



# Fresh Start Canteens

## Announcement to Schools

Fresh Start Canteens will be using online lunch ordering system called Flexischools at our school in 2024. Australia's #1 school ordering solution, Flexischools, operates in more than 1650 schools across Australia, enabling cashless ordering and payments for schools.

## How to set up your Flexischools account

Simply [download the Flexischools App](#) from the Apple or Google stores and follow the prompts to create an account.

You can also sign up through the Flexischools website [flexischools.com.au](https://flexischools.com.au)

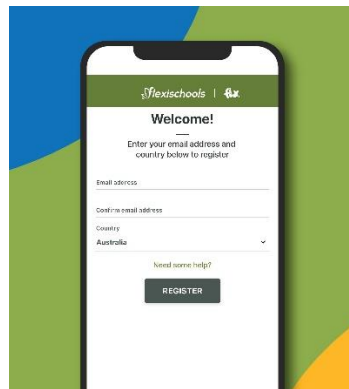


If you already have a Flexischools account you can simply add a new student to your existing account.



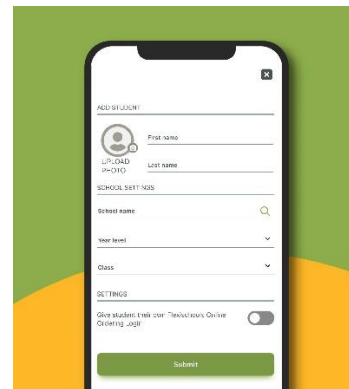
### 1. Download the app

The Flexischools app is the easiest way to place online lunch orders, buy school uniforms, and receive instant notifications from your school.



### 2. Register

- Open the Flexischools App and click 'Register'.
- Submit your email address to create an account.
- Go to your inbox and open the registration email from Flexischools. Click on the link and follow the registration process.



### 3. Log in to your Flexischools account and enter your child's details

- Select the 'Profile' icon on the navigation bar. Under 'Students', click 'Add new'. Enter your child's name, school, year level, and class. Click 'submit'.

## How to order

The cut off time for ordering is **9.15 am** on the day

- Click the 'Order Food' button at the top of the home page.
- Select which student you would like to place the order for.
- Choose which service, and date you would like to place the order for.
- Make your selections by adding items
- Click "View Order", then "Checkout & Pay"

Tip: Pay-as-you-go for each order, or top-up your Flexischools Wallet.

## Cancelling your order

Orders can be cancelled through the Flexischools app prior to being sent to the Fresh Lunch Fairy each morning.

To cancel your order click on "Orders" in the Flexischools app and then click on the order you wish to cancel. If the order is still available to cancel, simply click on the cancel button. The full amount of your order will be refunded to your Flexischools Wallet.

## Fee & Charges

A 29c transaction fee is charged on every canteen order placed through the Flexischools App. This fee is in addition to the cost of the canteen items and is charged at the time of purchase.

There is an additional surcharge for purchases or account top ups made by credit card or PayPal, however parents can top up their Flexischools wallet by EFT which incurs no surcharge.

Please visit our [Help & Support](#) section for additional information and tips.

Our Terms & Conditions can be found here: [Legal & Privacy](#)