

Consumer Rights & Responsibilities

Consumer Rights: Safety & Hygiene - The Right to _____

In NSW, the *Food Act (2003)* and the *Food Regulation Act (2010)* are the primary laws protecting the right of consumers to clean and safe food. According to these Acts;

Environmental Health Officers

Environmental Health Officers enforce the _____.

They are permitted to inspect food premises at any time and take samples, issue warnings, reinspect, fine or close a food premise if hygiene standards are not met.

Under this legislation, food for sale must be prepared in a commercial kitchen where materials and equipment must meet standards. Most food ventures need council approval and inspection before they can operate.

food businesses to establish food safety plans such as; _____
_____. The plans make operators more aware and responsible in undertaking practices that prevent food poisoning.

Under then _____ most enclosed public places such as; restaurants and cafes are required to be smoke free. The law protects the rights of non-smokers, as passive smoking is a health risk.

Regulations require staff in hospitality to be trained in hygiene and safety, for example, correct food handling and responsible service of alcohol. Public liability insurance is also compulsory in case customers are injured or fall sick as a result of an establishment's operations.

Value of Money: The Right to _____ and Be _____

While consumers know that it costs more to purchase a meal than to make a meal at home, they still have the right to receive value for money. Consumers expect fresh, high quality, nutritious ingredients and adequate, consistent portion sizes. They also expect friendly and efficient service. At restaurants, consumers may tip staff if the service or food is exceptional.

By law, food service providers must provide menus that are _____ and _____. Consumers also have the right to complain and be compensated if the food or service is poor or does not meet the promised expectations.

Consumers have the right to receive a fair settlement, including a _____.

Food Labelling and Marketing: *The Right to be* _____

Food service and catering ventures must inform the consumer of the main ingredients, cooking method and portion sizes of the dishes available. Some providers use photographs and displays to inform customers, while others inform them verbally.

For example; _____

A consumer has the right to ask if a dish has certain ingredients such as peanuts, to which they may be allergic. It is illegal for food producers to tell consumers that a dish does not contain traces of nuts if it has come in contact with them.

The food service and catering industry is _____. Common marketing practices employed to entice customers include media _____, _____, _____, _____ and _____.

Consumers are protected against false and misleading advertising under fair trading laws and there are strict guidelines as to how competitions should be conducted. The consumer is responsible for reading the '_____' commonly used on promotional materials.

The labeling on food packages must provide information that allows the consumer to make informed choices. The Food Standards Australia and New Zealand Act (1991) stipulates that a food label MUST include the following information;

- Nutritional labelling
- _____
- Name and description of the food
- Food recall information
- _____
- Date marking
- Ingredients list
- _____
- Legibility requirements
- Storage requirements
- _____
- Labels must also tell the truth



Consumer Responsibilities:

Consumers are _____ to redress or refund if they:

- Simply change their mind, decide they don't like the purchase.
- Discover they can buy the goods or services more cheaply elsewhere.
- Have damaged the goods by using them in a way that was unreasonable.

