

## Food Recall Report

FSANZ 2023/4

Date: 15/02/2023 04:09 PM

### Purpose of the report

*Please read and acknowledge.*

The information discussed in this report will be used by FSANZ to officially notify state and territory food enforcement agencies of the recall, who in turn may forward the information on to relevant agencies, such as local council, in their jurisdictions for further follow up action. Other government agencies (such as the ACCC), international agencies and industry organisations will also receive official notification of the recall.

Along with the official notification of the recall, FSANZ provides the product image, the final version of the recall notice/press advertisement and the distribution list to local, state and federal government agencies. Please inform FSANZ if any information provided during the recall is classified as “commercial-in-confidence”. FSANZ will only provide this information to government stakeholders.

The information placed on the FSANZ website and made publicly available only includes information which is provided in the press advertisement.

It is the company’s responsibility to notify all direct customers of the recall and provide affected product information.

Read and understood: ☐ Yes

## Company Information

<b>Company name</b> <i>What is the registered name of the company undertaking the recall?</i>	Inside Out Nutritious Goods Pty Ltd
<b>Company address</b> <i>What is the registered address of the company?</i>	s 22
<b>Company mail address</b> <i>Does the company have a different mailing address? If so, please enter.</i>	
<b>Company website</b> <i>What is the company's website?</i>  <i>Please provide the webpage where the affected (recalled) product is displayed, if applicable.</i>	https://insideoutng.com.au  If you have a business or brand website, it is recommended that you display the food recall notice on the site. This is essential if the affected product has been sold online. Display the recall notice on the website for either two weeks or the expiry of the date marking of the product, whichever is shorter.
<b>Home state</b> <i>Which state or territory is the head office of the company located? Select one only.</i>	NSW
<b>Contacted home state</b> <i>Have you contacted your state or territory food enforcement agency?</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – If no, you will need to contact your home state food enforcement agency regarding this recall ( <a href="#">contact details</a> ).
<b>Home state contact person</b> <i>Who is the contact you spoke with at the food enforcement agency?</i>	s 22
<b>Company Recall Coordinator Contact</b>	

<b>Contact name</b> <i>What is the company recall coordinator's name?</i>	s 22
<b>Job title</b> <i>What is the recall coordinator's job title?</i>	s 22
<b>Business hours phone number</b> <i>What is the recall coordinator's business hours contact number?</i>	s 22
<b>After hours phone number</b> <i>What is the recall coordinator's after hours contact number?</i>	s 22
<b>Email</b> <i>What is the recall coordinator's email address?</i>	s 22  Please provide an email address which is readily accessible by the company recall coordinator. This address will be used by FSANZ for communication regarding this recall.

<b>Consumer Enquiry Contact</b>	
<b>Contact point</b> <i>What is the consumer contact point for questions regarding the recall?</i>	This can be the company name, a customer service line or a specific person.
<b>Contact phone number</b> <i>What is the phone number for consumer enquiries regarding this recall? i.e. the company contact number or 1300 number etc.</i>	02 9737 9771  A contact phone number is required. This will be used in the recall notice.
<b>Contact email address</b> <i>What is the email address for consumer enquiries regarding this recall, if applicable?</i>	s 22
<b>Brand Owner Information</b>	
<b>Brand owner</b> <i>Is your company the <u>brand</u> owner of the affected product?</i>	<input checked="" type="checkbox"/> Yes – If yes, skip to 'Product Information' section below. <input type="checkbox"/> No – If no, continue with the next question below.

<b>Product Details</b>	
<b>Product name(s):</b> 6427 6430 6431	
<b>Product Information</b>	
<b>Name of the product</b> <i>What is the full name of the product as it appears on the packaging?</i>	JS Health x Inside Out Unsweetened Almond Milk Collagen + Calcium + Prebiotics JS Health x Inside Out Unsweetened Oat Milk Collagen + Calcium + Prebiotics JS Health x Inside Out Barista Oat Milk Collagen + Calcium + Prebiotics  Must be spelt exactly as it appears on the packaging and in full.

<p><b>Food type</b> Please select the most appropriate category from the list provided. Select <u>one</u> only.</p>	<p><input type="checkbox"/> Alcoholic beverages</p> <p><input type="checkbox"/> Breads and bakery products</p> <p><input type="checkbox"/> Cereal and cereal products</p> <p><input type="checkbox"/> Confectionery</p> <p><input type="checkbox"/> Dairy products</p> <p><input type="checkbox"/> Edible oils and oil emulsions</p> <p><input type="checkbox"/> Egg and egg products</p> <p><input type="checkbox"/> Seafood and seafood products (including fish and fish products)</p> <p><input type="checkbox"/> Food additives</p> <p><input type="checkbox"/> Foods intended for particular dietary uses (including infant food and formula, weight-loss products and other health supplements)</p> <p><input type="checkbox"/> Fruits, vegetables and herbs</p> <p><input type="checkbox"/> Ice cream and edible ices</p> <p><input type="checkbox"/> Meat and meat products</p> <p><input type="checkbox"/> Mixed and/or processed foods</p> <p><input checked="" type="checkbox"/> Non-alcoholic beverages</p> <p><input type="checkbox"/> Nuts</p> <p><input type="checkbox"/> Poultry and game</p> <p><input type="checkbox"/> Processing aids</p> <p><input type="checkbox"/> Salts, stocks, sauces and condiments</p> <p><input type="checkbox"/> Spices</p> <p><input type="checkbox"/> Sugars, sweeteners and honey</p>
<p><b>Food description</b> Please describe the food more specifically. E.g. cake, cream, soft drink, cake mix, tomato sauce, beer.</p>	<p>Almond milk</p> <p>Oat milk</p>
<p><b>Food storage category</b> Please select the appropriate storage method for the goods.</p>	<p><input type="checkbox"/> Frozen</p> <p><input checked="" type="checkbox"/> Refrigerated</p> <p><input type="checkbox"/> Shelf-stable</p>
<p><b>Type of date marking</b> What is the date marking as it appears on the product packaging?</p>	<p><input checked="" type="checkbox"/> Use by</p> <p><input type="checkbox"/> Best before</p> <p><input type="checkbox"/> Made On</p> <p><input type="checkbox"/> Other: (please provide detail)</p>
<p><b>Date on packaging</b> Please record the date exactly as it appears on the product packaging. E.g. 03 JUN 21, 03/06/21.</p> <p><b>If multiple dates:</b> please input each date. E.g. 03 JUN 21 and 26 JUN 21.</p> <p><b>If multiple consecutive dates:</b> use wording "all (type of date marking) up to and including (relevant date)". E.g. All best before dates up to and including 03 JUN 21.</p>	<p>USE BY DATE up to and including 18 MAY 2023</p> <p>Must be exactly as it appears on the packaging.</p>

<b>Batch numbers/codes</b> <i>Please provide the batch numbers/ codes of the affected product, if available. If more than one, provide each code.</i>	All batches with a use by date up to and including 18 MAY 2023
<b>GTIN (barcode)</b> <i>Please provide the barcode of the affected product. If more than one, provide each code.</i>	9348470000900 (Unsweetened Almond Milk ) 9348470000955 (Unsweetened Oat Milk ) 9348470000993 (Barista Oat Milk)  If this is an egg recall, what is the unique egg ID (identifier)?
<b>Product weight</b> <i>Please provide the weight of the affected product. E.g. 60g. If the package contains varying weights use 'various weights'.</i>	1 L
<b>Packaging description</b> <i>Please provide a description of the affected product packaging. E.g. cardboard box, plastic container.</i>	Plastic bottle
<b>Product image</b> <i>Please read and acknowledge.</i>	<p>Please provide FSANZ with an image or label of the affected product in its packaging. If multiple products, please provide an image or label of each product. The image must be in colour and the product must be easily identifiable in the image. Please note that the images provided to FSANZ will be used in the recall notice / press advertisement and may be disseminated via the internet or other electronic means.</p> <p>Read and understood: <input checked="" type="checkbox"/> Yes</p>
<b>Importation Information</b>	
<b>Imported</b> <i>Has the affected product been imported?</i>	<input type="checkbox"/> Yes – If yes, continue with the next question below. <input checked="" type="checkbox"/> No – If no, skip to 'Manufacturer Information'.
<b>Manufacturer Information</b>	
<b>Manufactured state/territory</b> <i>If the affected product was not imported, in which state or territory was it manufactured. Select <u>one</u> only.</i>	NSW
<b>Manufacturer name</b> <i>If you did not manufacture the affected product, what is the registered name of the manufacturer?</i>	If you are the manufacturer please leave this field blank.
<b>Manufacturer address</b> <i>What is the registered address of the manufacturer?</i>	If you are the manufacturer please leave this field blank.

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## Product Distribution

<b>Recall level</b> <i>Please select the appropriate recall level. This should have been determined with the home state food enforcement agency.</i>	<input checked="" type="checkbox"/> <b>Consumer</b> – recovery of affected product from all points in the production and distribution network (including retail stores, food service, wholesalers, online catalogues, onsite outlets) including product in the possession of consumers  <input type="checkbox"/> <b>Trade</b> – recovery of affected product from all points in the production and distribution network where the product has not been available for direct purchase by the general public. Trade-level recalls may include recovering affected product from hospitals, restaurants and other food service/catering businesses that sell food for immediate consumption.  <input type="checkbox"/> <b>Consumer and Trade</b> – one recall containing more than one food product or multiple sizes of the same food product for different markets (for example, a cheese which is sold in 200g pre-packaged sizes at retail and 1kg cheese wheel for trade). Please clearly document which level of recall for which affected product.
<b>Distribution method</b> <i>Where has the affected product been sold to? Select all that apply.</i>	<input type="checkbox"/> Direct to consumer (e.g. cellar door sales, from farm gate) <input type="checkbox"/> Direct to food service/caterers <input checked="" type="checkbox"/> Distribution centres – <i>if yes, please see below regarding distributor customer information requirements.</i> <input type="checkbox"/> Online <input type="checkbox"/> Retail outlets <input type="checkbox"/> Food manufacturers, including for export <input type="checkbox"/> Exporters <input type="checkbox"/> Other: (please provide detail)
<b>Distribution list</b> <i>Please read and acknowledge.</i>	<p><b>Please provide FSANZ with a distribution list which contains contact details (business name, address (including state/territory) and a contact number) for each of your customers to whom you directly sold the affected product. A distribution list template is available on our website, or alternatively please contact FSANZ should you require a copy of the template to be sent to you.</b></p> <p><b>Please note that if you use distributors you will also need to work with them to provide FSANZ with the contact details for each of their customers to whom they directly sold the affected product. You will need to check that your distributors are able to quickly notify their customers of the recall.</b></p> <p><b>The completed distribution list you provide will be circulated to our government stakeholders, including the State and Territory Action Officers who may use this information to ensure these businesses have been notified of the recall details.</b></p> <p>Read and understood: <input checked="" type="checkbox"/> Yes</p>
<b>Customer notifications</b> <i>Have you notified your customers of the recall?</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No – <i>if no, note that it is a requirement to notify each customer you have directly sold the affected product to in a timely manner and provide evidence to demonstrate that this has occurred in order to satisfy the post recall reporting requirements.</i>

<b>Time in marketplace</b> <i>How long has the affected product been in the marketplace? E.g. one week, two months or enter date the product entered the market, if known.</i>	3 months		
<b>State and territory distribution</b>	<b>States/Territories</b> <i>Tick all that apply.</i>	<b>Quantity</b> <i>If unknown, write unknown.</i>	<b>Retail outlets</b> <i>E.g. Coles, Woolworths, ALDI, independent food retailers, Dan Murphy's, BWS, Liquorland, independent liquor retailers, Asian grocery stores etc. Please separate Metcash/IGA from other independent grocery stores.</i>
	NSW: <input type="checkbox"/>		
	ACT: <input type="checkbox"/>		
	QLD: <input type="checkbox"/>		
	VIC: <input type="checkbox"/>		
	TAS: <input type="checkbox"/>		
	SA: <input type="checkbox"/>		
	NT: <input type="checkbox"/>		
	WA: <input type="checkbox"/>		
	National: <input checked="" type="checkbox"/>		Woolworths
if NSW, check if this also covers ACT if SA, check if this also covers NT if VIC, check if this also covers TAS			
<b>Manufactured / imported stock</b> <i>How much of the affected product was manufactured/imported?</i>	Choose one of the descriptors: <input type="checkbox"/> Precisely <input checked="" type="checkbox"/> Approximately <input type="checkbox"/> Unknown  Quantity: Total of 220,000 bottles <i>Indicate units if relevant e.g. 1 unit = 1 case = 24 bottles</i>		
<b>Warehoused affected stock</b> <i>How much of the affected product remains in the warehouse? i.e. not distributed.</i>	Choose one of the descriptors: <input checked="" type="checkbox"/> Precisely <input type="checkbox"/> Approximately <input type="checkbox"/> Unknown  Quantity: 0 bottles  <i>Indicate units if relevant e.g. 1 unit = 1 case = 24 bottles</i>		
<b>Exportation</b> <i>Have you exported the affected product outside of Australia?</i>	<input type="checkbox"/> Yes – If yes, provide a list of the countries you have exported to, and in what quantity in the row below. <input checked="" type="checkbox"/> No – If no, skip to 'Onsold products'.		
<b>Onsold products</b> <i>Have you onsold the affected product to a business who exported it outside of Australia? i.e have you provided a transfer certificate to another business?</i>	<input type="checkbox"/> Yes – If yes, provide details of all businesses you have onsold to and details of product. <input checked="" type="checkbox"/> No – If no, skip to 'Recall Reason'.		

**Commented s 22:** Do you know this for each product?  
 If not this information is not necessary for the recall update to continue

Recall Reason	
<p><b>Reason for the recall</b> Please select the appropriate reason for recall. This should have been determined with the home state food enforcement agency. Select <u>one</u> only.</p>	<div> <input type="checkbox"/> Microbial (e.g. pathogen, viral, standard plate count (SPC))           <input type="checkbox"/> Biotoxin (e.g. histamine, marine toxins, aflatoxin)           <input type="checkbox"/> Chemical/contaminant (e.g. metals, non-metals, cleaning fluid)           <input type="checkbox"/> Foreign matter (e.g. glass, metal)           <input checked="" type="checkbox"/> Non-compliant labelling (e.g. incorrect cooking instructions, NIP not listed on the label)           <input type="checkbox"/> Tampering (e.g. extortion)           <input type="checkbox"/> Packaging fault resulting in (the presence of glass/metal fragments, a potential choking hazard)           <input type="checkbox"/> Undeclared allergen/s           <input type="checkbox"/> Other: [provide detail e.g. presence of a therapeutic drug; secondary fermentation]         </div> <p>For other food safety hazards, such as the presence of a therapeutic drug or secondary fermentation, please consult with FSANZ or the home state food enforcement agency.</p>
<p><b>Recall reason details</b> Please specify the recall reason. E.g. peanut, glass fragments, Salmonella, sulphur dioxide.</p>	<p>Incorrect storage and handling instructions on packaging. Failure to keep product refrigerated at all times may lead to microbial growth and biotoxin contamination</p>
<p><b>Description of the recall reason</b> Please select the recall reason and edit the blue text as required. Select <u>one</u> only.</p> <p><i>This statement is required when developing a press advertisement. Please contact the FSANZ Recall Team for further information.</i></p>	<div> <input type="checkbox"/> Microbial [e.g. pathogen, viral, standard plate count (spc)] contamination           <input type="checkbox"/> Biotoxin [e.g. histamine, marine toxins, aflatoxin] contamination           <input type="checkbox"/> Chemical/contaminant [e.g. metals, non-metals, cleaning fluid] contamination           <input type="checkbox"/> The presence of foreign matter [e.g. glass, metal]           <input type="checkbox"/> Non-compliant labelling [e.g. incorrect cooking instructions, NIP not listed on the label]           <input type="checkbox"/> Tampering [e.g. Extortion]           <input type="checkbox"/> A packaging fault resulting in [e.g. the presence of glass/metal fragments, potential choking hazard]           <input type="checkbox"/> The presence of an undeclared allergen/s (allergen e.g. peanut)           <input checked="" type="checkbox"/> Other: Non-compliant labelling – Missing storage instructions. Product is not labelled with directions to ‘keep refrigerated at all times         </div> <p>For other food safety hazards, please consult with FSANZ or the home state food enforcement agency.</p>
<p><b>Food safety hazard</b> Please select the food safety hazard and edit the blue text as required. Select <u>one</u> only.</p> <p><i>This statement is required when developing a press advertisement. Please contact the FSANZ Food</i></p>	<p>Failure to refrigerate this product may lead to microbial growth and biotoxin contamination which may cause illness/injury if consumed.</p> <p>For other food safety hazards, please consult with FSANZ or the home state food enforcement agency.</p>

Recall Coordinator for further information.	
<b>Advice to consumers</b> Please select the advice to consumers and edit the blue text as required. Select <u>one</u> only.  <i>This statement is required when developing a press advertisement. Please contact the FSANZ Food Recall Coordinator for further information.</i>	This product must be kept refrigerated at all times. Consumers should not drink this product if it has not been kept refrigerated (stored below 4 degrees C). Any consumers concerned about their health should seek medical advice.  For other advice to consumers, please consult with FSANZ or the home state food enforcement agency.
<b>Problem detection</b> How the problem was first detected? Select <u>one</u> only.	<input type="checkbox"/> Consumer complaint <input type="checkbox"/> Distributor or retailer complaint <input type="checkbox"/> Routine testing – company <input type="checkbox"/> Routine testing – government agency <input checked="" type="checkbox"/> Other: Detection reported by NSW Health and NSW DPI investigation
<b>Detection details</b> Please describe how the problem was detected more specifically.	other (specify below)
<b>Tests</b> Have any analytical tests been performed?	<input checked="" type="checkbox"/> Yes – if yes, provide results in the row below.
<b>Test results</b> What are the results of the testing? E.g. levels of contamination.	Refer <b>§ 22</b> of DPI for detail
<b>Evidence of results</b> Please read and acknowledge.	<b>Please provide a copy of the results, if available.</b> Read and understood: <input checked="" type="checkbox"/> Yes
<b>Pathogen serotype</b> If the recall is due to microbial contamination, has the pathogen been serotyped?	<input checked="" type="checkbox"/> Yes – if yes, provide details in the row below. <input type="checkbox"/> No
<b>Pathogen details</b> Please provide further details on the pathogen serotype.	Botulinum (Type A)
<b>Corrective action</b> Have you taken corrective action to prevent the problem happening again?	Yes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No - If no, please detail why:
<b>Corrective action type</b> What corrective actions have you or will you put in place? Select all that apply.	<input type="checkbox"/> Altered product ingredients <input checked="" type="checkbox"/> Altered product label <input type="checkbox"/> Amended processing/handling procedures <input type="checkbox"/> Changed suppliers <input type="checkbox"/> Improved communication procedures <input type="checkbox"/> New/changed equipment <input type="checkbox"/> Training of staff <input type="checkbox"/> Improved hygiene practices (GHPs) <input type="checkbox"/> Improved manufacturing process (GMPs) <input type="checkbox"/> None <input type="checkbox"/> Other: (please provide detail)
<b>Illness reports</b> Have there been any reported cases of illness/injury associated with the affected product.	<input checked="" type="checkbox"/> Yes – if yes, please provide details in the row below. <input type="checkbox"/> No  Under the Competition and Consumer Act 2010 mandatory reporting regime, suppliers are required to report consumer product related incidents

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	where a death, serious injury or illness has occurred within two days of the company being aware of the incident. Suppliers are encouraged to report using the online form on the Product Safety Australia website ( <a href="http://www.productsafety.gov.au">www.productsafety.gov.au</a> )
<b>Illness Reports Details</b> <i>Please describe the incidence of illness/injury by editing the blue text.</i>	To date, there has been ONE cases of illness reported to FSANZ by the home state associated with this product recall
<b>Recall decision</b> <i>Whose decision was it to recall the affected product?</i>	<input checked="" type="checkbox"/> Company <input type="checkbox"/> Home state <input type="checkbox"/> ACCC
<b>Product disposal</b> <i>Please choose the acceptable method of product disposal or rectification for each of the stakeholders by editing the blue text.</i>	<p><b>Consumers</b> – Return product that has not been stored at all times at less than 4 degrees C to retailer for a full refund</p> <p><b>Retailers</b> – Isolate the affected product and destroy under managerial supervision</p> <p><b>Distribution Centres</b> – Isolate the affected product, notify management, keep the product stored at all times at less than 4 degrees C and organise the product to be returned to the manufacturer.</p> <p><b>Manufacturer</b> – Relabel the affected product</p> <p>Options for affected products include:</p> <ul style="list-style-type: none"> <li>• Destruction or other use so that the food cannot be used for human consumption</li> <li>• Further processing to ensure the safety and suitability of the food product</li> </ul> <p>The ACCC indicates that customers who have purchased a recall affected product are entitled to reimbursement for the purchase price of the product. Food which is subject to a recall must be separated from other food and clearly identified.</p>
<b>Evidence of disposal</b> <i>Please read and acknowledge.</i>	<p><b>To meet post-recall reporting requirements, you will need to provide evidence of the destruction or rectification of the unsafe product. If the product was not disposed of, you will need to describe the manner in which the safety issue will be rectified.</b></p> <p>Read and understood: <input checked="" type="checkbox"/> Yes</p>
<b>Australian Consumer Law advice</b> <i>Please read and acknowledge.</i>	<p><b>The Australian Consumer Law (ACL) requires a person who takes action to recall consumer goods in Australia, to notify the Commonwealth Minister responsible for the ACL in writing within two days of initiating the recall. Legally, this notification must state that the food product is subject to recall and include details of the food product and nature of the defect. A person who fails to notify the Minister responsible for ACL, if convicted of a breach, may be fined.</b></p> <p><b>On behalf of the sponsor, FSANZ will notify the Commonwealth Minister responsible for ACL via the ACCC.</b></p> <p>Read and understood: <input checked="" type="checkbox"/> Yes</p>

**Commented** s 22 Additional text added into distribution centres regarding storage temperature

If this is a trade-level recall, please skip to 'Other Information'.

## Communication Plan

<b>Communication of recalls</b> <i>Please read and acknowledge.</i>	<b>For consumer level recalls the public needs to be informed of the product which is subject to recall. The communication of</b>
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	<p>recall information to the public needs to occur in each state and territory the affected product has been available for sale.</p> <p>The recall notice should be placed in a prominent position in the retail outlets where the product had been available for sale, either on the shelf or near the cash register.</p> <p>Consideration can be given to other forms of publicity used; you will need to discuss this with the home state food enforcement agency.</p> <p>Read and understood: <input checked="" type="checkbox"/> Yes</p>
<p><b>Recall notice / press advertisement</b></p> <p><i>Would you like FSANZ to draft a recall notice / press advertisement?</i></p>	<p><input checked="" type="checkbox"/> Yes</p> <p><input type="checkbox"/> No - If FSANZ is not drafting the recall notice / press advertisement, please provide us with a copy <b>before</b> disseminating so that we can ensure it meets the requirements.</p> <p>The recall notice requirements and template are available on the <a href="#">FSANZ website</a>.</p>
<p><b>Communication plan</b></p> <p><i>What are the agreed methods of communicating the recall with consumers? This should have been determined with the home state food enforcement agency. Select all that apply.</i></p>	<p><input type="checkbox"/> Customer loyalty database</p> <p><input type="checkbox"/> Media release</p> <p><input type="checkbox"/> Newspaper advertisement</p> <p><input type="checkbox"/> Point-of-sale notification</p> <p><input type="checkbox"/> Radio advertisement</p> <p><input type="checkbox"/> Social media (e.g. Twitter, Facebook etc)</p> <p><input checked="" type="checkbox"/> Business website notification</p> <p><input type="checkbox"/> Other: <i>(please provide details)</i></p>
<p><b>Media enquiries</b></p> <p><i>Please read and acknowledge.</i></p>	<p><b>Please note that you may receive media enquiries.</b></p> <p>Read and understood: <input checked="" type="checkbox"/> Yes</p>

**Food Standards Australia New Zealand**

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