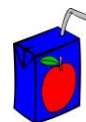




# Resource Manual for SCHOOL CANTEENS

- ◆ SCHOOL PRINCIPALS
- ◆ P&F ASSOCIATIONS
- ◆ CANTEEN SUPERVISORS
- ◆ CANTEEN VOLUNTEERS
- ◆ PARENTS/CARERS

September 2017



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Templates, checklists and interactive worksheets featured in this manual are available in an Excel file 'Operational Templates for the Resource Manual for School Canteens'.

This document can be requested by emailing

[debbie.ryan@mn.catholic.edu.au](mailto:debbie.ryan@mn.catholic.edu.au).

The *Resource Manual for School Canteens* and the *Canteen Volunteers Welcome Kit* are available on the Catholic Schools Office website.

Please follow the link below:

<https://www.mn.catholic.edu.au/parents-community/pf/>



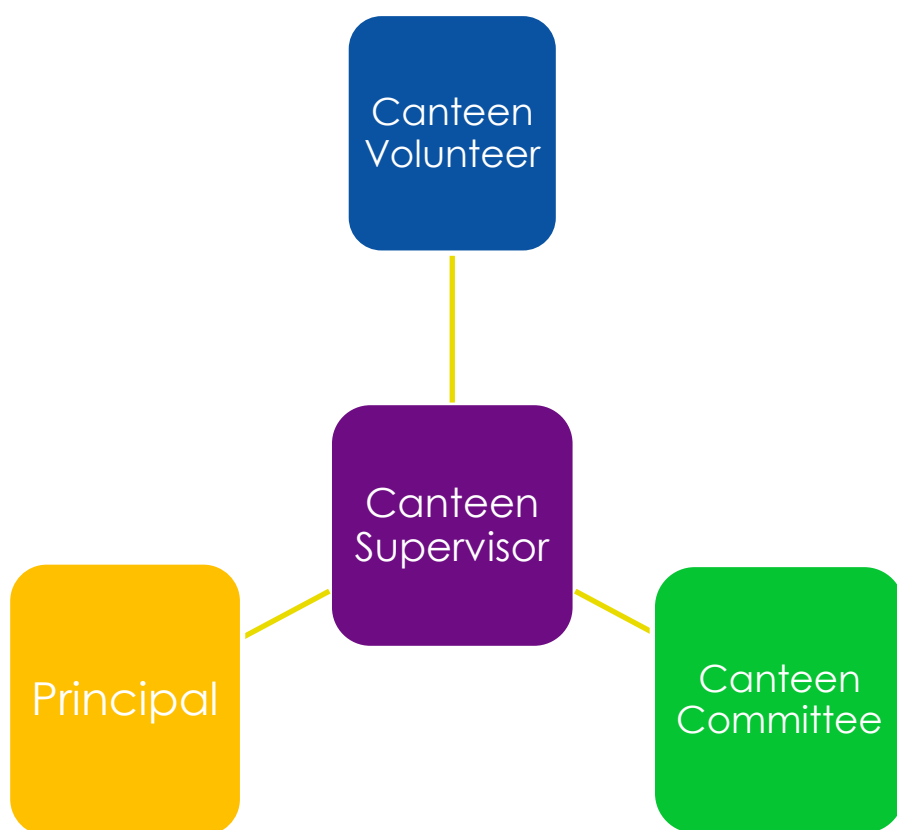
## Canteen Structure and Responsibilities

The Catholic Schools Office is responsible for paying all employees in schools and this includes paid Canteen Supervisors. All employees are subject to the terms and conditions of the NSW and ACT Catholic Systemic Schools Enterprise Agreement 2015. Therefore, the relationship of the Canteen Supervisor to the school is that of a normal employee/employer.



The duties of a Canteen Volunteer are determined by the Principal (whenever the Principal is referred to this will also indicate his/her delegate where applicable). All Canteen Volunteers are responsible for ensuring that the school has a healthy, safe and hygienic canteen.

*Every canteen worker in a school,  
**whether a paid employee or volunteer,**  
is responsible to the Principal.*

### CANTEEN ORGANISATIONAL CHART



## CANTEEN POLICY AND PROCEDURE

Canteen Policy

APPLICABLE TO	School Canteen Committee, Canteen Supervisor, Volunteers
DOCUMENT OWNER	Principal
APPROVAL DATE	5 July 2017
APPROVED BY	Catholic Schools Office
SCHOOL ACTIONS	System Policy – schools are to ensure their practices are consistent with this policy. A local policy is not required but schools must write specific procedures based on this policy.
LAST REVIEW DATE/S	2008
NEXT REVIEW DATE	2018
RELATED DOCUMENTS	Code of Conduct 2017 Resource Manual for School Canteens 2017

**Purpose**  
This policy outlines how the school canteen is governed and operates.

**Scope**  
This policy applies to all persons who work for or in the school canteen and includes persons who have entered into a relationship with the school for a specified period of time, including volunteers, contractors and consultants.

**Guiding Principles**

- The canteen reflects the value the school puts on healthy eating practices to students.
- In addition to providing nutritious foods, the canteen has an important health-promoting role within our school.
- For students who use our canteen regularly, the food purchased makes a significant contribution to their total daily food intake and nutrition. Nutrition is important to health through life and it is particularly important to young growing minds and bodies.
- The canteen needs to function as an efficient business enterprise.

**Responsibilities**  
**Canteen Committee**  
The role of the Canteen Committee is to:

- Uphold the healthy eating practices rationale, which is in line with state and diocesan policies and initiatives.
- Support the Canteen Supervisor by advising and recommending strategies for the betterment of the canteen.
- Be responsible for the decision making and activities of the Canteen Supervisor around operations, price setting, menu selection, promotions and other relevant issues pertaining to the canteen.

CANTEEN POLICY  
Issue Date: July 2017
Page 1 of 4  
Intranet Controlled Document

The Diocese of Maitland-Newcastle's Canteen Policy is available on MNWorks – Policy Documents or the Catholic Schools Office on the following link  
<https://www.mn.catholic.edu.au/parents-community/pf/>

Schools are responsible for developing and writing a local procedures document for their canteen using the policy as a guide.

APPLICABLE TO	Principal, School Canteen Committee, Canteen Supervisor, Canteen Volunteers
DOCUMENT OWNER	Director of Schools through the Parent Liaison Officer
APPROVAL DATE	
APPROVED BY	Catholic Schools Office
SCHOOL ACTIONS	System Policy – schools are to ensure their practices are consistent with this policy. A local policy is not required but schools must write specific procedures based on this policy.
LAST REVIEW DATE/S	2008
NEXT REVIEW DATE	2018
RELATED DOCUMENTS	Canteen Volunteers Welcome Kit Code of Conduct 2017 Resource Manual for School Canteens 2017

### Purpose

This policy aims to ensure that school canteens in the Diocese of Maitland-Newcastle operate as viable businesses while supporting the health and wellbeing of their customers.



## Policy Statement

School canteens are an integral part of the School Community. Canteens are to provide nutritious, value for money food and beverages to students, while being financially viable and adhering to good governance practices.

## Scope

This policy applies to all persons who work for or in the school canteen and includes persons who have entered into a relationship with the school for a specified period of time, including volunteers, contractors and consultants.

## Guiding Principles

- The canteen reflects the value the school puts on healthy eating practices to students.
- In addition to providing nutritious foods, the canteen has an important health-promoting role within our school.
- For students who use our canteen regularly, the food purchased makes a significant contribution to their total daily food intake and nutrition. Nutrition is important to health through life and it is particularly important to young growing minds and bodies.
- The canteen needs to function as an efficient business enterprise.

## Responsibilities

### Principal

The responsibilities of a Principal / or their delegate are to:

- Oversee the general operation of the canteen.
- Be responsible for ensuring, in conjunction with the Canteen Committee and Supervisor, that the school has a healthy, safe and hygienic canteen.
- Approve duties of canteen personnel.
- Approve extra ordinary expenditure for the canteen, e.g. new equipment etc.; not day to day purchases.
- Approve any outgoing correspondence for the canteen.

### Canteen Volunteers

All Canteen Volunteers are required to complete a "Working With Children Check"; which involves a national criminal history check and a review of findings of workplace misconduct (see Definitions).

Volunteers will need to follow the operating and procedure manual in the canteen.

New Canteen Volunteers will receive the Catholic Schools Office Induction for Volunteers and Volunteer Induction Handbook.

On a rostered day each volunteer worker will:

- Sign in as being present on school grounds using the sign on method applicable at the school (Volunteers Book, Electronic iPad).
- Be provided free lunch.
- Work as part of a team.



## **Canteen Committee**

The role of the Canteen Committee where one is established is to:

- Uphold the healthy eating practices rationale, which is in line with state and diocesan policies and initiatives.
- Support the Canteen Supervisor by advising and recommending strategies for the betterment of the canteen.
- Audit the number of hours work by the Canteen Supervisor through relevant work program documentation.
- Assist the Canteen Supervisor to develop and induct a procedure manual outlining canteen functions and routines, including hygiene requirements, as well as safe operating procedures for equipment, with daily/weekly/occasional cleaning and maintenance procedures.
- In the case where the Canteen Committee is a sub-committee of their School's Parents & Friends Association; Sections 3 and 8 of the Parents & Friends Associations, For The Diocese of Maitland-Newcastle, Constitution applies.
- The activities of the Canteen Committee are deemed to be under the direct control of the Principal / or their delegate, in line with school operations and management (Refer to Sections 3 and 8 of the Parents & Friends Associations, For The Diocese of Maitland-Newcastle, Constitution

The committee is at the discretion and under the direction of the Principal / or their delegate and may include:

- Principal or delegate
- Canteen treasurer
- P & F executive representative
- Staff member
- At least one parent representative

These representatives are elected by their respective organisations.

The Canteen Supervisor will occupy an ex-officio position, who will report to the Canteen Committee meeting and to answer any questions.

All parent representatives will average one day per term assisting in the school canteen.

Should any member be absent for more than three consecutive meetings, without reasonable cause, their position will be declared vacant. Such a vacancy is to be filled at the next meeting of the absentee's representative body.

### *Election of Office Bearers*

Office bearers will be elected at the committee meeting following the sponsoring body's annual general meeting.

Office bearers will be limited to a three (3) year consecutive term in the one office.

### *Committee Meetings*

The committee will:

- Meet on a convenient day, at least once a term or when deemed necessary
- Have a quorum of at least three (3) members at each meeting.

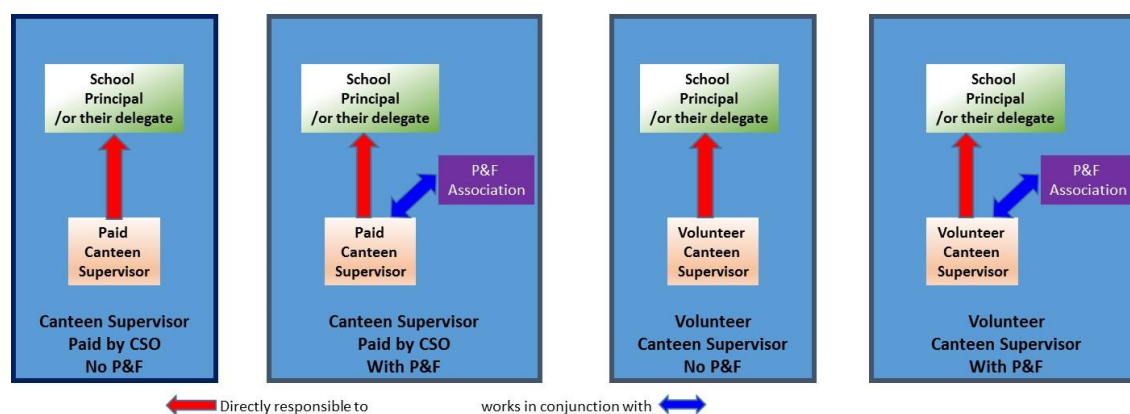


The committee, at the written request of at least three members, can be called to a special meeting. Seven (7) days' notice of any such meeting (stating the business of the meeting) will be given to all members of the committee.

### Canteen Supervisor

The Canteen Supervisor position can be filled in one of five ways:

1. The Canteen Supervisor is a paid employee of the Catholic Schools Office. There is no Parents & Friends Association at the school. The Canteen Supervisor works directly to the Principal /or their delegate. Conditions and salary are in accordance with the NSW and ACT Catholic Systemic Schools Enterprise Agreement 2015, and will be subject to review.
2. The Canteen Supervisor is a paid employee of the Catholic Schools Office. There is a Parents & Friends Association at the school. The Canteen Supervisor works in conjunction with the Parents & Friends Association but is ultimately answerable to the Principal /or their delegate. Conditions and salary is in accordance with the NSW and ACT Catholic Systemic Schools Enterprise Agreement 2015, and will be subject to review.
3. The Canteen Supervisor is an Unpaid Volunteer. There is no Parents & Friends Association at the school. The Volunteer Canteen Supervisor works directly to the Principal /or their delegate. No salary is paid; hours are as mutually agreed upon by both parties.
4. The Canteen Supervisor is an Unpaid Volunteer. There is a Parents & friends Association at the school. The Volunteer Canteen Supervisor works in conjunction with the Schools Parents & Friends Association and is ultimately answerable to the Principal /or their delegate. No salary is paid; hours are as mutually agreed upon by the Volunteer and the Principal / or their delegate.
5. The Canteen Supervisor is an employee of an External Contractor; working under a Service Level Agreement between the Contractor, Catholic Schools Office and the Principal / or their delegate.



The responsibilities of the Canteen Supervisor are to:

- Occupy an ex-officio position on the Canteen Committee
- Execute the job description and work on conferral with the Canteen Committee
- Attends canteen networking meetings on a regular basis run by Community Health where possible.





- Report on Canteen activities to each canteen Committee meeting and on the management of the Canteen
- Report to the School Executive any equipment malfunction or safety issue that arises.
- Reports to the school executive immediately any injury that has been incurred by personnel within the canteen or outside the canteen when related to products sold by the canteen.
- Have a Catholic Schools Office verified Working With Children Check.
- Ensures all Canteen Volunteers comply with WHS and child protection legislation, including having a current Working With Children Check.
- Ensures all Canteen Volunteers receive the Catholic Schools Office Induction for Volunteers and Volunteer Handbook.

## Guiding Practices

### PRICING POLICY

The canteen menu will be reviewed each term by the Principal/or their delegate in conjunction with the Canteen Committee and the Canteen Supervisor being mindful of the community they serve.

The pricing of products will be reviewed bi-annually.

### TRADING HOURS

The canteen will offer a recess and/or lunch service on a number of days per week to be determined by the Principal/or their delegate.

### WORK HEALTH AND SAFETY

The Principal, in conjunction with the Canteen Committee, will provide essential, safe equipment and ensure that it is well maintained, in good repair and used correctly.

The canteen will comply with NSW Food Handling procedures.

The Canteen Supervisor/Committee will report to the Principal any structural defect/s within the canteen. Volunteers are also expected to report in accordance with Management protocols.

Further information can be found in the section 'Legislation, WHS, COSI and Local Government Authorities' in the *Resource Manual for School Canteens*.

### PROMOTING THE CANTEEN AND MENU

New foods will be advertised to students, staff and primary school parents.

Taste tests, menu boards, competitions, VIP cards and displays will be used to promote the choice and sale of healthy foods.

Health theme 'days' and/or 'weeks' will be used to promote certain healthy foods.

Take advantage of special days (e.g. Grandparents Day) and cater for these.

Further information can be found in the section 'Promoting Your Healthy Canteen and Menu' in the *Resource Manual for School Canteens*.



## INSURANCE

As an employee of the CSO, the Canteen Supervisor is covered by the diocese's employee insurance; Canteen Volunteers are covered by the general cover provided by the Catholic Schools Office when they are partaking in school-sanctioned activities.

## SPECIAL ACTIVITIES

The Principal/or their delegate in consultation with the Canteen Supervisor and the Canteen Committee will decide when the canteen should cater for school functions and determine the arrangements (e.g. Grandparents Day, athletics carnival).

Canteen stock should not be sold during these functions, unless sold at the regular price and all money raised is kept by the Canteen. For example; money collected during a school sanctioned fundraising activity (i.e. for Missions, St Vincent de Paul) should be allocated to those groups and kept separate to Canteen takings.

## FOOD SAFETY AND HYGIENE

A copy of the Food Safety Standard (3.2.2 Division 4) will be on permanent display in the school canteen (available for download from [www.healthy-kids.com.au](http://www.healthy-kids.com.au)).

According to the legislation:

- The Canteen Supervisor will provide evidence of appropriate safe food and personal hygiene skills and knowledge.
- The canteen as a food business in NSW will notify its details to the NSW Food Authority.
- The canteen will have food handling procedures consistent with the Food Safety Standard.
- Canteen Volunteers and staff will have appropriate training commensurate with their duties. The Principal /or their delegate to provide an induction day/s for training in "daily routine" run-through. Training records for inductions are to be maintained for each Volunteer inducted.
- The above will be monitored by the Canteen Committee and reviewed by the Principal.

Information relating to promoting the canteen can be found in the section 'Legislation, WHS, COSI and Local Government Authorities' in the *Resource Manual for School Canteens*.

## MONIES

All money from the canteen will be deposited into the designated bank account.

All accounts are to be paid within creditor payment terms by cheque or EFT transaction.

The Canteen Supervisor may in some instances have access to a store account otherwise arrangement needs to be made with suppliers.

Payments are to be approved within the Catholic schools Office policy,

Cash Purchases may be made, if infrequent and of a low monetary value. A signed receipt must accompany these transactions.



The Canteen takings will be counted and banked on a regular basis and stored in the school safe between banking days.

If a float is required, it will not exceed \$100. This float will be left in the school safe overnight.

Treasurer will present a written report to each P&F committee meeting.

A budget with recommendations for future improvements, repairs and equipment will be tabled and reviewed annually.

Accurate records will be kept of the monies received and expended. Templates for financial recording can be found in the section 'Financial Management' in the *Resource Manual for School Canteens*.

## AUDITOR

For P&F-run Canteens an auditor will be appointed at the Annual General Meeting of the P&F Association to conduct the audit.

The auditor will not be a member of the P&F Association or the committee or the Principal.

The auditor will at all times have reasonable access to the books, accounting records and other documents of the committee.

For Principal-run Canteens audits will be conducted as part of the normal CSO audit process.

Templates for financial recording can be found in the section 'Financial Management' in the *Resource Manual for School Canteens*.

## REPORTING

Report and recommendations will be forwarded to the P&F for their monthly meetings through the Principal.

The Auditor's Report and Annual Report will be presented at the AGM of the P&F Association.

Templates for financial recording can be found in the section 'Financial Management' in the *Resource Manual for School Canteens*.

## Legislative/Professional Guidelines

*Information relating to relevant legislation can be found in the section Legislation, WHS, COSI and Local Government Authorities in the Resource Manual for School Canteens.*

## Definitions

### **Working with Children Check**

The Working With Children Check (WWCC) is a requirement for people who work or volunteer in child-related work. It involves a national criminal history check and a review of findings of workplace misconduct.

The result of a WWCC is either a clearance to work with children for five years, or a bar against working with children. Cleared applicants are subject to ongoing monitoring and relevant new records may lead to the clearance being revoked. The WWCC is fully



portable and can be used for any paid or unpaid child-related work in NSW for as long as the worker remains cleared.

- The Catholic Schools Office (CSO) verifies employee Working with Children Checks clearances with the Office of Children's Guardian
- Zimmerman Services verifies Volunteer Working with Children Check clearances

For more information and how to apply for clearance please refer to the Office of the Children's Guardian (<http://www.kidsguardian.nsw.gov.au>).



## CANTEEN SUPERVISOR

### Job Description

#### Reporting to

School Principal/Canteen Committee

#### Conditions of Employment

Volunteer/Restaurant, Tearoom and Catering Workers award (Level 6)

#### Working Hours

Permanent part-time, hours to be decided by Principal in Consultation with the Catholic Schools Office

#### Location

[Your school details]

### Job Requirements

The Canteen Supervisor is responsible for the efficient and professional operation of a healthy school canteen, and upholding the school's values and Catholic ethos.

This includes the following role requirements:

- ▶ Providing high quality, healthy food in a professional manner to our customers, who are primarily students but also include staff and parents.
- ▶ Working with the Canteen Committee/Principal to ensure the canteen operates profitably.
- ▶ Ensuring that all staff and Canteen Volunteers comply with all relevant policy and procedures as outlined by the Canteen Committee/Principal.
- ▶ Helping students to improve their life skills, especially in interacting with adults in a safe environment.

### Responsibilities and Duties

This position has the following responsibilities and duties:

- ▶ Management of canteen staff and Canteen Volunteers
- ▶ Canteen operation
- ▶ Effective communication
- ▶ Management of manuals, policies and procedures
- ▶ Liaison with Canteen Committee/Principal
- ▶ Financial management and record keeping
- ▶ Stock management
- ▶ Ensuring canteen security
- ▶ Planning special events
- ▶ Encouraging and developing children's life skills
- ▶ Miscellaneous duties



## Effective Communication

- ▶ Establish effective communication between School Principal, Canteen Committee, Canteen Volunteers, staff and suppliers.
- ▶ Ensure any changes are communicated to all appropriate parties.
- ▶ In conjunction with the Canteen Committee/Principal ensure timely and effective promotion of the canteen, i.e. menu changes, specials, requests for Canteen Volunteers, theme dates etc.
- ▶ Communicate customer and staff feedback to the Canteen Committee/Principal.
- ▶ Liaise with staff and Canteen Volunteers to ensure operational matters are attended to.

## Management of Manuals, Policies and Procedures

In conjunction with the Canteen Committee/Principal, maintain and update (as necessary) manuals, policies and procedures for the canteen:

- ▶ School canteen procedure
- ▶ Money handling policies and recording of sales and expenses
- ▶ Health and hygiene practices and procedures including a canteen cleaning roster
- ▶ Any additional relevant policies or procedures

## Liaison with Canteen Committee/Principal

The Canteen Supervisor ultimately reports to the school Principal and then the Canteen Committee, which is a sub-committee of the Parents & Friends Association of the school directed to oversee the strategic management of the canteen and ensure its staff can operate the canteen effectively and profitably, meeting all specified requirements.

This role is required to meet with the Canteen Committee/Principal at least twice a term to discuss:

- ▶ Strategic directions and opportunities
- ▶ Management of staff and Canteen Volunteers
- ▶ Review of menu items, costs, profit margins, sourcing, combos and specials
- ▶ Promotion or removal of products
- ▶ Profitability
- ▶ Proposed changes
- ▶ Any items outside the allocated financial delegation
- ▶ Any other canteen issues or topics

This role is also required to provide the following information regularly to the Canteen Committee/Principal:

- ▶ Relevant information to assist with reporting to the P&F meetings
- ▶ Stocktake numbers
- ▶ Product information
- ▶ Supplier information and changes



- ▶ Assessment of new and current products for profitability, healthiness, suitability
- ▶ Feedback on staff and Canteen Volunteers
- ▶ Additional reports as required

### Financial Management and Record Keeping

- ▶ In conjunction with the Canteen Committee/Principal and the P&F Treasurer, ensure the effective financial management of the canteen.
- ▶ Identify costs and profit margins for each product.
- ▶ Advise the Canteen Committee/Principal of any concerns or changes in profit margins.
- ▶ In conjunction with the Treasurer, ensure all banking is finalised.
- ▶ Ensure daily takings are signed off correctly and placed in the school safe at the end of each day.
- ▶ Utilise petty cash according to procedures set out by the Treasurer.
- ▶ Be responsible for the timely follow-up of student account debts ensuring accounts owing are manageable and finalised each term.
- ▶ Provide as necessary all financial records as requested by the Treasurer.
- ▶ Record all orders, recess and lunch sales.
- ▶ Review financial information provided (e.g. actual costs of products ordered) and provide feedback to the Canteen Committee/Principal.

### Stock Management

- ▶ Effective ordering to meet demand where possible.
- ▶ Order within financial delegation.
- ▶ Establish a process to ensure the checking delivery dockets to ensure deliveries meet requested orders.
- ▶ Retain delivery dockets and provide to Treasurer for checking against invoices as required.
- ▶ Manage supplier relationships.
- ▶ Regularly review suppliers' options to evaluate value for money, alternative options and specials using information supplied by the Canteen Committee/Principal.
- ▶ Coordinate weekly shopping with Canteen Volunteers (as required).
- ▶ Manage stock expiry dates to ensure minimal wastage or spoilage of food.
- ▶ In conjunction with the Canteen Committee/Principal, undertake stocktakes at the end of each term.

### Canteen Security

- ▶ Ensure security of cash and keys.
- ▶ Assist with locking up at the end of the working day and switching off certain appliances if required.
- ▶ Ensure that only authorised personnel enter the canteen.

### Planning Special Events

In conjunction with the Canteen Committee/Principal, establish an annual and quarterly plan of events in which theme days, canteen closures and other events will be proposed.





- ▶ Events will need to be scheduled in conjunction with school events and other groups.
- ▶ In conjunction with the Canteen Committee/Principal, devise and implement at least two theme days per term to increase sales and profitability.
- ▶ Propose event dates, times, target audiences, products, expenses, estimated profits, communication requirements, equipment, helpers, stock etc.
- ▶ Provide timely proposed event details to the Canteen Committee/Principal for input and assistance.

### Children's Life Skills

Assisting students by providing a safe and respectful environment where children can learn to interact with adults effectively, including how to:

- ▶ Put in lunch orders and purchase from the canteen.
- ▶ Communicate requests.
- ▶ Handle money.
- ▶ Make timely decisions and good choices.
- ▶ Display appropriate manners.

### Miscellaneous Duties

- ▶ Weekly washing of canteen laundry.
- ▶ Any other duties that may be requested by the Canteen Committee/Principal from time to time.





## Interviewing for a Canteen Supervisor

Principals can choose from the following questions to ask during an interview for a Canteen Supervisor.

- Have you worked in a school canteen previously?
- If Yes, where, and for how long? What were your responsibilities? What was the school's student population?
- If No, have you worked in a related situation?
- Why do you wish to work in our canteen?
- Are you aware of the Fresh Tastes @ School NSW Healthy School Canteen Strategy?
- If Yes, can you explain it in a nutshell?
- Have you undertaken any relevant formal training (e.g. food safety or canteen operations)?
- Are you aware of the health and hygiene requirements of working in a food preparation area?
- Have you had experience with managing people?
- If so, describe the types of things you did to ensure the staff followed procedures.
- Have you worked with volunteers before?
- Tell us about your experience in organising people to prepare foods.
- What skills and processes would you use to ensure food is prepared and ready on time?
- Why is a mark-up sheet important?
- What food would you like to serve at the canteen?
- Tell us about your financial management experience either in a canteen or elsewhere.
- How would you market the canteen and its menu?
- How would you promote healthy eating?
- What role do you feel the Canteen Committee should play in the operation of the canteen?
- Can you provide a Current Working With Children's (WWC) Number as this is a requirement of the Mandatory Child Protection screening?
- How will you maintain confidentiality?
- How would you cope with abusive or unruly students at the canteen?
- When would you be able to start work if your application is successful?
- Do you have any questions?

Note: At the conclusion of the interview, tell the applicants when you will let them know if they have or haven't got the job.



## **Training in Food Handling**

A school canteen must be a clean and safe environment. Children are quite susceptible to food borne illness and canteen workers must take the proper steps to always ensure all foods are safe for consumption. That means practising safe personal hygiene, knowing how to properly store foods, keeping foods at the proper temperatures, and maintaining cleanliness.

School canteens in most areas of Australia are required by law to have a Food Safety Supervisor on staff, so Principals need to make sure that the school's Canteen Supervisor, be it a paid or volunteer position, is trained on a nationally recognised course.

The attached link provides information on registered training organisations in NSW who provide this nationally accredited training. Please select a provider and arrange the appropriate training for your school's Canteen Supervisor.

<http://www.foodauthority.nsw.gov.au/rp/fss-food-safety-supervisors/approved-training-providers/newcastle-hunter>



## CANTEEN VOLUNTEERS

Volunteers are the canteen's most precious resource. With plenty of volunteers plus effective management, the canteen has a good recipe for producing a healthy profit.

In 2010 36.2% of people aged 18 years and over participated in formal volunteering, this equates to 6.1 million people. The most active group are aged between 44–54 years of age and 38% of these people are adult women. In 2010, formal volunteering (excluding travel) was worth \$25.4 billion to the Australian economy.

*The Canteen Volunteer Welcome Kit* is a template for the information that should be shared with volunteers when they join the team. It should be personalised to your school, updated as required and given to canteen volunteers as part of their orientation process. It can be found at <https://www.mn.catholic.edu.au/parents-community/pf/>

### Job Description

#### Reporting to

Canteen Supervisor and Principal

#### Conditions of Employment

Volunteer

#### Working Hours

As per canteen roster

#### Location

[Your school details]

#### Job Requirements

The Canteen Volunteer assists and supports the Canteen Supervisor for the efficient and professional operation of a healthy school canteen and uphold the school's values and Catholic ethos. This includes the following job requirements:

- ▶ Providing high quality, healthy food in a professional manner to our customers who are primarily students but also include staff and parents.
- ▶ Assisting the Canteen Supervisor to maintain canteen profitably.
- ▶ Helping students to improve their life skills, especially in interacting with adults in a safe environment.

#### Responsibilities and Duties

This position has the following responsibilities and duties:

- ▶ Assisting with the operation of the canteen.
- ▶ Complying with policies and procedures.
- ▶ Ensuring canteen security.
- ▶ Supporting other Canteen Volunteers.
- ▶ Encouraging and helping to develop children's life skills.
- ▶ Miscellaneous duties.



## Assisting with the Operation of the Canteen

- ▶ Please check rosters and provide sufficient notice if you are not available for your shift.
- ▶ When commencing a shift please ensure that you sign on in the attendance register.
- ▶ When leaving please ensure that you sign off in the attendance register.
- ▶ Preparing and selling menu items as per the canteen menu; for example:
  - Making sandwiches and salads
  - Toasting sandwiches
  - Making up popcorn, jelly cups, veggie sticks and other snacks as required
  - Heating and packing hot food
  - Labelling and sorting lunch bags
- ▶ Serving students, staff and parents (as required) during recess and lunch.
- ▶ Restocking fridges and freezers.
- ▶ Washing drying and putting away equipment.

## Policies and Procedures Compliance

You must adhere to the policies of the canteen, including Work Health and Safety and Food Handling Procedures, and money handling policies as outlined by the Canteen Supervisor.

## Ensuring Canteen Security

- ▶ Ensuring security of cash and keys.
- ▶ Assisting with locking up at the end of the working day and switching off certain appliances if required.
- ▶ Ensuring that only authorised personnel enter the canteen.

## Supporting Other Canteen Volunteers

Develop ongoing positive relationships with all Canteen Volunteers.

## Children's Life Skills

Assisting students by providing a safe and respectful environment where children can learn to interact with adults effectively, including how to:

- ▶ Put in lunch orders and purchase from the canteen.
- ▶ Communicate requests.
- ▶ Handle money.
- ▶ Make timely decisions and good choices.
- ▶ Display appropriate manners.

## Miscellaneous Duties

Any other duties that may be requested by the Canteen Supervisor from time to time.



## Finding Volunteers for the School Canteen

When searching for Canteen Volunteers, keep in mind the different social, ethnic and educational backgrounds of your school community. Try to achieve a representative selection of volunteers.

Ways to find and approach prospective volunteers:

- ◆ Approach people personally (in the playground, by letter, or by visiting them at home)
- ◆ Place an invitation for volunteers in the school newsletter
- ◆ Speak at a parent meeting
- ◆ Hand out leaflets
- ◆ Conduct canteen tours on the first day of school or during orientation week

Benefits of volunteering that you can 'sell' to potential volunteers:

- ◆ Make new friends
- ◆ Improve skills for employment
- ◆ Possibly learn new skills
- ◆ Help raise funds
- ◆ Contribute to the school community

Make working in the canteen attractive to volunteers by:

- ◆ Keeping the workload of each volunteer reasonable
- ◆ Making volunteer rosters flexible



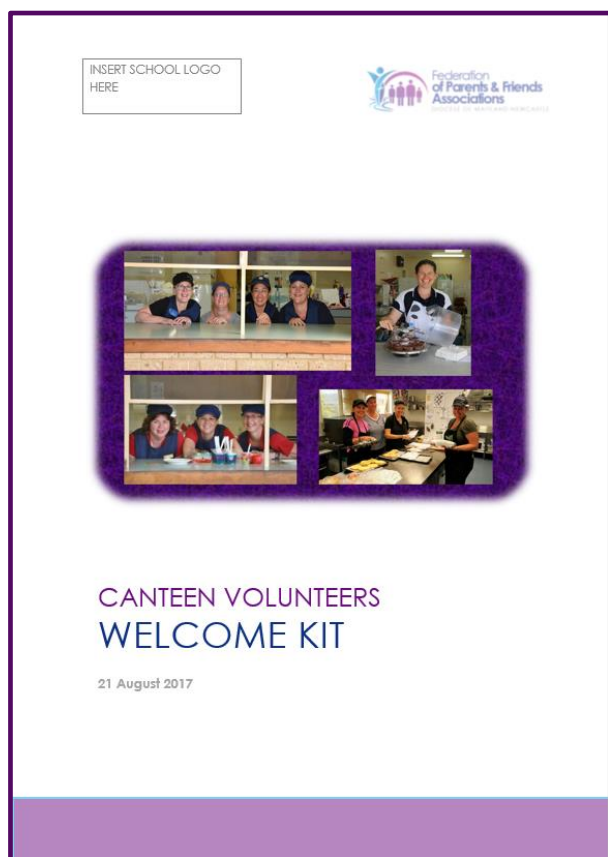
## Induction

### Canteen Volunteers Welcome Kit

The aim of the Welcome Kit is to provide Canteen Volunteers with all the information they need to walk in the canteen door and fit right in. There is a wealth of information in this kit. Canteen Volunteers are encouraged to take the time to read it; if they have questions the Canteen Supervisor will be only too happy to answer them.

The Canteen Volunteer Welcome Kit can be found at:

<https://www.mn.catholic.edu.au/parents-community/pf/>



### Canteen Volunteer Induction Checklist

This checklist should be completed by the Canteen Volunteer with the Canteen Supervisor prior to starting in the canteen.

The Principal or their delegate must have already completed the WWCC checklist and signed off on it to allow the Canteen Volunteer to commence.

All Canteen Volunteers must also complete the Induction for School Volunteers and read the *Volunteer Induction Handbook*.



## Canteen Volunteer Induction Checklist

ACTIVITY	✓
<b>INTRODUCTION TO THE CANTEEN</b>	
Sign-in and sign-out procedure and the need for a Visitor Pass	
Office Staff have emergency contacts details for Canteen Volunteer	
Canteen Volunteer has advised how name and contact details should appear on the Canteen Roster	
Provide Canteen Volunteers Welcome Kit and Resource Manual for School Canteens; answer any questions	
Complete a tour of school site and show Evacuation Points, classrooms, toilets (student toilets are not for the use of adults), etc.	
Ask if Canteen Volunteer has any questions regarding the Canteen Policy or procedures	
Locate the photos of the food allergy students and explain what their allergies are and the procedures involved	
Discuss current menu and Food Colour Groups	
Explain location of cash drawer	
Explain location of fridges, dry store etc.	
<b>DAILY TASKS</b>	
Locate appropriate and secure place for handbags/mobiles etc.	
Ensure footwear is appropriate	
Ensure hair is tied back	
Perform correct pre-food-handling hand-washing procedure	
Put on disposable apron, tie hair back or put on a disposable hat	
Explain how student orders are collated (bags and online orders)	
Locate various food preparation areas and the tasks that need to be completed, including timing for recess and lunch foods	
Timing and products available for recess and preparation of lunch products	
Timing and collection procedures for lunch orders	
Timing and products available for lunch service	
Clean-up requirements for utensils, benches, fridges, sinks floors etc.	
Restocking of fridges from freezers, counter displays, plastic utensils, serviettes etc.	
How to notify Canteen Supervisor of items that need to be reordered	
Process for counting, recording and banking daily cash takings	
Closing-up procedures	


Signature of Canteen Volunteer: \_\_\_\_\_

Signature of Canteen Supervisor: \_\_\_\_\_

Date: \_\_\_\_\_




## Canteen Volunteer Roster Template

<b>CANTEEN VOLUNTEER ROSTER</b>					
MONTH:					
Week of the Month	Day	Name	Start Time	Finish Time	Contact Number
<b>ONE</b>	<b>Monday</b> 1/05/2017	Volunteer 1	8:30	15:30	O578963482
		Volunteer 2	8:30	15:30	O156198981
		Volunteer 3	8:30	15:30	O578963482
		Volunteer 4	8:30	15:30	O156198981
		Volunteer 5	8:30	15:30	O578963482
		Volunteer 6	8:30	15:30	O156198981
	<b>Tuesday</b> 2/05/2017	Volunteer 1	8:30	12:00	O578963482
		Volunteer 2	11:30	15:30	O156198981
		Volunteer 3	8:30	15:30	O578963482
		Volunteer 4	11:30	15:30	O156198981
		Volunteer 5	8:30	15:30	O578963482
		Volunteer 6	8:30	15:30	O156198981
	<b>Wednesday</b> 3/05/2017	Volunteer 1	8:30	15:30	O578963482
		Volunteer 2	8:30	15:30	O156198981
		Volunteer 3	8:30	15:30	O578963482
		Volunteer 4	8:30	15:30	O156198981
		Volunteer 5	8:30	15:30	O578963482
		Volunteer 6	8:30	15:30	O156198981
	<b>Thursday</b> 4/05/2017	Volunteer 1	8:30	12:00	O578963482
		Volunteer 2	11:30	15:30	O156198981
		Volunteer 3	8:30	15:30	O578963482
		Volunteer 4	11:30	15:30	O156198981
		Volunteer 5	8:30	15:30	O578963482
		Volunteer 6	8:30	15:30	O156198981
<b>Friday</b> 5/05/2017	Volunteer 1	8:30	12:00	O578963482	
	Volunteer 2	11:30	15:30	O156198981	
	Volunteer 3	8:30	15:30	O578963482	
	Volunteer 4	11:30	15:30	O156198981	
	Volunteer 5	8:30	15:30	O578963482	
	Volunteer 6	8:30	15:30	O156198981	
<b>Available Replacements for this Week</b>					
		Volunteer A			O578963482
		Volunteer B			O156198981
		Volunteer C			O578963482
 <p><b>If you have a contagious disease or are suffering gastric symptoms such as diarrhoea or vomiting, please advise the Canteen Supervisor that you will not be able to fulfil your allocated roster.</b></p> <p><b>IT IS AGAINST THE LAW TO HANDLE FOOD IF YOU HAVE ANY OF THE ABOVE</b></p>					





## Attendance Register Template

<b>ATTENDANCE REGISTER</b>					
<b>Note : Work Health and safety requirements are that all Canteen Volunteers and visitors must ensure the health and safety of themselves and others.</b>					
Date	Day of the Week	Name	Time In	Time Out	Signature
12-December-2017	Tuesday	Volunteer	8:30	15:30	D Wallace
12-December-2017	Tuesday	Volunteer	8:30	15:30	H Sheppard
12-December-2017	Tuesday	Volunteer	8:30	15:30	J Goodrider
12-December-2017	Tuesday	Volunteer	8:30	12:00	P Pitstop
12-December-2017	Tuesday	Volunteer	11:30	15:30	D Dastardly
12-December-2017	Tuesday	Volunteer	8:30	15:30	W Wacky
13-December-2017	Wednesday	Volunteer	8:30	15:30	S Sleepy
13-December-2017	Wednesday	Volunteer	8:30	15:30	H Happy
13-December-2017	Wednesday	Volunteer	8:30	15:30	S Snoozy
13-December-2017	Wednesday	Volunteer	8:30	12:00	B Bashful
13-December-2017	Wednesday	Volunteer	11:30	15:30	G Grumpy
13-December-2017	Wednesday	Volunteer	8:30	15:30	D Dopey
14-December-2017	Thursday	Volunteer	8:30	15:30	T Ryan
14-December-2017	Thursday	Volunteer	8:30	15:30	D Rodges
14-December-2017	Thursday	Volunteer	8:30	15:30	B Evans
14-December-2017	Thursday	Volunteer	8:30	12:00	A Miller
14-December-2017	Thursday	Volunteer	11:30	15:30	R Warren
14-December-2017	Thursday	Volunteer	8:30	15:30	C Chancer
15-December-2017	Friday	Volunteer	8:30	15:30	B Ryan
15-December-2017	Friday	Volunteer	8:30	15:30	B Bianco
15-December-2017	Friday	Volunteer	8:30	15:30	V Viola
15-December-2017	Friday	Volunteer	8:30	12:00	N Nero
15-December-2017	Friday	Volunteer	11:30	15:30	V Verde
15-December-2017	Friday	Volunteer	8:30	15:30	R Rosa
 Thank you for your support and assistance today					



## Canteen Job List Template

CANTEEN JOB LIST				
DAY	JOB LIST	SUGGESTED SKILL SET	FREQUENCY	JOB ALLOCATION
	What needs to be done?	What skills are needed to do this job?	How often does the task need to be performed	Who is the best person for the job?
Monday	Collating Orders	organisation / good processing	Each Morning	B Ryan
	Food Preparation	can follow instructions, aware of Food Safety	In time for recess and lunch	B Bianco
	Serving Customers	listen, polite, add up and make change	Recess and Lunch	V Viola, N Nero, V Verde, R Rosa
	Clean up	follow WHS, Food Safety and Hygiene	After Lunch each day	N Nero
	Cash Counting/Reporting	basic math and concentration	End of Each Day	Canteen Supervisor and V Verde
	Stock Ordering	noting what items need to be replenished	Each Day	R Rosa
Tuesday	Collating Orders	organisation / good processing	Each Morning	D Wallace
	Food Preparation	can follow instructions, aware of Food Safety	In time for recess and lunch	H Sheppard
	Serving Customers	listen, polite, add up and make change	Recess and Lunch	J Goodrider
	Clean up	follow WHS, Food Safety and Hygiene	After Lunch each day	P Pitstop
	Cash Counting/Reporting	basic math and concentration	End of Each Day	D Dastardly
	Stock Ordering	noting what items need to be replenished	Each Day	W Wacky
Wednesday	Collating Orders	organisation / good processing	Each Morning	S Sleepy
	Food Preparation	can follow instructions, aware of Food Safety	In time for recess and lunch	H Happy
	Serving Customers	listen, polite, add up and make change	Recess and Lunch	S Snoozy
	Clean up	follow WHS, Food Safety and Hygiene	After Lunch each day	B Bashful
	Cash Counting/Reporting	basic math and concentration	End of Each Day	G Grumpy
	Stock Ordering	noting what items need to be replenished	Each Day	D Dopey
Thursday	Collating Orders	organisation / good processing	Each Morning	T Ryan
	Food Preparation	can follow instructions, aware of Food Safety	In time for recess and lunch	D Rodges
	Serving Customers	listen, polite, add up and make change	Recess and Lunch	B Evans
	Clean up	follow WHS, Food Safety and Hygiene	After Lunch each day	A Miller
	Cash Counting/Reporting	basic math and concentration	End of Each Day	R Warren
	Stock Ordering	noting what items need to be replenished	Each Day	C Chancer
Friday	Collating Orders	organisation / good processing	Each Morning	Z Zucchero
	Food Preparation	can follow instructions, aware of Food Safety	In time for recess and lunch	C Casa
	Serving Customers	listen, polite, add up and make change	Recess and Lunch	S Sale
	Clean up	follow WHS, Food Safety and Hygiene	After Lunch each day	I Insalada
	Cash Counting/Reporting	basic math and concentration	End of Each Day	P Patata
	Stock Ordering	noting what items need to be replenished	Each Day	G Guicchio

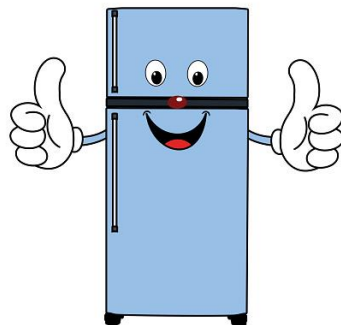
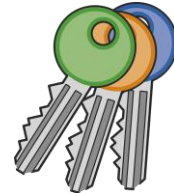


## End of Day Procedures Template

### CLOSING UP THE CANTEEN

#### *At the end of each day ...*

- 1.** Make sure all equipment is secured and all storage areas (cupboards, fridges and freezers) are properly closed and locked.
- 2.** Turn off all fans, ovens, urns and other appliances (except refrigeration).
- 3.** Make sure the time settings for any security lighting are correct and that the light works.
- 4.** Close all windows. Secure all doors and roller shutters.



## Creating a Healthy School Canteen

### Is your school canteen *Good for Kids?*

#### What is *Good for Kids. Good for Life?*

*Good for Kids* is Australia's largest ever program promoting healthy eating and physical activity for kids aged up to 15 years. *Good for Kids* is a pilot program, implemented in the Hunter New England (HNE) Health area as part of the NSW Government's Live Life Well program.

The *Good for Kids* program has formed partnerships with the Catholic Schools Office to support schools in the Hunter, New England and Lower Mid North Coast areas to promote and implement nutrition and physical activity programs. Many schools have already introduced the *Good for Kids* program into the classroom, the school environment and the broader school community, with initiatives such as *Crunch&Sip®* and *Get Skilled, Get Active, Go!*

The *Good for Kids* program provides schools with a wide range of information, ideas, resources and support to help schools create a healthy environment for learning.

#### Why?

In order to improve the health and well-being of students the Catholic Schools Office has, through the signing of a Memorandum of Understanding (MOU), committed to implementing programs which support students to eat well and be active. These changes are reflected within the *Good for Kids* Guiding Principles (see over for more information), which includes the implementation of healthy canteens through the NSW Healthy School Canteen Strategy Fresh Tastes @ School. Other great reasons for having a *Good for Kids* canteen include:

- It's healthy - having healthy foods and drinks available at the school canteen encourages kids to try new, nutritious foods and develop lifelong positive eating habits, and can help to improve students' academic and physical performance.
- It's easy - *Good for Kids* staff can help you create a healthier canteen with advice, support, ideas and resources.
- It's supportive - reinforces teaching and learning programs within the classroom that promote the benefits of healthy eating.

#### How?

How do school canteens become *Good for Kids*? It's easy:

- Go to the *Good for Kids. Good for Life.* website [www.goodforkids.nsw.gov.au](http://www.goodforkids.nsw.gov.au) to access information and supporting resources.
- Call *Good for Kids* on 1300 657 197 to talk to a staff member.
- Check out the Healthy Kids Association website [www.schoolcanteens.org.au](http://www.schoolcanteens.org.au) for information about the Fresh Tastes Healthy School Canteen Strategy and Fruit 'n' Veg Month.
- Contact your local Community Dietitian / Nutritionist. Refer to the *Good for Kids* website for contact details.



Find out more...  
[www.goodforkids.nsw.gov.au](http://www.goodforkids.nsw.gov.au)

**Good for kids**  
good for life

HUNTER NEW ENGLAND HEALTH DISTRICT





## ***Good for Kids Guiding Principles*** **Creating a healthy environment for learning**

### **In the School environment...**

- Fully implement Fresh Tastes @ School (NSW Healthy School Canteen Strategy) throughout canteens and vending machines.
- Ensure that school fund-raising activities, classroom rewards and school events are consistent with the Fresh Tastes @ School principles.
- Ensure that water is freely available at all breaks.
- Where appropriate, restrict access to stores and food outlets during school hours.
- Encourage and provide opportunities for active play at recess and lunch including the provision of adequate supervision in the playground.
- Limit as much as possible, non educational (out of lesson time) small screen and sedentary activity at school.
- Ensure the physical environment is appropriate for promoting physical activity through access to equipment and facilities during school hours.
- Encourage participation in extra-curricular sport and active weekly school sport, as well as non-organised sport such as walking, skating and skipping.

### **In the broader community...**

- Involve parents and carers in both school and home based nutrition and physical activity programs / activities.
- Encourage healthy lunchboxes and lunchbox programs for all students.
- Promote active transport to and from school to parents and students.
- Promote and provide opportunities for after school physical activities and programs.



### **In the classroom...**

- Introduce fruit, vegetable and water consumption during school hours.
- Encourage water consumption during class time.
- Integrate healthy eating and physical activity messages across the curriculum.
- Involve students in at least two hours of mandatory physical activity per week (including sport and PE).
- Provide opportunities for the development of fundamental movement skills through active PE lessons.



**Find out more...**  
**[www.goodforkids.nsw.gov.au](http://www.goodforkids.nsw.gov.au)**

**Good for kids**  
**good for life**



# Food Matters @ School

## Information for Parents



**Fresh Tastes @ School**  
NEW HEALTHY SCHOOL CANTEEN STRATEGY

**“New .... Exciting .... Healthy .... Delicious”**

The NSW Government has asked all schools to fill canteens and vending machines with healthy and tasty food and drinks. The types of foods that will be sold are shown in the *Canteen Menu Planner* (below).



**CANTEEN MENU PLANNER**

**OCCASIONALLY**: Do not sell these foods on more than two occasions per term\*.

**SELECT CAREFULLY**: Do not let these foods dominate the menu. Avoid large serving sizes.

**FILL THE MENU**: Encourage and promote these foods.

**Why a Healthy Canteen?**

- ✓ provide your child with tasty and healthy lunches and snacks
- ✓ teach healthy eating messages

**Healthy eating is important for the health of your child**

A variety of healthy foods will help your child to:

- ☺ grow
- ☺ learn well at school
- ☺ avoid sickness and tooth decay
- ☺ learn healthy eating habits

**Too many fatty, sugary or salty foods may make your child less healthy**

They give:

- ⊗ too many kilojoules
- ⊗ not enough vitamins and minerals

Your child may:

- ⊗ feel more tired
- ⊗ find it harder to think at school
- ⊗ become overweight if they do not get enough active playtime
- ⊗ have more tooth decay

**X**

Do not eat these foods very often. Only eat them in small amounts.

\*Large sweetened drinks cannot be sold at any time in any NSW government schools.

The NSW Healthy School Canteen Strategy is a partnership between the NSW Department of Education and Training, the NSW Department of Health, the Catholic Education Commission and the Association of Independent Schools.











## Examples of foods that may be sold in healthy canteens



### Support your healthy school canteen by:

- ✓ talking to your child about eating healthy food
- ✓ serving healthy food at home
- ✓ helping your child choose healthy food from the canteen
- ✓ sending only healthy food to school
- ✓ sharing your ideas with your school canteen
- ✓ helping in the canteen or on the canteen committee
- ✓ encouraging healthy fundraising activities at school

### For more health information in your language visit:

<http://www.mhcs.health.nsw.gov.au>

### For more healthy eating information (in English) visit:

- [www.health.nsw.gov.au/obesity](http://www.health.nsw.gov.au/obesity)
- [www.schoolcanteens.org.au](http://www.schoolcanteens.org.au)
- [www.health.gov.au/pub/hlth/strateg/food/guide](http://www.health.gov.au/pub/hlth/strateg/food/guide)
- [www.freshforkids.com.au](http://www.freshforkids.com.au)
- [www.healthykids.nsw.gov.au](http://www.healthykids.nsw.gov.au)



### Every day your child needs\*:

- 🍏 1 serve fruit
- 🥬 2-3 serves vegetables
- 🥛 2-3 serves milk, cheese or yoghurt
- 🍗 ½ to 1 serve meat, fish, chicken, eggs or legumes
- 🍞 2-4 serves bread, cereal, rice, pasta or noodles
- 🍳 A healthy breakfast. Some schools have breakfast programs or canteens that provide breakfast.
- 💧 Water to drink



\*Your child may need more as they grow or if they are very active.



## DEVELOPING A HEALTHY MENU CHECKLIST

### **Are there potential customers you could be serving?**

- Do you have foods suitable for a range of ages (teachers as well as students)?
- Do you have food for vegetarians, students who arrive early and other members of the school community with special requirements?
- Do you cater for people who use the school outside of school hours?
- Do you cater for significant events outside of normal recess and lunch hours, such as examinations and excursions?

### **Can customers see what is available?**

- Can your customers see the food displays while they wait for service? Can short customers see the displays as well as tall customers?
- Do the healthier products have the best position in all displays?
- Do you use posters to promote foods? Are the posters positioned so they can be read easily.
- Do fruit displays show how good the fruit is? Can hanging wire baskets be easily reached by servers and customers?
- Are cut fruit displays fresh and enticingly presented ?

### **Are customers getting quality food?**

- Are you selling fruit in season to make sure it is the best quality?
- Are salad vegetables fresh and crisp?
- Are sandwiches bursting with filling?
- Are milk and fruit juices refrigerated so they are icy cold?
- Is only undamaged fresh produce for sale?
- Are only undamaged packaged products for sale?

### **Do you advertise?**

- Do you use school notice boards, blackboards or menu boards away from the canteen to promote what's for sale?
- Do you announce daily specials during assembly or over the school PA system?
- Is the canteen's range of products promoted in school newsletters which students take home?
- Is the current menu placed on the school's SKOOLBAG app?
- Is the current menu placed on the school's website?
- Do you have printed menus or price lists for customers to take home or put up in the staff room?

### **Is the canteen an active part of the school community?**

- Do you promote the canteen's products using theme days?
- Do you use events in different classroom subjects to promote the canteen?
- Do you promote healthy products during promotional weeks? (.e.g. healthy bones week, national heart week)





### **Are healthy food choices made easy and appealing?**

- Are cut, or small portions of fresh fruit available?
- Are cut, or small portions of fresh vegetables available? (e.g. celery, carrot)
- Do you promote healthy snacks or meals as a single produce (e.g. a creepy crawly meal deal for World Environment Day)
- Do you make healthy food enticing through imaginative recipes and names?
- Do you regularly put stickers or swap cards in healthy lunch meals? (Contact your state or territory School Canteen Association for more information.)

### **Are new products promoted?**

- Are free samples of new products offered in bite size portions to entice customers to buy?
- Do you have 'tasting' days to promote new products?
- Do you use the Student Council to sample new products?
- Does the menu change?

### **Are slow moving lines promoted?**

- Do you offer two for one deals, free entry into a prize draw; or other incentive to increase the sales of slow moving lines?

## **PROMOTING YOUR HEALTHY CANTEEN AND MENU**

- Use innovative or novel ways to display foods in the canteen.
- Use posters or menu boards to promote foods in the canteen.
- Decorate your printed menu in an interesting way.
- Conduct a theme day in the canteen e.g. St Patrick's Day and promote special foods as part of the day.
- Conduct a 'health promotion' day such as Healthy Bones week and promote special foods as part of the day.
- Use imaginative names for menu items.
- Ask the Student Representative Committee (SRC) to help promote the canteen.
- Use special 'meal deals' to promote healthy foods.
- Promote the canteen by the school newsletter, P&F announcements, school assemblies etc.
- Conduct taste testing of new products to help to promote them.
- Decorate the canteen in a special way to promote healthy food.
- Run a competition to name the school canteen.
- Run a competition to name a new food.
- Run a poster competition to promote a new food.
- Use a classroom activity where students prepare healthy food, sample them and then select those that could be tried in the canteen.
- Contact a local paper to promote a special canteen activity.



- Use technology such as email, SKOOLBAG app, school website to promote the canteen menu.
- Take advantage of special days (e.g. Grandparents Day) and cater for these.
- Place some tables and chairs and plants near the canteen to create a nice eating atmosphere.
- Utilise any spare ground near the canteen for a small herb or vegetable garden, or use pots. It not only provides a pleasant area for eating but also provides quick and easy access to fresh herbs when preparing foods.
- Provide catering service for staff meetings.
- Consider offering a 'breakfast' service before school.



## SAFE FOOD HANDLING

### FACT SHEET

# FOOD SAFETY IN SCHOOL CANTEENS

Advice from the NSW Food Authority



NEW HEALTHY SCHOOL CANTEEN STRATEGY

### FACT SHEET

# FOOD SAFETY IN SCHOOL CANTEENS

Advice from the NSW Food Authority

#### What's the best way to display food?



- All food served in the school canteen must be wrapped or covered when on display.
- Unpackaged self service food must have tongs, spoons, bag or paper ready for students to serve themselves without touching the food directly.
- Hot foods like pies, pizza and pasta must be kept hot (60°C or above) when displayed.
- Similarly, cold foods like sandwiches, salads and milk drinks must be kept cold on display (5°C or below).

#### QUICK HYGIENE CHECKLIST!

**Make sure you and your staff ...**

- do not prepare foods for others if you are ill and remember to cover up wounds
- always wash hands thoroughly with warm soapy water and dry thoroughly with paper towels before and after touching food
- tie hair back, remove or cover jewellery and wear clean protective clothing (aprons / hair nets / hats).

**Make sure your canteen ...**

- keeps free from vermin and animals (close doors, use windows with screens, clean equipment and dispose garbage effectively!)
- keeps raw meat in sealed containers at the bottom of the fridge so juices don't run onto other foods
- keeps cold food cold and hot food hot
- assesses ready to eat foods above vegetables and meat in the fridge
- always sanitises or changes chopping boards and utensils every time they prepare a new food type.

#### Useful contacts and resources:

NSW Food Authority  
Visit our website to download fact sheets and get detailed information: [www.foodauthority.nsw.gov.au](http://www.foodauthority.nsw.gov.au)  
Or call the Contact Centre: 1300 552 406

NSW School Canteen Association  
Provides information for school canteens on a range of areas, visit: [www.schoolcanteens.org.au](http://www.schoolcanteens.org.au)

Food Safety Information Council  
Visit the FSIC website for posters and fact sheets: [www.foodsafety.aunz](http://www.foodsafety.aunz)

Food Standards Australia New Zealand  
Visit the FSANZ website for information on the national food standards and food code including "Safe Food Australia" user guides: [www.foodstandards.gov.au](http://www.foodstandards.gov.au)

Looking After Our Kids (Commonwealth Department of Health and Ageing)  
An excellent video and handbook is available.  
Call 02 6289 5131 or email [foodsafety@health.gov.au](mailto:foodsafety@health.gov.au)

Anaphylaxis Australia  
This organisation can give you detailed information on managing food allergies. Call: 1300 728 000 or visit: [www.allergyfacts.org.au](http://www.allergyfacts.org.au)

#### Why is Food Safety so important?

We are surrounded by food every day so it's easy to forget food can also be potentially very dangerous if it's not handled, prepared and stored correctly. Bacteria can multiply in food and make us extremely ill – more than 5 million Australians are estimated to suffer from food borne illness, better known as food poisoning each year. Children are particularly vulnerable so it's essential that school canteen staff practice safe food handling and preparation.

#### What is the NSW Food Authority?

As Australia's first completely integrated food regulation agency, it is responsible for food safety across the entire NSW food industry – from primary production to point of sale through to educating consumers about safe food practices in the home.

#### Have you 'notified' your school canteen?

National food law, Food Safety Standards 3.2.2, requires that all food businesses in NSW (including school canteens) 'notify' the NSW Food Authority of their food activity details. Notification of food businesses allows the Authority to maintain a close relationship with all businesses. For example, it means we can keep you informed and updated on changes to food legislation. Canteens can notify as food businesses in 2 ways:

- For free, just follow the instructions at [www.foodnuffnw.gov.au](http://www.foodnuffnw.gov.au) or
- Ring 1300 650 124 to obtain a paper form (a \$55 submission charge will apply).

For more information please refer to the "Food Business Notification" fact sheet which is available at [www.foodauthority.nsw.gov.au](http://www.foodauthority.nsw.gov.au) or by calling 1300 552 406.

#### How is the NSW Food Authority involved with school canteens?

The NSW Food Authority (or your local council) may inspect your school canteen to ensure its compliance with the Food Standards Code especially the food safety standard 3.2.2 and 3.2.3.

This fact sheet aims to answer common questions received from school canteens but you can obtain more detailed information by calling 1300 552 406 or visiting [www.foodauthority.nsw.gov.au](http://www.foodauthority.nsw.gov.au).





Internet: [www.foodauthority.nsw.gov.au](http://www.foodauthority.nsw.gov.au)  
Email: [contact@foodauthority.nsw.gov.au](mailto:contact@foodauthority.nsw.gov.au)

Tel: 1300 552 406  
Fax: 02 9647 6026

For more information

NSW HEALTH

NSW Food Authority

NSW Food Authority





FACT SHEET

**HANDLING POTENTIALLY HAZARDOUS FOODS**

School canteens must be particularly careful when handling potentially hazardous foods. Foods to watch out for include raw and cooked meats, dairy products, seafood, unpasteurised juices, ready packed salads and vegetables, cooked rice, pizza and products containing raw eggs. **This does not mean you can't use them, only that you must be extra careful when preparing, cooking, serving and storing these foods.**

Schools need to be aware of students who are allergic to certain foods, such as peanuts and peanut products. These foods should be kept separate or even excluded from the menu. You can get more information about this at:

[www.schools.nsw.edu.au/studentsupport/studenthealth/conditions/foodallergy/index.php](http://www.schools.nsw.edu.au/studentsupport/studenthealth/conditions/foodallergy/index.php)  
or [www.allergyfacts.org.au](http://www.allergyfacts.org.au)



**Can canteens sell foods that are prepared or cooked at home?**

A food business is defined as any food preparation, food storage or food distribution activity which handles food for sale.

All food businesses must be 'notified' to the NSW Food Authority before they start operating and there are penalties for food businesses which are not properly notified. That means that the domestic kitchen as well as the school canteen must be notified to the Authority and both must comply with food safety standards generally.

Preparing food at home for sale in a canteen (or elsewhere) must also be approved by your local Council. Some Councils may not approve home-based operations involving high risk foods.

Remember, if the handling of food for sale in school canteens occurs in a domestic kitchen there are also special food safety issues to consider. These relate to kitchen design and construction, food handling and hygiene, product labelling and record keeping. The NSW Food Authority or your local Council will be able to help you with this.

For more information please refer to the "Home based food business" fact sheet which is available at [www.foodauthority.nsw.gov.au](http://www.foodauthority.nsw.gov.au) or by calling 1300 552 406.

**What training should the canteen manager take?**

It is the canteen manager who is responsible for ensuring that all food handlers (whether staff or volunteers) are confident and competent to undertake the task required of them. Managers should show food handlers what to do and supervise them until they are comfortable doing the task. Don't assume they will know what to do. Check first!

Canteen managers would benefit from attending an accredited food hygiene training course. Most local colleges or TAFE's will offer courses in food hygiene and safety. You can search for these via the TAFE website [www.tafensw.edu.au/however/simpleSearch.do](http://www.tafensw.edu.au/however/simpleSearch.do) - Look for courses such as 3-405 *Workplace Hygiene (food handlers)*, that cover: temperature control, understanding bacteria and how to prevent their growth, cross contamination, personal hygiene and handling chemicals. The NSW School Canteen Association may also be able to recommend good courses in your area.

Many canteens offer induction evenings or training sessions for staff and volunteers at the beginning of each term.

It's a good idea to give out this fact sheet and ask them to read through the *Hygiene* chapter in the new *Fresh Ideas for a Healthy School Canteen* folder.

Lots of schools also show the video *Looking after our kids* which you can order from the Commonwealth Department of Health and Ageing.



FACT SHEET

**What do volunteers need to know?**

Food handlers should have knowledge and skills appropriate to the type of food they are receiving, preparing, storing and serving, particularly if it is potentially hazardous (e.g. raw meat, eggs etc) or is not going to be thoroughly cooked immediately prior to consumption.

- All volunteers should have a basic understanding of:
  - why bacteria grow
  - how to avoid cross contamination
  - personal hygiene requirements
  - temperature control (for cooking, reheating, cooling, defrosting, storing and displaying food).

Fact sheets explaining all these topics in more detail are available from the NSW Food Authority ([www.foodauthority.nsw.gov.au](http://www.foodauthority.nsw.gov.au) or call 1300 552 406). Refer also to the *Fresh Ideas for a Healthy School Canteen* folder.

**How should bench tops and other items be sanitised?**

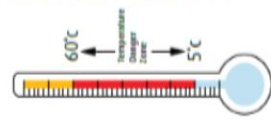
Cleaning an item only removes the dirt and grease from it - it does not kill the bacteria hiding underneath!

To sanitise you can use either hot water or a bottled chemical sanitiser.

**Follow these steps:**

- 1) Scrub waste off equipment and surfaces into the garbage
- 2) Wash bench top/item with warm, soapy water (the water should be hot enough for you to need to wear gloves)
- 3) Either soak item for at least a minute in very hot water or spray the bench top with a sanitising solution (following the instructions on the label)
- 4) Leave to drain, air dry or wipe with paper towels.

Remember, the same methods should be used for your utensils and chopping boards too!



**How do I reheat food safely?**

If you have cooked food that you aren't going to eat straight away, cool it as quickly as possible and then store it in the fridge. Don't keep leftovers longer than 2 days.

When you reheat food, make sure that it's piping hot all the way through (at least 60°C). Try using a thermometer to check. If the food is only warm it might not be safe to eat.

Remember, don't reheat food more than once!



**How do I defrost food safely?**

Food can be defrosted in 2 ways. If you have time to plan ahead then you can defrost foods that are covered or in a container in the fridge. Smaller amounts of food can be defrosted in the microwave. Remember to use the defrost setting.

Remember, never defrost foods on bench tops!

**How do I cool food safely?**

Remove food from the oven and allow the temperature to drop to 60°C. Ideally this should be done in less than 2 hours. Once this temperature is reached, ladle food into shallow containers, cover with a lid or clean paper and place the containers into the fridge to cool. Make sure they are stored above your raw meat and vegetables to they are safely separated.

**REMEMBER THE 2 HOUR RULE**

- Bacteria that cause food poisoning grow rapidly between 5°C and 60°C (the temperature danger zone).
- Food left in the temperature danger zone (eg out of the fridge or food warmer) for longer than 2 hours is dangerous.
- Refrigerate leftovers as soon as possible and hot before serving.
- Keep hot foods hot and cold foods cold and don't leave them at room temperature for more than 2 hours.

If in doubt, throw it out!



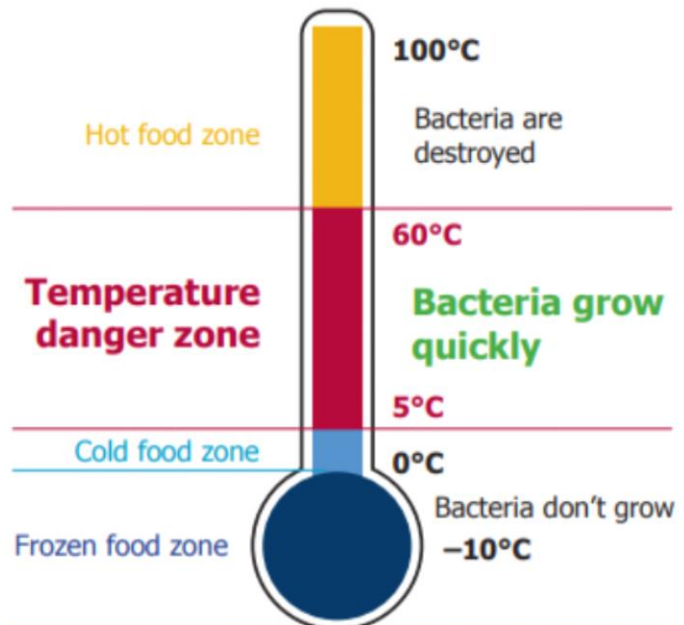


NSW Food Authority  
safer food, clearer choices

# Temperature danger zone



- The temperature danger zone is between 5°C and 60°C, when it is easiest for harmful bacteria to grow in food
- Minimise the time that food spends at these temperatures in order to keep food safe
- Refrigerated food needs to be kept at 5°C or below
- Hot food needs to be kept at 60°C or above



## 4-hour/2-hour rule

If a refrigerated food (eg dairy, cut fruit, sandwiches, salad) or a hot food (eg casserole, pie, lasagne, meatballs) has been in the temperature danger zone for a total time of:

### 0 to 2 hours

Use immediately, or keep at or below 5°C, or at or above 60°C

### 2 to 4 hours

Use immediately

### More than 4 hours

Throw away

If you intend to use the 4-hour/2-hour rule you will need to demonstrate that the food is safe. See the guideline on the 4-hour/2-hour rule on the Authority's website.

Children's services poster - Temperature danger zone NSW/FA/FE12B/1106



## Financial Management of the Canteen

There are many factors and parties involved in ensuring good financial management of the school canteen. The canteen and its policies should uphold the school vision and policies, always modelling the Catholic ethos and healthy practices, while aiming to operate as a profitable enterprise.

Normally, canteen income (and reserves) are intended to cover operating costs, purchase of stock, future purchases such as ovens, fridges etc. though there may be a separate fundraising initiative for this purpose. In some cases, the canteen income may provide for the wages of canteen personnel where feasible. Any excess funds are to be used to benefit the school.

The various parties involved in ensuring sound financial practices include the following:

- Principal: ensures that the canteen is running effectively.
- Canteen Supervisor: promotes sound financial principles in their purchasing, planning, pricing, stock control, wastage etc.
- P&F or Canteen Committee: oversees the activities of the canteen.
- Canteen volunteers: ensure that the day-to-day processes are efficient.

Sound financial management is about:

- The monies which are paid and received, and good processes around counting and tracking.
- The control of stock with processes to track receipt and usage.
- Achieving the right costing to ensure the effective running of the canteen while offering a viable service to families.

Canteens should submit their records to be audited on an annual basis either with the P&F Association annual audit or separately.

Financial Services at the Catholic Schools Office is strongly committed to a culture that demonstrates stewardship and accountability for resources. A key performance indicator to enable sound financial management and internal controls is to ensure effective operational guidelines are in effect.

The financial aim of a school canteen should be to operate as a profitable enterprise with surplus funds being used to benefit the school. Where there is a P&F committee, an appropriate process would determine how surplus funds are allocated to school needs. The following financial guidelines are provided to assist P&F committees operate school canteens.

### BANK ACCOUNT

- Each canteen is to have a separate bank account. The bank account would ideally be a CDF held account with current committee authorities. It would be customary to restrict the number of account signatories to a responsible and practical number. Generally, though, it is recommended that two approved persons sign and authorise transactions. Approved persons should be nominated in committee minutes, and would include the P & F President and Treasurer and may include the Principal. It may be customary for rules to be stated for example that 'one signatory be the President, with any of remaining authorised persons'.





- The bank accounts are to be titled for canteen use only.
- Regular bank reconciliations are to be reviewed and authorised according to P&F committee guidelines.
- Retain a complete register of bank statements and relevant CDF correspondence.

## DAILY BANKING AND SALES CONTROL

- At the beginning and end of each school day the monies are to be balanced for daily banking. An agreed appropriate float is to be locked in a P&F canteen safety box which is stored overnight in a safe location. The daily takings, being the amount aside from the float, are to be recorded and banked as soon as practical. Authorisation of the deposit slip should be signed by two people.
- The balancing of canteen float and takings should be counted and agreed by two people. Recording of the float and daily takings should be recorded in a sales register. An example of a sales register is included in the attached 'P&F Canteen Financial Tools'.
- The recording of daily sales will provide assurances to the canteen committee that the canteen is operating effectively. Fluctuating sales should alert supervising committee members of any issues which need to be reviewed. In situations where sales discrepancies become apparent, the P&F Treasurer and committee are to be informed.
- In some instances, a P&F committee may allow credit sales. Credit sales exist when goods are provided, with an arrangement for payment at a later date. As a guideline, credit sales should be discouraged. If the P&F committee however has decided to allow this to occur, then appropriate sale recording and collection procedures need to be enforced.

## STOCK ORDERING AND PURCHASE PAYMENTS

- All items purchased must be supported by an externally generated delivery docket/invoice.
- Delivery dockets/invoices/statements must be checked for accuracy of supply and pricing.
- Goods should not be unpacked by the supplier. Any differences in goods invoiced and supplied are to be agreed between canteen and supplier as soon as practical.
- Once purchases and invoices have been agreed, invoices can be formally authorised for payment.
- Payment terms should be determined between both parties.
- Payments will generally be settled either by cheque or cash. Cheque payment provides the highest level of ensuring adequate financial controls is undertaken. In some cases, however it may be necessary to settle the payment by way of cash. Ideally cash payments should be discouraged as this may lead to a weakness in financial controls. If a P&F committee has agreed to allow cash payments to occur, it is strongly recommended that payments be made from a Petty Cash till. Recording of Petty Cash transactions should be authorised and recorded on a regular time period.
- It is very important to ensure that following receipt and authorisation of goods received that the payment process shows evidence of authorisation. Authorisation of the invoice/statements would generally be supported by an 'Authorised Payment' stamp or payment voucher. Authorised payment stamps can be purchased at local newsagents; payment vouchers can be manually designed to meet committee



requirements. It is strongly recommended for committee structures to ensure that two P&F members or other authorised persons review and authorise the invoice/statement and cash/cheques.

- Once payments are made it is important to ensure complete and secure filing of payments. Complete filing would usually indicate that authorised delivery dockets/invoices and statements would be attached to each cheque remittance/voucher. This information would then be filed in date and cheque sequence in a secure file. It is generally acceptable to file these records in a ring binder folder. Petty cash records would normally be filed in a month by month basis.
- There may be occurrences when some payments need to be cancelled. If this is to occur, it is important to ensure that the cheque is cancelled at the CDF and that the cheque be indicated as cancelled. Cancelled payments would be filed in date and cheque sequence with approved payments.

## STOCK CONTROL AND PRICING

- Ensure that all stock listed on the external invoices have been delivered, counted and meets quality standards.
- Keep stores in a secure location.
- Access to the canteen should be restricted to authorised personnel.
- P&F committees may have other agreed policies for controls placed on volunteer workers.
- Use old stock first. Damaged, out of date stock and wastage should be recorded.
- Canteen pricing should be reviewed on a regular basis. This will ensure that sales margins are maintained. Sales margin recording is important in ensuring that the financial goal of generating profits is achieved. To assist in measuring sales margins, refer to the 'P&F Canteen Financial Tools'.
- It is recommended that stocktakes be performed at the end of each term. This process will give assurance to the P&F committee that strong financial controls exist for personnel attached to the canteen.
- An example of a stocktake sheet is included in the 'P&F Canteen Financial Tools'. The stocktake worksheet has been designed to list individual selling prices and determine comparative sale margins.

## BUDGETING

- Preparing a budget will help determine the goals for the following year. This forward planning may identify issues, which preclude the canteen committee from achieving the stated financial goals.
- Reviewing the budget against actual performance at regular intervals may assist in achieving stated goals or identify issues, which the P&F committee will need to address.

## FINANCIAL RECORDS AND REPORTING

- It is important to ensure that all financial transactions are clearly recorded in a complete and accurate format. Generally, this can be achieved by using standard cashbook journals. Cashbook journals can be purchased from newsagents. Recording in this format is predominately a manual process. As a variation to the manual cashbook, many worksheets could be duplicated in an excel spread sheet format.





- The next level of recording financial transactions would be to use an electronic accounting package. Electronic accounting packages are many and varied. Generally, though, people using these packages need to be proficient in using the packages, otherwise problems will occur in recording transactions over a period of time.
- At meaningful financial periods (monthly or termly) it is advisable the P&F Treasurer prepare a summary of financial performance. As a guide an example of a useful report is included in the 'P&F Canteen Financial Tools'.
- In a committee structure it is recommended that financial performance reports be tabled and approved at P&F committee meetings. In other formal structures, it may be necessary for reports to be tabled to the Principal of the school.
- At the conclusion of each year it is a requirement that the annual financial performance be audited by an independent body. Independent audits not only fulfil a P&F requirement, but also serve to give assurance to committee members, volunteers and paid workers that internal financial controls are being met.



## Income and Expenditure Statement and Financial Statistics Template

INCOME AND EXPENDITURE STATEMENT								
Financial Period	Term 1	YTD	Term 2	YTD	Term3	YTD	Term 4	Total For Year
Enrolment	135	135	132	132	133	133	136	134
Canteen Sales	\$10,500.00	\$10,500.00	\$14,500.00	\$25,000.00	\$7,000.00	\$32,000.00	\$8,000.00	\$40,000.00
Less Food Purchase Expenses	\$7,600.00	\$7,600.00	\$8,000.00	\$15,600.00	\$6,700.00	\$22,300.00	\$6,600.00	\$28,900.00
<b>GROSS PROFIT/LOSS</b>	<b>\$2,900.00</b>	<b>\$2,900.00</b>	<b>\$6,500.00</b>	<b>\$9,400.00</b>	<b>\$300.00</b>	<b>\$9,700.00</b>	<b>\$1,400.00</b>	<b>\$11,100.00</b>
Gross Profit Sales Margin	28%	28%	45%	38%	4%	30%	18%	28%
<b>Other Income</b>								
Interest	\$22.00	\$22.00	\$3.00	\$25.00	\$20.00	\$45.00	\$20.00	\$65.00
Other Sources	\$45.00	\$45.00	\$0.00	\$45.00	\$10.00	\$55.00	\$0.00	\$55.00
Bank Discrepancies / Errors	\$12.00	\$12.00	\$0.00	\$12.00	\$0.00	\$12.00	\$3.00	\$15.00
<b>Sub total - Other Income</b>	<b>\$79.00</b>	<b>\$79.00</b>	<b>\$3.00</b>	<b>\$82.00</b>	<b>\$30.00</b>	<b>\$112.00</b>	<b>\$23.00</b>	<b>\$135.00</b>
<b>Trading Expenses</b>								
Canteen Wages	\$500.00	\$500.00	\$450.00	\$950.00	\$700.00	\$1,650.00	\$950.00	\$2,600.00
Canteen General Expenses	\$45.00	\$45.00	\$39.00	\$84.00	\$11.00	\$95.00	\$0.00	\$95.00
Canteen Equipment	\$320.00	\$320.00	\$0.00	\$320.00	\$330.00	\$650.00	\$0.00	\$650.00
Building/Equipment Maintenance	\$45.00	\$45.00	\$31.00	\$76.00	\$23.00	\$99.00	\$136.00	\$235.00
Council Charges	\$12.00	\$12.00	\$33.00	\$45.00	\$0.00	\$45.00	\$0.00	\$45.00
Electricity Charges	\$35.00	\$35.00	\$40.00	\$75.00	\$345.00	\$420.00	\$230.00	\$650.00
Loan repayments	\$500.00	\$500.00	\$500.00	\$1,000.00	\$500.00	\$1,500.00	\$250.00	\$1,750.00
Bank Discrepancies / Errors	\$13.00	\$13.00	\$0.00	\$13.00	\$0.00	\$13.00	\$5.00	\$18.00
<b>Sub total - Trading Expenses</b>	<b>\$1,470.00</b>	<b>\$1,470.00</b>	<b>\$1,093.00</b>	<b>\$2,563.00</b>	<b>\$1,909.00</b>	<b>\$4,472.00</b>	<b>\$1,571.00</b>	<b>\$6,043.00</b>
<b>Net profit / Deficit</b>	<b>\$1,509.00</b>	<b>\$1,509.00</b>	<b>\$5,410.00</b>	<b>\$6,919.00</b>	<b>-\$1,579.00</b>	<b>\$5,340.00</b>	<b>-\$148.00</b>	<b>\$5,192.00</b>
<b>Net Profit Margin</b>	<b>14%</b>	<b>14%</b>	<b>37%</b>	<b>28%</b>	<b>-23%</b>	<b>17%</b>	<b>-2%</b>	<b>13%</b>
<b>Balance Sheet Items</b>								
Less:								
Donations to School Account	1500	1500	0	1500	1000	2500	2000	4500
Opening Bank Balance - Start of Period	23000	23000	0	23000	0	23000	0	23000
<b>Closing Bank Balance - End of Period</b>		<b>\$23,009.00</b>	<b>\$5,410.00</b>	<b>\$28,419.00</b>	<b>-\$2,579.00</b>	<b>\$25,840.00</b>	<b>-\$2,148.00</b>	<b>\$23,692.00</b>
<b>Financial Statistics</b>								
Financial Period	Term 1	YTD	Term 2	YTD	Term3	YTD	Term 4	Total For Year
Enrolment	135	135	132	132	133	133	136	134
Canteen Sales Weeks	10	10	10	20	10	30	10	40
Gross Canteen Sales Per Week	\$1,050.00	\$1,050.00	\$1,450.00	\$1,250.00	\$700.00	\$1,066.67	\$800.00	\$1,000.00
Gross Canteen Sales per Student per week	\$7.78	\$7.78	\$10.98	\$9.47	\$5.26	\$8.02	\$5.88	\$7.46
Net Profit per Student per Week	\$1.12	\$1.12	\$4.10	\$2.62	-\$1.19	\$1.34	-\$0.11	\$0.97
Gross profit Sales margin	28%	28%	45%	38%	4%	30%	18%	28%
Net Profit Margin	14%	14%	37%	28%	-23%	17%	-2%	13%
<b>Like Primary Schools</b>								
Gross Profit Sales Margin								
Net Profit Margin								
<b>Like Primary Schools</b>								
Gross Profit Sales Margin								
Net Profit Margin								
ONLY ENTER DATA IN THE GREEN CELLS. THE OTHER CELLS HAVE FORMULAS IN THEM AND WILL CALCULATE AUTOMATICALLY FOR YOU								



Daily Takings Record Template

DAILY TAKINGS RECORD					
Date : _____					
Denominations	Sales	Float	Banking		
Cheques		\$0.00	\$0.00		
\$100.00	\$100.00	\$0.00	\$100.00		
\$50.00	\$100.00	\$0.00	\$100.00		
\$20.00	\$220.00	\$200.00	\$20.00		
\$10.00	\$200.00	\$150.00	\$50.00		
\$5.00	\$70.00	\$50.00	\$20.00		
\$2.00	\$50.00	\$50.00	\$0.00		
\$1.00	\$35.00	\$30.00	\$5.00		
\$0.50	\$12.50	\$10.00	\$2.50		
\$0.20	\$11.40	\$10.00	\$1.40		
\$0.10	\$5.80	\$5.00	\$0.80		
\$0.05	\$6.70	\$2.00	\$4.70		
<b>TOTAL</b>	<b>\$811.40</b>	<b>\$507.00</b>	<b>\$304.40</b>		
	This is the break-up of the cash that is in the cash draw at the end of the day	This is the cash that the <b>Canteen Supervisor designates</b> as the starting cash for each day.	This is the break-up and amount that is to be processed as cash to be banked.		
<p>If the cash in the drawer does not allow for the float to be made up as noted; you should try to get as near to the float as you can with the denominations you have. Ensure that you amend the Banking column to reflect what was banked and the Float column to show what float was left for the next day.</p>					
	Signature 1 :	_____			
	Signature 2 :	_____			
<p><b>ONLY ENTER DATA IN THE GREEN CELLS.</b>  <b>THE OTHER CELLS HAVE FORMULAS IN THEM AND WILL AUTOMATICALLY UPDATE.</b></p>					





## Volunteer Purchase Record Template

<b>VOLUNTEER PURCHASE RECORD</b>		
<b>Name :</b>	<input type="text"/>	
<b>Date :</b>	<input type="text"/>	
<b>Quantity</b>	<b>Item</b>	<b>Amount</b>
2	Packets of dishcloths	\$4.00
12	Aunty Rita's Farm Fresh Eggs	\$6.00
<b>TOTAL</b>		<b>\$10.00</b>
<b>ONLY ENTER DATA IN THE GREEN CELLS. THE OTHER CELLS HAVE FORMULAS IN THEM AND WILL AUTOMATICALLY UPDATE</b>		





### Petty Cash Voucher Template

PETTY CASH VOUCHER							
Please attach receipts here							
<b>Voucher Number:</b>							
<b>Date:</b>							
<b>Amount:</b>							
<b>Details:</b>							
<b>Signed:</b>							





















## CANTEEN FINANCE BUDGET TIPS

The following are guidelines to ensure that the canteen functions as an efficient business enterprise while providing nutritious, appetising and affordable food:

- A cash float should be kept and it should be the same amount every day.
- The amount of the float is to be recorded in the front of the Daily Takings book.
- **NO PURCHASES OR PAYMENTS** of any description are to be made from the cash float.
- All money collected must be counted by two people.
- The total money counted and the signatures of the **TWO** persons who counted the money should be recorded in the Daily Takings book.
- Cash purchases should be well documented and reviewed by the Canteen Committee/Principal.
- All payments should be supported by appropriate documentation (e.g. a supplier's invoice) which should have items received ticked and dated.
- Each cheque should be signed by two authorised signatories.
- Cheque signing officers should sight the supporting documentation before signing cheques and ensure the amount of the cheque agrees with the invoice.
- Use-by dates of stock should be checked and old stock used first if not out of date.
- A record should be kept of daily wastage of goods.
- Stocktake should be conducted at the end of each term and records kept for audit purposes.
- Records must be kept of all credits given and marked off when paid by the person who owed the money.
- A budget should be prepared for the next year by estimating expenses and costs by using last year's figures - **THIS IS WHY IT IS IMPORTANT TO KEEP ACCURATE RECORDS.**
- A report should be forwarded to the Principal monthly, stating the financial position of the canteen.
- All expenditure should be approved by the Principal.
- Canteen cash book must be audited annually.



## COMMON ACCOUNTING TERMS

<b>Assets</b>	Items that the canteen/school owns. This includes equipment such as ovens, pie warmers, utensils, as well as cash and food stock. It does not include fridges and freezers owned by beverage companies.
<b>Cost of goods sold (COGS)</b>	Also known as the cost of sales. It includes the cost directly involved in the purchase/production of the canteen menu items for sale (e.g. bread, salads and salad wrap in the making of a salad sandwich). It includes the cost of the raw materials needed to produce a saleable item.
<b>Cost price</b>	The original cost of a product/raw ingredient needed to produce a saleable item, this is the invoice price of an item before any other costs are added.
<b>Expenses</b>	Costs of running the canteen and include food ingredients, packing etc.
<b>Fixed costs</b>	The expenses that do not change, regardless of the volume of sales.
<b>Gross profit</b>	Can be calculated as income from sales minus COGS. It is the profit after the COGS are taken from the sales income. It can be represented as a percentage or number. When a percentage is used, it is a percentage of the sale price.
<b>Income</b>	Money generated from the sale of items in the canteen.
<b>Liabilities</b>	Any debts payable to an individual/business outside the canteen.
<b>Markup</b>	The amount added to the cost of the item to determine the sale price. Markup is the amount added to the cost price to cover all the fixed and variable costs of operating the canteen. Markup percentages are thought of as the minimum percentage that is required on the cost price of each sale item to ensure all expenses are met.
<b>Net profit</b>	The gross profit minus the cost of fixed costs and overheads. It is what is left over after all the bills for the year are paid.
<b>Overheads</b>	Like fixed costs and include other things such as purchases, depreciation, maintenance etc. it is the expenses necessary for the continued functioning of the canteen but which do not directly generate profit. Does not include food and packaging.
<b>Profit margin</b>	The difference between selling price and total cost price.
<b>Sales</b>	Income derived from the items for sale.
<b>Selling price</b>	The price advertised on the menu and paid by the students. The selling price should include cost of the item plus a contribution to all other costs.
<b>Stock</b>	Also called inventory. Includes food purchases (both dry stock such as tinned beetroot and tomato sauce, as well as drinks, frozen food, dish washing liquid, gloves etc.)
<b>Stocktake</b>	A count of all the stock left at certain times of the year, for example at the end of term. The stocktake calculates the dollar amount of the stock on hand and is valued at cost.
<b>Variable costs</b>	The costs that change with the volume of sales.
<b>Wastage</b>	All the food or materials that are left over and cannot be used or sold.



## SUPPLIERS

Suppliers are individuals or businesses that provide goods or services to your canteen in return for the agreed upon compensation/price.

It is not unusual for a supplier to provide volume discounts to vendors when they agree to sign long-term contracts or place orders for large quantities. Discounts can also be achieved if you increase your purchasing requirements; one such method is to work as a co-operative with other Canteens close by, by increasing the amount of goods you purchase you can negotiate for a cheaper price.

Don't be afraid to negotiate the costs of your items but ensure that once a price is agreed on that it is documented for future reference.

You should keep a list of your trusted and reliable suppliers to ensure that even if you are not there, others know which supplier to order which product from. A register is a good idea.

### Supplier Information Template

SUPPLIER INFORMATION			
<b>Company Name :</b>	Thompson Pies		
<b>Contact Name:</b>	Baker Bill		
<b>Telephone:</b>	041597864		
<b>Email :</b>	<a href="mailto:bakerbill@thompsonpies.com.au">bakerbill@thompsonpies.com.au</a>		
<b>Postal Address :</b>	Po Box 333		
	Doughtown		
	<b>State:</b>	NSW	<b>Post Code</b> 2567
<b>Supplies :</b>	pies	cakes	
	sausage rolls	cheese buns	
<b>Notes :</b>	Order needs to be place by 2pm for delivery next day		
	Order can be placed by email or phone		
	Delivery is normally 9:30am		
	Account paid monthly on invoice by direct credit		
The above information is a guide. Please delete it and enter the information for your suppliers			











## Legislation, WHS, COSI and Inspections

### LEGISLATION AND JURISDICTIONS THAT APPLY TO CANTEENS

- Local Council (for Food Safety Inspections)
- NSW Food Authority (download at [foodstandards.gov.au](http://foodstandards.gov.au))
- Food Safety Standards 3.2.2
- Food Safety Standards 3.2.3
- WHS Act 2011 (download at [safework.nsw.gov.au](http://safework.nsw.gov.au))
- WHS Regulations 2011 (download at [safework.nsw.gov.au](http://safework.nsw.gov.au))

### KEY PROVISIONS FOR FOOD BUSINESSES

#### Notification

Contact details and information on the nature of the business must be given to the Local Government Authority, unless this information is provided already under an existing food business registration system.

#### Skills and knowledge

Food businesses must make sure that people who carry out or supervise the handling of food have appropriate skills and knowledge in food safety and food hygiene matters. Formal training is not necessarily required. Food handlers can also acquire skills and knowledge through, for example, 'in house' training, reading information provided by their employer, following specified operating procedures, or attending courses run by industry associations or a local council.

#### Maintaining potentially hazardous food at correct temperatures

To limit the growth of food poisoning bacteria in food, businesses must minimise the amount of time that potentially hazardous food is at temperatures between 5° C and 60° C. Temperature controls also apply to the receipt, storage, processing, display and transport of potentially hazardous food.

#### Cooking or another processing step to make food safe

Where food must be cooked or otherwise processed to make it safe, food businesses must carry out this step correctly. For example, minced meat and chickens must be cooked right through to the middle to kill food poisoning bacteria.

#### Protecting food from contamination

Food must be protected from contamination. There are also specific requirements for the protection of ready-to-eat food that is on display. These include supervision of the display area, separate serving utensils for each food, and protective barriers.

#### Food disposal

Food that has been recalled or returned or that may not be safe or suitable must be labelled and kept separate from other food until a decision is made about what to do with the food, in accordance with the food disposal requirements.

#### Food recall

Wholesale suppliers, manufacturers and importers of food must have a written recall system for the recall of unsafe food and must use this system when recalling unsafe food. In the event of a recall, you may find it useful to draw on the guidance in the Food



Standards Australia New Zealand (FSANZ) Food Industry Recall Protocol. This is available on the FSANZ website ([www.foodstandards.gov.au](http://www.foodstandards.gov.au)), or call FSANZ on +61 02 6271 2222.

### Health and hygiene requirements

Food businesses must:

- tell food handlers about their health and hygiene responsibilities;
- make sure that people who have or are carrying a disease that might be passed on through food do not contaminate food. Hepatitis A and illnesses caused by giardia, salmonella and campylobacter are examples of diseases that can be passed on through food;
- make sure that a food handler with infected skin lesions or discharges from his/her ears, nose or eyes does not contaminate food;
- provide adequate hand washing facilities and make sure that they are used only for washing hands, arms and faces; and
- make sure that people on the premises do not contaminate food.

### Cleaning, sanitising and maintenance

A food business must ensure:

- Food contact surfaces are cleaned and sanitised to keep microorganisms at safe levels. This applies to food serving equipment such as plates and cutlery, and to any equipment or surfaces that may come into contact with food.
- Food premises, fittings and equipment within the premises are clean and in a good state of repair and working order.
- Chipped, cracked or broken utensils are not used.

### Thermometers

Food businesses handling potentially hazardous food must have a probe thermometer accurate to +/- 1° C so they can measure the temperature of food.

### Animals and pests

Premises must be kept free of animals and pests.

## KEY PROVISIONS FOR FOOD HANDLERS

- Food handlers must tell their supervisor if they may have contaminated food.
- Food handlers must tell their supervisor if they have, or are carrying a disease that might be transmitted through food. Hepatitis A and illnesses caused by giardia, salmonella and campylobacter are examples of diseases that can be passed on through food.
- Food handlers must tell their supervisor if they are suffering from diarrhoea, vomiting, a sore throat with fever, fever or jaundice unless they know their symptom or symptoms do not relate to a food-borne illness.
- Food handlers must tell their supervisor if they have any infected skin lesions or discharges from their ears, nose or eyes as these could contaminate food.
- Food handlers must do everything they can to make sure they do not contaminate food.



- Food handlers must wash their hands with soap and warm running water in the hand washing facilities provided and dry them thoroughly whenever there is any risk that they might contaminate food.
- Food handlers must not behave in ways that could cause food contamination. For example, they must not eat over unprotected food or smoke in food handling areas.

## WORK HEALTH AND SAFETY

Canteen operation falls under the overall WHS Management System as part of procedures including:

- safe operating of equipment
- maintenance of equipment, work environment
- emergency management
- general risk management procedures
- hygiene procedures

## CONTINUUM OF SCHOOL IMPROVEMENT (COSI)

COSI audits will cover these aspects of a school canteen:

- WHS
- Child Protection (re canteen volunteers and paid personnel)
- Building and facilities
- Management / Organisation (within school structure)

## LOCAL GOVERNMENT AUTHORITY INSPECTIONS

The NSW Food Authority has a partnership with the 152 local councils across NSW, who conduct regular inspections of retail food businesses in their local area.

Council environmental health officers (EHOs) are authorised officers under the *Food Act 2003* and check that good food safety practices are in place such as temperature control, cleanliness, hand washing and labelling. This partnership is known as the Food Regulation Partnership.

### What Will Be Assessed During Your Inspection

The majority of councils in NSW inspect retail food premises using a standard checklist for compliance with the Food Standards Code called the Food Premises Assessment Report (FPAR).

The FPAR features a points system to determine a hygiene and food safety score.

Council officers will assess the following as part of the inspection:

- General items: that you appointed a trained Food Safety Supervisor (FSS), have an FSS certificate on the premises, and that food handlers have skills and knowledge to handle food safely
- Food handling controls: storage, display and transport, processing, the risk of cross-contamination
- Cleaning and sanitising, hand washing and proximity of facilities
- Food temperature control
- Pest control



- Premises design and construction: issues such as water supply, disposal, adequate and safe garbage facilities and lighting
- Food labelling: accurate and sufficient.

### Preparing for Your Regular Inspection

There are a number of things you can do to prepare for your regular council inspection to get the best possible result:

- Make sure your premises has an up-to-date notification record at your local council
- Make sure your premises has a current, designated [Food Safety Supervisor](#) (FSS) and that they have an FSS certificate for the required training units
- Look at your last hygiene and food safety inspection report to check that you've taken all of the actions needed to meet the legal requirements. If you can't find your last report, contact your local council and they will be able to give you a copy
- Continue making regular, routine checks to ensure hygiene standards are being maintained and staff are following the rules
- Safe processes are as important as physical conditions. Staff should be able to answer questions on food safety related to the food handling work they do
- Promptly arrange for any repairs and conduct regular maintenance of the premises and equipment
- Perform a self-check by going through the [Food Premises Assessment Report \(FPAR\)](#) yourself.

### Getting a Better Inspection Result

Make sure you have these covered. The 5 most common issues identified by council inspection staff are where food businesses fail to:

1. Clean the food premises and equipment: under, behind, inside equipment and appliances; grease traps; floors; storage areas.
2. Have hand washing facilities that are readily accessible, dedicated to hand washing and have a supply of warm, running potable water, soap and single-use paper towels.
3. Control pest issues such as cockroaches and mice so there is no evidence of infestation; cover waste containers, protect areas from pests with flyscreens etc.
4. Keep high risk food at the correct temperatures (hot enough or cold enough) during both display and storage; have a food temperature measuring device (how do you know food is at a safe temperature?).
5. Cover food during storage and protect it from contamination.

### Scores on Doors

[Scores on Doors](#) is the NSW hygiene and food safety scoring program that displays the results of food premises regular inspections. It makes public how well local restaurants, takeaway shops, bakeries, pub bistros and cafes are complying with NSW hygiene and food safety requirements.

If your council participates in the [Scores on Doors program](#) they will tally your food safety and hygiene rating to either 3, 4 or 5 stars and you will be able to display your food safety record for your customers.





## Links and Resources



<http://www.schoolcanteens.org.au/page/106/resources-and-links>

<https://www.healthykids.nsw.gov.au/campaigns-programs/nsw-healthy-school-canteen-strategy.aspx>

The Fresh Tastes @ School NSW Healthy School Canteen Strategies came into effect in 2005 and since then has been mandatory for all NSW Government Schools and strongly supported and endorsed by the Catholic and Independent Education Sectors. The Strategy is all about giving students across NSW a taste for healthy foods. It heralded a move beyond nutrition guidelines for school canteens to a government-endorsed approach that helps schools determine the healthier types and frequency of foods that are available for sale in their canteens.

Fresh taste resources include:

- Canteen Menu Planning Guide
- Sugar Sweetened Drink Ban for NSW School flyer
- Fresh Tastes Tool Kit
- Fresh Ideas Folder
- Fresh tastes newsletter
- Parent Information Flyer



<https://healthyschoolcanteens.nsw.gov.au/canteen-managers/balancing-your-menu/sample-menus/primary-school-sample-menus/primary-heat-and-serve>





The Coeliac Society of NSW

<http://nswact.coeliac.org.au/>



Australian Guide to Healthy Eating

<https://www.eatforhealth.gov.au/guidelines/australian-guide-healthy-eating>



NSW Government Food Authority

[www.foodauthority.nsw.gov.au/](http://www.foodauthority.nsw.gov.au/)



Australian Society of Clinical Immunology & Allergy

[www.allergy.org.au](http://www.allergy.org.au)

