



Canteen Policy

This policy was adopted at the General Meeting of the Chatswood High School P&C Association held on the 11th day of March 2014.

Table of Contents

1. Definitions	3
2. Rationale.....	3
3. Aims of the School Canteen Goals.....	3
4. Canteen Policy	4
5. Alterations to this Policy	4
6. Organisation and Administration	4
7. Membership of the Canteen Sub-Committee	5
8. Canteen Sub-Committee Meetings	5
9. Accountability and Performance Reporting	5
10. Election of Office Bearers	5
11. Sub-Committee Roles and Responsibilities	6
12. Conditions of Employment	6
13. Employed Staff.....	7
14. Nutrition and Menu Planning	7
15. Pricing Policy	7
16. Trading Hours.....	7
17. Equipment.....	7
18. Product Advertising and Promotion	8
19. Insurance.....	8
20. Special Activities	8
21. Hygiene, Health and Safety.....	8
22. Voluntary Workers.....	9
23. Monies	9
24. Auditor	10
25. Gifts and Concessions	10
ANNEXES:	
A. GUIDELINES FOR MANAGING RISKS TO HEALTH & SAFETY IN THE CHS CANTEEN	12
B. CHS CANTEEN WHS INSPECTION CHECKLIST	20

1. DEFINITIONS

"CHS" means Chatswood High School

"Association" means Chatswood High School Parents' and Citizens' Association Incorporated

"SRC" means Students' Representative Council

"the Canteen" means the Chatswood High School Canteen

"Canteen Sub-Committee" means the Chatswood High School Canteen Sub-Committee

"NSW DOH" means New South Wales Department of Health

"NSW DET" means New South Wales Department of Education and Training

"NSWSCA" means New South Wales School Canteen Association

"AGM" means Annual General Meeting

"IEC" means Intensive English Language Centre

2. RATIONALE

- a) The Canteen is situated on the Chatswood High School site. As such, Chatswood High School gives CHS P&C authority to run a canteen.
- b) Canteen services are provided for CHS students and staff. Students range in age from 11 to 19 years and there is a diversity of cultural and dietary needs.
- c) The Canteen is an integral part of the school and as such will complement classroom curriculum. It also plays an important social and cultural role in our school community.
- d) Nutrition is important to health throughout life. It is particularly important at times of rapid growth and development which include the school years. The Canteen, through promotions and special food days, will promote the idea that eating for a strong body and mind means having a balanced diet. Students will also be encouraged to try new foods through these special days and tastings, for example cultural foods, seasonal fruits, celebration foods etc.
- e) Poor dental health, obesity, overweight, underweight, poor physical fitness, constipation, high cholesterol and elevated blood pressure are associated with diet and these conditions have been identified in studies of children in Australia.
- f) The food purchased at the Canteen makes a significant contribution to total food intake and nutrition of many students.
- g) The Canteen aims to encourage healthy eating habits and provide the basis of a sound and healthy lifestyle for our children.

3. CANTEEN GOALS

The school Canteen goals are to:

- a) provide foods as outlined in the NSW Healthy Schools Canteen Strategy Fresh Tastes Tool Kit and recommended by the NSW DOH, NSW DET and NSWSCA;

- b) help reduce health risk factors by encouraging the development of good eating habits consistent with the Dietary Guidelines for Children and Adolescents;
- c) display current student information sheets indicating allergy and anaphylactic information;
- d) provide a wide selection of nutritious and attractively presented food and drinks at a reasonable cost;
- e) demonstrate high standards of hygiene in line with NSW DOH regulations in relation to the preparation, storage and serving of food at the Canteen;
- f) cater for the diverse and special dietary and cultural needs of students, where possible;
- g) reinforce classroom curriculum by providing appropriate choices for all students;
- h) provide an opportunity for active parental/carer involvement in the school community;
- i) encourage courtesy and consideration among all who use the Canteen facilities;
- j) participate in Healthy School Canteen promotions;
- k) have practices that are consistent with school policies;
- l) function as an efficient and profitable business by setting prices to achieve the Assn's prescribed revenue target.

4. CANTEEN POLICY

- a) The Association owns and operates the Canteen as a business Unit pursuant to P&C Assn Rules to achieve the above mentioned goals.
- b) This policy is issued under the authority of the Association Assn Rules to manage the operations of the Canteen.
- c) The Canteen Convenor is the designated "custodian" of the currently approved version of the Canteen Policy.
- d) A copy of the Policy is to be located on the Association's website in the interests of business transparency.

5. ALTERATIONS TO THIS POLICY

- a) The Canteen Convenor, in consultation with one other member of the Canteen Sub-Committee and the Canteen Manager will review this policy annually and/or when required.
- b) Any alteration to the Policy must comply with the relevant Association Rules.

6. ORGANISATION AND ADMINISTRATION

- a) The Canteen Sub-Committee is established to administer and operate the Canteen in accordance with this policy and is led by an elected Convenor.
- b) The Sub-Committee Convenor, to be known as the Canteen Convenor, will present a report to each General meeting of the P&C Association.
- c) The Canteen Convenor will present and table a written annual report to the AGM of the P&C Association. The Treasurer will present the corresponding Auditor's Report, covering Canteen aspects, (if available) to the AGM.
- d) The P&C Association Treasurer (or his/her representative) will present the proposed annual budget (including Canteen requirements) to the Association AGM. The AGM-approved Canteen budget is to be funded out of the Canteen's income. If additional funding is required, the Canteen Convenor in consultation with the Treasurer must notify the P&C executive. Following the Executive's consideration of available options, it may seek additional funding approval at the next General meeting of the P&C Association.

- e) All expenditure must be budgeted and approved at a meeting of the P&C Association. If any capital equipment (\$2000 or more) requires urgent repair or replacement due to breakdown, the expenditure up to an amount of \$2,000 is considered an operating expense and may be authorised by the Canteen Convenor. Such expenditure is to be notified at the next general meeting of the P&C Association.
- f) If the P&C Association foresees a need to reorganise the Canteen Sub-Committee, the President shall first consult the Principal to ensure his/her position is taken into account before making any change.

7. MEMBERSHIP OF THE CANTEEN SUB-COMMITTEE

- a) The Canteen Sub-Committee shall comprise up to nine members as follows:
 - i. Standing Members (AGM elected positions):
 - i. the P&C Assn President (or a designated Vice President),
 - ii. the Canteen Convenor,
 - iii. the P&C Assn Treasurer or his/her representative ,
 - ii. Invited Members (one to be appointed meeting scribe/recorder):
 - i. a Canteen Volunteer (Coordinator),
 - ii. the P&C Assn WHS Advisor.
 - iii. up to two parent or student representatives of CHS (current financial members of the P&C Assn or their student child)
 - iv. Other Advisors as required at the discretion of the Canteen Convenor.
 - iii. Ex Officio Members (non voting)
 - i. CHS Principal,
 - ii. Canteen Manager
- b) Paid staff, such as a paid Canteen Manager, Book Keeper or Casual Assistants, cannot vote on issues coming before the Canteen Sub-Committee.
- c) All parent/carer representatives on the Canteen Sub-Committee are encouraged to volunteer in the school Canteen at least once per term.
- d) Should any Invited Member be absent for more than three consecutive meetings without reasonable cause, the position shall be deemed vacant and available to be reallocated at the discretion of the Canteen Convenor.

8. CANTEEN SUB-COMMITTEE MEETINGS

- a) The Canteen Sub-Committee must meet at least once per school term. The date and time is to be decided by the Canteen Convenor, in consultation with Canteen Sub-Committee members.
- b) The quorum for all meetings shall be four members of the Canteen Sub-Committee.
- c) The Canteen Convenor shall chair meetings of the Sub-Committee.
- d) Decisions of the Canteen Sub-Committee are made by a simple majority of the voting members present with the Convenor exercising a casting vote in the event of a tied vote.
- e) A special meeting may be called at the written request of at least two members of the Canteen Sub-Committee. Seven days notice of any meeting shall be given to all members of the Sub-Committee stating the business of the meeting.
- f) Where the Sub-Committee cannot be formed or cannot achieve a quorum, the Sub-Committee's role reverts to the Association Executive Committee.

9. ACCOUNTABILITY AND PERFORMANCE REPORTING

- a) All financial transactions associated with the Canteen operation are to be recorded in accordance with current accounting practice.
- b) The Sub Committee is to review the Canteen's financial performance at each meeting and decide any required operating adjustments.
- c) The audited annual report (if available) will be presented by the Association Treasurer or his/her delegate at the Association's AGM.

10. ELECTION OF OFFICE BEARERS

- a) The elected office bearers shall be determined at the Association's AGM.
- b) Invited members will be determined at the discretion of the Convenor from any expressions of interest received.
- c) Ex officio positions are held by appointment.

11. SUB-COMMITTEE ROLES AND RESPONSIBILITIES

- a) The Sub-Committee shall organise and control the full administration of the canteen. However the Sub-Committee shall be responsible in all its actions to the P&C Association which shall have the right to reorganise, disband or close the Sub-Committee, such decisions to be supported by a majority vote at a general meeting or special meeting of the P&C Association called for that purpose. (Refer to Sub-Committee Rule 6).
- b) The Sub-Committee shall present a report to each general meeting of the P&C Association, including a financial report comparing expenditure to budget.
- c) The Book-keeper must lodge with the Association's Treasurer a current financial statement for the trading period in time for presentation and tabling at each General meeting of the Association.
- d) The Canteen Convenor will ensure all Sub-Committee members have access to the current Canteen Policy.

12. CONDITIONS OF EMPLOYMENT

- a) The Canteen Convenor, acting on the advice of the Canteen Sub-Committee, and in consultation with the P&C Executive, may appoint and employ a Manager and other necessary staff and shall determine rates for remuneration and conditions of engagement and shall terminate such arrangements, in accordance with the relevant award.
- b) The Canteen Manager and Assistants shall:
 - i. be appointed and dismissed, as necessary, by the Canteen Convenor acting on the advice of the Canteen Sub Committee and Executive;
 - ii. be paid in accordance with the relevant award, or a salary as negotiated and recommended by the Canteen Sub-Committee and approved by the Association;
 - iii. be paid appropriate superannuation contribution as required by Law;
 - iv. be given upon employment a work agreement, which shall be agreed to and signed;

- v. receive an annual performance review or as necessary, in accordance with the work agreement; The annual performance review will be conducted by the Canteen Convenor, in the company of the Association's President.
- vi. be employed as either a full time, part-time or casual staff as determined appropriate by the Convenor on the advice of the Canteen Sub-Committee.

- vii. When the Canteen Manager/Assistant(s) position(s) need to be filled, expressions of interest will first be sought from the school community. If in the view of the selection panel drawn from the Association Executive, no suitable applications are received from the school community, then the position(s) will be advertised more widely.

13. EMPLOYED STAFF

- a) The Canteen Manager is responsible to the Canteen Convenor for the daily operations of the Canteen including the supervision of the Canteen Assistant and Canteen volunteers and ensuring associated Working with children clearances (WWCC) are obtained as required by NSW legislation.
- b) The Canteen Manager will report to and be accountable to the Canteen Convenor.
- c) The Canteen Manager should seek prior approval from the Canteen Convenor before making any major changes in menu, pricing or operations.

14. NUTRITION AND MENU PLANNING

The Canteen will:

- a) provide students with a variety of nutritious foods and drinks from the Core Food Groups that are low in fat, sugar & salt and high in fibre, acknowledging the Australian Dietary Guidelines for Children and Adolescents;
- b) provide foods as outlined in the NSW Healthy Schools Canteen Strategy Fresh Tastes Tool Kit and NSWSCA Buyers Guide;
- c) encourage the consumption of water;
- d) set a practical example that reinforces classroom nutrition education;
- e) advertise products that are known to contain nuts but take no responsibility for products where the packaging is unclear.
- f) have some products that may contain traces of nuts, according to the manufacturers' information.

15. PRICING POLICY

- a) The Canteen Sub-Committee will determine the percentage mark-up on products.
- b) Prices variations suggested by the Canteen Manager must be approved by the Canteen Convenor.
- c) The Canteen Sub-Committee will use the pricing policy to encourage consumption of low fat, low salt and high fibre food groups.
- d) The Canteen will operate to the revenue targets set by the P&C Association.

16. TRADING HOURS

The Canteen will open as advertised on the P&C Website and as displayed at the Canteen.

17. EQUIPMENT

- a) The Association shall provide essential, safe equipment and ensure that it is well maintained and in good repair. All equipment is to be used correctly. Sufficient monies are to be held aside for the replacement or repair of appliances;
- b) All capital expenditure and maintenance is to be treated as Operating Expenses and comply with Policy No 5.
- c) All Canteen related expenditure is to be included in the accounting record for the trading period.

18. PRODUCT ADVERTISING AND PROMOTION

- a) New foods will be advertised to students and the school community through school newsletters, assemblies etc;
- b) Taste tests, menu boards, competitions, displays etc will be used to promote the choice and sale of healthy foods;
- c) Health theme "weeks" will be used to promote certain foods;

19. INSURANCE

- a) Association should have a current Worker's Compensation Insurance Policy covering all paid employees;
- b) Association owned plant and equipment and food stock should be adequately covered by an insurance policy.
- c) Volunteer workers will be covered by an appropriate insurance policy held by the Association;
- d) Volunteers who are either over the age of 70 years or more than six months pregnant, as well as pre-school age children are not covered. These volunteers should be advised that the current Association insurance policy does not cover them.

20. SPECIAL ACTIVITIES

- a) The Canteen Manager in conjunction with the Principal or their delegate shall decide when the Canteen should cater for school functions and determine the arrangements, including costs;
- b) The Canteen is not available for after hours use, unless agreed upon by the Principal in conjunction with the Canteen Manager.

21. HYGEINE AND WORKPLACE HEALTH AND SAFETY (UPDATED WITH VERSION 10)

- a) The CHS Canteen is a business unit owned and operated by the CHS P&C Association.
- b) The P&C Association Inc. is committed to providing a safe and healthy workplace for its paid and unpaid staff and visitors (including customers). The Canteen Sub-Committee of the CHS P&C Association Inc., under the leadership of the Canteen Convenor, is charged with the administration and operation of the Canteen. Guidelines for managing risks to health and safety in the CHS Canteen are detailed at **Annex A** to this Policy.

- c) **Responsibility Chain.** Promoting and maintaining Work, Health and Safety (WHS) is the responsibility of any 'person conducting a business or undertaking' (PCBU). This PCBU responsibility rests with the P&C Executive and is discharged through the Canteen Convenor to the Canteen Manager. Notwithstanding this chain of responsibility, it is important that everyone accepts responsibility for the health and well-being of everyone in the canteen workplace, including the workers themselves (paid and casual employees and volunteers).
- d) **Canteen Convenor Responsibilities.** The Canteen Convenor, working through the Canteen Sub-Committee, comprising representatives from the school and parent body, will promote the concepts of WHS and ensure that the Canteen is safe and without risk to health.
- e) **Canteen Manager Responsibilities.** The Canteen Manager is responsible to the Canteen Convenor for taking all practical steps to identify and remedy any unsafe or unhealthy conditions or behaviour in the Canteen. This includes ensuring that work practices and systems are safe, as well as providing adequate supervision, information and training, so that staff are able to perform their duties safely.
- f) **Responsibilities of Canteen Workers – including Paid Staff and Volunteers.** All Canteen workers have a duty of care for their own health and safety, as well as the health and safety of others in the Canteen. This includes:
 - i. complying with all WHS policies aimed at managing a safe and healthy work environment and any directives by managers,
 - ii. reporting any unsafe or unhealthy conditions, and
 - iii. reporting accidents/incidents promptly.
- g) **Hygiene.** The Canteen Manager is responsible for ensuring that correct hygiene and food handling practices are applied by all Canteen workers. The Canteen Manager must ensure that all documentation relating to food hygiene are displayed or are available

22. VOLUNTARY WORKERS

- a) The Canteen Manager will ensure all persons working within the Canteen have access to and understand this Canteen Policy.
- b) the Canteen Manager will ensure that the use of volunteer staff in the Canteen is maximised at all times.
- c) Volunteers will be provided with information about the Canteen and the role of volunteers.
- d) The Canteen Manager will provide all volunteers with an orientation program covering hygiene, routine, insurance and food prices
- e) On their rostered day each volunteer:
 - 1. will be supplied with a clean pocket-less apron
 - 2. shall sign the Canteen attendance book
 - 3. will be provided with a light lunch (such as sandwich), tea and coffee free of charge
 - 4. will work as part of the team

23. MONIES

- a) All money received by the Canteen shall be deposited in the designated P&C Association's Canteen account.
- b) The daily takings should be counted and checked by the Canteen Manager/ Assistant / Volunteer. The daily taking should be recorded and signed off by the person counting and the person checking.
- c) Where possible all creditors and expenses are to be paid online by electronic funds transfer. Any online payment transactions will be authorised jointly by the Book keeper/ Treasurer and one other Standing Member For on-line payments, the following additional controls are required:
 - i. two authorised persons should review & approve each transaction;
 - ii. the authorised person creating the online payment transaction will notify the second authority when the transaction is ready for review (and release for payment)
 - iii. any surplus funds should be transferred to the P&C Association's General Fund account.
- d) In the case of manual payments, all creditors and expenses are to be paid by cheque ('cheque payment'). Cheques must be signed by two authorised signatories.
- e) An appropriate float as determined by the Canteen Sub-Committee shall be kept in a secure location.
- f) The Canteen Manager will ensure that reasonable safety and security arrangements are made for the daily banking, following NSW DET cash handling procedures. Accurate records shall be kept of the monies received and expended.
- g) The Treasurer or his/her representative shall present a financial report for the trading period at the corresponding meeting of the Canteen Sub-Committee.
- h) Sufficient funds will be kept aside for employee leave, and equipment maintenance.
- i) The presentation, tabling and distribution of the annual audited financial report of the Canteen's operations is the responsibility of the Association's Treasurer and Secretary.
- j) All income received by the Canteen shall be applied as follows:
 - i. Pay creditors
 - ii. Pay wages of Canteen staff
 - iii. The provision of superannuation and /or long service leave as may be required
 - iv. Canteen maintenance and replacement of stock or equipment
 - v. The purchase of additional equipment for the efficient running of the canteen
 - vi. The general funds of the P&C Association.
- m) The repayment of loans or other creditors or liabilities may take precedence to the payment of the cash distribution of profits.

24. AUDITOR

- a) The P&C Association shall appoint the auditor each year at the Association's AGM.
- b) The Auditor shall not be a member of the Association Sub-Committee or the Canteen Sub-Committee or a person who might have or appear to have any conflict of interest arising from a personal or business relationship with a member of the Sub-Committees.
- c) The Auditor shall be provided with all necessary accounting books and records as required for audit purposes, including minutes and correspondence of the Canteen Sub-Committee and have reasonable access to the books, accounting records and other documents of the Canteen.

25. GIFTS AND CONCESSIONS

- a) All discounts, allowances, complimentary articles, gifts, concessions and the proceeds thereof from any supply of goods or services, directly or indirectly, to the Canteen shall remain the property/stock of the Canteen and be properly recorded and accounted for.

ANNEXES:

- A. GUIDELINES FOR MANAGING RISKS TO HEALTH & SAFETY IN THE CHS CANTEEN
- B. CHS CANTEEN WHS INSPECTION CHECKLIST

ANNEX A TO CHS CANTEEN POLICY

MANAGING RISKS TO HEALTH & SAFETY IN THE CHS CANTEEN OVERVIEW

Responsibility for managing work health & safety risks

Persons conducting a business or undertaking (PCBUs) are responsible for managing work health and safety risks. The Chatswood High School Parents' & Citizens' Association Incorporated, the owner of the Chatswood High School Canteen, is a PCBU. Chatswood High School (Department of Education and Communities) is another PCBU.

Risks must be managed to ensure the health and safety of workers and other people affected by the conduct of the business or undertaking, including visitors and customers at a workplace.

Special consideration must be given to vulnerable workers including:

- contractors and parent volunteers who may not be familiar with the workplace, including the systems of work implemented at the workplace
- new and young workers who may be inexperienced or lack the maturity to recognise risks
- parent volunteers with poor literacy skills—if staff can't sufficiently read, write or add, this can affect their ability to understand and follow guidance and instructions and expose them to greater risk
- new or expectant mothers who may be more prone to health-related risks such as physical, biological or chemical risks
- persons with a disability—reasonable modifications to the workplace and work tasks may be required to enable them to work safely.

PCBUs may share responsibility with other business operators who are involved in the same activities or who share the same workplace. These PCBUs must consult, cooperate and coordinate activities with all other persons who have a work health or safety duty in relation to the same matter, so far as is reasonably practicable.

Tasks to manage risks may be delegated, but ultimately each relevant PCBU holds this responsibility under the law.

Each PCBU must ensure that relevant workers and their health and safety representatives are involved in the risk management process. PCBUs should also ensure that whoever carries out any step in the risk management process has the necessary skills and experience to do so and understands when specialist help might be needed.

Consultation in managing risks

Consultation with workers (including parent volunteers) and their health and safety representatives is required at each step in managing risks to health and safety at the workplace. By drawing on the experience, knowledge and ideas of workers, PCBUs are more likely to identify all hazards and choose effective control measures. Workers should be encouraged to report any hazards and health and safety problems immediately so that risks can be managed before an incident occurs. This process precludes any need for a formal Workplace Health and Safety Committee.

In most cases the relevant PCBU can carry out the risk management steps with the help of workers. External help or advice from an appropriately qualified consultant may be necessary if there is insufficient in-house experience or knowledge, or if risks are complex.

Managing work health and safety risks involves four steps:

- 1 **IDENTIFY** - finding out what could cause harm (hazards & potential hazards).

A hazard is anything (including work practices or procedures) that could cause harm to the health or safety of a person.

Some hazards will be obvious because they may be common to a particular industry, but others can be more difficult to identify. Working closely with workers and looking at tasks at the workplace will assist in finding potential hazards. Analyse records of health monitoring, workplace incidents, near misses, worker complaints, sick leave, workers compensation etc and the results of any inspections and investigations to identify hazards.

Information and advice about hazards and risks relevant to particular industries and types of work is available from sources including regulators, industry associations, unions, technical specialists and safety consultants.

Manufacturers and suppliers can also provide information about hazards and safety precautions for specific substances (safety data sheets), plant or processes (instruction manuals). Once identified, hazards should be recorded in writing.

2. **ASSESS RISKS** - understand the nature of the harm that could be caused by the hazard, how serious the harm could be and the likelihood of it happening. A risk assessment can help determine:

- how severe a risk is
- whether any existing control measures are effective
- the action that should be taken to control the risk
- how urgently the action needs to be taken

A risk assessment does not have to be complex (depending on the type of hazards and the information, data and resources that are available). A risk assessment should be conducted when:

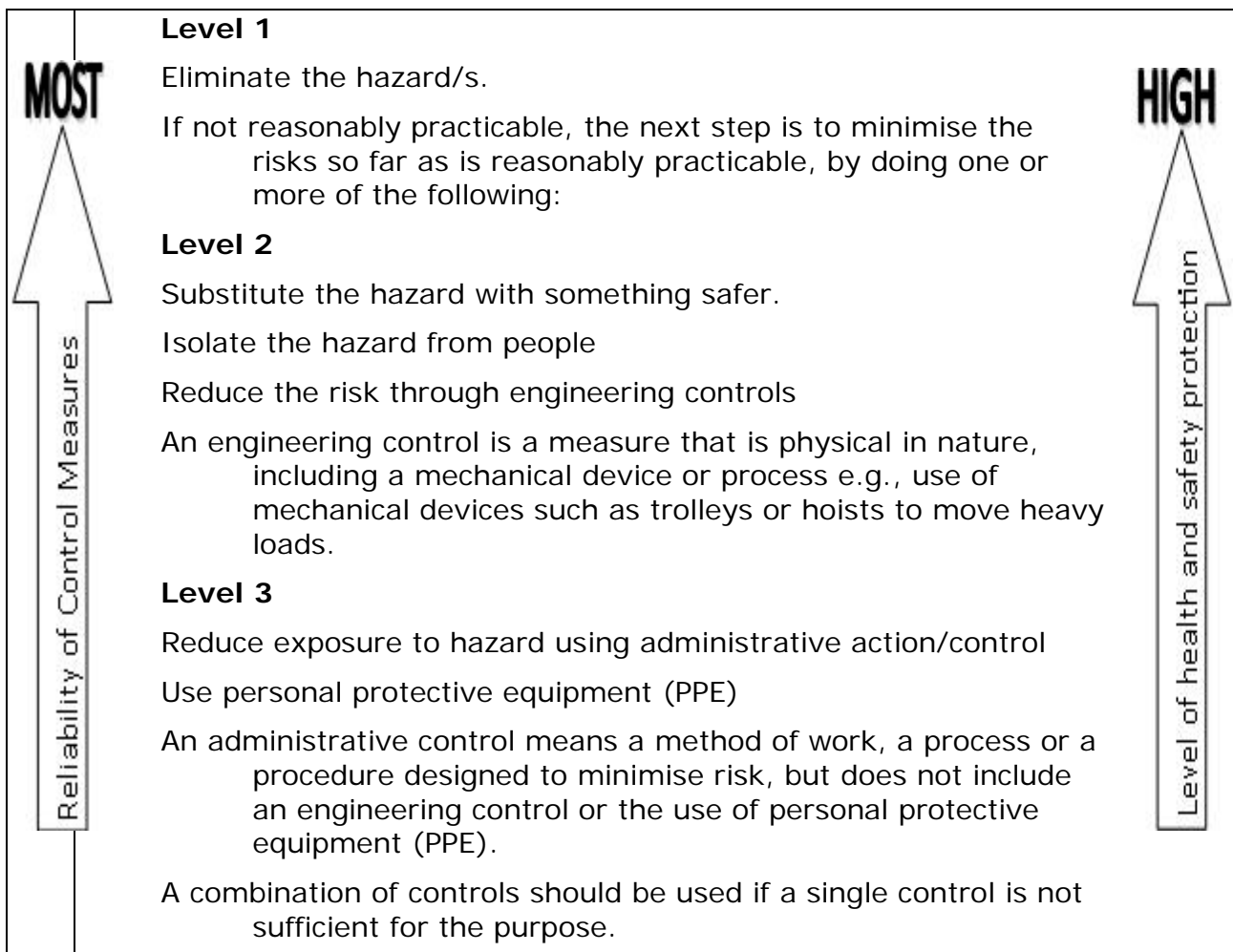
- there is uncertainty about how a hazard may result in injury or illness
- the work activity involves a number of different hazards and there is a lack of understanding about how the hazards may interact with each other to produce new or greater risks

- changes at the workplace occur that may impact on the effectiveness of control measures.

3. **CONTROL RISKS** — implement the most effective control measure that is reasonably practicable in the circumstances. Deciding what is ‘reasonably practicable’ to protect people from harm requires taking into account and weighing up all relevant matters including:

- the likelihood of the hazard or the risk occurring
- the degree of harm that might result from the hazard or the risk
- knowledge about the hazard or risk
- ways of eliminating or minimising the risk, and
- the availability and suitability of ways to eliminate or minimise the risk

It is only after assessing the extent of the risk and the available ways of eliminating or minimising the risk, that consideration may be given to the cost associated with available ways of eliminating or minimising the risk. A relevant factor at this point is whether the cost is grossly disproportionate to the risk. Once the hazards have been identified (and where necessary, any relevant risks assessed) start on the most important step of all—fixing the problems. The various ways of controlling risks can be ranked from the highest level of protection and reliability to the lowest. This is referred to as the hierarchy of controls.



Control measures are supported through:

- **Work procedures**
Develop a safe work procedure that describes the task, identifies the hazards and documents how the task is to be performed to minimise the risks.
- **Training, instruction and information**
Train your workers in the work procedure to ensure that they are able to perform the task safely. Training should require workers to demonstrate that they are competent in performing the task according to the procedure. It is insufficient to simply give a worker the procedure and ask them to acknowledge that they understand and are able to perform it. Training, instruction and information must be provided in a form that can be understood by all workers.
Information and instruction may also need to be provided to others who enter the workplace, such as customers or visitors.
- **Supervision**
The level of supervision required will depend on the level of risk and the experience of the workers involved. High levels of supervision are necessary where inexperienced workers are expected to follow new procedures or carry out difficult and critical tasks.

4. REVIEW CONTROL MEASURES

Controlling health and safety risks in the workplace is an ongoing process that needs to take into account changes in the workplace. This is why procedures and risk controls must be reviewed regularly to ensure they are still effective and revised as necessary. This includes when:

- the control measure does not control the risk it was implemented to control, so far as is reasonably practicable
- before a change at the workplace that is likely to give rise to a new or different risk to health or safety that the measure may not effectively control
- a new relevant hazard or risk is identified
- the results of consultation required under the laws indicate that a review is necessary
- a health and safety representative requests a review and they reasonably believe that a circumstance referred to above affects or may affect the health and safety of a member of the work group they represent and that the control measure has not been adequately reviewed.

KEEPING RECORDS

It is good practice to keep records of risk management activities while they remain relevant to demonstrate compliance and may help when undertaking subsequent risk assessments.

For most workplace risks there is no set amount of time for records to be kept. The detail and extent of recording will depend on the size of your workplace and the potential for major work health and safety issues.

It is useful to keep information on:

- the identified hazards, assessed risks and chosen control measures (including any hazard checklists, worksheets and assessment tools used in working through the risk management process)
- how and when the control measures were implemented, monitored and reviewed
- who you consulted with
- relevant training records
- any plans for changes.

There are specific record-keeping requirements in the WHS Regulations for some hazards, such as hazardous chemicals. If such hazards have been identified at your workplace, the relevant records must be kept for the time specified.

It is important to ensure that everyone in your workplace is aware of record-keeping requirements, including which records are accessible and where they are kept.

REPORTING

It is not enough to document risk management activities. Such activities should be reported to the PCBU including key groups to facilitate communication and consultation. Information on risk management activities can be reported as a routine item on a meeting agenda, sent via memo, email etc appropriate to the urgency or otherwise of the situation.

**CHATSWOOD HIGH SCHOOL CANTEEN
RESPONSE TO WORK HEALTH & SAFETY OBLIGATIONS**



**CODE OF PRACTICE: HOW TO MANAGE WORK HEALTH AND SAFETY RISKS
SAFE WORK AUSTRALIA 2011**

CHS CANTEEN WORKPLACE HEALTH & SAFETY RISK MANAGEMENT PROCESS

The Chatswood High School Canteen will implement its Work Health & Safety risk management system through the following means:

1. IDENTIFY HAZARDS

We will identify hazards by:

- inspecting the Canteen each school Term using the WHS Inspection Checklist. The Checklist template is located as Annex B to Canteen Policy.
- reviewing records at least once each year including incident & near miss, hazard observation, maintenance & repair, sick leave & workers' compensation, workers' complaints, feedback from staff performance appraisals & Willoughby City Council Inspections. Past records, including previous and current completed WHS Inspection Checklists, can be located in the P&C Assn corporate records which can be accessed via the Secretary.
- holding discussions with Canteen staff

These hazards will be listed on the Risk Management Action Plan (Action Plan).

2. ASSESS RISK

The level of risk that a hazard presents will be determined by assessing the harm that the hazard could cause and the likelihood that the harm would occur. Using the tool below, we will record the assessed risk in the Action Plan.

RISK ASSESSMENT TOOL				
For each hazard: answer A, then answer B. Add the scores for A and B together to determine Risk and Action required.				
A	B	Score	Risk	Action
What is the potential impact or consequence of the hazard?	What is the likely risk of the event happening?	A + B		
1 = Minor First aid required with little or no lost time	1 = Low It could happen, but only rarely		Score of 1 – 2 = Low risk	Proceed with caution
2 = Moderate Medical treatment required. Reversible damage to health	2 = Moderate It could occasionally happen.		Score of 3 – 4 = Moderate	Regularly monitor the situation
3 = Serious Medical treatment required. Irreversible damage including death	3 = High It could frequently happen		Score of 5 – 6 = High to extreme risk	Do not proceed

3. CONTROL MEASURES

We will develop and implement control strategies for each hazard identified and record these in the Action Plan. Once controls are implemented, the data from the Action Plan will be used to update the Risk Register.

4. REVIEW CONTROL MEASURES

The Risk Register will be reviewed at least once per year or whenever material changes occur to the P&C's and /or Canteen's policies, procedures, service offerings or premises.

New hazards, hazards for which further controls are required and changes arising from the review of the Risk Register will be recorded in an Action Plan and used to update the Risk Register.

The Canteen Manager will report on risk management activities to the P&C through the Canteen Committee and to Chatswood High School as appropriate.

CHS CANTEEN WHS INSPECTION CHECKLIST

DATE:.....

INSPECTOR:

(On completion, this checklist is to be filed by the Canteen Manager with other Canteen business records for later review)

Workplace Inspection Checklist	OK		Action Req'd
	Y	N	
POLICIES			
Work Health & Safety Policy for PCBU (CHS Parents' & Citizens' Association Inc- owner of business)			
Work Health & Safety Policy for associated PCBU -Chatswood High School (owner of location)			
Work Health & Safety Policy for Canteen Committee (PCBU subcommittee for administration and operation of the Canteen)			
ROLES			
Canteen Manager role clearly states responsibilities in regard to work health & safety			
Canteen Assistant/s role clearly states responsibilities in regard to work health & safety			
Volunteer role clearly states responsibilities in regard to work health & safety			
Canteen Committee Convenor role clearly states responsibilities re work health & safety			
Customers are aware of their responsibilities re work health & safety in & around the Canteen			
Suppliers & deliverers are aware of their responsibilities re work health & safety in & around the Canteen			
INSURANCE			
The PCBU has adequate public liability insurance to cover volunteers, visitors, customers etc			
The public liability insurance is current			
The PCBU has adequate stock replacement insurance			
The stock replacement insurance is current			
The PCBU has current workers' compensation coverage			

Checklist Page 2

Chatswood High School P&C Canteen Policy

PROCEDURES			
A non-emergency procedure manual exists and is prominently displayed near the phone			
Procedure for reporting potential damaging occurrences/hazards is included in the procedures manual			
Procedure exists for management of grievances			
Staff are aware of grievance management procedure and where it is located			
Confirm existence of Visitors' Log and inclusion of Visitors WHS Brief			
Procedure exists for management of customer/ visitor/ volunteer complaints			
Staff are aware of complaint management procedure			
Procedure exists for notification of staff/ volunteers/ customers with health threatening allergies			
Staff are aware of allergy notification procedure and where it is located			
ENTRY AND EXIT TO THE WORKPLACE			
Access by delivery vehicles and other vehicles is safe for pedestrians			
Building/renovation areas & debris are controlled through effective barriers against unauthorised access			
Perimeter fences and safety barriers in place and maintained			
Pathways/walkways/stairs/ramps and access areas clear of rubbish and obstructions			
Pathways, walkways, entries and exits should be slip-resistant under wet and dry conditions. Surfaces are even, free of holes, cracks, fraying or uplifted edges			
Slip resistant materials or absorbent mats used in wet areas			
Steps, stairs, ramps, handrails are secure & in good repair			
Entry and exit points clearly identified and accessible			
LIGHTING			
Lighting is adequate for workers to move about easily and carry out their work effectively without adopting awkward postures or straining their eyes to see			
The working environment minimises the amount of glare, contrast or reflection			
Lighting is adequate to prevent accidents occurring			
Light fittings are working and in good repair e.g. not flickering			

Chatswood High School P&C Canteen Policy

Light fittings are serviced regularly or as needed			
ELECTRICAL			
Electrical equipment is working and in good repair			
Confirm only appropriately licensed or registered electricians carry out any electrical work			
Plug in electrical equipment (connected by a plug and socket) used in a 'hostile operating environment' e.g. kitchen is regularly inspected, tested & tagged by a competent person at least once every 12 months. A record of testing of electrical equipment used is kept until the electrical equipment is next tested or permanently removed from the workplace or disposed of. The record of testing specifies the name of the person who carried out the testing, the date of the testing, the outcome of the testing, and the date on which the next testing must be carried out.			
Electrical equipment is tested after a repair or service by the person carrying out the repair/ servicing before use			
Visual inspection of electrical leads for damage before use and any damaged leads removed from the workplace			
Sufficient socket outlets for equipment & work processes			
Power circuits are protected by the appropriate rated circuit breaker and Residual Current Device (RCD)			
All fuses appropriately labelled			
Staff aware of location of fuse/circuit breaker layout			
Arrange electrical leads so they will not be damaged: i.e. not run leads across the floor or ground, through doorways and over sharp edges, near heat etc			
All electrical cables free of possible contact with water or other conductors			
Power outlets free of possible contact with water or other conductors			
Power boards have an overload switch (or surge guard)			
Portable power leakage circuits (e.g. surge guard) checked and functioning correctly			
Double adaptors are not used in conjunction with other double adaptors or extension leads			
No broken plugs, sockets or switches			
Procedure for managing power outage included in the procedure manual displayed near the phone			

Chatswood High School P&C Canteen Policy

GAS			
Gas equipment is working and in good repair			
Gas equipment is tested after a repair or service by the person carrying out the repair/ servicing before use			
Staff aware of location of gas flow tap			
Procedure for managing gas outage/leakage is included in the procedures manual displayed near the phone			
WATER			
Water heating equipment is in good working order			
Water heater & storage tank is tested after a repair/service by the repairer before use			
Wall mounted hot water urn is in good working order			
Taps and fittings are in good working order			
Sinks and drains are in good working order			
Drains are cleansed regularly once a term and as needed			
Procedure for water outage/leakage is included in the procedures manual displayed near the phone			
FLOORING			
Flooring material is slip resistant			
Floor is clean and free from slip and trip hazards			
Anti-slip matting is used where possible			
Floor mats do not present trip hazards			
OFFICE			
Ergonomic furniture is appropriately adjusted e.g. keyboards, chairs			
Furniture is well maintained and in good/safe condition			
Desks and benches stable and suitable for the work			
Materials are stored appropriately e.g. not on floor around work area			
MANUAL HANDLING			
Appropriate aids available for work being carried out e.g. steps/ladders, trolleys			
Goods are marked with weight			
Recommended max lifting weight of approx 15kg for adults			
Staff trained to lift heavy items in pairs			
Staff trained in general manual handling procedures			

Chatswood High School P&C Canteen Policy

STORAGE			
Storerooms and storage areas are tidy and free from obstruction			
Stored materials are secured appropriately to prevent them falling			
Items of heavy weight are stored at the level below the shoulders and above mid thigh			
Items of light weight are stored above the level of the shoulders			
Items of medium weight are stored at the level of below mid thigh to the floor			
Storage areas are accessible and free from trip hazards			
Shelving is stable and well maintained			
Sufficient space to move stock			
Weight of incoming stock assessed for manual handling risk			
SECURITY			
Lockable screen doors			
Exterior Doors have adequate & robust locks			
Alarm system in working order			
Manager/relieving manager trained in use of alarm			
Manager/relieving trained in reporting alarm issues & faults			
Procedure for reporting criminal and other damage e.g. break-in, theft, attempted break-in, graffiti, vandalism etc is included in the non-emergency procedures manual prominently displayed near the phone			
Electrically operated roller shutters are in place over service windows			
Electrically operated roller shutters have manual override			
Roller shutters are clean and in good working order			
Operating switches fro roller shutters are located out of reach of customers			
Staff receive training in the safe operation of the roller shutters			
Roller shutters are maintained regularly and repaired as needed.			

Chatswood High School P&C Canteen Policy

FOOD SAFETY AND HYGIENE			
Food safety and food hygiene procedures are documented			
Staff receive training in food safety and hygiene on induction to the work place and ongoing			
Disposable food grade gloves and hair nets are available for use in a range of sizes			
Food and equipment temperature checking procedure is documented and records available to peruse			
A temperature gauge is located in each fridge			
A temperature gauge is located in each freezer			
A temperature gauge is located in each pie warmer			
A temperature gauge is located in the stove oven, griller and toaster			
Food grade thermometers are available to check the temperature of hot and cold foods			
VENTILATION			
The work area has natural ventilation, mechanical ventilation (fans, extraction units) and/or air-conditioning			
Mechanical ventilation equipment is in good working order and serviced regularly			
Air conditioning equipment is in good working order and serviced regularly			
The air conditioning system provides a comfortable environment e.g. temperature, humidity and air flow			
Windows are clean and in good working order and covered with insect screens			
CASH HANDLING			
Cash handling procedures are documented			
Cash drawers are fitted with appropriate coin/note inserts			
Cash drawers are fitted with keyed locks			
Cash drawers are fitted with soft close runners			
Cash drawers are easily accessible to staff and out of reach of customers			
Cash drawers are sufficient in number for the customer serving arrangements			

Chatswood High School P&C Canteen Policy

STAFF FACILITES			
The unisex toilet includes one closet pan, one washbasin, means for disposing of sanitary items & privacy lock			
Sanitary items disposal unit/s changed regularly by CHS contractor			
Staff are aware of procedure for appropriate disposal of sanitary items (to prevent toilet blockage)			
Toilet facilities cleaned regularly & documentation available to peruse			
Hand washing sink with hot & cold running water, hand washing materials, paper towels & toilet paper supplied			
Spare toilet paper, hand towel & hand washing materials readily accessible			
Bin provided for disposal of other than sanitary waste			
Toilet area is well ventilated with extraction fan to remove odours			
An airlock separates toilet facilities from the work area			
There is storage for personal items belonging to staff separate from storage for PPE and equipment			
There is a common area for tea & meal breaks away from food preparation and toilet			
Staff have access to refrigeration for food & drink storage			
Staff have access to an appliance for boiling water			
Staff have access to means of heating food			
Staff food & drink stored in sealed containers to prevent cross contamination with Canteen food			
An adequate supply of clean drinking water is provided free of charge for staff at all times			
Water is supplied in a hygienic manner so that workers do not drink directly from a shared container			

Chatswood High School P&C Canteen Policy

EQUIPMENT			
Asset register maintained			
Equipment and furniture arranged to allow safe movement within the area			
Machines/equipment have adequate guards fitted as per manufacturers instructions			
Machines/ equipment checked to ensure that guards have not been modified e.g. slicer			
Emergency cut-off switches operational and within close proximity to users			
Safe operating instructions provided for machines/ equipment			
Staff trained in safe operation of machines/ equipment			
Sharp equipment appropriately stored			
Sharp equipment appropriately maintained & records are kept and available to peruse			
Users are trained to use & maintain sharp equipment e.g. slicers, knives			
Records of equipment inspection, cleaning, maintenance and repair are kept and available to peruse			
WORK AREA			
Common rooms clean and tidy			
Food preparation areas clean and hygienic			
Fridges, freezers and food storage areas kept clean and hygienic			
Staff use good housekeeping practices around their work areas			
Sufficient space is provided around workstations so staff can move and work safely			
Spills are cleaned up immediately			
Aisles and walkways are at least 600 mm wide			
Aisles and walkways are free of furniture or other obstructions, slip and trip hazards			
Access to canteen equipment is restricted to relevant staff			
Work materials are neatly stored			
Any waste is regularly removed from the immediate work area			
Equipment and materials used frequently are stored close to work areas			
Work bench tops are clean and tidy			
All displays, hanging or posted, are without risk			
Pest control procedures are documented			
Pest control measures are visible on inspection			

Chatswood High School P&C Canteen Policy

Hand washing sinks are separate from food preparation and washing up sinks			
Hot and cold water, soap/hand washing products are supplied			
Paper hand towel dispensers adequate in number and location are provided so workers do not share towels			
Ceilings and walls are clean, painted & sealed & in good repair to facilitate cleaning			
HAZARDOUS SUBSTANCES			
A basic risk assessment of chemicals in the workplace is completed			
Domestic chemicals are being used in a manner similar to that of normal household use			
All chemicals are secured from unauthorised access			
Current Safety Data Sheet/s accessible to workers using chemicals at the workplace			
All chemicals are stored correctly according to label and SDS which is colocated with the corresponding product for ease of reference			
PERSONAL PROTECTIVE EQUIPMENT (PPE)			
All PPE is stored appropriately			
All PPE is checked and maintained appropriately e.g. cleaned or replaced as required			
PPE is supplied appropriate to the task and the user e.g. oven gloves, aprons, hats etc			
Staff including volunteers informed about appropriate clothing and footwear during orientation			
Staff clothing appropriate to tasks			
Staff footwear appropriate to tasks			
EMERGENCY PLAN			
There is an emergency plan for the workplace that provides an effective response to emergency			
The emergency plan takes into consideration different types of emergency situations, including fire or explosion, poisoning, dangerous chemical release, medical emergency, natural disaster, lock down, bomb threats, violence, robbery, pandemic etc			
The emergency plan includes evacuation procedures			
The emergency plan includes notification of emergency services at the earliest opportunity and contact numbers prominently displayed near the phone			
The emergency plan provides for obtaining medical treatment and assistance			
The emergency plan provides for effective communication between the person authorised to coordinate the emergency response and all persons at the workplace			

Chatswood High School P&C Canteen Policy

The emergency plan provides for testing of the emergency procedures including how often they should be tested			
The emergency plan provides for information, training and instruction to relevant workers in relation to implementing the emergency procedures			
The emergency plan and appropriate contact information is prominently displayed near the phone			
Staff participate in emergency procedure training organised by the person authorised to coordinate the emergency response including evacuation route, location of muster point, muster point attendance recording etc			
Staff are aware of the different alarms for different emergencies e.g.. lock down, evacuation, all clear			
Alarm is audible throughout the workplace			
The emergency plan includes how to notify neighbours (e.g. classrooms, contractors etc if appropriate) about an emergency situation			
Risks e.g. fire, vermin infestation, fumes, dust etc from adjoining properties such as classrooms, waste skips, toilets etc have been considered in the risk register			
FIRE			
Fire extinguisher/s suitable for different types of fire			
Confirm by label inspection that each fire extinguisher has been tested in the last 12 months			
Fire blanket is provided			
Fire extinguishers mounted on the wall, signs located above them, fully charged and accessible			
Emergency equipment e.g. fire extinguishers has been tested & tagged and is current			
Smoke detectors are in place			
Smoke detectors tested annually and battery replaced in the last 6 mths			
Staff are trained in use of fire blanket and fire extinguisher/s			
FIRST AID			
First aid arrangements are in the emergency plan including name and location of first aid officer			
Appropriate first aid kit is available and easily accessible			
First aid kit is checked regularly each term & after use to ensure it is clean, orderly, fully stocked and not expired			
A record of all first aid treatment is kept			
Standard precautions for infection control are displayed and hand washing facilities are available			

Chatswood High School P&C Canteen Policy

WASTE MANAGEMENT			
Waste management procedures are documented including the handling of sharp objects			
Waste in the workplace is identified as compostable, paper/card and general and placed in the appropriate bin			
Waste bins are adequate in number, type and location for the workplace			
Waste bins are emptied regularly, at least once a day			
CLEANING			
Shelves, cupboards, drawers, walls, doors, screen doors, surfaces, air intake filters (including fridges, freezers, vending machine, extraction fan/s) etc are cleaned regularly at the end of each term and as needed			
Ensure any range hood/exhaust has been cleaned of grease accumulation in the last 12 months			
Ceilings are cleaned once per year and as needed			
Cleaning activities are recorded in the cleaning & maintenance register			