

CTK SCHOOL TUCKSHOP GUIDE 2025

Information for Parents and Caregivers



Christ the King School
GRACEVILLE
Life, Love and Learning

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Introduction

The CTK School Tuckshop is an essential service for families within our community, providing a range of nutritious morning tea and lunch options for children throughout the year. It is operated by Christ the King School, Graceville, supported by parent and caregiver volunteers.

This Guide provides an overview of all important details regarding our service. We encourage new and existing families to familiarise themselves with this document to ensure they are up-to-date with the way our Tuckshop operates.

Tuckshop Days

In 2025, Tuckshop will be available for students and staff on **Thursdays** and **Fridays**, commencing in Week 3, Term 1 (Thursday, 13 February and Friday, 14 February).

On these days, Morning Tea is served at 10:30am and Lunch is served at 12:50pm.

Tuckshop Cancellation

As trained Food Safety Supervisors, our staff take their role very seriously and are obligated to comply with a range of mandatory food handling and food safety requirements as part of the operation of the service.

Occasionally, due to unforeseen circumstances or on days when staff are unwell and Tuckshop is cancelled, families will need to make alternative arrangements for meals for their child/ren. We thank you for your understanding at these times.

When this is the case, the school will always give parents as much notice as possible and send communications via regular channels, including the BCE Connect App. If Tuckshop is cancelled due to unforeseen circumstances, information reminding parents how and by when to cancel their order will be provided. In Qkr!, cancelled orders are refunded as credit for a future order.

Tuckshop Blog

In the same way each class has a Blog on the BCE Connect App, the Tuckshop also has a Blog. This is a platform where parents can readily find a range of important information about our service, including instructions for ordering, important updates and volunteer rosters.

You will find the Tuckshop tile at the bottom of the School Blogs page on the BCE Connect App. Please turn on notifications to receive updates as they are posted by following these simple steps:

1. Go to 'Blogs'
2. Go to 'Manage your blogs'
3. Select 'Tuckshop' (bottom of the page) by ticking the circle to subscribe
4. Press 'Save'.

Ordering

The Tuckshop operates as cashless facility. All orders must be made via the Qkr! App.

Qkr!

Qkr! (pronounced 'Quicker') is a free online ordering and payment application for school-based accounts. Qkr! saves busy parents time by letting you place your child's tuckshop order directly from your mobile device, at a time convenient for you. For those without access to a smart phone, a web-based version of Qkr! is available. Instructions for downloading and registering with Qkr! can be found on the Tuckshop Blog.

Order Cut-Off Times

- Tuckshop orders **close at 7:30am** on Tuckshop days (Thursday and Friday). **Any cancellations made after 7:30am will not be refunded.**
- Orders for sushi and rice paper rolls (available on Thursdays only for Term 1) **close at 7:30pm on Wednesday evening.**
- It is advisable to place your Tuckshop order early in the week to ensure your choice of options as limits apply on some menu items. Stock availability is updated each evening after Tuckshop ready for the next Tuckshop day (e.g. Thursday night ready for Friday).

Ordering Tips

When placing an order in Qkr!, it is important to always check the accuracy of the following:

- The **day** and **date** for the order
- The **child's name** (for families with multiple children)
- The **menu** (ie. morning tea or lunch)
- The **items** ordered and **quantity** of items ordered.

Ensure you have received a receipt from Qkr! to confirm your order has gone through.

Qkr! Start-of-Year Reminders

If you are a *CURRENT* family who has ordered from the CTK School Tuckshop in the past, at the beginning of each year:

1. Update 'year level' (e.g. Year 1) and 'class' (e.g. Year 1 Red) on your child/children's profile/s in the Qkr! App and press 'Save'.
2. Add any extra children (e.g. new Prep children).

If you are a *NEW* family:

1. Download the Qkr! App and follow the instructions included in the document on the Tuckshop Blog or Parent Portal ('Documents'-> 'School Shops'-> 'Tuckshop Online Ordering using Qkr!').
2. Create a profile for each child, including their year level and class details.

Menu

As parents, we understand the importance of healthy eating to provide children with the nutrients they need for growth, development, concentration and learning.

In 2023, the CTK School Tuckshop transitioned to a *Smart Choices* menu. *Smart Choices, the Healthy Food and Drink Supply Strategy for Queensland Schools*, is a Queensland Government initiative aimed at improving the nutritional value of food and drinks supplied in schools (ie. offering healthy options for students). Based on the Australian Dietary Guidelines, it classifies food and drinks according to their nutritional value. More information can be found [here](#).

Current Tuckshop menus for morning tea and lunch, including prices, are available in Qkr!. Please note that menus are updated each term (with the seasons) and may vary slightly from week to week depending on product availability. If a product ordered is unexpectedly unavailable for any reason, the Tuckshop Convenor will liaise with the student (via their class teacher) to arrange a suitable replacement/alternative.

Condiments

Assorted condiments are available for student and staff use at no extra charge. For Prep/Year 1 students, these items are sent over to the Prep/Year 1 eating area in one of the Prep/Year 1 tuckshop boxes. For students in Years 2-6, they are available on the front counter of the Tuckshop.

Special Dietary Requirements and Food Allergies

The Tuckshop offers a range of food items that cater for students with special dietary requirements and food allergies including:

- Gluten free (GF)
- Dairy free (DF)
- Egg free (EF)
- Vegetarian (V)

While great care is taken to ensure that there is no cross-contamination, including the use of a dedicated cutting board for students with food allergies, we cannot guarantee that our food is 100% free from allergens, as shared cooking equipment and utensils are used.

Overordering

To reduce unnecessary food waste, please take the time to carefully consider what your child/ren will be able to eat for both morning tea and lunch before ordering. We also encourage you to talk to your child at the end of the day about how they went eating their Tuckshop and whether it was enough/too much for them in the eating time available. Thank you in advance for your support in helping us to reduce food waste.

Gold Cards

During Monday Student Assembly, a small number of student names will be drawn out of the Gold Card box. In recognition, these students receive a free snack 'treat' item from the Tuckshop. To redeem this, students should visit the Tuckshop on a Thursday or Friday lunchtime where they will have the choice of receiving a water ice block or a small packet of potato chips.

Student Absences

It is the responsibility of parents/caregivers to cancel their child's tuckshop order in Qkr! if they are absent.

A few important points to note:

- **Please take the time to read the following three Qkr! information sheets** - 'Cancelling Food Orders', 'Refunds' and 'Removing Unwanted Items' - available on the Tuckshop Blog and BCE Connect App (Documents > School Shops). These provide helpful and practical information and tips on common Qkr! processes.
- **Cancelled food orders are refunded as credit for future orders.** The value of any outstanding food order credits will be automatically deducted from your next Qkr! food order.
- **To receive a refund (in the form of credit for a future order) through Qkr! if your child is absent** - please cancel your order before or by no later than 7:25am on the relevant tuckshop day (ie. Thursday 7:25am for Thursday orders; Friday 7:25am for Friday orders).

An important exception to this is for Thursday orders that contain sushi or rice paper rolls. As these are made-to-order from an external supplier (with orders placed on Wednesday evenings), cancellations must be made by 7:25pm on Wednesday evening.

- **What happens if I miss the cancellation cut-off time?**
For parents who miss the cut-off for cancellations and a refund through Qkr!, it would be greatly appreciated if you could please notify the Tuckshop (via a phone call to the School Office before 8:30am if it is a Tuckshop day) so that food is not prepared then wasted. Due to the nature of the role, please note that Tuckshop staff are unable to check and access emails between 7:30am and 3:00pm on Tuckshop days.

Examples:

Example 1 – A parent places their child's Tuckshop orders for the week ahead on Sunday evening. On Friday morning, their child wakes feeling unwell and will not be attending school. The parent has until 7:25am on Friday morning to cancel their child's order in Qkr! to receive a refund.

Example 2 – A parent places their child's Tuckshop order on Monday evening for lunch on Thursday – 1 x avocado sushi and 1 x omelette rice paper roll. Their child is unwell on Wednesday afternoon and will not be attending school on Thursday. The parent has until 7:25pm on Wednesday evening to cancel their child's order in Qkr! to receive a refund.

Delivery/Collection

- **For Prep and Year 1** - Tuckshop orders are collected by students nominated by class teachers and brought back to the Prep/Year 1 eating area outside the Prep Rooms.
- **For Years 2-6** - Tuckshop orders are sorted into class boxes and lined up outside the front of the Tuckshop. Students collect their individual order from the respective box.
- If a student has ordered an ice block or frozen yoghurt, they will be directed to collect it from the Tuckshop once they have finished eating their substantive lunch. They will need to bring their paper tuckshop bag with them which includes a label with details of their order. Students often feel the need to rush eating their lunch to collect their frozen item. Please assure them that there is no need to rush – they will not miss out and it will still be available once they have finished.

Baking

- Homemade items (e.g. healthy muffins, biscuits, slices) are a popular 'special' on the Tuckshop morning tea menu.
- In line with BCE policy, it is a requirement that all Tuckshop baking be completed onsite (ie. in the CTK School Tuckshop). Parents and caregivers interested in baking are encouraged to contact the Tuckshop Convenor directly to arrange a suitable day/time. All ingredients and recipes are provided.

Volunteering in the Tuckshop

- The Tuckshop relies on the voluntary support of our CTK parent and caregiver community to deliver our services to students. Tuckshop volunteers support the Tuckshop Convenor by assisting with administrative tasks (e.g. labelling lunch bags), food preparation (e.g. cutting fruit, making sandwiches), service (e.g. packing orders) and cleaning (e.g. washing up).
- Each term, the link to an online 'Volunteer Roster' sign-up sheet is distributed to parents/caregivers via email, the BCE Connect App, School Newsletter and Tuckshop Blog.
- You can volunteer for:
 - A full Tuckshop day (8:30am-1:30pm)
 - Morning 'Helping Hand' shift for labelling and sorting bags (8:30am-9am)
 - Morning Tea shift (8:30am-11am)
 - Lunch shift (11am-1:30pm)
 - Clean up shift (1:30pm-2:30pm) (Friday only)
 - A shorter time to do smaller jobs
- Information on mandatory induction and training requirements for all Tuckshop volunteers is included in the '*Information for Tuckshop Volunteers*' document.

Sustainability

In line with our commitment to sustainability, CTK is actively working towards improving its waste, recycling and composting practices, including in the Tuckshop. The Tuckshop utilises recyclable packaging materials wherever possible and students are encouraged to 'Stop and sort' their tuckshop waste and recycling before going off to play and/or collecting their frozen items.

All beverage containers sold through the Tuckshop are eligible for recycling in the green Containers for Change bins (located in the Prep/Year 1 area and near the Nano Nagle Tree). Profits go back to the CTK School, Graceville Parents and Friends (P&F) for future sustainability initiatives.

Troubleshooting

- **Missing food/drink items:** If a child believes they are missing an item from their tuckshop order (ie. it is on their sticker but not in their bag), the teacher on duty will send them over to the Tuckshop so that Tuckshop staff can assist.
- **Missing tuckshop bag:** If a child's tuckshop bag is missing from their box, the teacher on duty will send them over to the Tuckshop so that Tuckshop staff can check if they do or don't have an order. If they don't, but believe they should have, they will be directed over to the Office where Administration staff will contact their parents/guardians.

On such occasions, where parents subsequently indicate they would like their child/ren to have tuckshop, Tuckshop staff will do their best to accommodate requested food items, however, please note that this may not always be possible. Late orders which arise from these types of scenarios will result in the creation of an '**IOU**' payment, established in Qkr!, for parents to pay at their earliest convenience and ideally, within the next week from the order fulfilment date.

- **Order errors:** Sometimes, when parents order, they accidentally combine a child's morning tea and lunch order into one order (usually lunch), rather than two separate orders. This generally means that a child presents to the Tuckshop at morning tea looking for their 'missing' order. Tuckshop staff are always happy to sort this out and split the order.

Contact Information

For all CTK School Tuckshop inquiries and questions, please contact Renee Hyland and Kim Lyons (Tuckshop Team) via pgratuckshop@bne.catholic.edu.au.