

**G O O D
M O O D
F O O D**

**A R A N D A P S
C A N T E E N**

**HELLO
THERE**

WELCOME to the
Good Mood Food Canteen
at **Aranda Primary School**

We are **open 3 days per week, (Wednesday + Thursday + Friday)** from **8:45 am - 1:30pm** for **recess and lunch orders**.

Helen and **Natalie** are the faces of our canteen.

Helen, our Canteen Manager, has over 20 years experience in the food-service industry including running her own baking business in Canada. Helen has a passion for health, fitness and holistic nutrition. Both Helen and Natalie particularly enjoy interacting with our students and teaching them new skills.

Natalie, our Assistant Manager, has been working in our Canteen for 2 years and loves it – she is passionate about ensuring the canteens continued success for the school community and feels that working with Helen to make healthy choices available for our students is central to that.

The Good Mood Food Canteen management team is supported by a **subcommittee of the Aranda P & C Association**.

Year 5/6 students assist in the canteen at recess and lunch. This gives them the chance to build skills in customer service, food handling and hygiene, maths, communication, teamwork, and the all-important cleaning up! We couldn't do without our student helpers!

The canteen is located between gym and the hall (the counter is accessed via the Hall). Parents are welcome to visit the canteen facilities (enter through the "uniform shop").

Keep an eye out for canteen news, specials and updates in the school newsletter.

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FAQ

If you're new to Aranda Primary School, or the canteen, we hope this guide including some frequently asked questions helps out:

? How do I contact the canteen?

Pop in any time that we are open (if we're busy with a recess or lunch rush we may need you to wait), or phone **0459 599 114** or email **arandacanteen@gmail.com**

? How do you buy Canteen food/ make an order?

There are *two main ways to buy food from the canteen*:

1) Pre-order your recess and/or lunch:

Orders can be made **on the day**, or **in advance** (by choosing a day in the future), online via Flexischools ordering system (see set up instructions below).

Orders must be made before 9:20am on the day you intend delivery to be made. Cancellations or changes to orders via Flexischools should also be done prior to 9:20am

In Flexischools you can order, view, change or cancel your order. You can also set up **repeat orders!!** A great time (and memory) -saver.

NOTE: when you make your order online be sure to watch out for confirmation email. It will usually generate almost instantly -if you don't receive one it may mean that your order was not correctly submitted (see further information about Flexischools below)

2) Buy on-the-day from the canteen counter:

Many, although not all, menu items are available for purchase directly from the canteen counter.

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? How do you buy Canteen food/ make an order? (...continued)

Special **menu items**:

Every day we have a "special lunch item". For example Thursday is "Pizza Day". These menu items can be ordered online, or purchased on the day over the counter.

Special **Lunch Days**:

From time-to-time we also offer "Special Lunch Orders/Days". These are very popular with students!

Special Lunch Days are generally linked to a specific event or day and will include special menu options not usually available on the everyday canteen menu. Orders for these special lunches are only available via a Flexischools online-order and in advance.

Please note that on these special lunch days due to demand "normal" canteen lunch orders are NOT accepted on these days

? Where do you pick-up orders?

- **Recess orders** are to be picked up from the canteen.
- **Lunch orders** will generally be picked up by class helpers and delivered to your child's classroom. Some orders, including items such as soup and hot made-to-order drinks, may require pick-up from the canteen (the order slip delivered to the classroom will remind your child).

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? What is Flexischools and how does it work for canteen orders?

Flexischools is the same online ordering system that other purchases for school items (uniforms etc) can be made.

Go to: [Flexischools.com.au](https://flexischools.com.au)

The system allows you to:

- **Set up an account** (this can be used for individual students, or as a family account) – you will need to **register** and add children to the system
 - Hint – when you register your account tick the “ email
- **Pay-as-you-go**, or **set up funds which can be topped up** (if using the account frequently – this is a really great option if you have children using the canteen frequently and responsible for making their own food orders)
- **Order and pay**
 - Hint: When “reviewing Your Current Order” check the “Send email confirmation for this order” This will ensure that you receive confirmation of the order and can be confident that your order was submitted correctly
- **Review** or **edit** orders (you can view, change or cancel and even repeat orders)

? Can I change my order?

Yes you can. Simply log into your Flexischools account and “change” or “cancel” your order. Changes must be completed **prior to 9:20am** of the day the order was made for.

If you have any problems, or need assistance, please contact us.

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? Are there fees for making canteen orders on Flexischools?

Yes - there are fees associated with use of this online platform:

Order fees: there is a \$0.29 charge for each order made through the Flexischools platform.

Payment fees: -

- Payment by credit cards and PayPal attract a payment surcharge of \$0.15 + 1% of the order total
- **Top-Ups by direct debit** can be a great way to reduce any surcharges for payment options. By making a direct debit into your Flexischools account the available funds can then be used to purchase your future orders - Note: direct debits can take a period of approx. 5 days to appear in your account, so this option can take some pre-planning

? Canteen Prices

The Canteen does not aim to make profit from its operations. Prices are kept to a minimum, based on covering costs. If the Canteen does generate profit this is utilised by the P&C to assist in improving the facilities of the canteen, or used towards other P&C development activities.

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If you're new to Aranda Primary School, or the canteen, we hope this guide including some frequently asked questions helps out:

? How do you select what food is available? Are there healthy options?

At Good Mood Food Canteen we not only deliver great, healthy food, but we also aim to promote health issues, highlight health events and provide information on ways to keep kids healthy, active and loving great food.

We take nutrition very seriously at our Canteen and approach our menu choices carefully.

Good Mood Food Canteen follows the **Nutrition Australia, National Healthy School Canteen Guidelines**, and their "traffic light" system to categorise food (based on Australian Dietary Guidelines). We aim to only offer AMBER and GREEN items on our available menu.

We also work with Nutrition Canberra to ensure that we follow Nutrition Australia guidelines. We have a special relationship with and work very closely with staff from the University of Canberra to review, plan and provide nutritional information about our menu items.

More information about the National Health School Canteen Guidelines and the ACT Public School Food and Drink Policy 2015 program can be found at <http://www.nutritionaustralia.org/act/canteens>

? My child has allergies - are there food options available for them?

If you have a child with a food allergy or food sensitivities, please talk to us about their needs. We may have items on the menu already suitable or can work with you to determine if something could be added in the future.

If you have particular **cultural requirements** relating to food and want to know what we cook with, or want to clarify what products we use, please drop in to chat with us, or send us an email.

We really love, and appreciate, ideas so if you have any relating to food choices at the canteen please don't hesitate to share them with us.

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? Can I help? Volunteering

We love volunteers! There are key days that we seek your support to help us manage demand:

Fridays: There is a **class Canteen roster** for our most busy day, Friday. Your class rep will have the details for your classes assigned day/s for each term. Each class is assigned a Friday so when it's your classes turn please come and volunteer.

There are two 'shifts' on the Friday, and whilst none of the jobs are difficult, they are time consuming, and having extra hands helps so much.

Example Friday:

- We need helpers from 9:10am until 12:50pm - we break this into two shifts:
 - o Shift 1= 9:10am until 11:00am
 - o Shift 2 = 12:10pm until 12:50pm.
- The early shift might involve putting labels on paper bags (the labels have the children's name, class and order), packing the "extras" i.e. cutlery, serviettes, sauce, biscuits, muffins, popcorn and chocolate slice. We also get items prepared and set up the counter for recess at 11:am. Assistance might be used to help make wraps and sandwiches for lunch.
- The later shift involves packing orders into the paper bags and putting the bags and accompanying drinks into classroom tubs.

Special Lunch Days: Volunteers are also needed for special lunch days, which are held once or twice a term.

Casual volunteer pool: We have a casual volunteer pool. We call on the casual volunteer pool to assist for Special Lunches or when a class contact cannot find anyone to fill a class roster spot. Please contact us if you'd like to be part of the casual volunteer pool.