



The Tasmanian School Canteen Handbook

A guide to the establishment and management of
healthy school canteens
(revised 2007)

Foreword

The health and wellbeing of Tasmania's young people is important and we need to acknowledge the growing body of evidence that underpins these concerns as it is now consistently reported that one in five Australian children are overweight or obese. In helping to address these issues within a school context it is important to identify the school canteen as having a role in the education and health of the students and school communities they serve.

The Tasmanian School Canteen Handbook was first prepared in 1994 by the *School Canteen Advisory Committee* in response to consistent requests for assistance in the areas of canteen management, employment of personnel and appropriate foods for sale in the school canteen. The handbook was updated and revised in 1999 and has recently been reviewed during 2005 and 2006 to provide schools with the most current information regarding the operation of school canteens.

The contents of this handbook also support a number of recent initiatives in the education and health sectors, locally and nationally, that are directed at improving the health and wellbeing of young people. These include:

- Tasmanian Food and Nutrition Policy 2004
- Active Healthy Schools brochure 2006
- Move Well Eat Well for schools project
- Additional funding to support CoolCAP canteen accreditation
- Tasmania *Together*
- Australian Better Health Initiative
- The Tasmanian Curriculum, Health and wellbeing syllabus

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1. Background

The *School Canteen Advisory Committee* (SCAC) was established by the Department of Education to promote and support the development of healthy school canteens; to provide advice and recommendations on all aspects of the planning, establishment and operations of a school canteen. The handbook brings together all the current and up-to-date information regarding canteen policy development, canteen management, menu selection and safe food handling practices. The SCAC committee comprises representatives from the Department of Education, Department of Health and Human Services, the Tasmanian School Canteen Association Inc., the Tasmanian State School Parents and Friends Association, non-government organisations, Catholic Education, Independent Schools and TAFE.

In supporting the promotion and provision of a nutritious and healthy food service in Tasmanian school canteens, the *School Canteen Advisory Committee* makes the following recommendations:

- all school communities develop a canteen policy consistent with the guidelines outlined in the Tasmanian School Canteen Handbook
- all school canteens provide a menu that follows the Dietary Guidelines for Children and Adolescents in Australia (NH&MRC, 2003) and sell only healthy and nutritious foods and beverages
- school canteens provide only foods that promote good dental health
- schools become members of the Tasmanian School Canteen Association Inc. and have their canteens accredited.

The Tasmanian School Canteen Association Inc. (TSCA) was formed in 1994 as a result of canteen workshops held in 1993. The TSCA supports school canteen committees, managers, teachers and health workers with canteen issues relating to food and menus, management and operations, food safety and industrial and employment matters. They achieve this through the Cool CAP canteen accreditation program, seminars, food expos and workshops for canteen managers and teachers.

The TSCA is jointly funded by the Department of Education and the Department of Health and Human Services to support their work in schools. Further information is available from the Tasmanian School Canteen Association Inc. website www.tascanteenassn.org.au/ or through:

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2. Introduction

The Department of Education is strongly committed to supporting student health and wellbeing through the curriculum in schools and a range of initiatives that offer schools opportunities to promote physical activity and healthy eating. Schools are encouraged to implement comprehensive health and wellbeing programs, including nutrition education. Good nutrition includes:

- having knowledge and skills
- making healthy food choices
- having healthy attitudes toward food
- having access to healthy food choices
- balance and moderation.

The establishment and operation of school canteens is a high priority and should be established to benefit children by:

- making it possible for children to buy nutritious and healthy food at affordable prices during the school day
- making it easier for children to remain within the school grounds during lunch-time for their own safety
- providing experiences of a variety of foods and dishes
- supporting the skills and knowledge learnt in the classroom about food and nutrition
- providing opportunities to be involved in decision making in the school.

School canteens should be operated, preferably under the control of a canteen committee, to benefit children by:

- providing food which is attractive, nutritious and tasty
- using volunteer labour wherever possible, to provide an avenue for parental involvement in the school
- charging prices which will allow break even or moderate profits
- complying with the *Food Safety Standards* www.foodstandards.gov.au/thecode/

2.1 Food sold in school canteens

School canteens can contribute to the health of their students with practices consistent with those outlined in this handbook. The principal, teachers and other staff, students and parents need to actively promote healthy food and beverage choices in the school canteen.

A canteen policy based on the *Dietary Guidelines for Children and Adolescents in Australia* (NH&MRC, 2003) encourages those in control of providing food to reduce health risks from poor nutrition without taking extreme measures.

Clear guidelines (or policy) for the school canteen will facilitate cooperation between the classroom and canteens. The need for action is clear with increasing rates of childhood obesity and overweight in children. It is estimated that approximately one in five Australian children are now either overweight or obese (Booth et al., 2001).

Individual school communities determine whether or not there is a school canteen. In recent years, however, a canteen has been included as part of the design of new primary and secondary schools. In addition, spare buildings at schools have been made available by the Department of Education and modified for use as canteens.

Because canteens have been opened and managed in schools according to local requirements, a wide range of conditions operate throughout the State. There are differences in management. Some canteens are operated by the parents association, some by the school council and some by a leased operation. There are wide differences in goods handled and in the employment arrangements of canteen staff: for example, paid and voluntary labour and contract arrangements.

School canteens are considered food businesses in accordance with *The Australia New Zealand Food Standards Code* adopted in The Food Act 2003 (*Tasmania*). Compliance with this code is enforced at local government level by Environmental Health Officers employed by the Local Council. The Environmental Health Office will advise you whether your canteen will require registration or notification with the council.

3. The role of the school canteen

As part of the school environment, the canteen is in a unique position to make a positive contribution to students' health and welfare. The school, together with parents, has a responsibility to educate students about food and nutrition.

School canteens have several important functions:

- to provide a service to the school community
- to provide a variety of nutritious and attractively presented food and drinks at a reasonable cost
- to practically reinforce the curriculum in Tasmanian Schools
- to maintain high standards of hygiene in handling, preparing, serving and storage of food in line with the *Tasmanian Food Act, 2003* and the *Food Safety Standards*
- to function as an efficient business by:
 - offering a regular, high-quality service to the school community
 - operating at a break-even point or at a reasonable profit for the benefit of the school and, in turn, each child.

Through involvement in the work of the canteen, parents can:

- contribute to setting educational goals and policies
- participate in the development or evaluation of a canteen policy
- look at health and nutrition education in general.

This may be done as members of a canteen committee or as interested parents assisting directly with the work of the canteen.

When canteen staff, parents, teachers and students work together, the canteen can become a focal point for nutrition education that supports and reinforces what students learn at home, in the classroom and in the community.

4. The school canteen committee

A canteen committee is invaluable in helping to ensure an efficient and worthwhile service. More and more schools are setting up these committees. They not only allow the workload to be shared among a number of people, but also provide a wider forum so that different views and ideas can be considered.

The Tasmanian School Canteen Association Inc. canteen operations manual *Management Sense Food Sense – the essential guide to food service in your school*, is a practical guide for operating a school canteen.

4.1 Membership

The membership of the canteen committee is decided by each school or parents association and can depend on the size of the school, those who are interested in being involved, and the expertise available from within the school community. For example, people with catering, accounting or business knowledge and experience can be extremely valuable in making management decisions. Where possible, student representatives should be included. Membership should also include representatives from school staff, and other relevant community service providers.

4.2 Duties

The school or parents association determines the range of duties of the canteen committee.

These may include:

- assisting the association with the development of a canteen policy
- selecting and appointing a convener or manager (with approval from the school or parents association)
- training, supporting, encouraging and acknowledging the efforts of paid and voluntary workers
- fostering support for the canteen from the school community – this may include keeping people up-to-date with the latest canteen developments, explaining canteen policy and any changes to it, and raising the profile of the canteen
- making decisions on what foods to sell and approving the selling prices of new items
- establishing the required profit margin and appropriate budget control
- producing a canteen menu and price list
- developing new ideas and activities to link with classroom nutrition (the committee should aim to develop good communications with teachers and the principal: teamwork will bring the best results)
- monitoring the condition of facilities and equipment, and making recommendations to the school or parents association where necessary
- ensuring a stock-take is carried out at the end of each term

- presenting regular financial statements to the school or parents association
- keeping the parents association well-informed on all canteen matters
- developing and approving marketing strategies for the canteen and for food items
- ensuring that the canteen premises, staff and volunteers are meeting the requirement of the *Australia New Zealand Food Standards Code* and the *Tasmanian Food Act 2003* with the local council environmental health officers.

4.3 Developing a school canteen policy

A canteen policy statement will provide direction for the development of the canteen and for the work of canteen staff.

The parents association, school personnel and local community members should be involved in developing such a policy. Through this involvement, a greater understanding of the canteen's role can be achieved.

A policy statement should take into account the guidelines of the Department of Education and the Department of Health and Human Services, *Dietary Guidelines for Children and Adolescents in Australia* (NH&MRC, 2003), students' learning experiences and the particular characteristics of the local community.

Getting started on canteen policy development

1. Form a working party

The school community could establish a canteen committee to work toward a draft policy. This group could include representatives from:

- school teaching / administration staff
- canteen staff and volunteers
- the parents association
- student council / representatives.

2. Build awareness and knowledge

Members of the school community may need to become aware of the role of the canteen in encouraging healthy food choices. Awareness raising can be achieved in a variety of ways using appropriate physical and human resources from the wider school community. This may include guest speakers such as sports stars and other role models, dental therapists and other health professionals. Linking in with existing programs and promotions on health, nutrition and physical activity further increases the community's awareness, such as Go for 2 & 5, Jump Rope For Heart, Healthy Bones Week, etc.

3. Find out what is already happening

The following questions may provide useful starting points:

- Is there an existing written canteen policy?
- How and when was this developed?
- Who knows about it?

- Is it being implemented?
- How often is it being reviewed?
- Which foods are being sold?
- Which foods are the best sellers and why?
- What are current pricing arrangements?
- How are decisions made about the menu and pricing?

Discover what policy exists in the school concerning health and nutrition education:

- How is this policy implemented in the classroom?
- Are the two areas of canteen and classroom complementary?

Research the Cool Canteen Accreditation Program (Cool CAP), available from the Tasmanian School Canteen Association Inc. This program may give your school a planned and staged approach to improving the canteen.

4. *Find out what people think*

- Run a school canteen survey. Students can help design the survey and collect results.
- Arrange discussions for parents, teachers and students in a variety of settings.
- Use regular newsletters to invite comments.
- Try to build agreement about canteen management and menus.
- Canvass views about what the canteen is, or should be selling.
- Ensure that any discussion about the preferred range and types of food is guided by accurate information about nutrition such as the *Australian Guide to Healthy Eating* www.health.gov.au (search via information by health topic: nutrition)

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5 *Develop a draft policy*

A draft policy could include the following:

- a statement about the purpose of the canteen
- some principles to guide those with the responsibility for implementing the policy, for example:
 - (a) a statement about the general nutrition guidelines to be followed in selecting food for sale; such as the *Dietary Guidelines for Children and Adolescents in Australia* (NH&MRC, 2003) and *The Australian Guide to Healthy Eating* (Commonwealth of Australia, 1998)
 - (b) a statement about the role of volunteers in the canteen, including reference to the valuable nature of their services, the opportunities provided through the canteen to contribute to the welfare of students and the work of the school
 - (c) statements about aspects of management of the canteen:
 - an outline of the various groups and individuals and their respective responsibilities
 - a description of the working and reporting relationships between groups
 - an outline of the basis on which prices are to be set and profit margins determined and who has the responsibility and authority to set prices
 - an outline of how decisions will be made about using profits from the canteen

- an outline of the criteria and responsibilities for the introduction of new items into the canteen
- reference to the need for promotion of the canteen within the school and the wider community, particularly the parent body
- a statement about how and when the policy is to be reviewed
- use of the canteen for other purposes such as fundraising, catering for functions, fetes, etc.

6. *Circulate draft*

The draft policy statement could be widely circulated for further comment and discussion. This may lead to amendments or additions to the policy.

7. *Develop a detailed implementation plan*

Each of the statements of principle in the policy could then be spelt out in a more detailed way so that it is quite clear how they will be applied. For example:

- (a) The statement about general nutrition guidelines could list the foods which will be sold and those which will not be sold. This information could be sourced from *The Tasmanian School Canteen Buyers Guide*, *The Tasmanian School Canteen Handbook* and The Cool Canteen Accreditation Program (Cool CAP).
- (b) The role of volunteers could be described. This may include the kind of work they will be asked to do, the ways in which they can contribute to the development of the canteen, the ways in which their assistance will be sought and the ways in which appreciation of their contribution will be shown.
- (c) The functions and duties of those groups and individuals with management tasks could be detailed.
- (d) The procedures to be followed in seeking to alter prices or introduce new products could be determined.
- (e) Guidelines could be formulated for disseminating information about the value of the canteen and canteen staff throughout the school community.
- (f) The requirements that need to be met for the *Australia New Zealand Food Standards Code* and the *Tasmanian Food Act 2003*, such as registration with local council, staff training and premises requirements, could be described.

References

Dietary Guidelines for Children and Adolescents in Australia. NH&MRC, (2003)

<http://www.nhmrc.gov.au/publications/synopses/dietsyn.htm>

The Australian Guide to Healthy Eating. (Commonwealth of Australia 1998).

5 Canteen management

5.1 Options for canteen management

The following are the only options available to schools for canteen operation, and schools are required to adhere to them.

- a. The canteen is operated by private enterprise under the terms of a management agreement.
- b. The canteen is operated by an *incorporated* school association or an *incorporated* parents and friends group under the terms of a management agreement. (This option may include the use of volunteers.)
- c. The school operates the canteen in accordance with school resource package policies. (This option may include the use of volunteers.)

Catholic and independent schools comply with directives from their own jurisdictions.

5.2 Details of managing canteen undertakings

5.2.1 The canteen is operated by private enterprise under the terms of a management agreement.

When it is agreed to operate the canteen through private contract. It is recommended that the School:

- seek advice from the coordinator of the department of education procurement services
- use a public process to appoint an operator
- reserve the right to have input into the menu to ensure that only nutritious products are made available to students and staff.

Upon acceptance of a response, the school will need to take the following action:

- have the selected operator and the principal sign the agreement detailing conditions
- lodge the agreement in a secure place.

5.2.2 The canteen is operated by an *incorporated* school association or an *incorporated* parents and friends group under the terms of a management agreement. (This option may include the use of volunteers.)

In this option the school association is totally responsible for the operation of the canteen and its policies. After undertaking a detailed cost-analysis of the viability of the school association managing a canteen undertaking – either on a cost neutral or profit basis – the chairperson of the school association and the principal must sign an appropriate management agreement. The agreement should be lodged in a secure place.

The following details some specific issues relating to this model:

- **Canteen staff.** The school association (also refers to parents and friends) is totally responsible for the employment, remuneration (including provision for all leave, superannuation and taxation) and dismissal of staff in accordance with the Restaurant Keepers Award, P058, made under the *Industrial Relations Act, 1984*. The school association cannot utilise any school staff whilst in the course of their employment under the *State Service Act, 2000* to support its canteen operation. This option may use volunteer assistants. Volunteers will:
 - undergo a Good Character Check
 - be recorded as such by the Principal in an official log book maintained by the school
 - not receive any payment in cash (honoraria) or kind at any time
 - be reimbursed for actual non-salary costs incurred in the course of their duty but verification must be supplied
 - covered by departmental workers compensation and public liability insurance provided they sign the volunteers book in schools.
- **Canteen finances.** The school association is responsible for the overall management of the canteen. It is responsible for budgeting and keeping up-to-date financial records. A bank account should be opened to support the canteen that is completely separate from any account managed by the school itself. The bank account must be held in the name of the school association and related receipts and expenditure should not be included in financial reports to the department.

All transactions have to be completely separate: i.e., schools are not permitted to pay canteen accounts, bank canteen monies or pay staff (either directly from canteen funds or indirectly from school funds). This applies to administrative matters such as banking, taxation receipts, the payment of canteen employees and the control of financial records.

Arrangements will need to be made for an audit of accounts by an eligible person on an annual basis. The department's internal audit section will *not* conduct an audit of these accounts.

- **Insurance.** The school association must ensure that its operations are covered by appropriate insurance and that it is an incorporated body. Insurance will include workers compensation cover for employees and insurance for product liability, public liability and equipment.

Volunteer assistants are covered by departmental insurance policies.

- **Management agreement and profits.** The management agreement between the school association and principal should clearly state how any profits are to be administered and distributed. The following two options are available for the distribution of profits:

1. The school association pays profits to the school for inclusion in the annual school budget process and for expenditure in accordance with the priorities established by the school and its community in the school charter and school plans.
2. The school association pays profits to the school, but they are not included in the annual school budget process. The school and school association determine the use of profits, at an appropriate time each year.

Since the money is raised from the students and parents of the school, the agreement must not allow profits to be spent on activities which do not benefit the students of the school. Either of the above options will ensure that the school association has a proper say in the distribution of profits. If the school and school association choose option 1, then it is essential that the school association be directly involved in the establishment of the school's priorities through the school charter and school plans.

5.2.3 If school operates the canteen in accordance with school resource package policies. (This option may include the use of volunteers.)

This option provides for the canteen to be operated under the control of the principal.

- **Canteen staff.** The principal may employ staff specifically to undertake canteen duties, delegate canteen duties to existing school staff members, or voluntary assistants.

Where a school decides to employ staff specifically to undertake canteen duties it should follow the same procedures prescribed for all school resource package-funded employees. These employees must be paid in accordance with rates prescribed for canteen staff, not as teacher aides or utility officers. Appropriate rates will be circulated each year as an amendment to the School Resource Package Handbook. Volunteers must be recorded as such by the principal in an official log maintained by the school.

Volunteers may not receive any payment in cash (honoraria¹) or kind at any time for their duties. Volunteers may be reimbursed for actual non-salary costs incurred in the course of their duties if individually itemised on an account, invoice or written statement of claim. Volunteers are covered by departmental workers compensation and public liability insurance policies.

- **Insurance.** Employees as employees under the *State Service Act, 2000* and subject to the exclusive direction of the principal or his or her delegate will be covered by the department's workers compensation policies.

Payments made to volunteers may jeopardise insurance coverage by the department for workers compensation etc.

Volunteers are also covered by departmental workers compensation and public liability insurance policies as long as they fulfil the provisions above relating to volunteer assistants for this model.

5.2.4 Incorporation

School associations desiring information concerning the requirements for incorporation should refer to the School Association in Tasmania website:

<http://www.education.tas.gov.au/schoolassociations/default.htm>

5.2.5 Food Safety Requirements

Whichever management model you adopt, your school canteen will be considered a food business in accordance with the *Food Act 2003 (Tasmania)* and the *Australia New Zealand Food Standards Code*. This means that your budget will have to include costs associated with compliance with this legislation.

The part of the *Australia New Zealand Food Standards Code* concerned with food safety is Chapter 3, known as the *Food Safety Standards*. This document sets out minimum requirements in terms of food safety practices and food handler training in addition to premises and equipment requirements. It is advised that you liaise closely with your local council Environmental Health Officer to ensure you comply, and to plan improvement strategies in line with the constraints of your budgets. Compliance with these standards is not optional and it is important to ensure the safety of your children.

5.3 Canteen management agreement

The following information contains the relevant points that would form the basis of an appropriate management agreement. Principals should use this as a guide.

**Management Agreement between the principal and
a private operator/parents and friends inc. / school association inc.
(here after known as the operator)**

Name of school:

Name of operator:

- Period of agreement. (Requirements of the school to be stipulated; e.g. the canteen would be empowered to provide counter sales to children at recess and at lunch time.
- Cancellation of the agreement would require 30 days written notice on behalf of either party.
- Food supplied should be in accordance with the *Dietary Guidelines for Children and Adolescents in Australia* (NH&MRC, 2003) and the food guidelines in *The Tasmanian School Canteen Handbook*.
- The canteen should endeavour to meet at least the bronze level of the Tasmanian School Canteen Association Inc. Cool Canteen Accreditation Program (Cool CAP).
- The principal, in consultation with the canteen committee, will have the right to veto unsuitable foods in accordance with the guidelines.
- The principal reserves the right to declare 'NON-CANTEEN DAYS' when special circumstances exist and periodically to hold fund-raising functions. Prior notice is required and these occasions should not exceed five (5) days per year.
- The principal retains the right to use the canteen from time to time, by making prior arrangements with the operator.
- Cost of individual items should not exceed recommended retail prices.
- The operator is responsible for maintenance, repair and / or replacement of school equipment used in the canteen. Replacement is at depreciated value of equipment.
- The operator is responsible for appropriate insurance including public liability and workers compensation. Such policies to be produced at the request of the principal.
- An annual fee, as set by the principal, will be paid by the operator (if a private operator) to the school.

For the period to the fee is \$.....

This will be paid quarterly / half yearly / yearly with payment(s) due on

- The operator (if school association or P & F) will pay to the school at agreed intervals its net profit, less provision for reserves, for expenditure by the school in accordance with the priorities established in the school charter and school plans.
- Following items of equipment:

- The principal will provide the following equipment / services:

Signed: Date:

Principal

Signed: Date:

Operator

5.4 General management issues

Good management practices will ensure that the canteen policies of the school or school association can be carried out and areas of possible concern can be monitored effectively.

- Adequate, up-to-date accounting records need to be maintained to ensure profitability.
- Where applicable, the amount of time worked by paid employees should be reviewed regularly, having regard to the ability of the canteen's operational profits to meet wage costs, particularly when wage increases become operative.
- Purchasing and stock control measures must be undertaken to avoid losses caused by excessive buying of low turnover and perishable items.
- Adequate reserves should be maintained to meet future costs; such as equipment, training maintenance and replacements and long-service leave.
- Consumption of stock by canteen staff needs to be properly controlled.

5.5 Specific management issues

Number of suppliers and range of goods

The number of suppliers of goods and the range of brands of similar goods vary among canteens. Where canteens restrict the number of suppliers and the range of supplies, they generally return higher gross profits than canteens stocking a wider range of goods. The restriction of the range of supplies reduces the need to stock a number of slow turnover items, thus reducing spoilage. There is also advantage in dealing with a limited number of suppliers, in that it is possible to develop management rapport with suppliers. This helps gain concessions such as discounts and call-back facilities when shortages occur. A narrow range of goods allows canteens to use employees or volunteers with less training. However, it is important that canteens attempt to provide the widest range of nutritious foods, particularly fruit and vegetables. More variety can also be provided by having more frequent 'special days'.

Purchasing

Bulk purchasing. Canteen operations are generally of a small, individual nature and it has been shown that cost and service benefits can be obtained through close liaison between canteen management and local suppliers. The cost advantages of bulk purchasing goods may well be outweighed by the extra service and distribution costs and the increased risk of spoilage of bulk-stock holdings in an individual canteen.

Private purchasing. Staff or canteen helpers must not be permitted to make private purchases of goods from suppliers through the canteen facilities or pay for them through the canteen account. Private arrangements may be made with suppliers if they are either cash transactions or paid through personal banking accounts.

Hours of operation

To be a school-based decision determined by school needs.

Insurance

Adequate cover to include workers compensation and public liability must be carried by the canteen operator. (This does not apply to management option 3.)

Profitability

Canteens need not operate for profit. Among the reasons for this are:

- the need for a service to students and the general school community
- to reduce costs to parents
- to provide more nutritious foods which would otherwise be more expensive
- to promote a school food and nutrition program
- implementation of a life skills program.

Nevertheless, canteen management needs to recognise the difference between low profits that result from inefficiencies and low profits that result from deliberate pricing policies.

Schools that choose to accept a lower profit, or subsidise a loss, will need to note the effect of this on their budgets. There are two ways to budget and account for this:

- In all cases allow for the reduced profit, or loss, as a restraint on the year's expenditure capacity.
- *Optionally*, record the subsidy as an expense under the appropriate account. To do this, transfer expenditure from the canteen account to an education programs account.

An efficient canteen should aim to receive a gross profit of at least 25 per cent of sales. The net profit is the gross profit less wages and all other non-capital costs. The ability to engage paid staff in the canteen can be assessed after preparation of a budget which calculates the projected gross profit for a period, and taking into account general running costs.

Pricing arrangements

A fair price for make-up items such as sandwiches, rolls and 'open' sandwiches, etc., should take into account the cost of the ingredients and the cost of paid labour plus, if possible, a mark-up of approximately 25 per cent.

Manufactured items (e.g. yoghurt, pasta dishes, milk shakes, pasties, fruit juices etc.) provide a proportion of canteen sales and canteens should charge the recommended price for these items. The mark-up on these items ranges from 20 per cent to 40 per cent, most items being 30 per cent or more.

Cross subsidising can also be applied. Some canteens opt to increase the price of their unhealthier items to help subsidise and therefore reduce the prices of their healthier items.

Trading statements

Trading statements give a clear indication of turnover, gross and net profits which helps ensure proper control of canteen operations.

A canteen trading statement should be prepared at least twice a year, i.e. end of financial year and end of calendar year, so that canteen profitability can be effectively monitored. Regular statements enable management to be made aware of any variation of canteen operation and appropriate action can then take place.

Purchase, replacement and maintenance of equipment

The purchase of additional equipment and repairs to equipment in school canteens must be funded from profits. In the half yearly trading statements, some provision should be made for the purchase or replacement of equipment.

The possibility of hiring equipment should not be overlooked, and an adequate system should be in place to ensure that all equipment is properly recorded, with clear indication of ownership.

6. Food and nutrition

6.1 Nutritional needs of children and adolescents

Children and adolescents need sufficient nutritious foods to grow and develop normally. Physical activity is important for all children and adolescents. Too little or too much food, or an imbalance of nutrients or energy over a period can alter the natural progress of physical growth. During adolescence the body grows rapidly over a relatively short period of time. More food is needed for energy, bone growth, muscle growth, regulation of body functions in a larger body, increased blood volume and for general health. Adolescents can get hungry frequently, so a selection of nutritious snacks is useful.

6.2 Developing healthy eating habits

The formation of healthy eating behaviours is part of each child's education. Although eating behaviours will go through a number of stages during childhood, habits established early in life are said to be long lasting. Now more than ever, our children need guidance to help them select a healthy diet and have healthy attitudes toward food.

Health problems related to poor choice of food and a lack of activity are common in Australia today. When we look at the adult health problems related to diet, we can see that many of them have their origins in eating habits established during childhood. Several nutritional problems already affect a significant number of Tasmanian children.

Overweight. Between 1985 and 1995 the prevalence of overweight Australian children aged seven to 15 years nearly doubled and rates of obesity almost tripled. (Magarey et al., 2001). It is estimated that approximately one in five Australian children are now either overweight or obese (Booth et al., 2001). Obese children have a 25 - 50% chance of progression to adult obesity and it may be as high as 78% in older obese adolescents (Koletzko et al., 2002).

Being overweight can lead to:

- increased blood fats (high levels of blood cholesterol and triglycerides)
- type 2 diabetes
- dental diseases
- lack of energy
- increased susceptibility to illness
- constipation.

Specific eating behaviours linked to poor nutrition in children include:

- skipping meals, especially breakfast
- snacking on foods of poor nutritional value and neglecting to eat nutritious meals
- regularly choosing snacks which are high in fat, salt or sugar
- regularly choosing sweet drinks rather than plain water to quench thirst (NH&MRC, 2003).

A healthy canteen

The school canteen can help to improve health and wellbeing by offering and promoting a selection of nutritious, tasty and attractive foods and supporting classroom nutrition education.

A healthy canteen:

- models safe and healthy eating practices
- encourages children to make more informed choices about what they eat
- enables children to choose food which provides them with a variety of nutrients to complement the food they eat at home
- ensures the availability of attractively presented nutritious foods to children
- promotes foods that provide essential nutrients that are low in fat, salt and sugar
- provides children with opportunities to try new foods.

6.3 Guidelines for healthy eating

The National Health and Medical Research Council (NH&MRC) developed the *Dietary Guidelines for Children and Adolescents in Australia* (1995) and revised them in 2003. These evidence / based guidelines offer a framework to promote optimal health.

Children and adolescents need sufficient nutritious foods to grow and develop normally. It is important for them to be physically active, and young children's growth should be checked regularly.

They should:

- enjoy a wide variety of nutritious foods
- eat plenty of vegetables, legumes and fruits
- eat plenty of cereals (including breads, rice, pasta and noodles), preferably wholegrain
- include lean meat, fish, poultry and / or alternatives e.g. in their food choices
- choose water as a drink
- include milks, yoghurts, cheese and / or alternatives e.g.
 - reduced-fat products are not suitable for young children under two years, because of their high energy needs, but reduced-fat varieties should be encouraged for older children and adolescents.

Care should be taken to:

- limit saturated fat and moderate total fat intake
 - low-fat diets are not suitable for infants
- choose foods low in salt
- consume only moderate amounts of sugars and foods containing added sugars
- prepare and store food safely.

Tasmanian Food and Nutrition Policy (2004)

This policy incorporated strategies spanning the whole food system, from primary production to consumption. The redeveloped Tasmanian Food and Nutrition Policy endorsed by the Government in 2004 builds on its foundations.

The 2004 policy encompasses issues addressed in Eat Well Australia (NPHP, 2001) and the Dietary Guidelines for Children and Adolescents in Australia and the Dietary Guidelines for Australian Adults (NH&MRC, 2003).

The *Action and Monitoring Plan* that accompanies the *Tasmanian Food and Nutrition Policy (2004)* includes objectives that promote healthy eating for school / aged children along with a range of strategies.

The Tasmanian Food and Nutrition Policy (2004) and accompanying Action and Monitoring Plan can be downloaded from the Department of Health and Human Services' website at <http://www.dhhs.tas.gov.au/agency/pro/foodnutrition/index.php> or by contacting:

Principal Advisor, Public Health Nutrition
Population Health
Department of Health and Human Services
GPO Box 125
HOBART, 7001
Tel: 6222 7731
Fax: 6222 7407
email public.health@dhhs.tas.gov.au

The Australian Guide to Healthy Eating (Commonwealth of Australia, 1998)

This guide is designed to convert scientific knowledge of food composition and nutritional requirements for health into a practical guide for food selection. After extensive consultation and testing with consumers, health professionals, educators, food industry representatives and others, a model was produced in addition to a number of support materials.

The model groups foods of similar nutritional value together and arranges them in a circle in the approximate proportions required daily and that are consistent with the *Dietary Guidelines for Australian Adults* and the *Dietary Guidelines for Children and Adolescents in Australia* (NH&MRC, 2003).

Accompanying education material includes recommended serves from each food group for every age group. By encouraging the consumption of a variety of foods within each group, *The Australian Guide to Healthy Eating* results in a foundation diet which contains sufficient amounts of all nutrients essential for health and wellbeing. *The Australian Guide to Healthy Eating* is presented in Appendix A and B.

The Australian Guide to Healthy Eating is an easy accessible guide that can be used in the school setting to promote healthy eating.

Canteens and the wider school environment play a role in encouraging healthy eating and activity levels and self esteem in children.

Reference:

The Australian Guide to Healthy Eating. Resources available are: large posters, A4 posters, consumer booklets, information pamphlets and background information for nutrition educators. Material can be ordered on 1800 020 103 or email nmm@nationalmailing.com.au. Also see the Population Health Division website for information <http://www.health.gov.au/internet/wcms/publishing.nsf/Content/health-pubhlth-strateg-food-guide-index.htm>

6.4 Guidelines for developing healthy attitudes to food

Childhood is a critical time for the development of self-esteem and eating habits (food preferences). Children need support, encouragement and positive role modelling to learn how to care for their bodies.

Healthy eating does not only involve *what* we eat, but also *how* and *why* we eat. These behaviours and attitudes together form the basis of healthy eating. For example, skipping meals, feeling guilty after eating certain foods, ignoring hunger signals and eating for emotions can have a negative effect on a child's health.

How a child feels about their body affects their self-esteem and attitudes to food, eating and physical activity. For example it's common for adolescents to be fearful of getting fat and diet or 'body build' to achieve the 'ideal' shape. In addition children often avoid participation in physical and social activities due to concerns about physical appearance.

Research indicates that education / health messages that focus on body weight are often harmful and do not reduce the prevalence of overweight children. Instead the emphasis should be on supporting all children to be physically active, eat a variety of foods and to participate, succeed and have their achievements acknowledged.

Food safety

Our children need food that is healthy and safe. Learning to incorporate food safety practices into every day life should form an integral part of a holistic approach to healthy living.

Research conducted by the Food Safety Information Council over the past few years shows that young people have poor knowledge of basic food safety issues, such as the importance of hand washing and food temperature control. As a focal point of the school community, school canteens are uniquely placed to reinforce the safe food message both in terms of student volunteers and via classroom linkages.

Schools and canteens are referred to the “*Food Safety Matters*” resource pack produced by the Department of Health and Ageing, Queensland Health and the Home Economics Institute of Australia. This package is available from the Food Safety Information Council and includes workbooks, posters and a video. Further information is available at <http://www.foodsafety.asn.au/publications/educationalmaterials/foodsafetymatters.cfm>.

6.5 Canteen foods

Ultimately, schools will make their own decisions about what to sell in the school canteen. This can sometimes be difficult because of the large number of food products available today. The School Canteen Advisory Committee offers the following classification of the appropriateness of foods for sale in school canteens, together with suggestions to assist in making such decisions. There are three categories:

GREEN foods = everyday foods

These foods and drinks are consistent with the Dietary Guidelines for Children and Adolescents in Australia (NH&MRC, 2003). These foods are based on the basic food groups and include:

- breads and cereals, rice, pasta and noodles
- vegetables and salad vegetables
- fruit – fresh, canned or dried
- dairy foods – reduced fat milk, yoghurt and cheese
- lean meat and poultry, fish, eggs, nuts and legumes
- water, 100% fruit juice with a serve size less than 300ml.

AMBER foods – select carefully

These foods and drinks contain some valuable nutrients but also have extra fat, sugar and/or salt. These foods include:

- commercial ready to eat hot dishes – some pasta and noodle dishes, reduced fat pastry items, pizza, sausages, quiche, nuggets, burgers
- cakes, muffins, slices
- reduced fat ice creams and dairy desserts, icy poles and slushes
- full fat dairy products – milk, cheese, yoghurt
- flavoured waters, carbonated fruit juice and 100% juice in more than 300 ml servings
- jellied fruit
- snack food bars – breakfast bars, cereal bars, fruit bars
- savoury snacks and biscuits.

These foods should not dominate the menu and be served with GREEN foods whenever possible. These foods need to be FOCiS registered or registrable.

RED foods = occasional foods

These foods and drinks are not consistent with the Dietary Guidelines for Children and Adolescents (NH&MRC, 2003). These foods and drinks have little nutritional value and can be high in saturated fat, added sugar and added salt. These foods and drinks include:

- deep fried foods
- confectionary
- sweetened drinks, ices, slushes
- some commercial ready to eat foods – crumbed and battered meats, poultry or fish lines and savoury pastry lines
- some sweet and savoury snacks – biscuits, cakes, sweet pastries and crisps
- ice creams – chocolate coated, premium desserts, icy poles.

The Cool Canteen Accreditation Program (Cool CAP) provides guidelines on menu design. It encourages schools to include foods from the core food groups every day the canteen is open, and provides guidelines on healthy counter sales / snack items. In conjunction with *The Tasmanian School Canteen Buyers Guide* Cool CAP provides advice on the types of food and frequency of use. School canteens are also encouraged to prepare food from basic ingredients.

Food preparation methods are discussed such as:

- the type and use of fat spreads and oils
- the use of low fat toppings such as yoghurt and reduced fat cheese
- the use of salt and low salt ingredients
- the use of wholemeal / wholegrain products
- the addition of fruit and / or vegetables to dishes where possible.

TABLE 1. Canteen food and drinks

GREEN	AMBER	RED
<p>Every day foods These foods should dominate the menu</p> <ul style="list-style-type: none"> • A variety of bread types • Sandwiches and rolls with a variety of fillings (including salads) • Vegetables and salads (e.g. corn cobs, jacket potatoes, pasta / rice salads, frittatas, cabbage rolls) • Fruit: fresh, frozen, tinned (in natural juice) • Reduced fat dairy products (milk drinks, yoghurts, cheeses) • Lean meats, baked beans, 3 bean mix, etc. • Nuts • Plain carbonated and still waters • 100% juice less than 300ml • Canteen made dishes with added vegetables / fruit and reduced fat ingredients – stir fry noodles and vegetables, lasagne, jacket filled potatoes, tacos, vegetable pizza • 100% fruit juice • dips (e.g. hummus, avocado) 	<p>Select carefully These foods should not dominate the menu and be served with GREEN foods whenever possible</p> <ul style="list-style-type: none"> • *frozen chips / wedges • *processed meats (e.g. sausages, nuggets, burgers, hot dogs) • *sweet and savoury pastries (e.g. fruit pies, pasties, sausage rolls, quiches) • *sweet and savoury snack foods (e.g. muesli bars, fruit bars, cakes, assorted biscuits, crisps) • Mixed dishes (eg. pizza, pasta and noodle dishes) • *ice creams, frozen yoghurts 	<p>Occasional foods These foods should be removed from the menu where possible</p> <ul style="list-style-type: none"> • Deep fried food of any sort • Full-fat pastry items (e.g. pies, sausage rolls, croissants) • Fatty sandwich meats (e.g. salami) • Chocolate or carob items and other confectionery • Cakes and biscuits with high fat and sugar content (e.g. doughnuts, cream cakes and buns, meringues) • Snack foods with high fat and salt content (e.g. potato crisps, corn chips) • Soft drinks, flavoured mineral water and cordials (including artificially sweetened varieties)

* Many of these products have been approved by the Tasmanian School Canteen Association Inc. through the Cool CAP Registered Product program and FOCiS Registered Product program. These registered products have been modified to meet certain nutrient criteria (i.e. fat, salt, sugar levels). Eaten occasionally as part of a healthy meal these foods are better choices than their regular counterparts. However, they should not replace the every day food and / or dominate the menu.

The updated Cool CAP Registered Product list and updated FOCiS Registered Product list are available from the Tasmanian School Canteen Association Inc. and via their website www.tascanteenassn.org.au

6.6 Assessing a food product

Sometimes, information given by food manufacturers and the media can be difficult to interpret. In addition, the number of food products on the market for school canteens is expanding. As a result, there may come times when there is uncertainty about whether an item is appropriate or not for the canteen. The following steps may assist you in making an informed decision.

- Is the product registered with the Cool CAP Registered Product program or FOCiS Registered Product program?
- Ask the representative if the product has been assessed and registered as an appropriate product by the Tasmanian School Canteen Association Inc. or does it meet the nutrient criteria for product registration.
- Check the product against the categories in Table 1 – GREEN foods (every day foods); AMBER foods (select carefully); and RED foods (occasional foods). If appropriate, check the labels for further information if it is a commercial product.
- Read the ingredient list. Remember that labelling on packaged foods lists ingredients in descending order of amounts.
- Make note of the nutrition information panel claims, if any, e.g. low salt, no added salt, and be familiar with their meaning.
- If still uncertain, advice as to the appropriateness of other foods, snack items and beverages may be obtained from the Tasmanian School Canteen Association Inc., PO Box 169, SANDY BAY, TAS. 7005. Phone 6223 8023.

6.7 Label reading

For more information on label reading refer to website – www.foodstandards.gov.au or contact Food Standards Australia and New Zealand (FSANZ) on (02) 6271 2222.

Ingredient lists

All ingredients in packaged foods must be included on the label. They are listed in descending order by weight. All additives must also be listed by their chemical name, e.g., 'colour (tartrazine)'; or by their specific number, e.g., 'colour (102)'. Water *can be* placed last as 'water added'.

When reading labels, note the use of two or more similar ingredients. For example, a label may read 'rolled oats, sugar, flour, glucose, honey ...' At a glance, it appears that oats are the main ingredient. The use of three sugars – sugar (sucrose), glucose and honey – makes each look less prominent. However, these sugars combined could weigh more than the oats. The same applies to fats: e.g. 'flour, animal and vegetable fat, butter ...'

In addition, it is possible to look for good sources of fibre in ingredient lists.

Other types of fat, sugar, salt and fibre that appear in ingredient lists are in Appendix C.

Nutrition information panels

Look for the nutrition information panel on the product for detailed information to help you decide whether the product is suitable.

Nutrition panels show the number of kilojoules and the amount of protein, fat, carbohydrate, etc. per serve and per 100 grams.

When comparing products a general rule of thumb is to look for products with less than 10 grams of fat per 100 grams of food and less than 3 grams of saturated fat per 100 grams. Also aim for products with much more total carbohydrate than sugars alone. If applicable look for a product which will give the most fibre per 100 grams of food. A low salt product generally has less than or equal to 120 mg per 100 grams of sodium.

For example:

Use the 100 g column for the easiest comparison

Look for lower fat content per 100 g. Choose those with less than 10 g fat per 100 g. Choose milks and yoghurt with less than 2 g fat per 100 g.

This is the total of both sugar and starch.

Look for the product with more fibre per 100 g (more than 8 g fibre per 100 g for breakfast cereals).

Ingredients are listed from most to least in quantity

	Product Name	
	per 30 g serve	per 100 g
Energy	467 kJ	1555 kJ
	112 (cal)	372 (cal)
Protein	2.6 g	8.6 g
Fat – saturated fat	0.3 g	1.1 g
Carbohydrate		
– total	24.1 g	80.5 g
– sugars	4.1 g	13.7 g
Dietary Fibre	2.8 g	9.4 g
Sodium	2 mg	7 mg
Potassium	127 mg	424 mg
Cholesterol	0 mg	0 mg
Ingredients: Whole wheat, fruit paste (25%), (dried dates, sultanas, pear juice concentrate, glycerol, blackcurrant juice concentrate), sugar, vitamins, (Niacin, Riboflavin, Thiamine)		

Look for products with much more total carbohydrate than sugars alone.

Look for no more than 120 mg sodium per 100 g food or no more than 0.3% sodium per 100 g.

Best before / use-by-date

Food with a shelf life of less than two years must be date marked with the prescribed statement 'Best before' unless the food needs to be eaten within a certain period for health or safety reasons. In this circumstance the prescribed statement 'Use by' date must be applied. Bread with a shelf life of less than seven days may be date marked with a 'Baked on', 'Baked for' or a 'Best before' date.

Foods that are date marked with a 'Use by' date are prohibited from being sold after this date. This is because the food may pose a health or safety risk if consumed after this date.

Foods that are date marked as 'Best before' can be sold after the date has passed, provided the food is otherwise fit for human consumption (Food Standards Australia New Zealand).

It's all in the name

Many people are confused by different names for similar products. However, these different names have a specific purpose. Under the Food Standard Australia and New Zealand code if a food is called a certain name, it must meet specific minimum and / or maximum standards. This ensures uniformity and provides protection for consumers.

Characterising ingredient

All food labels need to state the percentage of the main food ingredient in that product, e.g. a meat pie must state the percentage of meat; jam must state the percentage of fruit.

6.8 Food additives

A food additive is any substance not usually eaten as a food.

Additives may be used to:

- maintain nutritional quality
- maintain or improve keeping quality or stability, thus reducing wastage
- change food by altering taste, colour or consistency.

Many contemporary food additives were first found naturally in food. They are now added as a purer form of the naturally occurring substance, or as a synthetic additive chemically identical to the natural substance.

Every food additive has a specific purpose and comes under a 'class' name which describes its function.

Food additive codes

Additives are listed on food labels by their class name (e.g. colour, preservative), followed by the number of the specific additive(s) used. The codes overcome the problem of spelling out long, scientific names on labels. Where there is no current numerical code, the specific name or some other appropriate designation appears on the label. An additive that does not belong to any of the classes is identified by its specific name or code number.

Examples of how additives appear on labels

Colour (brilliant scarlet 4R)	or	Colour (124)
Antioxidant (sodium ascorbate)	or	Antioxidant (301)
Preservative (calcium sorbate)	or	Preservative (203)
Vegetable gum (guar gum)	or	Vegetable gum (412)

6.9 Facts about food and nutrition

1. Salt

Children do not need extra salt in hot weather. A balanced diet with plenty of fresh water is adequate.

2. Sugar

Sugar is found naturally in some foods; for example in fruit. It is added (refined) sugars which make over-consumption so easy.

Children do not need refined sugars for energy. Energy is best supplied by the complex carbohydrate foods that belong to the largest section of *The Australian Guide to Healthy Eating* (Commonwealth of Australia, 1998).

3. Fat

Fat is the nutrient that provides the most concentrated source of energy and is an essential source of fat-soluble vitamins and essential fatty acids, particularly the omega-3 polyunsaturated fatty acids.

There are four main categories of fats, each with varying effects on plasma cholesterol:

- Saturated fats are usually solid at room temperature and include the main type of fat in milk, cream, butter and cheese, in some meats and in palm oil and coconut oil.
- Trans fats are found in some margarines, oils and processed foods.
- Mono-unsaturated fats include olive, canola and peanut oils, avocado and nuts such as peanuts, almonds, pecans and hazelnuts.
- Polyunsaturated fats include sunflower oil, safflower oil and corn oil as well as fatty fish such as salmon, mackerel, tuna and sardines.

Saturated and trans fatty acids tend to raise blood cholesterol whereas mono-unsaturated and polyunsaturated fats can lower blood cholesterol. For children, it is therefore recommended to:

- trim visible fat from meats, remove skin from poultry
- limit the use of processed meat such as hot dogs, sausages and luncheon meats
- limit fried foods
- use polyunsaturated and mono-unsaturated cooking oils when preparing foods
- provide fruit, vegetables or bread-based products as snacks rather than potato crisps, biscuits or pastries
- use reduced-fat or low fat dairy foods for school aged-children.

Carob and chocolate both contain high proportions of fat and sugar.

4. *Fibre*

Although white bread is nutritionally acceptable, wholemeal bread is preferred for fibre, iron and vitamin content. Fibre is needed to absorb moisture and make stools into a soft mass for easy movement through the body.

5. *Milk*

While plain milk is preferable for children, flavoured milk is more acceptable than no milk at all and more acceptable than other drinks containing added sugar. Milk contains anti-decay factors which have the potential to protect teeth from sugars added to flavoured milk. Reduced fat milks are recommended for school-aged children. They are not recommended for children aged less than two years. There is no reputable evidence that milk increases mucus production. Milk is one of the most important sources of calcium needed for strong bones and teeth.

6. *Sensitivity to food*

A very small number of children may be sensitive to food additives and food colourings. Most children have grown out of allergies by five years of age. Diets eliminating all such substances are extremely restrictive. Management of such diets is the responsibility of families, doctors and dieticians.

7. *Artificial sweeteners*

Artificial sweeteners must undergo extensive toxicological testing before being accepted as safe for use in foods. Artificial sweeteners are commonly used in diet soft drinks and cordials. It is recommended that children drink more plain water, reduced fat milk-based drinks and occasional unsweetened fruit juices.

Food Allergies

The number of children with food allergies in Australia is increasing and it is estimated that 1 in 20 have a food allergy and 1 in 50 have a peanut allergy. The most common food allergies are peanuts, tree nuts, cows milk, soy, seafood and eggs (Anaphylaxis Australia, 2005).

The majority of reactions are not anaphylactic.

In Australia the prevalence of food induced anaphylaxis in pre-school age children was one in 170 and in school age children one in 1900. The majority of food allergic and anaphylactic reactions occur in pre-school age children. However over 90% of fatal reactions to foods have occurred in children aged five years and older. Therefore the prevention of anaphylaxis in schools is essential.

The two key components in preventing food related anaphylaxis are education and communication. Canteen staff will need to be educated if a child at the school has food allergies. It is the parent's responsibility to inform the school.

The school will then implement strategies in consultation with all staff (including canteen staff) to minimise risk of exposure to known allergens (Australasian Society of Clinical Immunology and Allergy, 2004).

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7 Marketing the canteen

Marketing relies strongly on research and knowing your customer well. Conducting your own small scale market research with the help of one or more classes of students and their teacher/s can pave the way for change. Short surveys of students, parents, staff and any other school community members can give you an indication of their needs and wants, what is likely to sell, their interest in certain ideas and their suggestions for improvement. It allows them to play a part in the decision making and gives you the opportunity to get to know your customers better. After all, the canteen is a mini business. Ideas for survey forms are available in a number of canteen resources.

7.1 Daily specials

Having regular 'specials' on different days of the week can help provide variety without having to offer half a dozen main items each day, and it also helps to maintain children's interest. Even children who do not usually use the canteen will start coming around to see what is available. For example, in addition to a limited selection of regular items, the daily specials board might read:

Monday	Hot cheese and corn rolls
Tuesday	Hot bean and salsa wraps
Wednesday	Tropical chicken burgers with pineapple, cheese, lettuce
Thursday	Chicken salad focaccia
Friday	Jacket potatoes with beans, cheese and yoghurt

If your school uses an order system, be sure that the price list sent home is clearly designed so that busy parents who only glance at the menu will not mistake the daily specials for regular items.

7.2 Special days and prices

Special days – whether on a regular or irregular basis – can add variety to the canteen menu, especially for canteens which open on only two or three days a week or which have problems finding volunteer help. Parents who cannot help on a regular basis may be willing to help at a one-off 'hamburger day' or 'jacket potato day' or 'soup day'. Several schools have also found these days to be excellent fund raisers.

After several months, new specials can be introduced. Foods such as chicken burgers, pizzas, meals in a cup (e.g. fried rice, spaghetti bolognese), fruit salad and popcorn may be suitable for special days.

Fruit days

Special days featuring a particular fruit are an excellent way to promote fruit sales. Try organising them when a fruit is in the peak of its season, as this is when it will be of top quality, in plentiful supply and therefore well priced. Grape, watermelon, pear and peach days have been successful in schools around Australia.

Multi-cultural days

This is another good opportunity to add variety to the menu, as well as an educational tool for learning about the goods of other countries.

Heart Week, Nutrition Week, Healthy Bones Week and Health Week

The Tasmanian School Canteen Association Inc. has information on the dates of these annual events.

In most cases, numerous resources produced for these promotions can be used, e.g. posters, stickers and, children's activity books.

Suggestions for other special days include:

- sporting events such as Olympic Games, Commonwealth Games, school swimming carnival, athletics carnival
- special events in your school to promote healthy eating
- muffin mornings (morning tea)
- jaffle day
- veggiemania day – vegetable pizza, savoury muffins
- sand and sea day – crumbed fish and wedges, tuna salad
- hot chocolate day (bring-a-mug day).

7.3 Product names and samples

Food companies place great importance on naming their products, as it is an important component of overall marketing strategy. Likewise, giving names to various canteen lines – whether they are new lines or new versions of previously existing lines – can also stimulate sales by:

- giving the product a higher 'profile'
- making the item sound more interesting
- encouraging children to take a new look at the canteen and what it sells.

Food names should be relevant to the children to whom you are selling (e.g. some products are named after popular television or movie characters). For a special day before the school's athletic carnival, food names can have a sporting flavour.

Initiatives undertaken by one particular school are worth considering. The school wanted to introduce some new foods, but wanted to involve the children so they would be fully aware of the new items. They held a competition called 'The Game is the Name' to find the best names for the new ideas. Entry forms described each item (including a sketch). Teachers distributed and collected the entries and returned them to the tuckshop. The response was so overwhelming that seven consolation prizes were also awarded.

The winning names were:

Chicken in a Garden: a chicken drumstick with salad (tomato wedge, slice of pineapple, celery stick, carrot stick and lettuce leaf) on a plate with half a bread roll.

Rooster Booster: a flat pita bread rolled around a filling of chicken, celery, lettuce and mayonnaise and cut in half.

Mouse House: a hot bread roll filled with melted cheese.

The winners received a free lunch from the canteen, stickers and an activity book.

Consolation prizes consisted of stickers and an activity book (all donated).

Here are some other popular names:

- Tropical Burgers – burgers with salad and pineapple
- Fruit Wobbles – fruit salad cups set in jelly
- Door Jammers – thick-sliced wholemeal bread with meat and salad
- Fat Cats – tuna, tomato, carrot and cheese rolls
- Green Dazzle Dogs – low fat sausage with salad in a slice of bread
- Monkey Sticks – frozen bananas on a stick and rolled in coconut
- UFOs – half a hot bread roll with melted cheese
- Radar Rolls – flat pita rolled around a filling of cheese and salad
- Fruitas – fruit salad cup (fresh or frozen)
- Cheesies – slices of French bread stick topped with reduced fat cheese and heated under a griller or in the pie oven
- Survival Pack – snack pack of cheese cubes, grapes, carrot sticks and dried apricots
- Gadget Cones – fruit salad in an ice cream cone
- Beano – hot-baked bean roll.

Product sampling

Free samples can stimulate sales at the canteen, just as they can in the supermarket. Many children will not part with their money for a food they have never tasted. A small free sample can convince them that the product is worth buying.

Bite-size pieces of frozen fruits can also be used to introduce frozen fruit to the menu.

7.4 Competitions

Competitions for students are an excellent way of raising awareness and promoting positive attitudes to new or revamped food lines. They can be organised at either of two stages in the process of introducing new foods: during the planning stage or following the selection of a new food item.

During the planning stage

Individual or class competitions can be held to identify a nutritious food that students would like to see sold by the canteen. The competitions could include:

- choosing the food item
- naming the food item
- designing a poster to appeal to fellow students.

Following a selection of a new food item

A competition can be held to find the most imaginative 'catchy' name for items already chosen.

Alternatively, a competition could be held to find the best poster for a new food item soon to be introduced. The winning entry could be displayed in the canteen and 'runner-up' entries could be placed on noticeboards around the school.

Prizes can include: free lunches at the canteen; donated goods from local retailers, food manufacturers or distributors; stickers and activity books (for younger children); and free entry vouchers to local attractions or the movie theatre (older students).

7.5 Displays

The saying 'out of sight out of mind' is particularly relevant to the sale of foods in canteens. If your canteen has a product which does not sell as well as you would like, ask yourself the following questions:

Is the food product displayed attractively on the front counter or is it in an inconspicuous place?

Is it packaged so that children can see what is inside (e.g. in plastic wrap or see-through containers)?

Show off the colour of sandwich fillings by slicing sandwiches in half or into fingers, placing one on top of the other and wrapping them in plastic wrap. Display them on trays or in cabinets with their cut surfaces showing. Even if your school uses an order system so that displays are not appropriate for main lunch items, children see what their friends unpack and eat, so presentation is still important.

Canteens need to consider some of the techniques used by supermarkets, such as arranging certain products so that they are easily noticed. While most canteens do not have a lot of room for displays, you can still use some of the following techniques:

- Place items you want to promote near other popular lines.
- Attractively display a sample of your items in plastic trays with clear plastic lids.
- Make maximum use of displays at eye level.
- Keep new lines to the front of warming cabinets or other display areas.
- Make use of attractive baskets or glass 'cookie' jars (e.g. for dried fruit balls)

Consult with various paper and plastic suppliers about their range of plastic bags, cups and trays, etc. Buying in bulk often results in considerably cheaper prices. However, be careful not to tie up money by holding too much stock. If you are a small school, consider getting together with other local schools and placing the one order. The stock can then be split to meet the needs of each school.

Even when an order system is used for most items, it is still a good idea to display any new items. When children are buying their drinks etc., they may be tempted to try the new items next time they have money for the canteen, instead of buying the usual choice.

7.6 Prices

The right product at the right price is an important combination. Few children would, without prompting, consider nutrition to be more important than price – especially if there is a large price difference between nutritious and less nutritious foods.

Children will often look for something to fill them up at the cheapest price. They will also consider how much change they will have for ‘extras’. When introducing a new food, base your price decisions not only on what is likely to be appealing but also on what you can realistically charge. If the price appears to be high, consider some variations which may bring the price back to a reasonable level.

7.7 Promotions

Promoting your products is one of the most important factors in changing to a healthier canteen or increasing sales of existing nutritious lines. Promotion means more work for those people involved, but the reward comes from knowing that the children are being offered healthy and nutritious foods.

Planning promotional activities can be interesting, exciting work. Schools find that volunteers come ‘out of the woodwork’ once parents realise that their involvement in the canteen can be so rewarding.

A few suggestions for promoting your products are described below.

Notice boards

A large noticeboard with items and prices clearly shown is an excellent way to ensure that children know what is available.

If you have daily specials, advertise them in a prominent place. Specials may be written up one day to act as a reminder to children intending to buy lunch the following day.

Newsletters

Make use of existing resources by advertising new items, specials, etc. in your school's regular newsletter. Some schools have a regular 'canteen spot' not only for this purpose, but also to personally thank volunteers for their valuable contributions and to offer handy hints about nutrition.

Notices

For younger children, a separate notice can be sent home advising parents of menu changes or special promotions. Some schools distribute these notices through lunch-order bags.

Announcements

Morning announcements to the whole school are an effective way to advertise a new item or to remind students of a special.

8. Food safety in the canteen

Young children are particularly vulnerable to food borne illness, and while school canteens have an ethical responsibility to provide nutritious food, provision of **safe** food is a legal requirement.

School canteens are food businesses in accordance with the *Australia New Zealand Food Standards Code*, (adopted by the Food Act 2003 *Tasmania*), and as such must comply with Chapter 3 of the Food Standards Code, the *Food Safety Standards*.

The *Tasmanian Food Act 2003* and the Food Safety Standards require that:

- food handlers are clean, healthy and have skills and knowledge in food hygiene in line with their responsibilities
- the food premises is clean, well maintained, and appropriately designed
- food handling controls have been instituted
- the local council is notified of the food business. Most canteens will need to be registered as a food business by the local council. The council will advise you if this is appropriate for your canteen.

8.1 Food Safety Resources

Compliance with Food Safety Standards

The National School Canteen Food Safety Project, an initiative of the Federation of Canteens in Schools (FOCiS) funded by the Commonwealth Department of Health and Ageing, has produced a package called “*Looking after Our Kids*”. This easy to follow package is specifically aimed at assisting school canteens to comply with the *Food Safety Standards* and was sent to all schools in 2002. Further copies may be obtained from the Department of Health and Ageing on (02) 6289 5131 or email: FoodSafety@health.gov.au.

Further resources, along with access to the *Food Safety Standards*, are available at the *Food Standards Australia New Zealand (FSANZ)* web site: www.foodstandards.gov.au. You are also encouraged to liaise closely with your local council Environmental Health Officer, who is the officer responsible for food safety regulation of food businesses.

Many school canteens will find that participation in the Cool CAP program will assist them in fulfilling the requirements of the *Food Safety Standards*, as this program includes a food safety component.

Food Handler Training

Every person who works in your school canteen (including volunteers) is required by law to have the skills and knowledge to handle food safely, and it is the responsibility of the canteen manager to ensure this requirement has been fulfilled.

This does not mean that everyone needs formal food safety qualifications, but it is necessary for them to understand the risks associated with the foods they are handling and the tasks they are performing - and to have the skills to minimise those risks. The level of training required by each person will be determined by the tasks they perform in the canteen environment.

Your local council Environmental Health Officer will be able to assist you in determining the level of training supervisors and workers in your canteen require. TAFE, the Australian Institute of Environmental Health, and a range of other training providers offer food safety training (in kit or course form) for food handlers. In some cases local council Environmental Health Officers may be able to provide some on-site training.

Food Safety Management Systems

Food Safety Management Systems [including Food Safety Programs and Hazard Analysis Critical Control Point (HACCP) systems] are formal methods for the management of food safety risk and are likely to be extremely useful in a setting where staffing frequently changes.

2007 will see the start of the roll-out of mandatory Food Safety Programs for certain high risk food businesses, including those that provide food to children under the age of four years. This will only impact school canteens in rare cases, but beyond any regulatory requirement, instituting a food safety management system is an excellent way to ensure that your canteen is managing food in the safest way.

Your local council Environmental Health Officer will be your first port of call when looking for information on setting up a food safety management system in your school canteen.

8.2 Food Safety Basics

The *Australia New Zealand Food Standards Code* requires that every food business ensures all staff have the skills and knowledge to ensure the food they handle is safe.

At a minimum, all staff including volunteers must understand the fundamentals of food safety. This section is not a comprehensive food safety guide, but does provide some insight into the basics of food safety at a level that should be understood by all staff.

Food controls aim to

- prevent contamination of food from the environment
- prevent cross contamination between different kinds of foods and between raw and cooked foods
- prevent the growth of bacteria in the food/ food environment

Potential Hazards

The potential hazards associated with foods can be classified as

- Physical- usually foreign objects which have somehow entered the food. The risks associated with physical hazards include choking, lacerations and broken teeth.
- Chemical- including a range of compounds which can include agricultural and cleaning chemicals, naturally occurring toxicants, and allergens.
- Biological- including bacteria, parasites and viruses that can cause food-borne illness.

Good food controls and hygienic practices can minimise the risks associated with all these hazards.

Hygienic Premises

A clean, well maintained food premises is a prerequisite for any canteen. All canteens should have a cleaning roster documenting tasks and responsibilities, along with **up to date records** to show that these tasks are completed as set out in the roster.

Staff must understand the need to

- clean (wash and scrub to remove particulate matter and grease) all equipment for preparation, transport and serving of food between tasks and after every use
- sanitise (disinfect to reduce the number of germs) all equipment that comes in contact with food between tasks and after every use
- dry utensils, dishes and surfaces after cleaning (bacteria need water to grow!). Air drying is preferred.
- maintain separate areas for raw and cooked foods, and keep used crockery and utensils away from food preparation areas.

N.B. Sanitising is only effective on surfaces that have already been cleaned. Ensure the chemicals you choose are appropriate and used according to the manufacturer's directions.

The Food Safety Standards set out minimum requirements for design and construction of food premises. These requirements include adequate ventilation, easy to clean surfaces, and adequate hand washing facilities.

Staff hygiene

Staff must appreciate the importance of scrupulous hygiene in the kitchen and serving areas. Particular attention must be paid to hair, clothing and frequent hand washing. Hands should be thoroughly washed with warm water and soap (taking particular care to clean around fingernails) then dried:

- between handling raw and cooked food
- after handling dirty crockery and utensils
- after toilet breaks, nose blowing, coughing/ sneezing, touching hair or applying make-up and after handling cash

Actual contact with food should be kept to a minimum. Use of clean utensils such as tongs should be favoured. Hands should be thoroughly washed using warm water and soap then dried prior to touching food.

Staff who have been ill should be excluded from food handling and should not come into contact with surfaces or utensils used for food preparation. In cases where there is an identified food borne illness, staff should be excluded for the exclusion period advised in the *Guidelines for Notification of Notifiable Diseases of the Public Health Act 1997*. Staff members suffering from gastroenteritis when the organism is unknown should be excluded from food handling until 48 hours after symptoms have ceased.

Safe food handling

- Only buy quality food from reputable food businesses. Your service agreement with your suppliers should stipulate that only safe, quality food will be accepted. The quality, cleanliness and temperature of each delivery should be checked and documented.
- Thaw food thoroughly in the refrigerator or microwave. NEVER thaw food on the bench at room temperature.
- AVOID CROSS CONTAMINATION- use separate cutting boards and utensils for handling raw and cooked foods.
- Cook food thoroughly, cool food rapidly
- Reheat foods rapidly and thoroughly until steaming hot.
- Store food appropriately.

Safe Storage of food

- Serve food as soon as possible after cooking it!
- Food should be stored in sealed food grade containers to prevent contamination with bacteria, chemicals or objects. Keep raw meat, poultry and seafood in sealed containers at the bottom of the fridge and do not allow juices to drip onto other foods.
- Food on display should be wrapped/ covered to protect it from contamination.
- Perishable “potentially hazardous” food should not be stored or displayed in the “temperature danger zone” between 5°C and 60°C: Cold food should be kept below 5°C, and hot food above 60°C. This prevents the growth of food poisoning bacteria that could make children sick. It is important that refrigerator and Bain Marie temperatures are checked regularly (at least daily) with an accurate thermometer- and that these temperatures are recorded and signed off. It is compulsory for all food businesses to have a thermometer accurate to +/- 1°C.

- between 5°C and 60°C - for example during preparation and packing, or when cooling it. This is safe for a **very limited time only**. For this reason, it is important that food is only within this range for a total maximum of four hours before it is discarded. The Food Standards Australia New Zealand document “*Food Safety: temperature control of potentially hazardous foods*” is an excellent resource to help you manage potentially hazardous foods safely within the “temperature danger zone”. It can be accessed online at:
http://www.foodstandards.gov.au/newsroom/publications/index.cfm#_indexF.

Documentation

It is important that you can show that your canteen’s food safety protocols are actually being FOLLOWED. **Document them**, and keep them where they are available for reference. Make certain staff sign the cleaning schedule, temperature charts and other documents as they complete their tasks so that you are able to demonstrate that these tasks are being undertaken appropriately.

Support

If in doubt- ASK!

Food safety is an important part of looking after our kids. **You are not on your own.**

Contact:

- your local council Environmental Health Officer
www.service.tas.gov.au/GovOrgs/OrgType.asp?OrganisationType=Local+government
- Tasmanian School Canteen Association
www.tascanteenassn.org.au
- Food Standards Australia New Zealand
www.foodstandards.gov.au

9. Cool Canteen Accreditation Program (Cool CAP)

The Tasmanian School Canteen Association Inc. has been working in partnership with state government health and education agencies, local government, parent bodies and Eat Well Tasmania to develop and implement a Cool Canteen Accreditation Program (Cool CAP) since 2000. All Tasmanian primary, secondary and college canteens of all education systems are eligible to participate.

9.1 What is the Cool Canteen Accreditation Program (Cool CAP)?

The Cool Canteen Accreditation Program (Cool CAP) is a school canteen improvement program which offers a model of best practice for canteen management as a whole as well as recognition of a school's dedication to the health and wellbeing of the school community. It provides reassurance for the wider school community that the canteen aims to provide high quality and safe food service for students and staff.

The Cool Canteen Accreditation Program (Cool CAP) is a self assessment program which enables schools to develop health promoting canteens which meet the guidelines of *The Tasmanian School Canteen Handbook*.

The program awards schools by using three levels - BRONZE, SILVER and GOLD. Each level builds on the previous one.

9.2 Why have it?

There is local and international evidence that major diet-related factors for chronic disease begin in childhood. Refer to section 6.

The school canteen provides children and adolescents with the opportunity to select their own meals. Depending on how many purchases they make, this could make an important contribution to their views about food and their nutrient intake. Most children have formed life-long eating habits by the time they leave secondary school.

Nutrition education programs have been shown to have greater effect on behaviour change when school canteens reflect the messages being taught in the classroom.

Of the schools that operate canteens, two thirds open five-days-a-week, with the majority of food being sold at recess and lunchtime. It is estimated that 25% of students purchase food from the canteen on a daily basis and therefore food from the canteen provides a significant amount of the daily nutrition intake for these students.

9.3 How does it work?

To achieve accreditation, schools need to meet standards in five areas:

- canteen guidelines and procedures
- food safety and the canteen
- food and the canteen
- classroom links and the canteen
- marketing the canteen.

The school canteens accredited will demonstrate the provision of a wide variety of nutritionally preferred food choices, a well-managed business under the direction of a representative canteen committee and a comprehensive policy. They are also required to implement marketing and promotional strategies which link canteen and school as part of a health promoting school.

Working with your local council

Accreditation also offers canteens the opportunity to work with local council environmental health officers to meet the requirements of the *Australia New Zealand Food Standards Code*. School canteens are now classified as food premises and as such need to be registered with local councils.

9.4 How can it be achieved?

- Register your school's interest in Cool CAP by contacting the TSCA phone 6223 8023
- Gain support of whole school community to commit to the process
- Form a canteen committee
- Organise for the Cool CAP Project Officer to visit with the canteen committee
- Commence self assessment using the Cool Canteen Accreditation Program (Cool CAP) Kit
- Work with Cool CAP Project Officer towards accreditation
- On completion of the Cool CAP application apply for accreditation
- Your school's application is assess by Cool CAP staff
- Presentation of your schools' Cool CAP Award
- Continue to implement the Cool CAP process

9.5 What are the rewards?

- Framed Certificate of Award
- Monetary rewards \$100 Bronze, \$150 Silver, \$200 Gold
- Public recognition of canteen and school's achievement
- Resource materials.

For more information contact:

TSCA Project Manager

Tasmanian School Canteen Association Inc.

Room 3, First Floor, McDougall Building

Ellerslie Road, BATTERY POINT, TAS 7004

Tel: 6223 8023

www.tascanteenassn.org.au

Appendices

Appendix A: The Australian Guide to Healthy Eating

What is a serve? Here are some examples

Cereals, breads etc		
2 slices of bread	1 medium roll	1 cup cooked rice, pasta, noodles
1 cup porridge	1 ¹ / ₃ cup breakfast cereal flakes	½ cup muesli

Vegetables and legumes (choose a variety)		
Starchy vegetables		
1 medium potato or yam	½ medium sweet potato	1 medium parsnip
Dark green leafy vegetables		
½ cup cabbage, spinach, silverbeet, broccoli, cauliflower or brussel sprouts		
Legumes and other vegetables		
1 cup lettuce, sprouts, salad vegetables	½ cup cooked broad beans, lentils, peas, green beans, zucchini, mushrooms, tomatoes, capsicum, cucumber, sweet corn, turnips, swede, celery, eggplant etc	

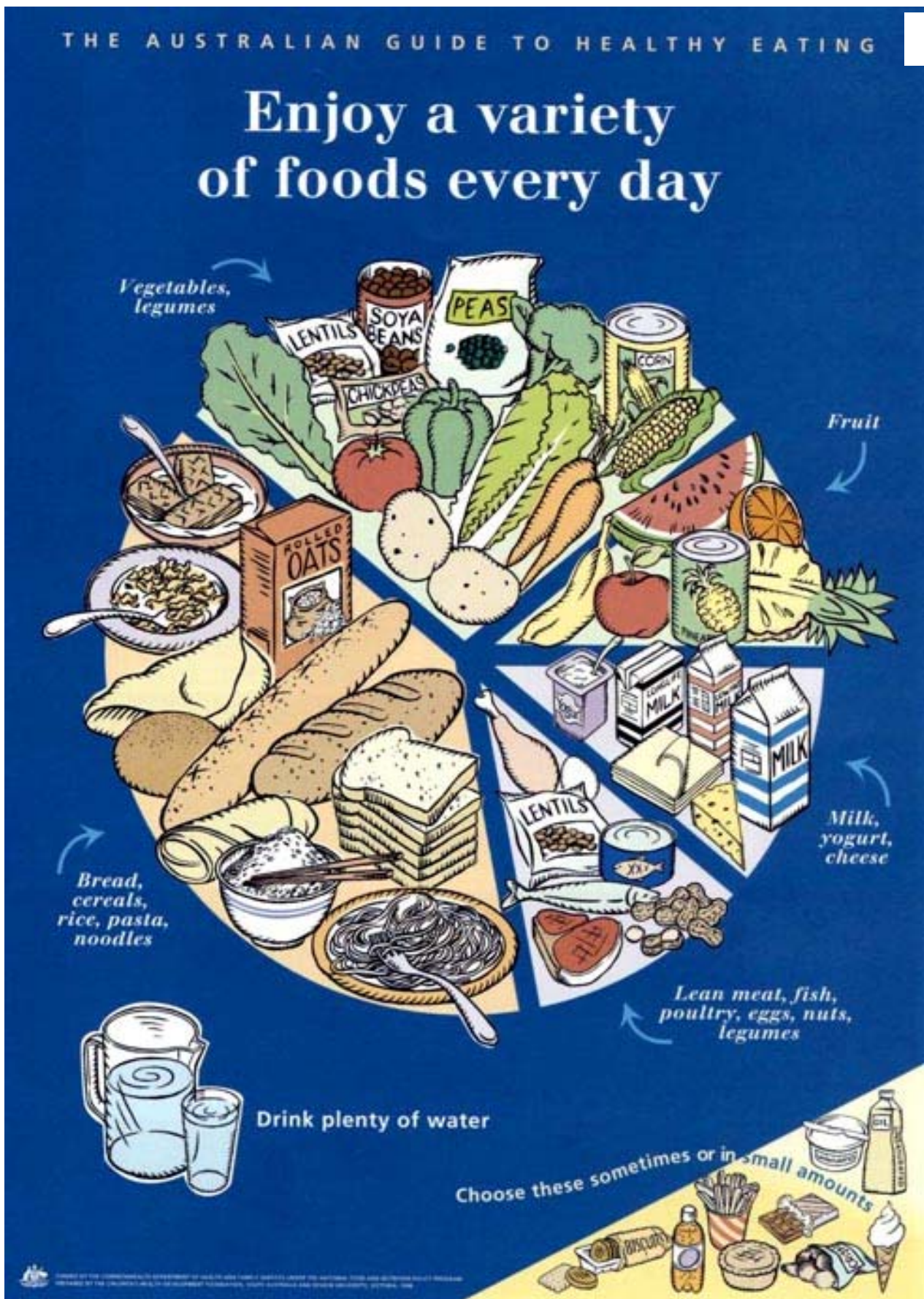
Fruit		
1 piece medium sized fruit e.g. apple, orange, mango, mandarin, banana, pear, peach etc		
2 pieces of smaller fruit e.g. apricots, kiwi fruit, plums, figs	About 8 strawberries	
1 cup diced pieces or canned fruit	½ cup fruit juice	¼ medium melon (rockmelon, honeydew)
Dried fruit e.g. 4 dried apricots	1½ tablespoons sultanas	About 20 grapes or cherries

Milk, yoghurt, cheese & alternatives		
250 ml glass or one cup of milk (can be fresh, longlife or reconstituted milk)		
½ cup evaporated milk	40 g (2 slices) of cheese	250ml (1 cup custard)
200g (1 small carton) or yoghurt, plain or fruit, <i>or, as an alternative try:</i>		
A cup of calcium-fortified soy milk	1 cup almonds	½ cup pink salmon with bones

Lean meat, fish, poultry and alternatives		
65 – 100gm cooked meat or chicken (e.g. ½ cup mince, 2 small chops or 2 slices roast meat)		
80 – 120g cooked fish fillet, <i>or, as an alternative try:</i>		
2 small eggs	1/3 cup cooked (dried) beans, lentils, chick peas, split peas or canned beans	1/3 cup peanuts or almonds

Extras Foods which each provides 600kj we can occasionally include for variety. They are generally higher in fat and/or sugar, salt etc		
1 medium piece of plain cake or 1 bun	3 – 4 sweet biscuits	Half a small chocolate bar
60g jam, honey (1 tablespoon)	30g potato crisps	Slice pizza = 2 extras
1 can soft drink or 2 glasses cordial	2 scoops icecream	1 meat pie or pasty = 3 extras

Appendix B: The Australian Guide to Healthy Eating



Appendix C: Label reading

Look for the nutrition information panel on the product to help you decide whether a product is suitable.

Nutritional Information		
Servings per package – 4		
Serving size – 175 g		
	Quantity per 175 g serving	Quantity per 100 g
Energy	1615 kJ	923 kJ
Protein	25.9 g	14.8 g
Fat – total	20.6 g	11.8 g
– saturated	10.0 g	5.76 g
Carbohydrate	23.6 g	13.5 g
– sugars	1.2 g	0.7 g
Sodium	471 mg	269 mg

Ingredients

Wheat flour, meat (minimum 25%), water, animal and vegetable fat, onion powder, hydrolysed vegetable protein, egg, thickener (410), sugar, mineral salt (450), salt, colour (150a), herbs, preservative (223)

Tips to understand the nutrition information panel

1. Use the 100 gram column to compare between products.
2. Look at fat (including type of fat), sugar and salt and choose those products with the least amount of these.
3. Look at dietary fibre and choose those with the most amount.
4. If a product contains fat, choose the one with the least amount of saturated fat compared to polyunsaturated or mono-unsaturated.
5. Use the serving size to get an idea of the amount to eat or use.

Tips to understand the ingredients list

1. Ingredients are listed from most to least in quantity.
2. Characterising ingredient – the percentage of the main food ingredient in that product e.g. a meat pie must state the percentage of meat; jam must state the percentage of fruit.
3. Fat, sugar and salt can be disguised as:

Fat (*high in saturated fat)	Sugar	Salt
beef fat*	raw sugar, brown sugar, corn syrup	sodium, sodium bicarbonate
coconut*, coconut oil*	golden syrup, maple syrup, honey	booster, stock cubes
cophera*, dripping*, lard*	sucrose, dextrose	celery salt, garlic salt, onion salt
cream*, sour cream*, mayonnaise*	disaccharides, mono-saccharides	monosodium glutamate, (MSG)
nuts	fructose, glucose, lactose	meat / yeast extract
oven fried / baked, toasted*	malt, maltose	baking powder, rock salt, sea salt
palm oil*, oil, vegetable oil*	mannitol, sorbitol, molasses	sodium metabisulphate

Ingredients in disguise

The *Australian Dietary Guidelines* and the *Dietary Guidelines for Children and Adolescents* recommend that we eat less fat and sugar and that we eat more dietary fibre. All these substances can appear on food labels 'in disguise'.

Appendix D: Canteen efficiency checklist

How efficient is your canteen?

The following checklist will help pinpoint which canteen operations are well managed and which may be improved.

Tick yes or no to each question

CANTEEN CHECKLIST

	YES	NO
Objectives		
Have you registered with the Cool Canteen Accreditation Program (Cool CAP)?		
Have you formed a canteen committee?		
Have you set clear objectives in the form of a canteen policy in consultation with the canteen committee?		
Have you clearly defined profit objectives?		
Do your objectives support home and classroom education?		
Staffing		
Do you have written duty statements for paid and voluntary staff?		
Are paid and volunteer staff appropriately trained in food safety, food preparation and cash handling?		
Are flexible hours and a range of jobs available for volunteer staff?		
Menu		
Are menu items in line with Cool CAP objectives?		
Does your menu offer a range of healthy food choices and snacks?		
Do you offer a manageable range of products?		
Do you have the equipment necessary to produce healthy food options?		
Do you involve the school community when making changes to the menu?		
Pricing		
Do you have a pricing policy? (i.e. Are prices based on cost price plus a percentage mark-up?)		
Are prices reviewed regularly?		
Do you have a price list which is clear and easy to read?		

CANTEEN CHECKLIST continued

YES NO

Forecasting		
Do you allow for seasonal preferences?		
Do you have a current 'school events' calendar?		
Do you encourage staff to advise you of trips away from school?		
Purchasing		
Do you refer to the Cool CAP and FOCiS Registered Product lists when sourcing products?		
Do you actively seek discounts?		
Do you insist on delivery times which suit you?		
Do you regularly review suppliers?		
Are you always on the lookout for new products?		
Do you refuse new products which are inconsistent with your nutritional objectives?		
Receiving		
Do you check deliveries before signing dockets?		
Are you assertive in refusing goods you have not ordered or which are of inferior quality and have appropriate documentation in place?		
Storing		
Are goods stored under appropriate conditions as soon as they are delivered and temperatures and packages checked?		
Is stock rotated on a first in, first out basis?		
Preparing		
Is there an efficient work flow in the canteen?		
Do you use standard portion sizes that all staff adhere to?		
Do you have appropriately placed instruction cards where necessary?		
Are steps taken to avoid wastage?		
Are hygiene standards strictly maintained?		
Is the amount of food prepared consistent with demand?		

CANTEEN CHECKLIST continued**YES NO**

Promotion		
• Are nutritious foods displayed well?		
• Are nutritious foods actively promoted?		
• Do you make use of well-displayed noticeboards?		
• Do you promote special days?		
• Do you involve the school community in promotional activities?		
Selling		
• Are all prices clearly marked?		
• Do people handling money handle wrapped foods only or use tongs?		
• Is the system by which children queue efficient?		
Recording		
• Do you start each day with set change floats?		
• Do two people check and record daily takings?		
• Are takings banked promptly?		
• Do you stock-take regularly?		
• Do you prepare a profit and loss statement each term?		
• Can you tell how the canteen is going financially each month?		
Security		
• Do you have a cash register or lockable cash drawer?		
• Do you have a policy that unauthorised children / adults are not allowed in the canteen (for security as well as safety reasons)?		
• Is your canteen / school a member of the Tasmanian School Canteen Association Inc.?		
Food safety		
• Is the canteen registered with your local council?		
• Do canteen staff and / or volunteers have skills and knowledge in food safety and / or have they completed food safety training?		

How did you score?

If you ticked **no** to any of the questions in the checklist, improvements in that area could enhance the efficiency of the canteen.