



## Mount Lawley Primary School Parents and Citizens' Association Incorporated

### CANTEEN Q&A

#### Version 2

#### Released to P&C members alongside revised Proposal

The Questions below were asked by P&C members. Some questions were very similar (just a different form of words) and so they have been combined into the same row (see for example #17). Questions were then grouped by theme/topic. There are 31 key questions, grouped as follows:

**Approvals — Governance — Operations — Establishment**  
**— Financials — Employment — Volunteers — Integration — Other**

#	Question	Answer
<b>Approvals</b>		
1	Local government approvals ... City of Stirling, what is cost & timings of approvals –and any required training.	City of Stirling visited the school (March 2020) for a preliminary inspection and have advised that the canteen setup is very good and that we could “open tomorrow”. Following the visit, a formal application for registration of a food business was submitted to City of Stirling, which ought to be approved before the end of term 1. For school canteens there is a \$50 application fee and no application fee (the \$75 annual inspection fee is waived for school canteens).
2	Department of Education approvals ... Do we need to register / get approval with the Department for running a canteen?	The key internal approval required is that of the Principal of the school. Lisa Freegard has confirmed this through formal enquiries to the Department who advised that no separate licence or approval is required for the P&C to run a canteen, beyond the Principal’s approval.
<b>Governance</b>		
3	Canteen Committee – whom & what are is the role of the committee?	<p>The Canteen will be run by the P&amp;C (working closely with the school, but not run by the school).</p> <p>The P&amp;C will establish a Canteen Sub-committee, with a formal Terms of Reference, to do this. Once established, the Canteen Sub-committee will make all decisions regarding the operation of the Canteen, and will report up to the full P&amp;C at each P&amp;C meeting (much like the Uniform Shop).</p> <p>The Canteen Manager (Belinda) will be a member of the sub-committee but per WACSSO rules cannot vote on formal motions within the subcommittee.</p> <p>The current Canteen Working Group (Bradley Farrell, Jennifer To, April Jolly and Belinda Gambitta) are expected to form the first Canteen Sub-committee.</p>

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#	Question	Answer
4	The need for a P&C person to manage/review Belinda, to ensure she is running the canteen to achieve the best possible outcome. Have we someone to do this?	This will be the responsibility of the Canteen Subcommittee.
<b>Operations</b>		
5	What are the preferred days of operation? I think Friday would be a good day as parents are more likely to not want to make lunch that day!	Wednesday and Friday
6	What about the other days of the week i.e. when the canteen does not open? Will School Lunch Online continue?	Yes feedback from parents indicated that they wanted to retain the flexibility of ordering food any day of the week. As such we will maintain the School Lunch Online service for Mondays, Tuesdays and Thursdays only. We do want to diminish the take-up of our own canteen service so we won't offer SLO on our canteen days.
7	Do all lunches have to be preordered? Is it only recess snacks that can be purchased without ordering?	Yes, lunches must be pre-ordered. Recess is cash only. Note that no child will be left hungry. Normal school procedures will apply if they do not have any recess/lunch.
8	Will bags be written on or printed labels – additional cost for on going equipment / supplies.	QuickCliq has the functionality to print out labels therefore my intention is to print off the labels at the same time as printing of the orders. This may be done more quickly and efficiently if a printer were to be purchased for the canteen area.
9	Quickcliq sounds amazing, for the cost to the school & the users, is it the best platform – has utilising QKR been investigated? Are we able to utilise the existing Qkr app for canteen lunch orders rather than the proposed QuickCliq app as Qkr would have less fees?	<p>Research of other school canteens has demonstrated that QuickCliq is a platform which is commonly used and is working efficiently for those schools. The functionality for QuickCliq is perfect for school canteens and ordering.</p> <p>QKR could be a solution. However it is not made for canteen orders specifically. QuickCliq is great in that it allows you to have “credit” to apply against orders (like School Lunch Online). This means you can order quickly every time, without having to worry about your credit card status. Also cancelling an order just adds back to your credit. Contrast with QKR which does not provide a “credit” balance to draw down on, and any order cancellation requires a full transaction reversal (needing the Treasurers help).</p> <p>Treasurer and Canteen Manager both recommend QuickCliq as it is fit for purpose and involves less manual work arounds. The small cost is built into the canteen financials.</p>

#	Question	Answer
10	Will the canteen be tracking wastage – what happens with any left over food?	The intention is to keep wastage at a minimum and as a new canteen I will need to monitor usage trends to understand how many supplies are needed. Keeping in mind that food is made to order and therefore will naturally keep wastage to a minimum.
11	Stocktake – how often will this be expected & by whom?	<p>Once a term, at the end of term. This will be consistent with the Uniform shop and would be documented in the Canteen Policy/TOR. The stocktake needs to be completed by two people, the Canteen Manager and another volunteer. The results need to be provided to the Treasurer.</p> <p>At the end of the first year we should review and determine if there is merit in continuing to do stocktake each term, or if a different frequency better suits (eg just do twice per year or perhaps just once per year). This can be decided by the Canteen Sub-committee.</p>
<b>Establishment</b>		
12	Who will do the work to get the Canteen ready	The P&C will ask for volunteers to assist in the setup and launch activities. Some parents have volunteered already! Belinda will also be helping, on a volunteer basis (see next question).
13	<p>At what point does Belinda expect to be paid – from set up, training etc?</p> <p>Is Belinda expecting to be reimbursed / back paid for training / applying for approvals?</p> <p>How many "paid" hours are required before the canteen opens by Belinda.</p>	<p>Belinda has confirmed that her time spent on the proposal, consultations, set up, training will be an investment by her (i.e. no charge to the P&amp;C). Payment for her hours worked will only begin when the canteen opens.</p> <p>For the cost of certifications, inspections, approvals and mandatory training courses, the P&amp;C will pay those administration costs as a canteen cannot function without them. But the personal time spent by Belinda in getting them done will be part of her personal investment.</p>
14	Fitting the canteen out costs. (Shelves in the fridge, deep freezer etc) ... What is the capital amount required? ... Set up costs / requirements ballpark.	<p>Fit-out / capital costs are \$2,940 based on:</p> <ul style="list-style-type: none"> <li>• Freezer: \$1200</li> <li>• Pie Warmer: \$840</li> <li>• Shelves for walk-in fridge: \$300</li> <li>• Menu board/signage: \$300</li> <li>• Small equipment: \$300</li> </ul> <p>These costs are based on quotes for new items. Purchasing through the school could see further saving as no GST is payable. It may be possible to source some items from a commercial auction house to further reduce the cost.</p> <p>Note that the “display fridge” has been removed from the purchase list, as a supplier is willing to provide one at no cost. This significantly reduced the total.</p>

#	Question	Answer
<b>Financials</b>		
15	Is the canteen being run as a fundraiser for the P&C?	The purpose of the Canteen is to provide a service to the school community. We are not doing this as a source of fundraising. That said, we don't want the canteen to run at a loss. So, our aim is to "beat break even" over the medium term. That means in any one year (including our first year) we may have a small loss. That loss would be offset by small profits in other years. So, over any period of 2-3 years, our aim is to "beat break even".
16	What is the max amount the P&C is prepared to spend getting this up and running?	<p>We think an amount of \$3,400 in upfront costs ought to be sufficient. That amount would cover</p> <ul style="list-style-type: none"> <li>• fit-out/capital costs \$2940 (see items listed in #14)</li> <li>• one-off setup/service costs \$400 (mandatory training, approvals and certifications; professional clean before opening)</li> </ul> <p>This is a modest and sensible investment for a service that will deliver value for many many years to come.</p>
17	<p>What is the amount the P&amp;C are prepared to run the canteen at a loss for?</p> <p>How much of a loss are we prepared to lose on the canteen per a year to provide this service?</p> <p>How long do we let the canteen run for if it is making a loss?</p>	<p>See preceding question about the intent of the canteen to "beat break even". To the specific question of "loss", we know we can accommodate an operating loss of \$1,000-\$2,000 in any one year. This is because the P&amp;C typically maintains a cash buffer of at least \$15,000 in the bank. So a small operating loss in one year is no threat to the P&amp;C's solvency.</p> <p>If any year delivers a loss, we would ensure we make the necessary changes to make the canteen profitable in the next year.</p> <p>Our research indicates that we can deliver a great service, as proposed, making a small surplus in most years.</p>

#	Question	Answer
18	Insurance ... for staff? / equipment? / produce? ... what to insure? and how much?	<p>We already have, through our WACSSO affiliation, the following insurances which apply to our activities including a P&amp;C operated canteen:</p> <ul style="list-style-type: none"> <li>• Public &amp; Products Liability cover</li> <li>• Volunteer workers personal accident cover</li> </ul> <p>As we will have an employee (for the first time) we will need to take out Workers Compensation cover. It is mandatory, and based on our wages bill ... for \$18,000pa wages bill, the cover will cost \$470pa.</p> <p>Other insurance cover is at our discretion. We will likely take out:</p> <ul style="list-style-type: none"> <li>• Loss of property (eg fire, storm) ... to insure \$2,000 of property would cost us \$30pa, starts 1 July</li> <li>• Spoilage of stock, to insure \$600 of stock, would cost us \$90pa</li> </ul> <p>We do not need significant “property” cover as the large purchases (eg freezer, microwave) are gifted to the school and hence covered under the school’s insurance policy.</p>
19	Who pays for maintenance of the canteen equipment – the school or the P&C?	<p>The school’s operational budget will cover maintenance of:</p> <ul style="list-style-type: none"> <li>• the built facility (walls, ceilings, floor, doors, windows, fixed bench tops and drawers, sinks, lighting, electrical, water, gas, security)</li> <li>• pre-existing installed equipment: walk-in fridge, industrial cook-top/ oven, exhaust system</li> <li>• new equipment purchased by the P&amp;C and donated to the school, for example: free-standing freezer; pie warmer; cool display cabinet; microwave oven.</li> </ul> <p>Other small electrical items (eg blenders, toasters, toastie machines), utensils and storage containers are deemed to be consumeable items and replacement would be the responsibility of the P&amp;C.</p>
20	What happens to Toasty Tuesdays, and the money that it raises?	<p>Toasty Tuesday as we know it will end. Continuing Toasty Tuesdays would impact on canteen take-up, and it would soak up valuable parent volunteers.</p> <p>The good news for kids is that the Canteen menu deliberately includes toasties so kids wont miss out. Even better, they can get it all year (not just in Terms 2 and 3).</p> <p>Regards the Toasty Tuesday profits ... its true that it was a very good fund-raiser for the P&amp;C. The P&amp;C can come up with new fundraising ideas to offset the ‘loss’ of the TT revenue stream. Note that the P&amp;C has been successfully operating at MLPS for more than 30 years. We have had Toasty Tuesday for only 2 years. We can replace the dollars it raises with new fundraising.</p>

#	Question	Answer
<b>Employment</b>		
21	<p>Discuss the pros and cons of paying as an employee vs her being a contractor and submitting invoices.</p> <p>Under forecast estimates is stated a wage of \$30 per hour for 15 hours per week under a casual based contract. Based on the research I have done (links to sites below) is that superannuation is required on all wages over \$450 per month of persons aged 18+. The Canteen Manager would also be entitled to long service leave, calculated at a rate of 0.02 hours per hour worked.</p> <p>Based on this information – would it be better for the P&amp;C to have Belinda invoice us for her amount and take care of her own tax &amp; superannuation?</p> <p>If Belinda wants to be employed by the P&amp;C, we need to facture in to her hourly wage these costs.</p> <p>Discuss pros &amp; cons of both. Discuss hourly rate.</p>	<p>Employee or Contractor? ... Based on how we will setup and run our canteen, the Fair Work Act is clear that our Canteen Manager is considered an Employee rather than a Contractor, this is because:</p> <ul style="list-style-type: none"> <li>• The P&amp;C control how the work is done (and mostly when). It's not like Belinda can work from home and anytime she choses. She needs to be in the canteen for opening hours etc</li> <li>• She can't subcontract to anyone else</li> <li>• P&amp;C approve any additional hours</li> <li>• This is ongoing work</li> <li>• We provide her with the tools and equipment</li> </ul> <p>See next question for additional detail incl award, rates, super, tax etc</p>
22	<p>Confirm all employment related details including status, award, rate, super, tax, long service leave, contracts</p>	<p>Casual or Part-time? ..... For the level of work anticipated (15 hours per week), the P&amp;C do have the discretion to set it up as either Part-time or Casual. This was confirmed in detailed consultations with the relevant state body (Wageline) and the relevant federal body (Fair Work Ombudsman) held in November. Based on our consults and plans, "Casual" is appropriate and preferred by both P&amp;C and Belinda because it is simple and transparent: we pay an agreed rate for each hour worked. Classifying as "Part-time" is not preferred because it requires us to track and pay for annual leave, sick leave. With Casual we avoid all that complication.</p> <p>Which award? ..... complicated, but the summary is federal award Fast Food Industry ... "Level 3 – in charge of 2 or more persons" ... so \$29.16 per hour</p> <p>Super? ..... must be paid on top of the casual rate at 9.5%</p> <p>Tax? ..... P&amp;C will be required to register for PYG Withholding Tax and SingleTouchPayroll and to withhold tax from each pay packet, and remit, all per ATO rules</p> <p>Long-service-leave? ... LSL is legislated at the state level and appears to apply (advice was not definitive). We should assume it applies and get subsequent advice before the</p>

#	Question	Answer
		amount is due. The WA rules say that after 10 years continuous service, P&C has to pay Canteen Manager 8.667 x normal weekly wage so approx. \$3,800 as a once-off payment after 10 years. Suggest that the P&C accrues a small amount each year so that the full amount is easily payable when due.
23	Confirm pay amount against other school canteens.	Note that the applicable rate of pay is determined by the law, and finding out that law and the rate was complex (Bradley consulted with WACSSO, Wageline and the federal Fair Work Ombudsman). So comparisons with other schools might be informative but they are not definitive.  Based on the advice we have received the rate of pay will be \$29.16 per hour.
24	What happens if work hours exceed the 15 hours? Is there a maximum the P&C is prepared to pay?	We will have timesheets, and a simple process to approve additional hours if/when required. Approvals will be managed by the Canteen Sub-committee.  We will also have a formal employment contract and if it turns out that the hours need to be changed (up or down) then we can do that through the contract. Note that we will also have inbuilt flexibility as we propose this to be a "casual" contract.
<b>Volunteers</b>		
25	Who will be in charge of getting volunteers & making sure that we have enough for each day?	As the canteen is a P&C service, the P&C has the ultimate accountability for finding the volunteers. Finding volunteers will be a key task of the Canteen Sub-committee. We are pleased to note that we have already identified a starting group of volunteers (refer to the revised proposal for names of volunteers).  We are also looking at Community Volunteers (eg local retirees) which is a great arrangements currently in practice at Highgate Primary's canteen.
26	Training for volunteers – how does this work & who will be overseeing that this has been completed?	Consultation with WASCA confirmed that the Canteen Manager must be formally trained, but for volunteers it is sufficient that they: <ol style="list-style-type: none"> <li>1) are given a copy of the "I'm Alert" information sheet (from WACSA) and</li> <li>2) are given a verbal briefing by the Canteen Manager at the start of their first shift.</li> </ol> That said, we see real value in getting 1 or 2 regular volunteers formally trained and/or certified so that they are ready to provide cover if Belinda is away / unwell.

#	Question	Answer
27	What happens if volunteer numbers are low? Will Volunteers be offered free food for themselves / kids as an incentive?	We believe that we can get the required parent volunteers for a 2-day a week service. As noted, we can also explore Community Volunteers if we want extra help. We are definitely open to incentives if we need them to get the parent volunteers.
28	What happens if the Canteen Manager is sick? Say for 1 day or the week? Will the canteen be closed? What happens if the Canteen Manager is unable to attend work? Do we require a trained person in charge or can it run on volunteers?	Belinda has already spoken to Thelma Tassone (existing school parent) who is willing to step in on the days that I may be absent. See also #26 re training for volunteers.
29	Point 6 in day to day operations states the P&C treasurer will keep the books & records.  What is the estimated number of hours we require from our treasurer to do the finance side of things? How much do they spend currently on P&C? Is this a viable amount of time for a volunteer? Should we find a part-time bookkeeper? (Volunteer? or Paid?)?	Highgate Primary P&C and Inglewood Primary P&C both have extra Financial help for their canteen. One employs a bookkeeper, the other has "two Treasurers". We will need something similar as our Treasurer has indicated she cannot carry the additional load herself. The additional work involved is estimated as 2h per fortnight, plus super/ATO lodgements each quarter plus stocktakes. Rough calc is a total of 44 hours across a school year. We are confident that we can find a volunteer from within the school community. Advertising for the volunteer will start as soon as the proposal is approved.  If we do not find a volunteer, then we would need to pay for some part-time bookkeeping. 44 hours at \$35 per hour = \$1,540 annually.
<b>Integration</b>		
30	Would the canteen be able to supply lunches for special events such as the sports carnival alongside our sausage sizzle?	Contemplated in the Proposal was assisting with food provision for certain special events however these were on-campus during school hours only. Eg: Harmony Day, Anzac Day. Regards off-site events (eg lunch at the faction carnival), the thinking is that for the time being, the P&C would continue those off-site events (no change). The Canteen Manager is happy to consider these and any other additional special events once the canteen is up and running. The recommendation is that for the first couple of terms we focus on running the new canteen really well on a standard schedule. We can look at extra stuff after we have the basics running well. Suggest the Canteen Sub-committee can determine, in consultation with the school.
31	Current use of the canteen – what is the outcome of being able to use the canteen for events – examples such as – year 6 graduation evening, social events like progressive dinner, disco use, year 6 sausage sizzle etc	No concerns with the Canteen being used for alternative purposes, however the expectation is that the Canteen is left strictly in the same order and cleanliness as it was found. And canteen stock cannot be touched.

#	Question	Answer
29	Currently the canteen has a dual purpose of storage space – will running the canteen require this to cease?	<p>Red chairs and folding tables previously stored in the Canteen have been permanently moved to the adjacent “Cleaners’ Store” (between Canteen and Uniform Shop).</p> <p>A “canteen busy bee” was then held (end of term 4 in 2019) which resolved and removed many of the smaller items being stored in the canteen (eg cookers and eskies).</p> <p>The canteen now appears well cleared. Any further clear out can be done as part of the launch prep work.</p>
<b>Other</b>		
30	Traffic light system / guidelines to run a canteen – will this be expanded on in further communication.	<p>The revised proposal contains a revised menu, and some additional related food information. The split between green and amber foods in the revised menu is approximately 80/20. This is well above (ie better than) the WASCA minimum level of 60/40.</p> <p>Regards comms, yes there will be additional comms regards the “traffic light system” and our menu (eg a newsletter article, posters) so people are well informed.</p> <p>The school advises that the school’s Food and Drink Policy (13/05/2015) will need to be updated before the canteen launches. This is routine for any school opening a canteen.</p>
31	Is Bell’s café the working name? Good community exercise to name the café – based on school & community.	<p>The name Bells is a play on words. It officially symbolises the moment at which the school bell rings and the kids run to the canteen with excitement. The discrete play on words is that it also hints at the founder of the canteen being Belinda (Bel). Keeping the name as proposed keeps the proponent richly engaged, and committed over the long term.</p> <p>Regards naming competitions, we could do that down the track,. E.g. we can run a competition to name a canteen food item (for example, vegemite scrolls could have a special name at MLPS, maybe even an indigenous inspired name). This approach has the benefit that we could run the same contest in a couple of years with a new food item, to create some marketing buzz.</p>

Questions provided by P&C members.

Responses prepared by Bradley Farrell, working with Jennifer To, Belinda Gambitta, Cavelle Monk and Lisa Freegard.

Many thanks to all those who questions and comments contributed to the detailed thinking demonstrated above.