

**Canteen Manager: Maureen Chaffey**

☎ 02 9419 3611 Ext 129 or 0414 900 323

**Volunteer Coordinator:**

canteenvolunteers@chspandc.org.au

Thank you for donating your valuable time at the Canteen. Over 6 million adult Australians volunteer. It's a great way to give something back to the community and at a personal level, it's very satisfying.

By volunteering to help in the Canteen you can make new friends, meet the staff and other volunteers, find out more about Chatswood High School, talk "food", swap recipes and see first-hand the wonderful foods our Canteen offers your child.

**Our Aims**

The Canteen is operated by the Chatswood High School Parents' and Citizens' Association (P&C) working with the school.

We are committed to providing our students and staff with healthy, affordable food to meet a range of dietary and cultural needs.

Our Canteen operates in line with a number of government policies about the type of foods that are to be served in schools and the requirements for hygiene and food safety.

**Food handling and hygiene**

The Canteen is inspected regularly by an Environmental Health Officer from Willoughby City Council. So you can have confidence in the quality of the food service provided.

Our Canteen is classed as a commercial food service. When you volunteer in the Canteen you may find that some things may be done differently to what you do at home or maybe have done in other organisations.

Canteen staff can advise you about correct procedures. Any aprons, hats, gloves or other utensils that you need will be supplied. Wearing a hat and using gloves and utensils like tongs, help prevent cross contamination of foods.

Correct food handling and hygiene helps to keep our children safe and healthy and as a volunteer you help maintain the high standards that are needed to pass inspection.

**Safety and Comfort**

- Long hair is to be tied back.
- Please cover any cuts or abrasions. Band-aids are available at the Canteen.
- Jewellery should be kept to a minimum.
- Comfortable footwear with covered toes and low heels is appropriate. High heels or sandals are not suitable footwear.
- The Canteen is air conditioned on hot days and cosy when it's cold.

**Things to know**

Here are a few things that you need to know to make your days at Canteen enjoyable.



**Parking.** Enter from Dardanelles Road, go up the drive a little way and turn right into the tennis court for parking. Walk up the drive to the Canteen located next to the loading dock.

**Arrival:** 9.30am      **Finish:** around 2.30pm.

Please arrive on time as foods need to be prepared in time for recess at 11.00am and lunch at 1.30pm.

If **you are late** please call to let us know.

An **attendance book** is located in the Canteen. It is important to sign in on arrival & sign off at the end of the day.

**Light refreshments** are provided including coffee and tea. Any additional items for yourself or your child must be paid for on the day.

**Roster Changes:** If you cannot make your commitment on your rostered day please advise the Canteen Manager as soon as possible.

Changes in staffing levels affect the service to students.

**If the change is last minute, please telephone** as there is no email facility in the Canteen.

## Your First Day

On your first day you will be given an orientation to the Canteen and your duties. Canteen staff will be available to answer questions and help you along as you become more familiar with how things are done.

Every time you come to Canteen staff will be available to assist as required. After a few shifts most volunteers have skilled up and need little help.

## Service to customers

Our Canteen provides a high level of service to our students and staff including teachers, support and executive staff.

In the school student ages vary between 11 and 19 years and our students come from a wide range of backgrounds.

Courteous and respectful communication is our practice. If there are any concerns, please seek advice from the Canteen Manager.

## Managing money

The prices of the foods and drinks sold in the Canteen are displayed. As well, price lists are located around the Canteen to assist.

Calculators are available for use if needed.

The daily takings will be counted by the Canteen Manager or Canteen Assistant.

## Workplace Health & Safety

The P&C takes its obligations seriously.

Under the Workplace Health and Safety Act it is the responsibility of all staff and volunteers to make sure that their activities are carried out in a safe manner.

If you observe any matter that may cause an unsafe workplace, please report it straight away to the Canteen Manager.

The Canteen Manager complies with Chatswood HS procedures including Emergency Procedures.

For safety and insurance reasons young children of volunteers are not permitted in the Canteen.

## Working With Children Check

For the safety of students, volunteers are required to provide a Working with Children Check (WWCC) Clearance preferably before or at the latest within 30 days of their first shift. Apply on line: <http://www.kidsguardian.nsw.gov.au/working-with-children/working-with-children-check>

The Canteen Manager can guide you through the process if needed.

More details are on the P&C website: [www.chspandc.org.au/governance/WWCC-Volunteers](http://www.chspandc.org.au/governance/WWCC-Volunteers).

## Canteen Committee

The Canteen Committee is a sub-committee of the CHS P&C. It administers and operates the Canteen in accordance with the Canteen Policy and the Canteen Sub-Committee Rules.

Parents /carers are invited to join the Committee. If you are interested please advise the Canteen Manager or Volunteer Co-ordinator.

Welcome to the Canteen roster. We look forward to meeting you and all our other new volunteers.



- Maureen and the Canteen Committee

