

# 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



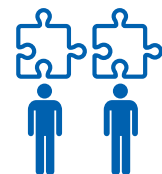
*Modelling the provision of healthy food and drink by applying the*

**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**

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# 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.



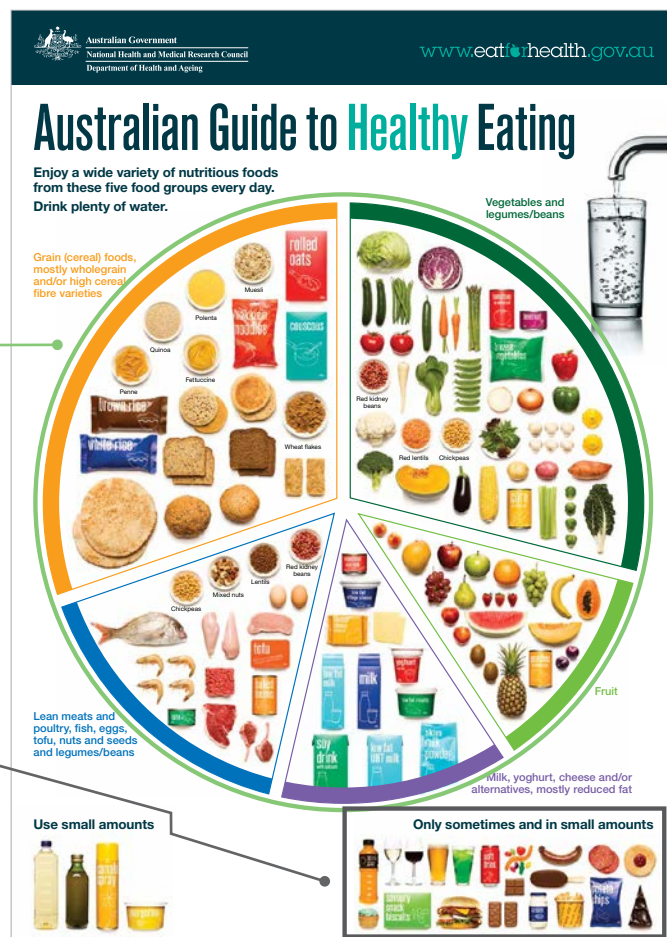
### OCCASIONAL FOODS AND DRINKS

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).

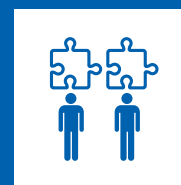


There are over 200 retail outlets located across NSW Health facilities, and the local retail lease agreements will vary, as will the inclusion of healthy food and drink provision in these agreements. Commercial guidance on steps to implement the *Framework* will support property management services with 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
 <p><b>PRODUCT AVAILABILITY</b></p>	<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>
 <p><b>PRODUCT QUALITY</b></p>	<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>
 <p><b>PRODUCT SIZE</b></p>	<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>
 <p><b>MARKETING</b></p>	<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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