



Volunteer welcome kit

A guide for canteen operators



Your volunteers are your most precious resource. This guide aims to help you recruit, welcome, train, retain, recognise and reward volunteers with the objective of operating a successful food business.

Acknowledgments

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Contents page

This guide is divided into two parts. The first section contains many hints and tips that will assist you when working with volunteers. The second section is to be used as a template for your own personalised kit. When using the template ask yourself at each step – “as a new volunteer, what would I want to know about my school?”

Section one

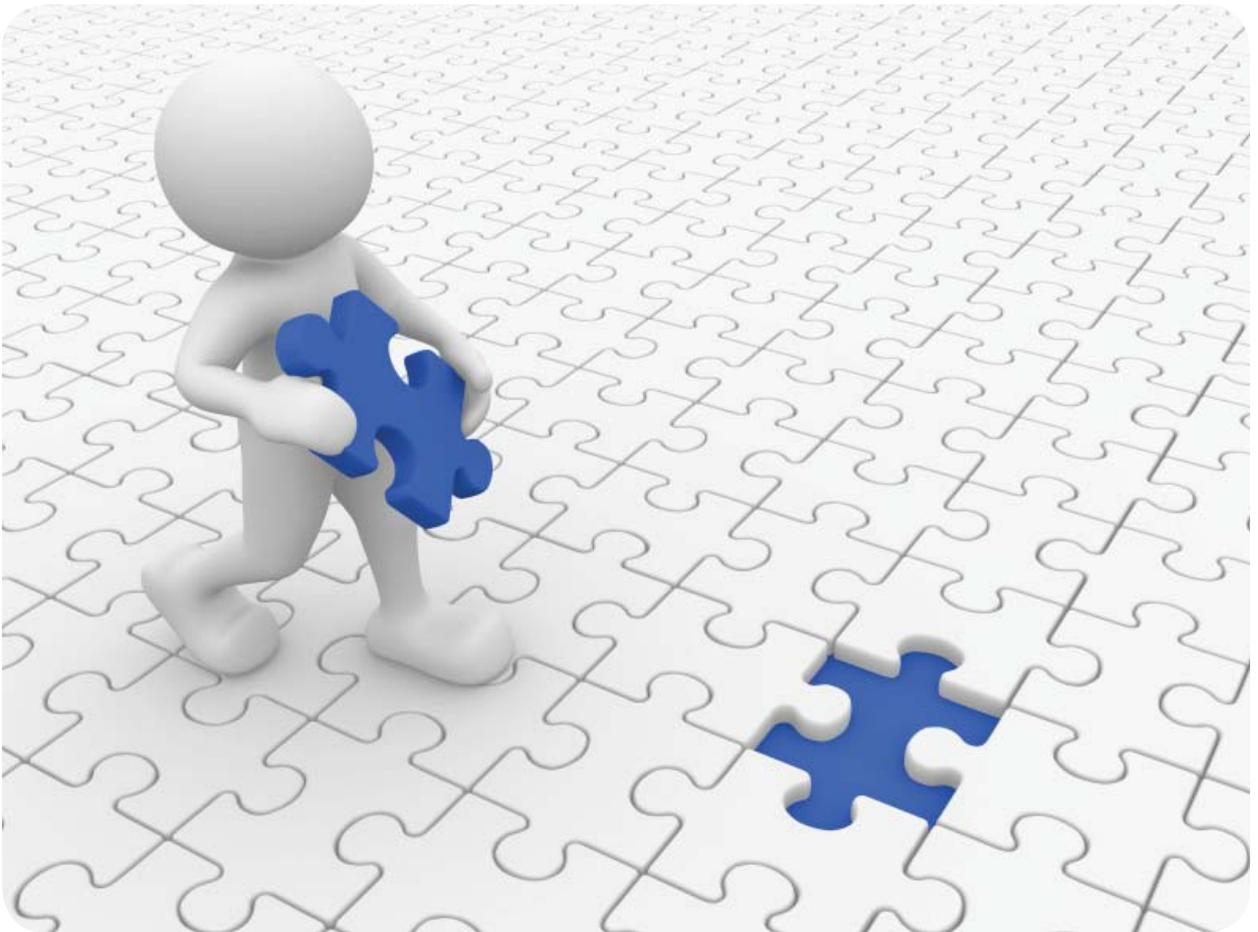
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Section one

Hints and tips for putting the volunteer puzzle together



The volunteer dilemma, where are they?

Volunteers are your canteen's most precious resource. In today's fast paced world it is becoming harder and harder to find, let alone keep, those special few individuals who will give up their valuable free time to come and work in the school canteen for nothing more than a smile, a salad roll and a coffee.

Let's take a look at how to recruit, welcome, train, retain, recognise and reward our volunteers. Remember that with sufficient volunteers and effective management practices in place, the canteen is well on the way to producing healthy food and an even healthier profit!

Finding volunteers

When searching for volunteers keep in mind the different social, ethnic and educational backgrounds of your school community. Not everyone who volunteers is going to be able or willing to carry out every duty. Try to achieve a good cross section of volunteers.



As well as mums, don't forget dads, grandparents, older brothers or sisters, aunts, uncles and friends.

Also try looking outside the school community: senior citizens who live in the local area may be willing to help.

There are a number of ways you can go about approaching prospective volunteers:

- Approach them personally. This can be when they are ordering their child's lunch, in the playground, by letter or other appropriate forms of communication
- Place an invitation for volunteers in the school newsletter. This is a very effective method of raising awareness of the canteen's need for volunteers. (This guide contains a template for an advertisement on page 8)
- When sending out new menus for the students to take home, make sure you include a volunteer request form for each child
- Speak, hand out leaflets, or conduct canteen tours on the first day of school or during orientation week. The new year intake of pre-school and kindergarten parents can often be a fertile ground for new volunteers. A larger proportion of parents may not yet have returned to full time work, and are eager to become involved with their young child's school community
- Speak at parent meetings and assemblies
- Utilise your networking skills and ask around amongst your existing volunteer pool. They may well know someone who is looking for something to do!

Why volunteer?

What's in it for the volunteer?

There are a number of different volunteering benefits that you can 'sell' to the school community. Volunteers can:

- make new friends, personal growth and satisfaction
- improve or learn new skills for employment, add to a resume or gain a reference
- contribute to the school community (e.g. raise funds) – after all, in most cases, volunteers will have a child or children at the school!

Ensure prospective volunteers understand that the workload and roster will always be tailored to suit their own capabilities and expectations. It is a fact that your volunteers are very much in charge when it comes to how they will ultimately perform, but it is the mark of a good manager to recognise individual strengths and weaknesses and to help that individual help you while enjoying themselves.

Attracting and recruiting volunteers

People give up their free time to volunteer. In many cases, it is not the actual work itself that motivates a person to volunteer, rather it is the intangible benefits they perceive that will come from volunteering that attracted them in the first place to offer their services.

You need to ensure that the canteen is a relaxed, positive and welcoming space. Potential volunteers will observe the manner in which existing volunteers are treated and this will play a huge part in their decision making process.

In order to make the canteen an attractive workplace, you need to ask this question -

“What discourages volunteers?”

- Poor organisation of the canteen, poor or non-existent orientation, and poor supervision of the volunteer
- Unsatisfying jobs
- Unclear or confusing job tasks
- Being ‘talked down to’
- Lack of feedback
- Lack of recognition.

As you can see, you will need to think creatively about the roles your volunteers will fill. The following sections will look in detail at how to welcome, retain, manage, recognise and reward your valuable volunteers.

First things first!

In most cases, a written advertisement placed in the school newsletter, or in posters placed outside the canteen and around the school, can be a great place to start.

First of all, choose a headline that will make people want to read the whole advertisement or letter. These are some ideas to get you started –

“JOIN NOW AND FIND OUT WHY SO MANY PEOPLE ALREADY HAVE!”

“YOU ARE INVITED TO JOIN OUR CANTEEN COMMUNITY”

“CASUAL WORK OPPORTUNITY, WORK GUARANTEED!”

Volunteer advertisement

[Insert your school name]

[Insert catchy heading]

Where: (Insert your school name)

When: Weekly Fortnightly Monthly Each term

Hours: Anytime between [Insert opening hours]

Experience:

Not necessary. Everything you need to know will be learnt within a short space of time.

Salary:

'A la carte' lunch and drink, endless tea and coffee and best of all, friendship.

Bonus:

Your children are happy to see you in their favourite place – school. You'll meet new people and make good friends within our school community.

Applications close: NEVER

Please complete the form below and send it back to the canteen as soon as possible. Your roster and welcome pack will be sent home to you.

Thank you in anticipation.

Name:

Telephone:Email:

Child's name and classroom:

Please circle the day/s and frequency you would prefer to work:

Monday Tuesday Wednesday Thursday Friday

Weekly Fortnightly Monthly Each term

If possible I would like to work with:

For further information about your school canteen please call our friendly Manager [insert name] on [insert phone number and/or email]

Adapted from a template created by South Ballajura Primary School



Welcoming volunteers

You never get a second chance to make a first impression. What better way to welcome volunteers to the canteen than by giving them a pack filled with useful information they can read through at their leisure before that all important first day volunteering in the canteen! This of course does not take the place of 'on the job' training. It merely sets the scene and gives them some context.

What should you include?

- A covering letter welcoming them to the canteen. It is important to acknowledge that this may be a lot to take in and will be helped along the way.
- General canteen information, examples include but are not limited to:
 - Location of the toilets and tea and coffee making facilities
 - Where to leave valuables
 - Procedure for volunteers to obtain lunch and/or morning tea
 - Procedure for the children of volunteers who wish to visit
 - General run sheet for the day
 - Location of any recipe cards that may be needed
 - Procedures for serving students with allergies. This process will vary from school to school. Some canteens have a photo board or list of student names and details of their allergy. Refer to your own schools policy regarding allergies
- Contact phone numbers for key people within the school
- The canteen policy
- The canteen menu
- The volunteer roster and blank volunteer roster forms
- Food safety and occupational health & safety requirements, including:
 - Basic food safety and hygiene training is important for all paid and volunteer staff and this will be provided by the manager
 - Regular hand washing is essential
 - Wearing enclosed footwear and neat casual clothing with long hair tied back
 - Protective clothing to be worn at all times – a hat and/or hair net and apron will be supplied by the canteen
 - Understanding that children are not permitted in WA school canteens unless it is part of a supervised curriculum activity
 - If the volunteer is not the primary carer of a child at the school, they need to apply for and receive a Working with Children Check before they can volunteer in the canteen.



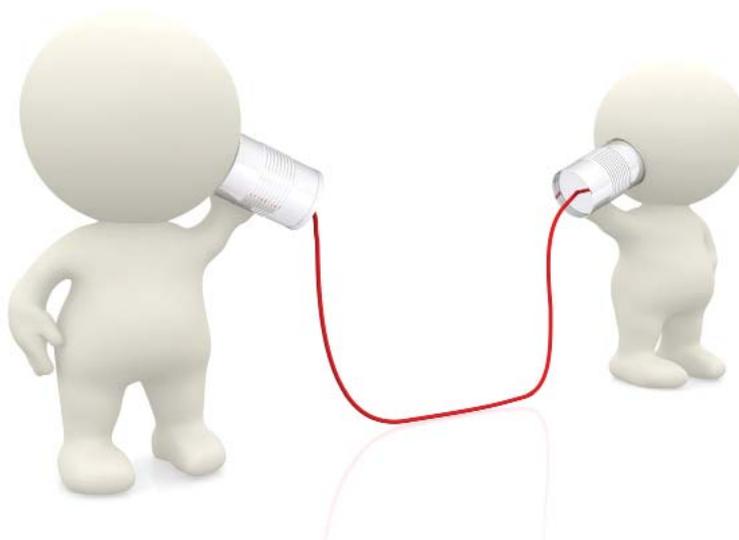
Welcoming volunteers continued...

What else should you include...

- The need to fill in the attendance book. The canteen manager must know who is working in the canteen at any given time. Government Occupational Health and Safety regulations reinforce this by requiring that all canteen workers sign on and off work. This register is important evidence if an insurance claim needs to be made. Place an attendance register in a location where all workers can easily see it and sign it. (This can be as simple as a ruled up exercise book)
- A description of the duties they may be asked to do
- An introduction to record keeping in the canteen. A volunteer's role in record keeping is likely to vary greatly in each canteen. However it may include a volunteer purchase register, daily tally sheets and wastage records that they may need to fill in or at least be aware of
- Evacuation procedures
- A map of the school grounds
- The final page of your kit should thank your volunteer for taking the time to read through the kit and that you look forward to welcoming them to the canteen soon.

The personal touch goes a long way to creating a positive working relationship. Remember to always contact your volunteers after their first day to ask how things went.

You may be thinking this all sounds like a lot of work! However, section two of this guide includes a number of templates outlining in detail how to go about putting the kit together. Of course not every canteen will be the same. It is up to you to put the detail of each template into context.



Retaining volunteers

Congratulations! You now have a group of enthusiastic, willing and no doubt slightly nervous new volunteers who are ready to do their bit to help out. Keep in mind that volunteers can get up and leave at any time; it is vital that you look after this wonderful resource.

What can you do to ensure your volunteers continue to turn up week after week ready to get in there and help out? Have YOU ever volunteered? How do you remember that experience? What were the positive and negative aspects from your perspective?

Obviously, it is very important that your volunteers achieve a strong sense of purpose, importance and personal worth from working in the canteen.



Tips for retaining your volunteers:

- Be a good role model. This involves a number of elements, including:
 - o Be friendly yet professional. Remember the three wise monkeys – see no evil; hear no evil; speak no evil. The canteen should be seen as a safe place for sharing stories but not a gossiping session
 - o Don't ask volunteers to do a job that you wouldn't do yourself, such as washing dishes
 - o Encourage mutual respect
- Keep each volunteer's responsibilities to a minimum, particularly during the first few times they work in the canteen
- Roster new volunteers with experienced volunteers
- Try to roster friends together if possible
- Roster together parents whose children share classes
- Offer different times to volunteer, such as a morning or lunch shift so that people know they are not obliged to stay the whole day
- Show your volunteers that they are valued – genuinely praise and thank them. The section on Recognising and Rewarding your Volunteers (page 12) will provide further details about this
- Let them know, and continue to remind them, that their commitment is flexible. Experienced canteen managers will tell you that this is particularly important. It may not necessarily be convenient for you when trying to manage staffing rosters, but there is no better way to lose a volunteer than to make them feel that they are obliged to commit to a strict roster

Retaining volunteers continued...

A few more tips for retaining your volunteers:

- Remember their individual stories. Nothing makes a person feel more welcome than knowing that you think they are important as a person, not just for what they bring to the workplace
- Encourage the Principal to call into the canteen to say hello and thank the volunteers every now and then
- Have a 'get to know you' morning tea early in the year for all the canteen workers, including volunteers and if applicable the canteen committee. A lot of parents may already know each other. This is a great opportunity for them to network.

Rostering volunteers

A good roster will greatly assist in the smooth running of the canteen. A well planned roster should:

- be easy for volunteers to remember and plan for
- be completed well in advance and displayed prominently so that volunteers can arrange with each other to swap shifts if required
- roster friends or volunteers with common interests together and roster new volunteers with experienced volunteers. This can potentially help alleviate any personality clashes that may occur.

A good idea is to assign to each volunteer one day per month, for example, the second Tuesday of each month. This is an easy roster to remember, and it is much easier for volunteers to swap their shifts with another person rostered on that same day in another week.

Keep in mind that some months have five weeks so it may be necessary to roster additional shifts during these months.



The “buddy” system

In a buddy system, you create small groups of volunteers who can help each other in many ways, such as:

- swapping rostered days
- babysitting
- emergency replacements
- social outings
- orientating new volunteers
- training new volunteers.

Not every school is going to be able to create a buddy system. However, if you are in the fortunate position of having some experienced volunteers, it is time well spent planning, organising and setting up one at the start of the year, as many of the above jobs would otherwise need to be carried out by the manager alone.

Managing volunteers

You have put in the groundwork and set some solid practices in place for a well organised day to day operation. Now you need to manage your work place and staff to ensure that these practices operate effectively over the course of the school year.

How do you know if your canteen is running well and if you are in fact managing your volunteers effectively? Consider the following points – ask yourself:

- Do my volunteers know what is expected of them and have they been shown what is required? This is where the welcome kit comes in very handy.
- Is there a relaxed working relationship between all canteen workers? This can be a tricky one! As mentioned in the section on rostering, applying some critical thinking to rostering combinations can pay huge dividends in this area.
- Is there an understanding and acceptance of the aims of the canteen?
- Do I motivate my volunteers? For example, enable your volunteers to have input into any planning that takes place.
- Is there a focus on problem solving rather than aggravating conflict?
- Is there a supportive atmosphere in the canteen and is creativity encouraged? Do I listen to what my volunteers have to say in regards to new menu ideas or other ways of doing things?
- Are my volunteers given ownership/responsibility of particular projects? Do I give them leadership/decision making opportunities?
- Have my volunteers met everyone and been made to feel welcome?
- Have volunteers with particular skills been encouraged to develop their roles in those areas? (For instance you may have a volunteer with a superb soup or muffin recipe and they cook up a storm for you every Tuesday. This enables you and any other workers to plan and focus on other areas)
- Are my volunteers flexible and adaptable?
- Am I flexible and adaptable? Have I ensured that my volunteers know that I am prepared to adjust their rosters to suit their schedules?
- Do my volunteers have all the resources they need?



If you can answer “yes” to all or most of the above points, you can be fairly certain that you are doing the right thing to manage your volunteers in the best possible way!

Evaluating the management of volunteers

Experienced canteen managers will tell you that it is very common for volunteer numbers to drop off as the year progresses. The reasons for this are many and varied. Many people are juggling work, study and families and may need to adjust their volunteering hours as their commitments change, hence why it is imperative you create a flexible working environment.

The bottom line is that no matter how successful your initial volunteer drive was, you will need to be ready to do more than one drive during the year. Quite often your existing volunteers are excellent recruitment sources as they are the ones at the school gate every day talking to other parents.

Recognising and rewarding volunteers

Volunteers need to be respected and recognised in order for the canteen to run effectively. Thanking volunteers doesn't have to cost a lot of money - it can be a simple smile and acknowledgement that they doing a great job, or a birthday card. However, there are many other ways of showing your volunteers just how much you appreciate them, and yes, some of these ideas will cost a little money.

It is very important to be aware of the actual financial cost of the work volunteers do, as this will help justify the costs of volunteer celebrations, thank you gifts and coordinating volunteers. Be sure to check your school's policy for protocol before allocating funds to this.

Simple, cost effective ways to celebrate and thank volunteers include:

- Keep records of all your volunteers' birthdays and celebrate by sending them a card in the mail or presenting them with a cake when next they are in the canteen
- Celebrating length of service or milestones in the canteen e.g. with a volunteer appreciation certificate
- Make sure you always include the names of the previous week's volunteer/s with the following week's roster in the school newsletter
- Thank volunteers in speeches at assemblies and meetings
- Be specific in your written and verbal thanks of volunteers. Pronounce and spell names correctly!
- Hold a special volunteer recognition event during National Volunteer Week
- Nominate volunteers for the WA School Canteen Association's annual award – the "Nan Marlow Award for Excellence in Volunteering". All nominees receive a personal certificate
- Find out what day school photos are being done. Then approach the Principal and organise for a group canteen photo to be taken, which could be given to each volunteer
- Personally present appreciation letters or certificates
- Hold a special end of year lunch or morning tea to celebrate and thank your volunteers. This can be at the school or at an outside location. Make or buy small Christmas gifts e.g. small Christmas cakes, gingerbread people, small potted plants, decorations/ornaments and wrap in cello phane with small individual cards
- Run a raffle. Each time a person volunteers they are given a raffle ticket and the prize can be drawn at the end of each term. Local businesses may be willing to donate items that can go in a prize pack
- If the volunteer has a child or family member at the school, a small amount of credit (e.g. \$5.00), can be placed in a credit account every time the volunteer works. This money would then be spent by the student or parent at the canteen. Be sure to include this cost as an overhead when calculating menu mark-up.



Recognising and rewarding volunteers *continued...*

Daily opportunities to say thank you

Recognising the important contribution of your volunteers doesn't just have to be part of a specific recognition program, event or gesture. Make volunteer appreciation a central part of your daily operations. Here are some ideas:

- Make fun a part of the volunteer's work environment. Buy quality coffee sachets and tea for volunteers to share
- Learn about how different things motivate different volunteers and build these motivators into volunteer roles to show you sincerely appreciate their efforts
- Offer to write a personal reference for any volunteer looking for other work opportunities
- Include a list of volunteers and their birthdays on photo and bulletin boards
- Provide volunteer name badges.

National and State volunteer awards

Governments at Federal and State levels recognise the important role of volunteers for enhancing community cohesion and contributing to the economy. There are several awards at State and Federal level that volunteers can be nominated for. Visit www.volunteeringaustralia.org to find out more about volunteer recognition and awards. Visit your local council website to find out more about volunteer recognition and awards.

National Volunteer Week is held in May each year which is a perfect occasion to hold an annual volunteer thank you event.

Avoid the insincere thank you!

Don't belittle your volunteers by giving insincere thanks and not taking notice of their work. If a volunteer can't make it to a specific recognition event, don't send their thank you certificate in the mail; it shows that you don't have the time to meet the volunteer in person. Arrange for a volunteer to attend another event, or meet another time convenient for them.

The sincerest form of recognising volunteers is by putting their ideas into practice. Volunteers can quickly lose motivation if they feel they are not being listened to or their work is not valued.

This brings us to the end of section one. Let's now move to section two which will provide you with a step by step template for putting together a volunteer welcome kit that incorporates the information in section one.

Section two

Welcome kit template



[Insert school name]

Volunteer welcome kit

You probably have a lot of questions. Don't worry, we are here to help.

"Why should I volunteer?"

There are many benefits to volunteering! You will make new friends, you can improve or learn new skills for future employment, you will definitely have a few laughs with a great bunch of people, and most important of all, you will be doing something very worthwhile for your school community. It is impossible to put a price on the value of the work that you do for us.

THANK YOU

Sample cover letter

Dear [insert the volunteer's name],

Thank you for choosing to volunteer to help in our school canteen! The canteen relies on parent helpers and provides an important service to teachers and students by providing a healthy, affordable food service.

The Canteen Manager, [insert name here], will train you when you start and will introduce you to all the new faces. Volunteering in the canteen is a great way to meet other parents and the staff at our school, and your children just love to see their parent in the canteen!

To help you with all the information you will need to know we have prepared this orientation kit. It is not possible to digest all the information at once, so please take your time to read everything at your leisure and don't be afraid to ask questions.

Included in this package is:

- general canteen information
- the canteen policy
- winter and summer menus with prices
- a general job description of duties that you may be asked to undertake
- contact phone numbers
- the volunteer roster, together with some blank roster forms
- an introduction to record keeping in the canteen
- food hygiene and safety information
- evacuation procedures
- map of the school grounds.

If you are unable to make a rostered day, please try to find a replacement yourself in the first instance from the list of helpers in this kit and let me know as soon as possible. Of course if you are unable to find a replacement I will gladly take care of it!

My telephone numbers are: [insert your contact details]

Home:

School:

Mobile:

Email:

Please don't forget to ask if you need any help

We appreciate your help and hope you enjoy volunteering with us.

Thank you



General canteen information

Opening hours

Our canteen is open days per week. We are open for business between the hours of and We would appreciate your help between the hours of and IT IS ENTIRELY UP TO YOU TO DECIDE WHEN YOU WOULD LIKE TO VOLUNTEER.

You are never obliged to be here at any given time, although it is very helpful (though not essential) if you are able to find someone to take your place should you be unable to make a shift.

Lunch and morning tea

Tea & coffee making facilities are at your disposal at any time during your shift and we would also like to offer you a complimentary lunch to the value of You will need to note any food you eat in the wastage column of the daily tally sheet. You should order and pay for your child's lunch in the same way as you would on any other day.

Valuables

All valuables to be placed in the manager's office (note if the canteen does not have a separate office, valuables should be kept in a safe place away from food preparation). We suggest that you leave large amounts of cash and valuables at home during your shift. If this is unavoidable, we suggest you leave these items with the registrar in the front office for the duration of your shift.

Visiting children

WA regulations state that children are not permitted in canteens unless it is for a supervised curriculum activity. If you wish to see your child during your shift we request you remove your hat and apron and go outside the canteen to talk to them. Alternatively, of course, they will take great pleasure in visiting you as you serve them from the other side of the counter!

No smoking

Smoking is not permitted on any school premises or in a commercial kitchen.

Food safety & hygiene/ occupational health & safety.

This very important aspect of working in the canteen has been given its own section on page

Being allergy aware

We are an 'allergy aware' school. There are a number of students at the school with food allergies. Some of these allergies are potentially fatal. It is vital that you know and recognise these students and the procedures for serving them. Don't worry, we will go over this together when you are rostered in the canteen.

Recipe cards and run sheets

Nobody can be expected to know exactly what to do the first few times they work in new surroundings. Therefore, we have put together recipe cards and run sheets. You will find a run sheet in this kit and all recipe cards are kept in Please refer to them as and when required.



Contact numbers

This is an up to date list of all the key contacts that you are likely to need. I will make sure that you are informed of any changes to this list as soon as I am aware of them.

[Insert current contact details.]

Principal

Deputy Principal

Front office

Registrar

School nurse

Kindy / Pre-primary

Library

Music Room

Art Room

Classrooms Y1 – Y12

Canteen manager

Canteen assistant (if applicable)

Cleaner/s

Gardener/s

Canteen policy

[Insert your canteen/food service policy. If you do not have a policy, this is a great time to develop one.]

A sample canteen/foodservice policy can be downloaded from the WASCA website at http://www.waschoolcanteens.org.au/pages/whatsnew/Canteen_Foodservice_Policy-Sample.pdf

Note: as part of compliance with the Department of Education's Healthy Food and Drink policy, each school is required to have a written school canteen/food service policy.

Canteen menu

[Insert your canteen menu/s. Be sure to include any additional information about meal deals, specials or promotions that may be coming up.]

Volunteer roster

As well as receiving a written note with your rostered dates, your name will appear in the weekly newsletter as a reminder. Ask your friends to join you on those days! We would love to meet them.

If you can't make it on time, or at all, please try to find a replacement yourself in the first instance from the list of helpers and let me know as soon as possible. If you are unable to find a replacement, I will of course be happy to do this.

[Insert your volunteer roster for the current term. Ensure all contact details are correct.]

Note: This is a good place to put some blank roster forms as well. You can simply photocopy the template in section one of this guide or you can make up your own.

Food safety & hygiene/occupational health & safety

When you read through the sample canteen policy, you will have noticed the sections "Food Safety & Hygiene" & "Occupational Health & Safety". These are perhaps the most important aspects to consider when working in the canteen. Please take the time to read through the following section carefully.

School canteens are classified by law as a food business. This is independent of whether they are a 'for profit' or 'not for profit' organisation, run by volunteers or paid staff.

National food laws, called Food Safety Standards, are applied throughout Australia and provide the minimum requirements to handle food safely.

As a volunteer, you must be able to demonstrate the skills and knowledge appropriate for preparing safe food. For this reason, if you have not already done so, you will be asked to undertake a very short training program, called FoodSafe, to enable you to work in the canteen. We are sure you will pass this very basic course with flying colours and you will certainly be helped along the way if you have any concerns.

For the moment however, here is an outline of the most important aspects as they apply to you.

- You must wear enclosed footwear. Any open-toed shoes, shoes with heels or thongs are not acceptable. Unfortunately we will have to ask you to leave if you arrive for a shift wearing inappropriate footwear as we are obligated by law to do so
- You must wear neat casual clothing. Sleeveless tops are not permitted
- You must tie long hair back
- You must wear protective clothing at all times. A hat and/or hair net and apron will be supplied by the canteen

Please note – You MUST remove your hair covering and apron BEFORE leaving the canteen. Upon return, you MUST wash your hands BEFORE you put your apron and hat back on. This may sound over the top, but it is very important to avoid bringing outside contaminants into the kitchen.

- You must fill in the attendance register book. The canteen manager needs to know who is working in the canteen at any given time. Government Occupational Health & Safety regulations reinforce this by requiring that all canteen workers sign on and off their shifts. This register is important evidence should an insurance claim need to be made
- As mentioned in general canteen information and the canteen policy, children are not permitted in the canteen unless it is a part of a supervised curriculum activity. Therefore if your child wishes to visit you, you will need to go outside the canteen to do so.



Food safety & hygiene/occupational health & safety

Important aspects as they apply to you, continued...

- If you are not a parent/primary carer of a child at the school, you will be asked to obtain a Working with Children Check card. The Working with Children Check (WWC Check) is a comprehensive criminal record check for certain people in child-related work in Western Australia. The WWC Check aims to increase the safety of children in our community by helping to prevent people who have a criminal history that indicates they may harm children.

You don't have to wait for a WWC Card to start or continue volunteering in the canteen. You just need to keep your receipt and show it to your canteen manager. Your card should take between 3 - 12 weeks to come to you.

Please visit www.checkwwc.wa.gov.au/ to apply for a card. If you have any questions please ask the canteen manager for assistance.

If food has been at room temperature:

Under 2 hours	Use immediately or refrigerate
2-4 hours	Use immediately - do not refrigerate
Over 4 hours	Throw away!

Description of duties

[Insert description of duties. You may choose to vary this for each volunteer.]

Evacuation procedures

The school has a set of evacuation and lock down policies and procedures in place that must be understood and followed. A full or partial evacuation may be necessary in the event of a fire, bomb scare, or other emergency. Reasons for a lockdown can include intruders, chemical spills on a large scale, toxic hazards and severe weather conditions.

Drills for full evacuation and lockdown can take place at any time. These will be under the direction of the Principal and Deputy Principal. If you are working in the canteen when a drill takes place, you will be asked to move to the nearest evacuation point by the canteen manager.

Please take the time to note your evacuation point on the map provided below.

[Insert your school's evacuation procedure and a map of evacuation points.]

Map of school

From time to time you may be asked as part of your duties to go to different parts of the school. You may already be familiar with the layout of the school, but if you are not, here is a map of the grounds to help you in your travels!

[Insert map of your school.]

Thank you very much for taking time
out of your busy day to read through
[insert school name] canteen's
Volunteer welcome kit

We are really looking forward to working
with you in the canteen!

