

# SCHOOL LUNCH ORDER FAQ's

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## Account Set Up

Once the P&F body have set up an account, parents will be sent a registration link and instructions on how to access the school portal.

## Ordering

Ordering is simple, head to <https://schoolportal.net.au/> to place your lunch order.

## Payment

Parents can use their credit card to top up credit in their account Eg \$50.00. Purchases are then drawn down on the credit in their account. We suggest topping up larger amounts each time to save on merchant fees (as opposed to \$5 increments). Money from lunch orders are collected by the P&C.

## Order Cut Off Time

Cut off time to place a lunch order is 8:30am for same day delivery. For late orders please contact Lunchbox West Perth on 9481 4500 or 0408 931 522 to arrange last minute requests.

## School Portal Accounts

For any queries regarding account set up please contact the system developer, Tony Johnson [tony@cryptopit.com.au](mailto:tony@cryptopit.com.au).

## Lunch Order Menu

We provide a wide range of nutritious hot food, cold food, afternoon tea snacks and drink options. All of our items are NUT FREE and we also provide a range of vegetarian, gluten free and dairy free options.



## **Production**

Our food is made daily in our West Perth kitchen using locally sourced produce where possible. We use REAL, FRESH ingredients, none of that nasty processed stuff!

## **School Traffic Light System**

Currently all menu items meet the traffic light system, however we are happy to consider additional items if accessible and the school deems appropriate for students.

## **Packaging**

Where possible we aim to use sustainable packaging, such as paper to wrap sandwiches and brown paper bags to pack lunches for transport and easy disposal. All plastic packaging is BPA free. We are in the process of transitioning to 100% compostable packaging which we aim to have in place for 2021.

## **Cutlery**

Necessary cutlery is provided for items that require it such as spoons for yogurt cups and forks for noodle and rice dishes. Please note, napkins are not provided.

## **Transport**

Temperature sensitive food is transported in Commercial Food Grade Transport Go Boxes. These Go Boxes hold safe temperatures for 4+ hours, however the lunches are made after 10am and are held onsite and delivered to the school close to lunch time, so the food spends minimal time in the Go Boxes.

## **Distribution**

We suggest allocating student reps or staff members to allocate the lunches once delivered.

