

Standard 4 (3) (f) - Check list and supporting choice in foodservices

Standard Questions/Parts	<i>Examples supporting evidence or documents**</i>	Supports the standards
How can consumers choose from meals, snacks and drinks from the menu?	<ul style="list-style-type: none"> • How many menu choices are available for: <ul style="list-style-type: none"> ○ Hot meals ○ Desserts ○ Soups ○ Mid-meal snacks ○ Drinks • Physical copy of menu 	
How can consumers choose from meals, snacks and drinks?	<ul style="list-style-type: none"> • Physical copy of menu • Menu boards and displays • Individual meal plans • Admission data on residents' meal and drink preferences • Reviews of resident's meal changes • Meal service processes of offering choice to residents – <ul style="list-style-type: none"> ○ Dining room choice options ○ Meal ordering process ○ Other options available at meal times 	
How can consumers take part in planning their menus?	<ul style="list-style-type: none"> • Resident meetings • Menu planning policy • Menu planning resident involvement <ul style="list-style-type: none"> ○ Resident meal committee ○ Residents menu review ○ Resident providing recipes ○ Taste testing 	
What evidence do you have that demonstrates that consumers have a say in their meals, snacks and drinks?	<ul style="list-style-type: none"> • Resident meeting minutes • Resident feedback forms • Complaints resolution • Events to engage resident in menu planning • Policy around dining room etiquette 	

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Standard Questions/Parts	<i>Examples supporting evidence or documents**</i>	Supports the standards
	<ul style="list-style-type: none"> • Choice options <ul style="list-style-type: none"> ○ Sides menus ○ Readymade meal options 	
<p>Can staff describe and show evidence that meals are varied, suitable quality and suitable quantity?</p>	<ul style="list-style-type: none"> • Show evidence of how meals services provide choice • What type of choice? • How often is food choice offered throughout the day? • Process of residents changing their meal preferences • Menu ordering time 	
<p>Can staff describe how to make changes to consumers meals and drinks upon request?</p> <p>How timely are these change requests made?</p>	<ul style="list-style-type: none"> • Process to make meal and food request changes • Policy on meal choice • Demonstrated completion • Can residents' meal changes occur at meal times? • What happens over the weekend? 	
<p>Evidence of how a range of consumers are consulted in developing menus. This makes sure that the menu includes varied meals and reflects the diversity of consumers</p>	<ul style="list-style-type: none"> • Resident meetings • Menu feedback • Preference studies • Recipe inclusion • Number of choices 	
<p>Choice and menu compliance</p>		

* This resource is developed from the standard 4 (3) (f) and designed to support foodservices (<https://www.agedcarequality.gov.au/providers/standards>)

**The listed supportive evidence and documentation are potential examples and all homes should include any other additional materials.

If your home needs support, development, review of these resources to build foodservice systems please contact Dr Karen Abbey (Email: KAbbey@palttd.com.au, Mobile: 0417 608 206)

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