

## Healthy Food and Drink in NSW Health facilities for Staff and Visitors Framework

**Summary** The recommendations in this Guideline aim to increase the availability of healthy foods and drinks to staff and visitors in NSW Health facilities. Foods and drinks from food outlets such as cafes, vending machines, and catering services are included. In-patient meals, foods and drinks brought from home, and fundraising activities are excluded. Recommendations are set out in three elements: the Food and Drink Benchmark, Local Implementation and, Monitoring and Evaluation. Sugary drinks will be phased out by December 2017 and all other practices will be achieved by December 2018.

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## Healthy Food and Drink in NSW Health Facilities for Staff and Visitors Framework (Healthy choices in health facilities)

### PURPOSE

The *Healthy Food and Drink in NSW Health Facilities for Staff and Visitors Framework* (the *Framework*) provides best practice guidelines to increase the availability of healthy options and make the healthy choice an easy choice.

Eating too many unhealthy foods and not enough healthy foods is a major contributor to over half of adults and one in five children in NSW being overweight or obese. The *Framework* will assist relevant managers in NSW Health facilities to make healthy food and drink normal in NSW Health facilities by December 2017.

### KEY PRINCIPLES

The *Framework* provides evidence-based guidance and is structured around:

- A Food and Drink Benchmark designed to provide choice while increasing the availability of healthy food and drink options, and decreasing the availability of unhealthy food and drink options, including the removal of sugary drinks from sale.
- Local implementation to achieve the best results, supported by materials and tools.
- Monitoring and evaluation to regularly track achievements and improve results.

Senior Executives should determine where local adaptations are required, and whether the *Framework* can be adopted in its current format in their health facilities where foods and drinks are provided to staff and visitors.

### USE OF THE GUIDELINE

The *Framework* should be used to guide the provision of healthy food and drink. It establishes best practice and should be adopted across all applicable NSW Health facilities.

This Guideline summary should be read in conjunction with the *Healthy Food and Drink in NSW Health Facilities for Staff and Visitors Framework* which describes roles and responsibilities, and the *Healthy Food and Drink in NSW Health Facilities for Staff and Visitors Toolkit* which provides more detail and resources to support implementation.

### REVISION HISTORY

Version	Approved by	Amendment notes
GL2017_012	Secretary	New Guideline. Replaces PD2009_081

### ATTACHMENTS

1. Healthy Food and Drink in NSW Health Facilities for Staff and Visitors Framework
2. Healthy Food and Drink in NSW Health Facilities for Staff and Visitors Toolkit

# HEALTHY FOOD AND DRINK IN NSW HEALTH FACILITIES FOR STAFF AND VISITORS FRAMEWORK

Healthy choices in health facilities



Framework



Health



# FOREWORD

Through the *Healthy Food and Drink in NSW Health Facilities for Staff and Visitors Framework* (the *Framework*) NSW Health is taking the opportunity to support everyone who works in or visits our health facilities to move towards a new healthier normal. With one in two adults<sup>1</sup> in NSW and more than one in five children<sup>2</sup> overweight or obese, NSW Health is working with a range of stakeholders from government, health professionals, industry, academia, non-government organisations and community groups to identify ways to make it easy to be healthy in NSW.

We have a number of effective initiatives already in place that support people of all ages to make healthier lifestyle choices. These include: the *Get Healthy<sup>®</sup> Information and Coaching Service*<sup>3</sup>; our Australian first kilojoule menu labelling initiative<sup>4</sup>; the *Get Healthy at Work<sup>®</sup>* program; and childhood obesity prevention programs in early childhood services, schools and the community<sup>6</sup>. All these initiatives work together to support and model healthy diets and lifestyles.

We know we need to do more to make the healthy choice an easy choice. The availability of unhealthy food and drink choices when we are eating out – which we all do more frequently than ever – often encourages the exact opposite. As NSW Health, we can improve the availability of healthy foods and drinks under our control and set a good example.

Through the introduction of the *Framework*, we will support our staff and visitors in their efforts to make healthy normal, by offering them a wide choice of appealing foods and drinks, including a large proportion of healthy options. The strongest evidence

for a link between sugar intake, and overweight and obesity is for the consumption of sugary drinks<sup>7</sup>. For this reason, we can further support health by removing sugary drinks from sale and instead offer water or other popular drink choices. Murrumbidgee Local Health District has set the pace already by removing sugary drinks from their Health facilities. I encourage NSW Health facilities and the retailers they work with to follow Murrumbidgee's lead, and work towards removing sugary drinks by December 2017.

Adopting the *Framework* is a step towards making healthy food and drink normal in NSW Health facilities, and is an initiative we can all embrace.



Dr Kerry Chant PSM  
**Chief Health Officer and Deputy Secretary  
Population and Public Health**

# AN OVERVIEW OF THE FRAMEWORK FOR HEALTHY FOOD AND DRINK IN NSW HEALTH FACILITIES FOR STAFF AND VISITORS



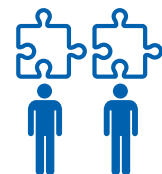
*Modelling the provision of healthy food and drink by applying the*

**FOOD AND DRINK BENCHMARK**



*Making healthy food and drink normal for our staff and visitors by supporting*

**LOCAL IMPLEMENTATION**



*Building on our successes and learning through*

**MONITORING AND EVALUATION**

# CONTENTS

<b>PURPOSE AND SCOPE OF THE FRAMEWORK</b>	<b>6</b>
Purpose	6
Scope	6
Policy Context	7
Supporting Programs	7
<b>FOOD AND DRINK BENCHMARK</b>	<b>8</b>
<b>LOCAL IMPLEMENTATION</b>	<b>10</b>
<b>MONITORING AND EVALUATION</b>	<b>11</b>
<b>ROLES AND RESPONSIBILITIES</b>	<b>12</b>
<b>GLOSSARY</b>	<b>13</b>
<b>REFERENCES</b>	<b>14</b>

# PURPOSE AND SCOPE OF THE FRAMEWORK

## PURPOSE

The *Framework* provides a set of best-practice guidelines for NSW Health facilities to use in working towards providing healthy food and drink in their food outlets.

Eating too many unhealthy foods and not enough healthy foods is a major contributor to overweight or obesity<sup>8</sup>. NSW Health is taking steps to make healthy food and drink normal in our health facilities.



NSW Health will continue to provide staff and visitors with choice. However, we will help to make the healthy choice an easy choice, by increasing the availability of healthy foods and drinks and decreasing the availability of unhealthy foods and drinks, including the removal of sugary drinks.

The United Hospital Auxiliaries of NSW passed a resolution in 2016 seeking to ensure their vending machines in NSW Health facilities offer healthy options such as water, dried fruit and nuts (in addition to less healthy options). NSW Health applauds their leadership in this initiative.



## SCOPE

The *Framework* applies to food outlets where foods and drinks are available to staff and visitors in NSW Health facilities. The food outlets include:



Cafés and cafeterias



Kiosks and coffee carts



Vending machines



Convenience stores and newsagents



Other leased retail premises that sell foods or drinks, such as florists and pharmacies



Catering provided at functions, meetings, and special events, for example meetings with external partners or workshops

The *Framework* applies to all food and drink, including packaged foods and drinks as well as those that are prepared on- and off-site.

### ✘ The *Framework* does not apply to:

- In-patients, for whom nutrition is frequently a part of their clinical management. The nutritional quality of meals and snacks served to in-patients is guided by the Policy Directive *Nutrition Care* (PD2011\_078)<sup>9</sup>.
- Foods and drinks that staff or visitors bring from home such as their lunch or a birthday cake to share.
- Food prepared in a health facility for outside client groups such as Meals-on-Wheels clients or nursing home residents.
- Fundraising activities conducted in NSW Health facilities including those run by volunteers.

Health facilities may choose to include fundraising in their implementation. We also ask for the support of fundraisers to make healthy food and drink normal in their fundraising activities.



## POLICY CONTEXT

Overweight and obesity has a large impact on the health of our population and the economy of NSW<sup>10</sup>. Unhealthy eating is a preventable risk factor for overweight and obesity and associated chronic diseases<sup>8</sup>. Yet when surrounded by unhealthy foods and drinks at work, at the shops, and in public places like hospitals, making the healthy choice can often be difficult.

Preventing overweight and obesity is an enormously complex issue which requires a range of approaches<sup>11</sup>. NSW Health has a variety of initiatives in place which have contributed to stabilising the rates of overweight and obesity for adults<sup>1</sup> and children<sup>2</sup> since 2010. NSW Health continues to be committed to helping the people of NSW achieve and maintain a healthy weight<sup>12</sup>. However, more needs to be done if we are going to substantially reduce the levels of overweight or obesity from one in two for adults<sup>1</sup>, and one in five for children<sup>2</sup>.

As part of a long-term approach to the prevention of overweight and obesity, NSW Health is making healthy foods and drinks normal in our health facilities – to make the healthy choice, an easy choice for our staff and visitors. By choosing to create a healthy food and drink offering in our Health facilities, we seek to be a model for other settings to follow.

## SUPPORTING PROGRAMS

NSW Health has a range of programs to normalise healthy choices for the people of NSW:

- **NSW Health Retail Framework<sup>13</sup>** – a framework that has the primary objective of improving the retail facilities and food and drink offering in our Health facilities.
- **Get Healthy at Work program<sup>5</sup>** – a program that aims to improve the health of working adults by giving workplaces tools and support to address: healthy eating, healthy weight, physical activity, active travel, smoking and alcohol consumption. The program has also been recruiting government workplaces. [www.gethealthyatwork.com.au](http://www.gethealthyatwork.com.au)
- **Get Healthy<sup>®</sup> Information and Coaching Service<sup>14</sup>** – a program that provides information and offers a free telephone based service, staffed by qualified health coaches, supports adults to make healthy lifestyle changes in the area of healthy eating, physical activity and healthy weight. [www.gethealthynsw.com.au](http://www.gethealthynsw.com.au)
- **Make Healthy Normal Campaign<sup>15</sup>** – an on-going social marketing campaign which launched in June 2015. The campaign motivates people to reassess their lifestyle choices and encourages new healthy eating and active living behaviours. It also drives people to existing NSW Health programs that support sustained lifestyle changes such as the *Get Healthy Service*. [www.makehealthynormal.nsw.gov.au](http://www.makehealthynormal.nsw.gov.au)
- **The Healthy Children Initiative<sup>6</sup>** – an initiative that delivers childhood obesity prevention programs in children’s settings. Some NSW Health facilities provide early childhood education and care services. The *Munch & Move* program<sup>16</sup> supports the healthy development of children from birth to 5 years by promoting physical activity, healthy eating and reduced small screen time. *Munch & Move* offers training and resources to educators working in NSW early childhood education and care services. [www.healthykids.nsw.gov.au/campaigns-programs/about-munch-move.aspx](http://www.healthykids.nsw.gov.au/campaigns-programs/about-munch-move.aspx)

# FOOD AND DRINK BENCHMARK

Modelling the provision of healthy food and drink



## To make healthy food and drink normal in our Health facilities, the Food and Drink Benchmark:

- Promotes and increases the availability of healthy food and drink options.
- Decreases the availability of unhealthy food and drink options.
- Supports water as the best beverage choice.

Normalising healthy food and drink can be achieved by:

- Increasing the **product availability** of healthy options by providing a large proportion of **Everyday** foods and drinks.
- Promoting **product quality** using the **Health Star Rating System** with 3.5 stars or above as an indicator of the healthier options.
- Making smaller **portion sizes** more widely available for some **Everyday** and all **Occasional** foods and drinks.
- Using **Marketing** techniques to ensure the **Everyday PRODUCTS** are in the right **PLACE** at a favourable **PRICE** and are **PROMOTED**.



### EVERYDAY FOODS AND DRINKS

are meals, snacks, and drinks made from foods in the five food groups. They are to make up 75% or more of the offering. For example, sandwiches, soups, pasta dishes, yoghurt, and fruit.



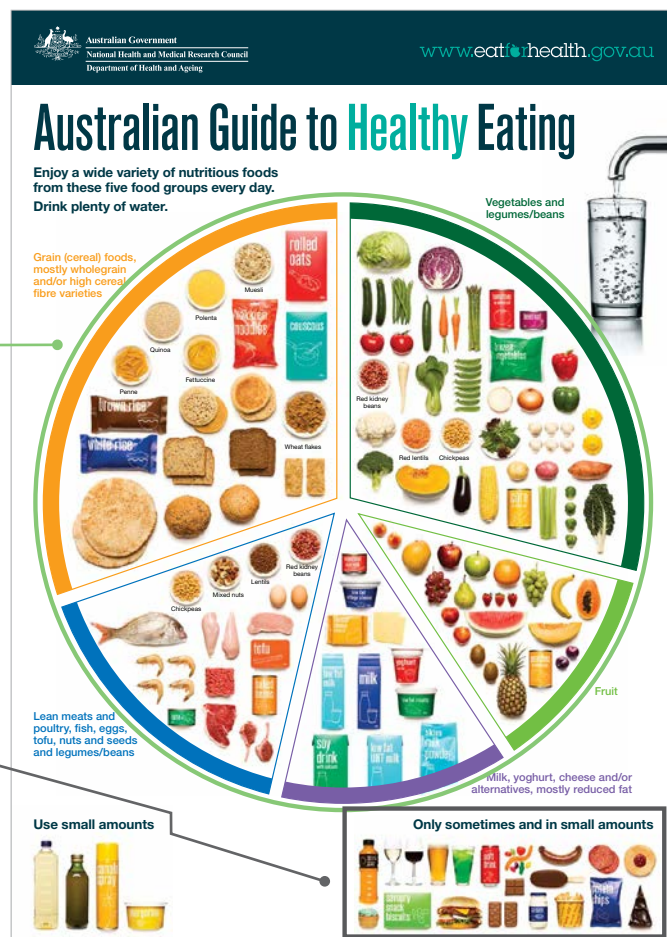
### OCCASIONAL FOODS AND DRINKS

are mostly foods high in saturated fat, sugars and/or salt and often have little nutritional value. They are to make up no more than 25% of the offering. For example, pies, chips, sweet muffins, and confectionery.







The Health Star Rating System is a quick and easy way to compare the nutrient content of similar packaged foods<sup>17</sup>. It considers the overall nutritional content of packaged foods and rates them from ½ a star to 5 stars. The more stars, the healthier the choice.

The **Food and Drink Benchmark** is underpinned by the Australian Dietary Guidelines<sup>18</sup>. For more detailed information about the **Food and Drink Benchmark**, please see the *Healthy Food and Drink in NSW Health Facilities for Staff and Visitors Toolkit*.



## THE FOOD AND DRINK BENCHMARK: THE FOUR FOCUS AREAS

FOCUS AREA	To promote and increase the availability of healthy food and drink options	To decrease the availability of unhealthy food and drink options
	Everyday foods and drinks	Occasional foods and drinks
 <b>PRODUCT AVAILABILITY</b>	<b>Everyday</b> foods and drinks make up 75% or more of the total food and drink offering	<b>Occasional</b> foods and drinks make up no more than 25% of the total food and drink offering AND Sugary drinks are not sold
 <b>PRODUCT QUALITY</b>	A Health Star Rating of 3.5 Stars and above applies to some <b>Everyday</b> foods and drinks*	A Health Star Rating of 3.5 Stars and above applies to some <b>Occasional</b> foods and drinks***
 <b>PRODUCT SIZE</b>	Portion size limits apply to some <b>Everyday</b> foods and drinks**	Portion size limits apply to <u>all</u> <b>Occasional</b> foods and drinks
 <b>MARKETING</b>	Prominent locations in a food outlet, value pricing, and promotional activities highlight <b>Everyday</b> foods and drinks	Prominent locations in a food outlet, value pricing, and promotional activities do <u>not</u> highlight <b>Occasional</b> foods and drinks



**Sugary drinks are drinks with no nutritional value and which have any sugars added during processing (this excludes milk drinks).# Examples of sugary drinks are soft drinks, some flavoured waters, fruit drinks, cordials, iced teas, energy drinks, and sports drinks.**

\* **Everyday foods and drinks requiring a Health Star Rating of 3.5 Stars and above are:** breakfast cereals; packaged ready-to-eat meals; muesli and snack bars, lightly salted or flavoured popcorn, nuts, seeds and legume snacks; savoury biscuits; custard; and flavoured milk, liquid breakfast drinks and milkshakes/smoothies.

\*\* **Everyday foods and drinks with maximum portion sizes are:** packaged ready-to-eat meals (450g); muesli and snack bars (50g); dried fruit (50g); lightly salted or flavoured popcorn, legumes, nuts and seeds (50g); fruit/vegetable juice (400ml); and, flavoured milk, milkshakes/smoothies, liquid breakfast drinks and coffee (500ml).

\*\*\* **Occasional foods where the Health Star Rating does not need to be applied but maximum portion limits are used instead are:** sweet biscuits (50g); cakes (80g) and sweet pastries (80g); desserts (100g); confectionery (50g); diet drinks (500ml); and, ice-cream, frozen yoghurt, and ice-blocks (85ml). Exceptions are food and drink categories where most products have a very low nutritional value, for example cakes.

# Milk drinks are drinks where the predominant ingredient is dairy milk or a calcium-fortified dairy-milk-alternative, such as fortified soy/almond/rice milk.

# LOCAL IMPLEMENTATION

*Making healthy food and drink normal for our staff and visitors*



By working together to achieve the recommendations in the *Framework*, NSW Health can make healthy food and drink normal in our Health facilities and be a model for other government agencies to follow.

How the *Framework* and particularly the **Food and Drink Benchmark** are used, can vary according to the unique circumstances of each health facility. What works well in one health facility may not work quite so well in another. To achieve the best result for each health facility, the *Framework* promotes local implementation. Assisting NSW Health facilities to use the *Framework* locally by providing state-wide supporting materials and tools will be important to achieving implementation in all NSW Health facilities.

The Ministry will provide a *Healthy Food and Drink in NSW Health Facilities for Staff and Visitors Toolkit* to assist. This will include:

- **Commercial guidance** for the translation of the **Food and Drink Benchmark** and **Monitoring and Evaluation** recommendations into retail lease requirements, for example, review and negotiation of existing and new leases.
- **Marketing and communications** adaptable templates to use to explain and promote the *Framework* to local staff, visitors, and fundraisers in the Health facility as well as the local community.
- **A Food and Drink Ready Reckoner** translates the **Food and Drink Benchmark** into specific examples of healthy recommendations for the different types of meals, snacks, and drinks that can be sold.
- **Online food and drink product information** for local teams and retailers to help in determining if a single meal, snacks and drinks meet the **Food and Drink Benchmark** (available end 2017).

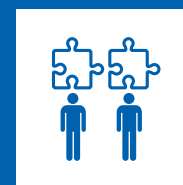


There are over 200 retail outlets located across NSW Health facilities, and the local retail lease agreements will vary, as will the inclusion of healthy food and drink provision in these agreements. Commercial guidance on steps to implement the *Framework* will support property management services with responsibility for tenders, contracts, and the management of retail leases.

An updated retail lease template will set out retailer obligations in relation to the *NSW Framework* and will be available through the Procurement Portal<sup>13</sup>.

# MONITORING AND EVALUATION

*Building on our successes and learning*



## To monitor local implementation, a state-wide IT system will be available for NSW Health facilities.

The IT system provides standard tools, processes and reports that will enable NSW Health facilities to monitor the progress made towards achieving the recommendations of the **Food and Drink Benchmark**. Monitoring will be undertaken against the achievement of a set of key practices which are illustrative of the **Food and Drink Benchmark**.

The results of monitoring will be used to evaluate whether implementation of the *Framework* has increased the availability of healthy food and drink options to staff and visitors, and decreased the availability of unhealthy food and drink, including the removal of sugary drinks from sale. Evaluating what works well and not so well during local implementation will help us to build on our successes by identifying best practice and better aligning supporting resources with the needs of NSW Health facilities.







Across the state, NSW Health facilities will be asked to monitor food outlets annually against a set of practices that reflect the **Food and Drink Benchmark**.



Communicating the results with retailers will help to identify and agree strategies for continuous improvement.



The *NSW Government Program Evaluation Guidelines* commits public services to increasing transparency, improving programs and providing a better understanding of their outcomes<sup>19</sup>.

FOCUS AREA TO MONITOR	EXAMPLES OF KEY PRACTICES TO MONITOR THE FOUR FOCUS AREAS OF THE FOOD AND DRINK BENCHMARK
 <b>PRODUCT AVAILABILITY</b>	<ul style="list-style-type: none"> <li>Sugary drinks are not sold.</li> <li>75% or more <b>Everyday</b> foods and drinks are stocked in each different in-store location e.g. in the chilled food cabinet, hot display unit, and vending machine.</li> </ul>
 <b>PRODUCT QUALITY</b>	<ul style="list-style-type: none"> <li>Key packaged foods and drinks have a Health Star Rating of 3.5 Stars and above e.g. muesli bars and flavoured milks.</li> </ul>
 <b>PRODUCT SIZE</b>	<ul style="list-style-type: none"> <li>Some <b>Everyday</b> and all <b>Occasional</b> packaged foods and drinks meet the portion size recommendations e.g. ready meals, confectionery, and cakes.</li> </ul>
 <b>MARKETING</b>	<ul style="list-style-type: none"> <li>Only <b>Everyday</b> foods and drinks are placed in prominent locations e.g. at eye level, at the entrance to a food outlet, and at checkouts.</li> <li>Only <b>Everyday</b> foods and drinks are advertised, promoted, and included in package deals.</li> </ul>

# ROLES AND RESPONSIBILITIES

## WHAT NSW HEALTH CAN DO

THE NSW MINISTRY OF HEALTH WILL:	NSW HEALTH FACILITIES CAN:
Regularly review the <b>Food and Drink Benchmark</b> to ensure it remains evidence-based and feasible to implement.	Actively engage with suppliers and staff to champion positive change.
Create an opportunity for NSW Health facilities to share learnings and promote best practice implementation.	Provide executive level support by making available adequate human and financial resources to implement the <i>Framework</i> .
Lead consultations with large food and drink providers.	Actively engage with suppliers and other stakeholders such as unions and staff to garner their support.  Ensure all new, extensions, and renewals of tenders and contracts incorporate the requirements of the <i>Framework</i> .
Provide tools, support, and promotional material to help local implementation.	Start by removing sugary drinks from food outlets and then work towards the achievement of all practices.
Deliver the state-wide IT system to support implementation and monitoring.  Co-ordinate annual monitoring and reporting across the state.	Use the IT system to support implementation, and provide annual monitoring and reporting data on achievement of the practices.
Evaluate the impact of the <i>Framework</i> on the availability of healthy food and drink in NSW Health facilities.  Evaluate implementation to better align supporting resources with the needs of NSW Health facilities.	Participate in the evaluation process to ensure the <i>Framework</i> remains effective.

# GLOSSARY

## **Cafés, cafeterias**

A food outlet that sells foods and drinks that can be hot, chilled, ambient, packaged, fresh, and frozen. The offering includes meals and seating for customers. Foods and drinks are mainly consumed on the premises.

## **Café kiosks and coffee carts**

A food outlet that sells foods and drinks that may be hot, chilled, ambient, fresh, and frozen. Usually has limited or no seating for customers. Foods and drinks are mainly not consumed on the premises.

## **Catering for staff functions**

This refers to catering for activities in the health facility which have been arranged for staff purposes. For example, internal staff meetings, meetings with external partners, workshops, conferences, planning days, social events, workforce development activities, professional development by an external organisation, and lectures.

## **Convenience stores and newsagent**

A food outlet that sells food and drinks that may be hot, chilled, ambient, fresh and frozen. Usually has no seating for customers and is consumed elsewhere.

## **Everyday foods and drinks**

Meals, snacks and drinks made from foods in the five food groups:

- Vegetables and legumes
- Fruit
- Milk, yoghurt and cheese (or alternatives)
- Lean meats, poultry, fish, eggs, tofu, nuts and seeds
- Grain foods including bread, pasta and rice

For example, sandwiches, soups, pasta dishes, yoghurt, and fruit.

## **Fundraising**

Fundraising means the soliciting or receiving of any money, property or other benefit on a charitable basis on behalf of any part of NSW Health. Fundraising is not included in the *Framework*. However, LHDs may choose to include healthy fundraising in their implementation, and some have already done so. For staff who would like to fundraise at work for other organisations such as Lions, Rotary or the local school, we kindly request that you support the *Framework* by ensuring that a healthy fundraising option is provided.

## **Food outlet**

Any situation where foods and drinks are offered to staff and visitors in a NSW Health facility. Examples include cafés, cafeterias, café kiosks and coffee carts, convenience

stores, newsagents, other leased retail premises that sell foods or drinks, such as florists and pharmacies, vending machines and catering provided at functions, meetings or special events.

## **Health Star Rating System**

The Health Star Rating is a nationally recognised front-of-pack labelling system developed by the Australian State and Territory governments in collaboration with industry, public health and consumer groups. The overall nutritional profile of packaged food is rated from ½ a star to 5 stars. The more stars, the healthier the choice. [www.healthstarrating.gov.au](http://www.healthstarrating.gov.au)

## **NSW Health facilities**

A NSW Health facility refers to any building, including the grounds of the building, which is managed by NSW Health, for example the building and campus of hospitals, community health centres or clinics, rehabilitation centres and offices.

## **Occasional foods and drinks**

Foods and drinks mostly high in saturated fat, sugars and/or salt often with little nutritional value. They are not needed as part of a healthy diet and should be eaten only sometimes, and in small amounts. For example, pies, chips, cakes, sweet muffins, and confectionery.

## **Other retail**

A food outlet whose core business is non-food and drink, but does sell a relatively small range of food and drink items, for example chemist, gift shops, and florist.

## **Packaged ready-to-eat meals**

Meals which either require no further preparation before eating, or which require only heating before they are served. Packaged ready-to-eat meals may be frozen, chilled or shelf-stable. They are sold to the customer in an individual package.

## **Sugary drinks**

Sugary drinks are drinks with any sugars added during processing excluding milk drinks.<sup>#</sup> Examples of sources of sugar used to sweeten drinks would include sucrose (commonly called sugar), fructose, glucose, honey and fruit juice concentrate. Examples of drinks not classed as a sugary drink include water (plain or sparkling), milk, flavoured milk, tea, coffee, fruit and vegetable juice.

## **Vending machines**

An automated machine that dispenses foods and drinks. The offering may be for foods or drinks only, or a combination of both.

<sup>#</sup> Milk drinks are drinks where the predominant ingredient is dairy milk or a calcium-fortified dairy-milk-alternative, such as fortified soy/almond/rice milk.

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# HEALTHY FOOD AND DRINK IN NSW HEALTH FACILITIES FOR STAFF AND VISITORS FRAMEWORK

Healthy choices in health facilities



Toolkit



MAKE  
HEALTHY  
NORMAL



Health

# WHY MAKE HEALTHY FOOD AND DRINK NORMAL IN NSW HEALTH FACILITIES?

## THE WORLD WE LIVE IN HAS CHANGED...



**PORTION SIZES HAVE INCREASED**



**MANY OF US SPEND HOURS SITTING AT WORK**



**WE ARE TIME POOR AND WANT QUICK AND CONVENIENT FOOD OPTIONS**

We are surrounded by unhealthy foods and drinks at work, at the shops and in public places like hospitals and schools

### ADULTS IN NSW

ONLY 7%



EAT THE RECOMMENDED AMOUNT OF **VEGETABLES**

ONLY 54%



EAT THE RECOMMENDED AMOUNT OF **FRUIT**

$\frac{1}{3}$  OF OUR **DAILY ENERGY (kJ)** COMES FROM **UNHEALTHY FOODS AND DRINKS** SUCH AS **CAKES, CONFECTIONERY, SUGARY DRINKS AND CHIPS**



## THIS POSES SERIOUS CHALLENGES TO THE HEALTH OF OUR COMMUNITIES...



**OVER HALF**

OF ALL ADULTS IN NSW ARE OVERWEIGHT OR OBESE



**1 IN 5**

CHILDREN IN NSW ARE OVERWEIGHT OR OBESE



**POOR DIET AND OBESITY ARE MAJOR CONTRIBUTORS TO CHRONIC DISEASE IN AUSTRALIA**

## IT'S TIME TO MAKE HEALTHY FOOD AND DRINK NORMAL IN OUR HEALTH FACILITIES

### NSW HEALTH IS LEADING THE WAY

THE *Healthy Food and Drink in NSW Health Facilities for Staff and Visitors Framework* MAKES THE HEALTHY CHOICE AN EASY CHOICE FOR OUR STAFF AND VISITORS BY:



**INCREASING THE AVAILABILITY OF HEALTHY FOODS AND DRINKS**



**DECREASING THE AVAILABILITY OF UNHEALTHY FOODS AND DRINKS**



**REMOVING SUGARY DRINKS FROM SALE**

WE NEED EVERYONE'S SUPPORT TO MAKE **HEALTHY FOOD AND DRINK NORMAL**

# CONTENTS

<b>AN OVERVIEW OF THE FRAMEWORK</b>	<b>4</b>
<b>INTRODUCTION</b>	<b>5</b>
<b>FOOD AND DRINK BENCHMARK</b>	<b>6</b>
<b>LOCAL IMPLEMENTATION</b>	<b>16</b>
<b>MONITORING AND EVALUATION</b>	<b>28</b>
<b>REFERENCES</b>	<b>32</b>
<b>GLOSSARY</b>	<b>33</b>
<b>TOOLS</b>	<b>34</b>
Tool 1: Ready Reckoner – <i>Examples of meals, snacks and drinks</i>	T1-1
Tool 2: Online food and drink product information	T2-1
Tool 3: Recipe flow chart	T3-1
Tool 4: Visual portion guide	T4-1
Tool 5: Checking against the Food and Drink Benchmark	T5-1
Tool 6: Healthy food and drink catering in NSW Health facilities	T6-1
Tool 7: Healthy food and drink retailing in NSW Health facilities	T7-1
Tool 8: Questions and answers to guide the retailer conversation	T8-1
Tool 9: Healthy food and drink fundraising in NSW Health facilities	T9-1
Tool 10: Marketing materials	T10-1

# THE FRAMEWORK FOR HEALTHY FOOD AND DRINK IN NSW HEALTH FACILITIES FOR STAFF AND VISITORS



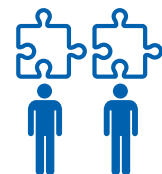
*Modelling the provision of healthy food and drink by applying the*

**FOOD AND DRINK BENCHMARK**



*Making healthy food and drink normal for our staff and visitors by supporting*

**LOCAL IMPLEMENTATION**



*Building on our successes and learning through*

**MONITORING AND EVALUATION**

# INTRODUCTION

## SUMMARY OF THE FRAMEWORK

The *Healthy Food and Drink in NSW Health Facilities for Staff and Visitors Framework* (the *Framework*) provides a set of best-practice guidelines for NSW Health facilities to use in working towards providing healthy food and drink in their food outlets. The *Framework* applies to food outlets where foods and drinks are available to staff and visitors in NSW Health facilities. The food outlets include:



Cafés and cafeterias



Kiosks and coffee carts



Vending machines



Convenience stores and newsagents



Other leased retail premises that sell foods or drinks, such as florists and pharmacies



Catering provided at functions, meetings, and special events, for example meetings with external partners or workshops

The *Framework* applies to all foods and drinks, including packaged foods and drinks as well as those that are prepared on- or off-site.

The *Framework* does not apply to foods and drinks: provided to in-patients; brought in from home; prepared in a health facility for outside client groups; and fundraising activities, including those run by volunteers.

Some Health facilities may choose to include fundraising in their implementation. We also ask for the support of fundraisers to make healthy food and drink normal in their fundraising activities.

The *Framework* sets out best-practice guidelines to achieve healthy food and drink in NSW Health facilities through its three elements: **Food and Drink Benchmark, Local Implementation, and Monitoring and Evaluation.**

## PURPOSE OF THE TOOLKIT

This *Toolkit* provides practical guidance for NSW Health facilities tasked with leading implementation of the *Framework* by setting out detailed recommendations and tools across the three elements:

The **Food and Drink Benchmark** provides guidance to use when choosing which foods and drinks to provide and market to staff and visitors.

**Local Implementation** presents examples from Local Health Districts on making healthy food and drink normal in their respective health facilities. Considerations for local implementation teams are also provided alongside supporting tools for retail leases, and guidance on what a successful project is likely to include.

Steps to monitor and report on a standard set of practices, a timeline, and the benefits of using an electronic tool to carry out these steps are summarised in **Monitoring and Evaluation.**



“Adopting the Framework is a step towards making healthy foods and drinks normal in NSW Health facilities and is an initiative we can all embrace.”

Dr Kerry Chant PSM, Chief Health Officer and Deputy Secretary Population and Public Health



For more information about the *Framework*, please see the *Healthy Food and Drink in NSW for Staff and Visitors Framework*.

[www.health.nsw.gov.au/heal](http://www.health.nsw.gov.au/heal)

# FOOD AND DRINK BENCHMARK

Modelling the provision of healthy food and drink



## SUMMARY OF THE FOOD AND DRINK BENCHMARK

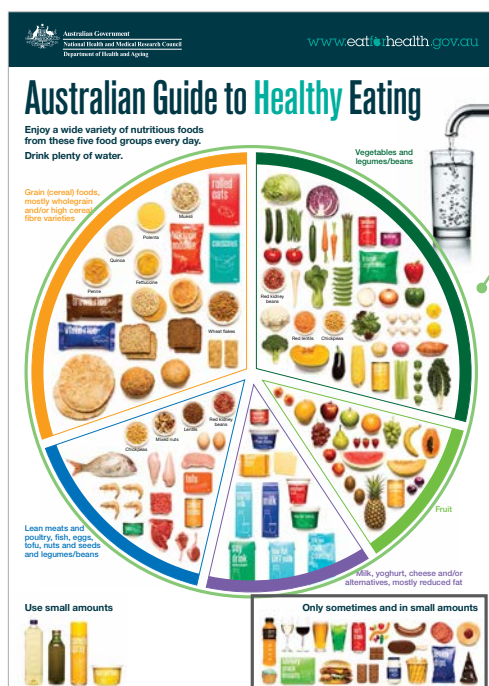
To make healthy food and drink normal in our Health facilities, the **Food and Drink Benchmark**:

- Promotes and increases the availability of healthy food and drink options.
- Decreases the availability of unhealthy food and drink options.
- Supports water as the best beverage choice.

Normalising healthy food and drink can be achieved by:

- Increasing the **product availability** of healthy options by providing a large proportion of **Everyday** foods and drinks.
- Promoting **product quality** using the **Health Star Rating System** with 3.5 stars or above as an indicator of the healthier options.
- Making smaller **portion sizes** more widely available for some **Everyday** and all **Occasional** foods and drinks.
- Using **Marketing** techniques to ensure the **Everyday PRODUCTS** are in the right **PLACE** at a favourable **PRICE** and are **PROMOTED**.

The Food and Drink Benchmark is underpinned by the Australian Dietary Guidelines<sup>2</sup>



**EVERYDAY FOODS AND DRINKS** are meals, snacks, and drinks made from foods in the five food groups. They are to make up 75% or more of the offering. For example, sandwiches, soups, pasta dishes, yoghurt, and fruit.



**OCCASIONAL FOODS AND DRINKS** are foods high in saturated fat, sugars and/or salt and often have little nutritional value. They are to make up no more than 25% of the offering. For example, pies, chips, sweet muffins, and confectionery.



## THE FOOD AND DRINK BENCHMARK: THE FOUR FOCUS AREAS

These four focus areas will be monitored against a set of key practices which are illustrative of **product availability**, **product quality**, **product size**, and **marketing**.

FOCUS AREA	To promote and increase the availability of healthy food and drink options	To decrease the availability of unhealthy food and drink options
	Everyday foods and drinks	Occasional foods and drinks
 <p>PRODUCT AVAILABILITY</p>	<p><b>Everyday</b> foods and drinks will make up 75% or more of the total food and drink offering</p>	<p><b>Occasional</b> foods and drinks make up no more than 25% of the total food and drink offering AND Sugary drinks are not sold</p>
 <p>PRODUCT QUALITY</p>	<p>A Health Star Rating of 3.5 Stars and above applies to some <b>Everyday</b> foods and drinks</p>	<p>A Health Star Rating of 3.5 Stars and above applies to some <b>Occasional</b> foods and drinks</p>
 <p>PRODUCT SIZE</p>	<p>Portion size limits will apply to some <b>Everyday</b> foods and drinks</p>	<p>Portion size limits apply to <u>all</u> <b>Occasional</b> foods and drinks</p>
 <p>MARKETING</p>	<p>Prominent locations in a food outlet, value pricing, and promotional activities will highlight <b>Everyday</b> foods and drinks</p>	<p>Prominent locations in a food outlet, value pricing, and promotional activities do <u>not</u> highlight <b>Occasional</b> foods and drinks</p>



# PRODUCT AVAILABILITY

Provide **Everyday** meals, snacks, and drinks made from foods in the five food groups. These foods and drinks are to make up 75% or more of the offering.

*Tool 1: Ready Reckoner* and *Tool 2: Online food and drink product information* give extensive examples of meals, snacks and drinks that meet the **Food and Drink Benchmark**.



## Tool 1: Ready Reckoner

Examples of **Everyday** and **Occasional** meals, snacks and drinks that meet the **Food and Drink Benchmark**.



## Tool 2: Online food and drink product information

A tool to help you find out which branded foods and drinks meet the **Food and Drink Benchmark** (to be available end 2017).

Both packaged and freshly prepared foods and drinks can be provided.

## Packaged foods

Examples of **Everyday** packaged foods – to make up 75% or more of the offering



Sandwiches /wraps



Ready-to-eat pasta



Ready-to-eat stir fries



Soups



Cheese and crackers



Yoghurt



Dried fruit and nuts



Muesli bars

## Freshly Prepared foods

Healthy recipes and meals are those that are made from **Everyday** foods and ingredients.

- Use *Tool 1: Ready Reckoner* to identify appropriate basic cooking ingredients, such as sauces, herbs, spices, etc, which you can combine with **Everyday** ingredients to make **Everyday** meals and snacks.
- Increase your range of **Everyday** foods by making existing options healthier: for example make sandwiches healthier by using mostly **Everyday** fillings, such as lean skinless chicken, tuna, lean beef, egg or hummus, plus salad.
- Use *Tool 3: Recipe Flow chart* shows you how to determine if an existing recipe is **Everyday** or **Occasional**.



### Tool 3: Recipe Flow chart

Flowchart to determine if recipes are **Everyday** or **Occasional**.



Adding an **Occasional** food ingredient (for example chicken schnitzel) to an **Everyday** food (for example wholemeal bread) makes the end product (chicken schnitzel sandwich) **Occasional**.

### Examples of **Everyday** freshly prepared foods – to make up 75% or more of the offering



Salad



Sandwiches  
/wraps



Sushi  
roll



Pasta



Stir fries



Curry



Vegetables  
and dips



Fruit  
salad  
and  
yoghurt



# PRODUCT AVAILABILITY

## Sugary drinks are not sold in NSW Health facilities

The strongest evidence for a link between sugar intake, and overweight and obesity is for the consumption of sugary drinks<sup>3</sup>. Water is always the healthiest drink to sell, but there are plenty of other popular, healthier options to choose from as well.

### Examples of healthier drinks to sell



Water



99%  
Fruit  
juice



Smoothies/  
Milkshakes



Plain and  
flavoured  
milk



Diet  
drinks



Tea or  
Coffee

### What is a sugary drink?

- Sugary drinks are drinks with no nutritional value and which have any sugars added during processing (this excludes milk drinks).<sup>#</sup>
- Sources of sugar to sweeten drinks include the ingredients sucrose (commonly called sugar), fructose, glucose, honey, and fruit juice concentrate.
- Sources of sugar are listed in the ingredients of a Nutrition Information Panel which can be found on the back of most packaged foods and drinks.
- Examples of sugary drinks are soft drinks, some flavoured waters, fruit drinks, cordials, iced teas, energy drinks, and sports drinks.
- Why can 99% fruit juice and milk drinks be sold? Juices with no added sugar and flavoured milks can be sold because they do have nutritional value. However, maximum portion size limits apply to these drinks, and the Health Star Rating is used for flavoured milks to ensure healthier versions are selected.



**Sugary drinks contribute to overweight and obesity. By providing sugar-free options we can support health while still providing a range of popular drinks.**

<sup>#</sup> Milk drinks are drinks where the predominant ingredient is dairy milk or a calcium-fortified dairy-milk-alternative, such as fortified soy/almond/rice milk.



## PRODUCT QUALITY

Use the Health Star Rating System<sup>1</sup> for some Occasional and Everyday packaged foods to identify the best quality – choose products with 3.5 stars or above.

*Tool 1: Ready Reckoner* gives examples of Everyday and Occasional foods and drinks that meet the Food and Drink Benchmark.

*Tool 2: Online food and drink product information* shows which branded foods and drinks meet the Food and Drink Benchmark (to be available end 2017).



### What is the Health Star Rating?

The Health Star Rating System is a quick and easy way to compare the nutrient content of similar packaged foods. It scores the overall nutritional content of packaged foods and rates them from ½ a star to 5 stars. The more stars the healthier the choice.

The Health Star Rating of 3.5 stars and above will apply to some Everyday and all Occasional foods and drinks. See *Tool 1: Ready Reckoner* to determine which food and drink categories need to score a Health Star Rating of 3.5 stars or above to meet the Benchmark.

### Why 3.5 stars?

NSW Health research<sup>4</sup> on over 10,000 products showed most healthy foods and drinks scored 3.5 stars and above, while most unhealthy ones scored below 3.5 stars.

### How are the Health Star Ratings calculated?

Foods are given a Health Star Rating based on their energy (kilojoule) content, as well as a balance of less healthy nutrients (saturated

fat, salt and sugar) and more healthy nutrients (dietary fibre, protein and proportion of fruit, vegetable, nut and legume content).

### What doesn't it do?

The Health Star Rating is based on nutritional information per 100g (or 100ml for liquids) and not portion (serving) size so it tells you how healthy a product is, but doesn't tell you how much is healthy to eat. To account for this, the Food and Drink Benchmark recommends portion size limits for relevant product categories.

### How can I find the Health Star Rating of a product?

There are websites and mobile phone apps available where you can obtain Health Star Rating information for a range of products such as [www.foodswitch.com.au](http://www.foodswitch.com.au)

The Health Star Rating system applies only to packaged foods, so fresh foods like meat from the butcher or fresh vegetables from the supermarket are not included. Most of these foods are Everyday foods.

For more information visit the Health Star Rating website [www.healthstarrating.gov.au](http://www.healthstarrating.gov.au)



# PORTION SIZE

Make smaller portion sizes more widely available for some **Everyday** and all **Occasional** foods and drinks.

*Tool 1: Ready Reckoner* gives examples of **Everyday** and **Occasional** meals, snacks, and drinks that meet the **Food and Drink Benchmark**.

*Tool 4: Visual portion guide* shows the recommended maximum portion sizes for commonly available foods and drinks in an easy-to-use visual that doesn't require the use of weighing scales.

## Examples of foods and their maximum portion size

Flavoured milk	500mL
Cakes/muffins	80g
Confectionery	50g
Salty snacks	50g



### Tool 4: Visual portion guide

A guide to show the recommended maximum portion sizes of commonly available foods and drinks.

Examples (not to scale) of portion size limits from *Tool 4: Visual portion guide* are:

### How big is a muffin?



Cricket ball: **Too large**  
approx. 120g



Tennis ball: **Max portion**  
approx. 80g



Golf ball: **Mini portion**  
approx. 40g

### How many lollies?



125ml cup: **Too large**  
approx. 90g



100ml cup: **Max portion**  
approx. 50g



80ml cup: **Mini portion**  
approx. 25g



# MARKETING

Use marketing techniques to ensure **Everyday PRODUCTS** are in the right **PLACE** at a favourable **PRICE** and are **PROMOTED**.

## FOUR STEP GUIDE TO MAKING HEALTHY FOOD AND DRINK MARKETING NORMAL



### 1. PROVIDE 75% OR MORE OF **EVERYDAY** FOODS AND DRINKS IN EACH LOCATION OF THE FOOD OUTLET

Locations include the:

- Drinks fridge.
- Chilled food cabinet.
- Hot food display.
- Shelf unit.
- Free standing unit.



### 2. PLACE ONLY **EVERYDAY** FOODS AND DRINKS:

- At the checkout area.
- Eye level on shelf/stand units, cabinets, and vending facings.
- At eye level on all shelf units in the drinks fridge, vending machine, chilled food cabinet, hot food display and free-standing unit.
- At the main entrance or exit of a food outlet.



### 3. PRICE ONLY **EVERYDAY** FOODS AND DRINKS IN PACKAGE DEALS

Package deals include:

- Buy-one-get one for free.
- Buy a coffee and get an **Everyday** snack for a bundled price.
- Buy an **Everyday** drink + **Everyday** meal.
- Special of the day.



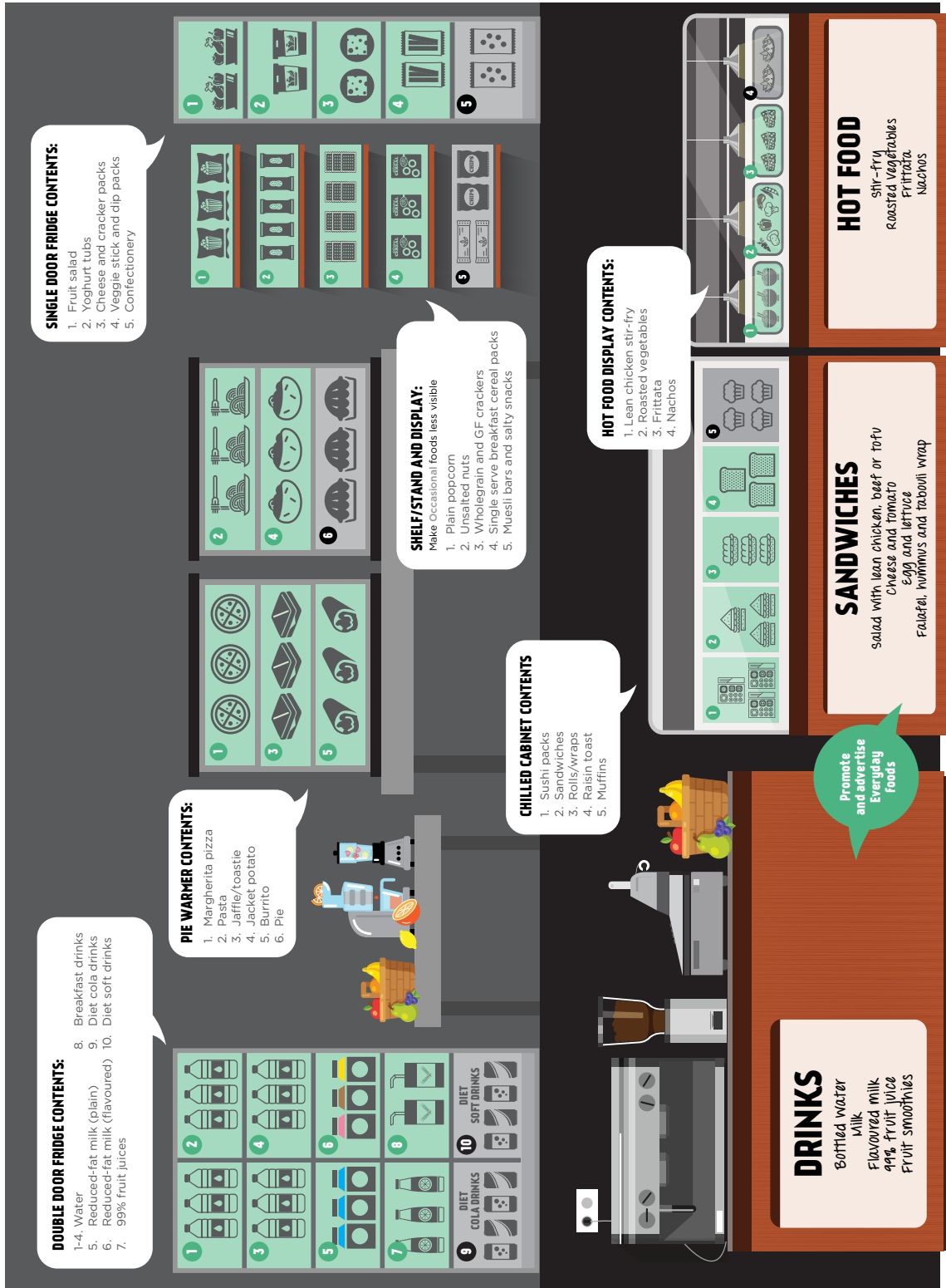
### 4. PROMOTE\* ONLY **EVERYDAY** FOODS AND DRINKS:

- On menu boards, for example using prominent signage and advertising.
- On a shelf unit, or on a free standing unit, for example using shelf labels.
- Chilled drinks fridge, and vending machines, for example using labels, stickers, master branding.
- In the checkout area, for example using point of sale material.
- Notice or information areas, for example using print materials such as postcards, leaflets and on the posters, and online materials such as videos.

\*The promotion of **Everyday** food or drink includes master branding, for example where the logo or brand is reasonably associated with an **Everyday** food or drink.

# BRINGING IT ALL TOGETHER

## Making healthy food and drink normal in a café





## Making healthy food and drink normal in vending

### SNACKS MACHINE

Lightly flavoured popcorn	Plain popcorn	Plain popcorn	Plain popcorn	Lightly flavoured popcorn
Tuna to go	Tuna to go	Chickpea snack	Chickpea snack	Fruit tub
Fruit & Nut (unsalted)	Fruit & Nut (unsalted)	Fruit & Nut (unsalted)	Fruit & Nut (unsalted)	Fruit & Nut (unsalted)
Savoury biscuit	Savoury biscuit	Savoury biscuit	Nuts (unsalted)	Nuts (unsalted)
Confectionery		Dried fruit		Muesli Bar (>3.5 HSR)
Cookie	Cookie	Salty snacks	Salty snacks	Salty snacks

### DRINKS MACHINE

Water	Water	Water	Water	Water	Water	Water	Water
Water	Water	Water	Water	Sparkling water	Sparkling water	Sparkling water	Sparkling water
Milk	Milk	Flavoured milk	Flavoured milk	Flavoured water (essence only)	Flavoured water (essence only)	Flavoured water (essence only)	Flavoured water (essence only)
99% fruit juice	99% fruit juice	99% fruit juice	99% fruit juice	Coconut water (no added sugar)	Coconut water (no added sugar)	Sugar free drinks	Sugar free drinks
Diet soft drinks	Diet soft drinks	Diet soft drinks	Diet soft drinks	Diet soft drinks	Diet soft drinks	Diet soft drinks	Diet soft drinks

Best choices at eye level



### Tool 5: Checking against the Food and Drink Benchmark

A guide to use when making a quick check of the food and drink offering in a food outlet against the **Food and Drink Benchmark**.

# LOCAL IMPLEMENTATION

*Making healthy food and drink normal for our staff and visitors*



Your local team can work together to turn the recommendations in the *Framework* into strategies to make healthy food and drink normal in your Health facility.

Priority areas of focus and activities will vary according to the unique circumstances of each health facility, for example some health facilities may have already removed sugary drinks from sale or started to remove them, and are ready to focus on achieving the other practices. Others may be just beginning to consider the removal of sugary drinks as a first step.



## CHECKLIST FOR LOCAL IMPLEMENTATION TEAMS

Considerations for local teams in making healthy foods and drinks normal in your health facility:

- Form a **working group** and identify **stakeholders**.
- Review and develop a plan to put in place supportive **retail leases**.
- Assess the **food and drink choices currently available** to staff and visitors.
- Identify **priority areas for change** to meet the **Food and Drink Benchmark**.
- Agree a plan to **make the changes** to meet the **Food and Drink Benchmark** with an initial focus on the removal of sugary drinks.

An outline of the steps that you can take, and the available tools to use are described for each of these areas in the following section on **Local Implementation**.



# WORKING GROUP AND STAKEHOLDERS

Establishing a working group comprised of people with diverse skills and knowledge will be essential to leading a smooth implementation.

Identifying stakeholders who can be champions will also be important to provide momentum to making healthy food and drink normal in NSW Health facilities.

Suggested functions to include in the working group will be those most impacted by the policy and those tasked with implementing it, for example, Property Managers, Commercial and Finance Managers, Health Promotion and Nutrition and Dietetics. The working group should also consider ongoing plans to communicate and socialise the changes with staff and visitors.





# RETAIL LEASES

Put in place retail leases incorporating the Food and Drink Benchmark.

## REVIEWING EXISTING RETAIL LEASES



### STEP 1

Determine if there are specific references in the existing lease that require compliance with NSW Health's policies and guidelines.

**YES**

New or amended guidelines can be incorporated



### STEP 2A

- Discuss and seek agreement with the retailer to a transition plan to work towards achieving the new healthy food and drink requirements.
- In weighing-up options to address non-agreement consider:
  - Service continuity offered by the existing retailer.
  - Availability of alternative retail service providers.
  - Possible barriers to the supply of healthier food and drink options to the retailer – real or perceived.
  - Visitor and staff satisfaction with the service levels from the retailer.

**NO**

New or amended guidelines can not be incorporated



### STEP 2B

- Approach the retailer and seek agreement to vary the existing lease or enter into a new lease which will include provisions for compliance with the healthy food and drink requirements.
- Consideration may be given to voluntary compliance for the remaining term of the lease in situations where retailers agree to provide healthy food to staff and visitors in accordance with the relevant elements of the *Framework*.

## NEW RETAIL LEASES



A revised retail lease template has been prepared to include additional terms at Item 24 of the Lease Particulars in accordance with the degree of compliance with the relevant elements of the *Framework* required.

The 'additional terms' of the retail lease template are supportive of healthy food and drink provision as set out in the *Framework* - with a particular emphasis on the **Food and Drink Benchmark**, and *Tool 1: Ready Reckoner*. The retail lease template includes optional terms dealing with:

- Inspection times.
- Sugary drinks.
- Product availability, product quality, product size and marketing.
- Key terms, for example, sugary drinks, **Everyday** foods and drinks, and **Occasional** foods and drinks.



### NSW Health Retail Framework

The NSW Procurement Portal - NSW Health Retail Framework provides NSW Health facilities with support to manage retail outlets including the new retail lease template - a key resource for healthy food and drink provision.

<http://procurementportal.moh.health.nsw.gov.au/ministryprograms/retailframework/Pages/default.aspx>



### Key messages for your retailer

NSW Health is taking the opportunity to support everyone who works in or visits our health facilities to move towards a new and healthier normal - we want you to be a part of this important initiative.

The decisions that a retailer makes will determine how easy it is for our staff and visitors to make a healthy choice. By increasing the availability of healthy food and drink options, retailers are making an important contribution to good health in NSW.



## FOOD AND DRINK CHOICES CURRENTLY AVAILABLE

Noting the healthy food and drink options available to staff and visitors from food outlets, and comparing the outcome with the Food and Drink Benchmark, will highlight priority areas for change.

### ASSESS THE FOODS AND DRINKS CURRENTLY AVAILABLE TO STAFF AND VISITORS



A quick visual assessment of the food outlet can help to identify if:

- No sugary drinks are for sale.
- Mostly **Everyday** foods and drinks are available.
- Portions for sale are no bigger than the portion size limits.
- **Everyday** foods and drinks are prominently displayed in key locations, for example, checkout, eye level on shelves, main entrance, in the hot display area.
- Promotions and advertising, for example menu boards, posters, point of sale material, and master branding on chilled drinks fridges is for **Everyday** foods and drinks.
- All package deals and promotions are only for **Everyday** foods and drinks.



#### Tool 5: Checking against the Food and Drink Benchmark

This guide provides examples of how retailers and NSW Health facilities can quickly check compliance against the **Food and Drink Benchmark**.



Providing healthy foods and drinks when catering at functions, meetings, and special events provides a model for healthy behaviours for staff and visitors to follow. Recommendations that can help NSW Health facilities to achieve this are given in a guide for caterers.



#### Tool 6: Healthy food and drink catering in NSW Health facilities

A guide for caterers to *Make Healthy Food and Drink Normal*.

An electronic tool to simplify and automate assessments of foods and drinks in a food outlet will be available at the end of 2017, called PHIMS Nutrition. PHIMS Nutrition is described in the **Monitoring and Evaluation** section of this *Toolkit*.



# PRIORITY AREAS FOR CHANGE

## IDENTIFY PRIORITY AREAS FOR CHANGE



Considerations might include working with your retailer to:

- Raise awareness of the need to change.
- Inform and assist the retailer on what making healthy food and drink normal looks like and, where to find the support materials and tools that are available to help them.
- Identify training requirements for your retailer.
- Work together to create an action plan with clear goals and timelines.



### Tool 2: Online food and drink product information

- A tool to help retailers understand which branded foods and drinks meet the **Food and Drink Benchmark**. *(To be available end 2017).*



### Tool 7: Healthy food and drink retailing in NSW Health facilities

- A guide for retailers to *Make Healthy Food and Drink Normal*.



### Tool 8: Questions and answers to guide the retailer conversation

- A set of questions and answers when engaging retailers to make healthy food and drink normal in NSW Health facilities.



### Tool 9: Healthy food and drink fundraising in NSW Health facilities

- A guide for fundraisers to *Make Healthy Food and Drink Normal*.



### Tool 10: Marketing materials

- Resources that can be used to promote making healthy food and drink normal in NSW Health facilities.



## MAKE THE CHANGES

### GENERIC PRINCIPLES FOR SUCCESS



#### **Key considerations to *Make Healthy Food and Drink Normal* in NSW Health facilities**

- Enlist Senior Executive and management support, partnering and endorsement, to both make and sustain healthy food and drink provision.
- Promote open communication channels for all stakeholders to foster a collective sense of responsibility for making healthy food and drink normal in NSW Health facilities.
- Identify and bring together stakeholders from diverse functions, for example, commercial, health promotion, and retailers, and set up a working group.
- Develop a plan to implement healthy food provision that clearly articulates the vision of senior executives and outlines the scope, goal and key actions.
- Clarify the role and responsibilities of the working group and stakeholders tasked with local implementation.
- Ensure dedicated resources and time to commit to full participation in the planning, design, and delivery of change.
- Develop key messages to retailers encouraging them to support the NSW Health initiative.
- Build a network of practice to share and build new knowledge, and resources amongst NSW Health facilities.





## SHARING LOCAL INITIATIVES - CASE STUDIES

### Sharing local initiatives:

Fostering a community of practice will facilitate the sharing of information and resources from **Local Implementation**. A network co-ordinated by the Ministry of Health with members drawn from all NSW Health facilities working towards making healthy food and drink normal could connect people and provide a way to share information, experiences and build knowledge<sup>5, 6</sup> by:

- Providing a repository of shared resources.
- Providing a forum to identify solutions to common issues and to share successes.
- Identifying lessons learned and sharing this knowledge with others to generate new knowledge.

### Supporting programs to normalise healthy choices for staff – Leadership from Nepean Blue Mountains Local Health District (NBMLHD) Get Healthy at Work Steering Committee

The NBMLHD Steering Committee for Get Healthy at Work put forward a proposal to remove sugar sweetened drinks from sale in NBMLHD retail outlets and vending machines as part of improving the health of staff and visitors. The proposal is the first stage of a phasedown approach to reduce the availability of unhealthy food and drinks at NBMLHD facilities. With support from the Steering Committee, chaired by the Chief Executive, the proposal was presented to the NBMLHD Board of Directors and was endorsed in December 2016.

The next steps are working with key stakeholders to support the roll out and developing a communication strategy to inform staff and visitors of the benefits of removing sugar sweetened drinks and making healthy drinks normal.



*“This initiative would not have been possible without the vision and support of senior management heading up the Get Healthy at Work Steering Committee. This is a real case of leading by example to improve the health of our population”.*

Alejandra Martinez, Senior Health Promotion Officer



## SHARING LOCAL INITIATIVES - CASE STUDIES

### Sugary drinks off the menu in Murrumbidgee Local Health District (MLHD) – the #NOSugarydrinks initiative

In just nine months, MLHD removed more than 95% of sugary drinks from sale in all its managed health facilities and gained good support from staff, visitors and the community for the new initiative.

Faced with one in ten people in the Murrumbidgee community living with diabetes, and seven in ten people affected by overweight or obesity, the Chief Executive decided that as a leader in the health service, she needed to set a good example for everyone who walked through the door of a MLHD-managed health facility. Given the clear and compelling link between sugary drinks and overweight and obesity, on 1 April 2016, the Chief Executive called for sugary drinks to be removed and replaced with healthier alternatives.

In setting up a local working group, led by the Healthy Weight Health Promotion Coordinator, the initiative quickly used champions to raise awareness, explain why sugary drinks were being removed from sale, and provide ideas for healthier alternatives. The team provided promotional materials to retailers, and to facility managers to share with staff and visitors to get people on board. The working group, and the Public Affairs team, set about socialising the initiative more widely. Media releases and social media activity, along with the newly minted #NOSugaryDrinks hashtag, were used to help promote healthier drinks. Supporting social media activity by the Make Healthy Normal campaign also increased messaging around water as the best drink. A #NOSugaryDrinks video was developed by MLHD with the Make Healthy Normal campaign, along with a matching infographic. Both were shared widely on social media and the video was broadcast on patient information channels and in waiting areas, where available, throughout the health service.



#### Summary survey results:



7 in 10 people were aware of the policy to remove sugary drinks from sale



1 in 2 people supported the removal of sugary drinks from sale

To understand consumer and staff perceptions of the policy, a six month study was undertaken by local staff, guided by the University of Sydney. Almost 400 patients, staff, visitors and café employees at Wagga Wagga Rural Referral Hospital agreed to participate in a short survey. The health promotion team regularly monitored the café and vending machines to check compliance with the initiative and support the retailers to make changes.

As a result of the co-ordinated approach to promotion of the initiative, the removal of sugary drinks from MLHD has received widespread coverage – almost all of it positive. Many stories appeared in mainstream media across NSW and Australia, and social media (Facebook, Twitter, YouTube and Instagram) was effective in sharing the #NOSugarydrinks infographic segments and video widely. In the four days following the launch of the #NOSugarydrinks video, almost 20,000 people were reached and nearly 1,500 clicked liked, shared, or commented on posts.



*“Consulting widely with stakeholders including patients, visitors, staff, vendors, asset teams, corporate governance and unions was critical to success. Working closely with vendors to ensure and monitor understanding of the criteria for sugary drinks was essential early on. A strong communication plan emphasising why we were doing this was paramount to gain support from consumers.”*

(Brendan Pearson, MLHD Health Promotion Coordinator, Healthy Weight)

### **Working together to make a difference – a partnership between the Land and Property Manager and the Public Health Nutritionist in Northern Sydney Local Health District (NSLHD)**

Every vending machine in five hospitals in NSLHD now offers healthy foods and drinks. The Land and Property Manager and the Public Health Nutritionist in NSLHD got together in September 2015 to regularly monitor the availability of healthy foods and drinks provided to staff and visitors from food outlets. A winning combination of nutrition and contract management knowledge helped them to easily identify which foods and drinks complied with the policy in place at the time (*Live Life Well @ Health: Healthier Food & Drink Choices – Staff & Visitors in NSW Health Facilities*) and determine appropriate follow-up actions with the retailer. Pictorial reporting using a floor plan of the Cafés and planograms of Vending Machines enabled quick and easy feedback, while detailed reports highlighted key areas for improvement. The Public Health Nutritionist educated and advised retailers of alternative healthy options and the Land and Property Manager led discussions, negotiations and actions concerning contract compliance.



*“I can’t imagine tackling this task without Susan’s [NSLHD Public Health Nutritionist] knowledge of the products and the policy. Her consultative approach with the external vendors made all the difference in getting the necessary changes.”*

(Helen Langford, NSLHD Land and Property Manager)



## SHARING LOCAL INITIATIVES - CASE STUDIES

### Westmead Hospital – leading by example in WSLHD by removing sugary drinks

A trial to remove sugary drinks from sale in food and vending outlets in Westmead Hospital was launched in March 2017. Leading its community by example, the team at Westmead secured senior executive buy-in by presenting a persuasive case incorporating an evidence-based rationale and potential revenue impacts, gaining the support of the Chief Executive of WSLHD. Subsequent approval and support of facility General Manager and Corporate Services was also a critical step in establishing an authorising environment. The next challenge for the team was to engage the food and vending retailers through:

- Discussions with retailers and vending focusing on their role and importance in changing the health environment.
- A presentation on the local health statistics and why change was important for Westmead as a health facility.
- Emphasising the retailer as a joint partner and leader of the strategy.

#### *“For the first time ever we feel a part of this hospital” (Retailer)*

Bringing everyone together was difficult, but also important to ensure there was real involvement of all partners in the planning stage. Retailers (including those sub leased), Corporate services, Procurement, Communications and Health Promotion worked together to plan a trial which required a willingness to compromise on issues such as timeframes and determining which drinks could be stocked. Identifying a trial period together also gave partners confidence that issues could be raised and addressed, unforeseen results could be discussed, and an adjustment period provided where necessary. Product change lead times were agreed once there was an approved list of drinks – and retailers were consulted on and given enough time to restock the retail shelves and vending machines.

The development of a comprehensive Communication Strategy was essential. The target audience included staff, visitors and patients, and social media was used alongside printed campaign materials placed at the point of sale.

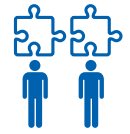
- Pre-trial communication informed staff of the changes ahead and gave everyone a voice through an invitation to provide feedback. An email address was provided and every respondent received an email answering their questions, providing evidence based information and a rationale for the trial, and thanking them for their interest and support. People who sent positive messages were invited to become ‘Rethink your Drink’ ambassadors, for which they were provided with training and support. The mail room staff (pictured on the next page) stepped up to the plate and took on the initiative as a team. Proudly wearing ‘Rethink your Drink’ badges, they engaged with people and provided answers to questions as they delivered the mail around the hospital. The insights gathered from the mail team were a valuable basis for the development of the FAQs. Retail sales staff were also encouraged and assisted to be positive supporters of the trial.
- Launch of the trial – media releases, broadcasts, intranet advertising and photo opportunities with the General Manager and retailers provided support for the initiative and a sense of community and event.
- During the trial – ongoing communications will be essential and will use case studies collected through feedback to reinforce ‘making healthier drink choices’ both while at the hospital, but also in daily life.



**Lessons learned** - the team found that emotive language such as - 'ban', 'prohibit', 'stand against', 'sugar-free zone' should be avoided to reduce the passionately divided responses these words provoked. However, despite best efforts these were the words the general media used in reporting the initiative. Demonising sugar was also not found to be helpful, whereas messages that focused on positive nutritional value, and helping to make the healthy choice an easy choice, were received more favourably. The Make Healthy Normal message 'make water your drink' was also a positive component, and easily incorporated using existing collateral.

# MONITORING AND EVALUATION

*Building on our successes and learning*



NSW Health is leading the way by implementing a technology based system to support the local implementation of the *Framework*.

Providing an easy-to-use monitoring and reporting system is an essential tool to overcoming known barriers to implementation. A state-wide automated IT system called PHIMS Nutrition (*available at the end of 2017*) will have a standard tool, processes, and reports, to support NSW Health facilities who are tasked with monitoring and evaluating the food and drink offering in food outlets.



## CHECKLIST

Considerations in making healthy foods and drinks normal in health facilities by building on our successes and learning:

- Use PHIMS Nutrition to help you.
- Conduct the annual survey against a set of key practices.

A model to monitor and evaluate making healthy food and drink normal in NSW Health facilities





## USE PHIMS NUTRITION

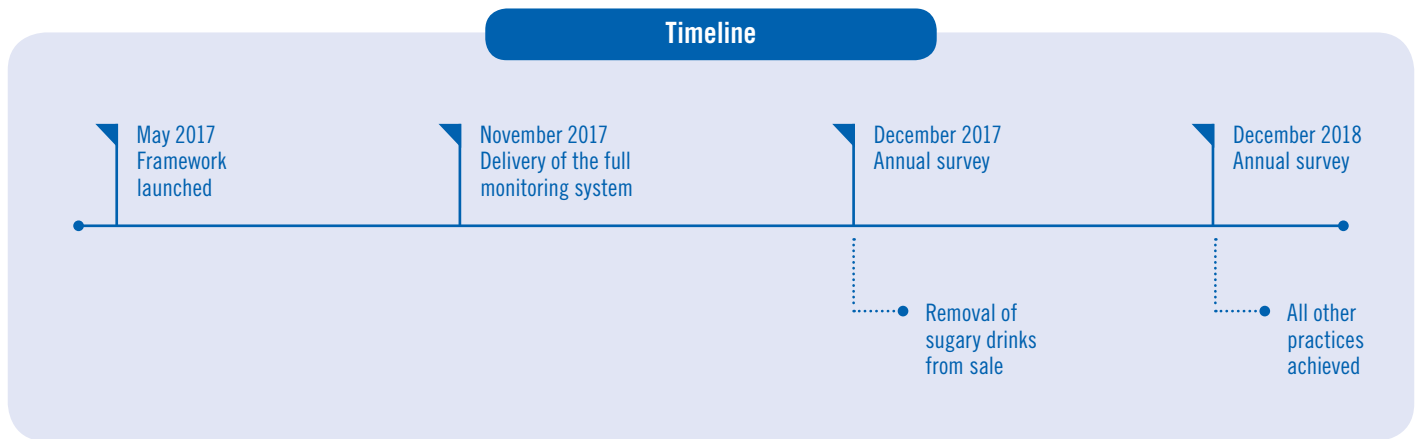
Use PHIMS Nutrition to complete an annual survey using a set of key practices to assess progress in achieving a healthy food and drink offering in all NSW Health facilities.

KEY STEPS	BENEFITS OF USING PHIMS NUTRITION
<p><b>STEP 1</b> Survey the food and drink offering against a set of key practices</p>	<p><i><b>A common way to conduct the annual survey</b></i> Standard questions make the annual survey quick and easy to use so that it can be conducted by most staff. For each question, help is given with definitions, for example terms such as 'checkout area', pictures to assess portion size, and up-to-date reference lists of branded foods and drinks showing required information, for example the Health Star Rating, and whether a product is an <b>Everyday</b> or <b>Occasional</b> food or drink.</p> <p><i><b>Interim surveys to keep on track to meet the annual survey</b></i> Flexibility to choose when and who to survey, and also what to survey based on selecting the questions of priority from a standard list of questions.</p>
<p><b>STEP 2</b> Review and share the results</p>	<p><i><b>Reporting</b></i> Survey results will be automatically stored, enabling easy reporting at different levels (for example State, Local Health District, individual health facility, and retailers) through a set of standard reports which will be in a format that can be easily shared with stakeholders.</p>
<p><b>STEP 3</b> Identify and agree actions</p>	<p><i><b>Retailer Relationship Management</b></i> Recorded details about a retailer and their food outlets as well as notes and pictures related to surveys of the food outlets, will facilitate building a dossier. This repository of stored information can inform the development of action plans.</p>



# ANNUAL SURVEYS

State-wide annual surveys will help NSW Health to understand how we are collectively tracking to achieving the practices and ultimately how well we are doing to make healthy food and drink normal in NSW Health facilities. They also provide a standard and fair way to report on practice achievement and adoption of the *Framework*.











## CONDUCT THE ANNUAL SURVEY AGAINST A SET OF KEY PRACTICES

The food and drink offering in a food outlet will be assessed each year against a set of key practices. The practices cover product availability, product quality, product size and marketing. The practices relate directly to the Food and Drink Benchmark.

FOCUS AREA TO MONITOR	EXAMPLES OF KEY PRACTICES TO MONITOR THE FOUR FOCUS AREAS OF THE FOOD AND DRINK BENCHMARK
 PRODUCT AVAILABILITY	<ul style="list-style-type: none"><li>• Sugary drinks are not sold.</li><li>• At least 75% <b>Everyday</b> products are stocked in each different in-store location, for example in the chilled food cabinet, hot display unit, and vending machine.</li></ul>
 PRODUCT QUALITY	<ul style="list-style-type: none"><li>• Key packaged products have a Health Star Rating of 3.5 Stars and above, for example muesli bars and flavoured milks.</li></ul>
 PRODUCT SIZE	<ul style="list-style-type: none"><li>• Some <b>Everyday</b> and all <b>Occasional</b> packaged products meet the portion size recommendations, for example hot meals, confectionery, and cakes.</li></ul>
 MARKETING	<ul style="list-style-type: none"><li>• Only <b>Everyday</b> products are placed in prominent locations, for example at eye level, at the entrance to a food outlet, and at checkouts.</li><li>• Only <b>Everyday</b> products are advertised, promoted, and included in package deals.</li></ul>

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# GLOSSARY

## Advertising

Visual marketing communication that promotes or sells food and drinks. This includes master branding.

## Cafés, cafeterias

A food outlet that sells foods and drinks that can be hot, chilled, ambient, packaged, fresh, and frozen.

The offering includes meals and seating for customers. Foods and drinks are mainly consumed on the premises.

## Café kiosks and coffee carts

A food outlet that sells foods and drinks that may be hot, chilled, ambient, fresh, and frozen. Usually has limited or no seating for customers. Foods and drinks are mainly not consumed on the premises.

## Catering for staff functions

This refers to catering for activities in the health facility which have been arranged for staff purposes. For example, internal staff meetings, meetings with external partners, workshops, conferences, planning days, social events, workforce development activities, professional development by an external organisation, and lectures.

## Everyday foods and drinks

Meals, snacks and drinks made from foods in the five food groups:

- vegetables and legumes
- fruit
- milk, yoghurt and cheese (or alternatives)
- lean meats, poultry, fish, eggs, tofu, nuts and seeds
- grain foods including bread, pasta and rice

For example, sandwiches, soups, pasta dishes, yoghurt, and fruit.

## Food outlet

Any situation where foods and drinks are offered to staff and visitors in a NSW Health facility. Examples include cafés, cafeterias, café kiosks and coffee carts, convenience stores and newsagents, other leased retail premises that sell foods or drinks, such as florists and pharmacies, vending machines and catering provided at functions, meetings or special events.

## Fundraising

Fundraising means the soliciting or receiving of any money, property or other benefit on a charitable basis on behalf of any part of NSW Health. Fundraising is not included in the *Framework*. However LHDs may choose to include healthy fundraising in their implementation, and some have already done so. For staff who would like to fundraise at work for other organisations such as

Lions, Rotary or the local school, we kindly request that you support the *Framework* by ensuring that a healthy fundraising option is provided.

## Health Star Rating System

The Health Star Rating is a nationally recognised front-of-pack labelling system developed by the Australian state and territory governments in collaboration with industry, public health and consumer groups. The overall nutritional profile of packaged food is rated from ½ a star to 5 stars. The more stars, the healthier the choice. [www.healthstarrating.gov.au](http://www.healthstarrating.gov.au)

## Master Branding

This is where a food or drink brand is advertised alone without the promotion of a product. Only logos and brands that are reasonably associated with an **Everyday** food or drink should be used.

## NSW Health facilities

A NSW Health facility refers to any building, including the grounds of the building, which is managed by NSW Health, for example the building and campus of hospitals, community health centres or clinics, rehabilitation centres and offices.

## Occasional foods and drinks

Food and drinks mostly high in saturated fat, sugars and/or salt often with little nutritional value. They are not needed as part of a healthy diet and should be eaten only sometimes and in small amounts.

For example, pies, chips, cakes, sweet muffins, and confectionery.

## Other retail

A food outlet whose core business is non-food and drink, but does sell a relatively small range of food and drink items, for example chemist, gift shops and florist.

## Sugary drinks

Sugary drinks are drinks with any sugars added during processing excluding milk drinks.<sup>#</sup> Examples of sources of sugar used to sweeten drinks would include sucrose (commonly called sugar), fructose, glucose, honey and fruit juice concentrate. Examples of drinks not classed as a sugary drink include water (plain or sparkling), milk, flavoured milk, tea, coffee, fruit and vegetable juice.

## Vending machines

An automated machine that dispenses foods and drinks. The offering may be for foods or drinks only, or a combination of both.

<sup>#</sup> Milk drinks are drinks where the predominant ingredient is dairy milk or a calcium-fortified dairy-milk-alternative, such as fortified soy/almond/rice milk.

**TOOLS**

# SUMMARY OF TOOLS



## Name

**Tool 1:** Ready Reckoner

**Tool 2:** Online food and drink product information

**Tool 3:** Recipe flow chart

**Tool 4:** Visual portion guide

**Tool 5:** Checking against the Food and Drink Benchmark

**Tool 6:** Healthy food and drink catering in NSW Health facilities

**Tool 7:** Healthy food and drink retailing in NSW Health facilities

**Tool 8:** Questions and answers to guide the retailer conversation

**Tool 9:** Healthy food and drink fundraising in NSW Health facilities

**Tool 10:** Marketing materials

# TOOL 1: READY RECKONER



## EVERYDAY MEALS, SNACKS AND DRINKS

This *Ready Reckoner* provides examples of meals, snacks and drinks typically sold in food outlets, and their classification as **Everyday** or **Occasional** for the purposes of ensuring at least 75% **Everyday** and no more than 25% **Occasional** foods and drinks. It also sets out specific requirements for both freshly made or packaged varieties. Use it to look up meals, snacks and drinks to check you are meeting the Benchmark.

**Everyday** foods, meals and drinks are those made from the five food groups and may also be prepared with items from the *Basic Ingredients List*. Examples of meals, snacks and drinks made from the five food groups are included in the tables following this section.

FIVE FOOD GROUPS: use these along with items from the <i>Basic Ingredients List</i> to make Everyday meals, snacks and drinks.		PACKAGED OR FRESHLY PREPARED
 <p><b>1. VEGETABLES</b></p> <p>All different varieties of vegetables and legumes.</p> <p>Fresh, frozen and canned vegetables, preferably reduced salt or no added salt. Choose fresh vegetables in season for flavour and value.</p> <p>Legumes include lentils and beans such as kidney beans, chickpeas and baked beans.</p>		There is no portion size restriction on these <b>Everyday</b> foods.
 <p><b>2. FRUIT</b></p> <p>Fresh, frozen and canned fruit in juice (not syrup) and drained before serving.</p> <p>For fruit juice, see <b>Everyday</b> Drinks.</p> <hr/> <p><b>Dried fruit</b></p> <p>Plain dried fruit with no coating such as chocolate, yoghurt-type coating</p> <p>For dried fruit and nut mixes, see nuts and seeds in <b>Everyday</b> Snacks.</p>		There is no portion size restriction on these <b>Everyday</b> foods.
 <p><b>3. GRAIN (CEREAL) FOODS</b></p> <p>Preferably wholegrain and/or high cereal fibre varieties. e.g. bread, breakfast cereals, rice, pasta, noodles, polenta, couscous, oats, quinoa, barley, wholegrain crackers and crispbread</p> <p><b>Bread/toast</b></p> <p>e.g. wholemeal, multigrain, white, rye, Turkish, Lebanese, lavosh, focaccia, pita, tortillas, wraps, rolls, bagels, English muffins, crumpets, un-iced fruit bread and buns. Includes gluten-free varieties.</p> <hr/> <p><b>Breakfast Cereals</b></p> <p>e.g. flakes, bran, rice, corn, muesli, porridge</p> <p>No sugary types, preferably wholegrain.</p> <p>No added confectionery.</p>		There is no portion size restriction on these <b>Everyday</b> foods.
		<p>📦 maximum portion size 50g</p>
		<p>Only serve these packaged foods with</p>  <p>3.5 stars and above.</p>

Continued on the next page.

**FIVE FOOD GROUPS:** use these along with items from the *Basic Ingredients List* to make Everyday meals, snacks and drinks.

**PACKAGED OR FRESHLY PREPARED**



**4. LEAN MEATS AND POULTRY, FISH, EGGS, TOFU, NUTS AND SEEDS**

Choose lean cuts of meat, trim fat and skin. Includes lightly salted meat alternatives.

For unsalted and lightly salted nuts and seeds, see **Everyday** snacks.

For coated nuts and seeds, see **Occasional** snacks.

**Eggs**

e.g. boiled, poached, scrambled and omelettes

There is no portion size restriction on these **Everyday** foods.  
NOTE: processed (e.g. bacon, chorizo) and crumbed/coated meat (e.g. schnitzel, crumbed/battered fish) are not included in this food group, see **Occasional** foods.



**5. DAIRY – MILK, YOGHURT, CHEESE AND/OR THEIR ALTERNATIVES, MOSTLY REDUCED FAT**

**Plain milk and milk alternatives**

Preferably reduced fat e.g. fresh or UHT, plain milk and milk alternatives such as soy, rice or nut milks which are fortified with calcium.

**Flavoured milk and flavoured milk alternatives**

Preferably reduced fat. Includes iced-coffee flavoured milk and flavoured soy, rice or nut milk alternatives which are fortified with calcium.

**Yoghurt and yoghurt alternatives**

Preferably reduced fat e.g. Greek, natural, plain, soy, flavoured (excludes coconut-milk-based yoghurts). No added confectionery.

**Cheese and cheese alternatives**


Preferably reduced fat e.g. colby, tasty, cheddar. Includes those packaged with plain crackers.

There is no portion size restriction on these **Everyday** foods.

Only serve these packaged foods with



3.5 stars and above.

 maximum portion size 500ml, but ensure that smaller sizes are available and promoted.

If you would like to select a healthier version, choose those that are 3.5 stars and above.

## EVERYDAY COLD MEALS



### MEALS (EXAMPLES)

#### SANDWICHES/WRAPPS/ROLLS

e.g. lean meats, egg, preferably reduced-fat cheese, hummus, salad

#### SUSHI/RICE PAPER ROLLS

e.g. tuna, avocado, salmon, tofu, chicken, vegetables  
No deep-fried/tempura.

#### SALADS

e.g. garden, pasta, bean, couscous, quinoa, egg, potato, coleslaw, tabouleh

#### FRITTATA (No Pastry)

e.g. vegetable frittata



### FRESHLY PREPARED ON SITE

- Use only **Everyday** fresh unpackaged or packaged foods from the five food groups, and prepare using ingredients on the *Basic Ingredients List*.
- Include 1-2 types of different vegetables (not including potatoes) or salad.
- Use salad dressings on the *Basic Ingredients List*.
- Do not add salt during preparation.
- Use preferably wholegrain and/or high cereal fibre varieties of bread, wraps or rolls.
- Note: lean ham may be included in **Everyday** foods.



### PACKAGED

There is no portion size restriction on these **Everyday** foods.



If you add an **Occasional** food such as crumbed/coated meat, sausages or hot chips to any of the above **Everyday** foods then it becomes an **Occasional** food or meal, see below.

## OCCASIONAL COLD MEALS



### MEALS (EXAMPLES)

#### SANDWICHES/WRAPPS/ROLLS/SALADS/SUSHI/FRITTATA

(with **Occasional** foods and fillings)

maximum portion size for *Occasional* fillings;  
60g processed meats,  
140g crumbed/coated meats

Examples of **Occasional** foods and fillings include bacon, salami, chorizo, prosciutto, coated/crumbed meat (e.g. chicken schnitzels), coated/crumbed falafel, vegetable tempura and foods with pastry.



### FRESHLY PREPARED ON SITE

- Include **Everyday** unpackaged or packaged foods from the five food groups, and prepare using ingredients on the *Basic Ingredients List*.
- Include 1-2 types of different vegetables (not including potatoes) or salad.
- For suitable **Occasional** fillings and foods to use in these foods, see **Occasional** hot foods,
- Do not add salt during preparation.



### PACKAGED

Only serve these **Occasional** foods and fillings with



3.5 stars and above.

maximum portion size limits apply to the **Occasional** food or filling portion.



# EVERYDAY HOT MEALS



## MEALS (EXAMPLES)



## FRESHLY PREPARED ON SITE



## PACKAGED

### TOASTIES AND OPEN MELTS

e.g. preferably reduced-fat cheese, lean meats, vegetables

### SOUP

e.g. minestrone, tomato, chicken and vegetable, pumpkin

Choose no-added-salt or reduced-salt varieties where possible.

### PASTA

e.g. lasagne, spaghetti bolognese, ravioli, macaroni and cheese, pasta bakes, canned spaghetti

### PIZZA

**Everyday** toppings include lean chicken, vegetables, pineapple, lean mince, mushrooms and preferably reduced-fat cheese.

Preferably with thin crust or muffin/pita base, and wholemeal.

### RISOTTO AND RICE DISHES

e.g. chicken risotto, mushroom risotto, vegetable risotto, nasi goreng, mexican rice, paella

### INDIAN

e.g. chicken tikka masala, vegetable curry, rogan josh, lentil stew, lentil dahl

### ASIAN (with rice or noodles)

e.g. meat curry, vegetable curry, stir-fried vegetables, fried rice, noodle soup.

Noodle types include udon, egg and rice.

### MEXICAN (soft tortillas only)

e.g. burrito, fajitas and enchiladas.

Preferably using reduced-fat cheese.


For Mexican meals served with corn chips or hard taco shells/bowls see **Occasional** hot food.

- Use only **Everyday** fresh unpackaged or packaged foods from the five food groups, and prepare using ingredients on the *Basic Ingredients List*.
- Include 1-2 types of different vegetables (not including potatoes) or salad.
- Use preferably wholegrain and/or high cereal fibre varieties of bread, rice or pasta.
- Added oils, margarine spreads and melted cheese toppings should be used in small amounts.
- Do not add salt during preparation and salty sauces should be used only in small amounts.
- Note: lean ham may be included in **Everyday** foods.
- Do not deep fry.
- There is no portion size restriction on these **Everyday** foods.

Only serve these packaged ready-to-eat meals if they are



3.5 stars and above.

 maximum portion size 450g.

# EVERYDAY HOT MEALS (continued)



## MEALS (EXAMPLES)



## FRESHLY PREPARED ON SITE



## PACKAGED

### JACKET (BAKED) POTATOES

Cooked in their skin, split and served with a variety of **Everyday** toppings from the five food groups.

### BURGER PATTIES/RISsoles/MEATBALLS/FALAFEL/VEGGIE

Uncoated varieties e.g. beef, chicken, fish, vegetable, lentil, tofu.

### DIM SUM, DUMPLINGS, WONTONS AND STEAMED BUNS (BAO)

Steamed or cooked in water/broth/soup and containing **Everyday** fillings from the five food groups.

### EVERYDAY HOT BREAKFAST

Hot breakfast containing **Everyday** foods from the five food groups.

When using tinned baked beans, choose preferably no added salt or reduced-salt varieties.

- Use only **Everyday** fresh unpackaged or packaged foods from the five foods groups, and prepare using ingredients on the *Basic Ingredients List*.
- Include 1-2 types of different vegetables (not including potatoes) or salad.
- Use preferably wholegrain and/or high cereal fibre varieties of bread, rice or pasta.
- Added oils, margarine spreads and melted cheese toppings should be used in small amounts.
- Do not add salt during preparation and salty sauces are used in small amounts.
- Note: lean ham may be included in **Everyday** foods.
- Do not deep fry.
- There is no portion size restriction on these **Everyday** foods.

Only serve these packaged ready-to-eat meals if they are



3.5 stars and above.

maximum portion size 450g.



All of the above foods and meals are **Everyday** when containing only **Everyday** foods and fillings from the five food groups.

If you add an **Occasional** food such as crumbed/coated meat, sausages or hot chips to any of the above **Everyday** foods then it becomes an **Occasional** food or meal, see next page.

# OCCASIONAL HOT MEALS



MEALS (EXAMPLES)



FRESHLY PREPARED  
ON SITE



PACKAGED

## Occasional hot meals

### HOT MEALS WITH OCCASIONAL FOODS OR FILLINGS

maximum portion size of entire meal 450g  
e.g. pizza/pasta/risotto with processed meats such as bacon/prosciutto; meals with crumbed/coated meat, such as schnitzel meals or crumbed burgers; meals with hot chips/wedges; sausage sizzle or meals with sausages; breakfast or other meals with bacon/sausages/hash browns; nachos or tacos with corn chips or hard taco shells/bowls; jacket potato or burgers with processed meals such as bacon; meals including garlic bread or pastry.

- Include **Everyday** unpackaged or packaged foods from the five food groups, and prepare using ingredients on the *Basic Ingredients List*.
- Include 1-2 types of different vegetables (not including potatoes) or salad.
- For suitable **Occasional** fillings and foods to use in these foods, see **Occasional** food and fillings, next page.
- Do not add salt during preparation.
- maximum portion size limits apply.

Only serve these packaged ready-to-eat meals if they are



3.5 stars and above.

maximum portion size 450g

## Occasional hot foods

### PIES

maximum portion size 180g all pies (potato-top pies 250g)  
e.g. meat pie, vegetable pie, lean pies, party pies

### SAVOURY PASTRIES/SAUSAGE ROLLS

maximum portion size 120g  
e.g. sausage rolls, spring rolls, samosas, quiche, filled pastries, ricotta and spinach triangles

### INSTANT FLAVOURED NOODLES/HOT NOODLE CUPS

maximum portion size 75g (dry pack weight)

- Include **Everyday** unpackaged or packaged foods from the five food groups, and prepare using ingredients on the *Basic Ingredients List*.
- Include 1-2 types of different vegetables (not including potatoes) or salad.
- For suitable **Occasional** fillings and foods to use in these foods, see **Occasional** food and fillings, next page.
- Do not add salt during preparation.
- maximum portion size limits apply.

Only serve these packaged ready-to-eat foods if they are



3.5 stars and above.

maximum portion size limits apply.

# OCCASIONAL HOT MEALS (continued)



**FOODS (EXAMPLES)**



**FRESHLY PREPARED ON SITE**



**PACKAGED**

## Occasional food and fillings (may be used in Occasional meals)

### CORN CHIPS OR HARD TACO SHELLS/BOWLS

maximum portion size corn chips and hard taco shells/bowls 50g

For use in Mexican food e.g. nachos, tacos.  
Use plain, unsalted corn-type chips or shells.

### CRUMBED AND COATED FOODS (served hot or cold)

maximum portion size 140g

e.g. chicken fillets, patties, nuggets, strips, goujons, schnitzels, fish fingers, arancini balls, kibbeh, crumbed and coated meat alternatives, coated falafel and crumbed or coated veggie burgers

### PROCESSED MEAT (served hot or cold)

maximum portion size 60g

e.g. bacon, chicken roll, pastrami, salami, pepperoni, chorizo, pancetta, prosciutto, mortadella, frankfurts, sausages and hot dogs (beef, lamb and chicken varieties). Does not include compressed whole muscle-meat products, such as formed chicken-breast, free-flow chicken, formed fish-fillet.

### HOT POTATO PRODUCTS

maximum portion size 100g

e.g. hot chips, hash browns, wedges, gems, potato scallops, skins, potato bakes

### GARLIC BREAD/CHEESE AND BACON ROLLS/ PULL-APART BREADS with Occasional fillings

maximum portion size 90g

- Include **Everyday** unpackaged or packaged foods from the five food groups, and prepare using ingredients on the *Basic Ingredients List*.
- Do not add salt during preparation.
- maximum portion size limits apply.

Only serve these packaged foods if they are



3.5 stars and above.

maximum portion size limits apply.



If you add an **Occasional** food such as crumbed/coated meat, sausages or hot chips to an **Everyday** food or meal then it becomes an **Occasional** food or meal.

# EVERYDAY SNACKS



## FOODS (EXAMPLES)



## FRESHLY PREPARED ON SITE



## PACKAGED

### FRUIT

Fresh, frozen and canned fruit, in juice (not syrup) and drained before serving.  
For dried fruits, see the next page.

- Choose fresh fruit in season for flavour and value.

### VEGETABLES

Fresh vegetable sticks or bite-size salad vegetables included in snacks.

- Do not add salt or butter.
- Choose fresh vegetables in season for flavour and value.

### DIPS – VEGETABLE BASED

e.g. hummus, tzatziki and vegetable-based dips (e.g. beetroot, eggplant, avocado and salsa) including those packaged with plain crackers.  
For cream-cheese or sour-cream-based dips, see **Occasional** snacks.

- Use **Everyday** fresh unpackaged or packaged foods from the five food groups, and/or ingredients on the *Basic Ingredients List*.

### CANNED TUNA/CHICKEN

e.g. plain, in spring water, including those that come packaged with plain crackers/salads/beans/pasta. Does not include processed chicken roll/loaf.

### CHEESE

Preferably reduced fat.  
e.g. colby, tasty, cheddar including those packaged with plain crackers

### YOGHURT

Preferably reduced fat.  
e.g. Greek, natural, plain, flavoured, soy; excludes coconut-milk-based yoghurts  
No added confectionery.

### SCONES, PIKELETS AND PANCAKES

No added confectionery.  
e.g. plain scone, blueberry scone, pumpkin scone, spinach and fetta scone, plain pikelets or pancakes, fruit pancakes

- Serve plain or with fruit; use spreads in small amounts or use individual portion packs.
- Serve with no more than one tablespoon of maple or golden syrup.

### UNSALTED NUTS, SEEDS, POPCORN AND LEGUME SNACKS (including those mixed with plain dried fruit)

e.g. unsalted nuts and seeds (may be roasted), plain air-popped popcorn, roasted chickpeas and other unsalted legume snacks  
For nut and seed spreads, see the *Basic Ingredients List*. Do not use chocolate-nut spread.  
For lightly salted nuts, seeds, popcorn and legume snacks, see the next page.

- Do not add salt during preparation.

If you would like to select a healthier version, choose those that are 3.5 stars and above.

# EVERYDAY SNACKS (continued)



	FOODS (EXAMPLES)		FRESHLY PREPARED ON SITE		PACKAGED
	<p><b>DRIED FRUIT</b></p> <p> maximum portion size 50g</p> <p>Plain dried fruit – no coating i.e. chocolate, yoghurt-type coating.</p> <p>Dried fruit and nut mixes, see nuts and seeds below.</p>		<ul style="list-style-type: none"> <li> maximum portion size limits apply.</li> </ul>		<p> maximum portion size limit applies.</p>
	<p><b>LIGHTLY SALTED NUTS AND SEEDS (including those mixed with plain, dried fruit)</b></p> <p> maximum portion size 50g</p> <p>No sweet coatings or confectionery i.e. no chocolate/yoghurt/sugar coated.</p> <p>For nut and seed spreads, see the <i>Basic Ingredients List</i>. Do not use chocolate-nut spreads.</p>				
	<p><b>LIGHTLY SALTED AND FLAVOURED POPCORN</b></p> <p> maximum portion size 50g</p> <p>e.g. lightly salted and flavoured (includes lightly-salted microwaved varieties).</p> <p>No added confectionery.</p> <p>Do not use coloured popcorn or confectionery coated popcorn e.g. caramel, toffee, carob, chocolate.</p>		<ul style="list-style-type: none"> <li>Use added salt only in small amounts.</li> <li> maximum portion size limits apply.</li> </ul>		<p>Only serve these packaged foods if they are</p> <p></p> <p>3.5 stars and above.</p>
	<p><b>LIGHTLY SALTED LEGUME SNACKS</b></p> <p> maximum portion size 50g</p> <p>Lightly salted or flavoured. e.g. wasabi peas, roasted and salted chickpeas.</p>				<p> maximum portion size limit applies.</p>
	<p><b>MUESLI AND SNACK BARS</b></p> <p> maximum portion size 50g</p> <p>e.g. cereal-based bars, fresh or dried fruit-based bars, nut bars, protein bars and breakfast bars</p> <p>No added yoghurt or confectionery e.g. chocolate, chocolate chips, marshmallow, sprinkles.</p>		<ul style="list-style-type: none"> <li> maximum portion size limits apply.</li> </ul>		
	<p><b>SAVOURY BISCUITS/CRACKERS AND CRISPREAD</b></p> <p>e.g. plain crackers, cracker thins, wafer thins, breadsticks, crispbread and rice crackers and cakes</p> <p>Preferably wholegrain. For flavoured varieties see, <b>Occasional</b> snacks.</p>		<ul style="list-style-type: none"> <li>Serve 3.5 star and above crackers with <b>Everyday</b> toppings e.g. reduced-fat cheese, tuna, tomato, spreads, dips.</li> </ul>		<p>Only serve these packaged foods if they are</p> <p></p> <p>3.5 stars and above.</p>
	<p><b>CUSTARD</b></p> <p>No added confectionery.</p> <p>Preferably reduced fat.</p>		<ul style="list-style-type: none"> <li>Use reduced-fat milk.</li> </ul>		

# OCCASIONAL SNACKS



## FOODS (EXAMPLES)



## FRESHLY PREPARED ON SITE



## PACKAGED

### SALTY SNACKS

maximum portion size 50g

e.g. chips and crisps (potato, corn, grain and wholegrain-style, vegetable), flavoured baked savoury biscuits, extruded snacks (cheese, bacon, BBQ flavoured puffed snacks, extruded vegetable snacks), coated nuts, soy crisps, flavoured rice snacks, noodle snacks and pretzels

- Use added salt only in small amounts.
- maximum portion size limits apply.

Only serve these if they are



3.5 stars and above.

maximum portion size limits apply.

### SWEET BISCUITS

maximum portion size 50g

Includes sweet cookie-type breakfast biscuits.

### CAKES AND SWEET PASTRIES

maximum portion size 80g

e.g. preferably un-iced cakes and pastries including muffins, banana bread, slices, danishes, croissants

### DESSERTS

maximum portion size 100g

e.g. mousse, cheesecake, puddings, rice pudding, coconut-milk-based yoghurt

- maximum portion size limits apply.

No Health Star Rating to be applied.

maximum portion size limits apply.

### CONFECTIONERY

maximum portion size 50g

e.g. chocolate (including chocolate bars, chips, coating and spreads), lollies, cough lollies, eucalyptus drops, sugar sweetened chewing gum, 100s and 1000s, fruit gummies and jelly sticks, dessert-type jelly (including those with fruit added), icing, liquorice, carob confectionery, carob coating, yoghurt-type confectionery or yoghurt coating and products containing confectionery

### ICE CREAM, FROZEN YOGHURT AND ICE BLOCKS

maximum portion size 85ml

Individually packaged or scooped on site.

- maximum portion size limits apply.

No Health Star Rating to be applied.













maximum portion size limits apply.



The Occasional snacks listed above are always Occasional, even if they are freshly prepared using Everyday foods.

# EVERYDAY DRINKS



	FOODS (EXAMPLES)		FRESHLY PREPARED ON SITE		PACKAGED
<b>WATER</b> Plain including tap, spring, mineral or sparkling. Also includes plain water infused with flavouring, fruit/herb essence or fruit juice flavouring up to 4%. No added sugars and no intense sweeteners.		<ul style="list-style-type: none"> <li>No additional requirements.</li> </ul>		There is no portion size restriction on these <b>Everyday</b> drinks.	
<b>PLAIN MILK AND MILK ALTERNATIVES</b> e.g. fresh or UHT, plain milk and milk alternatives. Preferably reduced fat.		<ul style="list-style-type: none"> <li>No additional requirements.</li> </ul>			
<b>TEA (LEAF/HERBAL)</b> Hot or iced tea varieties. No added sugars or intense sweeteners.		<ul style="list-style-type: none"> <li>When served with milk – preferably reduced-fat milk or milk alternatives.</li> </ul>			
<b>FRUIT/VEGETABLE JUICE/COCONUT WATER (including diluted juice)</b>  <i>maximum portion size 400ml</i> 99% fruit/vegetable juice and/or coconut water. No added sugar or intense sweeteners. Fruit juice may be diluted with water (still/sparkling/carbonated). No added sugars or intense sweeteners.		<ul style="list-style-type: none"> <li>Do not add sugar to freshly squeezed juices.</li> <li> maximum portion size limits apply.</li> </ul>		 maximum portion size limits apply.	
<b>COFFEE (freshly made)</b>  <i>maximum portion size 500ml, but ensure that smaller sizes are available and promoted.</i> All espresso, instant, filtered, percolated coffees e.g. coffee made with water and/or milk, latte, cappuccino, mocha, and iced-coffee. May be blended with ice (frappe) or frozen. Preferably reduced fat.		<ul style="list-style-type: none"> <li>When served with milk – preferably reduced-fat milk or milk alternatives.</li> <li>Do not add cream.</li> <li>Use no more than 1 level tablespoon of flavouring powder or 20ml syrup (approx. 1 syrup pump) per portion.</li> <li> maximum portion size limits apply.</li> </ul>		Not applicable, see flavoured milk, below.	
<b>LIQUID BREAKFAST DRINKS/PROTEIN DRINKS</b>  <i>maximum portion size 500ml</i>					
<b>FLAVOURED MILK AND MILK ALTERNATIVES</b>  <i>maximum portion size 500ml, but ensure that smaller sizes are available and promoted</i> e.g. chocolate flavoured milk, iced-coffee flavoured milk, hot chocolate, iced chocolate, drinking yoghurt. Flavoured milk and milk alternatives served frozen or blended with ice (e.g. frappes) are <b>Everyday</b> drinks.		<ul style="list-style-type: none"> <li>Use preferably reduced-fat milk or milk alternatives, and no added cream or ice cream.</li> <li>Use no more than 1 level tablespoon of flavouring powder or 20ml syrup (approx. 1 syrup pump) per portion.</li> <li> maximum portion size limits apply.</li> </ul>		Only serve these packaged drinks if they are	
<b>MILK SHAKES/SMOOTHIES (no ice cream/gelato/sorbet)</b>  <i>maximum portion 500ml, but ensure that smaller sizes are available and promoted</i> For milk shakes and smoothies with ice cream/gelato/sorbet, see <b>Occasional</b> drinks. Milk shakes or smoothies with no added ice cream/gelato/sorbet that are frozen or blended with ice are <b>Everyday</b> drinks.		<ul style="list-style-type: none"> <li> maximum portion size limits apply.</li> </ul>		 3.5 stars and above.  maximum portion size limits apply.	



# OCCASIONAL DRINKS



<b>FOODS (EXAMPLES)</b>	<b>FRESHLY PREPARED ON SITE</b>	<b>PACKAGED</b>
<p><b>THICK SHAKE/SMOOTHIES (with ice cream/gelato/sorbet)</b></p> <ul style="list-style-type: none"> <li> maximum portion size 500ml</li> <li> maximum added ice cream/gelato/sorbet portion 125ml</li> </ul>	<ul style="list-style-type: none"> <li>Use preferably reduced-fat milk or milk alternatives.</li> <li>Use no more than 1 level tablespoon of flavouring powder or 20ml syrup (approx. 1 syrup pump) per portion.</li> <li> maximum portion size limits apply.</li> </ul>	<p>Only serve these packaged drinks if they are</p> <p>3.5 stars and above.</p> <p> maximum portion size limits apply.</p>
<p><b>DIET AND SUGAR-FREE DRINKS (drinks with added intense sweeteners)</b></p> <ul style="list-style-type: none"> <li> maximum portion size 500ml</li> </ul> <p>Diet or sugar-free drinks sweetened with natural or artificial sweeteners such as stevia or aspartame. Includes juice-based drinks with added intense sweeteners.</p> <p>e.g. diet soft drinks, diet iced teas, diet flavoured mineral waters, diet energy drinks, diet sports waters and sports drinks, diet cordials and no-sugar slushies</p>	<ul style="list-style-type: none"> <li> maximum portion size limits apply.</li> </ul>	<p>No Health Star Rating to be applied.</p> <p> maximum portion size limits apply.</p>

## SUGARY DRINKS WITH NO NUTRITIONAL BENEFIT MAY NOT BE SOLD IN NSW HEALTH FACILITIES



Sugary drinks are drinks with no nutritional value and which have any sugars added during processing (this excludes milk drinks)<sup>#</sup>. Flavoured milk does contain some added sugar, but it also provides nutritional value as it is a source of calcium.

Sugary drinks with no nutritional value include drinks sweetened with sucrose, fructose, glucose, honey/syrup and fruit juice concentrates, e.g. soft drinks, flavoured mineral waters, flavoured water, sports waters, sports drinks, fruit drinks, slushies, cordials, coconut water with added sugar, energy drinks.



Portion sizes have been designed for both adult and children's health facilities but children's health facilities may want to consider providing smaller portion sizes where appropriate.

<sup>#</sup> Milk drinks are drinks where the predominant ingredient is dairy milk or a calcium-fortified dairy-milk-alternative, such as fortified soy/almond/rice milk.

# BASIC INGREDIENTS LIST

The ingredients shown on the *Basic Ingredients List* can be used to help you make healthy **Everyday** meals and snacks along with fresh unpackaged or packaged **Everyday** foods from the five food groups. Examples of **Everyday** meals and snacks can be found in *Tool 1: Ready Reckoner*.

**Everyday** food item + food from *Basic Ingredients List* = **Everyday** meal or food.

## USE THESE INGREDIENTS

*Use these ingredients in recipes and sell foods made with these ingredients*

### HEALTHY OILS

- Healthy oils e.g. canola, sunflower, olive, grapeseed, corn, soyabean, macadamia and peanut.

When selecting healthier oils for your food outlet including for deep-frying (deep-frying makes the food or meal **Occasional**), see the Heart Foundation Healthy Oils program: <https://heartfoundation.org.au/programs/healthier-oils-program>

### SPREADS, SALAD DRESSING AND MAYONNAISE

- Margarine
- Yeast spread (lightly spread or individual portion).
- Jam/marmalade/honey/golden syrup (lightly spread or individual portion).
- Red, white, and balsamic vinegar.
- Lemon or lime juice.
- Salad dressing made from oils listed above (in small amounts/individual portions) e.g. French, mayonnaise, aioli, ranch and caesar dressing.
- Nut spreads, for example, almond, peanut, cashew, LSA, only provide if they are 3.5 stars and above.

### PASTRY

- Pastry (puff, shortcrust, filo) only provide if 3.5 stars and above. Filo-type prepared with only small amounts of healthy oils, see above for examples.

### HERBS, SPICES AND SEASONING

- Fresh and dried herbs and spices.
- Curry powder and pastes.
- Reduced-salt seasoning packets: e.g. taco seasoning.

### STOCK

- No-added-salt or reduced-salt stock or soup base.

## DO NOT USE THESE INGREDIENTS

*Do not use these ingredients in recipes or sell foods containing these ingredients*

- Palm, coconut, palm kernel oils including solid coconut oil for baking and any animal fats such as lard or duck fat.
- Butter (including lemon, garlic and dairy blends) and cream.

- Cream, sour cream or cream fraiche and dressings made from these ingredients.
- Butter.
- Chocolate nut spread and other nut spreads with a Health Star Rating of less than 3.5 stars.

- All other pastry.

- Limit added salts (e.g. Himalayan, rock, table, sea, chicken, popcorn).
- All other seasonings.

- All other non-salt-reduced stock.

## USE THESE INGREDIENTS

*Use these ingredients in recipes and sell foods made with these ingredients*

## DO NOT USE THESE INGREDIENTS

*Do not use these ingredients in recipes or sell foods containing these ingredients*

### CONDIMENTS, SAUCES AND MARINADES

- Cooking sauces – only provide cooking sauces that are 3.5 stars and above. Prepare sauces according to instructions on the pack if required.
  - Tomato paste.
  - Tomato and other table sauces, e.g. BBQ, sweet chilli, fish, soy sauce and gravies. Use salt-reduced where available. Use single-serve portions or packs.
  - Salt-reduced sauces for cooking (e.g. soy, satay) where available.
  - Pesto.
  - Cranberry, apple and mint sauces.
  - Chutney, pickles, mustard, horseradish, chilli, relish and salsa.
  - Marinades (use salt-reduced where available).
  - Vinegar (distilled, rice, cider, balsamic).
  - Reduced-fat/light coconut cream and milk.
- Sauces made from cream or butter.
  - Regular coconut milk and cream.

### BAKING PRODUCTS

- Sugar (brown, caster or raw; single serve packs for use in beverages), honey, and syrups e.g. maple and golden syrup (limit use in recipes prepared centrally or on-site).
- Baking powder, bi-carb soda.
- Cocoa, cacao and desiccated coconut.
- Vanilla essence, other essences and flavours.
- Yeast: instant dried.
- Bread crumbs.
- Flour (preferably wholemeal).
- Pancake and pikelet mix.
- Eggs.
- Artificial or natural intense sweeteners (e.g. aspartame or stevia).
- Food colouring.
- Gelatine, agar.

### FLAVOURINGS

- Milk flavourings, powder and syrups – use in small amounts (in drinks use no more than 1 level tablespoon per portion).

# TOOL 2: ONLINE FOOD AND DRINK PRODUCT INFORMATION



To assist retailers and those in health facilities tasked with the monitoring and evaluation of food outlets, an online tool will be available to help easily determine if food and drink products meet the **Food and Drink Benchmark**.

The three key elements relating to the provision of foods and drinks against the **Food and Drink Benchmark** are the ability to:

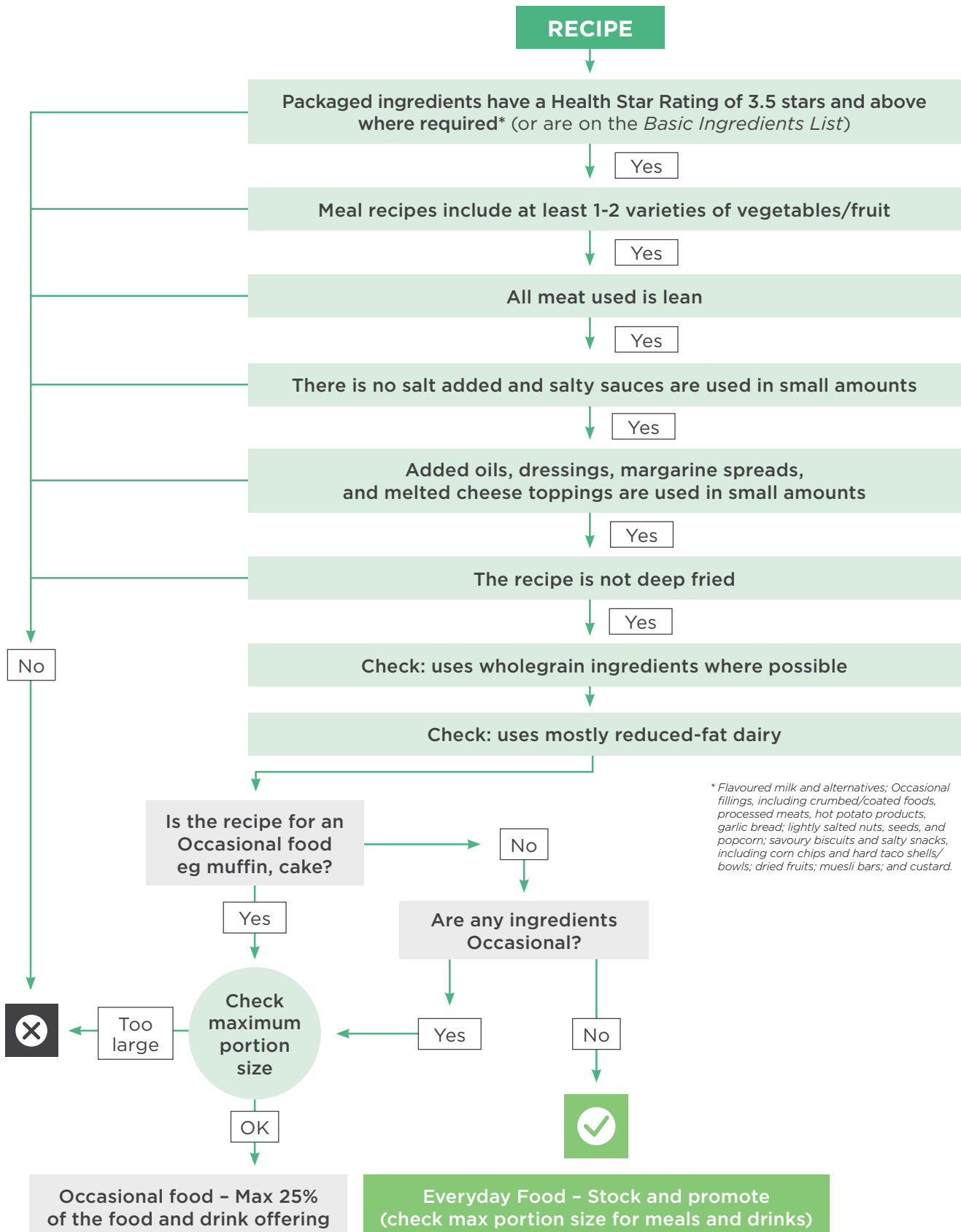
- Identify sugary drinks and healthier alternatives.
- Classify foods and drinks as **Everyday** or **Occasional**.
- Determine the Health Star Rating and portion size of foods and drinks, where these are required.

Searchable, online food and drink product information will be available to simplify and automate assessments of foods and drinks in a food outlet in terms of these key **Food and Drink Benchmark** elements. This up-to-date reference information for branded foods and drinks will form a key part of the PHIMS Nutrition standard tool to be launched at the end of 2017.

# TOOL 3: RECIPE FLOW CHART



Use the *Recipe flow chart* to help you determine if your recipe is **Everyday** or **Occasional**.



# TOOL 4: VISUAL GUIDE TO PORTION SIZES



Portion sizes have grown over the last 30 years. Large portions and the kilojoules they contain can send our weight creeping up over time. Selling smaller, more appropriate portions is one way to support people to make a healthier choice.

This tool is a life-size, visual portion guide for commonly used menu items to help you visualise portion sizes for some foods in the **Food and Drink Benchmark**. Maximum portion size limits apply to some **Everyday** and all **Occasional** foods and drinks.

Set the view scale or printer to 100% before viewing or printing.

## PICTURED IN GUIDE

PAGE	FOOD	MAXIMUM PORTION SIZE	DESCRIPTION
2	Schnitzel	140g	1 schnitzel; 15cm long, 7cm wide
3	Crumbed Chicken Burger Patty	140g	1 patty; 10cm diameter
4	Meat/Chicken/Veg Pie (pastry top)	180g	1 pie; 10cm diameter, 3cm high
5	Potato-top Pie	250g	1 pie; 10cm diameter, 5cm high
6	Sausage Roll/Savoury Roll	120g	1 roll; 15cm long, 4cm wide
7	Triangle Pasties/Pastizzis	120g	2 pastries; 10.5cm x 6cm each pastry
8	Turn-over/Pastie/Calzone	120g	1 pastry; approx. 10cm x 8cm
9	Hot Chips	100g	8-10 medium-cut chips (straight or crinkle), approx. 6cm long; $\frac{3}{4}$ fill 8oz chip cup
10	Wedges	100g	5-6 wedges; approx. 6cm long
11	Hash Brown	100g	1 hash brown; approx. 10.5cm long, 8cm wide
12	Muffin	80g	1 medium muffin; 6cm diameter cake pan; or size of tennis ball
13	Banana Bread	80g	1 thin slice; 8cm x 7cm, less than 2cm thick
14	Croissant	80g	1 small croissant; approx. 14cm x 9cm
15	Sweet Danish	80g	2 mini Danishes 40g each, approx. 8cm x 5cm
16	Chocolate Confectionery	50g	approx. 15 small round chocolate balls; approx. 8 lollies; fill 100ml plastic cup
17	Ice-Cream	85ml	5cm diameter (approx. 2 inch, #24 scoop)

## NOT PICTURED IN GUIDE

Bacon Rasher	60g	2 short cut rashers; 10cm long, 5.5cm wide 1 long rasher; approx. 20cm long
Salami	60g	approx. 2 slices
Sausage	60g	1 thin sausage; 12cm long 1 thick sausage; 8cm long
Milkshakes and Smoothies	500ml	16oz cup (480ml)
Thickshakes with ice-cream/gelato/sorbet	500ml	Use 16oz cup (480ml) with no more than 85ml of ice-cream/gelato/sorbet per cup
Coffee	500ml	16oz cup (480ml)

**CATEGORY:** Occasional crumbed meat

**FOOD:** SCHNITZEL

**MAXIMUM PORTION SIZE LIMIT:** 140g



**DESCRIPTION OF PICTURED:**  
130g schnitzel, approx. 15cm x 7cm

**CATEGORY:** Occasional crumbed meat

## FOOD: CRUMBED CHICKEN BURGER PATTY

**MAXIMUM PORTION SIZE LIMIT:** 140g



**DESCRIPTION OF PICTURED:**

130g patty, approx. 10cm diameter



**CATEGORY:** Occasional savoury pastry

**FOOD:** MEAT/CHICKEN/VEG PIE (PASTRY TOP)

**MAXIMUM PORTION SIZE LIMIT:** 180g



**DESCRIPTION OF PICTURED:**

Medium pie, approx. 10cm diameter and 3cm high

**CATEGORY:** Occasional savoury pastry

**FOOD:** POTATO-TOP PIE

**MAXIMUM PORTION SIZE LIMIT:** 250g



**DESCRIPTION OF PICTURED:**

Medium pie, approx. 10cm diameter and 5cm high

**CATEGORY:** Occasional savoury pastry/sausage roll

**FOOD:** SAUSAGE ROLL/SAVOURY ROLL

**MAXIMUM PORTION SIZE LIMIT:** 120g



**DESCRIPTION OF PICTURED:**

One roll, 15cm long, 4cm wide

**CATEGORY:** Occasional savoury pastry

**FOOD:** TRIANGLE PASTIES/ PASTIZZIS

**MAXIMUM PORTION SIZE LIMIT:** 120g



**DESCRIPTION OF PICTURED:**

2 pastries; 10.5cm x 6cm each

**CATEGORY:** Occasional savoury pastry

**FOOD:** TURNOVER/ PASTIE/ CALZONE

**MAXIMUM PORTION SIZE LIMIT:** 120g



**DESCRIPTION OF PICTURED:**

1 turnover, approx. 10cm x 8cm

**CATEGORY:** Occasional hot potato product

**FOOD:** HOT CHIPS

**MAXIMUM PORTION SIZE LIMIT:** 100g



**DESCRIPTION OF PICTURED:**

8-10 medium-cut chips, approx. 6cm long; or  $\frac{3}{4}$  fill 8oz chip cup

**CATEGORY:** Occasional hot potato product

**FOOD:** WEDGES

**MAXIMUM PORTION SIZE LIMIT:** 100g



**DESCRIPTION OF PICTURED:**

5 large (20g) wedges, 6-8cm each

**CATEGORY:** Occasional hot potato product

**FOOD:** HASH BROWN

**MAXIMUM PORTION SIZE LIMIT:** 100g



**DESCRIPTION OF PICTURED:**

1 hash brown; approx. 10.5cm long, ~8cm wide



**CATEGORY:** Occasional cakes and sweet pastries

**FOOD:** MUFFIN

**MAXIMUM PORTION SIZE LIMIT:** 80g



**COMPARISON GUIDE: VISUAL SIZE GUIDE**

		
		
Cricket ball: approx. 120g, too large	Tennis ball approx. 80g, maximum portion	Golf ball approx. 40g, mini portion

**DESCRIPTION OF PICTURED:**

1 small-medium muffin; 6cm diameter cake pan; or size of tennis ball

**CATEGORY:** Occasional cakes and sweet pastries

**FOOD:** BANANA BREAD

**MAXIMUM PORTION SIZE LIMIT:** 80g

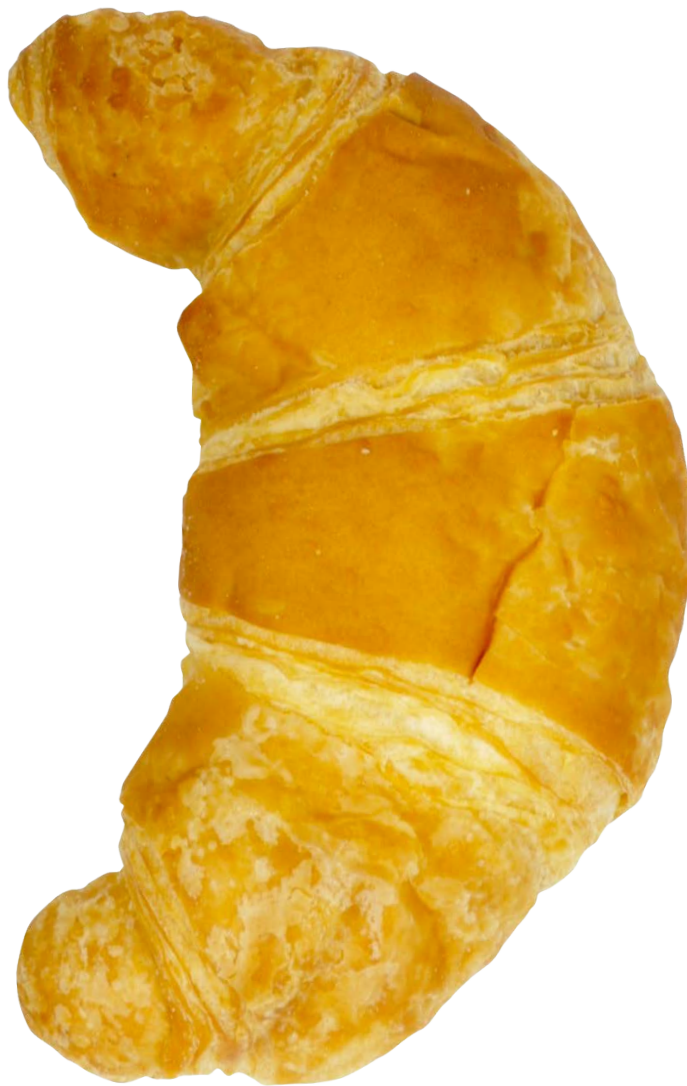


**DESCRIPTION OF PICTURED:**  
1 thin slice; 8cm x 7cm, less than 2cm thick

**CATEGORY:** Occasional cakes and sweet pastries

**FOOD:** CROISSANT

**MAXIMUM PORTION SIZE LIMIT:** 80g



**DESCRIPTION OF PICTURED:**

Small croissant, 70g, 14cm x 9cm

**CATEGORY:** Occasional cakes and sweet pastries

**FOOD:** DANISH

**MAXIMUM PORTION SIZE LIMIT:** 80g



**DESCRIPTION OF PICTURED:**

2 mini Danishes 40g each, approx. 8cm x 5cm

**CATEGORY:** Occasional confectionery

## FOOD: CHOCOLATE CONFECTIONERY (UNPACKAGED)

**MAXIMUM PORTION SIZE LIMIT:** 50g



### VISUAL SIZE GUIDE



125ml cup:  
~90g,  
too large



100ml cup  
~50g,  
maximum portion



80ml cup  
~25g,  
mini portion

### DESCRIPTION OF PICTURED:

100ml cup filled

**CATEGORY:** Occasional frozen ice snack

**FOOD:** ICE-CREAM

**MAXIMUM PORTION SIZE LIMIT:** 85ml



**DESCRIPTION OF PICTURED:**  
5cm diameter (approx. 2 inch, #24 scoop)

# TOOL 5: CHECKING AGAINST THE FOOD AND DRINK BENCHMARK



This guide provides examples of how retailers in NSW Health facilities can quickly check the food and drink offering in food outlets against the **Food and Drink Benchmark**.

It is expected that there will be a staged approach to implementation, a priority target is the removal of sugary drinks from sale by December 2017 with achievement of all four focus areas in the **Food and Drink Benchmark** by December 2018.

A state-wide automated monitoring and reporting system called PHIMS Nutrition will be available at the end of 2017 to support monitoring and evaluation.



## PRODUCT AVAILABILITY

### SUGARY DRINKS ARE NOT TO BE SOLD IN NSW HEALTH FACILITIES

**Assess if there are any sugary drinks for sale.**

Sugary drinks are drinks with any sugars added during processing (excluding milk drinks).#

#### How do I know if a drink has added sugar?

##### Sugar can be listed in all sorts of ways in the ingredients list

If any of the following ingredients are listed on the ingredients panel then the drink contains added sugar and should not be sold.

- Sugar, sugars or words such as sucrose, fructose, glucose, maltose, invert sugar.
- Honey, molasses, golden syrup.
- Syrups such as invert syrup, fruit sugar syrup, rice syrup, agave syrup, coconut syrup, rice syrup or maple syrup.
- De-ionised fruit juice, agave nectar, coconut flower nectar, coconut sugar, maple sugar.

Examples of sugary drinks are soft drinks, some flavoured waters, fruit drinks, cordials, iced teas, energy drinks and sports drinks.

##### NUTRITION INFORMATION

Serving per package: 1

Serving size: 390mL

Ave. Quantity	Per serving	Per 100mL
<b>Energy</b>	<b>663kJ</b>	<b>171kJ</b>
<b>Protein</b>	<b>0g</b>	<b>0g</b>
<b>Fat, total</b>	<b>0g</b>	<b>0g</b>
Saturated	<b>0g</b>	<b>0g</b>
<b>Carbohydrates</b>	<b>42.9g</b>	<b>11g</b>
Sugars	<b>42.9g</b>	<b>11g</b>
<b>Sodium</b>	<b>19.5mg</b>	<b>5mg</b>

**CONTAINS: CARBONATED WATER, SUCROSE, FLAVOUR, COLOUR (163), FOOD ACID (330)**

# Milk drinks are drinks where the predominant ingredient is dairy milk or a calcium-fortified dairy-milk-alternative, such as fortified soy/almond/rice milk.



# PORTION SIZE

## PORTION SIZE LIMITS ARE MET

Use **Tool 4: Visual portion guide** to assess whether cakes and muffins are no bigger than the portion size limit.

Making available cakes and muffins that are no bigger than the portion size limit of 80g is a key recommendation in the **Food and Drink Benchmark**.

How big is a muffin?

Tennis ball: Max portion  
approx. 80g



# MARKETING

## ENSURE ONLY EVERYDAY FOODS AND DRINKS ARE PLACED IN PROMINENT LOCATIONS

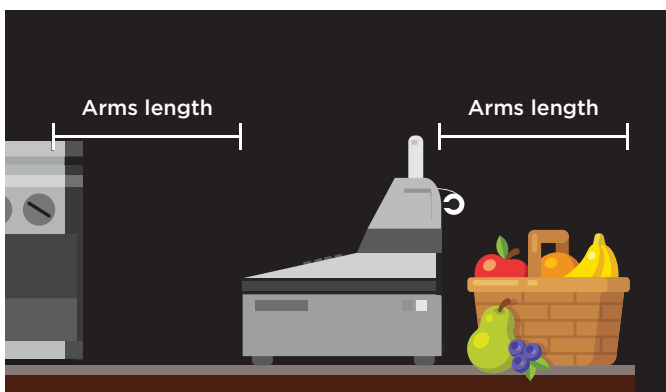
Use the following method to assess whether only **Everyday** foods and drinks are placed in prominent locations.

Prominent locations include the checkout area, main entrance/exit and eye level on shelves.

### For example, checkout area

Assess the area at arms' length of the checkout for **Occasional** foods and drinks.

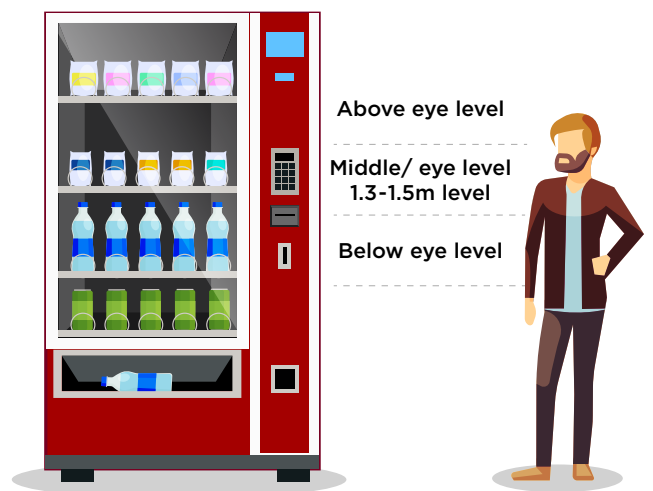
The checkout is usually where the cash register is located and is the place where transactions are carried out. There may be more than one checkout of the food outlet.



### For example, eye level on shelves and vending machines

Assess shelves and vending machines for **Occasional** foods and drinks at eye level.

Eye level is typically the second and/or third shelf from the top.







# PRODUCT AVAILABILITY

## PROVIDE 75% OR MORE EVERYDAY FOODS AND DRINKS

There are two types of food and drink displays, **pre-portioned/packaged displays** and **buffet-style displays**. In some situations foods are not displayed and only appear on a menu. To check that 75% or more of **Everyday** foods and drinks are available, each type should be counted in a different way:

- **Pre-portioned/packaged displays:** To assess the proportion of **Everyday** foods and drinks in locations where only pre-portioned or packaged foods and drinks are displayed, count the number of facings.
  - Examples of pre-portioned foods are a pie, a pre-packed sandwich, a pot of fruit yoghurt, or a slice of cake. Packaged foods include products such as drinks in cans or bottles, packs of confectionery, chips, etc.
  - A facing is a food or drink positioned on the edge of a shelf or at the front of a cabinet facing the customer. Each facing is to be counted as one. For example, in the drinks fridge shown below, the top row has eight facings.
- **Buffet-style displays:** To assess the proportion of **Everyday** foods in display units where trays of bulk foods are displayed to be plated for, or by, the customer, count the individual food types, rather than the facings.
  - This type of display includes salad bars, and hot food displays serving, for example, lasagne, stir fry, roast meat and vegetables, mashed potato, rice, hot chips.
- **À la carte:** To assess the proportion of **Everyday** foods where food is ordered from a menu, rather than displayed, count the individual food types listed on the menu.

### Worked example for a pre-portioned/ packaged drinks fridge:

**Step 1:** Count the total number of facings in the drinks fridge.

**Step 2:** Count the total number of facings with **Everyday** drinks.

**Step 3:** Calculate the percentage of **Everyday** drink facings in the fridge

$$= \left( \frac{\text{Total number of facings of Everyday drinks}}{\text{Total number of facings in fridge}} \right) \times 100.$$

For example, there are 40 facings in this drinks fridge, of which 30 are of **Everyday** drinks =  $(30 \div 40) \times 100 = 75\%$ .

**Step 4:** If the percentage of **Everyday** drink facings is 75% or more, the drinks fridge meets the **Food and Drink Benchmark**.

Note, for **buffet-style displays**, follow steps 1-4 but replace 'facings' with 'food types'.

Water	Water	Water	Water	Water	Water	Water	Water
Water	Water	Water	Water	Sparkling water	Sparkling water	Sparkling water	Sparkling water
Milk	Milk	Flavoured milk	Flavoured milk	Flavoured water (essence only)	Flavoured water (essence only)	Flavoured water (essence only)	Flavoured water (essence only)
99% fruit juice	99% fruit juice	99% fruit juice	99% fruit juice	Coconut water (no added sugar)	Coconut water (no added sugar)	Sugar free drinks	Sugar free drinks
Diet soft drinks	Diet soft drinks	Diet soft drinks	Diet soft drinks	Diet soft drinks	Diet soft drinks	Diet soft drinks	Diet soft drinks



# MARKETING

## PROMOTE ONLY EVERYDAY FOODS AND DRINKS

Check the food outlet for any promotions and advertising that are for Occasional foods and drinks.

Everyday foods and drinks can be promoted and advertised in a number of ways. For example, posters, point of sale material, menu boards and branding on fridges.

### Healthy advertising and promotions



**EVERYDAY**  
foods and drinks are promoted



**OCCASIONAL**  
foods and drinks are not promoted

## INCLUDE ONLY EVERYDAY FOODS AND DRINKS IN PACKAGE DEALS

Assess the food outlet for package deals that include Occasional foods and drinks.

Package deals are also known as specials or bundle/meal deals.

### What are package deals?

A package deal is where food and/or drink products are bundled together for sale and give better dollar value.



Water - \$3.50



Sandwich - \$4.00



Water  
and sandwich - \$6.00  

---

Save \$1.50

# TOOL 6: HEALTHY FOOD AND DRINK CATERING IN NSW HEALTH FACILITIES



A guide to *Making Healthy Catering Normal* – for caterers and staff responsible for ordering catering (for functions, meetings and special events in NSW Health facilities).

Part of the *Healthy Food and Drink in NSW Health Facilities for Staff and Visitors Framework* [www.health.nsw.gov.au](http://www.health.nsw.gov.au)

## THE WORLD WE LIVE IN HAS CHANGED...



**PORTION SIZES HAVE INCREASED**



**MANY OF US SPEND HOURS SITTING AT WORK**



**WE ARE TIME POOR AND WANT QUICK AND CONVENIENT FOOD OPTIONS**

We are surrounded by unhealthy foods and drinks at work, at the shops and in public places like hospitals and schools

### ADULTS IN NSW

ONLY **7%**



EAT THE RECOMMENDED AMOUNT OF **VEGETABLES**

ONLY **54%**



EAT THE RECOMMENDED AMOUNT OF **FRUIT**

**1/3 OF OUR DAILY ENERGY (kJ) COMES FROM UNHEALTHY FOODS AND DRINKS SUCH AS CAKES, CONFECTIONERY, SUGARY DRINKS AND CHIPS**



## THIS POSES SERIOUS CHALLENGES TO THE HEALTH OF OUR COMMUNITIES...



**OVER HALF**

OF ALL ADULTS IN NSW ARE OVERWEIGHT OR OBESE



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CHILDREN IN NSW ARE OVERWEIGHT OR OBESE



**POOR DIET AND OBESITY ARE MAJOR CONTRIBUTORS TO CHRONIC DISEASE IN AUSTRALIA**

# STEPS TO MAKE HEALTHY CATERING NORMAL IN HEALTH FACILITIES

The *Healthy Food and Drink in NSW Health facilities for Staff and Visitors Framework* supports healthy catering through promoting an increase in the availability of healthy (**Everyday**) options, and limiting the availability and portion size of less-healthy (**Occasional**) options.

Healthy catering is about making the healthy choice an easy choice for our staff and visitors. This means ensuring that plenty of healthy food and drink options are available when providing meals, snacks and drinks at functions, meetings, and special events (for example, events with external partners, workshops and training days).

Use the three steps below to *Make Healthy Catering Normal*.

## 1. SWAP SUGARY DRINKS FOR HEALTHIER ALTERNATIVES

Making healthy catering normal starts with the removal of sugary drinks that have no nutritional value. The strongest evidence for a link between sugar intake and overweight and obesity is for the consumption of these sugary drinks<sup>1</sup>. Water is always the healthiest drink to provide, but there are plenty of popular, healthier options to choose from as well. Sugary drinks should not be offered to staff or visitors at NSW Health functions, meetings and special events.

For more information about selecting **Everyday** drinks, see the *Healthy Food and Drink in NSW Health facilities for Staff and Visitors Toolkit*, in particular *Tool 1: Ready Reckoner*.

### HEALTHIER DRINKS TO OFFER



Water



99%  
Fruit  
juice



Smoothies/  
Milkshakes



Plain and  
flavoured  
milk



Diet  
drinks



Tea or  
Coffee

#### What is a sugary drink?

- Sugary drinks are drinks with any sugars added during processing (excluding milk drinks).
- Sources of sugar to sweeten drinks include the ingredients sucrose (commonly called sugar), fructose, glucose, honey and fruit juice concentrate.
- Sources of sugar are listed in the ingredients of a Nutrition Information Panel which can be found on the back of most packaged foods and drinks.
- Examples of sugary drinks are soft drinks, some flavoured waters, fruit drinks, cordials, iced teas, energy drinks and sports drinks.

- **Why can 99% fruit juice, and milk drinks<sup>#</sup> be sold?**

Juices with no added sugar and flavoured milks can be sold because they do have nutritional value. However, maximum portion size limits apply to these drinks, and the Health Star Rating is used for flavoured milks to ensure healthier versions are selected.

## 2. PROVIDE MAINLY EVERYDAY FOODS AND DRINKS

Seventy-five per cent (75%) or more of the food and drink offering should be healthy **Everyday** meals, snacks and drinks made from foods in the five food groups from the Australian Guide to Healthy Eating<sup>2</sup>, including water as the healthiest drink. More detailed information on **Everyday** foods and drinks can be found in the *Toolkit*, in particular *Tool 1: Ready Reckoner*.

### EVERYDAY FOODS AND DRINKS TO OFFER WHEN CATERING

#### Lunches

Use mostly wholemeal breads, rolls and wraps, and include lean meats, fish/tuna, eggs, reduced-fat cheeses, and/or different varieties of vegetables or salad ingredients.

Use healthy fats such as seed- or vegetable-based oils and spreads (not butter).



Sandwiches/  
rolls/wraps



Salads



Pasta/  
risotto



Frittata

#### Canapés/savoury snacks

Limit deep fried foods and pastries.



Sushi and  
rice paper  
rolls



Vegetable-based dips  
(such as hummus,  
beetroot, salsa,  
avocado or tzatziki)



Wholegrain  
crackers and  
vegetable  
sticks



Chicken  
and/or  
vegetable  
skewers



Lean meat  
balls/falafels



Steamed dim  
sum or steamed  
meat/vegetable  
buns

#### Sweets

Choose to serve cakes, muffins, sweet pastry and confectionery only rarely. See the next page for appropriate portion sizes. Consider serving a fruit platter or dried fruits and nuts for morning or afternoon tea, rather than offering cakes or biscuits.



Fresh fruits,  
whole or  
platters



Dried fruits  
and/or  
nuts



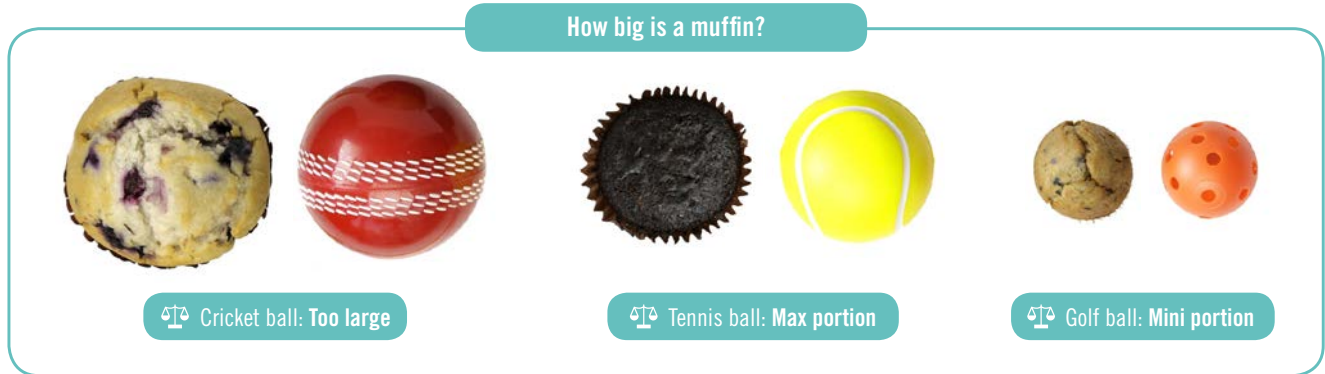
Pikelets or  
scones (with jam  
and spread).

### 3. PROVIDE APPROPRIATE PORTION SIZES

Portion sizes have become much bigger over the last 30 years. Large portions and additional kilojoules (energy) can end up as extra weight. Providing smaller portions is an easy way to support people to make a healthier choice.

When selecting portions for catering, be mindful that most people will select numerous serves, Offering **Occasional** foods such as muffins, cakes, slices, sweet and savoury pastries, meat pies, spring rolls, or fried foods in small portions gives staff and visitors variety and choice without overeating.

More detailed information on portion sizes can be found in the *Toolkit*, in particular *Tool 1: Ready Reckoner*. For example, the maximum portion limit for muffins is 80g (about the size of a tennis ball). Consider offering smaller portions (about 40g, the size of a golf ball), or consider cutting larger muffins in half or quarters.



#### ADDITIONAL TIPS FOR PROVIDING HEALTHY OPTIONS AND APPROPRIATE PORTION SIZES AT CATERED FUNCTIONS AND EVENTS:

- Always offer water – it is the healthiest option.
- Use smaller cups, plates, and serving spoons. Using smaller serving ware allows people to take smaller portions and avoid over-eating without even noticing the difference. It also helps to minimise food waste.
- Cheese platters: pre-cut cheeses into individual small portions, and provide other foods on the platter such as fresh fruits, nuts, vegetable sticks, cherry tomatoes and/or wholegrain crackers.
- Sandwiches/rolls/wraps – cut into quarters or smaller portions.
- Sauces, spreads and dressings – provide individual portion packs or serve on the side.

#### NSW HEALTH HAS A NEW *FRAMEWORK* TO MAKE THE HEALTHY CHOICE AN EASY CHOICE FOR OUR STAFF AND VISITORS BY:



**INCREASING THE AVAILABILITY OF HEALTHY FOODS AND DRINKS**



**DECREASING THE AVAILABILITY OF UNHEALTHY FOODS AND DRINKS**



**REMOVING SUGARY DRINKS FROM SALE**

#### WE ASK FOR YOUR SUPPORT TO *MAKE HEALTHY FOOD AND DRINK* NORMAL

1. Boylan S, Mhrshahi S 2015, Sugar Intake and Health Outcomes: A Rapid Evidence Review. Prepared for the Centre for Population Health, NSW Ministry of Health. Sydney; Physical Activity Nutrition Obesity Research Group, August 2015.

2. National Health and Medical Research Council 2013, Australian Guide to Healthy Eating. Canberra: National health and Medical Research Council. Retrieved from: <https://www.eatforhealth.gov.au/guidelines/australian-guide-healthy-eating>

# milk drinks include flavoured milk, milkshakes/smoothies, coffee, liquid breakfast drinks

# TOOL 7: HEALTHY FOOD AND DRINK RETAILING IN NSW HEALTH FACILITIES



A guide for retailers to *Make Healthy Food and Drink Normal*

Part of the *Healthy Food and Drink in NSW Health Facilities for Staff and Visitors Framework* [www.health.nsw.gov.au](http://www.health.nsw.gov.au)

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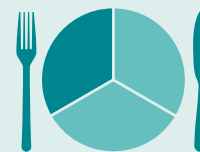
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# FOCUS AREAS FOR RETAILERS TO MAKE HEALTHY FOOD AND DRINK NORMAL IN HEALTH FACILITIES

NSW Health is taking the opportunity to support everyone who works in and visits our health facilities to move towards a new, healthier normal through the launch of the *Healthy Food and Drink in NSW Health Facilities for Staff and Visitors Framework*. To support this Framework, there are four focus areas where, as a retailer, you can play a key role in making healthy food and drink normal.

## FOOD AND DRINK BENCHMARK

FOCUS AREA	To promote and increase the availability of healthy food and drink options	To decrease the availability of unhealthy food and drink options
	Everyday foods and drinks	Occasional foods and drinks
 <b>PRODUCT AVAILABILITY</b>	<b>Everyday</b> foods and drinks make up 75% or more of the total food and drink offering	<b>Occasional</b> foods and drinks make up no more than 25% of the total food and drink offering AND Sugary drinks are not sold
 <b>PRODUCT QUALITY</b>	A Health Star Rating of 3.5 Stars and above applies to some <b>Everyday</b> foods and drinks	A Health Star Rating of 3.5 Stars and above applies to some <b>Occasional</b> foods and drinks
 <b>PRODUCT SIZE</b>	Portion size limits apply to some <b>Everyday</b> foods and drinks	Portion size limits apply to <u>all</u> <b>Occasional</b> foods and drinks
 <b>MARKETING</b>	Prominent locations in a food outlet, value pricing, and promotional activities highlight <b>Everyday</b> foods and drinks	Prominent locations in a food outlet, value pricing, and promotional activities do <u>not</u> highlight <b>Occasional</b> foods and drinks



### EVERYDAY FOODS AND DRINKS

are meals, snacks, and drinks made from foods in the five food groups in the Australian Guide to Healthy Eating<sup>1</sup>. They are to make up 75% or more of the offering. For example, sandwiches, soups, pasta dishes, yoghurt, and fruit.



### OCCASIONAL FOODS AND DRINKS

are mostly foods high in saturated fat, sugars and/or salt and often have little nutritional value. They are to make up no more than 25% of the offering. For example, pies, chips, sweet muffins, and confectionery.



The Health Star Rating System is a quick and easy way to compare the nutrient content of similar packaged foods<sup>2</sup>. It considers the overall nutritional content of foods and drinks and rates them from ½ a star to 5 stars. The more stars, the healthier the choice.



## REMOVE SUGARY DRINKS FROM SALE

The strongest evidence for a link between sugar intake and overweight and obesity is for the consumption of sugary drinks<sup>3</sup>. Water is always the healthiest drink to sell and we encourage our staff and visitors to remove sugary drinks from sale and *'make water your drink'*, but there are other popular, healthier options that can be sold.

Swapping out sugary drinks for healthier alternatives is a priority of NSW Health.

For more information about selecting **Everyday** drinks, see the *Healthy Food and Drink in NSW Health facilities for Staff and Visitors Toolkit*, in particular *Tool 1: Ready Reckoner*.

### HEALTHIER DRINKS TO SELL



Water



99%  
Fruit  
juice



Smoothies/  
Milkshakes



Plain and  
flavoured  
milk



Diet  
drinks



Tea or  
Coffee

#### What is a sugary drink?

- Sugary drinks are drinks with any sugars added during processing (excluding milk drinks)<sup>#</sup>.
  - Sources of sugar to sweeten drinks include the ingredients sucrose (commonly called sugar), fructose, glucose, honey and fruit juice concentrate.
  - Sources of sugar are listed in the ingredients of a Nutrition Information Panel which can be found on the back of most packaged foods and drinks.
  - Examples of sugary drinks are soft drinks, some flavoured waters, fruit drinks, cordials, iced teas, energy drinks and sports drinks.
- **Why can 99% fruit juice, and milk drinks<sup>#</sup> be sold?**  
Juices with no added sugar and flavoured milks can be sold because they do have nutritional value. However, maximum portion size limits apply to these drinks, and the Health Star Rating is used for flavoured milks to ensure healthier versions are selected.



Sugary drinks contribute to overweight and obesity. By providing sugar-free options, we can support health while still providing a range of popular drinks.

<sup>#</sup> Milk drinks are drinks where the predominant ingredient is dairy milk or a calcium-fortified dairy-milk-alternative, such as fortified soy/almond/rice milk.

## A success story

### Alfred Hospital

Alfred Health in Melbourne implemented a healthy food and beverage policy in late 2015 to promote access to healthier food and drink options in health settings. One intervention to implement the policy was to remove sugary drinks from display in the self-service Alfred Hospital café. All drinks sales were measured for five weeks before and six weeks after implementation. The Alfred Hospital reported that:

- weekly sales of sugary drinks decreased from 33% to 10% of total sales
- other drink sales increased and the overall sales volume was unchanged
- the retailer chose to continue with the strategy after the trial period.<sup>4</sup>



### Support and more information

#### Healthy Food and Drink in NSW Health Facilities for Staff and Visitors: Framework and Toolkit:

[www.health.nsw.gov.au/heal](http://www.health.nsw.gov.au/heal)

#### Australian Guide to Healthy Eating<sup>1</sup>:

[www.eatforhealth.gov.au/guidelines/australian-guide-healthy-eating](http://www.eatforhealth.gov.au/guidelines/australian-guide-healthy-eating)

#### More information on the Health Star Rating:

[www.healthstarrating.gov.au](http://www.healthstarrating.gov.au)

## IT'S TIME TO MAKE HEALTHY FOOD AND DRINK NORMAL IN OUR HEALTH FACILITIES

### NSW HEALTH HAS A NEW *FRAMEWORK* TO MAKE THE HEALTHY CHOICE AN EASY CHOICE FOR OUR STAFF AND VISITORS BY:



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1 National Health and Medical Research Council 2013, Australian Guide to Healthy Eating. Canberra: National health and Medical Research Council. Retrieved from: <https://www.eatforhealth.gov.au/guidelines/australian-guide-healthy-eating>

2 Department of Health. Health Star Rating System, 2014. Canberra: Australian Government. Retrieved from: [www.healthstarrating.gov.au](http://www.healthstarrating.gov.au)

3 Boylan S, Mhrshahi S 2015, Sugar Intake and Health Outcomes: A Rapid Evidence Review. Prepared for the Centre for Population Health, NSW Ministry of Health. Sydney; Physical Activity Nutrition Obesity Research

4 Huse O et al 2016. The effect on drink sales of removal of unhealthy drinks from display in a self-service café. *Public Health Nutr* 19 (17), 3142-3145. 2016 Group, August 2015.

# milk drinks include flavoured milk, milkshakes/smoothies, coffee, liquid breakfast drinks

# TOOL 8: QUESTIONS AND ANSWERS TO GUIDE THE RETAILER CONVERSATION



## Why has NSW Health launched the *Healthy Food and Drink in NSW Health Facilities for Staff and Visitors Framework*?

Reducing overweight and obesity is a priority for the NSW Government as it is associated with a wide range of chronic health conditions including Type 2 diabetes, cardiovascular disease, stroke and some cancers. Eating too many unhealthy foods and not enough healthy foods is a major contributor to overweight and obesity – one in two adults and more than one in five children in NSW are overweight or obese. However no single action will be able to tackle overweight and obesity. Providing healthier food and drink options in food outlets in NSW Health facilities is part of a range of initiatives that the NSW Government is introducing to make healthy normal. NSW Health has a responsibility for the wellbeing of our staff and visitors. This includes creating a healthy food and drink environment that makes the healthy choice an easy choice.

## What is the *Framework*?

The *Framework* is a NSW Health policy document that outlines how NSW Health facilities can move towards a healthier food and drink offering over the next few years. NSW Health facilities will be asked to work initially towards removing all sugary drinks with no nutritional value for sale by December 2017 and then work to meet the recommendations for a healthy food offering by December 2018. Tools and resources will be provided to support implementation. The *Framework* and *Toolkit* can be found at: [www.health.nsw.gov.au/health](http://www.health.nsw.gov.au/health)

## What is the overall aim of the *Framework*?

The *Framework* aims to support our staff and visitors to make the healthy choice an easy choice by increasing the availability of healthy options to 75% or more of the menu and decreasing the availability of less healthy options to no more than 25% of the menu, including the removal of sugary drinks for sale.

## Will all NSW Health facilities implement the *Framework*?

While the *Framework* constitutes a Guideline document that establishes best practice, the intention is that the *Framework* is adopted across applicable NSW Health Organisations unless a sound reason exists for departing from the recommendations. Furthermore, the *Framework* has broad support from Senior Executives and managers who have been involved in its development.

## How could the policy affect retailers who have a current contract or lease agreement in place?

If the existing retail lease contains clauses or specific references for compliance with the Landlord's / NSW Health's policies and guidelines, as amended from time to time, a transition plan to work towards achieving the new requirements in the *Framework* can be discussed and agreed between the retailer and the relevant manager in the NSW Health facility to work towards achieving the new healthy food and drink requirements.

Where clauses or specific references are absent, independent legal advice should be sought to review the current lease and to understand the legal position in seeking a variation to the lease.

## How could the policy affect retailers who are about to sign a new contract or lease agreement?

An updated lease template is available to use in new tenders and retail leases. The updated template includes 'additional provisions' that are supportive of healthy food provision as set out in the *Framework*, with a particular emphasis on the Food and Drink Benchmark. The template is available from the NSW Procurement Portal.

## Will customers choose to purchase healthier products?

There is an increasing demand for healthier foods in general in Australia<sup>1</sup>. Through implementation of the *Framework*, NSW Health facilities will increase the availability and promotion of healthy options to make the healthy choice the easy choice. Promotional materials will also be available to communicate the benefits of making healthy choices to customers.

## Will retailers be able to source healthy foods and drinks?

In practice, it is expected that retailers will be able to comply with the new *Framework* by increasing their existing range of healthy food options and replacing sugary drinks with a range of alternative drinks that are available such as water, diet soft drinks, 99% juices, flavoured milk products, smoothies, milkshakes, tea and coffee. The *Toolkit* provides a list of meals, snacks and drinks that comply with the Food and Drink Benchmark and a food and drink database will be available at the end of 2017 to assist retailers with identifying compliant products.

## How can retailers support NSW Health to make healthy food and drink normal in Health facilities?

The *Framework* provides a great opportunity for retailers to support their customers to make the healthy choice the easy choice. There are already a number of examples where retailers and Local Health District staff are working closely together to create a healthier food and drink offering for staff and visitors. Communication about the *Framework* to all staff and visitors in Health facilities at the time of launch will further assist in creating customer support for making healthy food and drink normal.

NSW Health anticipates that retailers will work closely with staff in Health facilities and use the *Toolkit* to make the required changes to meet the recommended Food and Drink Benchmark. They will also be expected to participate in an annual audit against a set of key practices that reflect the Food and Drink Benchmark.

## Where can I obtain further information?

More information on the *Framework*, including the *Toolkit* and details of the Helpline to contact can be found at: [www.health.nsw.gov.au/heal](http://www.health.nsw.gov.au/heal).

1 Food facts, fiction and fads – How Australia eats, thinks about and shops for food <http://ipsos.com.au/food-facts-fiction-and-fads-how-australia-eats-thinks-about-and-shops-for-food/> (The **top five food priorities in 2016** for Australians were: eating more fresh fruit and vegetables (40%), smaller portion sizes (31%), reducing sugar intake from food (24%), eating healthier snacks (23%) and cutting down on fat (23%).)

# TOOL 9: HEALTHY FOOD AND DRINK FUNDRAISING IN NSW HEALTH FACILITIES



A guide to *Making Healthy Fundraising Normal* – for fundraisers in NSW Health Facilities.

Part of the *Healthy Food and Drink in NSW Health Facilities for Staff and Visitors Framework* [www.health.nsw.gov.au](http://www.health.nsw.gov.au)

## THE WORLD WE LIVE IN HAS CHANGED...



**PORTION SIZES HAVE INCREASED**



**MANY OF US SPEND HOURS SITTING AT WORK**



**WE ARE TIME POOR AND WANT QUICK AND CONVENIENT FOOD OPTIONS**

We are surrounded by unhealthy foods and drinks at work, at the shops and in public places like hospitals and schools

### ADULTS IN NSW

ONLY  
**7%**



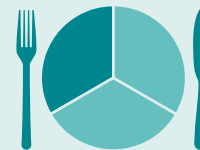
EAT THE RECOMMENDED AMOUNT OF **VEGETABLES**

ONLY  
**54%**



EAT THE RECOMMENDED AMOUNT OF **FRUIT**

**1/3 OF OUR DAILY ENERGY (kJ) COMES FROM UNHEALTHY FOODS AND DRINKS SUCH AS CAKES, CONFECTIONERY, SUGARY DRINKS AND CHIPS**



## THIS POSES SERIOUS CHALLENGES TO THE HEALTH OF OUR COMMUNITIES...



**OVER HALF**

OF ALL ADULTS IN NSW ARE OVERWEIGHT OR OBESE



**1 IN 5**

CHILDREN IN NSW ARE OVERWEIGHT OR OBESE



**POOR DIET AND OBESITY ARE MAJOR CONTRIBUTORS TO CHRONIC DISEASE IN AUSTRALIA**

# TWO STEPS TO START MAKING HEALTHY FOOD AND DRINK NORMAL IN OUR FUNDRAISING

The *Healthy Food and Drink in NSW Health facilities for Staff and Visitors Framework* supports healthy eating through promoting an increase in the availability of healthy (**Everyday**) options, and limiting the availability and portion size of less-healthy (**Occasional**) options.

Healthy fundraising can be a part of this, by making the healthy choice an easy choice for our staff and visitors, and ensuring that plenty of healthy food and drink options are available, as well as favourably priced and promoted.

Two simple steps can set the scene for *Making Healthy Fundraising Normal in NSW Health Facilities*.

## 1. SWAP SUGARY DRINKS FOR HEALTHIER ALTERNATIVES

If you had to choose only one action to make healthy food and drink fundraising normal, we would recommend removing sugary drinks that have no nutritional value<sup>1</sup>. The strongest evidence for a link between sugar intake and overweight and obesity is for the consumption of these sugary drinks<sup>2</sup>. Water is always the healthiest drink to sell or provide, but there are plenty of other popular, healthier options to choose from as well.

### IDEAS FOR HEALTHIER DRINKS TO SELL



Water



99%  
Fruit  
juice



Smoothies/  
Milkshakes



Plain and  
flavoured  
milk



Diet  
drinks



Tea or  
Coffee

#### What is a sugary drink?

- Sugary drinks are drinks with any sugars added during processing (excluding milk drinks)<sup>#</sup>.
  - Sources of sugar to sweeten drinks include the ingredients sucrose (commonly called sugar), fructose, glucose, honey and fruit juice concentrate.
  - Sources of sugar are listed in the ingredients of a Nutrition Information Panel which can be found on the back of most packaged foods and drinks.
  - Examples of sugary drinks are soft drinks, some flavoured waters, fruit drinks, cordials, iced teas, energy drinks and sports drinks.
- **Why can 99% fruit juice, and milk drinks<sup>#</sup> be sold?**  
Juices with no added sugar and flavoured milks can be sold because they do have nutritional value. However, maximum portion size limits apply to these drinks, and the Health Star Rating is used for flavoured milks to ensure healthier versions are selected.

<sup>#</sup> Milk drinks are drinks where the predominant ingredient is dairy milk or a calcium-fortified dairy-milk-alternative, such as fortified soy/almond/rice milk.

## EXAMPLE OF A HEALTHIER DRINKS MACHINE - WITH NO SUGARY DRINKS

Best choices at eye level

Water	Water	Water	Water	Water	Water	Water	Water
Water	Water	Water	Water	Sparkling water	Sparkling water	Sparkling water	Sparkling water
Milk	Milk	Flavoured milk	Flavoured milk	Flavoured water (essence only)	Flavoured water (essence only)	Flavoured water (essence only)	Flavoured water (essence only)
99% fruit juice	99% fruit juice	99% fruit juice	99% fruit juice	Coconut water (no added sugar)	Coconut water (no added sugar)	Sugar free drinks	Sugar free drinks
Diet soft drinks	Diet soft drinks	Diet soft drinks	Diet soft drinks	Diet soft drinks	Diet soft drinks	Diet soft drinks	Diet soft drinks

### Some success stories

#### Murrumbidgee Local Health District

Murrumbidgee Local Health District led the way and removed sugary drinks in December 2016 with other Local Health Districts following. Experience from the Alfred Hospital in Melbourne, where sugary drinks were removed from display in a café, showed that consumers made healthier drink choices but retailer sales were not affected<sup>2</sup>.



#### The United Hospital Auxiliaries

The United Hospital Auxiliaries of NSW passed a resolution in 2016 seeking to ensure their fundraising vending machines in NSW Health facilities offer healthy options such as water, dried fruit and nuts (in addition to less healthy options). NSW Health applauds their leadership in this initiative.



## 2. PROVIDE SMALLER PORTIONS

Portion sizes have become much bigger over the last 30 years. Large portions and additional kilojoules (energy) can end up as extra weight. Selling smaller portions is an easy way to support people to make a healthier choice.

- For example, we recommend that the maximum portion for cakes and muffins is 80g (around the size of a tennis ball).
- For drinks other than water (even the healthier ones), we recommend a maximum portion size of 500ml while also ensuring that smaller sizes are available and promoted.



These two actions are just the beginning. If you'd like more information on healthy food and drink in NSW Health facilities and additional actions you can take as a fundraiser to support a healthier food environment in your facility, see [www.health.nsw.gov.au/heal](http://www.health.nsw.gov.au/heal)

## IT'S TIME TO MAKE HEALTHY FOOD AND DRINK NORMAL IN OUR HEALTH FACILITIES

NSW HEALTH HAS A NEW *FRAMEWORK* TO MAKE THE HEALTHY CHOICE AN EASY CHOICE FOR OUR STAFF AND VISITORS BY:



**INCREASING THE AVAILABILITY OF HEALTHY FOODS AND DRINKS**



**DECREASING THE AVAILABILITY OF UNHEALTHY FOODS AND DRINKS**



**REMOVING SUGARY DRINKS FROM SALE**

**WE ASK FOR YOUR SUPPORT TO *MAKE HEALTHY FOOD AND DRINK* NORMAL**

1. Boylan S, Mhrshahi S 2015, Sugar Intake and Health Outcomes: A Rapid Evidence Review. Prepared for the Centre for Population Health, NSW Ministry of Health. Sydney; Physical Activity Nutrition Obesity Research Group, August 2015.
  2. National Health and Medical Research Council 2013, Australian Guide to Healthy Eating. Canberra: National health and Medical Research Council. Retrieved from: <https://www.eatforhealth.gov.au/guidelines/australian-guide-healthy-eating>
- # milk drinks include flavoured milk, milkshakes/smoothies, coffee, liquid breakfast drinks



# TOOL 10: MARKETING MATERIALS



Individuals and groups in health facilities tasked with engaging the local media, staff and visitors about the policy may use a variety of new and existing marketing materials.

Marketing materials and resources that will be made available from launch and during the course of implementation include:

- A sample media release.
- Sample social media posts.
- Promotion material for staff and visitors.
- Frequently Asked Questions.

Existing materials from supporting programs can also be used to promote *Making Healthy Food and Drink Normal* in NSW Health facilities. Some examples include resources from the *Make Healthy Normal* campaign and *Get Healthy at Work* program:



## Make Healthy Normal

*Make Healthy Normal* is an on-going social marketing campaign which motivates people to reassess their lifestyle choices and encourages new healthy eating and active living behaviours. It also drives people to existing NSW Health programs. Visit the website for more information ([www.makehealthynormal.nsw.gov.au](http://www.makehealthynormal.nsw.gov.au)).



## Get Healthy at Work

*Get Healthy at Work* is a program that aims to improve the health of working adults by giving workplaces tools and support to address: healthy eating, healthy weight, physical activity, active travel, smoking and alcohol consumption. The program has also been recruiting government workplaces ([www.gethealthyatwork.com.au](http://www.gethealthyatwork.com.au)).

Make Healthy Normal social marketing resources to promote healthy eating and active living are available for use in your health facility. Below is a resource developed with Murrumbidgee Local Health District for their #NOSugaryDrinks initiative. Contact the campaign staff via the website ([www.makehealthynormal.nsw.gov.au](http://www.makehealthynormal.nsw.gov.au)) or email to [makehealthynormal@doh.health.nsw.gov.au](mailto:makehealthynormal@doh.health.nsw.gov.au).

# SUGARY DRINKS

a major contributor to

## OVERWEIGHT • OBESITY • TOOTH DECAY

**AVERAGE DAILY AUSTRALIAN SUGAR INTAKE<sup>1</sup>**

**14** TEASPOONS

14 - 18 year olds consume an average of 22 teaspoons a day<sup>2</sup>

**1 IN 2** AUSTRALIANS

**ARE CONSUMING MORE SUGAR THAN RECOMMENDED<sup>2</sup>**

**1** CAN OF SOFT DRINK = **10** TEASPOONS

There are 10 teaspoons of sugar in 375ml can of soft drink



**IN AUSTRALIA MORE THAN 1/2** SUGAR INTAKE COMES FROM DRINKS<sup>1</sup>

Sugary drinks make it very easy to drink a lot of sugar without even realising it



**6.5kg** WEIGHT GAIN IN ONE YEAR

Drinking one can of soft drink a day can lead to a weight gain of 6.5kg in one year

## MAKE WATER YOUR DRINK

### SHIFT WORK AND LATE NIGHT ROUTINES CAN BE TOUGH

Working long hours and switching from one shift to another can play havoc with your mind and body.



**KEEP YOUR ENERGY STABLE**

Keep up your energy for longer with nutritious snacks like fresh fruit, nuts and dried fruit, wholegrain bread/crackers with nut butter or low fat cheese



**A FRESH APPROACH**

Drink water whenever possible. Drink it cold, sparkling or with a twist of lemon. Teas (regular, green or herbal) are also a good option.

<sup>1</sup> Refers to free sugars (added sugars and sugar naturally present in honey, fruit juice and fruit juice concentrates) ABS 2016 Australian Health Survey Consumption of added sugars, 2011-12

<sup>2</sup> World Health Organization Recommendations 2015. There is no Australian recommendation for sugar other than to limit the intake of added sugars.

**MAKE HEALTHY NORMAL**

**WWW.MAKEHEALTHYNORMAL.NSW.GOV.AU**



*Get Healthy at Work* resources to support healthy eating, healthy weight, physical activity, active travel, smoking and alcohol consumption, such as the factsheet below are available through the program. Visit the website for more information ([www.gethealthyatwork.com.au](http://www.gethealthyatwork.com.au)).



## Simple steps to a healthier you

Make daily changes for a healthier, more energetic you:

- Eat more fruit and vegetables
- Choose smaller portions
- Be active everyday
- Drink water
- Sleep well

**Take your first step today.**

**For more details visit [gethealthyatwork.com.au](http://gethealthyatwork.com.au)**

NSWMHO096 0117

*get healthy*  
at work







