on site with staff.	Very limited training in this area.	Very limited training in this area. Menu monitors / nutrition assistants were not aware at audit of the training. <a href="https://qheps.health.qld.gov.au/ statewidefoodservice/html/allergy">https://qheps.health.qld.gov.au/ statewidefoodservice/html/allergy</a>	All staff to complete allergen training & SFS to supply links and support package to each facility
10.11	An annual training schedule is documented & training records are available to ensure all staff are aware there are ten (10) identifiable allergens in Australia.						
11	Verification & review of program						
11.1	Program is reviewed at least annually as documented in the FSP						

# IDENTIFIED GAPS IN ALLERGEN MANAGEMENT

Contract Management  
(products that contain Allergens)

Preparation Areas  
(lack of PPE, designated colour  
coordinated equipment)

Documentation & traceability



Storage issues due to space  
restrictions

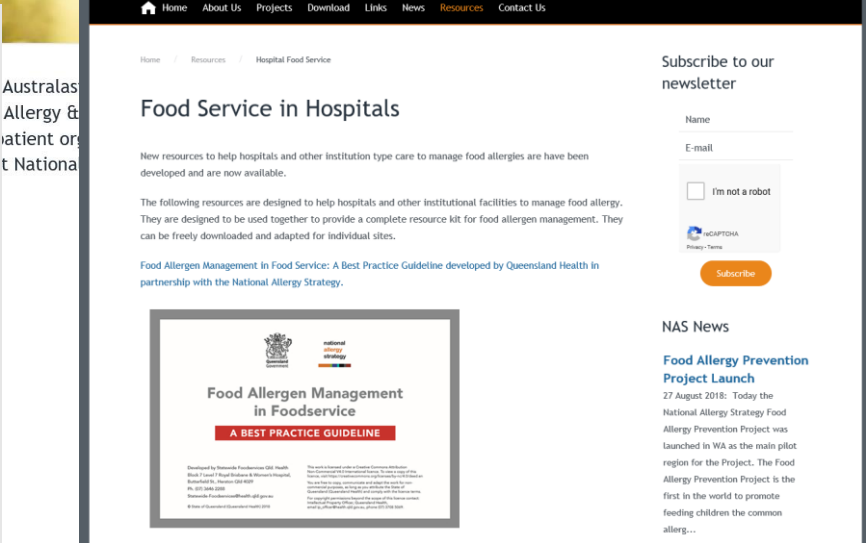
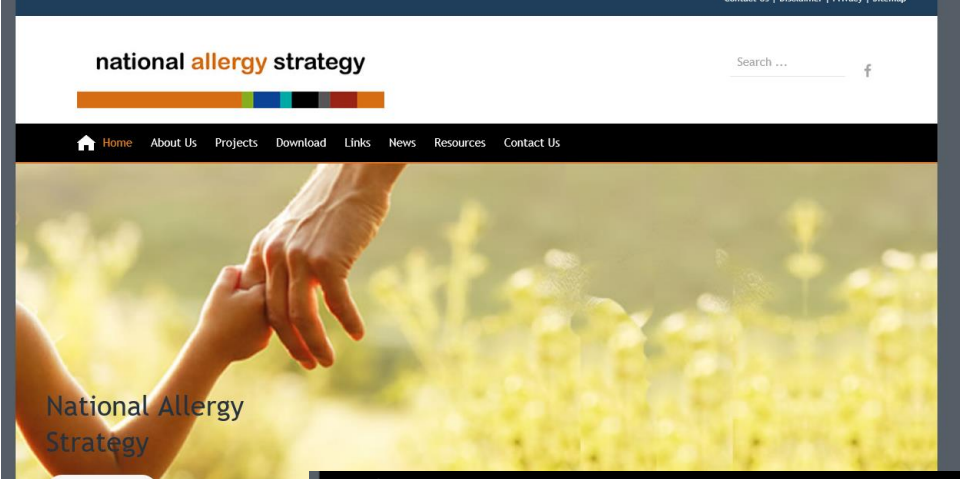
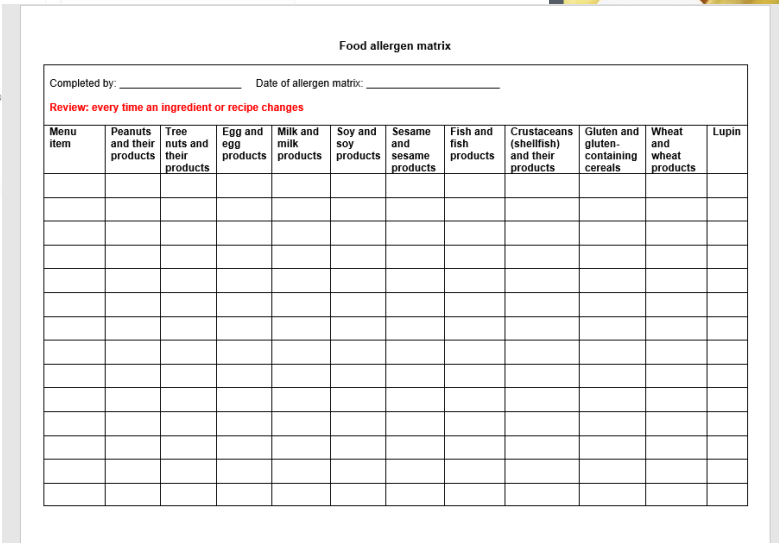
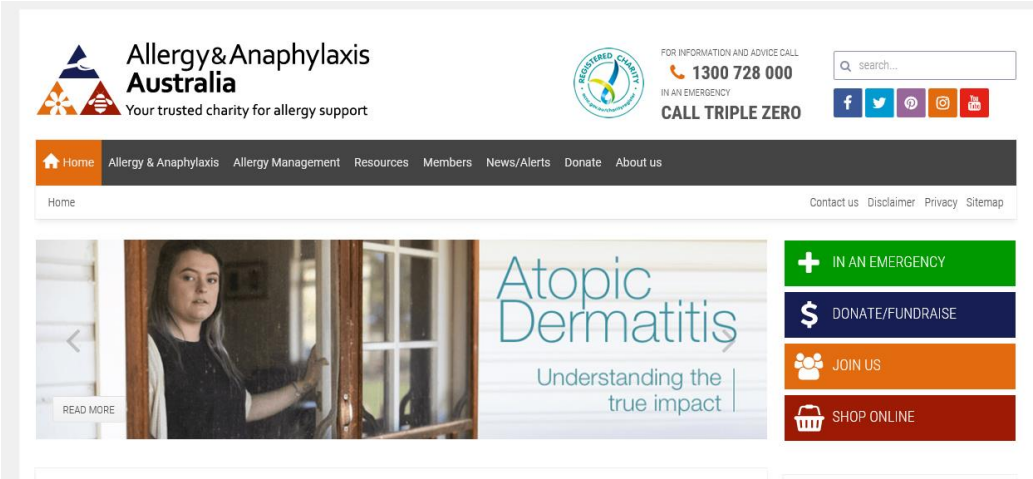
Menu & Standard recipe assessment

Appropriate meal identification and  
labelling




Staff skills & knowledge

# IDENTIFIED RESOURCES needed to fill gaps



# IDENTIFIED RESOURCES needed to fill gaps

HOME > SITE PAGES > HOSPITAL RESOURCES

 NAVIGATION

Home

About Food Allergy Training

Resources

**Hospital Resources**

All about Allergens Digital Brochure

Allergy aware checklist

Eat Easy allergen matrix

Food Allergen Management in Foodservice

Food allergen matrix

Food Allergy and Intolerance Management Audit tool

Food Allergy and Intolerance Policy Template

Food Allergen Ingredient Substitution Tool

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Help and Creating an account

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Courses

 LOGIN

Username

## Hospital Resources

[Return to: Site ↗](#)

New resources to help hospitals and other institution type care to manage food allergies are have been developed and are now available.

The following resources are designed to help hospitals and other institutional facilities to manage food allergy. They are designed to be used together to provide a complete resource kit for food allergen management. They can be freely downloaded and adapted for individual sites.

- Food Allergen Management in Food Service: A Best Practice Guideline developed by Queensland Health in partnership with the National Allergy Strategy.
- Food allergy and intolerance policy template
- Food allergy and intolerance audit tool template
- Food allergy ingredient substitution tool
- Food allergy and intolerance menu assessment tool

### Food Allergen Management in Foodservice A BEST PRACTICE GUIDELINE

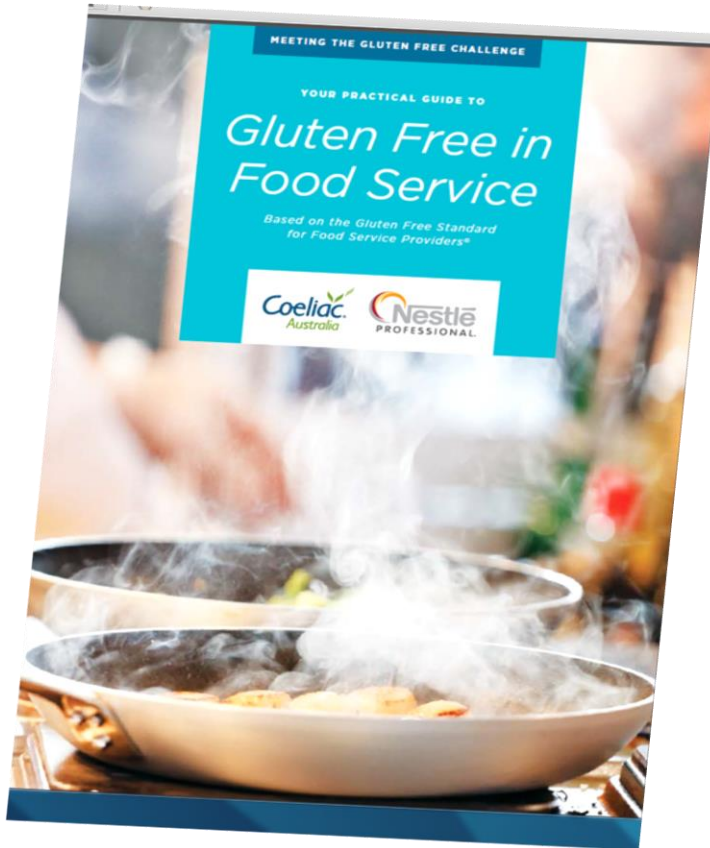
Download here: [Food Allergen Best Practice Guideline \(PDF\)](#)





# IDENTIFIED RESOURCES needed to fill gaps

## – Coeliac Society



### Gluten Free

#### Best Practice

We know gluten free is increasingly dominating the agenda of food service operators and that this is a significant challenge. With this booklet we intend to arm you with the knowledge you need to put gluten free into practice.

We cover the key areas you need to understand when making a gluten free claim on your menu according to three main principles:



The helpful, plain English, hints and tips enclosed in this booklet will help you not only create a delicious menu but also ensure it's gluten free, guaranteeing customer satisfaction, return business and a better bottom line.

This booklet references the Gluten Free Standard for Food Service Providers® and provides practical tips on how to successfully carry out its best practice guidelines in your kitchen. Download your copy of The Standard at [www.coeliac.org.au/gf-standard/](http://www.coeliac.org.au/gf-standard/)

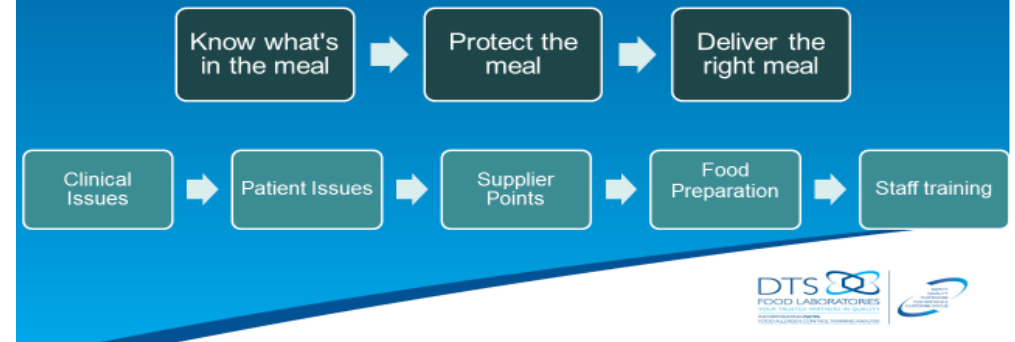
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## DTS Food Laboratories

### Global view



## Allergen Bureau

### Food Allergen Fundamentals

#### Introduction to allergen principles for the food industry

The Allergen Bureau Food Allergen Fundamentals presentation gives a general overview of food allergens and provides references to a variety of resources available to assist the food industry with the complex task of managing allergens.

This presentation has been developed as a free resource for i) those people new to the subject of food allergens in manufacturing, and ii) those people in the food industry who feel they might benefit from a 'going back to the basics' refresher.

#### Overview of the Allergen Bureau Food Allergen Fundamentals

- Food allergy and food allergens
- Managing food allergens
- Resources available
- The Voluntary Incidental Trace Allergen Labelling (VITAL®) Program
- The Allergen Bureau

Food Allergen Fundamentals provides a useful introduction to allergen principles for the food industry for those people who may then participate in further Allergen Management and VITAL Training delivered by Allergen Bureau endorsed VITAL Training Providers.

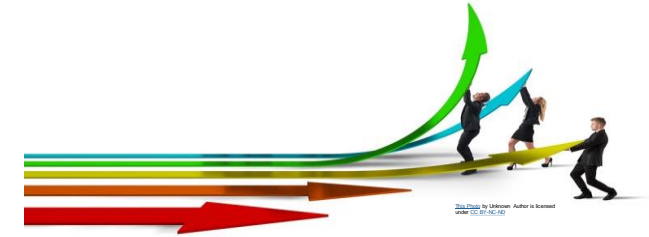
Download the Food Allergen Fundamentals Presentation.



# ASSISTING SITES USE THE TOOLS

1. Assistance
2. Understanding
3. Guidance
4. Continual support
5. Importance of **ROBUST** “allergen management processes” and do they have enough **EVIDENCE** to stand in front of a COURT or the CORRONER to explain their actions !!

# PROGRESS TO DATE:



## – Resources developed:

- Simple allergen matrix for all RAW Ingredients, developed from the PIF V5 Or ePIF (V6)
- SITES will create allergen matrix for fresh cook foods
- **Internal audit tool:** combines Food Safety& Food Allergen checking (based on the BPG)
- **Staff training video**

## FOOD ALLERGEN MATRIX

Menu items and their allergen content

Facility \_\_\_\_\_

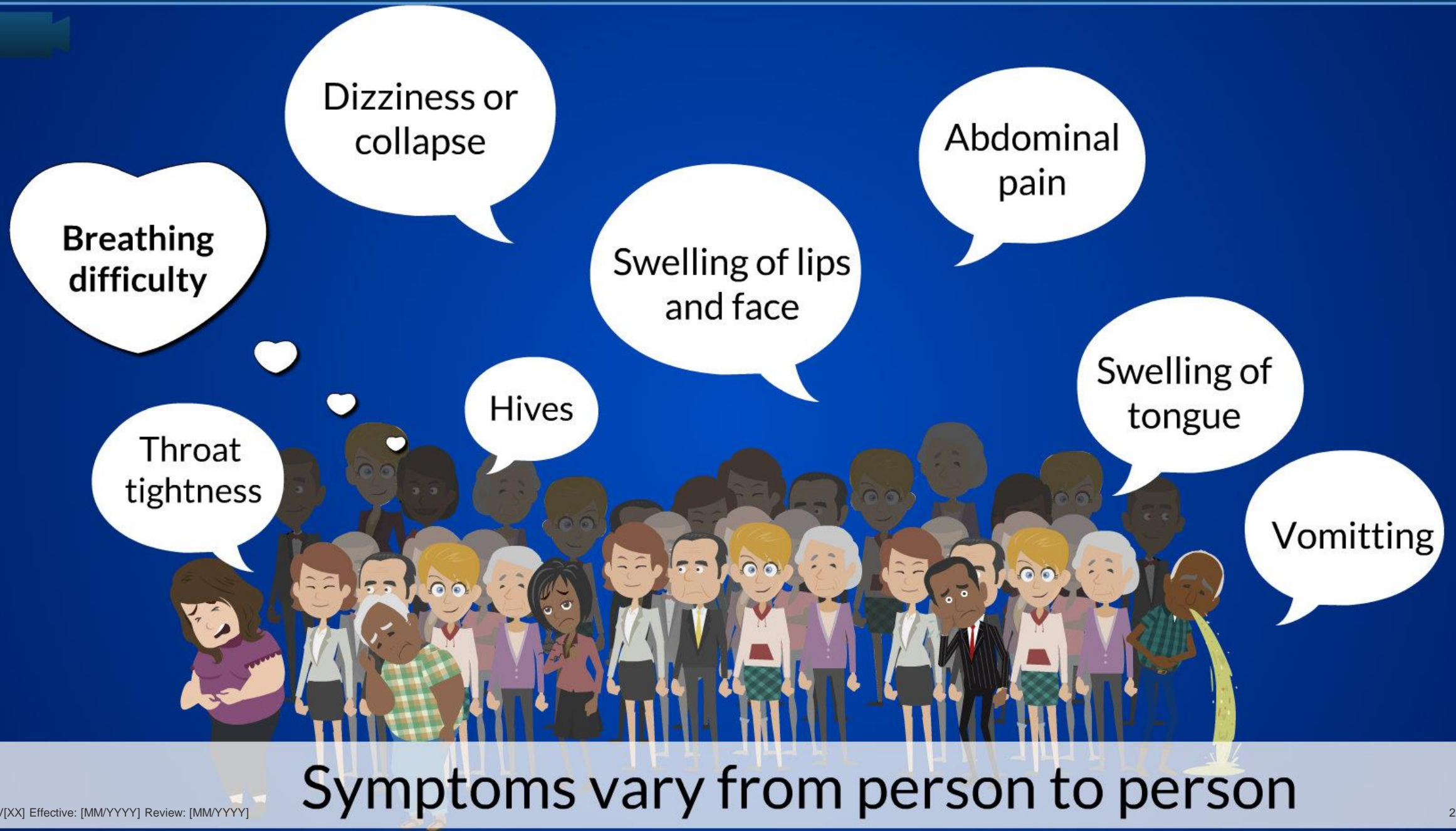
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Version \_\_\_\_\_

MENU ITEM	PEANUTS	TREE NUTS	EGGS	MILK	FISH	CRUSTACEA	SESAME SEEDS	SOYBEANS	CEREALS CONTAINING GLUTEN	SULPHITES	LUPIN
Tuna salad				✓	✓						
Macaroni Cheese			✓	✓					✓		
Vegetable coconut curry				✓							

- What is a food allergy?
- Symptoms of a food allergy
- Food allergy in Australia
- What foods contain allergens?
- Legal requirements
- Food allergen management





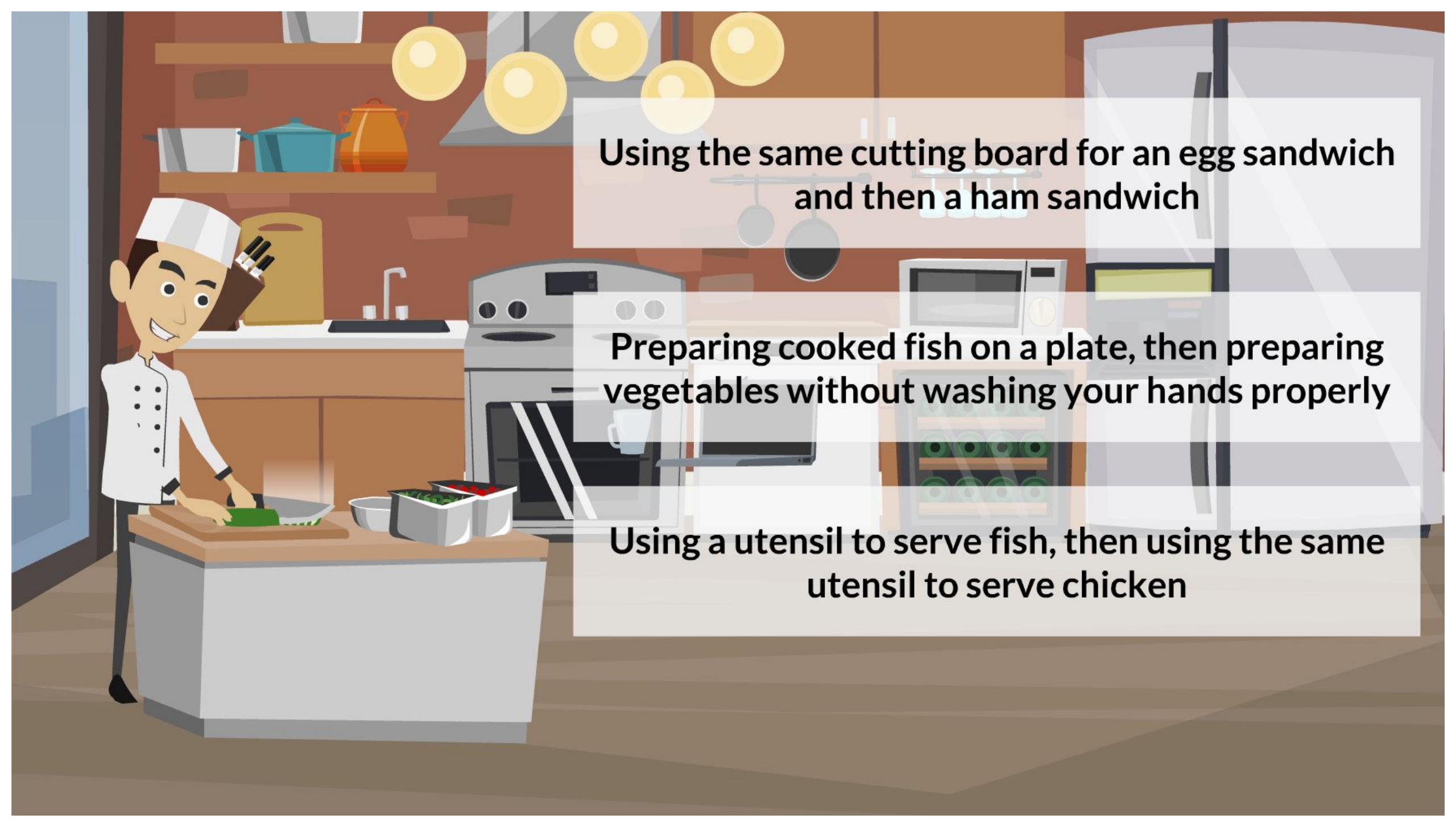


# Food allergy management



- QH State wide Food Service Network launched a Foodservice Best Practice Guideline for managing food allergies
- Outlines the steps for food allergen management in QH facilities





**Using the same cutting board for an egg sandwich and then a ham sandwich**

**Preparing cooked fish on a plate, then preparing vegetables without washing your hands properly**

**Using a utensil to serve fish, then using the same utensil to serve chicken**

# PROGRESS TO DATE / STILL TO DO:



- Assist sites to complete allergen matrices
- Develop accredited training with TAFE – for supervisors & cooks
- Develop checklist of processes for allergen management for kitchen
- Develop food allergy awareness poster for all staff (clinical & food service)



**Put it all together into an  
IMPLEMENTATION GUIDE!**



# PROGRESS TO DATE:



Queensland Health

# Food Allergen Management in Food Service

## A Best Practise Guideline

A *practical* Implementation Guide

Queensland Health Statewide Food Services  
Level 7, Block 7, Royal Brisbane & Women's Hospital

**Queensland Government**

Queensland Health

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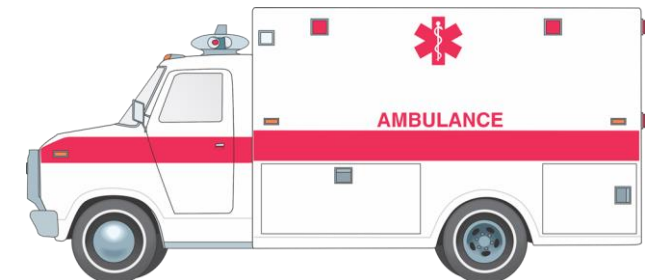
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# ALLERGEN MANAGEMENT IS A MATTER OF LIFE AND DEATH !

- Are your allergen management processes adequate to ensure a patient doesn't receive a food they are allergic to?
- Do your clinical staff routinely ask about food allergens + document on the menu management system/diet list + call the kitchen?
- Are you staff trained in safe food handling for allergen compliance?
- Are all your recipes assessed for food allergens (allergen matrix) and checked regularly to ensure they are up to date?
- Do you have documented processes in the kitchen for preparation, plating, storage and serving of main meals & mid-meals for patients with food allergies?
- Do you have a 3 identifiers check to ensure the correct meal goes to the correct patient?

## IMPLEMENTATION



# Thanks & Acknowledgements

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# QUESTIONS

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