

2013 FOREST LODGE PUBLIC SCHOOL CANTEEN SURVEY FINDINGS

PRESENTED BY LISA ELIAS & SHARON ALLEN

22 JULY 2013

We would like to acknowledge and thank all participants in this survey for their trust, time and honesty in providing such detailed and constructive feedback

INTRODUCTION

In June 2013 all Forest Lodge Public School parents, carers and staff were invited to participate in a survey about the school canteen

- Survey questions were determined following document review, interviews and ongoing consultation with key stakeholders
- 172 responses were collected (online through Survey Monkey and on paper-based questionnaires which were then data entered)
- Of these, 148 responses (87%) were useable responses (where respondents completed the survey and specified whether they were a parent/carers or teacher/staff)
- 11 responses were from teachers/staff
- 137 were from school families. There are 243 families in the school
- This represents a response rate of 56.3% of families in the school, and covers 189 students, which represents 59.4% of overall students

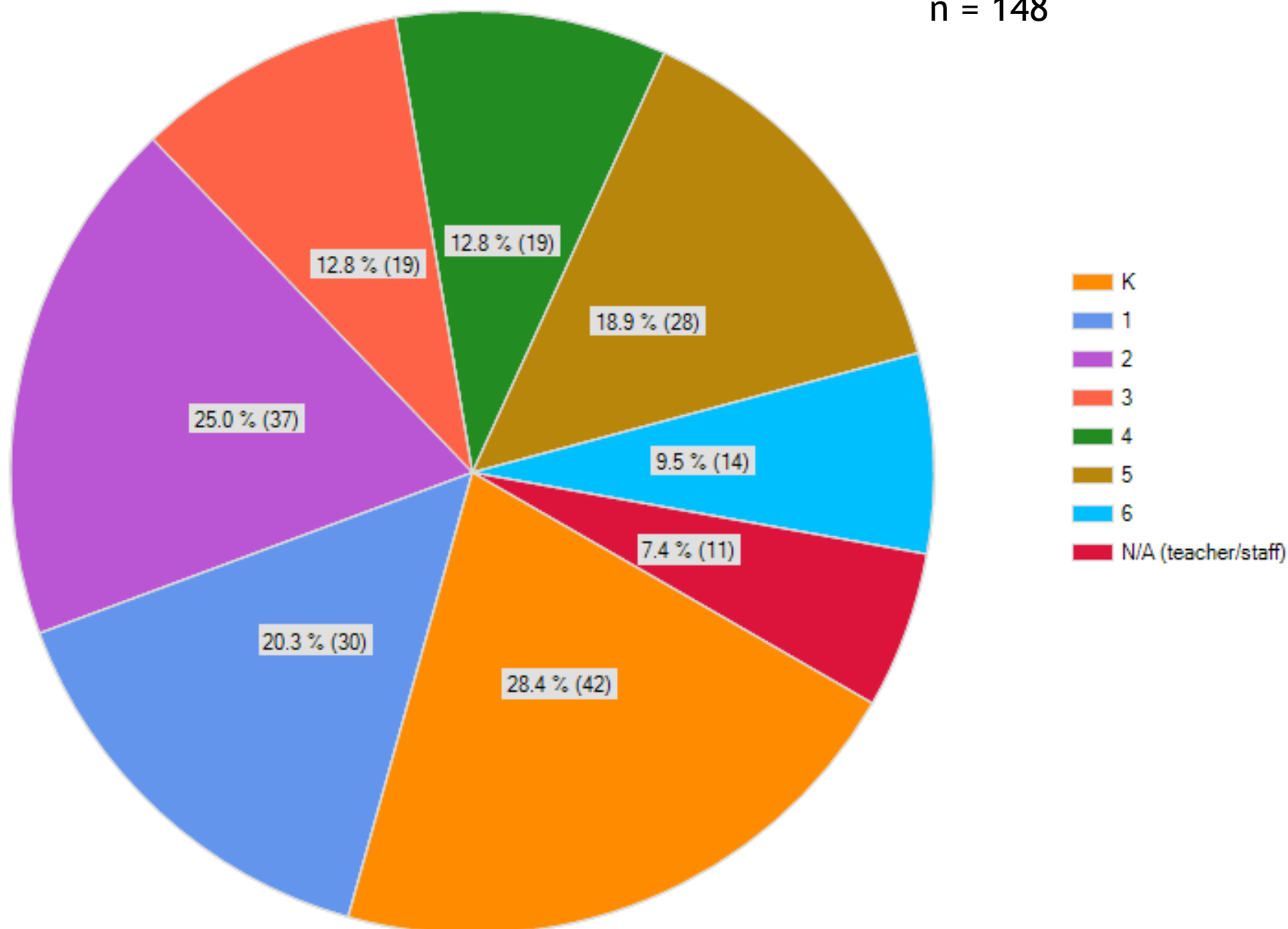
The following slides summarise results of the survey. The final 2 slides include some recommendations and ideas for further discussion/consideration

BREAKDOWN OF RESPONSES

Year	Number of responses	No. of children in year	% of year represented
K	42	63	67%
1	30	53	57%
2	37	53	70%
3	19	38	50%
4	19	37	51%
5	28	40	70%
6	14	34	41%
Teachers	11	N/A	N/A
Total	200	318	N/A

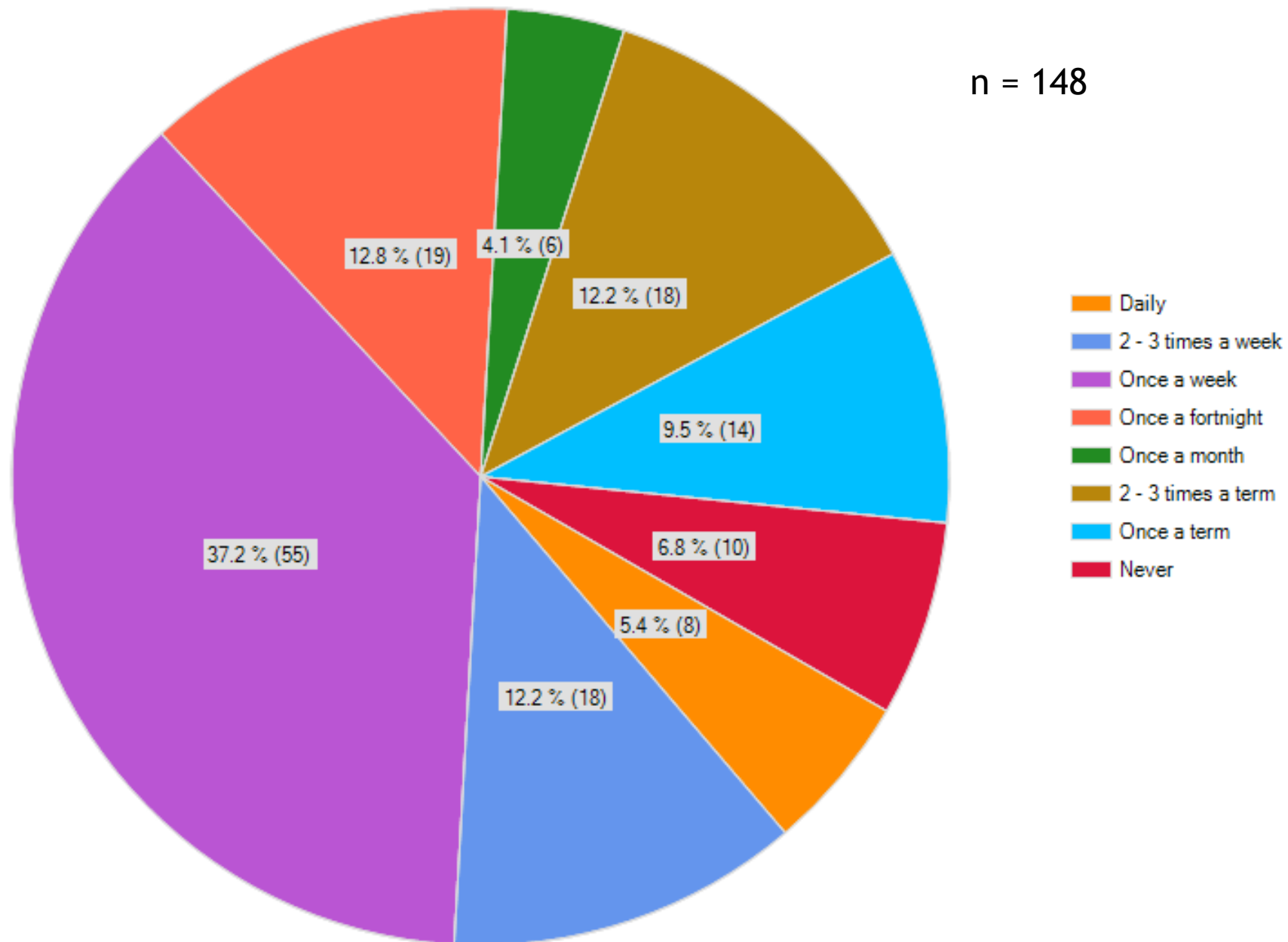
If you are a parent, guardian or carer, in what year is the child/are the children in your care? Please select 1 or more as appropriate:

n = 148



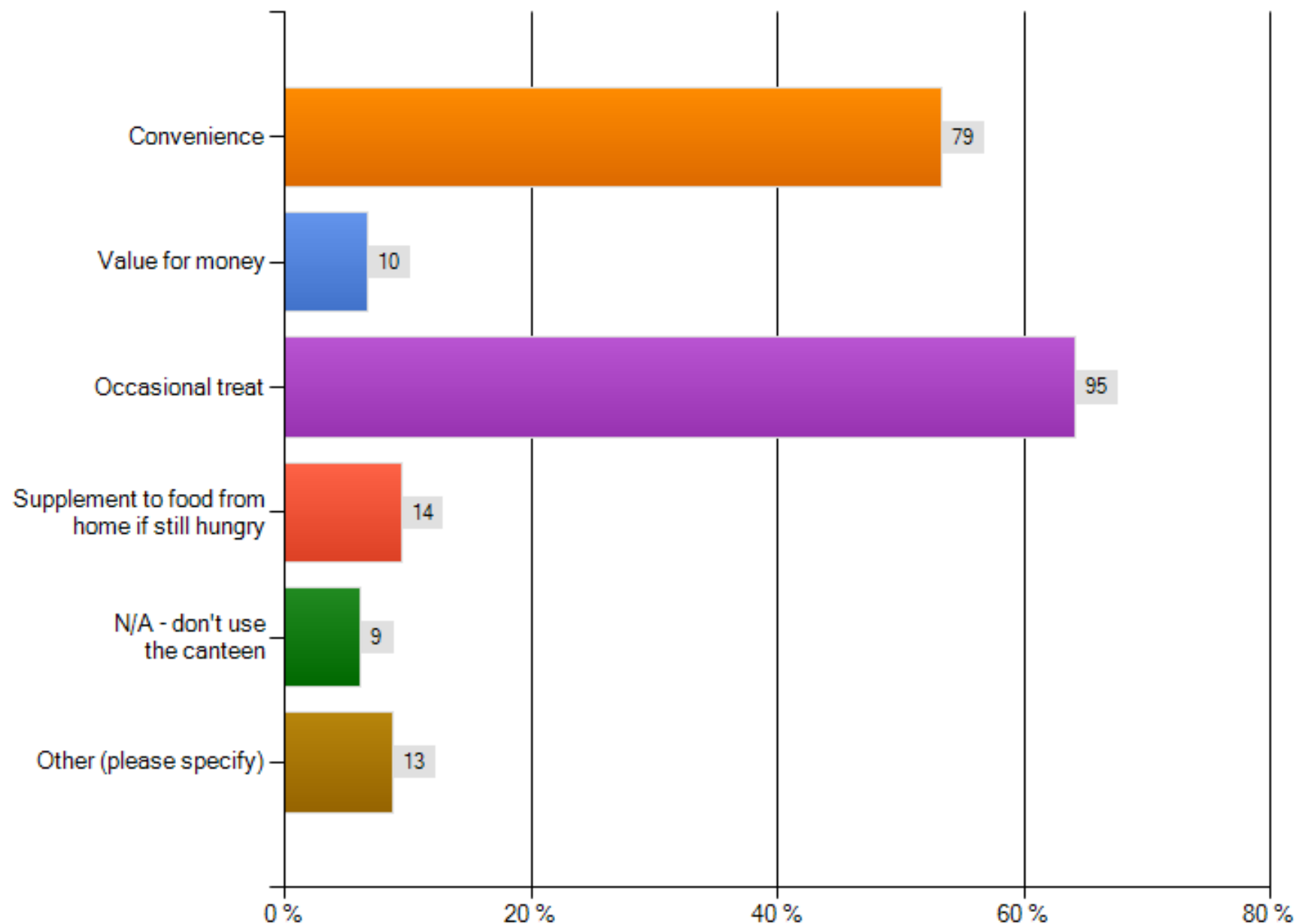
How often in the past 6 months have you used the FLPS Canteen?

n = 148



Why do you use the canteen? All respondents

n = 148

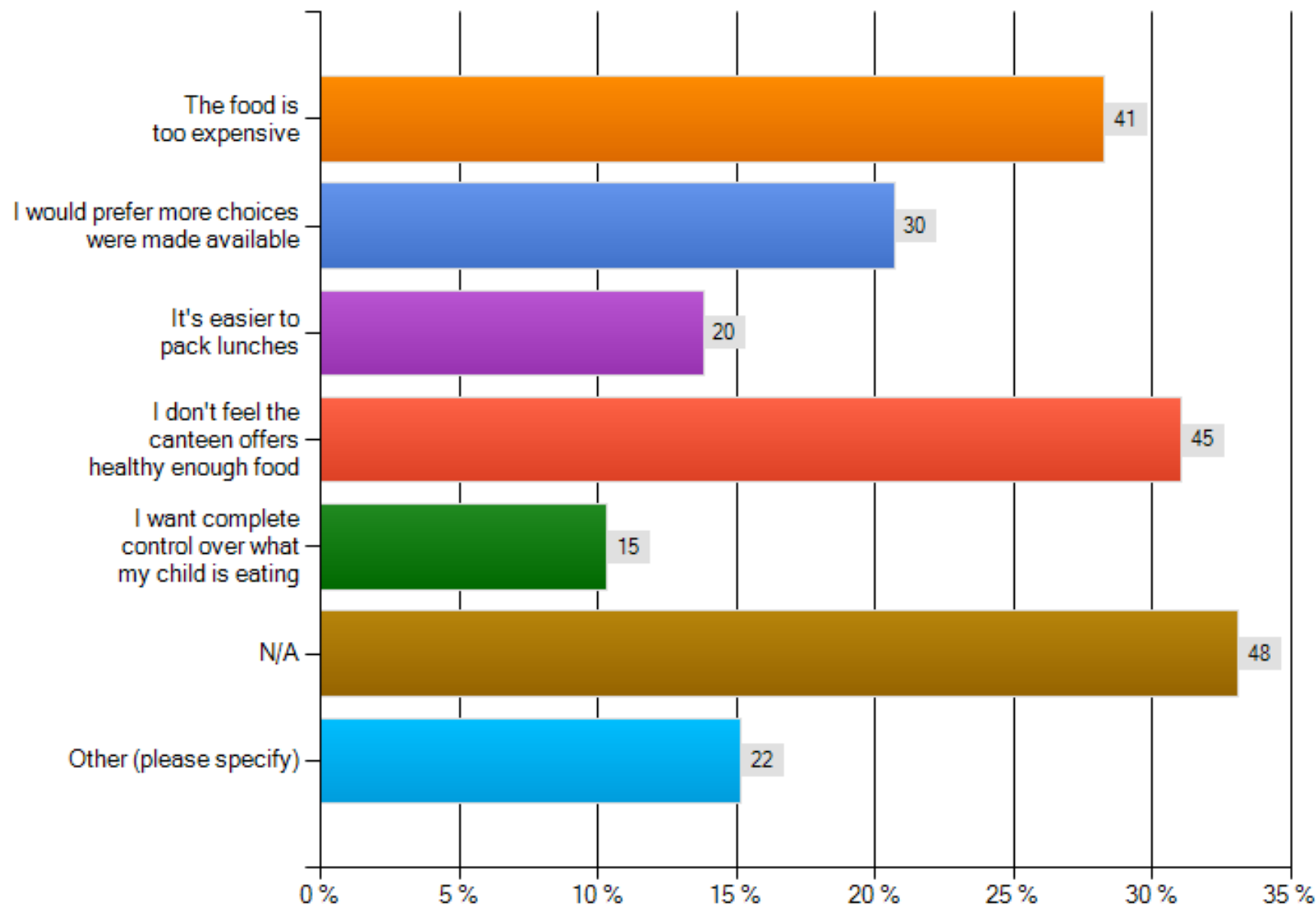


A SELECTION OF 'OTHER' COMMENTS TO THE QUESTION “WHY DO YOU USE THE CANTEEN?”

- *“To teach my son about managing money and being responsible.”*
- *“It’s something fun for my child to look forward to once a week. It also gives him a little bit of independence to have some money and choose how he uses it at the canteen.”*
- *“It’s fresh”*
- *“Because my son nags me”*
- *“Whilst not using the canteen especially for this, I do appreciate Jo assisting the kids when they lose, forget or drop their lunch.”*
- *“My child prefers hot meals”*

Are there currently any barriers to your use of the canteen? Please select as many as applicable

n = 145

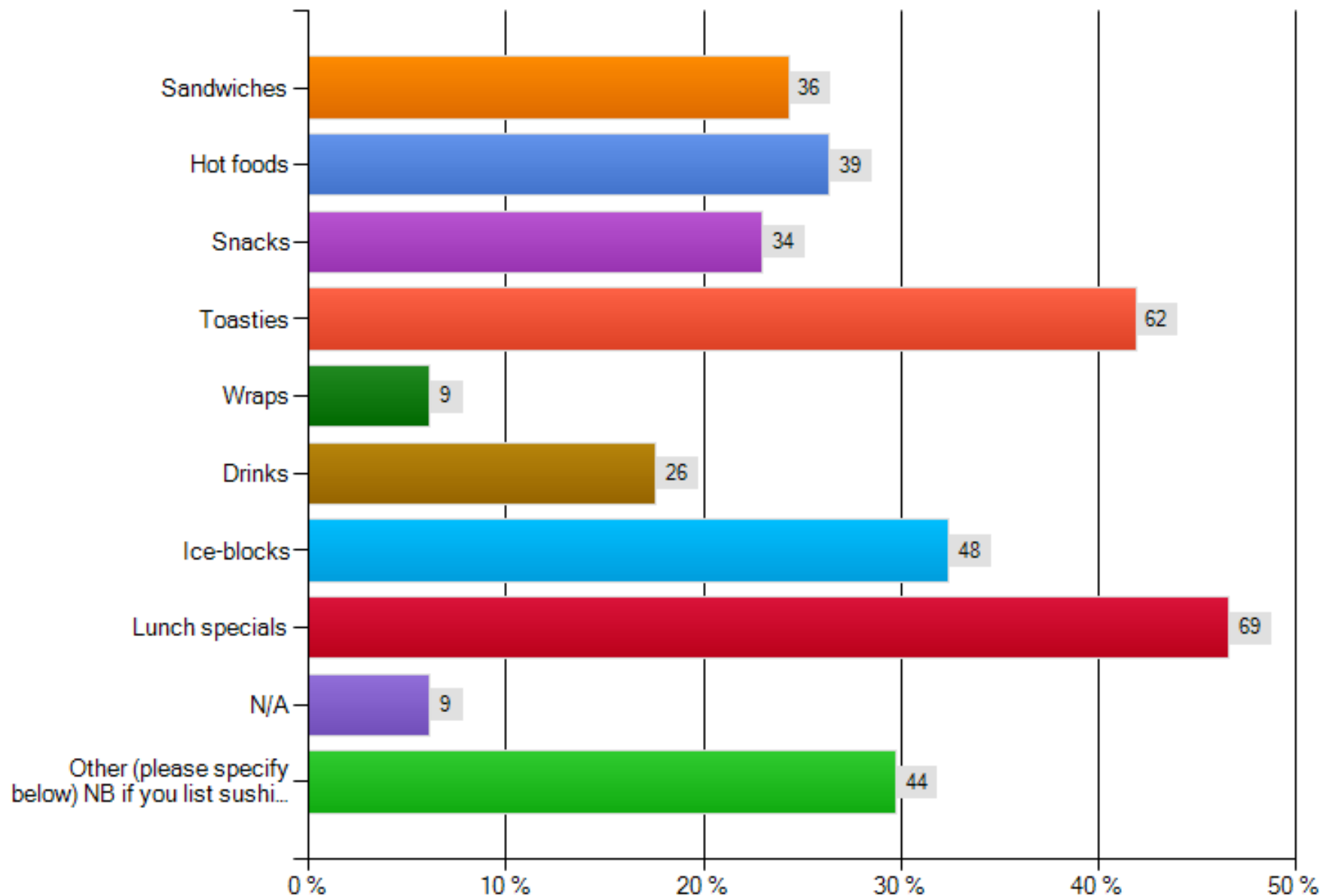


THEMES FROM 'OTHER' COMMENTS IN RESPONSE TO THE QUESTION "ARE THERE CURRENTLY ANY BARRIERS TO YOUR USE OF THE CANTEEN?"

- Concerns with kids and cash - parents not trusting they will make the right choices based on what is on offer
- Don't like the bread - would prefer wholegrain
- It's not expensive per se, but adds up with 2 or more children, or is more expensive than preparing lunch at home
- There's too long a line in the morning to wait and order
- Would prefer full menu disclosure - why isn't everything for sale listed on the menu?
- Would prefer online ordering for either convenience or peace of mind

If you have used the canteen in the past 6 months, which items do you generally order? Please choose as many as applicable.

n = 148



‘OTHER’ RESPONSES TO THE QUESTION “WHAT DO YOU GENERALLY ORDER FROM THE CANTEEN” WERE CATEGORISED AS FOLLOWS:

- Sushi lunch special (18)*
- Sushi at other times (15)
- End of term special (6)*
- Slushies (6)
- Salad (4)

*in a number of cases respondents also selected the generic option of “lunch special” which could have applied to lunch specials on other days

WHICH ITEMS WOULD YOU LIKE TO SEE MORE OF?

n = 113

CATEGORIES	NO. OF RESPONSES
Satisfied with current options	29
Healthier homemade meals, snacks, baked goods	28
More “things with fruit” eg smoothies, fruit crushes, fresh or frozen fruit yoghurt, fruit salad, frozen small bites of fruit	25
Greater variety of sandwiches, wraps and rolls	18
Soups	12
Healthier food overall	12
More hot food	11
Different cultural cuisines eg tacos, stir fries, dumplings	10
More salad	10
Frozen yoghurt	9
Different bread	8
More sushi	8
Other	10

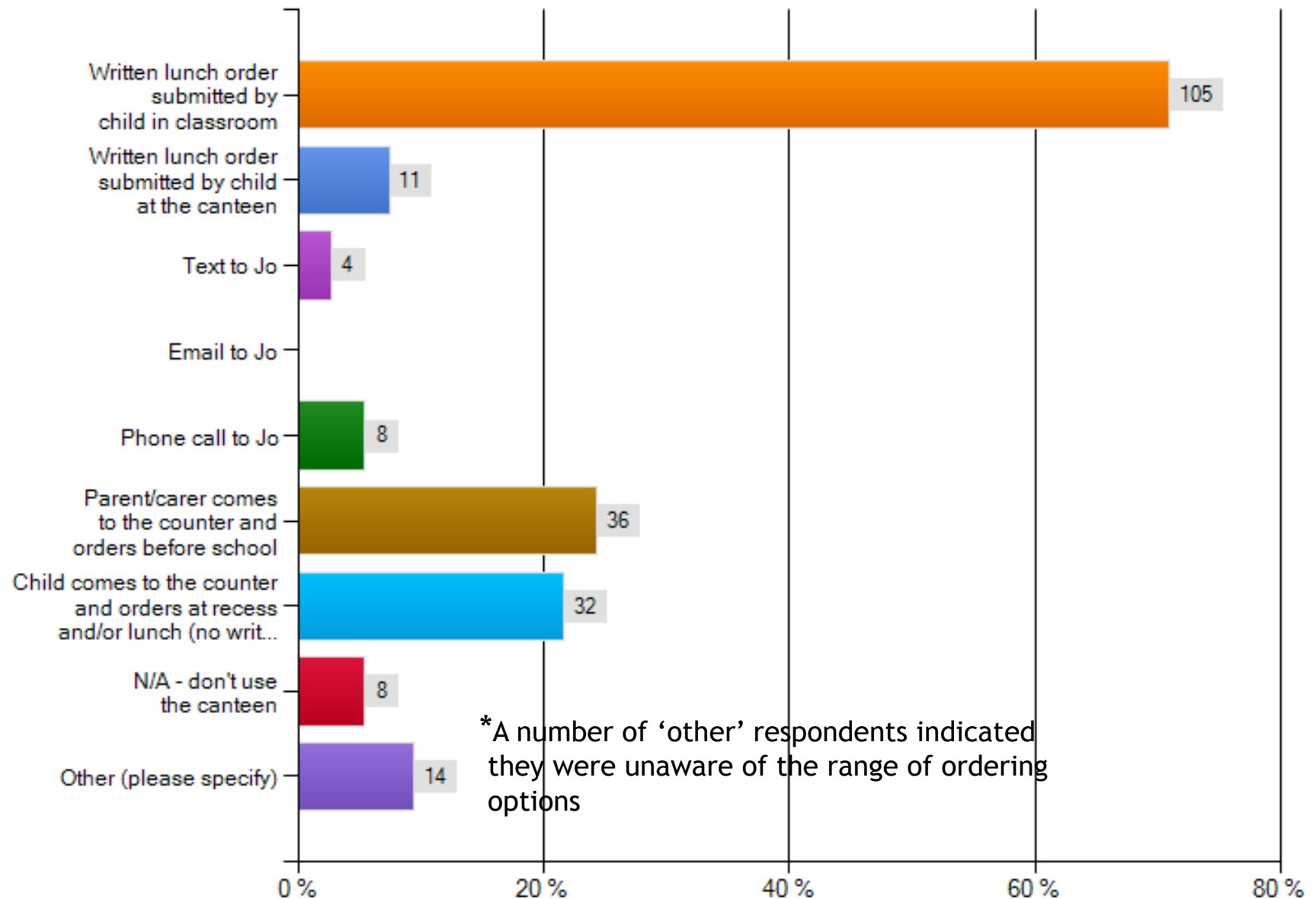
WHICH ITEMS WOULD YOU LIKE TO SEE LESS OF?

n = 103

CATEGORY	NUMBER OF RESPONSES
Lollies and other red foods	41
Orange/processed foods	28
Satisfied with current options	24
Chips	18
Soft drinks	15
Slushies	11
Fried food	9
Icy poles	7
Flavoured milk	7
Other	15

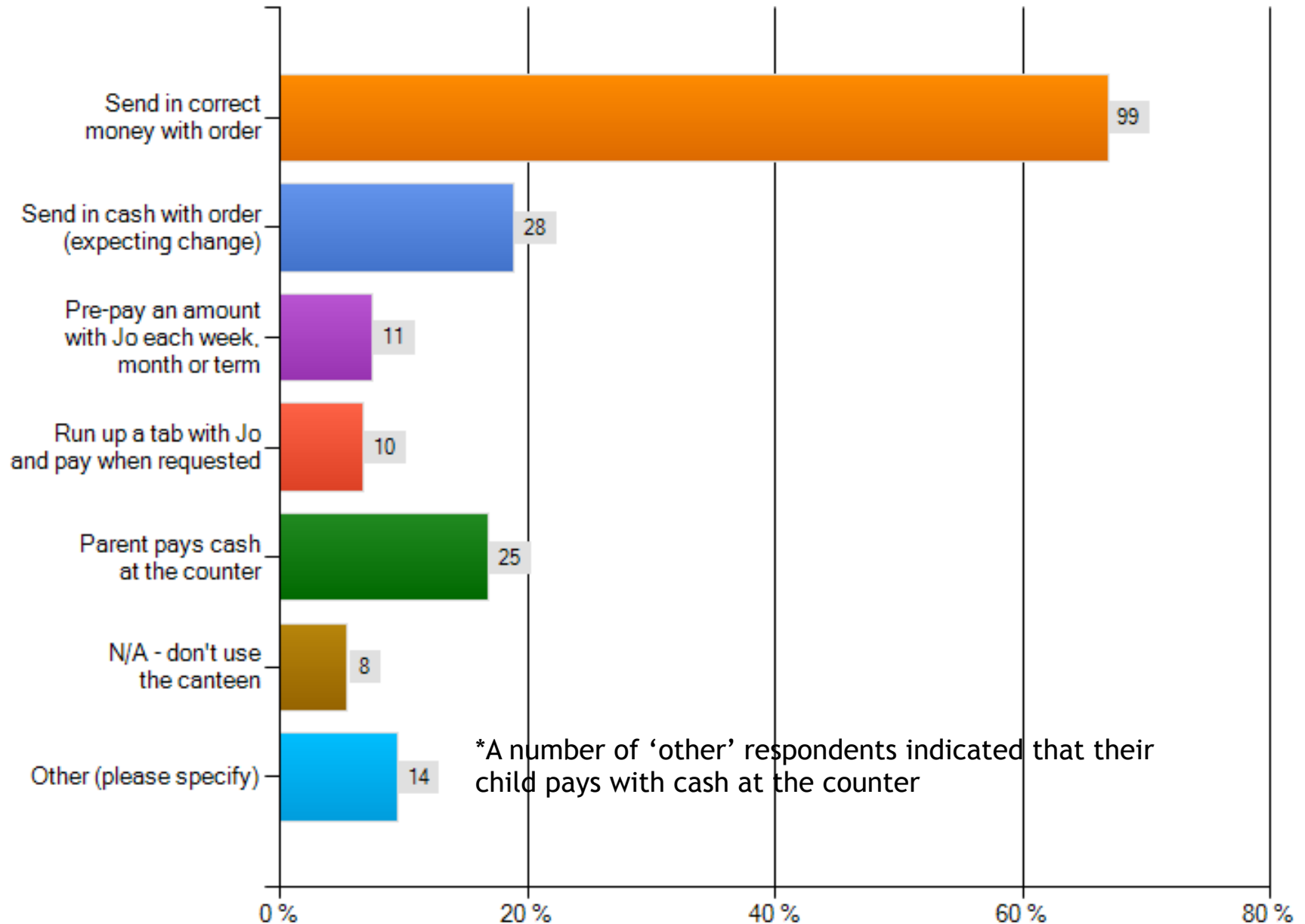
When using the canteen, how do you generally order? Please select as many as applicable.

n = 148



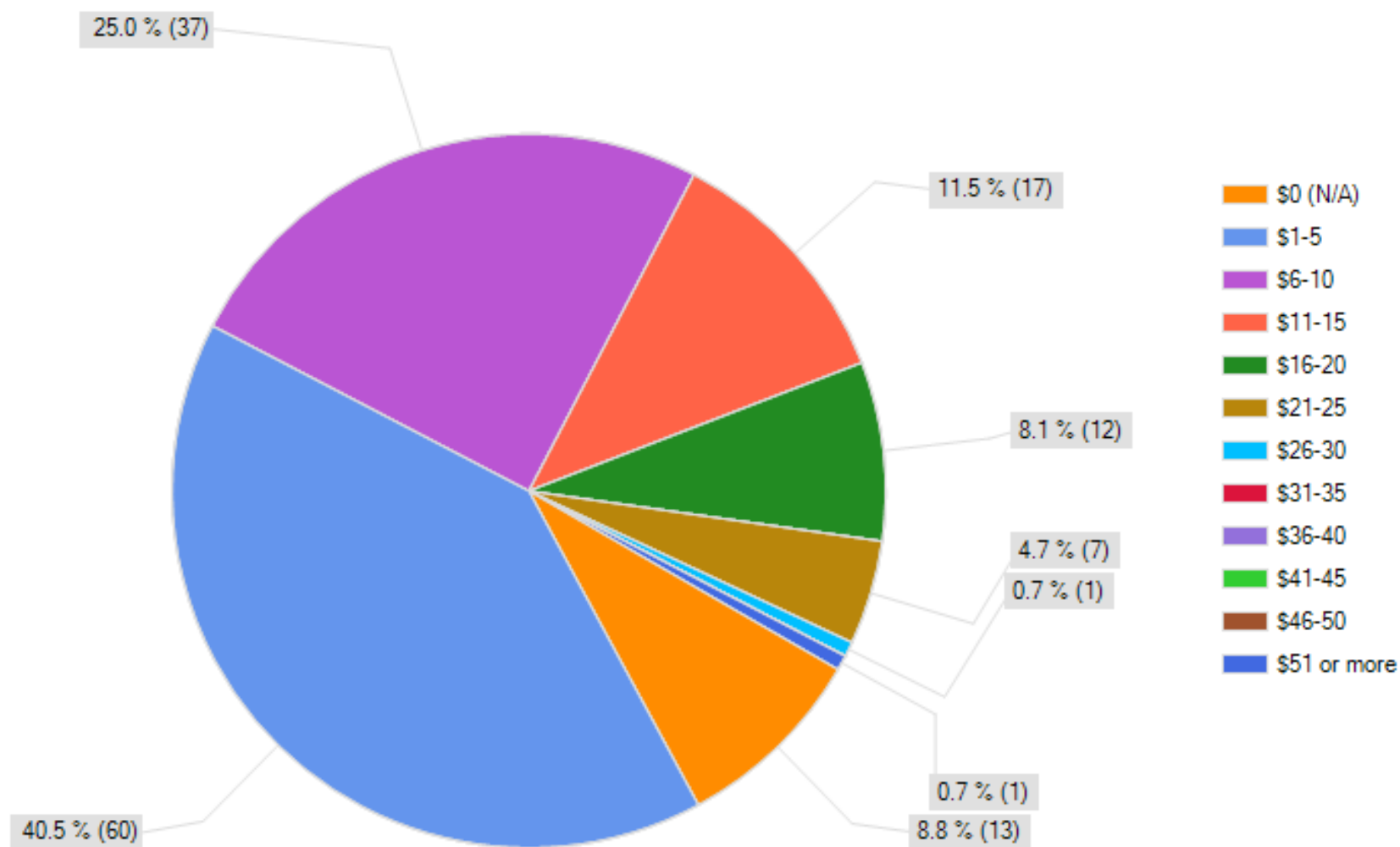
How do you generally pay for your canteen orders?

n = 148



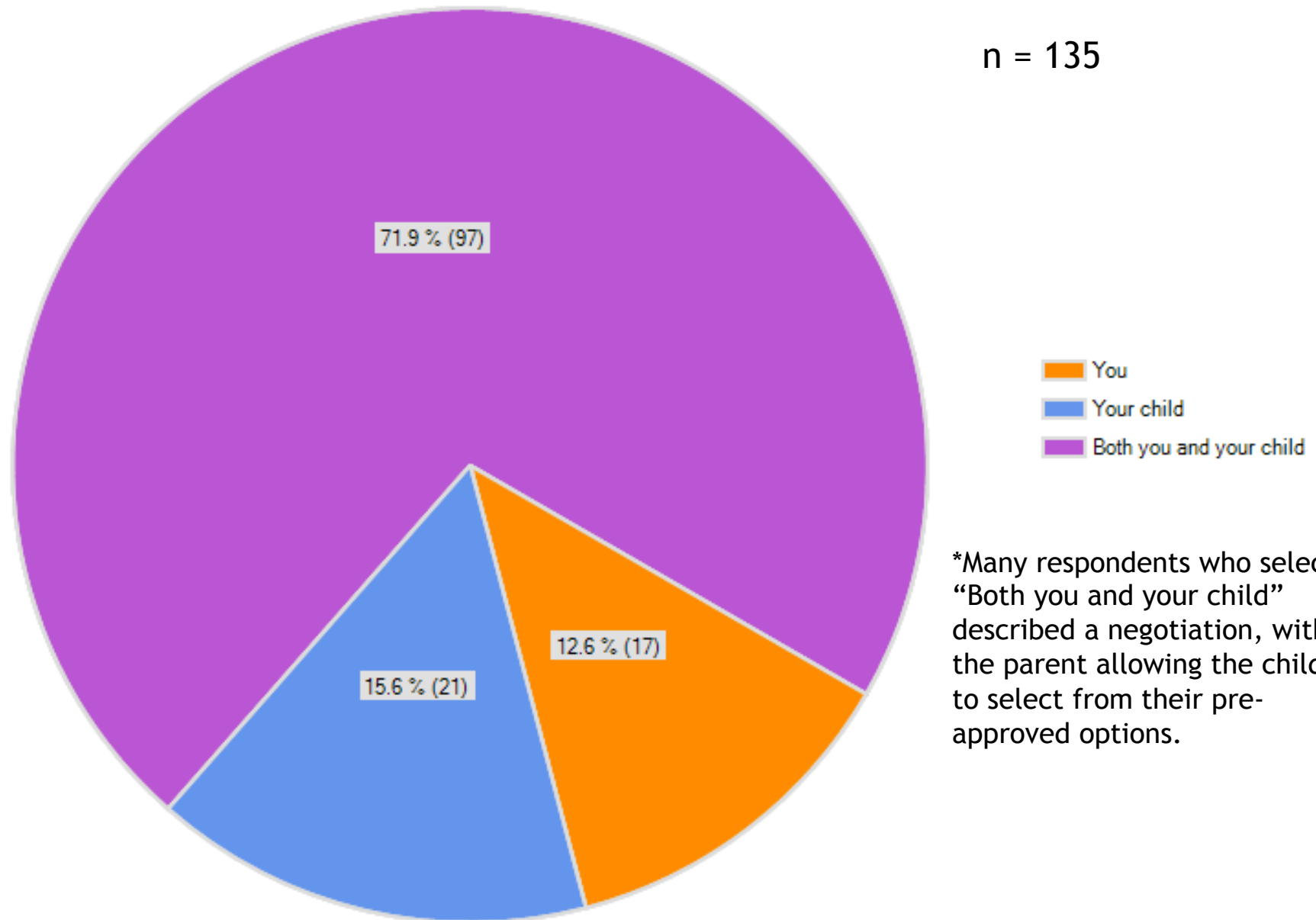
How much do you typically spend in total at the canteen per week? If you use the canteen less than once per week please average this out:

n = 148



If you are a parent or carer, who chooses what to order from the canteen?

n = 135



*Many respondents who selected “Both you and your child” described a negotiation, with the parent allowing the child to select from their pre-approved options.

DO YOU EVER GIVE YOUR CHILD CASH TO SPEND AT THE CANTEEN?

Answer Options	Response Percent	Response Count
Yes	72.3%	99
No	27.7%	38
Comments		56
<i>answered question</i>		137
<i>skipped question</i>		11

- 29% of respondents indicated that their children are given small amounts of money (or use their pocket money) to buy a “treat”.
- This is generally an icy pole, ice-cream or slushie, and this mainly occurs on a Friday
- Throughout the survey a number of comments indicated a preference for a wider range of small, healthier and/or home-made choices for impulse purchases/snacks that children could buy with their cash to augment their lunches

HAVE YOU EVER ASKED JO NOT TO SERVE YOUR CHILD/SELL THEM AN ITEM?

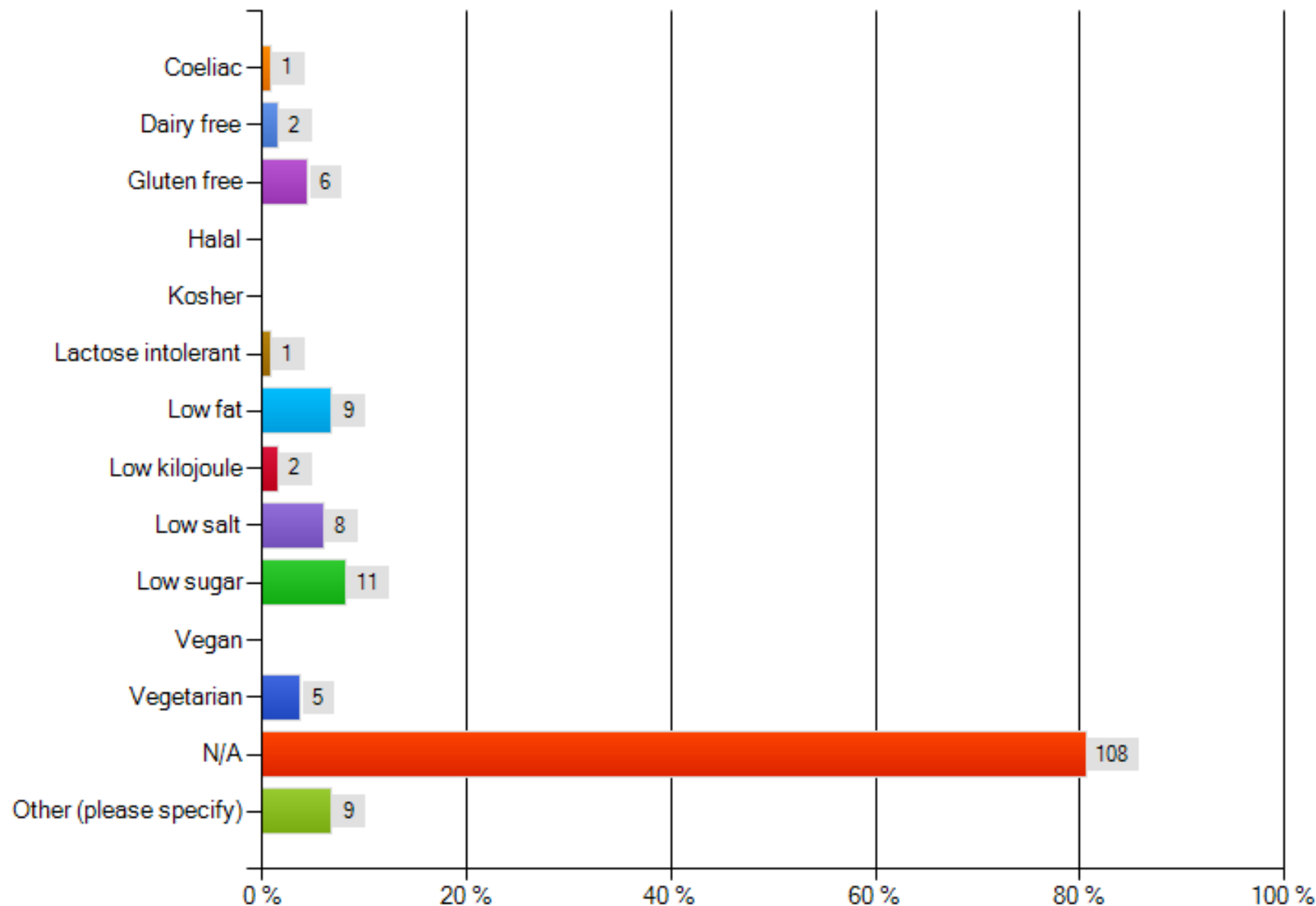
Answer Options	Response Percent	Response Count
Yes	6.5%	9
No	87.0%	120
N/A - don't use the canteen	6.5%	9
Comments		19
<i>answered question</i>		138
<i>skipped question</i>		10

Themes from comments included:

- It's not Jo's job to police this
- Child is not trusted with money
- Jo has been helpful with monitoring my child's restrictions

Does your child/children (or you - if you are a member of staff) have any special dietary needs or preferences? Please select any or all that apply:

n = 134



WHAT WOULD ENTICE YOU TO USE THE CANTEEN/USE IT MORE OFTEN?

n = 108

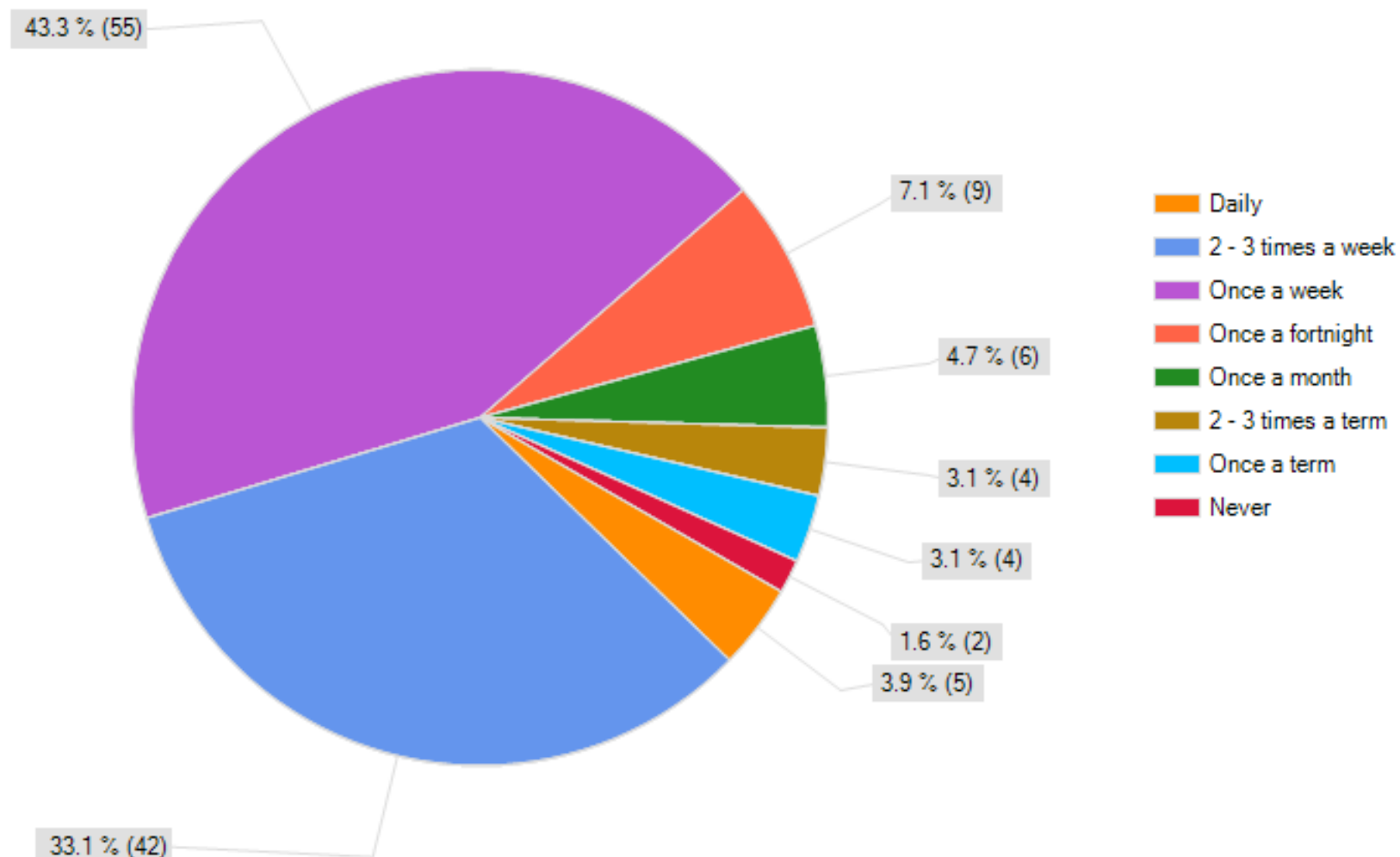
CATEGORY	NO. OF RESPONSES	% OF RESPONSES
Healthier food and snacks	34	28%
Currently satisfied	28	23%
More affordable	21	17%
More transparent menu	9	7%
Other	28	23%

Other/additional comment themes and ideas included:

- Better quality food
- Selling leftover foods
- Meal offers / complete day packs / Crunch and Sip packs
- Smaller portions
- Online ordering

If your preferred foods and/or services were available, how often would you be prepared to order from the canteen?

n = 127



CURRENT VS POTENTIAL USAGE

	CURRENT USAGE		POTENTIAL USAGE	
FREQUENCY	RESPONSE %		RESPONSE %	
Daily	5.4		3.9	
2 - 3 times / week	12.2		33.1	
Once a week	37.2		43.2	
Fortnightly	12.8		7.1	
Once a month	4.1		4.7	
2 - 3 times / term	12.2		3.1	
Once a term	9.5		3.1	
Never	6.8		1.6	
TOTAL	100		100	

WOULD YOU PREPAY/PREORDER TO ENSURE THE FINANCIAL VIABILITY OF THE CANTEEN?

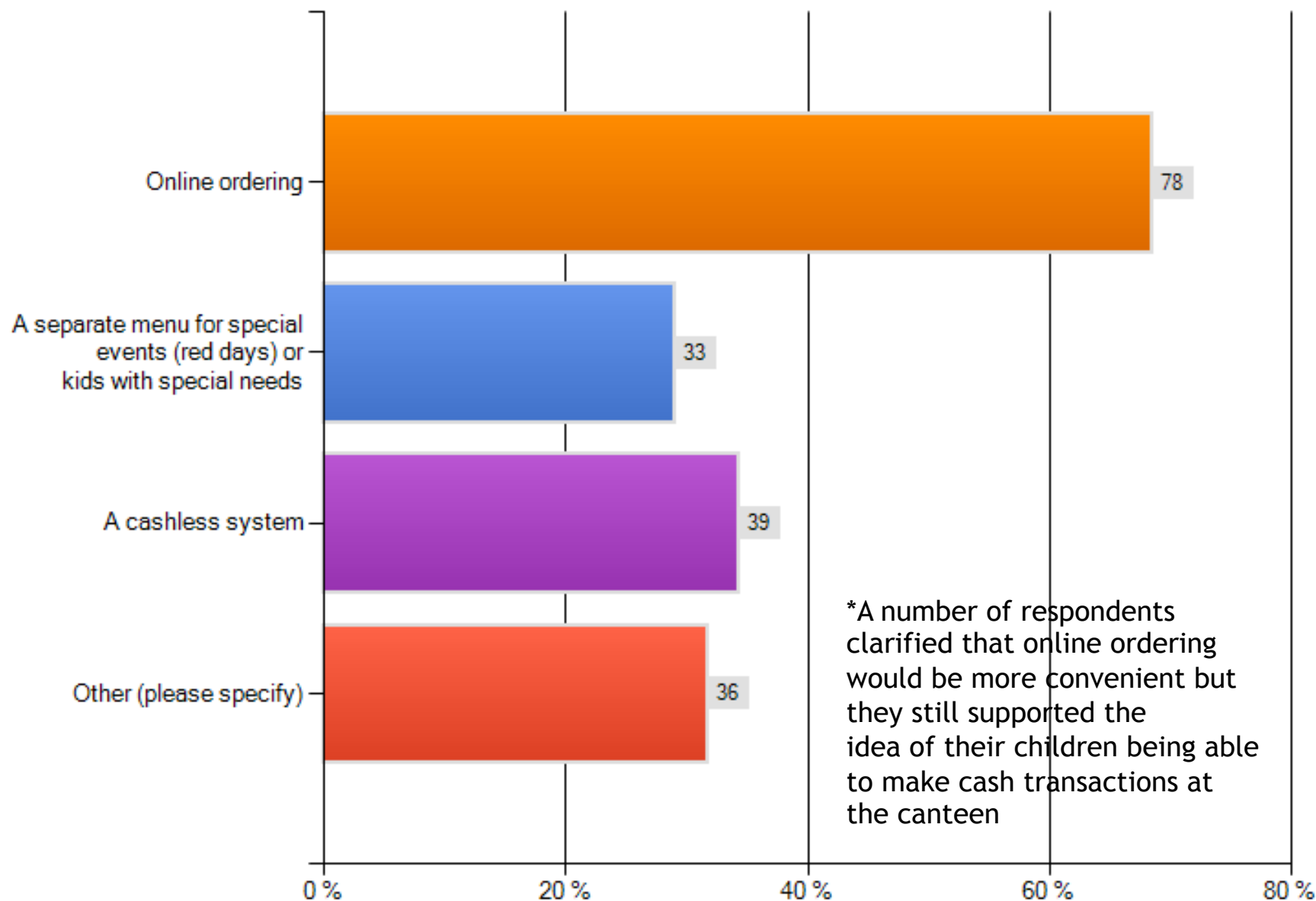
Answer Options	Response Percent	Response Count
Yes	67.9%	91
No	32.1%	43
Comments		33
<i>answered question</i>		134
<i>skipped question</i>		14

Comment themes included:

- Need to know more
- Maybe/perhaps
- Current concerns re. people taking advantage of Jo and being allowed to run up tabs
- Support for the concept

What additional services would you like to see the canteen offering? Please select as many as applicable

n = 114

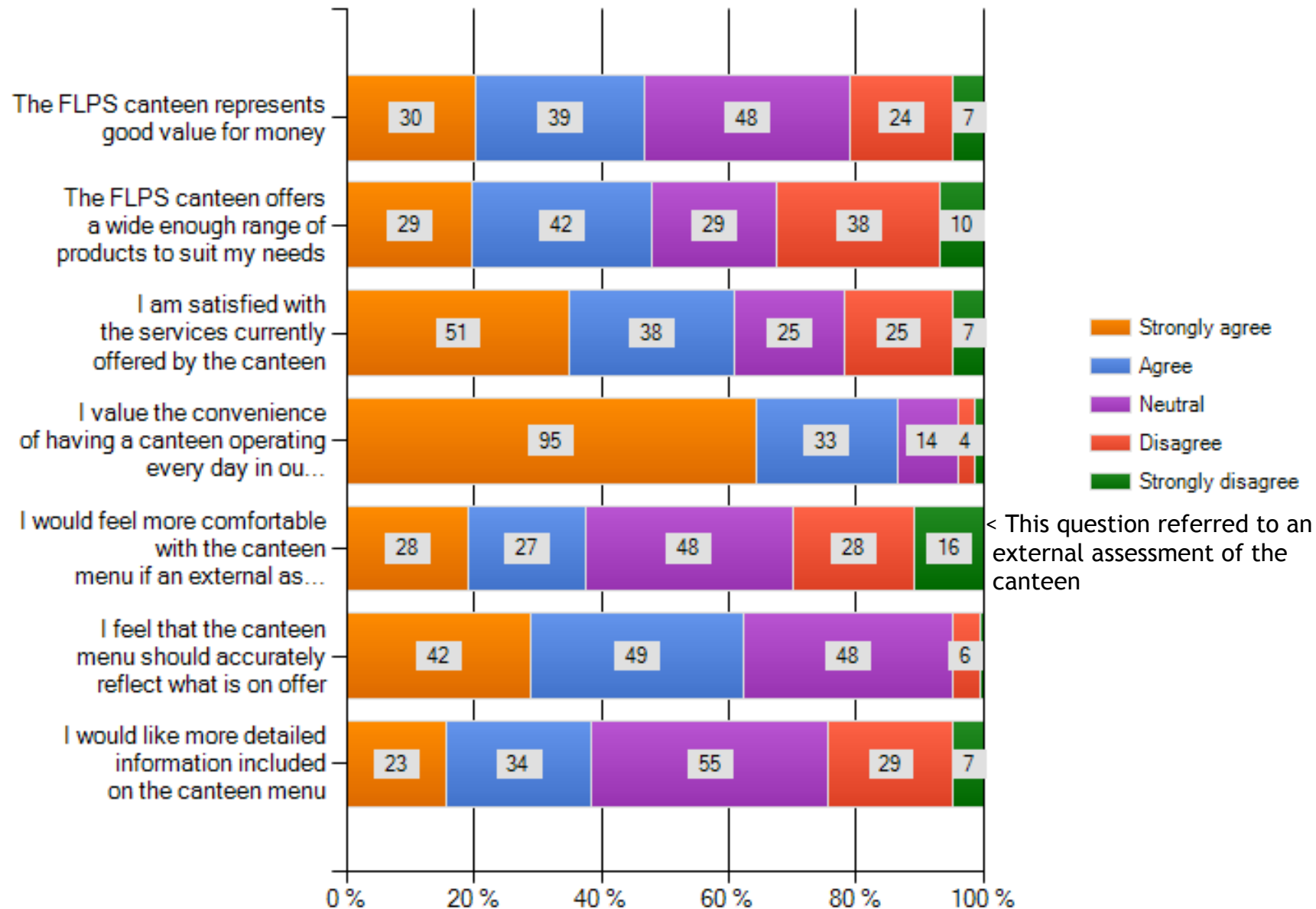


IDEAS AND COMMENT THEMES FROM THE QUESTION “WHAT ADDITIONAL SERVICES WOULD YOU LIKE TO SEE THE CANTEEN OFFERING?”

- No changes required - keep the current system - it's working well
- Microwave reheats of food from home for a small fee
- A clear and enforceable ordering and payment policy
- A more transparent menu listing everything available
- More opportunities for kids to be involved (gardening, cooking, prepping, serving)
- Leftovers sold at end of the day to parents for dinners

Please rate the level to which you agree with the following statements:

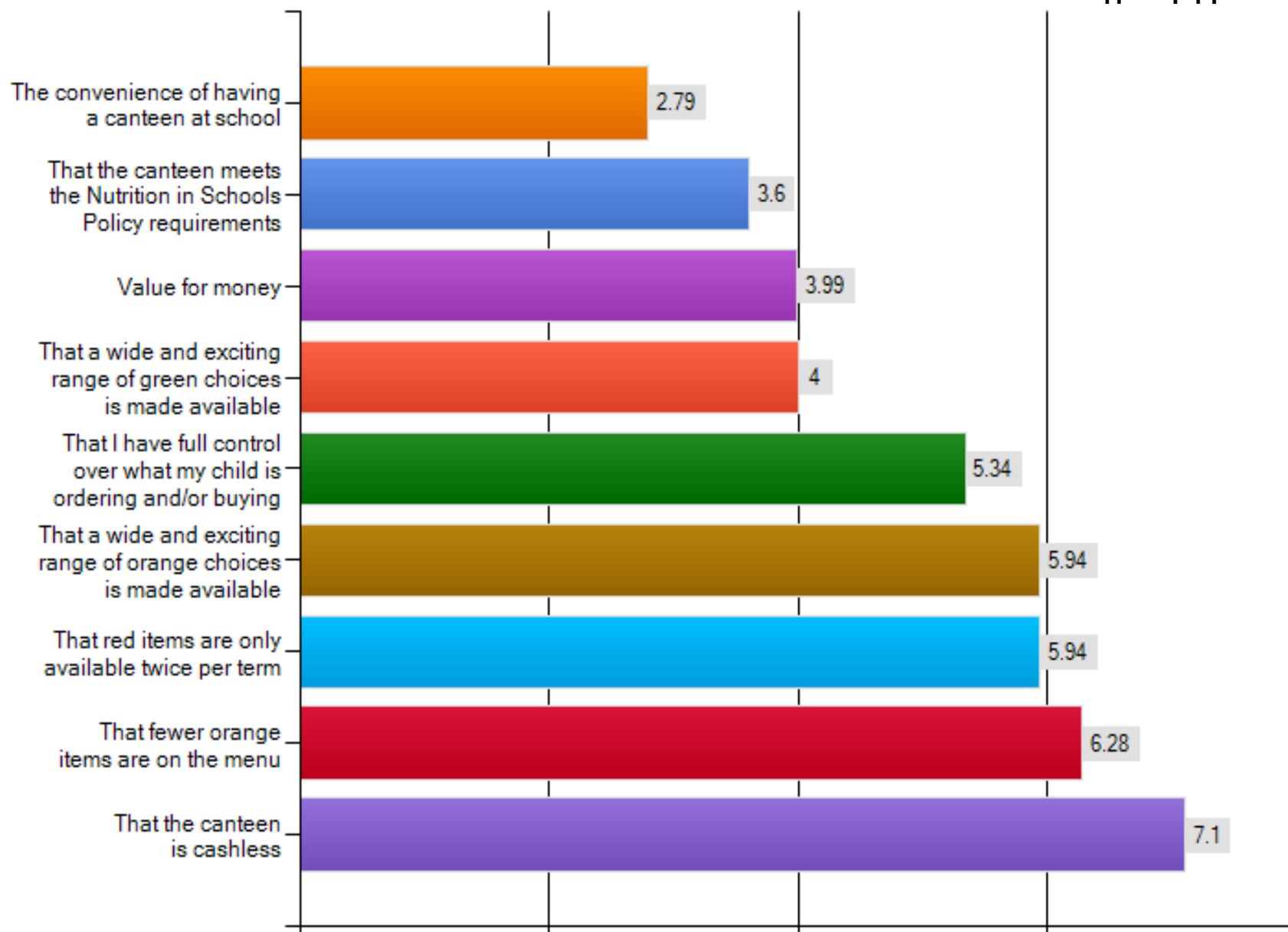
n = 146 -148



When thinking about the canteen, what is the order of importance of the following to you/your family? Please rank the following list of options in order of importance for you and your family.

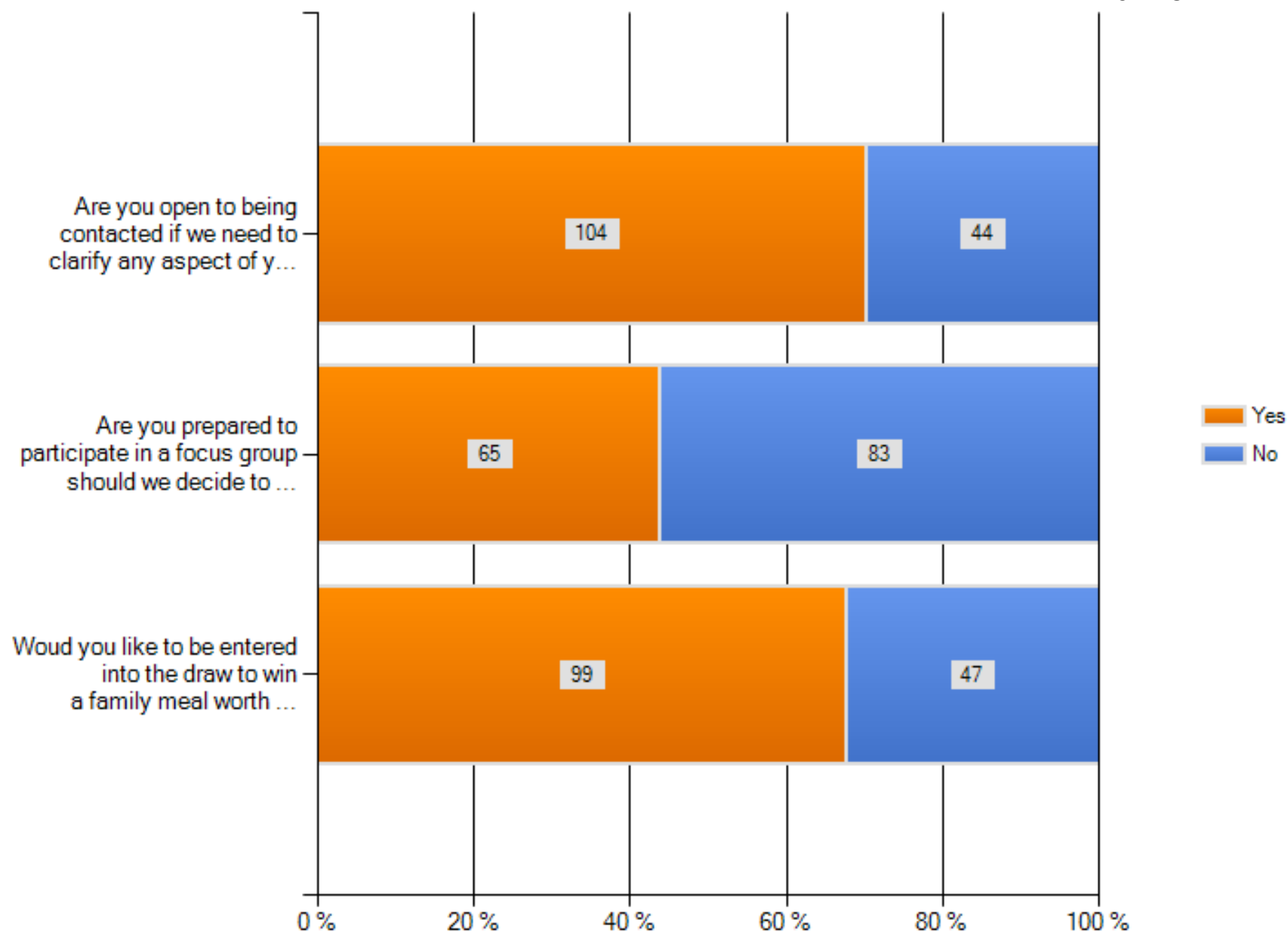
n = 141

Highest Priority-----Lowest priority



Please select yes or no for each of the following questions:

n = 146-148



THEMES FROM RESPONSES TO THE QUESTION “DO YOU HAVE ANY FURTHER COMMENTS?”

n = 74

CATEGORIES	NO. OF RESPONSES
Jo testimonials - strong support for Jo	37
The need to ensure financial viability of the canteen	12
Greater school support of the canteen is needed	11
Parents have the right to choose what their children buy from the canteen	9
Valuing the convenience of having the canteen at school	9
A whole of school approach to the canteen is needed	8
The need for mandatory guidelines to be met	8
The role of money and choice in learning	8
The need to ensure the canteen remains affordable to the school community	5
Other	14

ADDITIONAL THEMES AND IDEAS CATEGORISED AS 'OTHER' IN RESPONSE TO THE QUESTION "DO YOU HAVE ANY FURTHER COMMENTS?"

- When the canteen tender is advertised later this year any applicants should be asked to submit a business plan which needs to demonstrate how they will meet the Nutrition in Schools Policy guidelines while remaining financially viable
- Menu transparency (referred to in previous questions)
- A suggestion box should be placed outside the canteen for ongoing ideas and feedback
- That free resources available to support the canteen are utilised

A SELECTION OF DIRECT QUOTES IN RESPONSE TO THE QUESTION “DO YOU HAVE ANY FURTHER COMMENTS?”

- *“I am happy with the way the canteen is being run, and have been since my eldest child started in 2011. If I didn’t like what was on offer, I would pack my kids’ lunch”*
- *“Jo does an amazing job. She should be applauded”*
- *“Love the service and luxury of a canteen each day”*
- *“The government regulations seem to set up a large number of requirements, and then say use “self-assessment”. Assessment by someone without proper training is pointless....it seems quite an onerous imposition among many canteen operators who will not have been trained in this way ...Proper training, analysis and reporting is required (from canteen staff) or such skills should be brought in from external sources.”*
- *“It is necessary to have someone take some leadership with regards to educating children in healthy eating habits”*
- *“I would like to see a whole-school approach to healthy eating”*

- *“I think Jo does a wonderful job with the canteen and with the children. Her efforts are greatly appreciated. We would love to make greater use of the canteen if the menu was more suited to the nutritional requirements of our family. While I do not expect Jo to cater to the individual requests of every child....there is a large proportion of children who will happily eat healthy food if that is the choice given to them”*
- *“If the current canteen is not making enough profit to lower prices to students then perhaps an auditor can suggest some better strategies to run the business”*
- *“I think Jo does an amazing job operating under enormous constraints”*
- *“ We are happy with the canteen and have been for 8 years since our association began with the school in 2005. The service offered by Jo is 100% and we have always found her to be approachable and open to suggestions. We have seen the menu change over our 8 years at the school, all in response to parent suggestions.”*
- *“The canteen should provide delicious, healthy options for children to eat without competition from junk food and poor food choices. Children’s food habits for life are being formed at this time”*
- *“The school canteen is an important part of FLPS and it is essential that it remains a financially viable facility at the school”*

RECOMMENDATIONS

- That any changes to the canteen ensure it remains an affordable service for the school community while still being financially viable for the operator
- That our canteen meets the mandatory Nutrition in Schools Policy requirements
- That we have a variety of healthy and affordable choices, including healthier home made meals, snacks and baked goods & more fruit-based items
- That a variety of smaller and cheaper lunch specials be made available
- Greater menu transparency such as method of cooking/preparation, source, all items available for sale are listed and colour-coded
- That there are healthier choices for discretionary spending

RECOMMENDATIONS continued

- The school/canteen operator should source and implement an online ordering system
- The school/canteen operator should implement a clear and enforceable ordering and payment system, including options for pre-ordering/pre-payment
- Greater financial support by the school/P&C of the canteen, especially in relation to the purchase/maintenance of equipment (eg fridge & freezer) and alternative arrangements for children coming to school with no lunch and no money.
- The school/P&C should offer more support and assistance to the canteen in sourcing cheaper wholesale products - for example sushi, frozen treats, fresh produce and grocery items
- The school/P&C should consider establishing a School Wellness Committee to facilitate and coordinate a “whole of school” approach to health. This could incorporate school staff, parents with relevant expertise, student leaders