



The Global Language of Business

Effective 1 July 2026

GS1 Australia Recall and GS1 Australia Recall Health

Fee schedule for Australian users

Introduction

GS1 Australia Recall allows brand owners and distributors to communicate product recall and withdrawal notifications to their trading partners and regulatory bodies. It is industry driven and based on global standards. It streamlines the recall process, thus reducing risk.

Recall is a service offered by GS1 Australia, a not-for-profit organisation, on a cost recovery basis. The aim is to ensure it is accessible by all businesses, big and small.

Within the Australian marketplace, two product recall platforms are offered by GS1 Australia under the overall Recall structure:

- 1. Recall** – Used within the Food, Liquor, Food Service, General Merchandise and Apparel sectors covering all products regulated by FSANZ or the ACCC.
- 2. Recall Health** – Used within the Healthcare sector covering all products regulated by the TGA including medicines and medical devices.

Note: Reference to Recall encompasses either of Recall and Recall Health.

Recall and Recall Health service fees

Gross Annual Company Turnover		Members*	Non-members
From	To	Annual Rate* (\$)	Annual Rate (\$)
NIL	<\$1M	180.00	261.00
\$1M	<\$5M	391.00	561.00
\$5M	<\$10M	612.00	886.00
\$10M	<\$25M	833.00	1,212.00
\$25M	<\$50M	833.00	1,212.00
\$50M	<\$100M	1,772.00	2,565.00
\$100M	<\$500M	2,812.00	4,049.00
\$500M	<\$1B	3,386.00	4,908.00
\$1B	<\$20B	3,971.00	5,754.00
\$20B+		3,971.00	5,754.00

NOTE: All fees shown are exclusive of GST

* Available only for GS1 Australia members.

A once-off initial setup fee of \$225.00 + GST applies to all member organisations and \$293.00 + GST to all service only members of GS1 Australia registering for Recall whose turnover is greater than \$5M. Initial setup fees do not apply to member organisations with a turnover of less than \$5M.

These fee structures have been designed so that a low fee is levied to all users on an ongoing basis regardless of the number of recalls or withdrawals issued. This approach ensures that the Recall service remains accessible by all organisations on a cost recovery basis.

A company's Gross Annual Turnover has been used to develop fee brackets which provide for a lower cost to smaller companies. This is consistent with the approach taken to calculate other GS1 membership and service fees.

Separate fees are payable for Recall and Recall Health.

Billing

Recall annual fees are invoiced annually in advance, prior to the start of each financial year based on the fees specified in the previous page, and as advised from time to time in accordance with the service subscription terms and conditions.

Recall annual fees will be invoiced separately to any other GS1 Australia service or membership subscription. In the event that an organisation has multiple Recall service subscriptions, separate invoices will be generated in respect of each subscription. GS1 Australia does however reserve the right to aggregate service renewal invoices to one invoice at its discretion.

Annual Fees for the first year are invoiced separately, upon registration, and are calculated on a monthly pro-rata basis (i.e. based on the number of months from registration to the end of the current financial year).

For example, an organisation registering for the service anytime during the month of December 2026 will have access to the service for a total of seven (7) months during FY2026-2027 (including the month of application) before renewal is due. In this example, the total fees payable for the first year will be for the pro-rata Annual Fee amount for a total seven (7) months plus the (one off) set up fee.

Fee inclusions

- Access to Recall web platform
- Unlimited access to Recall to manage your organisation's recall or withdrawal notifications
- Unlimited number of user accounts
- Ability to test Recall in a "mock recall" environment
- Complimentary training
- Telephone and email support
- Complimentary Recall user guides and technical guides available for download
- Incidental fax/SMS usage for any recall

Fee conditions

- The GS1 Recall fees are in addition to any other applicable GS1 Australia membership fees.
- Companies registering for Recall that do not wish to disclose their annual turnover can register for the service without making the declaration. In this case, the annual fees applicable will be those specified for the highest Annual Turnover bracket. GS1 Australia reserves the right to resolve differences where a declared/selected turnover for Recall differs from turnover details recorded for the purposes of GS1 Australia subscription membership or other services.
- Registration to Recall is available to Members of GS1 Australia. Organisations that are not Standard Subscriber Members of GS1 Australia will be granted a GS1 Australia Service Only Membership at no additional membership cost.
- A change of membership status from Member to Non Member or vice versa may result in different fees being applicable.
- Registration with Recall is subject to the user accepting the [Recall Terms and Conditions of Use](#), [GS1 Australia Privacy Policy](#) and [Terms of Trade](#) as published by GS1 Australia.
- GS1 reserves the right to invoice a Recipient if their SMS usage costs exceed \$25.00 in any one month.
- It is the responsibility of the Recall user to provide and maintain a personal computer, modem, other hardware and Internet services (including browser software and Internet service provider) required for accessing and using the service.

GS1 Australia Recall and GS1 Australia Recall Healthcare - Fee Schedule

- Where security settings on a personal computer, network or firewall act to impede normal access to and functioning of Recall, then it is the user's responsibility to seek an IT resolution locally. These costs are not a part of this service.
- GS1 Australia reserves the right to change the fee schedule and terms and conditions by providing a minimum of 14 days written notice. Note that publication on the GS1 Australia website constitutes written notice to the Recall user.
- GS1 Australia, at its sole discretion, may determine a waiting period that applies to when the Recall service is available for use after registration. The current waiting period is no more than 5 business days.

GS1 Australia

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