

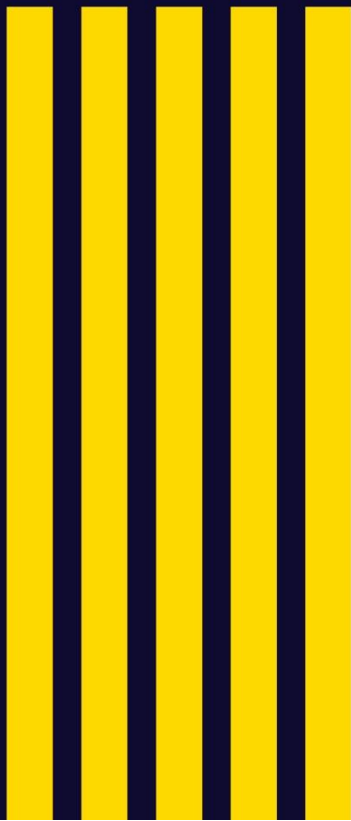


**Australian Government**  
**Australian Sports Commission**



# AIS Dining Hall Policy

This procedure relates to the provision of foodservices at the ASC.



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August 2023

## 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.
- 1.2 The Residences Branch (AIS Operations Group) manages the athletes Dining Hall services in collaboration with Performance Services Senior Foodservice Dietitians.
- 1.3 This document outlines the policies and procedures covering the use of the AIS Dining Hall and the nutrition environment at the AIS.

## 2. Operational policies and procedures

- 2.1 This table outlines the policies and procedures covering the use of the AIS Dining Hall and nutrition environment at the AIS.

Name	Client/ Situation	Policy	Additional Information
Dining Hall mealtimes	All Dining Hall patrons	Dining Hall mealtimes (including 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 approved High Performance athletes (adjacent to the main dining hall, High Performance (HP) Athletes room) to access snacks around training and recovery times. This is accessible 24hrs/ day.
Lunch packs	Residential COE/ NSO athletes	Lunch packs can be collected during breakfast if they are pre-ordered by midnight the day prior	For long stay athletes there is an online lunch ordering system.  Camps need to order these through the Campus Experience team.
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 liaise with the Exec Chef).	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.



		The decision is up to the discretion of the Exec Chef and is dependent on the expected Dining Hall activity for that meal service.	
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 host) 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

2.2 This table outlines the guidelines that apply to ASC staff accessing the AIS Dining Hall

Purpose	Permitted form of payment
<p>Providing hospitality when conducting public business with external stakeholders. Whilst the focus is on the external stakeholders it is expected that some staff members would be involved.</p> <p>Appropriate prior approval in accordance with the Hospitality, Business Catering and Gifts Policy must be obtained.  <a href="https://ausport.sharepoint.com/sites/corporate-documents/SitePages/Fmi-3.3.aspx">https://ausport.sharepoint.com/sites/corporate-documents/SitePages/Fmi-3.3.aspx</a></p>	<p>ASC Security Pass swipe charged to cost centre (where configured).</p>
<p>Providing food and drink for staff which are incidental to conducting a work meeting.</p> <p>Appropriate prior approval in accordance with the Hospitality, Business Catering and Gifts Policy must be obtained.</p>	<p>ASC Security Pass swipe charged to cost centre (where configured).</p>
<p>Staff occasional dining in connection with their duties.</p> <p>Appropriate prior approval from EGM / GM must be obtained.</p>	<p>ASC Security Pass swipe charged to cost centre (where configured).</p> <p>In circumstances where occasional consumption of food at the Dining Hall is a requirement of a staff members duties, there may be no charge.</p>
<p>Staff dining in a personal capacity, including any invited guests.</p>	<p>Meal purchased personally at the Dining Hall by the individual staff member with prior booking and confirmation.</p>



## 2.3 Forms payment and conditions of use by staff

### ASC Security Pass swipe charged to cost centre

- The Security Pass of a staff member may be configured to permit access to the athletes Dining Hall.
- The approval of the relevant General Manager is required for a staff member's card to be configured for access to the Dining Hall. Approval should only be granted based on the employee having a legitimate business need.
- Each swipe of the Security Pass to enter the Dining Hall will trigger charges to the relevant cost centre for dining hall fees.
- The Dining Hall charges will be processed monthly by Finance.
- The Security Pass should only be used to access the Dining Hall for approved official hospitality and business catering.
- The Security Pass cannot be used to provide access to the Dining Hall for personal meals, relatives, friends and other associates of staff.

### Accessing the athletes Dining Hall

Please send a request to [DiningHallMealRequests@ausport.gov.au](mailto:DiningHallMealRequests@ausport.gov.au) with at least 48 hours notice, indicating:

- Name and contact details
- Date of dining and preferred meal time
- Number of people (if more than one; if any are visitors); please list all names
- Purpose of dining (official hospitality, business catering or personal)
- Form of payment (Security Pass swipe, credit card payment)
- Cost Centre (where meals are to be charged to a cost centre), relevant approval from managers
- Access may not be provided to walk-ins if there is no prior notification and depending on the demands at the mealtime, food production levels.
- If you have made a request and not received confirmation, please call Residences Reception on 6214 1388 during office hours to check.

For official hospitality or business catering the email request must be accompanied by the approved official hospitality or business catering form or other approval record (e.g., email) as required. Groups are encouraged to consider the site caterer's package first if meals are associated with an event and/or facilities booking on site. This is to assist with determining



whether the number of requests can be accommodated at the preferred mealtime and with ensuring there is sufficient food for resident numbers during the specified meal period.

### **Meal purchased personally at the Dining Hall by the individual staff member**

- Meals for personal purposes can be purchased at the Dining Hall during meal periods from the Dining Hall Host on duty (or call 02 6214 1388 and speak to a Residences Team member). Access is permitted on an availability basis as a guest of the Dining Hall and depending on day-to-day demands.
- Individual staff members must pay for a meal at their personal expense at the time of access to the Dining Hall during meal periods. Meals payment by EFTPOS is preferred.
- Staff are only permitted to access Dining Hall mealtimes for personal purposes during their normal working hours whilst at work.
- Meals may be purchased for relatives, friends and other associates of staff if accompanying the staff member during their normal working hours whilst at work.
- Meals may not be purchased in advance. Once paid, meals are not transferable or refundable. Please check with the Residences staff about the menu before purchasing a meal.

### **Guidelines relating to staff use of the athletes Dining Hall**

- Food is cooked to resident numbers staying in Residences.
- No food is to be removed from the Dining Hall. Takeaway food is not provided to staff.
- High performance athletes are to be given priority access to the food serving areas.
- Access by staff may be restricted during busy times and/or subject to levels of food available for confirmed residents and groups.
- Ongoing bookings, requests are not accepted due to evolving demands as well as consideration needed for all requests.
- Staff are to remain with invited guests during their access to the Dining Hall.
- Staff and guests that are feeling unwell must not access the Dining Hall.





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