



### Wollumbin High School...

**Your name**  
**Your position/role**

Lis Jephcote  
Canteen Manager & Uniform  
Manager  
Wollumbin High School

**Name of school**  
**Year range**

7-12  
401

**Number of students**  
**Type of school**

Government

**Canteen operational days**  
**Number of employees**

Monday to Friday (5 days)  
Two employees – Lis and one part  
time staff member

**Number of volunteers**

One volunteer per fortnight (who  
is a 76 year old Grandma!)

**Canteen management type**

P&C run

## CANTEEN INSPØ – Wollumbin High School

**Lis Jephcote is the canteen manager at Wollumbin High School. Her school has been strategy-ready since March 2019. Here, she shares the steps she took to make it happen!**

### How long have you been Canteen Manager?

I've been Canteen Manager at Wollumbin High School for 8 years. Prior to that, I was a Canteen Assistant at Kingscliff High School for 3 years.

### What changes were made to your menu in order to meet the criteria of the NSW Healthy School Canteen Strategy?

Our changes were actually quite minimal. The menu was submitted to the Menu Check Service in December 2018 and was approved in March 2019. The majority of our menu is prepared daily in the canteen. All pies and sausage rolls have a 3.5 HSR. We deleted all 500ml juices, chocolate paddle pops and twisted yoghurt. In the ice cream freezer, we now serve chocolate Ice Mony, Orchy 100% orange juice cup, Quelch 100% juice tube, Bulla vanilla lite cup and Bulla yoghurt cup. The drinks fridge contains 100% 250ml orange/apple juice poppers, Nippys 300ml choc/strawberry milk, Up&Go 250ml choc/vanilla ice, FM 500ml low fat choc milk, 500ml Norco Iced coffee, Kombucha 250ml (I Quit Sugar), Juice Bomb 250ml 100% sparkling juice, 500ml water and 300ml water.

### How has the Strategy impacted the sales in your canteen? With

### the emphasis on healthy food, is the canteen still profitable?

I don't think the Strategy has impacted the sales in the canteen in a negative way at all. I believe that when there is a change in the menu or an introduction/or deletion of a food item, one must allow time for change in student behaviour. Three weeks is a good turnaround to notice change.

### How do you promote and market Everyday foods & Drinks in your canteen?

We actually don't use social media, meal deals or specials. Our food sells by word of mouth and it spreads fast if the food is delicious, healthy and nutritious. We place a lot of value on student and staff feedback (negative and positive is important) and use this to make changes. As a self-service canteen, I have descriptive signs, stating ingredients, for the foods in the fridge and in the ovens. Taste testing is offered with new items on the menu.

### What are the best-selling menu items?

Hot and cold wraps are popular, as are sandwiches, sushi and salads. The kids also like curries, pastas and stir fry. I like to think that the canteen may be an opportunity for some students to try new foods that they may not eat at home.

### What feedback did you receive

### from students and parents in regards to the changes you've made in your canteen?

The feedback was largely positive and the students were definitely very inquisitive about trying new foods. Parents are surprised with the variety of foods we offer.

### What are your personal highlights of working in the school canteen?

The students!! As I watch them arrive in Year 7 and then see them leave in Year 12, I feel very lucky that I have been able to see the journey they have gone through.

### Do you have any tips or advice on successfully running a healthy school canteen?

Be open to new ideas. Allow time for changes of menu. And have a sense of humour and positive communication with the students and staff.

### What challenges have you faced with implementing the Strategy? If any, how did you overcome them?

Hmmmmmm....I don't think I had any. A positive attitude creates positive outcomes.

### Is there anything else you would like to add or think other canteen managers may find helpful or interesting?

Kids are very adaptable to change if you present it in a positive light. Have a positive attitude and the kids will follow.

### Did you receive any support in getting your canteen on board with the Strategy?

I received the Strategy tool kit, read through it and implemented the changes that I felt were needed in our canteen.