

Panania Public School Canteen – Frequently asked questions.

Do you have gluten free options?

Yes, we do, there are gluten free items available every day. Gluten free bread and chicken tenders can be available upon request (Please notify the Snack Shack prior to the day of ordering). We also have a range of gluten free snacks available every day.

Do you have HALAL options?

Yes, our meats are HALAL, and you can choose our meat products with confidence.

What if my child has allergies?

Please ensure the School Office is aware if your child has any allergies or special dietary requirements. The office provides the Snack Shack with a printed list of children's allergies and medical alerts with a photo, so they can be identified by the Snack Shack staff and volunteers. Allergies and special dietary requirements can also be loaded into Munch Monitor on your child's profile. A daily allergy list is printed from Munch Monitor every morning – this identifies which allergies are present in our orders every single day. We then know how to prepare your orders most safely. e.g., If gluten is an identified allergy for the day - all Gluten Free food is prepared before other items are brought into the workspace. All Munch Monitor notified allergies appear on each child's lunch sticker that accompanies their order so everyone can be aware.

Why do you have paid staff?

Running a canteen five days a week is a big undertaking, it is something that not many schools are fortunate enough to have and we do not take this lightly. To provide a reliable service we need a mixture of paid staff and volunteers in the Snack Shack. The Snack Shack is managed and operated by Panania Public Schools P&C Committee.

How do I volunteer?

Mums, dads, grandparents, neighbours ... we welcome all volunteers to our canteen. Drop by the canteen and have a chat or drop us a line. pananiapscanteen@gmail.com. Contact the canteen manager to be added to the volunteer roster and WhatsApp Snack Shack Volunteer group. All volunteers will need to have a valid [Working With Children Check](#) (WWCC) which can be obtained at no cost for volunteers from Services NSW.

Do you have healthy options?

We understand the importance of providing healthy delicious options for your children, and that is why we prioritise making most of the food we serve fresh on site every day. We operate under the Healthy Schools Canteen guidelines (with more than 75% of our items being 5 star) and are formally accredited to do so. We are very passionate about home cooked and prepared meals for our school community of Students and Staff.

How can we order?

We open every day from 8.30am until 9.10 for over-the-counter orders but we highly recommend you familiarise yourself with <https://www.munchmonitor.com/>

Munch Monitor orders can be made up to 4 weeks in advance, and orders close at 9am on the day of service. This is a system cut off and we cannot override it. This ensures we have plenty of time to cook and prepare your ordered meals and snacks. You can order for multiple children in a single transaction, you will see your order summary for all children at the bottom before confirming payment. An email is sent automatically for each child at the time of ordering. Please

confirm this has been received to know your order has been processed. When ordering over the counter please provide these details on your lunch bag. Name.... Class....

Recess/lunch...Order: Please place the correct money in your bag (separate bags for recess and lunch please) and give it to the staff or place it in the black order box on the side of the Snack Shack. We also understand that it's a great treat to give your child some change every now and then to buy themselves something from the canteen. The kids usually love the extra responsibility of having to keep the money safe and then paying for food themselves. The Snack Shack closes service at 1:45pm each day for cleaning.

What is Munch Monitor?

Munch Monitor is a website that allows you to order and pay for items from the canteen or online shop quickly and easily using your credit card up to 4 weeks in advance.

<https://www.munchmonitor.com/> is a user-friendly website that will literally take you a couple of minutes to set up your family and credit or debit card details. Then every time you want to order from the canteen or school shop, all you do is open the website, select the child you're ordering for, select your choices from the menu and confirm your payment. It really is that simple! There are no transaction or sign-up fees. There is a small admin fee per term for a family account.

What if my child forgets to take their recess or lunch to school?

If your child forgets their food or it is noticed that they have nothing to eat, the class Teacher will either call the Snack Shack or send the child to the Canteen to check on Munch Monitor if they have a lunch order. If no lunch order, the office staff are notified to call the parents. If the parents are contactable, they're put through to the Canteen to organise a late lunch order. If the parents don't respond to the school call, then a lunch is provided to the child (usually a sandwich or leftover chicken tenders) and a note is sent home with the child requesting payment for the menu item. If you realise that your child has forgotten their lunch or missed the online cut off, the canteen manager can be contacted any time after the 9am Munch Monitor cut off order time. Your child's recess or lunch can be ordered via text, email or over the phone – please make sure you have received a response to ensure your order has been received. The manager can access and use your Munch Monitor account to process your late order.

What if my child comes home sick and I've placed an order?

Please notify the Snack Shack Manager that your child is sick and will be leaving school as soon as possible. Where possible we will refund the cost to your Munch Monitor account. Depending on the time of notification this may not always be possible, we will always do our best, so you are not out of pocket.

I have another question that isn't covered here.

Our Snack Shack Manager is Larah Walsh. Please get in touch with Larah via email: pananiapscanteen@gmail.com, mobile 0409106573 or via the School Office who can transfer you through to the Snack Shack.