



# Swan Hill Leisure Centre: Will the policy make a difference?

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# Why the Swan Hill Leisure Centre?

- Swan Hill Rural City Council contributed to the establishment of the centre and the ongoing costs of the centre
- Swan Hill Rural City Council contracts Belgravia Leisure Group to manage the facility



The management contract of the centre stipulated

*The Contractor will be required to provide healthy snack choices, hot and cold drinks including water. Food choices need to be in accordance with Councils Food for All Program, designed to improve access to and the consumption of food for healthy eating. Food choices also need to be in accordance with the Australian Guide to Healthy Eating. The Contractor shall be responsible for the entire service delivery associated with this service.*

*The Contractor will be required to maintain conforming high standards in relation to the handling, preparation and delivery of food and beverages and shall be responsible for the management and cleanliness issues associated with the operation of a retail food outlet.*

**THE CENTRE IS OPEN YEAR ROUND AND IS UTILISED BY A WIDE RANGE OF PEOPLE**

**Swim Club**



**Swim School**

**Adults**

**Infants**

**Multi Cultural Groups**



**Basketball**



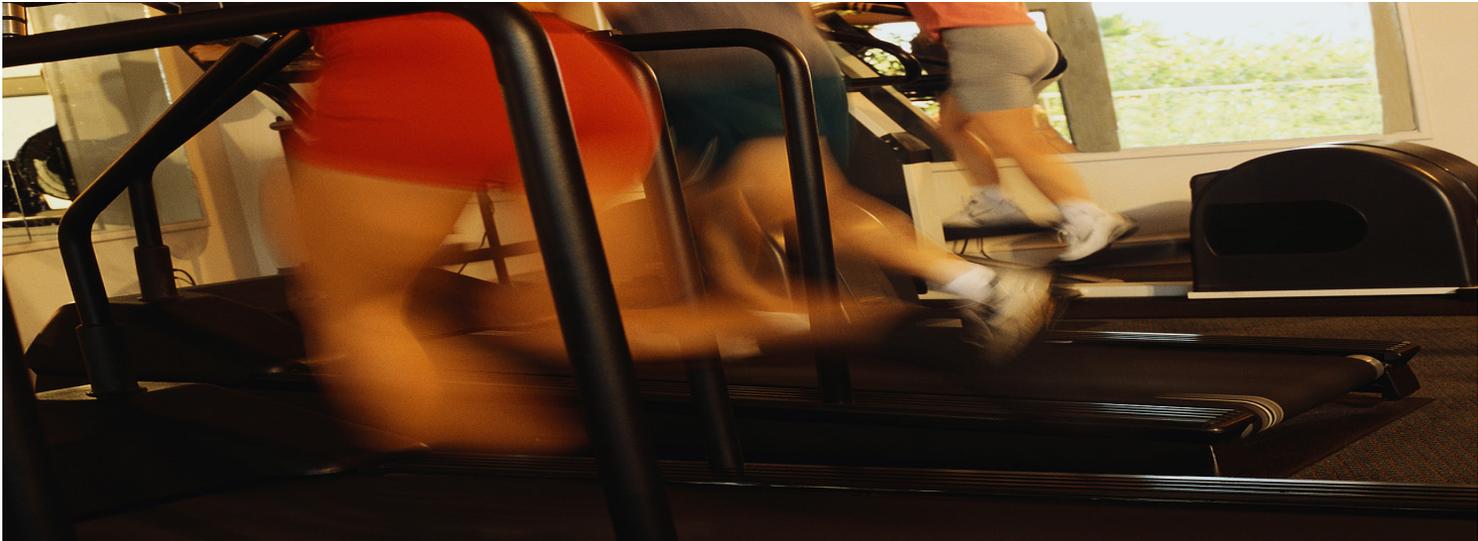
**Gymnastics Club**



**Youth Hour**

Health Club

**GYM**



Personal Training

Group Fitness

# SCHOOL GROUPS



# The Process

Early discussions with the centres manager did not result in any changes to the kiosk (November 2007)

A strategic approach was taken commencing in March 2008

- Working party established
- Monthly meetings
- Aims and time frame – including creating a policy appropriate to the task and the facility

# The Policy

- The Swan Hill Leisure Centre recognises physical activity and the consumption of nutritious foods is important to the wellbeing of community members. The Swan Hill Leisure Centre is recognised as a venue for health and fitness and will strive to provide appropriate food choices in its Kiosk and Catering to support this.

**The aim of this policy is to:**

- Ensure healthy food choices are available in the Kiosk and Catering at all times
- Promote healthy eating to the community
- Promote the importance of food and nutrition for the health and wellbeing of the community

Meet contract obligations with Swan Hill Rural City Council

*Item 7.1 Scope of Service*

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## **THE DIETARY GUIDELINES FOR AUSTRALIAN ADULTS**

### **Enjoy a wide variety of nutritious foods**

- Eat plenty of vegetables, legumes and fruits
- Eat plenty of cereals (including breads, rice, pasta and noodles), preferably wholegrain
- Include lean meat, fish, poultry and/or alternatives
- Include milks, yoghurts, cheeses and/or alternatives. Reduced-fat varieties should be chosen, where possible
- Drink plenty of water.

### **and take care to**

- Limit saturated fat and moderate total fat intake
- Choose foods low in salt
- Limit your alcohol intake if you choose to drink
- Consume only moderate amounts of sugars and foods containing added sugars.

**Prevent weight gain: be physically active and eat according to your energy needs**

**Care for your food: prepare and store it safely**

**Encourage and support breastfeeding**

# **DIE TA R Y GUIDELINES FOR CHILDREN AND ADOLESCENTS IN AUSTRALIA**

## **Encourage and support breastfeeding**

### **Children and adolescents need sufficient nutritious foods to grow and develop normally**

- Growth should be checked regularly for young children
- Physical activity is important for all children and adolescents

## **Enjoy a wide variety of nutritious foods**

### **Children and adolescents should be encouraged to:**

- Eat plenty of vegetables, legumes and fruits
- Eat plenty of cereals (including breads, rice, pasta and noodles), preferably wholegrain
- Include lean meat, fish, poultry and/or alternatives
- Include milks, yoghurts, cheese and/or alternatives
- Reduced-fat milks are not suitable for young children under 2 years, because of their high energy needs, but reduced-fat varieties should be encouraged for older children and adolescents
- Choose water as a drink

### **and care should be taken to:**

- Limit saturated fat and moderate total fat intake
- Low-fat diets are not suitable for infants
- Choose foods low in salt
- Consume only moderate amounts of sugars and foods containing added sugars

## **Care for your child's food: prepare and store it safely**

## Healthy Food Strategy

This Healthy Food Strategy follows the guidelines from the 'Go for your life' Healthy Canteens for Schools.

Food and drinks commonly supplied at the kiosk and for catering purposes have been classified into the following three categories according to their nutritional value.

GREEN – Everyday foods

AMBER – Select carefully foods

RED – Occasional foods

The percentage of green, amber and red items is calculated on the number of products listed on the stock sheet that are available from the facility.

(Eg. 100 Products – 40 Green, 40 Amber, 20 Red)

GREEN	40%	<ul style="list-style-type: none"><li>•Food &amp; drinks classified in this category will make up a minimum of 40% of the food and drinks available throughout the centre</li><li>•They will be actively promoted and encouraged at all times</li><li>•Food and drinks will be displayed in prominent areas and are always available</li><li>•Food and drinks in this category are excellent sources of important nutrients for good health and well being</li></ul>
AMBER	40%	<ul style="list-style-type: none"><li>•Food and drinks classified in this category should be supplied in smaller quantities.</li><li>•The variety of food and drinks in this classification will be limited to 40% of food available</li><li>•Amber foods are mainly processed foods that have some sugar, salt and / or fat added to them</li><li>•Promotion of these foods will be limited</li></ul>
RED	20%	<ul style="list-style-type: none"><li>•Foods and drinks from this category are not an essential part of a balanced diet and it is recommended that these foods are only consumed occasionally and in small amounts</li><li>•They are nutrient –poor and lack nutritional value</li><li>•A maximum of 20% of all food and drink options to be classified red</li></ul>

Reference for item classifications:

[www.vsca.org.au](http://www.vsca.org.au)

[www.healthy-kids.com.au](http://www.healthy-kids.com.au)

## Operation

The management of the centre shall appoint a KIOSK & CATERING MANAGER

The role of the Kiosk & Catering manager is

- ORDERING STOCK MANAGEMENT
- HYGIENE
- STAFF SUPERVISION
- TRAINING
- STOCKTAKES

The Kiosk and Catering Manager will undertake training and be an Accredited Food Handler and Food Safety Supervisor. This accreditation will be provided after the completion of the appropriate course provided by a Registered Training Organisation.

The Swan Hill Leisure Centre provides food in two areas.

### Area 1: KIOSK

- Offers refreshments, snacks and light meals
- Hours of operation are 

Mon - Fri	6am 9pm
Sat - Sun	10am – 5pm

### Area 2: CATERING

- School Holiday programs, birthday parties
- Food is prepared by the Duty Manager at the time

## **Food Hygiene and safety**

All staff will follow statutory requirements outlined in the Victorian Food Act 1984 and Australian Food Standards Code to ensure that all food items prepared and served to the public are safe for consumption. Swan Hill Rural City Council's Environmental Health Officers must be consulted for approval of any changes in the kitchen or food preparation areas before these changes take place.

The Swan Hill Leisure Centre will

- Comply with the current food safety and hygiene regulations
- Appoint a Kiosk / Catering Manager who is a certified Food Handling and Food Safety Supervisor.
- Ensure staff complete relevant food hygiene and safety training

## **Occupational Health and Safety**

Occupational Health and Safety procedures are to be observed and adhered to at all times.

OH&S procedures are to be observed and applied when working and/or operating equipment within the kiosk and kitchen area.

## **Promotion**

The Swan Hill Leisure Centre will actively promote healthier food options by positioning and displaying more nutritious items in prominent positions. Items with lesser nutritious value will not be highlighted.

As appropriate internal and external promotion of healthy food options will be conducted.

## **Evaluation/customer response**

A Customer Satisfaction Survey where the current level of satisfaction can be measured will be conducted yearly.

A survey will be conducted in November 2008 specifically to evaluate the changes that have been implemented to the food available from the Kiosk (Area 1) and Catering (Area 2).

## **Endorsement**

We, the undersigned, hereby certify that this policy was adopted on  
.....(date)

Swan Hill Leisure Centre Manager

Swan Hill Leisure Centre Food Manager

Food For All Officer SHRCC

Swan Hill District Hospital Dietitian

Swan Hill District Hospital Dietitian

Policy will be reviewed November 2008

Tim Free

Nicole Rogers

Sallie Amy

Kerri Curren

Sophie Huntley

# Positives

- Contract requirement
- Policy has been adopted
- 2008 Customer Satisfaction Survey Completed
  - A starting point for evaluation
- Support of Dietitians from Swan Hill District Health
- Link in to Go Kids Healthy Menu Project

- Opportunity to increase turnover and profits
- Centre Manager meets monthly with Council Supervisor
- Schools adopting healthy canteen practices
- Some changes have been made
- Party menus have been altered to offer healthier options
- Staff happy to see changes

Competition  
winners

**4pm-5pm**

**\$5.00**

**Supervised Circuit Training**  
**PLUS**  
**healthy snacks**



# Barriers

- Changes are not being driven by centre management
- Kiosk is a low priority
- Restriction of suppliers
  - Suppliers are contracted eg. Coca Cola
- Kiosk design does not support displays
- Lack of catering knowledge by staff
- Mixed messages being given

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Competition  
Winners](#)

Whether it's a vigorous workout or leisurely swim, you can catch your breath while you sit and relax sipping your café latte or eating a health bar. With a wide range of hot & cold drinks, health bars, confectionary, ice creams, chips, protein bars & shakes, you can enjoy those 'sometimes foods' sometimes



## THE POLICY DOES

- Acknowledge the contractual obligations
- Acknowledge what the centre is for
- Stipulate changes desired
- Reinforce need for accredited Food Handling Training
- Informs Council Supervisor of agreed aims for the kiosk and catering

# THE POLICY DOESN'T

- Provide motivation or initiative
- Doesn't enforce infrastructure improvements
- Influence external factors such as the suppliers

# How we will work on making these things happen

- Inform higher levels of management supported by the policy
  - Agenda item with management meetings
  - Goals and timelines on certain tasks
- Use survey result to benchmark improvements
- Parent comments
- Advocate Belgravia Leisure Group to adopt a food policy including nutrition

# Summary



- The policy has helped by providing  
Guidance  
Documented Aims  
The Purpose
- Unless there is a driver it is ultimately only a piece of paper

*Other suggestions are welcome*