

# Catering for gluten-free customers

Thank you for offering gluten-free options for your customers who need to follow a gluten-free diet. Coeliac Australia has developed a range of resources and tips to support your business:

## Tips on managing gluten in the kitchen:

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### GLUTEN-CONTAINING GRAINS

Gluten is found in



WHEAT

(all types, including spelt)

RYE



BARLEY

OATS

(in some people)

2

### SOURCING GLUTEN-FREE INGREDIENTS

There are four ways to source foods that are suitable for those with coeliac disease. Products that are:

- Naturally gluten free
- Labelled as gluten free
- No gluten-derived ingredients
- Endorsed by Coeliac Australia



Products using this logo have been reviewed and approved by Coeliac Australia as part of our [Endorsement program](#) and are suitable for a gluten-free diet.

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### KITCHEN PROTOCOLS

If your kitchen handles both gluten-free and gluten-containing menu ingredients, set protocols need to be established and communicated to all staff to reduce the risk of cross-contact.

- **Storage:** Gluten-free and gluten-containing foods should be stored separately and labelled clearly.
- **Cleaning:** Shared equipment and spaces need to be regularly cleaned, especially before the preparation of gluten-free meals.

## Understanding your gluten-free customers

Requests for gluten-free options continues to be the largest special diet request in food service today. By instilling confidence in your gluten-free menu, you not only attract new business from customers seeking reliable dining option, but you also foster loyalty and repeat business.

OVER **3 million**

Australians restrict wheat or gluten in their diet\*

**73%**

of those who need to follow a strict GF diet state their biggest concern is finding an establishment that understands how to cater for GF correctly\*\*

**44%**

find it difficult to eat out. Only 5% feel confident when eating out\*\*

**61%**

said they would travel more than 30 minutes to visit a [Coeliac Australia Accredited](#) venue\*\*



## Mastering gluten free in your business

Coeliac Australia is the leading authority on coeliac disease. We have resources and training available to improve your knowledge and confidence in delivering genuine gluten-free options:

### FREE GUIDE



**Gluten Free in Food Service** – a practical guide covering key principles to consider when making a gluten-free claim on a menu. It also offers many practical tips and information to assist you putting gluten-free into practice.

### ONLINE TRAINING



**Coeliac Australia Gluten-Free Online Training** – an engaging online module that offers comprehensive training on gluten management for food service businesses, covering both back-of-house and front-of-house operations. Upon completion of the course, users receive a certificate of training as recognition of their achievement.

### ACCREDITATION



**Coeliac Australia Accreditation Program** – Coeliac Australia offers a structured accreditation program that reviews and verifies the menus, ingredients, recipes, staff training, and kitchen protocols of food service businesses. This systematic approach helps identify and address potential issues related to cross-contact and allergen management, ensuring a consistently reliable gluten-free menu. Meeting the program's rigorous standards qualifies businesses to display the Licensed Coeliac Australia Accreditation logo on their marketing materials, including menus, signaling their commitment to gluten-free excellence.

Learn more at Coeliac Australia's website:  
[coeliac.org.au/for-business/resources](https://coeliac.org.au/for-business/resources)  
or scan the code with your phone →

