

SPORTAUS

AIS Dining Hall Policy

This procedure relates to the provision of foodservices at SportAUS.

Contents

1. Introduction
2. Operational Documents

Policy Owner	Foodservice Dietitians	Approved by	[insert position title and name]
CM Reference	[insert file reference]	Date	10/12/2018
Update date	10/12/2018	Updated by	Joanne Mirtschin



Related PPF documents

- [The Nutrition Environment at the AIS](#)
- [High Performance Room Policy](#)
- [Altitude House Food Provision Policy](#)
- [Food For AIS Research & Dietary Standardisation](#)

Key Contact name/position	Contact details
Joanne Mirtschin	Joanne.Mirtschin@ausport.gov.au



1. Introduction

1.1 The AIS Dining Hall supplies meals and snacks to athletes and visitors while they are at the AIS Canberra site, and it is the central place for food supply at the AIS Canberra site.

1.1.1 This document outlines the policies and procedures covering the use of the AIS Dining Hall and is part of the Nutrition Environment at the AIS.

2. Operational Documents

2.1.1 This table outlines the policies and procedures covering the use of the AIS Dining Hall and is part of the Nutrition Environment at the AIS.

Name	Client/Situation	Policy	Additional Information
Dining Hall meals	All Dining Hall Patrons	Dining Hall meal times (including for public holidays) are: 6.30 am -10 am, (6:30 to 11am on Sundays) 12 noon – 1.45 pm 5.45 pm to 8.45 pm	There is a space created for High Performance athletes (adjacent to the main dining hall, High Performance (HP) Athletes room) to access for snacks around training and recovery times. This is open from 5.30am until 10.30pm.
Food Out of the Dining Hall during Meal Times	All Dining Hall Patrons	NO FOOD IS TO BE REMOVED FROM THE DINING HALL DURING MEAL SERVICES. Dining Hall monitors will be respected for doing their job in policing this policy.	For unwell patrons refer to below standard regarding meal packs. Athletes with HP Room access can take their meal to the HP room to consume it if they exit via the small door in the small dining room adjacent to the main dining hall.



Name	Client/Situation	Policy	Additional Information
Lunch packs	NSO athletes	Lunch packs can be collected during breakfast if they are pre-ordered at least 24 hours prior.	For long stay athletes there is an online lunch ordering system. Camps need to order these through the Events and Sports Camps (ESC).
Meal Passes	All Dining Hall patrons	Meal passes may be purchased by approved visitors/guests directly through residences staff. Larger groups will need to give advanced notice; see intranet policy for ASC staff and invited guests including larger groups (Content manager ref: 2014/045290/D).	If groups are staying offsite the group manager can collect some meal passes at the beginning of the camp (charges may apply) and return unused passes at the end of the camp (reimbursements may apply). If groups are attending in greater numbers than 5 using these tokens notice will need to be given ahead of time (preferably 24 hours notice)
Extended meal service	Groups who are unable to attend the Dining Hall during regular meal hours	Where possible, the negotiation of earlier or later opening hours for the dining hall is preferred to large group Meal Pack orders. A request for extending meal service hours must be emailed to the relevant ESC Coordinator (who will then advise the Head Chef). The decision is up to the discretion of the Head Chef and is dependent on the expected Dining Hall activity for that meal service.	If approval is given, all parties must be informed - for example if requested by ESC and approval given, Residence reception staff, the kitchen and the visiting group/team must be notified. Charges may apply.
Late Meals at Late Notice	All group patrons of the dining hall	When a group discovers they are running late and may not make it to the Dining Hall within opening hours for the meal they must ring ahead either to their ESC Coordinator (in business hours) or the Residences reception (after hours) who will communicate this with the appropriate ESC staff, kitchen staff, residence staff (dining hall monitor) and Sports Dietitian at first available opportunity. Requests for meals outside of opening hours will generally not be accommodated.	The sooner the group calls the easier it will be to assess whether appropriate meals can be accommodated for the group at the time desired.

