



# Healthy Options WA

MAKING HEALTHY CHOICES EASIER

## Talking with customers about the policy

**Customers may ask about changes to your menu.  
We've prepared some possible answers.**

“I have noticed some new foods on the menu, why has the menu changed?”

- We're working toward the Healthy Options WA Food and Nutrition Policy and have added some exciting new food and drink items to make our menu healthier.
- We care about the health of staff and community members that come to our hospital and we want to make sure our menu provides healthy food and drink options at all times.
- Foods and drinks high in saturated fat, salt and/or sugar are not good for our health, so we have decided to remove them from the menu and add more variety of fresh healthier foods.

“We are excited to offer more fresh, healthy food and drinks that support customers to make healthy choices”

“I have heard about the Healthy Options WA Policy, are my favorite items going to be removed such as chocolate and hot chips?”

- We still sell some chocolates and have kept our most popular options. I can offer you... (provide an example).
- We're working toward meeting the policy requirements, and unhealthy foods are not suitable to be promoted or sold in large amounts in hospitals, so we have reduced the amount of these foods.
- We have increased the number of healthier options; however, we still have those popular items available for purchase.
- We still have those choices available, however they are offered in smaller sizes because they are not the healthiest choice.
- Some items will still be available, but they may not be displayed or promoted as they aren't the healthier option.

“Aren’t diet drinks worse than the drinks that contain sugar?”

- Diet drinks contain no sugar and less calories than sugary drinks. However, they provide minimal nutrition so should be consumed only occasionally.

“Why don’t you sell gluten free muffins? They are so much healthier than regular muffins”

- It’s a common misconception that gluten free food is healthier than food with gluten\* in it.
- Unfortunately, we do not offer gluten free muffins however, we do offer healthy muffins in smaller serve sizes.
- Unfortunately, we do not offer gluten free muffins however, we do offer other gluten free choices such as... (state what gluten free choices are available for purchase).

“Why is flavoured milk a Green choice when it has sugar in it?”

- Small serves of flavoured milks are a good source of nutrition compared with other drinks containing sugar.
- About half of the sugar in flavoured milk drinks is natural milk sugar (called lactose) and half is added sugar, therefore they are a healthier choice than sugary drinks like soft drinks.
- Soft drinks only have added sugar and no other essential vitamins and minerals, that is why these have been removed and flavoured milks have not.

“Why can’t I buy ‘soft’ drinks?”

- We are working toward the Healthy Options WA Food and Nutrition Policy to make sure the food and drink we sell keeps staff and visitors healthy.
- Soft drinks can increase the risk of chronic diseases, so they are not suitable to be sold in hospitals or on WA health premises.
- We have increased the number of Green and Amber drinks available that are healthier than soft drinks.

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*\*Gluten is in many food products such as breads, cereals, processed meat, desserts and condiments. If you have customers requesting gluten free foods, or you want more information about gluten free foods to offer, visit the [Coeliac Australia website](http://www.coeliac.org.au).*

## “Isn’t too much fruit bad for you because it is high in sugar?”

- The sugar in fruit is natural and fruit provides many other nutrients, including fibre.
- It is healthy to eat two serves of fruit every day<sup>^</sup>.

## “Why can’t I buy kombucha drinks?”

- These drinks are not suitable to be sold in hospitals or on WA health premises, as evidence has shown that some of these products may contain alcohol.
- There is not enough evidence available that support the health claims made about these products.

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*<sup>^</sup>It takes about 5-6 oranges to make one cup (250mL) of juice, which is likely to be consumed in one sitting. However, most people wouldn’t eat 5-6 oranges in one sitting!*

**If you have additional frequently asked consumer questions, and want some help answering them, visit the [Healthy Options WA website](#), or send a suggested question via email to the Healthy Options WA team at [healthyoptions@health.wa.gov.au](mailto:healthyoptions@health.wa.gov.au)**