Dear Parents and Caregivers,

Friday the 8th of July, 2016

Thank you to everyone who participated in the trial phase of online/phone ordering. Surveys were collated and the overwhelming majority wanted to continue with this form of ordering. Comments were extremely positive, encouraging us to progress. As a result of the trial and surveys, online/phone ordering will be the only form of ordering from Week 1, Term 3. Orders can be placed for next term from today.

Some feedback received in support of continuing with online/phone ordering were:

- User friendly/self-explanatory.
- Easy to transfer money and order items.
- Can organise at any time, weeks in advance.
- Don’t have to worry about order bags and cash.
- Don’t have to rely on my child handing in their bag on time.
- Much less wastage of food therefore a more profitable service.
- An excellent initiative, moving with the times. Makes life easier.
- Healthier for students as there won’t be food where money has been.
- Can make a huge difference to Canteen helpers – much easier to fulfil orders and saves man hours.
- Quicker than filling out bags and finding money, especially with money on my Flexischools account.

Some points to elaborate on from the survey and general discussion around the school:

- As with anything new, the more we do something the quicker and more efficient we become at it.
- We extensively researched all of the online ordering services available to us before deciding on Flexischools. We looked at a variety of factors to decide which would be best for our school and families. Flexischools provided financial protection that no other site could. They operate under an Australian Financial Services Licence (AFSL) which is issued by the Australian Securities and Investment Commission (ASIC). As an AFSL holder, Flexischools is required to comply with a number of additional legal obligations providing families peace of mind that they are partnering with the most professional cashless service provider in the market.
- Pricing seems to be a little misunderstood. A processing fee applies to each recess and lunch order. This covers the cost of the phone service to families to place orders and offer support, running costs of the website, the labels the Canteen use to distribute orders, order bags and the transaction fee the company incurs. Recess orders are supplied at a different time to lunch orders and a different bag is required for each, thus separate labels are required to assist volunteers in distributing the right food at the right time. We have been absorbing the fee of bags during our current process for a number of years already, as well as sauce and butter which we will continue to not charge families for separately.
- The best method to pay for your orders is to first add funds to your account. Then you are able to withdraw from that until you run low. This incurs no cost if done via direct debit (please allow up to five working days for this to be processed through your financial institution). If you use a credit card or PayPal, this incurs a $0.15 fee plus 1% of your top up amount. For example: if you top up with $100, the fee will be $0.15 + $1.00 = $1.15. The greater the amount you top up with, the lower the top up fees will be in the end. You can set an automatic renewal from your credit card once your funds drop below a set amount so you don’t need to worry about it again.
- If you order a drink as well as a lunch item, these can be placed in one order (one label) and do not need to be done in separate transactions, thus not incurring an additional fee.
By running online ordering, the Canteen is able to save a significant amount of money in a variety of ways. These include: no longer needing to order extra food to cover human error in collating, discrepancies in money received from bags and a reduction in bag costs. If, as we predict, the canteen is more profitable, we will be able to reduce the cost of menu items and therefore absorb the ordering fees, thus negating the major concern of families.

To assist in the changeover we will offer a reminder SMS for Weeks 1 and 2 of Term 3. If you require support getting set up or placing orders as well as seeking clarification, there are five avenues which are available to families: an updated example of how to order is included below, Alexis can be contacted by phone (0421 928 724), office staff will be available on Wednesday of Weeks 1 and 2, families who have already used the system and Flexischools’ helpline which is available 6:30am – 5:30pm all week.

New volunteer instructions will be emailed to all Thursday volunteers the week they are scheduled to come in. They will also continue to be available in the Canteen folder. Volunteers – please take a moment to carefully read these as the Thursday roles will be different from our current practice. Thursday roles will take significantly less time due to the pre-collated orders. We therefore predict Thursday volunteers may only be required for up to one hour as compared to up to two hours with bag ordering. Due to the slight change in roles, we anticipate Friday volunteers will also have a reduction in pressure and workload.

As families will no longer need recess and lunch order bags, we ask that these be returned to classes for collecting and returning to the Canteen as soon as possible.

We thank the community for their response and also their feedback which has enabled us to move forward with this initiative which has many benefits to our families.

The Canteen Committee.

These instructions are also available on the school website under > about us > canteen

Web address – https://www.flexischools.com.au
School name – St Joseph's School Clare (if entered differently it may not show up)
Helpline/phone ordering – 1300 361 769 (available 6:30am – 5:30pm Adelaide time, 7 days a week)

All orders must be finalised no later than 4:00pm the Wednesday before delivery. Late orders cannot be processed. Please allow enough time to finalise all orders by this time. Food is delivered on Fridays.

How to use online ordering.
1. **Register** – Visit the website and click “register”. Enter your email address, check your email and click on the link provided. Enter the school name as “St Joseph's School Clare”. Click “add student” then follow the steps, ensuring you add each child to the right year level and class teacher.
2. **Add funds** – click “top-up account”, select payment options and follow the steps.
3. **Place recess and lunch orders** – from your Flexischools home screen, click “online ordering”, select the recess or lunch for the date you wish to order for. Each recess and lunch is placed separately so you will need to pay for one from your account before placing the next. Do this for each of your children.
4. If you wish to add a second item to either recess or lunch, once you have selected the first item, from a computer, simply scroll do see your next item. If ordering from a tablet or smart phone, click “category list” which you should see at the top left hand side of the screen. This will take you back to the list of items to allow you to select another item.