New Lambton Football Club Canteen Management Manual

March 2026

newlambtonfcjuniors.org.au

NEW LAMBTON FOOTBALL CLUB

Introduction

Emergency Contacts

EMERGENCY SERVICES - IN AN EMERGENCY DIAL 000		
Police		000
Fire		
Ambulance		
Electricity - Ausgrid - 24 Hour Emergency Service		13 13 88
EPA - General Enquiries		13 15 55
Gas - Gemena - 24 Hour Emergency Service		13 19 09
Hospital	John Hunter	4921 3000
	Mater	4921 1211
Mine Subsidence		4908 4300
Poison Information		13 11 26
RMS - Roads and Maritime Services		13 17 00
SES - Newcastle		4940 8059
Telephone - Telstra		13 22 03
Water - Hunter Water Corp		1300 657 000
SafeWork NSW		13 10 50

Forward

Without you, local community football would cease to exist. We know this and we appreciate your support, passion, commitment and enthusiasm very much.
This year we will see a strong team of volunteers in a variety of roles which are critical to the success of the season, as well as a big number of players, supporters and Officials. We encourage you to respect and support your fellow volunteers, look out for them if they look like they need some help and of course, seek our support if it is needed.
Please read the information contained in this manual thoroughly and remember to keep a copy either printed or electronically with you so that you can refer to it when needed. If something is unclear, then please let us know and we can clarify it for you.
Information contained in this manual is correct at time of compilation, although it is subject to change. If changes do occur that will affect you, we will advise you as soon as possible.
For up-to-the-minute information please visit our website:
www.newlambtonfcjuniors.org.au

Purpose

Welcome and thank you for taking interest in our Club Canteen and BBQ.
The Canteen and BBQ is run by New Lambton FC and is a significant contributor to the Club's fundraising activities, with all money raised going back to our Club to fund various projects, equipment, resources and upgrades to enhance our Club.
Whilst the Canteen and BBQ is managed by a Canteen Coordinator and there are several regular helpers, much of the operations are covered by volunteers sourced from our wonderful player and parent / guardian community. It would be impossible for our Canteen to operate as a healthy and affordable service for our Club without your valuable time and help.
There are many benefits to volunteering in our Club Canteen and BBQ, such as:

- Interacting with players, parents / guardians and visitors and experiencing the Club in full game day operational swing!
- Making new friends
- Learning new skills
- Helping to raise funds
- Contributing to our Club and wider community

We hope this manual provides you with the information you need to get started, however if you have any questions please feel free to come by the Canteen or contact us on: **canteen@newlambtonfcjuniors.org.au**

Welcome to and Acknowledgement of Country

The Awabakal and Worimi peoples are acknowledged by New Lambton Football Club as the Traditional Custodians of the land and waters situated within the Newcastle local government area, including wetlands, rivers, creeks and coastal environments. It is known that their heritage and cultural ties to Newcastle date back tens of thousands of years.

Welcome to the New Lambton FC Team

Volunteers are the lifeblood of the Club and the community. As volunteers, you offer your time so that children can play the game they love without recompense so please if ANYONE ever treats you in any other manner other than with respect, dignity and fairness please let us know as soon as possible.
Volunteering is a great way to meet new friends, learn new skills and doing something worthwhile for your community. NLFC appreciates the assistance of volunteers and so do our participants. Without volunteers, NLFC services cannot be provided.
As a volunteer with NLFC you will be required to follow the organisation's policies and procedures. This is our way of making sure our participants can receive equitable and fair treatment and that we comply with the relevant requirements and legislation.
All volunteers, staff and office bearers are required to comply with a Code of Conduct and must hold a valid Working With Children Check prior to commencement in any position with NLFC.
We also recommend that all volunteers complete the FREE Food Handler Basics training online course (the course is free, and there is a link from our website), or can be accessed here: **FOOD HANDLER BASIC TRAINING**

Volunteer Roster

The Canteen and BBQ relies on parent / guardian and player volunteers to come in and help throughout the year. Each team is allocated a number of volunteer spots each season, which include Canteen and BBQ, and although each week is typically allocated to a different team and / or age group, anyone can volunteer for any shift during the season.

As long as you are at least 14 years of age and have a valid Working With Children Check (WWCC) - (if you are 18 years or older you will need a WWCC) you can work in our Canteen.

In order for the Canteen to function smoothly we need two volunteers each day, and we also require 2 volunteers for the BBQ. There is also an option to sign up for regular Canteen / BBQ slots if you would like to. If you would like to put your name down to be on our standby volunteer list or to sign up for a regular Canteen slot please email: **canteen@newlambtonfcjuniors.org.au**

We have a volunteer roster which includes roles for the Canteen, BBQ, Duty Officer, Field set-up and pack-up, etc.

Shifts

We run our Canteen and BBQ at our home ground at Novocastrian Park, on both game days during the season (Saturday and Sunday) and typically try to break up each day into 3 shifts, as follows:

- Shift 1: 8:30am - 10:30am (2 volunteers for Canteen and 2 volunteers for BBQ)
- Shift 2: 10:30am - 12:30pm (2 volunteers for Canteen and 2 volunteers for BBQ)
- Shift 3: 12:30pm - 2:30pm (2 volunteers for Canteen and 2 volunteers for BBQ)

We suggest you turn up 15 minutes early for your shift so there can be a hand-over; if you are on first shift or last shift you can also assist with set-up and pack-up. Due to limited staff resources in the Canteen and BBQ, volunteers are an essential part of the team and every minute counts, so if you need to leave early or will be arriving late please let us know.

If you are unable to make your shift please try to find a replacement yourself first, and if you are unable to find a replacement talk with your Team Manager - they are responsible for ensuring that all volunteer spots for their team are covered.

Free Lunch!

Lunch is provided to our volunteers during their shift. Unlimited tea and coffee is available throughout your shift.

Description of Duties

Volunteer duties vary depending on the day and the requirements of that particular day. The Canteen Coordinator will guide you through what needs to be done and show you where everything is when you arrive for your shift.

Canteen volunteer duties generally include but are not limited to:

- Helping with set-up and pack-up
- Serving members of the public, players, parents / guardians, etc
- Preparation of items for sale
- Wrapping bakery items
- Packaging hot foods
- Restocking fridges and freezers
- Washing, cleaning, drying and putting away equipment
- Assisting with the BBQ, should the need arise
- Adhering to the policies of the Canteen and BBQ, including work health and safety and food safety and hygiene handling procedures, as outlined by our Canteen Manager

BBQ volunteer duties generally include but are not limited to:

- Helping with set-up and pack-up
- Serving members of the public, players, parents / guardians, etc
- Preparation of items for sale (cooking the BBQ and serving)
- Washing, cleaning, drying and putting away equipment
- Assisting with the Canteen, should the need arise
- Adhering to the policies of the Canteen and BBQ, including work health and safety and food safety and hygiene handling procedures, as outlined by our Canteen Manager

Shift Reminders

Please:

- No children younger than 14 years old are allowed in the Canteen or to operate the BBQ at any time – if your child wishes to visit you, you will need to meet them at the door of the Canteen or away from the BBQ
- Wear your hair tied back
- No toes exposed – enclosed shoes must be worn at all times
- Bags and valuables put away in designated area (to avoid being a trip hazard)
- Hands washed properly and frequently
- When handling fresh or cooked food please wear gloves and use handwash as necessary
- Keep your apron on when in the Canteen or working the BBQ
- Tasks will be allocated to you throughout your shift
- The Canteen Manager will show you the location of the various food items, and how to operate the Point of Sale (POS) equipment (not required for the BBQ shift)
- Please note there is no smoking permitted in or around the Canteen or BBQ at any time
- Please ask the Canteen Manager if you are unsure about anything!

Working with Children Check

If you are 18 years or older and doing volunteer work in the Canteen or BBQ, you will need to obtain a free Working with Children Check.
It's quick and easy to do, this is how you get one:

1. Please go to **Apply for a Working with Children Check | Service NSW** and complete the online application form
2. Once you have completed the form you will be given an application number
3. Please take your email with the application number to your local RMS (Roads and Maritime Services) with Proof of Identity
4. It can take anywhere from a few days to several weeks to receive your WWCC Clearance Number and you will receive an outcome email from the RMS (please check your junk folders)
5. Once you receive your WWCC Clearance Number you will be able to complete your online registration as a Volunteer in Play Football here: **REGISTER HERE**

Feedback

We value your opinion and would appreciate it if you could take the time to complete a quick survey which will be sent to you after you have volunteered to let us know what you enjoyed and what we can improve on to enhance the Canteen volunteer experience.
The survey is anonymous and the results will be reviewed by our Committee and actioned as appropriate.
In addition you can also provide feedback by email to:
canteen@newlambtonfcjuniors.org.au or **info@newlambtonfcjuniors.org.au**
If you would prefer you can also provide feedback to the Canteen Manager or Committee Representative directly on the day.

Food Safety and Hygiene Guidelines

Canteens are classified as a food business. Food Safety Standards are applied throughout Australia and provide the minimum requirements to handle food safely. As a volunteer you must be aware of how to prepare food safely and please be prepared to follow these guidelines. To help prevent harmful bacteria, etc from contaminating food, work surfaces and equipment please ensure that you:

- Wash your hands properly and frequently before handling and preparing food
- Don't wear excessive jewellery when you are working in the Canteen as jewellery can
- harbour bacteria and viruses (wedding bands and earrings are fine)
- Tie your hair back or if you would like to you can wear a hair net
- Wear a clean apron; aprons will be washed after each shift
- Take your apron off each time you leave the Canteen and hands must be washed before you re-enter the Canteen and put your apron back on
- When handling food please wear gloves and use handwash as necessary
- Many food poisoning incidents are caused by people who continue to handle food after falling ill themselves. If you are unwell or have been in close contact with someone who is unwell, please let us know and do not attend your shift

Safe Food Storage

- Follow these guidelines for safe food storage - food at room temperature:
  - For under 2 hours can be used immediately or refrigerated
  - 2 - 4 hours can be used immediately but cannot be refrigerated
  - Over 4 hours must be thrown away
- All food in refrigerators need to be:
  - Dated when opened if commercial or if homemade note the date made
  - Stored in clear containers
  - All frozen foods require labelling with the date frozen, or the date made and frozen if homemade

Work Health and Safety Policy

All volunteers are required to adhere to the policies of the Canteen and BBQ, including Work Health and Safety and food handling procedures. Work Health and Safety is the responsibility of everyone in the workplace.
As a volunteer please be prepared to follow these guidelines:

Footwear

No toes exposed - enclosed shoes must be worn at all times. Heels or thongs can be unsafe and are not permitted in the Canteen.

Sharp Objects

The Canteen is a food service business and requires the use of knives and other sharp objects in the preparation of foods.
Please ensure that your knife is sharp and cutting board secure when using them. If you are uncomfortable using a knife or you cut yourself, please let us know immediately.
DO NOT place knives into sinks filled with water. It can be difficult to see what is under the water and other people may cut themselves if they put their hands in the water.

Hot Zones

There are many “hot zones” in the Canteen and BBQ areas. These include the pie warmer, BBQ, toasters, hot plates, fry pans, coffee maker, bain marie, hot water heater and hot water taps.
Use caution when working in and around these zones and always use utensils to handle food and use hand protection such as oven mitts when handling hot objects .
Do not leave hot trays, pots or utensils unattended.

Chemicals

During your shift you may be handling chemicals such as dishwashing liquid, sanitiser and general-purpose spray cleaner. Ensure you wash your hands after use. You should not handle any other chemicals during your shift.
If you are uncomfortable using chemicals, please let the Canteen Manager know.

Spillages on the floor

Report any spillages on the floor immediately.
Ensure the spill is cleaned up, that signage is placed over the spill and avoid the work area until the spill has dried.

Lifting and Bending

Please use caution when lifting any item. When lifting, ensure you have a good grip and keep the load close to your body, this helps by keeping your centre of gravity over the feet and keeps back strain to a minimum.
Bend your knees and lift with your legs, not your hips or back.
When lowering your load ensure you bend the knees again.
Avoid lifting with a fully bent back, when your back is twisted or bent sideways, after prolonged periods where your back has been bent or when you have been sitting for a long duration.
During your shift you will not be required to do any heavy lifting. Any lifting above what you are comfortable with, requires two people.
If you are uncomfortable lifting any item, please let the Canteen Manager know.

Electrical Appliances

Please use caution when using electrical devices in the Canteen and BBQ and do not use them unless you have received instruction.
Do not use electrical devices near running water or any device that appears to be damaged in any way.
Please report any equipment that appears to be damaged to the Canteen Manager.

Boiling Liquids

Please show extreme caution when working with boiling liquids, including from the kettle or the coffee machine - even a cup of coffee can be dangerous.
If you are carrying hot liquids, make sure you have the correct hand protection, the floor is dry and clear of obstacles where you are working / walking and inform all other people in the Canteen you are handling / moving a hot liquid.
It's also important to be very careful with steam when opening oven doors, sandwich presses or taking lids off pots.

Injury / Hazard Reporting

If you are injured during your Volunteer Shift, please inform the Canteen Coordinator or another member of the Canteen staff immediately.
Please also inform the Canteen Manager if you become aware of any Work Health and Safety hazards during your shift.

Emergency Evacuation Procedure

In the unlikely event of an emergency evacuation of the Canteen, please follow the instructions given to you by the Canteen Manager and / or Duty Officers.

Canteen

Checklist - Start of Shift

We suggest you turn up 15 minutes early for your shift so there can be a hand-over; if you are on first shift or last shift you can also assist with set-up and pack-up, although the Canteen Manager or a committee member will always be there to provide guidance and mentoring and to give you an overview of duties, prices, etc.

1. Turn on all lights
2. Open the serving window, and wipe down all benches, etc
3. Turn on the pie oven and when preheated place 12 pies and 12 sausage rolls in the oven - 120C until heated, then turn down to 90C
4. Place the serving barriers at the front of the Canteen
5. Turn on the POS equipment, and check everything is working properly
6. Load cash float into the till (note that cashless is preferred)
7. Check change room toilets, and place 2 rolls of toilet paper in each cubicle
8. Frozen stock may have been placed in the fridge to thaw - please use this first - packaging should be marked accordingly (NOT to be refrozen)
9. Place stock in prominent place on display - chips, etc
10. Keep 24 pies and 24 sausage rolls ready for the pie oven for each game day
11. Ensure the power to the coffee machine is on (check powerpoint and machine)
12. When you have finished your shift, please pass all information onto the next shift – i.e. advise which pies and drinks have been recently stocked / rotated, etc

Checklist - End of Shift

1. Restock and rotate drinks, chocolates, chips, etc – please return lolly bags to labelled sealed containers
2. Wipe down the benches, clean the sink, sweep and mop the floors, empty the bin and replace the liner
3. Ensure all utensils and other equipment are washed, dried and packed away
4. Ensure the BBQ is cleaned and packed away (the BBQ volunteers will do this)
5. Any leftover HEATED pies or sausage rolls ARE NOT TO BE FROZEN. Sell for $2.00
6. If it's a Sunday, freeze any sausages, pies, sausage rolls and muffins that are in the fridge, that HAVE NOT been defrosted. If the Canteen is going to be open the following day leave it in the fridge
7. Bacon and eggs can remain in fridge
8. Balance the till, remove all cash
9. Turn off the POS system, pack up
10. Turn off power to coffee machine and pie warmer
11. Turn off the lights
12. Please check that the fridge and freezer is left ON
13. Ensure the servicing windows, door and security door are locked

BBQ

Checklist - Start of Shift

1. We suggest you turn up 15 minutes early for your shift so there can be a hand-over; if you are on first shift or last shift you can also assist with set-up and pack-down
2. The Canteen Coordinator or a committee member will be there to give you an overview of duties, prices, etc
3. Sweep down the BBQ area and spray and wipe down the serving tables
4. If the BBQ is not already set up, please do so; all the gear is in the game day sheds
5. Ask the committee person on duty if you cannot find items - i.e. gas bottles, burners, white trestle tables, etc
6. Please bring a garbage bin over to the BBQ area
7. Sausages, bacon, eggs, etc are all in the fridge, utensils (labelled tub) will be in the Canteen - if you are unsure, please see the Canteen Manager
8. Bags of sliced onion are stored in the freezer
9. Food is paid for at the Canteen, and you will be given a token showing what has been paid for - e.g. an egg and bacon roll, sausage sandwich, etc
10. Please recycle food tokens back to the Canteen

Checklist - End of Shift

1. BBQ to finish around 2.00pm, which gives enough time for the volunteers to clean the BBQ and tables, etc and pack everything away
2. Please turn off the gas, put the gas bottles away in the referees shed, clean the BBQ and the trestle tables and provide the utensils to the Canteen for clean up and storage
3. The BBQ and trestle tables go back into the game day shed
4. Please put any open bottles of sauce, etc back in the fridge

Canteen Manager - Duties, Accountabilities and Responsibilities

Purpose of the role

The Volunteer Canteen Manager is responsible for supporting the safe, efficient, and welcoming operation of the club canteen on game days and during other club events. The role helps ensure volunteers are coordinated, stock is available, food safety standards are maintained, and the canteen provides a positive experience for members, players, families, and visitors.

Duties

- Open and close the canteen as required
- Set up and pack down the canteen for game days and events
- Organise volunteer rosters and coordinate shift coverage
- Supervise and support volunteer helpers during service
- Monitor stock levels and place orders when needed
- Receive, check, and store deliveries appropriately
- Ensure the canteen is clean, tidy, and operational at all times
- Manage food preparation and service in line with club procedures
- Handle cash, eftpos, and sales records where required
- Maintain basic records of stock, sales, issues, and incidents
- Report equipment faults, stock shortages, and maintenance needs
- Support menu planning and game-day specials
- Promote a friendly, efficient, and customer-focused environment

Responsibilities

- Ensure the canteen operates smoothly during service periods
- Follow all relevant food safety, hygiene, and workplace safety requirements
- Provide clear direction to volunteers and support a positive team culture
- Maintain appropriate oversight of stock, money, and equipment
- Communicate with the club committee or designated contact about canteen matters
- Respond promptly to service issues, shortages, or operational concerns
- Represent the club in a professional and courteous manner

Accountabilities

- The smooth day-to-day running of the canteen
- The cleanliness, safety, and compliance of the canteen area
- Accurate handling of stock, cash, and sales records, where applicable
- Proper supervision and coordination of volunteers during canteen operations
- Timely reporting of issues, faults, losses, or incidents to the club
- Maintaining standards that reflect positively on the club and its volunteers

The Canteen Manager is accountable for coordinating volunteers, managing stock and service, maintaining food safety and cleanliness, and ensuring the canteen operates efficiently and professionally for all club users.

Appendix 1

Key Club Contacts

POSITION	NAME	PHONE	EMAIL
General Enquiries			info@newlambronfcjuniors.org.au
President	Steve MANNING	0410 541 160	president@newlambtonfcjuniors.org.au
Vice President	David THOMAS	0429 994 343	vicepresident@newlambtonfcjuniors.org.au
Secretary	Megan PAYNE	0403 500 921	secretary@newlambtonfcjuniors.org.au
Registrar	Chris BURCHELL		rego@newlambtonfcjuniors.org.au
Female Football Coordinator			femalefootball@newlambtonfcjuniors.org.au
Gear Coordinator			info@newlambtonfcjuniors.org.au
Member Protection Information Officer			mpio@newlambtonfcjuniors.org.au
WWCC Officer			wwcc@newlambtonfcjuniors.org.au
Canteen Coordinator	Anita MICHELMORE	0401 546 656	canteen@newlambtonfcjuniors.org.au
Grounds Allocation Coordinator			allocations@newlambtonfcjuniors.org.au
Senior Referee Coordinator			referees@newlambtonfcjuniors.org.au
Newsletter	Editor	N/A	footballistiq@newlambtonfcjuniors.org.au
Grants Officer			info@newlambtonfcjuniors.org.au