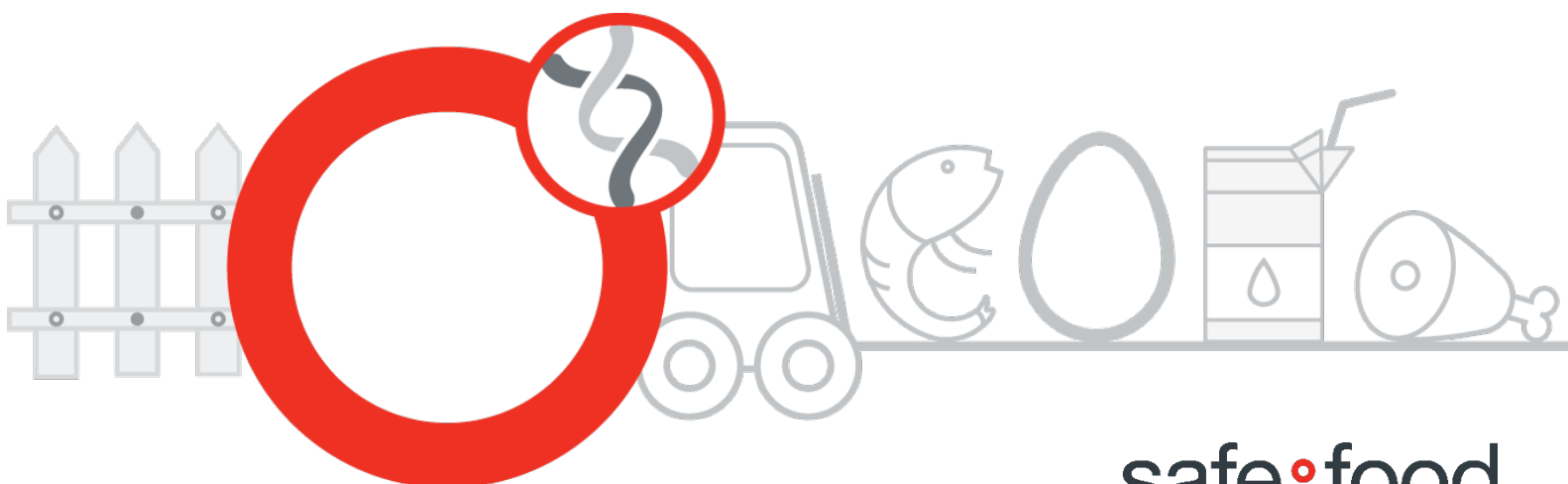


# Notification Protocol for Safe Food Accredited Businesses

| Version | Date Modified | Modified by                | Date Approved | Approved by | Details        |
|---------|---------------|----------------------------|---------------|-------------|----------------|
| 1       | 10/05/11      | Project Manager            | 10/05/11      | CEO         |                |
| 2       | 18/02/20      | Manager of Risk & Response | 19/02/20      | CEO         | Content review |

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## Purpose

To ensure Safe Food Production Queensland's (Safe Food) accreditation holders have an acceptable notification procedure within their approved Food Safety Program (FSP) or Management Statement. It is a mandatory requirement of the *Food Production (Safety) Regulation 2014*, Section 36(2) that an accreditation holder must immediately notify Safe Food if they become aware or form a suspicion, that primary produce does not comply with the Regulation, an approved Food Safety Program (FSP) or Management Statement or a condition of accreditation.

The maximum penalty for failure to notify Safe Food is 20 penalty units.

## Notification to Safe Food

A notification to Safe Food should include, at a minimum, the following information:

- Time, date and place the issue occurred.
- Type of product(s) that have been affected.
- Issue / concern regarding the affected product(s).
- Quantity of affected product(s) – this may include the production dates of affected product.
- Location of affected product(s) – released into market place, on hold, released to distribution but on hold etc.
- Contact details (phone numbers and email address) of the person/s who are managing the issue or concern.
- Supporting information/documentation if available (e.g. production records, test results, data logging trends)

Accreditation holders should also inform Safe Food of the intended steps for handling the affected product (investigation to be done, product to be recalled etc.).

Safe Food can help accreditation holders to assess a situation and approve an appropriate course of action to ensure food safety outcomes, suitability for sale and compliance with legislative requirements.

Following notification, identified product must be isolated and held under the control of the notifying accreditation holder. Safe Food may arrange to inspect and/or verify the product in question. Product testing may be required to determine suitability for use. Accreditation holders will need to submit details (such as intended end use of product, records etc.) to Safe Food for verification purposes. This may result in changes to your FSP moving forward.

### Examples of notifiable scenarios may include:

- The presentation of unacceptable product for processing (e.g. antibiotic contaminated milk, unacceptable meat/seafood/ingredients, cracked/dirty/unstamped eggs)
- Unacceptable microbiological test results
- Food recalls and withdrawals
- Breach of requirements (e.g. time or temperature) as outlined in the relevant



standards.

- Equipment failures at critical control points (e.g. refrigeration, egg candling/stamping, pasteuriser)
- Scenarios which are unable to be managed within existing corrective action procedures that are in place under an approved FSP (i.e. unforeseen circumstances such as fire, flood, technology failures)
- Product destined for export that is returned and intended for release on the domestic market
- Suspected or known product tampering
- Unexpected livestock mortality or emergency animal disease

**NB:** If a situation arises where an accreditation holder is unsure if they are required to make a notification to Safe Food, it is advisable to contact Safe Food so that an approved course of action can be identified.

## Notification Advice

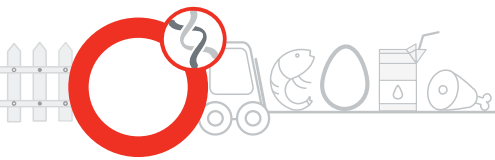
Notification advice can be provided to Safe Food via the following methods:

E-mail: [notify@safefood.qld.gov.au](mailto:notify@safefood.qld.gov.au)

Ph: (07) 3253 9800

After Hours Ph: 0427 128 979

The 'Notify us of a food safety issue' form under the 'Food Business' menu on the Safe Food website:  
<https://www.safefood.qld.gov.au/>



## Flow Chart for the Management of Non-Conforming Product

