



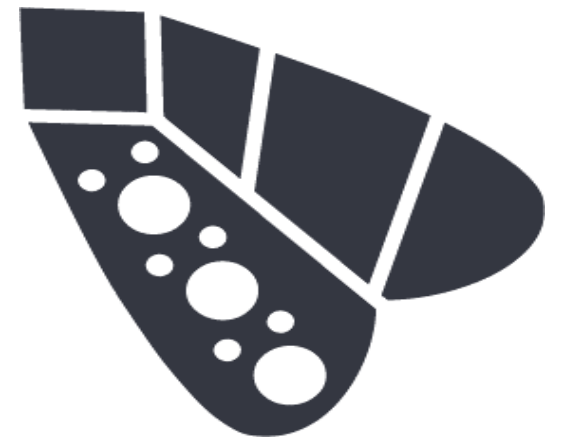
**Room Service Pilot  
program**

## **Acknowledgement of Country**

Canberra Health Services acknowledges the Traditional Custodians of the land, the Ngunnawal people.

We respect their continuing culture and connections to the land and the unique contributions they make to the life of this area.

Canberra Health Services also acknowledges and welcomes other Aboriginal and Torres Strait Islander peoples who are part of the community we serve.





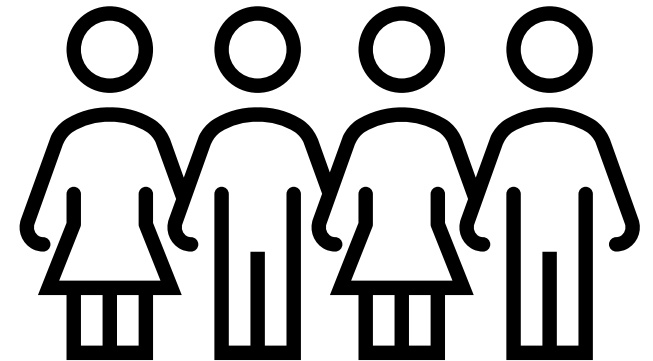
# Why are we here?

Today is about

- Sharing information with Food Services staff surrounding the readiness project for the proposed Canberra Health Services, Room Service, Food Service Pilot program.
- Answering questions surrounding the proposed pilot program.

# Proposed Room Service Pilot

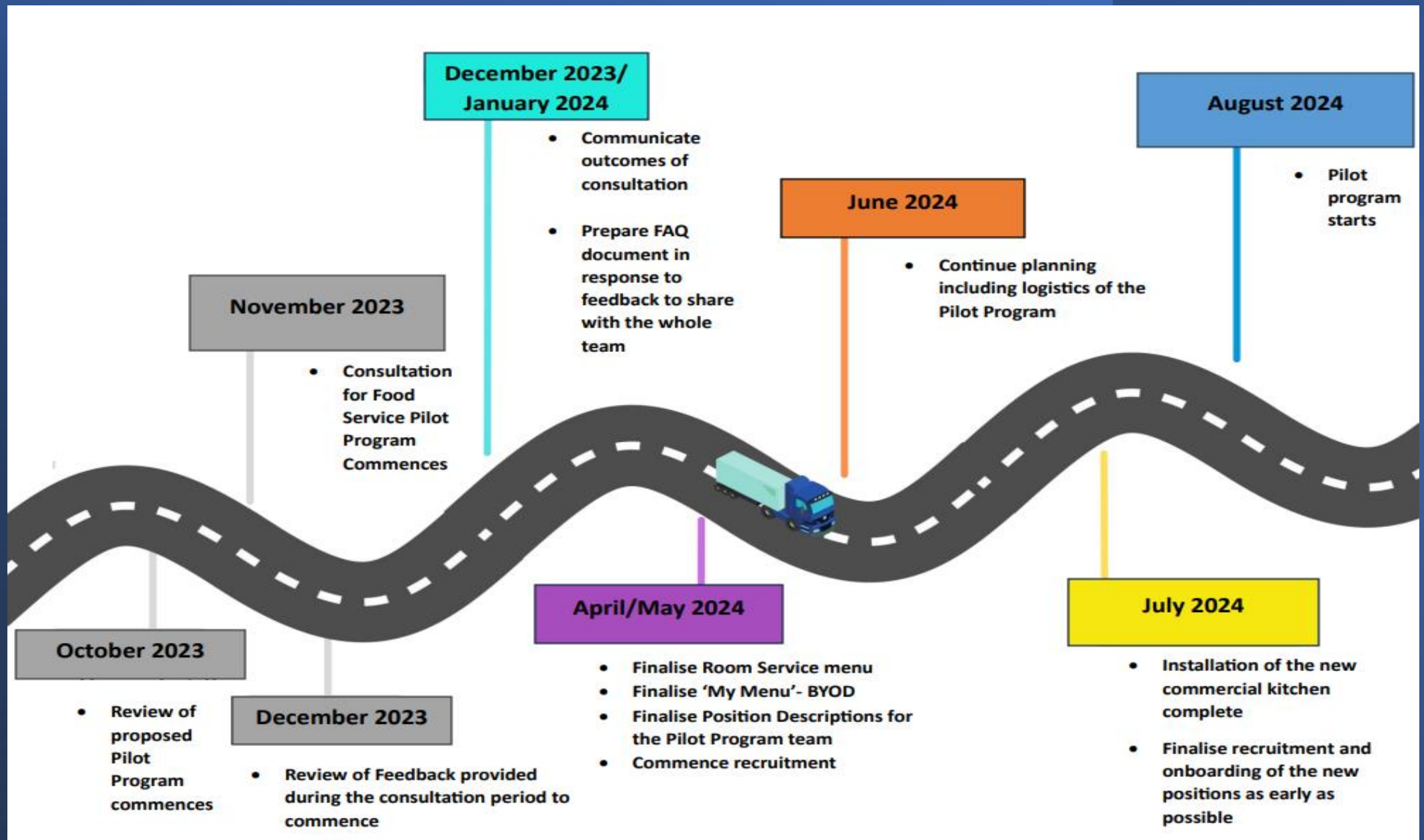
- The proposed Room Service, Food Service Pilot program is scheduled to commence at the Canberra Hospital in August 2024.
- The pilot program will initially include and cover approximately 235 beds.
- Room service ordering hours will operate between the hours of 7am until 7pm – seven days a week.
- It is proposed that a designated team be created to work on the pilot (refer to next slide - organisation chart to see the proposed structure of the team).
- Existing food service staff will have the opportunity to join the pilot team through an expression of interest (EOI) recruitment merit base process.





# Working Group

- Food Services staff will be provided with an opportunity to be part of a working group as change champions.
- It is important that shared ideas from the team are heard and considered as we move towards the pilot program.
- Regular meetings, coming together will occur with the change champions to share ideas and communication.





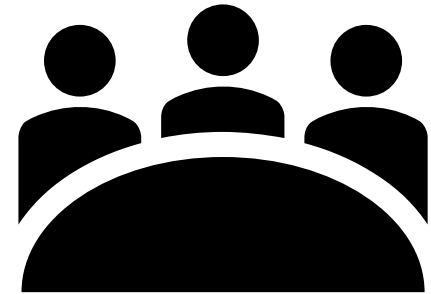
## Benefits of the proposed pilot program

- Improve food service delivery efficiency and provide flexibility to patients by offering a self-ordering food system which incorporates on demand room service food options.
- Increase job satisfaction for food service staff in providing a modern on demand service while contributing to a high level of customer service and the positive patient experience.
- Reduce and prevent plate and tray waste associated with uneaten food due to limitations surrounding food delivery times.
- Working together to achieve environmental and sustainability targets, effectively mitigate food safety and allergen risks, and to ensure ongoing compliance with National Safety and Quality Health Service (NSQHS) Standards.

# What we're working on now

**In readiness for the Room Service Pilot program, we are currently:**

- Creating and testing a new menu.
- Finalising the plans for the fit out of the new designated commercial kitchen including a separate food allergy space.
- Working with DSD on the bring your own device food ordering system.
- Reviewing position descriptions and workflow charts for the pilot team positions.
- Commencing consultation on the proposed team structure.





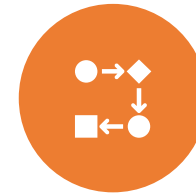
# Leadership Team Commitments



Clear and regular communication.



Support career and professional development.



Greater focus on the development and regular review of FOCIS- SED plans.



Open door policy is our ongoing approach.



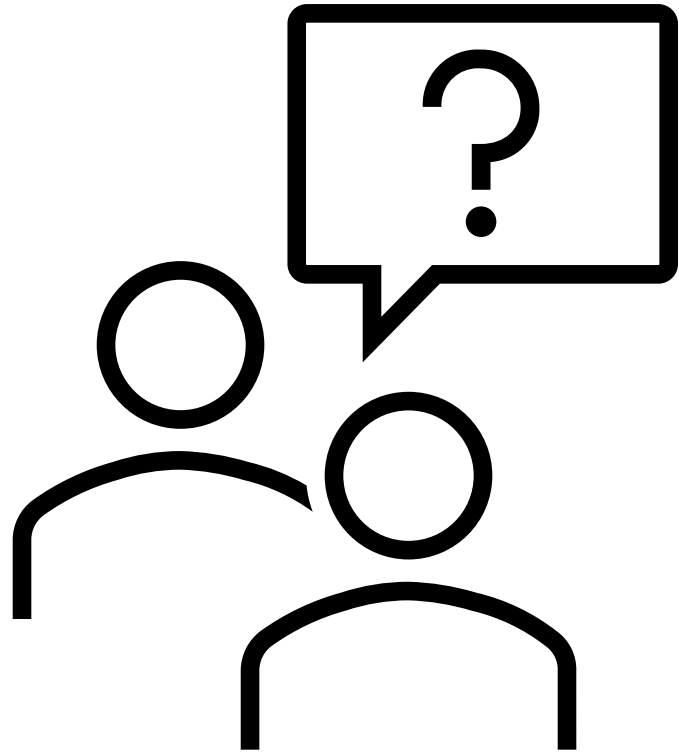
Ensure operational safety and efficiencies.



Recognise achievements and performance.



More opportunities for development through more training.



Questions

# Consultation Timeframe



The consultation process will commence on 7 November 2023 and remain open until 28 November 2023 (3 weeks consultation period).



For any further information relating to the CHS Room Service Pilot program, please contact: Your supervisor directly, or contact Andreas Seibold, Director of Food Services



All feedback during the consultation period can be provided to Sandra Sturt, Change Manager via email at [Sandra.Sturt@act.gov.au](mailto:Sandra.Sturt@act.gov.au) via the Union or the confidential feedback box located in the staff tearoom.