



No. 4314

Chatham Primary School

Weybridge Street, Surrey Hills Victoria 3127

Telephone: (03) 9830 1933

Email: chatham.ps@education.vic.gov.au

Website: chathamps.vic.edu.au

CANTEEN POLICY AND PROCEDURE

PURPOSE

The purpose of this policy is to ensure Chatham Primary School food services provide food and drinks which contribute to a supportive, healthy school environment. The Canteen offers a service to school families and staff, selling food and drinks suitable for lunch and snacks at an affordable price, whilst maintaining itself as a cost neutral service.

BACKGROUND

School food services can have a major impact on the foods and drinks that students are exposed to and consume. Enjoyment of healthy foods and drinks has a wide range of positive benefits for student health and learning outcomes such as:

- providing important nutrients that students need to be alert and engaged in classroom activities.
- the healthy physical development and performance.
- supporting the development of healthy eating habits and preferences; and
- paving the way for good health and prevention of chronic illness.

It is important that parents and carers, teachers and school staff, and students work together to support a whole-school-approach to healthy eating and build a school culture which supports students to choose nutritious foods and drinks, and a healthy lifestyle.

A healthy school food service:

- makes it easy for students to choose healthy snacks and meals.
- offers a variety of nutritious foods.
- promotes foods that are consistent with Australian Dietary Guidelines.
- can be an avenue for consistent and continual health education.
- complements the diverse elements of the school curriculum.
- involves students, parents, and the wider school community; and
- is an integral part of the entire healthy school environment

To support a whole-school-approach to healthy eating schools, Chatham Primary School will:

- work with parents and carers, teachers and school staff, and students to promote healthy eating practices.
- apply a healthy eating approach to all food and drink services provided to the Chatham school community.
- ensure healthy food choices are made available to the Chatham school community.
- never supply:
 - high sugar content drinks such as energy drinks and flavoured mineral waters with high sugar content.



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- confectionery such as chocolate, lollies, yoghurt compound and coatings, fudge and chewing gum (refer to Resources for the School Confectionary Guidelines); and
- ensure curriculum programs promote a healthy eating approach consistent with the provisions of the Victorian Curriculum.

The policy applies to

- all foods and drinks provided in the following areas within the school environment:
 - school canteens and contracted school food services.
 - external businesses and retail food outlets supplying schools (for example, milk bars, cafes, and bakeries).
 - vending machines.
 - school curriculum activities.
 - rewards and incentives.
 - school sporting days, social events, and productions.
 - school-based breakfast programs; and
 - outside school hours care programs on school grounds.

This policy does not apply to:

- foods and drinks used for the management of individual student's health conditions.
- student lunches and snacks brought from home.
- student birthday celebrations.
- non-school-related events and activities managed by external organisations on school grounds, for example community sport; and
- school camps.
- and matters pertaining to events such as school fetes or fairs.

It is noted that the School Council, through the sourcing and provision of State funding grants, recognises the philosophy of the Stephanie Alexander Kitchen Garden Program, and seeks to create a growing alignment between this philosophy and the policy and procedural expectations of the Department of Education and Training regarding Canteens. It is expected that continuing consultation between the Services Committee of School Council, the Principal and Canteen Manager, will progressively and synergistically work towards this aspiration. Ultimately the Principal, after consultation, will direct the operations of the facility.

POLICY

1. Chatham School Council and the Principal or delegate are responsible for the operation of the Canteen.
2. Canteen opening days and hours are to be agreed to by the Canteen Manager and the Principal after consultation with representatives of the parent/carer community.



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3. The Canteen is a not-for-profit service, aiming to cover all costs associated with contracting a Canteen Manager, equipment maintenance and improvements, food, and drinks. Any surplus profits from the Canteen will be considered by the Services Committee in conjunction with the Finance Committee.
4. The Canteen relies on a Canteen Manager and Volunteers to assist with the preparation and serving of food and drinks each day it is in operation.
5. The Canteen operates in accordance with all relevant legislation and guidelines e.g. The Food Act (1984) Vic., Safe Food Handling, Occupational Health and Safety Regulations 2017 (Vic.), National Healthy School Canteens Guidelines.
6. The Canteen facilities will meet all relevant standards.
7. The Canteen may be used by others within the school community e.g. fundraising activities (with the agreement of the Principal).
8. The Canteen Manager will attend all relevant training updates when required.
9. The Canteen Manager will be responsible for menu planning, safe food delivery, supervision of volunteers, and general operation of the Canteen equipment and space.
10. The Canteen Manager will meet twice each term (at a minimum) with the Principal and a Services Committee representative regarding procedures, feedback, and improvements. The Services Committee will report regularly to School Council.
11. The Canteen will be promoted in the school newsletter, website, and social media platforms (e.g. menu and volunteer recruitment).
12. The administration staff will regularly update the school website calendar for access by all staff and parents.
13. Changes to the menu will be determined by the Canteen Manager, in consultation with the Principal and parents.
14. Orders are placed using the QKR app by families/carers. Ordering is placed by 9:00am on the day prior to service delivery.

ENSURING NO STUDENT GOES HUNGRY

General Statement

Our canteen is committed to ensuring that no student goes hungry during school hours. We understand the importance of nourishment for academic performance, emotional regulation, and overall well-being. This policy



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aims to address situations where a child does not have access to food, providing support and solutions to meet their nutritional needs, on all school days.

Special Dietary Requirements

Some students may require special diets for medical or religious reasons. The school food service should try to meet these needs as far as possible so that all children can enjoy eating a healthy lunch from the canteen. Any special needs for students with disabilities such as modified texture diets or wheelchair access to the canteen should also be considered.

The school Principal, child's teacher or parents/carers should provide advice of any special dietary needs to the Canteen Manager.

Our canteen recognises the importance of catering to students with allergies and dietary restrictions such as vegetarian, vegan, dairy-free (DF), gluten-free (GF), etc. Canteen staff need to be aware of students with such allergies, food intolerances/restrictions and be familiar with the school's management strategies for these students. There is a laminated sign on the notice board in the Canteen identifying all students with severe allergies.

All students with allergies will have their food order identified by a green 😊 on their sticker label and where possible their label placed on a WHITE sandwich bag. During food processing, the Canteen Manager will visually check all orders are correct for students with allergies.

Food orders for these students must be strictly adhered to without any cross contamination. The Canteen will offer suitable alternatives and clearly label allergens on the menu to ensure the safety and well-being of all students. The Canteen Manager will ensure all food processing systems prevent cross contamination of allergens.

Anaphylactic (severe) food allergy

Contact with certain foods, such as peanuts, cow's milk, egg, wheat, soybean, tree nuts, fish and shellfish can be fatal for people with allergies to these foods. Chatham Primary School has guidelines to support students with anaphylaxis. All student's involved have an Anaphylaxis Plan.

All allergens need to be listed for all foods provided by the canteen on the food ordering app Qkr! The Canteen Manager is responsible for keeping this up to date.

Canteen staff need to be aware of students with such allergies and be familiar with the school's management strategies for these students.

When a student is absent, but has a recess/lunch order.



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When a student is unable to attend school or the food has been mistakenly ordered on an excursion day, administration staff will notify the Canteen Manager no later than 9:30am of absent students so the Canteen Manager can minimise waste and contact external providers to update orders (eg. Sushi Club). For the absent student, the canteen will carry the order over to the same day of the following week. The exception to this is if the student is away during the last week of school term, no orders are carried over school holiday.

Spillage of Order

In the case of spillage or accidents involving a student's canteen order, our canteen will promptly replace the affected meal free of charge (with items available at the time). We understand that accidents happen, and it is our priority to ensure that the child still receives a nutritious meal.

Provision of Emergency Meals

Scenario 1: On days the canteen is not open and a student did not bring a packed recess/lunch.

Administration Staff call the student's parent/carer to ask if the parent/carer can bring a meal to the school for their child to eat. If the parent/carer cannot be contacted or is unable to provide food in a timely manner, the office staff/teacher will organise food for the student in consultation with the student's preferences and in consideration of any allergies from the Canteen Emergency Meal Store. These meals will consist of nutritious options to ensure that students have access to food during school hours. The Business Manager will arrange payment for foods consumed either over the phone or via an invoice with the family/guardian.

Scenario 2: On days the canteen is open and a student does not have a recess/lunch order or a packed recess/lunch.

Administration Staff call the student's parent/carer to ask if the parent/carer can bring a meal to the school for their child to eat. If the parent/carer cannot be contacted or is unable to provide food in a timely manner, the Canteen staff will organise food for the student in consultation with the student's preferences and in consideration of any allergies from the Canteen Emergency Meal Store. These meals will consist of nutritious options to ensure that students have access to food during school hours. The Business Manager will arrange payment for foods consumed either over the phone or via an invoice with the family/guardian.

Suggested Food Items available in the Canteen Emergency Meal Store:

- Squeezy Yoghurt
- Raisin Toast (2 slices) with butter
- Apple
- Wholegrain crackers with/without cheese (2 slices)
- Juice – any flavour
- Sandwich/Jaffle – premade in the freezer – cheese, ham and cheese, vegemite, and cheese



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- Sausage Roll with/without sauce (heated in microwave)
- Frozen desserts (any flavour)
- Promotion and awareness

Communication and reminders: The canteen will actively communicate this policy to parents and carers, students, and staff, emphasizing the importance of ensuring no child goes hungry. Regular reminders will be provided regarding canteen services, ordering procedures, and support available for students in need via Compass, Class Representatives (What's App) and the school website.

Confidentiality and Sensitivity

Respect for privacy: Our canteen staff and volunteers will maintain strictly confidential and sensitive when addressing individual student needs and circumstances. We understand the importance of treating each situation with compassion and respect.

By implementing this policy, we aim to foster a supportive environment where every student has access to nutritious meals, ensuring that no student goes hungry during school hours.

Related School Policies

[Chatham Primary School Anaphylaxis Policy](#)

[Chatham Primary School Asthma Policy](#)

[Child Safety and Wellbeing Policy](#)

[Child Safety Code of Conduct Policy](#)

[Chatham Primary School Duty of Care Policy](#)

[Chatham Primary School Volunteers Policy](#)

School Council President Mr Daniel Heath:

Principal: Mr Christopher Cotching:

Date: 28th August 2023

As noted by the School Council meeting of 21st August 2023



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CANTEEN PROCEDURES

The Canteen is currently operating on Wednesdays and Fridays.

Key Responsibilities of the Canteen Manager:

- Maintaining consistency with this Canteen Policy and Procedures.
- Complying with the Duties and Responsibilities outlined in the Canteen Manager Position Description consistent with the Victorian Government Schools Agreement 2017, Education Support Class.
- Managing and setting of the menu in accordance with the guidelines and policies listed.
- Making decisions about changes to the menu in line with the 'red, amber and green' guide.
- Making decisions about pricing to encourage cost-neutrality and not run at a loss.
- Promoting, encouraging, and marketing healthy choices through regular promotion and marketing activities, such as monthly specials and theme days.
- Complying with the current [food safety and hygiene regulations](#).
- Maintaining a current Food Handling and Safety Supervisor certificate.
- Establishing and maintaining an update induction pack for staff and volunteers, which includes links to [Occupational Health and Safety Regulations 2017 \(Vic.\)](#), the school [Anaphylaxis Policy](#), and any other policy/guidelines relevant (for example), [COVID-19 guidelines from the Department of Education and Training](#).
- Complying with the current [Occupational Health and Safety Regulations 2017 \(Vic.\)](#).
 - All canteen staff and volunteers will be made aware of evacuation procedures in case of fire or other emergency.
- Complying with the current [Anaphylaxis Policy](#)
 - All existing and new canteen staff and volunteers will read and understand the [Anaphylaxis Policy](#), before their first shift in the Canteen.
- Making use of volunteer help wherever possible, manage volunteer roster, and provide the relevant support, induction, and training.
- Reporting any equipment failure/problem to the Principal in a timely manner.
- Conducting a stock take once a term and report to the Principal and Business Manager.

Key Responsibilities of Volunteers:

Volunteers are a vital part of our Canteen team, and the Canteen cannot operate without them. A volunteer school worker is a person who voluntarily engages in schoolwork, without payment or reward. School work means:

- conducting the functions of a School Canteen
- any activity conducted for the welfare of a School Canteen
- any activity conducted for the welfare of the School at the request of the Principal or School Canteen Manager
- providing any assistance in the School Canteen



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Daily Duties for Volunteers:

- help prepare cold and hot food
- general food handling
- package food for heating and service
- assist with restocking
- counter service
- assist with cleaning service as per the Cleaning Schedule
- pick up of food items from local external suppliers if needed.

Other Duties and Expectations of all Canteen Personnel involve:

- praising appropriate behaviour and encouraging modification of inappropriate behaviour by students
- modelling acceptable behaviour and language
- understanding and respect for the school values of Chatham Primary School and most particularly being 'safe, being fair and being kind'
- having experience in working with children to demonstrate an understanding of appropriate behaviours when engaging with students
- being a suitable person to engage in child-connected work and act consistent with the Victorian Child Safe Standards
- holding a current Working With Children Check
- Ability to work as part of a team
- Good oral and written communication skills, including ability to communicate with children, parents, and the wider school community
- Ability and willingness to accept policy directives.

Recruitment of volunteers can occur within the school and the wider community (eg. parents, grandparents, aunts, uncles, etc) and will be authorised by the Canteen Manager and the Principal.

All new volunteers will be provided with a Canteen Volunteer Induction Manual that provides information necessary to get started.

Food Handling in Canteens

The purpose of this is to ensure that the school food premises are operated safely and food is handled appropriately. School Canteens are Class 2 food premises and must demonstrate that food is safe to eat in accordance with the Food Act 1984 (Vic).

Definitions

Class 2 Premises

Class 2 food premises are those whose main activity is handling unpackaged potentially hazardous foods, which need correct temperature control during the food handling process, including cooking and storage, to keep them safe. This includes restaurants, fast food outlets, pubs, caterers, delicatessens, supermarkets with delicatessens, cafes, and most manufacturers.



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Safe Food Handling Guidance - Personal Hygiene

Good personal hygiene is essential to ensure that:

- food is not contaminated with food-poisoning bacteria or other matter, such as:
 - foreign objects
 - chemicals
- hands and other parts of the body do not transfer food-poisoning bacteria to food.

Personal hygiene practices include:

- hand washing - always wash hands thoroughly with soap and warm water:
 - before handling food
 - after any other activity that may carry bacteria to food
 - visiting the toilet
 - coughing or sneezing
 - handling garbage
 - touching hair or other body parts
- personal cleanliness - when handling food:
 - tie long hair back or cover it with a cap or other approved headwear.
 - wear limited jewellery.
 - wear clean protective clothing over normal clothing.
 - store personal items and spare clothes away from any areas involving food handling.
- personal behaviour and habits - do not:
 - smoke
 - chew gum
 - undertake any other unhygienic practice in food handling areas.
- illness - individuals suffering from diseases that can be transmitted through food, must not handle any food.
- injuries - all wounds or cuts on hands or arms are to be completely covered with brightly coloured wound strip or bandage:
 - both the wound strip and gloves must be changed at least hourly or sooner if there is a change in tasks.
 - if the wound is on the hands, disposable gloves must be worn over the top of the wound strip.

Food Preparation and Storage considerations

Food naturally contains bacteria, and some food may contain food poisoning bacteria.

Foods need to be handled correctly to ensure that:

- they do not become contaminated.
- bacterium already present in the food does not have an opportunity to grow.

It is important to keep raw food totally separate from cooked or ready-to-eat foods.

- If raw food is cooked thoroughly most of these bacteria will be killed



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- However, if raw food comes into contact with other food that has already been cooked, or is ready-to-eat, the bacteria can transfer to this food. This is called cross-contamination.

The below information outlines key food preparation and storage considerations.

Receiving Food

- Perishable foods supplied must be transported in a refrigerated food vehicle or refrigerated containers.
 - The temperature of deliveries should be checked.
 - Food that needs refrigeration must be transported at below 5°C.
- Dry goods being delivered need to be checked for unbroken packaging, such as:
 - bread
 - can food

Preparing Food

- Use separate utensils, chopping boards and other equipment for raw and ready-to-eat foods to avoid cross-contamination.
 - If this is not possible, thoroughly wash and sanitise equipment between use.
- Thoroughly wash all fruit and vegetables before use.
- Do not use any food if you cannot guarantee its freshness.

Handling food

- Raw foods, which are to be cooked, can be safely handled with bare hands (provided hands are clean).
- Cooked or ready-to-eat foods should be handled with utensils such as:
 - tongs
 - spoons
 - spatulas
 - disposable gloves

Important - if gloves are worn:

- they must be changed at least hourly or sooner
 - if they become torn
 - if there is a change in task for example when changing from raw to ready-to-eat food
- always wash hands before putting on gloves
- never touch food with gloves that have been used for cleaning

Cooking and Heating Food

- Thaw food in the bottom part of the refrigerator before cooking.
- Microwave ovens can be used to thaw food provided that the food is cooked immediately afterwards.
- Never refreeze food that has been thawed.
- All food is thoroughly cooked, especially those of animal origin and ensure the juices run clear.
- If food can be cooked from a frozen state, extra care must be taken to ensure the food is cooked right through.
- If reheating food, ensure that it is brought to the boil and simmered for at least five minutes.

Storage and Display



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If food is not stored, displayed, or transported correctly, the naturally forming bacteria can multiply to dangerous levels. One of the most important factors for growth is temperature with the known danger zone being between 5° and 60°. High risk foods such as meat, dairy products and seafood must spend only the minimum possible time in this zone. These same foods produced in the form of dried food powders in their original packaging, jars, cans, and other containers which have been processed by heat, are not categorised as high-risk foods.

Safety can be maintained by correctly storing food by:

- controlling the temperature of high-risk foods:
 - keep cold food below 5°c.
 - keep hot food above 60°c.
- checking equipment, particularly the operating temperatures of refrigerators and freezers including:
 - buying a thermometer and monitoring temperatures
 - immediately reporting malfunctioning equipment to the Principal (or campsite owner if at a Camp)
- keeping frozen food frozen
 - defrosting freezers regularly and not overloading them.
- covering food with lids, foil, or plastic film
- ensuring food does not remain in storage too long.
 - once a can is opened, any remaining food should be transferred to a suitable container and labelled with the date.
 - do not store in the can.
- storing chemicals, cleaning equipment and personal belongings away from food preparation and food storage areas
- food that is displayed must either be wrapped or covered.
- bain-maries (or hot holding devices) are to keep hot foods above 60°C. They are not to be used to:
 - reheat foods.
 - stack food above the tray level or else it will not remain sufficiently hot.

Related Procedures

Chatham Primary School Canteen Cleaning Schedule

Chatham Primary School Canteen Emergency Meal Store Procedure

Related Resources

[National Healthy School Canteens](#)

Canteen Volunteer Induction