



**Australian Government**  
**Department of Health**  
Therapeutic Goods Administration

# Australian Recall Coordinator notification list

Appendix V: Parties advised of recalls by the  
Australian co-ordinator

Version 3.0, October 2017

**TGA** Health Safety  
Regulation

Historical document

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## Introduction

For each recall action, the Australian Recall Coordinator forwards, in writing by email, a notice to the relevant parties listed below and to the [recall coordinators for each state and territory](#). Such notices include:

- identification of the goods for which recall action is being taken,
- the nature of the problem,
- an assessment of consumer hazard (i.e. Class I, II or III),
- the distribution of the goods, and
- the action proposed.

For urgent recalls, the Australian Recall Coordinator will notify parties by telephone with confirmation in writing.

## Group 1: for all medicine and medical device recalls

Name	Address	Other contact details
Chief Pharmacist Joint Health Command Department of Defence (Also blood recalls)	CP3-6-159 Campbell Park Offices Canberra ACT 2600	<b>Phone:</b> 02 6266 3924 <b>Email:</b> <a href="mailto:DOSMAD.JHC@defence.gov.au">DOSMAD.JHC@defence.gov.au</a>
Recall Coordinator Recalls & Hazard Assessment Product Safety Branch Australian Competition & Consumer Commission	GPO Box 3131 Canberra ACT 2601	<b>Phone:</b> 02 6243 1262 <b>Email:</b> <a href="mailto:recalls@acc.gov.au">recalls@acc.gov.au</a>
Chief Medical Officer Australian Antarctic Division Department of the Environment	203 Channel Highway Kingston TAS 7050	<b>Fax:</b> 03 6232 3310
National Manager Pharmaceutical Benefits Branch Department of Human Services	N/A	<b>Phone:</b> 02 6141 8394 <b>Phone:</b> PBS Helpdesk: 13 22 90 <b>Email:</b> <a href="mailto:pbs.listings@humanservices.gov.au">pbs.listings@humanservices.gov.au</a> <b>Email:</b> <a href="mailto:CO.PBS.Help.Desk@humanservices.gov.au">CO.PBS.Help.Desk@humanservices.gov.au</a>

Name	Address	Other contact details
Ms Kerren Hosking NPS MedicineWise	Level 7/418a Elizabeth Street Surry Hills NSW 2010 PO Box 1147 Strawberry Hills NSW 2012	<b>Phone:</b> 02 8217 8796 <b>Fax:</b> 02 8217 8765 <b>Email:</b> <a href="mailto:khosking@nps.org.au">khosking@nps.org.au</a>
MedSafe, Ministry of Health, Wellington, New Zealand, Kathy Daly (all recalls)	N/A	<b>Email:</b> <a href="mailto:recalls@moh.govt.nz">recalls@moh.govt.nz</a> <b>Phone:</b> +64 4 819 6894
MedSafe Shung Wang (medicines & blood components)	N/A	<b>Phone:</b> +64 4 819 6833
MedSafe Jenny Campbell (medical devices)	N/A	<b>Phone:</b> +64 4 819 6881
Pharmaceutical Benefits Division, Department of Health	N/A	<b>Email:</b> <a href="mailto:pbac@health.gov.au">pbac@health.gov.au</a>
Geoffrey Davies Pharmacist Health Systems Program Office Department of Defence	256-310 St Kilda Road Southbank Vic 3006	<b>Phone:</b> 03 9282 7293 <b>Email:</b> <a href="mailto:geoffrey.davies2@defence.gov.au">geoffrey.davies2@defence.gov.au</a> <b>Email:</b> <a href="mailto:hlthspo.pharm@defence.gov.au">hlthspo.pharm@defence.gov.au</a>
Australian Private Hospitals Association Mr Michael Roff Chief Executive Officer	PO Box 4502 Kingston ACT 2604	<b>Phone:</b> 02 6273 9000 <b>Fax:</b> 02 6273 7000 <b>Email:</b> <a href="mailto:Michael.roff@apha.org.au">Michael.roff@apha.org.au</a>

## Group 2: for consumer level recalls only

Name	Address	Other contact details
Peter Waterman Director, Public Affairs	Pharmaceutical Society of Australia PO Box 42 Deakin West ACT 2600	<b>Email:</b> <a href="mailto:psa.nat@psa.org.au">psa.nat@psa.org.au</a> <b>Email:</b> <a href="mailto:media@psa.org.au">media@psa.org.au</a> <b>Fax:</b> 02 6285 2869
Head of Content, Choice	57 Carrington Road Marrickville NSW 2204	<b>Email:</b> <a href="mailto:ausconsumer@choice.com.au">ausconsumer@choice.com.au</a>
The Pharmacy Guild of Australia	PO Box 7036 Canberra Business Centre ACT 2610	<b>Fax:</b> 02 6270 1800 <b>Email:</b> <a href="mailto:guild.nat@guild.org.au">guild.nat@guild.org.au</a>

## Group 3: for blood and blood components

Name	Contact details
National Blood Authority	<b>Email:</b> <a href="mailto:supply.management.fresh@blood.gov.au">supply.management.fresh@blood.gov.au</a>

## Group 4: for overseas recall notifications

Contact
Overseas health authorities, either directly or via the Australian embassy, in countries to which the goods were exported.

## Group 5: when poisoning is possible

Name	Contact details
New South Wales Poisons Information Centre	<b>Fax:</b> 02 9845 3597 <b>Email:</b> <a href="mailto:nswpoisons@chw.edu.au">nswpoisons@chw.edu.au</a>
Queensland Poisons Information Centre	<b>Phone:</b> 13 11 26 (hotline) <b>Fax:</b> 07 3068 1919 <b>Email:</b> <a href="mailto:Poisons.Info@health.qld.gov.au">Poisons.Info@health.qld.gov.au</a>
Victoria Poisons Information Centre	<b>Fax:</b> 03 9496 4912 <b>Email:</b> <a href="mailto:jeff.robinson@austin.org.au">jeff.robinson@austin.org.au</a>
Western Australia Poisons Information Centre	<b>Fax:</b> 08 9346 3493 <b>Email:</b> <a href="mailto:poisonscentre@health.wa.gov.au">poisonscentre@health.wa.gov.au</a> <b>Email:</b> <a href="mailto:ann-maree.lynch@health.wa.gov.au">ann-maree.lynch@health.wa.gov.au</a>

## Group 6: when sold in grocery retailers

This group applies to recalls of unscheduled medicines and medical devices sold in grocery retailers.

Name	Address	Other contact details
Operations Manager Australian Retailers Association (supermarkets)	Head Office, Level 10, 136 Exhibition Street Melbourne, VIC 3000	<b>Email:</b> <a href="mailto:info@retail.org.au">info@retail.org.au</a> <b>Fax:</b> 03 8660 3399
Metcash IGA Distributors	1 Thomas Holt Drive Macquarie Park NSW 2113	<b>Fax:</b> 1800 021 731 <b>Fax:</b> 02 9741 3138 <b>Email:</b> <a href="mailto:recalls@metcash.com">recalls@metcash.com</a> <b>Email:</b> <a href="mailto:George.passas@metcash.com">George.passas@metcash.com</a> <b>Email:</b> <a href="mailto:consumersupport@metcash.com">consumersupport@metcash.com</a>

## Group 7: orthopaedic joints

Name	Address	Other contact details
Australian Orthopaedic Association National Joint Replacement Registry Discipline of Public Health	MDP DX 650511 University of Adelaide SA 5005	<b>Phone:</b> 08 8313 3592 <b>Fax:</b> 08 8223 4075 <b>Email:</b> <a href="mailto:cturner@aoanjrr.org.au">cturner@aoanjrr.org.au</a>
Australian Orthopaedic Association	Level 12 45 Clarence Street Sydney 2000	<b>Phone:</b> 02 8002 1062 <b>Fax:</b> 02 8071 8002 <b>Email:</b> <a href="mailto:kathy.hill@aoa.org.au">kathy.hill@aoa.org.au</a>

## Version history

Version	Description of change	Author	Effective date
V2.0	Contact details updated	Recalls Unit, Manufacturing Quality Branch	March 2017
V3.0	Updated contact details	Recalls and Case Management Section	5 October 2017



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