



QAST CASE STUDY

KAWUNGAN STATE SCHOOL

Kawungan's Tuckshop Journey

BACKGROUND

When Kawungan State School first connected with QAST in 2023, the school's tuckshop – The Lunchbox – was already serving a vital role in the daily life of nearly 1,000 students and staff.

Like many busy school food services, the team worked tirelessly within a high-demand environment, navigating space limitations, growing expectations, and systems that had evolved over time.

What followed was a carefully guided transformation. One built on collaboration, respect, and a shared commitment to creating a sustainable, modern service for the school community.

Today, The Lunchbox is a vibrant, efficient, and welcoming space, open 5 days a week, reflecting the collective effort of the P&C Executive, school leadership, tuckshop staff, volunteers, and the wider school community.



The Kawungan State School P&C Team

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BUILDING ON STRONG FOUNDATIONS

In 2023, the Kawungan P&C invited QAST to conduct a Tuckshop Tuneup to identify opportunities for improvement and support a healthier, more sustainable operating model.

The review found a dedicated team deeply committed to students, managing significant demand within a constrained space.

At the time, sales averaged \$0.89 per student per day, and many processes relied heavily on staff experience and goodwill rather than documented systems.

While challenges existed, the team's openness to feedback and willingness to learn provided the strongest foundation for change.

LEADERSHIP, VISION AND A CLEAR DIRECTION

Following the Tuneup, the P&C Executive, school leadership team, and tuckshop staff embraced a shared vision for long-term sustainability, healthy options for families and community connection.

Together, they developed a structured improvement plan focused on operational efficiency, service quality, and strengthening our commitment to meeting the Smart Choices Five-Star Rating standards.



Achieving and maintaining this benchmark was more than a compliance goal. It reflects their dedication to providing nutritious, balanced choices for students, building trust with families, and aligning their menu with best-practice healthy school canteen guidelines.

This collaborative approach enabled Kawungan State School to secure funding through the Queensland Government's Playgrounds and Tuckshops Upgrade Program.

Combined with ongoing commitment from the school community, the funding supported a full refurbishment of the tuckshop in Term 3, 2025.



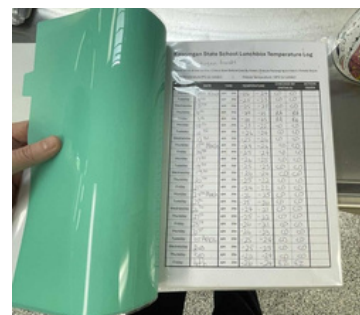
A SPACE DESIGNED FOR GROWTH

The renovation delivered a bright, professional, and highly functional kitchen designed to support future growth.

Upgrades included expanded preparation and service areas, commercial-grade equipment, improved workflow, and enhanced accessibility for staff and volunteers.

Alongside physical improvements, the P&C worked with the team and undertook a full review of policies and procedures.

Structured daily checklists, updated food safety practices, and clear induction processes were introduced to ensure consistency and confidence across all team members, including volunteers.



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REFRESHING FOOD AND SERVICE

The menu evolved to balance nutrition, variety, and student appeal.

Most items are now prepared on site from scratch, supporting freshness and quality.

Seasonal menus, daily specials, and meal deals encourage students to explore new options while maintaining strong engagement.

Community feedback has played a key role in shaping the menu, with expanded gluten-free and vegetarian offerings.

The team are also fortunate to receive fresh produce donations from staff and families. When these generous contributions arrive, the team celebrates them by creating special recipes named in honour of the donor – such as Zarah’s Banana Muffins.

These personalised touches are always warmly received and further strengthen the sense of connection.

Theme days and seasonal promotions add excitement while supporting financial sustainability.

STRENGTHENING COMMUNITY CONNECTION

Communication and marketing have become key drivers of success.

Led by their dedicated Staff Liaison and Publicity Officer, who oversees marketing, the communication, weekly staff updates, school newsletter features, and visual menu displays have strengthened awareness and connection across the school community.

Having a clear and consistent voice driving this work has ensured communication is timely, engaging, and aligned with broader goals.

Staff participation has grown significantly, increasing from only a handful of daily orders to an average of 10–12 per day.

The tuckshop now also provides catering for school events, and recently opened The Clever Bean, a coffee nook attached to the tuckshop offering barista-made coffee for parents and staff, further enhancing connection and community presence.

Together, these initiatives have positioned the tuckshop not just as a service, but as a vibrant and valued hub within the school community.



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A POSITIVE SHIFT TOWARD SUSTAINABILITY

Changes to pricing, supplier processes, and menu planning have strengthened the tuckshop's long-term financial sustainability while keeping service and community connection at the heart of decision-making.

Previously operating with only one full-time staff member, the tuckshop now sustainably supports four paid staff.

This growth reflects a clear understanding that sustainability is not simply about balancing the books; it is about providing a reliable and viable service that supports secure employment.

In turn, stable staffing ensures consistent, high-quality service for students, families, and staff.

Importantly, the shift toward a healthier and more diverse menu has increased profits rather than reduce them.

By expanding variety and focusing on nutritious options, the tuckshop has demonstrated that strong financial performance and healthy food choices can successfully go hand in hand.

Their focus has never been solely on profit; instead, it has centred on creating a welcoming space that supports students, families, and staff.

They have learned that when this remains their primary focus, everything else flows naturally.

SUPPORTING AND EMPOWERING THE TEAM

Behind the scenes, workforce structures were formalised to create consistency.

The tuckshop now employs four paid staff. This work has been strongly supported by the P&C Executive, who have worked diligently alongside the team to guide the restructure, provide governance oversight, and ensure the long-term sustainability of the service.

Led by Retail Manager Richelle, the team culture centres on communication, collaboration, and appreciation.

Regular and open communication channels are in place, ensuring Richelle has consistent opportunities to connect with and seek guidance from the Executive team as needed.

Volunteers are supported through flexible shifts and clear onboarding processes, resulting in a steady base of regular helpers and a welcoming workplace culture.



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A CULTURE OF EXCELLENCE

Today, The Lunchbox operates within a culture built on respect and shared purpose.

Open communication between the P&C Executive, staff, and volunteers ensures that all contributors feel welcome, valued and supported.

LOOKING AHEAD

Kawungan State School's tuckshop journey demonstrates what is possible when a school community invests in its people and embraces collaborative change.

From a hardworking service operating under pressure to a standout example of best practice, The Lunchbox now serves as a model of how school food services can evolve to meet both operational and community needs.

ACKNOWLEDGEMENT

The P&C Executive acknowledges the dedication of both past and present tuckshop staff, and volunteers. Their ongoing care and commitment laid the foundations for today's success and continue to shape The Lunchbox as a valued part of the Kawungan community.



- Save time & order online.
- **Qkr! Orders must be placed by 8:30am each day.**
- Check Qkr! for current specials.



Winter Menu - Term 2

2025

DIETARY REQUIREMENTS
GF = Gluten Free, V = Vegetarian
HM = Homemade, HV = Hidden Veg
For specific dietary questions, please contact the tuckshop.

EXTRAS
*Sauce \$0.40
** \$0.20 (at times)

BREAKFAST	
Available from 8:15 to 8:45 only.	
Fresh Fruit	\$1.00
Frozen Fruit x 3 (orange wedges or pineapple pieces)	\$1.00
Boiled Egg	\$1.50
Vegemite/Jam Toast (1 slice)	\$1.50
Raisin Toast (1 slice)	\$2.00
Yoghurt Tub GF (mango swirl, strawberry [V][GF] or vanilla)	\$2.00
add granola	\$0.50
Two Fruits in Juice	\$2.00
Custard or	\$2.00
Muffin of the Week HM	\$2.00
Milo (hot or cold)	\$2.00

DAILY SPECIALS		
TUESDAY	3 x Chicken Nuggets GF option	\$3.50
(1/2 break only)	Weekly Special - See Qkr!	TBA
WEDNESDAY	Hot Dog (skillet frankfurts & sauce)	\$4.50
(1/2 break only)	Hot Dog with Cheese	\$5.00
THURSDAY	Cheeseburger GF option	\$6.00
(1/2 break only)	Chicken Schnitzel Burger	\$7.00
	Hamburger with Salad GF option	\$7.00
	Sausage Roll *	\$4.50
FRIDAY	Traveller Beef Pie *	\$5.00
	Spinach & Ricotta 'Sausage' Roll V	\$5.00
OR make it a meal (with snack and drink) for \$4 more! See Qkr! for snack and drink options.		

HOT FOOD	
Ham & Cheese Muffins HM	\$2.50
Pizza (topical or BBQ) HM	\$4.50
Pasta Bolognese HMHV	\$5.00
Mac & Cheese VHMHV	\$5.00
Honey Soy Chicken Fried Rice HM	\$5.00
Chicken Tender Wrap	\$7.00

DRINKS	
Water 600ml	\$1.50
Plain Milk	\$2.00
Juice Popper (apple, orange or apple/blackcurrant)	\$2.50
Milk Popper (chocolate, strawberry or vanilla)	\$2.50

sandwiches & salads	
Fresh Sandwiches/Toasties	
Vegemite or Jam	\$2.50
Cheese v	\$3.50
Ham & Cheese	\$4.50
Egg & Lettuce with Mayo v	\$5.50
Ham, Cheese & Tomato	\$5.00
Salad v (cucumber, tomato, carrot, cucumber, cheese & mayo)	\$5.50
Meat & Salad (ham or chicken)	\$6.50
(+ Gluten Free Bread)	\$1.00
Fresh Wraps/Salad Bowls	
Salad v GF (cucumber, tomato, carrot, cucumber, & cheese)	\$6.00
Ham/Chicken/Tuna, & Salad half \$4.50 or full \$7.00	
(or choice of salad dressing)	
See Qkr! for other salad specials...	
Toasted Flat Breads (Quesadillas)	
Ham & Cheese with Sundried Tomato Pesto HM	\$5.50
Chicken & Cheese with Aioli HM	\$6.00

HEALTHY SNACKS	
Boiled Egg	\$1.50
Slinky Apple	\$1.00
Frozen Fruit x 3 (orange wedges or pineapple pieces)	\$1.00
Veggie Sticks (carrot/cucumber)	\$1.00
Popcorn or	\$1.00
Rice Crackers & Cheese or	\$2.00
Yoghurt Tub or (mango swirl, strawberry [V][GF] or vanilla)	\$2.00
Two Fruits in Juice	\$2.00

TREATS	
Frozen Fruit x 3 (orange wedges or pineapple pieces)	\$1.00
Swing Lemonade Ice-Block	\$1.50
Sour Popz Ice-Block (watermelon, grape or apple)	\$1.80
Swing Milk Ice-Block (strawberry or chocolate)	\$2.00
Frozen Yoghurt (strawberry or mango)	\$2.50
Slushie	\$2.50
Gingerbread Student GF option	\$2.50
Custard or	\$2.00

BIRTHDAY BUCKETS \$15	
Class set of ice-blocks or popcorn and birthday gift (gingerbread student + balloon) delivered to the birthday student's classroom/or picked up just before break time.	

Proudly serving KSS kids on Butchulla Country

** Menu items & prices are subject to change pending availability. **