



Pittwater House
Parents' Association

Canteen Volunteer Manual



Canteen operating days: Monday to Friday during term time

Canteen operating hours: 7:30am- 2:00pm – Open for Breakfast, Recess and Lunch

Canteen Email: Canteen@tphs.nsw.edu.au

Canteen Phone: 02 9972 5718



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Pittwater House School Canteen Information

Welcome!

Welcome and thank-you for joining our Pittwater House School Canteen community. The Canteen is run by the Pittwater House Parents' Association's (PHPA) and is the biggest contributor to the PHPA's fundraising activities, with all money raised going back to our School to fund various projects, equipment, resources and upgrades to enhance our School.

Whilst the Canteen is managed and run by paid staff, the operations are covered by volunteers sourced from our wonderful Parent Community. It would be impossible for our Canteen to operate as a healthy and affordable service for students and staff without your valuable time and help.

There are many benefits to volunteering in our School Canteen such as:

- Interacting with students and experiencing the School in full operational swing!
- Making new friends
- Learning new skills
- Helping to raise funds
- Contributing to our School community

We hope this manual provides you with the information you need to get started, however if you have any questions please feel free to come by the Canteen or contact our Canteen Supervisor: Canteen@tphs.nsw.edu.au

Volunteer Roster

The Canteen relies on parent volunteers to come in and help throughout the year. Each year group is allocated one week in Semester 1 and one week in Semester 2 to fill the volunteer roster. Although each week is allocated to a different class or year group, parents and carers can volunteer for any shift during the year regardless of which year their children are in.

In order for the Canteen to function smoothly we need two volunteers each day (except Monday and Friday when we only require one volunteer). We also have a standby volunteer list in case a class can't fill all the volunteer spots during a week. There is also an option to sign up for regular Canteen slots if you would like to. If you would like to put your name down to be on our standby volunteer list or to sign up for a regular Canteen slot please email:

phpavolunteer@tphs.nsw.edu.au

Our Canteen volunteer roster can be found here: <https://www.volunteersignup.org/DEBAB>



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Shifts

Volunteer Shift 1: 9:15am – 1:45pm (4 ½ hours)

Volunteer Shift 2: 10:45am – 1:45pm (3 hours)

Due to limited staff resources in the Canteen, volunteers are an essential part of the team and every minute counts, so if you need to leave early or will be arriving late please let us know.

If you are unable to make your shift please try to find a replacement yourself first. If you are unable to find a replacement please contact your Network Parent to see if they can help find someone to cover your shift. If this doesn't work please contact the Canteen Supervisor Canteen@tphs.nsw.edu.au and/or the PHPA Volunteer Liaison Coordinator phpavolunteer@tphs.nsw.edu.au to let us know at your earliest convenience.

Free Lunch!

Lunch is provided to our volunteers during their shift. Unlimited tea and coffee is available throughout your shift. As an added incentive, lunch is also provided for one of your children (usually the child who is in the Class rostered on to volunteer that week). The Canteen Supervisor will explain how to order the free lunches when you start your shift.

Description of Duties

Volunteer duties vary depending on the day and the requirements of that particular day. The Canteen Supervisor will guide you through what needs to be done and show you where everything is when you arrive for your shift. Volunteer duties generally include but are not limited to:

- Serving students and staff at recess 10:15-10:30am and lunch time 12:40-1:35pm
- Preparation of sandwiches and salads
- Wrapping bakery items
- Labelling and sorting lunch bags
- Toasting sandwiches
- Packaging hot foods
- Restocking fridges and freezers
- Making up watermelon, fruit salad tubs, veggie sticks and other snacks as required
- Washing, drying and putting away equipment
- Adhering to the policies of the Canteen, including work health and safety and food safety and hygiene handling procedures, as outlined by our Canteen Supervisor.

Canteen Menu

Our Canteen provides an extensive menu based on healthy, tasty and seasonal produce. We have an on-site chef who cooks nutritious, child-friendly, hot meals and provides fresh salad options daily. A copy of the Canteen menu can be found here (see link under **Canteen**):

<https://www.pittwaterhouse.com.au/facilities>



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Canteen Ordering

My Student Account (MSA) is the system Pittwater House uses for online ordering at the School Canteen. The Pittwater House Student Photo ID Card can be used to make purchases in the same way you would use a bank card linked to a pre-paid account (i.e. only the funds you provide and approve can be spent). More information can be found here:

<https://www.pittwaterhouse.com.au/assets/docs/171004-my-student-account.pdf>

Shift Reminders

Please:

- Always ensure you are signed in at the School Reception and sign out when you leave the School (this is a School requirement for evacuation procedures)
- No children allowed in the Canteen at any time – if your child wishes to visit you, you will need to meet them at the door of the Canteen
- Wear your hair tied back
- No toes exposed – enclosed shoes must be worn at all times
- Bags and valuables put away in designated area (to avoid being a trip hazard)
- Hands washed properly and frequently
- Keep your apron on when in the Canteen
- Tasks will be allocated to you throughout your shift
- The Canteen Supervisor will show you the location of run sheet and recipe cards
- Please note there is no smoking permitted on the School premises at any time
- Please ask the Canteen Supervisor if you are unsure about anything!

Feedback

We value your opinion and would appreciate it if you could take the time to complete a quick survey which will be sent to you after you have volunteered to let us know what you enjoyed and what we can improve on to enhance the Canteen volunteer experience. The survey is anonymous and the results will be reviewed by our Canteen Governance Committee and actioned as appropriate. In addition you can also provide feedback by email to: phpavolunteer@tphs.nsw.edu.au

If you would prefer you can also provide feedback to the Canteen Supervisor directly on: Canteen@tphs.nsw.edu.au or to the PHPA Volunteer Coordinator: phpavolunteer@tphs.nsw.edu.au or to the School HR Coordinator: Jennie.Marr@tphs.nsw.edu.au



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Working with Children Check

Parents doing volunteer work in the Canteen at the school their child attends are exempt per Clause 20 of the Child Protection (Working with Children) Regulation 2013. However we still strongly encourage all our volunteers to obtain a free Working with Children Check. It's quick and easy to do, this is how you get one:

1. Please go to <https://www.service.nsw.gov.au/transaction/apply-working-children-check> and complete the online application form.
2. Once you have completed the form you will be given an application number.
3. Please take your email with the application number to your local RMS (Roads and Maritime Services) with Proof of Identity.
4. It can take anywhere from a few days to four weeks to receive your WWCC Clearance Number and you will receive an outcome email from the RMS (please check your junk folders as the email will come from WWCNotifications@kids.nsw.gov.au)
5. Once you receive your WWCC Clearance Number please email this along with your Date of Birth to phpavolunteer@tphs.nsw.edu.au

School Map and Parking

The Pitt Stop Canteen is located on the Ground Floor of the West Wing Block just next to the Amphitheatre.

Please use street parking when you are volunteering in the Canteen. A map of the School and information regarding parking can be found here:

<https://www.pittwaterhouse.com.au/assets/docs/160907-2017-campus-map-and-car-park-operations.pdf>

If you have any questions or feedback at any time, please have a chat to us or email:
Canteen@tphs.nsw.edu.au or phpavolunteer@tphs.nsw.edu.au



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Canteen Policy

As part of compliance with the Department of Education's Healthy Food and Drink Policy all schools are required to have a written School Canteen policy. Please find the Pittwater House School Canteen Policy for your reference.

Pittwater House School Canteen Policy

Rationale

The Canteen at Pittwater House School is a Pittwater House Parents' Association (PHPA) initiative and provides healthy food choices for students and staff that reflect the wishes of the Canteen customers (Students, Staff and Parents & Carers) and is in line with the *NSW Healthy School Canteen Strategy*.

The Pittwater House School canteen provides the means by which children and adolescents can put into practice the nutrition messages they are being taught in the classroom.

The Pittwater House School canteen can provide a substantial proportion of a child's daily nutritional intake if both lunch and snacks are regularly purchased from the school canteen and therefore focuses on providing a menu which is tasty, healthy and affordable.

The Pittwater House School canteen aims to:

- Provide an enjoyable, nutritious and attractively presented selection of food and drinks at reasonable prices.
- Help reduce health risk factors by encouraging the development of good eating habits.
- Provide a variety of food and drinks consistent with the *NSW Department of Education - Healthy School Canteen Strategy*.
- Provide students with practical learning experiences about making healthy food choices that reinforce classroom lessons on nutrition.
- Function as an efficient enterprise.
- Demonstrate high standards of hygiene in relation to the preparation, storage and serving of food at the canteen.
- Provide an opportunity for the school community, through the Canteen Governance Committee, to participate in decisions concerning the operation of the school canteen and the implementation of government policy.
- Foster community engagement between the parents and the School by providing parents with an opportunity for parents to be involved in the children's education environment.
- Provide a financial contribution towards funding projects to enhance our School.
- Encourage courtesy and consideration among all personnel using canteen facilities.

A current copy of the canteen policy that has been signed and dated will be given to all Canteen Governance Committee members. This policy will be made available to all school community members and placed on permanent display in the school canteen.



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Administration

- The Canteen Governance Committee will manage the school canteen.
- The Canteen Governance Committee will be responsible for operating the canteen in accordance with this policy and its supporting documents.
- The Canteen Governance Committee Chairperson will present a short summary report at the PHPA general meeting following the Canteen Governance Committee meeting.
- The Canteen Governance Committee Chairperson shall present a written report and financial report (through the PHPA Treasurer) to the PHPA AGM.
- The Canteen Governance Committee must approve all canteen capital purchases by a majority vote at a general meeting of the Canteen Governance Committee, prior to purchase.
- The Canteen Governance Committee will approve menu selections based on the feedback from the Canteen's customers i.e. Parents/Students/Staff, financial viability, healthiness.
- The PHPA and or the Principal will have the right to reorganise, disband or close the Canteen Governance Committee.

Gifts/concessions

All discounts, allowances, complimentary articles, gifts, concessions and the proceeds thereof from any supplier of goods or services, directly or indirectly, to the canteen, shall remain the property of the canteen and be properly recorded and later accounted for at the time of stocktaking.

Alterations to this policy

This policy shall not be added to, or amended, except at a PHPA Annual General Meeting or a special meeting thereof (called for that purpose); and then only with the approval of the majority of those present and entitled to vote.

This policy will be reviewed annually by the Canteen Governance Committee and suggested amendments will be forwarded to the PHPA at least one month prior to the PHPA annual general meeting.



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Food Safety and Hygiene Guidelines

School Canteens are classified as a food business by law. Food Safety Standards are applied throughout Australia and provide the minimum requirements to handle food safely. As a volunteer you must be aware of how to prepare food safely and please be prepared to follow these guidelines:

To help prevent harmful bacteria and dirt from contaminating food, work surfaces and equipment in the Canteen please ensure that you:

- Wash your hands properly and frequently before handling and preparing food
- Don't wear excessive jewellery when you are working in the Canteen as jewellery can harbour bacteria and viruses (wedding bands and earrings are fine)
- Tie your hair back or if you would like to you can wear a hair net (supplied by our Canteen)
- Wear a clean apron (supplied by our Canteen), aprons will be washed after each shift and should not be shared between staff
- Take your apron off each time you leave the Canteen and hands must be washed before you re-enter the Canteen and put your apron back on
- Many food poisoning incidents are caused by people who continue to handle food after falling ill themselves. If you are unwell or have been in close contact with someone who is unwell, please do not attend your shift (please contact the Canteen supervisor to let them know you are unwell).

Safe Food Storage

- Follow these guidelines for safe food storage – food at room temperature:
 - ❖ For under 2 hours can be used immediately or refrigerated
 - ❖ 2–4 hours can be used immediately but cannot be refrigerated
 - ❖ Over 4 hours must be thrown away
- All food in refrigerators need to be:
 - ❖ Dated when opened if commercial or if homemade note the date made
 - ❖ Stored in clear containers
- All frozen foods require labelling with the date made or frozen if homemade



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Work Health and Safety Policy

All volunteers are required to adhere to the policies of the Canteen, including Work Health and Safety and food handling procedures. Work Health and Safety is the responsibility of everyone in the workplace. As a volunteer please be prepared to follow these guidelines:

Footwear

No toes exposed – enclosed shoes must be worn at all times. Heels or thongs can be unsafe and are not permitted in the Canteen.

Sharp objects

The Canteen is a food service business and requires the use of knives and other sharp objects in the preparation of foods. Please ensure that your knife is sharp and cutting board secure when using them. If you are uncomfortable using a knife or you cut yourself, please let us know immediately. Do NOT place knives into sinks filled with water. It can be difficult to see what is under the water and other people may cut themselves if they put their hands in the water.

Hot zones

There are many 'hot zones' in the Canteen. These include the pie warmer, oven, toasters, hot plates, fry pans, Zip hot water heater and hot water taps. Please use caution when working in and around these zones. Always use utensils to handle food and use hand protection such as oven mitts when taking trays from the oven. Do not leave hot trays, pots or utensils unattended.

Chemicals

During your shift in the Canteen you may be handling chemicals such as dishwashing liquid, sanitiser and general-purpose spray cleaner. Ensure you wash your hands after use. You should not handle any other chemicals during your shift. If you are uncomfortable using any of these chemicals, please let the Canteen Supervisor know.

Lifting and bending

Please use caution when lifting any item. When lifting ensure you have a good grip and keep the load close to your body, this helps by keeping your centre of gravity over the feet and keeps back strain to a minimum. Bend your knees and lift with your legs, not your hips or back. When lowering your load ensure you bend the knees again. Avoid lifting with a fully bent back, when your back is twisted or bent sideways, after prolonged periods where your back has been bent or when you have been sitting for a long duration. During your shift you will not be required to do any heavy lifting. Any lifting above 14kg requires two people. If you are uncomfortable lifting any item, please let the Canteen Supervisor know.



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Spillages on the floor

Report any spillages on the floor immediately. Ensure the spill is cleaned up, that signage is placed over the spill and avoid the work area until the spill has dried.

Electrical appliances

Please use caution when using electrical devices in the Canteen and do not use them unless you have received instruction. Do not use electrical devices near running water or any device that appears to be damaged in any way. Please report any equipment that appears to be damaged to the Canteen Supervisor.

Boiling liquids

Please show extreme caution when working with boiling liquids, including from the kettle or a Zip hot water heater. Even a cup of coffee can be dangerous. If you are carrying hot liquids, make sure you have the correct hand protection, the floor is dry and clear of obstacles where you are working/walking and inform all other people in the Canteen you are handling/moving a hot liquid. It's also important to be very careful with steam when opening oven doors, sandwich presses or taking lids off pots.

Injury/hazard reporting

If you are injured during your Volunteer Shift, please inform the Canteen Supervisor or another member of the Canteen staff immediately. Please also inform the Canteen Supervisor if you become aware of any Work Health and Safety hazards during your shift.

Emergency Evacuation Procedure

In the unlikely event of an emergency evacuation of the School, please follow the instructions given to you by the Canteen Supervisor and/or Wardens. A diagram of the Assembly Point in case of an emergency is located in the Canteen. Please familiarise yourself with it at the start of your shift.