



Medium-sized
business
(20-199 workers)

Information media and
telecommunications

Vix is a global provider of market-leading products and services to both the public and private sectors. Their mission is to build product development and service businesses that develop and operate specialised, software solutions for the payments, telecommunications and transportation industries.

Vix solutions include:

- Real time information systems
- Fare payment solutions
- Transport clearing house and transaction reporting
- Intelligent transit systems
- Vix SmartSite® smart card solutions (e.g. SmartSite® intelligent business optimisation solution for remote mining villages and sports/events stadiums, as well as wellness promotion loyalty schemes which can include vending machines).

Background

Vix Technology contacted the HCHF team after learning of the program at a 'health and wellbeing coordinator workshop' run by Healthier Workplace WA, and saw an opportunity to positively influence the health of the Vix Technology workforce.

With the help of Oscar Naval, Quality and Health, Safety & Environment Advisor for Australia and New Zealand, the HCHF team was able to gain an understanding of the organisation and of workplace health promotion (WHP) initiatives currently available to workers at Vix Technology.

This enabled the HCHF team to identify key barriers and enablers that can influence change. There were many factors that contributed to the positive health and wellbeing culture and encouraged involvement in WHP activities:

- Strong **management support** for WHP activities including vending machine reform

- Comprehensive range of facilities that encourage healthy behaviours including shower and dining **facilities**
- A whole of staff **survey** has previously been implemented which helped to define key health issues as well as preference for WHP activities
- There are a range of **health and wellbeing activities** in place including baseline health assessments, nutrition education sessions and massage therapy sessions
- **Promotion and marketing** activities are undertaken to support and encourage participation in WHP activities.

HCHF service

Establishing the current situation at Vix Technology also helped to identify where HCHF could be of assistance:

Vending machines

The facilities provided to workers e.g. microwave, provision of milk, coffee etc



- The vending machine is unique as it doubles as a demonstration vending machine where potential clients can witness Vix's technology SmartSite® solution in action
- The staff are directly responsible for what is stocked within the vending machine.



The plan



- Goal** To create supportive environments where healthy behaviours are encouraged by influencing the supply of food and drink in the workplace
- Objectives** To increase the **supply** and **sale** of healthier food and drink choices available to workers in the staff vending machine
- Strategies** Ensure the **availability** of healthier food and drink items on offer in the vending machine
Provide food and drink items in recommended **portion** sizes

These strategies complement other nutrition-focused initiatives already in place such as nutrition education sessions.

The process



- Based on the results of the all of staff survey, there was a strong interest in the area of nutrition, and as a result initiatives were planned to support this theme
- Modification of the vending machine contents was identified as a priority, particularly because Vix Technology had direct jurisdiction over the machine
- HCHF provided a report, which included recommendations for healthier food and drink items including changes to portion size, price and product substitutions, as well as an rating for recommendations as 'Green' or 'Amber' based on HCHF nutrient criteria
- Swift adoption of these recommendations was expected once Oscar had informed management and presented the proposed changes to the workforce.

Results



Oscar, with the help of his colleague, Angela, wasted no time in overhauling the staff vending machine. Changes included:

- The introduction of a few healthier items such as yoghurt, cheese and crackers and tuna lunch kits
- The provision of more substantial items such as ready to go rice-based meals for staff looking for something more significant than a light snack

As a result of the above, there was a reduction of the number of variety of potato crisps on offer and the number of chocolate bars was also reduced and/or the portion size was decreased.

The changes provided increased choice for staff, which was especially important since the office is relatively isolated from places to purchase food

To encourage the selection of preferred options:

- Promotional information detailing the 'Green', 'Amber' and 'Red' categories were provided at the point of sale which seeks to assist Vix employees in their selection
- This was complemented by 'Green', 'Amber' and 'Red' stickers to help staff select particular options
- A 'request' list was also generated to enable ongoing feedback and suggestions, while a vending machine survey was also undertaken so that staff had the opportunity to provide more detailed responses and suggestions.

Survey items included:

- » Preference for current products
- » Price points; fair or overpriced?
- » Preference for healthier products
- » New product suggestions

Other notes and comments

The company has been keeping a record of income generated from the vending machine over the last 12 months. The most interesting observation is that when new products are introduced, income rises; reflecting the notion that this process of change is constantly evolving and that when it comes to mixing up the vending machine offering, Oscar notes that one must be **“consciously aware and keep trying new things”**.

☎: (08) 9264 4999 ✉: hchf@education.wa.edu.au
☎: (08) 9264 4981 🌐: www.hchf.com.au



Department of Health

