Myrtleford P-12 College

Canteen Management Policy

HELP FOR NON-ENGLISH SPEAKERS

If you need help to understand the information in this policy, please contact Myrtleford P-12 College on 03 5752 1174 or myrtlefordp12@education.vic.gov.au.

PURPOSE

The Myrtleford P-12 College Canteen Management Policy demonstrates our school's commitment to creating and maintaining a canteen, where students, teachers and visitors can find enjoyable and nutritious food and drinks at reasonable prices. With the aim to promote and encourage healthy food choices with a multicultural dynamic in mind, which supports and mirrors the curriculum while functioning as an efficient not-for-profit business enterprise, which supports and encourages sustainable practices.

This policy provides an overview of the Myrtleford P12 College canteen's approach to implementing the requirements set out by the Departments of Education and Health.
The Canteens, Healthy Eating and Other Food Services Policy, and related guidance and resource documents inform our school community of the obligations of the Myrtleford P12 College canteen, and guides our processes and practices for the health, safety and wellbeing of students and other users of the facility.

SCOPE

This policy:

- applies to all canteen staff, including but not limited to the canteen supervisor, adult and student volunteers, and other employees of the Myrtleford P12 College involved in canteen related business
- should be read together with the policies, procedures, and templates listed at the end of this document

ROLES & RESPONSIBILITIES

The Myrtleford P12 College Canteen subcommittee, under guidance of the Myrtleford P12 College Council, is responsible for ensuring that a culture focussed on health, wellbeing, and compliance with departmental requirements and policies is created and maintained within the college canteen. Myrtleford P12 College Council is committed to work towards development and implementation of procedures and practices in accordance with this policy.

The Myrtleford P12 College Canteen subcommittee operates under the guidance of the Myrtleford P12 College Council and policies are informed by the Departments of Education & Health directives and advice.

The Myrtleford P12 College Canteen subcommittee has defined the following roles and their responsibilities:

Canteen Supervisor

The canteen supervisor acts in accordance with roles and responsibilities laid out in their employment contract. These will include the day-to-day operation of the canteen facility, menu preparation and food ordering, training of volunteers, food safety compliance, and the general adherence to this and related policies.

Adult canteen volunteers
Adult canteen volunteers undertake tasks as directed by the canteen supervisor in compliance with their appropriate training level and ability. Each volunteer shall be inducted to meet the training and legal requirements as laid out in this policy.

Student canteen volunteers
Student canteen volunteers undertake tasks under the direct supervision of the canteen supervisor or adult volunteer. Student volunteers will be provided with a list of appropriate tasks they may be asked to perform, in accordance with the relevant training and policies.

Other
All staff or contractors who perform tasks in the canteen area will do so in compliance with their job role and relevant Myrtleford P12 College policies.

TRAINING & LEGAL REQUIREMENTS

Food handling
It is a minimum requirement that any individual working in the canteen environment has achieved a food safety certificate through a recognised provider. The canteen supervisor will additionally have achieved a food safety supervisor certificate through a recognised provider. Copies of these certificates are to be kept in the canteen administration folder.

Customer Service
The canteen supervisor will ensure that any volunteer or business visitor to the canteen will speak and behave in a manner appropriate to the school environment and its typical clientele (5 - 18 year olds).
At no time should those who work or volunteer in the canteen voice personal, religious, or political views, or complain about canteen business publicly.

Site Safety Training
Prior to commencing work in the canteen, the employee or volunteer needs to complete the site safety training. This will be organised with the Myrtleford P12 College OH&S officer.

Working with Children Check
All individuals aged eighteen or over, who work or volunteer at Myrtleford P12 College will need to obtain the appropriate Working with Children Check. Please liaise with the Office Manager regarding how to obtain this.

VOLUNTEER MANAGEMENT
Myrtleford P12 College has an active volunteer base who offer their skills, knowledge, and time to benefit the college community without renumeration. All volunteers are obliged to act in accordance with the Myrtleford P12 College Volunteers Policy.

Training
The canteen supervisor will ensure volunteers complete the appropriate training prior to working in the canteen. This will include:

- a recognised food safety certificate
- a OH&S site induction
- Myrtleford P12 College canteen specific training, which outlines the way our canteen operates.

Management
The canteen supervisor will maintain a log of all volunteers and their relevant training and qualifications. This is to be

regularly reviewed, and administration staff provided with a copy to ensure only approved volunteers are being engaged. The canteen supervisor will also maintain a volunteer roster, used in conjunction with the visitor's log. These logs are kept in the canteen administration folder.

THE MENU

Healthy eating & nutritional guidelines

The Department of Education issued the Canteens, Healthy Eating and Other Food Services Policy to ensure school food services provide food and drinks which contribute to a healthy school environment. Schools should ensure healthy food choices, which have a wide range of positive benefits for student health & learning outcomes. They should be the main options made available to the school community and should never supply high sugar content food, drinks, or confectionery, as per the school confectionary guidelines issued by the Victorian Department of Education. See the relevant guidelines at the end of this policy.

The Myrtleford P12 College canteen should promote foods that are consistent with Australian Dietary Guidelines, complement the Myrtleford P12 College curriculum, and are an integral part of a healthy school environment.

The following principles should inform the Myrtleford P12 College canteen menu:

- a range of foods are included from each of the 5 food groups outlined in the Australian Guide to Healthy Eating
- promotes foods that are consistent with the Dietary Guidelines for Children and Adolescents in Australia
- provide fresh rather than processed food
- limit the saturated fat consumption, moderate total fat intake, and reduce salt and sugar intake
- offer foods that reflect the multicultural diversity of the school community
- provide small and large portion sizes, to cater for varying energy use and developmental requirements of young people of a range of ages.

The Traffic Light System: Green, Amber and Red

To assist schools to create a healthy canteen menu, foods and drinks have been divided into three categories:

Everyday category (Green)

Foods and drinks in the **Everyday** category are consistent with the **Australian Dietary Guidelines.** They should be included most often as the main menu choice, offered every day the canteen is open, and promoted as the preferred choice. Some examples include, but are not limited to:

- Breads, cereals, rice, pasta, noodles, couscous, polenta
- Vegetables, legumes, and beans
- Fruit
- dairy foods – reduced or low-fat milk, yoghurt, and cheese
- lean meat and poultry, fish, eggs, legumes

- **Select Carefully category (Amber)**

  Foods and drinks in the **Select Carefully** category contain some valuable nutrients but may also include unhealthy ingredients. They are mainly processed foods that have fat, sugar or salt added. The canteen is encouraged to limit the availability of these foods and not let them dominate the menu. Servings of these foods should be small, offered occasionally, and replaced by a healthier option. Some examples include, but are not limited to:
  - full-fat dairy foods, low-fat ice-cream
  - 100% fruit juices products, including drinks and ice-cream
  - artificially sweetened drinks
  - reduced-fat processed meats
  - commercially prepared hot foods

- margarines, oils, spreads, sauces, mayonnaise, and gravies

- **Occasionally category (Red)**
  Foods and drinks in the **Occasionally** category are not consistent with the Australian Dietary Guidelines and are not recommended for canteens. Schools should limit the availability of these foods and drinks to no more than *two* occasions per term. Some examples include, but are not limited to:
  - Deep-fried foods
  - Pastry or crumbed foods
  - ice-creams and ice confections – chocolate-coated and premium ice-creams, icy-poles, and ice crushes
  - cakes, muffins, sweet pastries, slices, biscuits, and bars
  - cream, butter and copha.

- **Black Category**
  As per the Department of Education guidelines the following items should not be supplied due to their high sugar content:
  - high sugar content soft drinks, including energy drinks and flavoured mineral waters with high sugar content
  - confectionery, in accordance with the School Confectionery Guidelines (PDF).

Number of menu options (less is more)

The number of menu options should be such that:

- the canteen supervisor can prepare these comfortably within their working hours
- the lunch orders require less time to package/prepare
- limit food waste
- make it easier for students, teachers, and visitors to select their lunch or recess

With all these considerations in mind, at Myrtleford P12 College we look to include the following, by type of food, when creating a seasonal menu:

Cold foods
These consist of items such as for example sandwiches, wraps, salad bowls, rice paper rolls, and sushi

Hot foods
These consist of items such as for example toasties, pizza, fried rice, burritos, stews, roasted vegetables, and soups

Snacks

The list of snacks should include only 3-5 items and conform to the Department of Education's policy. The type of snacks can rotate by term. This however does not mean that treats cannot be included occasionally, if on the approved term menu.

Drinks

Drinks need to conform to the Department of Education's policy. Water should be the first item on the list and sold at cost. No coffee or tea should be available to students however, during term two & three hot chocolate or chai can be served and in Terms one & four slushies may be available.

Menu Cycles

In addition to the standard options, the menu should include a selection of seasonal, special, and culturally sensitive options. Not all options will be available every day and are cycled on a term basis. For example:

Seasonal options

These could include for example:

- various salad bowls, such as, fruit, legumes, chicken, tuna, eggs, pasta
- soups: pumpkin, vegetables, chicken noodle, lentil, miso, ham & pea
- oven dishes: pasta bake, shepherd's pie, vegetable bake
- stews

Specials

Specials are those foods that are mainly from the Amber or Red food groups. They are limited to predetermined dates set at the start of the school term. These special dates will be set with a specific menu in mind to allow for a treat occasion. Items include for example are:

- chips
- nuggets or fish fingers
- dim sims
- pies or sausage rolls
- various pastries or cakes
- ice cream

Culturally sensitive options

Myrtleford P12 College is an inclusive school. We have a growing cohort of students from international backgrounds, and as per the Department of Education's canteen polic,y a selection of international foods should be offered to ensure food preferences of all students are included. An international option, if well-chosen, should be an exciting additional item on the menu for all students.

These items may include for example:

- Pasta (sauces could change by season)
- Mild curry/butter chicken and rice
- Fish dish
- Stir fry noodles
- Fried rice
- Sushi
- Dal with naan bread
- Taco bowls

Allergies, sensitivities and cultural restrictions

The canteen supervisor needs to be up to date with any allergies or sensitivities present at school.

It is mandatory that all foods that contain or may contain allergens are listed on the menu or clearly labelled on the pre-packaged food item itself. This topic is discussed in depth in the Food Handling Supervisor course, see Food Safe Australia

Furthermore, it is important that the canteen supervisor is aware of cultural or religious restrictions. To account for such cultural sensitivities food that complies with halal or kosher practices should be clearly labelled as such.

Prohibited foods and ingredients

The Myrtleford P12 College does not allow the use of any nut, ground or tree, in any format (oil, spice, ground, spread etc) to be used in the canteen.

Please refer to the Myrtleford P12 College Anaphylaxis Policy.

Creating a menu

The Myrtleford P12 College canteen subcommittee should refer to the following policies, documents, and sites, in conjunction with this policy, when designing the canteen menu:

- Food Smart
- Dietary Guidelines for Children and Adolescents in Australia
- Australian Guide to Healthy Eating
- Canteens, Healthy Eating and Other Food Services Policy

Depending on the menu cycle, the Myrtleford P12 College canteen subcommittee will create a menu with sufficient timing to allow for:

- College Council approval of the menu
- modifications to the menu based on College Council feedback
- ingredients to be ordered and delivered prior to the first day of the menu cycle

Each menu will consist of:

- a selection of hot & cold foods, snacks, and drinks
- a list of the ingredients and potential allergens
- a cost analysis
- the suggested sales prices

Once approved by Myrtleford P12 College Council, the canteen menu is released for publication. This menu will include a list of ingredients, potential allergens and price for each menu item

Pricing Strategy

The Myrtleford P12 College canteen is not run for profit. Pricing of items need to ensure accessibility for all students, and limited profitability to the school. The profit margin will be limited to 200% (double) of cost, except for bottled water which will be at cost.

The profit margin will be reviewed each term with the change of menu to accommodate for supplier changes and pricing, general increase of overheads, etcetera.

If profitability is significantly more than operational costs (supplies, wages, and overheads) then an adjustment must be made to benefit the students by lowering the costs of menu items.

Regular profit/loss statements, and cost/pricing statements will be provided to the canteen subcommittee by the canteen supervisor to ensure a viable pricing strategy is maintained.

Community feedback (surveys)

It is important that parents, teachers, 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 & drinks, and a healthy lifestyle. Therefore, community feedback should be sought twice a year and be reviewed by the Myrtleford P12 College canteen subcommittee and acted upon.
The Myrtleford P12 College canteen subcommittee will decide if the results of the survey will need to be presented to the Myrtleford P12 College Council.

Incoming families should be given the opportunity to complete the survey and give feedback on future practices.

ORDERING & STOCK CONTROL

Ordering Process

Canteen food and supplies will be ordered via school approved suppliers and made with bulk purchasing practices in mind. Orders arranged for a weekly basis are placed to ensure freshness of produce and to allow for sufficient preparation.

Submitted orders need to contain only those items needed to prepare the current approved menu. No ad hoc items are to be purchased, if they are not part of the current approved menu, unless a request has been submitted, and approved, to order items for a special event.

A special event is any event that is not part of the weekly canteen operation, for example:

- Mother's or Father's Day morning teas
- school disco
- meeting refreshment

Stock management

A stock management system shall be implemented and maintained to account for all non-sundry items. Sundry supplies that could be approximated shall be included to the nearest major unit, i.e. kg, for the purposes of inventory management and ensuring sufficient stock.

A register shall be maintained to establish baselines of stock for both term based and weekly stock management. The register shall indicate both maximum and minimum stock levels based on standard ordering rates emphasising the premise of absolute minimum, if any, stock transfer between school years. In the event of overstock at the end of a term period or the indication of a nearing perishable date the school nurse shall be engaged to allow such provisions to be handed to those in need in compliance with the school's wellbeing policies.

Please refer to the sample document at the end of this policy

Storage and temperature controls

Storage of food items, equipment and cleaning products need to comply with the safe food handling practices laid out in the Food Safe Australia publication attached to this policy.

All items are to be stored in the appropriate location to prevent all forms of contamination. Of high importance is that any chemicals used for sanitation and cleaning are not stored in the food preparation area or near dry food storage. These items will be kept in the designated chemical storage area.

A temperature register shall be maintained to comply with The Food Act 1984. Temperatures need to be recorded at the start and end of each shift, and these records kept in the temperature log folder.
Please refer to the sample document at the end of this policy

Any breach or non-compliance will need to be reported to the relevant OHS Officer.

FOOD PREPARATION & SERVICE

The following items are a recap of the food handling qualifications needed to work within the Myrtleford P12 College canteen. The full document can be found at Food Safe Australia

Food safety procedures

Food safe procedures will comply with the minimum standards set out in the Food Smart template. The canteen supervisor will keep up to date with announcements from the Department of Health to ensure continuing compliance with food safety standards.

Pre, Operational, and Post cleaning procedures and logs will be maintained by the canteen supervisor including a method of reporting contaminations, detailed list of cleaning supplies, storage locations and MSDS (Material Safety Data Sheet). It is the responsibility of the most senior canteen personnel present to ensure these logs are completed and maintained.

Please refer to the sample documents at the end of this policy

Preparation techniques

The canteen supervisor will endeavour to maintain a log of past, current, and future menu items that require preparation or portioning.

This log will consist of a series of recipe cards that will detail; amounts, ingredients – specifying all allergens, cultural sensitivities, and high-risk elements, cooking processes – including need for temperature checks where required, standard serving sizes, and any additional details the canteen supervisor finds prudent.

Please refer to the sample document at the end of this policy

Order handling (lunch orders & over the counter)

Myrtleford P-12 College Council recommends:

Lunch orders received prior to recess will be logged on the daily production sheet to ensure the order can be satisfied. The canteen supervisor will have a predetermined production target for additional over-the-counter service for both recess, and lunch service. Where possible additional items prepared beyond these targets will are added to the production sheet to assist in preparing adequate volumes in similar weeks.

At the end of the business day the canteen supervisor will record on the production sheet the items that did not sell.

Note: Any hot food left over from recess needs to be disposed of, as it would not comply with food handling practices, and cannot be kept for lunch.

Please refer to the sample document at the end of this policy

END OF DAY PRACTICES

At the end of each trading day the canteen shall be left in such condition that the next shift can commence without the need to complete any cleaning practices. The canteen supervisor will ensure that:

- All equipment used during the day has been adequately cleaned and stored
- All work surfaces have been cleaned and sanitised
- Floors have been swept and mopped
- All bins are emptied and cleaned
- Any spillage in fridges or freezers has been cleaned
- All cleaning supplies have been returned to their designated storage location
- Any laundry that has been done, dried and stored
- All food items are either stored in their appropriate storage location or are disposed of in the bin
- All relevant forms, registers, and logs are completed

- Monies and end of day till receipts to be taken to the office.

Failure to complete the above cleaning practices are in breach of the Department of Education, and Food handling policies and requirements, and invite vermin into the building.

FINANCIAL MANAGEMENT

Payment methods & processing

It shall be the responsibility of the business manager or their agents to ensure that sufficient payment methods are provided and the ability of their processing is compliant with DoE cash and credit handling policies.

Petty cash shall be made available by the business manager or their agents to ensure cash sales can be processed at the canteen on days of operation. Appropriate banking procedures will be provided to the canteen supervisor to record the DAILY takings, for the business manager, or their agent to process in compliance with schools Cash Handling Policy.

Record keeping

The record of sales shall be maintained by the canteen supervisor to be laid in conjunction with expense and profit reports given by the business manager to ensure stock management and profitability in compliance with the standards laid out in this policy. The canteen subcommittee shall ensure these standards are being met or take reasonable steps to ensure future compliance. The provided till will be set up to track sales without further input, and the data should reflect that entered on the production sheet.

Reporting

Prior to the P12 College Council meetings the canteen supervisor in conjunction with the business manager will provide the following reports:

- Profit/Loss report will be submitted to the finance subcommittee via the business manager to ensure availability of funds for continued operation
- Once per term College Council is provided with
    - Profit/Cost compliance report for the term to date
    - A menu for the upcoming term complete with pricing
    - A cost/pricing analysis for the upcoming menu

SUSTAINABILITY & ENVIRONMENT

Waste reduction strategies

Daily production sheets are used as expected sales targets for similar weeks to limit prepared food wastage. The canteen should operate on the needs of the school community and provide food that satisfies this need. Minimal waste is expected to gauge the required quantities of food needed and should not be influenced by a waste reduction target.
The daily production sheets, when properly maintained, will establish the required quantities to ensure sufficient

food is available for the school community.
Minimal wastage indicates that the community was not wanting for food.

However, the canteen supervisor needs to ensure not to over order supplies that do not meet the requirements of the menu.

Furthermore, goods nearing expiry dates are to be given to the school nurse, for distribution to families in need along with all stock that is over storage capacity.

A well-planned process of menu design, supply ordering, preparation and display will reduce waste within the canteen.

Sustainable purchasing

Sustainable procurement practices may include:

- maximising recyclable/recovered content
- minimising waste and greenhouse gas emissions
- conserving energy and water
- minimising habitat destruction and environmental degradation
- providing non-toxic solutions

Under this framework, the Victorian Government promotes sustainable practices that go beyond compliance requirements to both minimise adverse environmental impact and deliver positive environmental outcomes.

RELATED POLICIES

Need to check which policies we already have

- food handling
- food preparation
- cash & credit handling
- student wellbeing
- allergy anaphylaxis

Related Department of Education and Training policies

- Complaints Policy
- Volunteers in Schools Policy
- Working with Children and other Suitability Checks for School Volunteers and Visitors
- Canteens, Healthy Eating and Other Food Services Policy

Other related documents

- Food Act 1984
- Food Safe Australia
- Food Smart
- Dietary Guidelines for Children and Adolescents in Australia
- Australian Guide to Healthy Eating

Templates

- Temperature registers fridge & freezer
- Temperature log bain-marie & pie heater
- Stock management
- Volunteer roster
- Menu template (SC approval)
- Menu template (Public)
- Chemical storage
- Production sheet

APPROVAL

Policy last reviewed	October 2025
Consultation	May & June 2025. Dylan Devitt, Margaret Phillips, Ren Pitman. representatives and subject matter experts
Approved by	College Council
Next scheduled review date	October 2026