



Consumer Rights & Responsibilities

YEAR 10 FOOD TECHNOLOGY | MISS BET

syllabus

Students learn about:

- Consumer rights and responsibilities in relation to food including;
 - Safety & Hygiene
 - Value for Money
 - Accurate information with regard to food labelling and marketing
- **Students learn to:**
 - Outline the rights and responsibilities of consumers with regard to food.

consumer rights

- **Safety & Hygiene**
 - The Right to Safety

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;

- Food has to be fit for human consumption; for example, a food should not contain toxic substances or levels of bacteria that can cause food poisoning.
- Certain standards for foods are set, for example, sausages must contain a certain percentage of meat and only certain ingredients can be used as fillers.
- Consumers cannot be deceived, for example juice sold as claiming to be 100% juice must not be diluted.
- Fair trading is promoted, for example, a food cannot be advertised with false and misleading information.



Environmental Health Officers

Environmental Health Officers enforce the Acts.

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.



thinking question

Why are environmental health officers important for our communities?

HACCP



HACCP

Regulations also encourage food businesses to establish food safety plans such as; **Hazard Analysis and Critical Control Points (HACCP)**. The plans make operators more aware and responsible in undertaking practices that prevent food poisoning.



consumer rights

Under the NSW Smoke Free Environment Act (2000) 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.



*thinking
question*

**How do regulations like these
contribute to maintaining
customer trust and satisfaction?**

value of money

- **Value for Money**
 - The Right to Redress and Be Heard

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 priced and adequately described. 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 refund or compensation for misrepresented, poor-quality food or unsatisfactory services.

- **Food Labelling & Marketing**
 - The Right to be Informed

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; Chicken Montrose

Grilled chicken served with a fresh tomato and basil sauce.

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 very competitive. Common marketing practices employed to entice customers include media advertising, sponsorships, competitions, food deals, memberships and giveaways. 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 'fine print' 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 labeling
- Percentage labeling
- Name and description of the food
- Food recall information
- Allergen statement
- Date marking
- Ingredients list
- Food additives
- Legibility requirements
- Storage requirements
- Country of origin
- Labels must also tell the truth

Nutrition Information

Total Fat ▶

Generally choose foods with less than **10g per 100g**.

For milk, yogurt and icecream, choose less than **2g per 100g**.

For cheese, choose less than **15g per 100g**.

Saturated Fat ▶

Aim for the lowest, per 100g.

Less than 3g per 100g is best.

Other names for ingredients high in saturated fat: Animal fat/oil, beef fat, butter, chocolate, milk solids, coconut, coconut oil/milk/cream, copha, cream, ghee, dripping, lard, suet, palm oil, sour cream, vegetable shortening.

Fibre ▶

Not all labels include fibre.

Choose breads and cereals with **3g or more per serve**

Servings per package – 16
Serving size – 30g (2/3 cup)

	Per serve	Per 100g
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Energy	432kJ	1441kJ
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Protein	2.8g	9.3g
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Fat

Total	0.4g	1.2g
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Saturated	0.1g	0.3g
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Carbohydrate

Total	18.9g	62.9g
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Sugars	3.5g	11.8g
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Fibre	6.4g	21.2g
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Sodium	65mg	215mg
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Ingredients: Cereals (76%) (wheat, oatbran, barley), psyllium husk (11%), sugar, rice, malt extract, honey, salt, vitamins.

Ingredients ▲

Listed from greatest to smallest by weight. Use this to check the first three ingredients for items high in saturated fat, sodium (salt) or added sugar.

◀ 100g Column and Serving Size

If comparing nutrients in similar food products **use the per 100g column**. If calculating how much of a nutrient, or how many kilojoules you will actually eat, use the per serve column. But check whether your portion size is the same as the serve size.

Energy

Check how many kJ per serve to decide how much is a serve of a "discretionary" food, which has 600kJ per serve.

Sugars

Avoiding sugar completely is not necessary, but try to avoid larger amounts of added sugars. If sugar content per 100g is more than 15g, check that sugar (or alternative names for added sugar) is not listed high on the ingredient list.

Other names for added sugar: Dextrose, fructose, glucose, golden syrup, honey, maple syrup, sucrose, malt, maltose, lactose, brown sugar, caster sugar, maple syrup, raw sugar, sucrose.

◀ Sodium (Salt)

Choose lower sodium options among similar foods. **Food with less than 400mg per 100g are good, and less than 120mg per 100g is best.**

Other names for high salt ingredients:

Baking powder, celery salt, garlic salt, meat/yeast extract,

monosodium glutamate, (MSG), onion salt, rock salt, sea salt, sodium, sodium ascorbate, sodium bicarbonate, sodium nitrate/nitrite, stock cubes, vegetable salt.

responsibilities

Consumer Responsibilities

Consumers are not entitled 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.



*thinking
question*

Why do you think consumers aren't entitled to refunds if they change their mind about a purchase?