Healthy Food Finder
User Guide

foodfinder.health.nsw.gov.au

Contents

What is Healthy Food Finder?

Healthy Food Finder is an online product search tool. You can use it to search for **packaged foods and drinks** to sell in NSW school canteens and health facilities. Healthy Food Finder can help you meet the:

- *NSW Healthy School Canteen Strategy (the Strategy)*, and the
- *Healthy Food and Drink in NSW Health Facilities for Staff and Visitors Framework (the Framework)*.

You can use Healthy Food Finder to:

- Find healthier food and drink products to sell in a school canteen or health facility.
- Check if a product meets the Food and Drink Criteria.
- Check the classification and Health Star Rating (HSR) of a product.
- Add new products to the tool.

What is the Food and Drink Criteria?

The Food and Drink Criteria (the Criteria) are steps to a healthy NSW school canteen or food outlet in a NSW Health facility. The Criteria can help you determine if a food or drink is suitable for sale. The Criteria are a little different in schools (the Strategy) and health facilities (the Framework). Healthy Food Finder can help you check if a packaged food or drink meets the Criteria that concerns you.

To find out more about each of the Criteria, visit the websites, below.

Where can I find the Food and Drink Criteria?

To learn more about the Food and Drink Criteria and the steps to a healthy school canteen or health facility retail outlet go to:

- *NSW Healthy School Canteen Strategy:*
  www.education.nsw.gov.au/student-wellbeing/whole-school-approach/healthy-canteens/food-and-drink-criteria

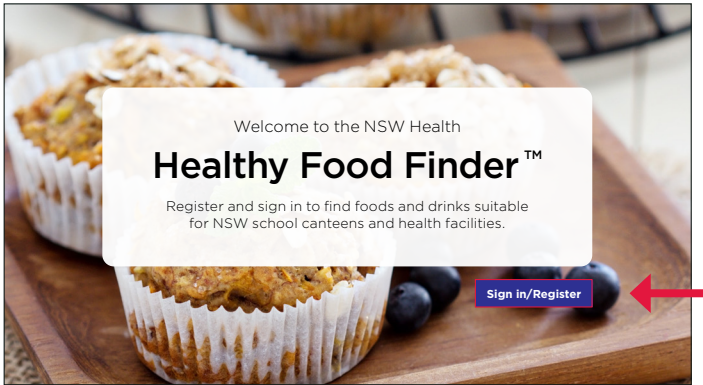- *Healthy Food and Drink in NSW Health Facilities for Staff and Visitors Framework:*
  https://www.health.nsw.gov.au/heal/Pages/healthy-food-framework.aspx

How do I sign up to use Healthy Food Finder?

Go to the Healthy Food Finder website: https://foodfinder.health.nsw.gov.au/. Use Windows Edge, Google Chrome, Safari or Internet Explorer 9 or above.

Follow these three easy steps to use Healthy Food Finder. Make sure you complete all the steps before using the tool.

1: Enter your email and a password

- Click on the 'Sign in/Register' button on the homepage:

Welcome to the NSW Health

Healthy Food Finder ™

Register and sign in to find foods and drinks suitable for NSW school canteens and health facilities.

Sign in/Register

- Click on the 'New Users' tab.
- Type your email address. Choose and re-type your password.
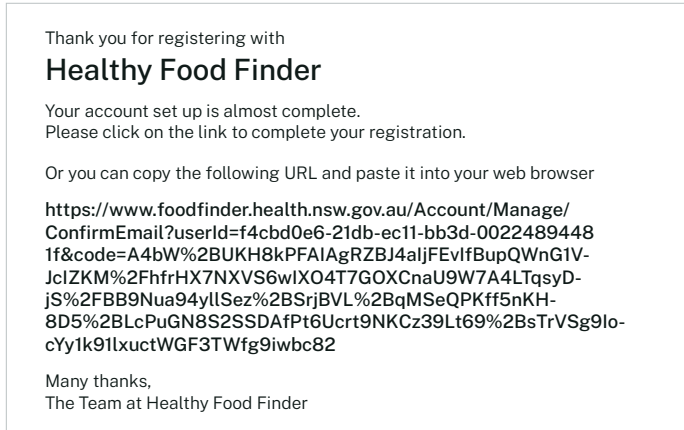- Click on the 'Next' button. This will open your profile page.

➲ Sign in   **New Users**

Register for a new account

* Email	
* Password	
* Confirm password	

Next

2: Fill out your details on the profile page

- Type your name and role to set up your profile.
- Complete all questions.
- Read the Privacy Statement and the Disclaimer. Select the box if you accept.
- Click on 'Submit'.

Profile

Profile name	Your information
Profile	**First Name***
🔒 Security	**Last Name***
Change Password	**Role***
Change Email ⓘ	

☐ **Is Privacy Statement Accepted***
I have read and understood the Privacy Statement and the Disclaimer

Submit

3: Check your email and confirm your account

- Check your email account for an email from Healthy Food Finder.
- Click on the link in the email or copy and paste the URL into a web browser.
- You will be directed back to Healthy Food Finder. There will be a short 1-2 minute delay and then you can begin searching.

Thank you for registering with

Healthy Food Finder

Your account set up is almost complete.
Please click on the link to complete your registration.

Or you can copy the following URL and paste it into your web browser

https://www.foodfinder.health.nsw.gov.au/Account/Manage/
ConfirmEmail?userId=f4cbd0e6-21db-ec11-bb3d-0022489448
1f&code=A4bW%2BUKH8kPFAIAgRZBJ4aljFEvIfBupQWnG1V-
JclZKM%2FhfrHX7NXVS6wlXO4T7GOXCnaU9W7A4LTqsyD-
jS%2FBB9Nua94yllSez%2BSrjBVL%2BqMSeQPKff5nKH-
8D5%2BLcPuGN8S2SSDAfPt6Ucrt9NKCz39Lt69%2BsTrVSg9Io-
cYy1k91lxuctWGF3TWfg9iwbc82

Many thanks,
The Team at Healthy Food Finder

- Each time you visit Healthy Food Finder you will need to use your email and password to login and begin searching.

🔍 How do I use Healthy Food Finder to find foods and drinks to sell?

Healthy Food Finder can help you find foods and drinks to sell in NSW school canteens and health facilities. To search, choose a category or type of food or drink e.g. "pasta", "lasagna", "curry", or "noodles". Try to be specific. Avoid using categories of food or drink that are too generic such as "snack" or "hot food", this will provide too many results.

For more examples of food and drink categories and types to search, see below.

1. Choose a category or type of food or drink. e.g. "noodles".

2. Type the category or type of food or drink in the search bar.

3. Click the magnifying glass or enter.

4. Under "Advanced Search", click 'Meets Criteria' and click 'Apply Filters'. This will limit the search results to foods and drinks that meet Criteria.

5. Check "Simple Search". You can click on school type ("Primary Schools" or Secondary Schools") or "Health Facilities" to search the different Food and Drink Criteria. You will only see options based on where you work.

6. You can now:

   – Check if this product meets Criteria (see page 6).

   – Check the classification (see page 6).

   – Check the Health Star Rating (see page 7).

❗ Examples of food and drink categories and types to search

To help you find more foods and drinks to sell, try searching these examples.

📅➕ For **Everyday** foods and drinks, try searching for: pasta, lasagna, curry, noodles, fried rice, beef burger, vegetable burger, chicken, sushi, yoghurt, custard, pancakes, fruit cup, pikelets, fruit bread, cereal, cheese and crackers, chocolate milk, strawberry milk, fruit juice, hot chocolate, coconut water.

📅➖ For **Occasional** foods and drinks, try searching for: potato chips, corn chips, vegetable chips, lentil chips, pretzels, sausage roll, beef pie, chicken nuggets, chicken tenders, ice block, ice cream, frozen yoghurt.

You may think of many more categories or types to search!

How do I use Healthy Food Finder to check a specific food or drink product?

You can use Healthy Food Finder to search for a specific food or drink product. It can also help you check if the product meets Criteria, its classification, and its Health Star Rating.

You will need to know the brand name and product to search.

1. Type the brand name and product name into the search bar.

2. Try to use only three or four words in your search.

3. Check your spelling.

4. Do not type punctuation or symbols e.g. remove apostrophes (').

   e.g. To find, "Jim & Barney's Chewy Cereal, Berry Nice", type only, "Jim Barney Cereal Berry".

5. Click the magnifying glass or enter.

×	Jim Barney Cereal Berry	🔍
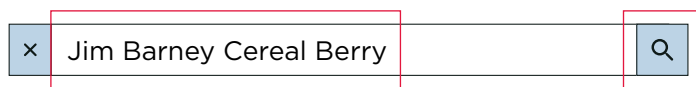
6. Check "Simple Search". You can click on school type ("Primary Schools" or Secondary Schools) or "Health Facilities" to search the different Food and Drink Criteria. You will only see options based on where you work.
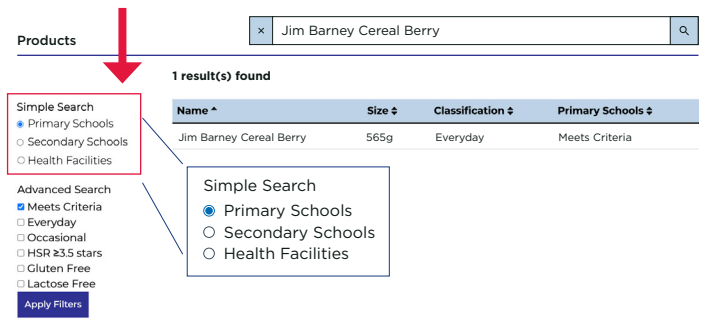
7. You can now:
   – Check if this product meets Criteria (see page 6).
   – Check the classification (see page 6).
   – Check the Health Star Rating (see page 7).

What should I do if I cannot find the product I am looking for?

Still can't find the food or drink you are looking for? The food or drink might not be in the tool yet. You can:

• Help us add the food or drink product to the tool, using Item Request, see page 8.

• Contact the Healthy Food Information Service for help:
  – Click on "Contact Us' in the top right corner of your screen on the Healthy Food Finder website,
  – Phone: 1800 930 966 between 9am and 5pm Monday to Friday, or
  – Email: healthyfood@health.nsw.gov.au

How do I check if a product meets Criteria?

Healthy Food Finder can tell you if a food or drink product meets the Food and Drink Criteria in NSW schools and health facilities.

To check if a product meets Criteria:

1. Search for a food or drink product (see page 5).
2. Look under your school type or "Health Facilities". Healthy Food Finder will show whether the product "Meets Criteria" or "Does not meet Criteria".

3. If the product does not meet Criteria, Healthy Food Finder will also show a reason. Look under, "Reason".

How do I check the classification of a product?

The Food and Drink Criteria helps you to choose healthy foods and drinks by grouping them into classifications.

The Criteria classifies foods and drinks as:

- Everyday
- Occasional
- Sugar-sweetened drinks
- Basic Ingredients (also called a Fridge and Pantry Basics).

To check the classification of a food or drink in Healthy Food Finder:

1. Search for a food or drink product (see page 5).
2. Look under, "Classification".

> To learn more about the Classification of foods and drinks in the Food and Drink Criteria, see the websites on page 2.

How do I check the Health Star Rating of a product?

Some packaged foods and drinks need a Health Star Rating (HSR) of 3.5 stars or above to meet the Food and Drink Criteria. Healthy Food Finder can help you check the HSR.

To check the HSR of a food or drink product:

1. Search for a food or drink product (see page 5).

2. Click on the product name.

Name ▲	Size ⇕	Classification ⇕	Primary Schools ⇕
Brand A Signature Pizza, Ham & Pineapple	150g	Occasional	Meets Criteria

3. If the product needs a Health Star Rating to meet Criteria, you can check on the Product Detail page.

Product Detail

Search 🔍

Name
Brand A Signature Pizza, Ham & Pineapple

Serving Size
150g

Category
Frozen Pizzas

Health Star Rating
3.5

Nutritional claim
NA

Classification
Everyday

Health Star Rating
3.5

✓

MEETS CRITERIA

4. If there is no HSR on the Product Detail page, the product does not need an HSR to meet Criteria.

Product Detail

Search 🔍

Name
Brand A Pineapples

Serving Size
170g

Category
Lollies / Sweets / Candy

Health Star Rating
Not required to determine if meets Criteria

Nutritional claim
NA

Classification
Occasional

⚠

DOES NOT MEET CRITERIA

Reason # 1 Portion size too large

Health Star Rating
Not required to determine if meets Criteria

ⓘ

To learn more about Health Star Ratings including which foods and drinks need 3.5 stars or above, see the Food and Drink Criteria:

- *NSW Healthy School Canteen Strategy:*
  www.education.nsw.gov.au/student-wellbeing/whole-school-approach/healthy-canteens/food-and-drink-criteria

- *Healthy Food and Drink in NSW Health Facilities for Staff and Visitors Framework:*
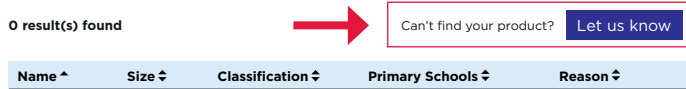 https://www.health.nsw.gov.au/heal/Pages/healthy-food-framework.aspx

✚ How can I get products added to the tool?

You can help us to add food and drink products to Healthy Food Finder. If there is a product you would like added, you can fill in an "Item Request".

To fill in an Item Request:

1. Sign into Healthy Food Finder.
2. Search for the food or drink product (see page 5). Check if it is in Healthy Food Finder.
3. If the product is not in Healthy Food Finder, click 'Let us know'.

0 result(s) found			Can't find your product?	Let us know
Name ⬍	Size ⬍	Classification ⬍	Primary Schools ⬍	Reason ⬍

4. Fill in the "Item Request" form with the product details. Click 'Save and Next'.
5. If you have photos or files about the product, click 'Add Attachment'. If you do not have any photos or files, go to step 9.
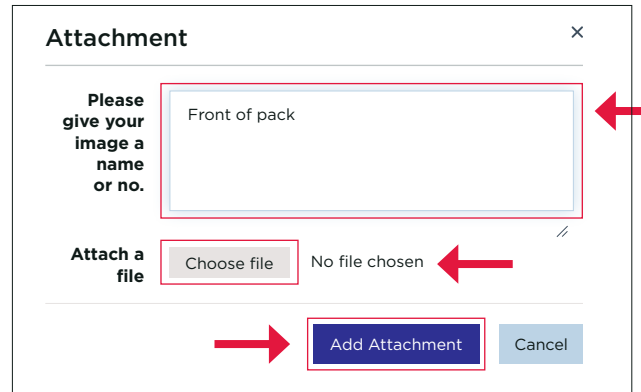
Item Request

Optional Attachments (e.g. front of pack image, nutritional information, ingredients, barcode image)

Use the "Add Attachment" button below to add up to 4 attachments.
Accepted file types are PDF, JPG, and PNG.
Maximum File size 5MB.
If you do not have any attachments, click the "Submit" button now.

There are no attachments to display.

Add Attachment
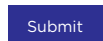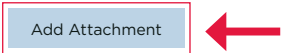
Submit

6. Click "choose file" and select your photo or file from your computer.
7. Give the photo or file a name or number e.g. "Front of pack". Click "Add Attachment".
8. Repeat steps 5-7 for all photos and files. You can add up to four attachments at a time.

Attachment ✕

Please give your image a name or no.

Front of pack

Attach a file   Choose file   No file chosen

Add Attachment   Cancel

9. Click 'Submit'.
10. We will add the food and drink product as soon as possible. We update Healthy Food Finder weekly.

ⓘ

Tip: Adding images can help us get the product added more quickly. If you have the product with you, take a photo of the front of pack, the ingredients list and the nutrition information (the nutrition information panel).

What should I do if I am seeing an "Access Denied" page?

If you see an "Access Denied" page when using Healthy Food Finder try these steps:

- Check that you have completed all the steps to sign up for an account, see page 3. Make sure you have filled in the profile page and clicked the link in the email sent to you. You may need to check your junk mail.
- If you have just clicked the link in your email, wait one to two minutes. Sometimes there is a small delay.
- If you need another confirmation email, go to the profile page and click "Submit". You will be sent a new email.
- If you have completed sign-up, make sure you have signed in using your email address and password.

Where can I go for help?

If you need help using Healthy Food Finder or have questions about the Food and Drink Criteria, you can call or email the **Healthy Food Information Service**.

Click on
"Contact Us' in the
top right corner of your screen on
the Healthy Food Finder website

Phone
1800 930 966
between 9am and 5pm
from Monday to Friday

Email
healthyfood@health.nsw.gov.au