Hello everyone and welcome to the Holy Family Catholic Primary School Online Canteen!

Our School24 Online Ordering System is now available for you to start ordering your children’s morning tea and lunch orders at any place and at any anytime.

What is School24?

School24 is a free web-based school canteen ordering system. It provides an alternative to the traditional lunch order process. For more information, please go to the School24 website (www.school24.com.au).

Why use School24?

School24 allows parents the convenience of organising recess and lunch orders from anywhere, and at any time that suits you. No more fumbling for loose change, finding menus and paper bags, or worrying about whether your child has handed in their lunch order.

Orders can be placed for just one order, or for the remainder of the term. The canteen supervisor can post updates online for you to access at any time. And it is super easy to use!

How do I start using School24?

b. Click on For Parents in the selection bar across the top of the page.
c. Click on Create Account, fill in the form using our School Registration ID of 25156963 and submit. An email will be sent to you with further instructions.

For more detailed information on how to top-up, how to add students, and how to place orders, please refer to the Parent Starter Pack (available on the school website).

Are there any fees for using School24?

Fees are charged by PayPal for credit card top ups (refer to the Top Up page for details). All other School24 fees associated with using this service will be absorbed by the school. However please refer to your bank’s policy as bank charges may apply for using direct debit top-ups.
Do I have to use School24 to place an order?

**ALL LUNCH ORDERS MUST BE PLACED ONLINE USING THE SCHOOL24 ORDERING SYSTEM.** Morning tea and snack items can be ordered either online or over the counter.

Can my child still order over the counter?

Yes, we will still provide counter service for snack items and ice-creams – in fact we would encourage students to come to the counter to buy these items rather than order them online (especially students in years 3-6). We think it is important for our students to understand financial literacy and handling money, and managing their snack purchases is a great way to practice these skills.

Do I need to provide paper bags for online orders?

No, the canteen will supply bags for all orders placed online.

Is there a cut-off time for ordering?

Yes, all online orders must be lodged by 8:30am. We encourage you to place your orders well in advance – these can be done for any date in the future. **Note that you must have a balance in your School24 account to be able to place an order,** so top-ups need to be done at least 2 days in advance to be able to place an order.

How do I top-up my account?

Refer to the Parent Starter Pack for instructions on how to register, top-up and place orders. Top-ups can be made using cash, direct bank transfer, or credit card. We suggest making a deposit at the beginning of each term; estimate how much you’re likely to spend and add a bit more. Any money left in your account will carry over to next term / year. **Please note that cash and direct debit top-ups will generally take 2-4 days to process.**

Can I order from a mobile device?

Yes, the site is fully mobile. Simply go to [www.school24.com.au](http://www.school24.com.au) , use the arrows to scroll across to the “Fully Mobile” page and scan the QR with your mobile device.

My child has allergies. How will the canteen handle this?

Allergy Instructions can be entered on the Student Registration page. Feel free to email tuckshop@holyfamily.nsw.edu.au to confirm these instructions.
Can you deduct the money from my account?

No. Online ordering works by using money already in your canteen account. Before you commence ordering you will need to ensure that you have sufficient money in your account. If not, please refer to the Parent Starter Pack section on how to top-up your account.

We are unable to debit your account manually for canteen orders. All orders must be done online (i.e. if a lunch order is sent to school in a paper bag without cash, we cannot deduct the total from your School24 account. An invoice will be sent home instead).

Can I cancel an order if my child is not at school?

If you know your child is not going to be at school you can go into School24 and cancel the order – this must be done before 8.15am on the day the order was required.

How do I volunteer to help at the Canteen?

Our canteen can only continue to operate with the help of our wonderful volunteers.

Once you are a registered user, there is an option on the home page to volunteer. Please see the Welcome Starter Pack for more details.

Of course you don’t have to be a registered School24 user to volunteer at the tuckshop. Please either contact the school or send an email to tuckshop@holyfamily.nsw.edu.au and our Canteen Supervisor (Anita Ward) will get in contact with you. Get a group of friends together, or just come along and meet some other mums (and the occasional dad!).

What if I have more questions?

The Welcome Starter Pack for Parents (which is on the school website) contains lots of information such as how to register, how to top-up, and how to order.

If you have further questions, please either email tuckshop@holyfamily.nsw.edu.au or contact the school on 9416 7200.