

POLICY CATEGORY	<b>Financial and Operational Management</b>		
POLICY TITLE	<b><i>Canteen Operations</i></b>		
DOCUMENT NO	5.5	VERSION	2
CONTACT	<a href="#">Management Committee</a>		
IMPLEMENTATION DATE	03 Jan 2019		
FIRST ISSUED	9 Nov 16	REISSUED	03 Jan 2019
RELATED DOCUMENTS	4.6 – Health and Safety 4.7 – Food Safety 5.1 – Managing the Finances 7.1 – Governance Framework 7.8 – Recordkeeping		
AUTHORITY	<a href="#">Sunshine Coast Football Competition Rules</a> <a href="#">Food Act 2006</a> <a href="#">Work Health and Safety Act 2011</a> <a href="#">Associations Incorporation Act 1981</a> <a href="#">Australian Accounting Standards</a>		

Scope	This policy applies to all Committee Members, Coaches, Managers, Players, Club Members and Visitors.
Purpose	<p>This document details the approach to operations of the canteen that has been adopted by the Bribie Island Soccer Football Club.</p> <p>The club is committed to ensuring that the canteen is complies with all relevant laws, is operational as per the competition requirements and that the community can have confidence in its operations.</p>
Responsibilities	<p><b>Management Committee</b></p> <p>Committee members will ensure that the canteen policy is available on our website.</p>

	<p><b>Trading Coordinator</b></p> <p>The trading coordinator:</p> <ul style="list-style-type: none"> <li>• is a member of the Trading subcommittee</li> <li>• duties are detailed in the role statement</li> <li>• will operate the canteen in accordance with: <ul style="list-style-type: none"> <li>○ This policy – Canteen Operations</li> <li>○ Club Policy 4.7 – Food Safety</li> <li>○ Any other directions from the Club Treasurer or committee</li> </ul> </li> </ul>
Process	<p><b>Opening Hours</b></p> <ul style="list-style-type: none"> <li>• In accordance with the Sunshine Coast Football competition rules (section 3.5) the canteen will be open on each game day, home carnival and home finals game.</li> <li>• To ensure that players and supporters can access what they need the canteen will open 30 minutes prior to the first game of the day, closing only after the final game is finished.</li> </ul>
	<p><b>Volunteers</b></p> <ul style="list-style-type: none"> <li>• The club engages paid canteen staff, however encourage volunteers to also assist.</li> <li>• All volunteers are to sign in when they arrive at the canteen indicating in the volunteer register: <ul style="list-style-type: none"> <li>○ what time they arrived</li> <li>○ that they have been shown how to use the register and EFTPOS machine</li> <li>○ that they understand the health, safety and hygiene processes – provide them with an induction/fact sheet and note this in the register</li> </ul> </li> <li>• Volunteers should not assist in the canteen if they are sick.</li> </ul>
	<p><b>Menu and Price Setting</b></p> <ul style="list-style-type: none"> <li>• The canteen menu and suggested pricing will be drafted at the start of the season by the trading coordinator for discussion at the Trading committee. This will include non-prepared food such as drinks, chocolate, chips etc.</li> <li>• The Trading committee will endorse the menu and pricing to the Management committee who are the approver.</li> <li>• The trading coordinator should indicate which items: <ul style="list-style-type: none"> <li>○ will only be provided at night games</li> <li>○ will not be provided at carnivals</li> </ul> </li> <li>• Once approved any adjustments will need to be made back through the Trading committee to the Management committee.</li> <li>• The menu must reflect our licence status.</li> <li>• The canteen does not have a food business licence.</li> <li>• A food licence is only required by a non-profit organisation when meals are served 12 or more times in a financial year. A meal is food that is meant to be eaten at a table with cutlery.</li> <li>• Prices should be set to enable the canteen to run at a profit, but not so expensive that there is significant waste due to goods expiring.</li> </ul>

	<b>Food Preparation and Storage</b> <ul style="list-style-type: none"> <li>Food preparation and storage must comply with food safety laws and club policy 4.7 – Food Safety.</li> </ul>
	<b>Canteen Cleanliness</b> <ul style="list-style-type: none"> <li>The canteen is to be cleaned at the end of each game day.</li> <li>Cleaning is to occur in accordance with the Cleaning Factsheet and Cleaning and Sanitising document listed in the resources below.</li> </ul>
	<b>Food Serving and Money Handling</b> <ul style="list-style-type: none"> <li>Maintaining the hygiene of food is extremely important.</li> <li>All individuals are to be familiar with Food Handler Health and Hygiene document listed in the resources below.</li> <li>All individuals working in the canteen and kitchen are to ensure that their hair is tied back and that they wash their hands on entry.</li> <li>Food that is not packaged should not be handled by bare hands.</li> <li>Food should only be touched by serving implements or gloved hands.</li> <li>Gloved hands should not touch physical money, cans of drink or other packaged food. Any time where this happens an individual will need to change their gloves. Touching serving bags and serviettes is okay.</li> </ul>
	<b>Float, Banking and Register Totals</b> <ul style="list-style-type: none"> <li>Sales are able to be made by cash and EFTPOS at the canteen.</li> <li>EFTPOS receipts must be maintained in the cash drawer of the register.</li> <li>At the end of each day's trading: <ul style="list-style-type: none"> <li>The cash and EFTPOS receipts are to be removed from the register. The club does not store money at the clubhouse.</li> </ul> </li> <li>All monies above the float amount are to be banked into the club bank account as soon as practicable after the weekend trading.</li> <li>The EFTPOS receipts and the receipt for the banking are to be reconciled and provided to the Treasurer as soon as practicable after the banking is completed.</li> </ul>
	<b>Stock Purchasing and Control</b> <ul style="list-style-type: none"> <li>Purchases should only be made that reflect the approved menu.</li> <li>Stock rotation is to occur so that the newest stock is placed to the back. This will minimise waste.</li> <li>Any stock that is out of date is to be disposed of.</li> <li>Items that are disposed of are to be documented for write-off to the Treasurer.</li> <li>Receipts are to be provided to the Treasurer, as soon as practicable after the purchase.</li> <li>Equipment purchases and purchases that do not reflect the approved menu will require approval of the Trading committee prior to being bought.</li> <li>A stocktake will be undertaken at the end of each quarter to ensure stock and quality control.</li> </ul>

	<b>Pest Management</b> <ul style="list-style-type: none"> <li>• A pest management contractor is to be engaged annually to undertake a pest treatment.</li> <li>• Where pests exist, please refer to the pest management fact sheet listed in the resources below.</li> <li>• Any issues are to be escalated to the Trading committee.</li> </ul>
	<b>Review</b> <ul style="list-style-type: none"> <li>• On a quarterly basis the trading coordinator will assess the operations of the canteen using the operator self-assessment checklist.</li> </ul>
	<b>Making a Complaint</b> <ul style="list-style-type: none"> <li>• You may lodge a complaint in accordance with our complaints handling policy.</li> <li>• When lodging your complaint it is important that you provide your full name and contact details, together with a detailed description of the complaint.</li> <li>• If your complaint is alleging food poisoning this should be escalated immediately to the management committee.</li> </ul>
	<b>Recordkeeping</b> <ul style="list-style-type: none"> <li>• Any additions, amendments or updates to this document are to occur via the Management Committee.</li> <li>• Approvals will be recorded into the committee minutes.</li> <li>• The committee, as part of its record keeping will retain previous versions for future reference.</li> <li>• The committee, as part of its record keeping will retain artefacts related to this policy as per the club recordkeeping policy.</li> </ul>
Resources	<ul style="list-style-type: none"> <li>• <a href="#">Cleaning fact sheet</a></li> <li>• <a href="#">Cleaning and Sanitising</a></li> <li>• <a href="#">Food Handler Health and Hygiene</a></li> <li>• <a href="#">Pest Management</a></li> <li>• <a href="#">What to do if a complaint is received alleging food poisoning</a></li> <li>• <a href="#">Operator Self-Assessment Checklist</a></li> <li>• <a href="#">Food Safety – Health and Hygiene for Food Handlers</a></li> </ul>
References	<ul style="list-style-type: none"> <li>• <a href="#">MBRC – Do I need a licence?</a></li> <li>• <a href="#">Food Safety in non-profit organisations</a></li> <li>• <a href="#">Tools and Resources from MBRC</a></li> </ul>
Definitions	<ul style="list-style-type: none"> <li>• A meal is food that is meant to be eaten at a table with cutlery, Examples of a meal are casserole; roast meat and vegetables; curries and stir-fry; salad. Examples of food that is not a meal are pies and sausage rolls; hot dog; hamburger and hot chips; sausage sizzle; soup in a cup.</li> </ul>