

CASE STUDY

St Joseph's Primary School Warrnambool



The Challenge

As the largest Catholic primary school in the Ballarat Diocese, St Joseph's Warrnambool is also one of the busiest.

With nearly 600 students from prep to year 6, the school runs a bustling five-day canteen, as well as a range of regular special events throughout the year, such as pizza days, art activities, and discos, all of which require payment.

Dealing in cash raised security and safety concerns, created extra admin work for class room teachers, limited transparency and accountability, and hampered the ability to report on event performance.

Brown paper bag banking

Like so many schools, St Joseph's canteen traditionally relied on money being placed in a brown paper bag on which a student's order was written.

Canteen volunteers deciphered the orders, counted the money, ordered the food, and then sticky taped change to the bag. Money collected would remain on-site until a bank-run was made representing a risk and constant concern for admin staff.

Keeping track

While special fundraising events are fun and exciting for students, tracking income and costs was causing headaches for volunteers and staff.

With some volunteer expenses offered as donations, and others reimbursed direct from income, there was no way to know the true cost or revenue of an event.

Security around funds collected and lack of accountability were also concerns that needed to be addressed.

Time away from teaching

Although payments were requested to be made at the front office, as a student's everyday point of contact, class room teachers were inevitably handed cash in envelopes for various school services, creating extra responsibility and a layer of admin that diverted time away from teaching.

The Decision

Motivated by a desire to reduce risk by eliminating cash on premises St Joseph's Business Manager, Cathy Duynhoven, turned to CDFpay.

"Going cash free was one of our driving factors right from the start. We wanted to get all the cash off the school site, and not have parents, volunteers and teachers handling the money. Parents loved the idea that they weren't responsible for counting the money", says Cathy.

Going live in middle of term two, CDFpay was first implemented in the canteen, with the aim to have the bulk of parents on board by the end of the year.

"It was word of mouth among the parents that really got everyone moving. Once they saw how much easier and convenient it was it really took off and we had almost everyone on by middle of term three, ahead of plan", says Cathy.

With the community on board it was time to add other events on to the online portal.

"Once we had the canteen up and running and we knew parents had their head around it, adding extra events was super easy, and we had great support from CDF along the way".



St Joseph's Business Manager,
Cathy Duynhoven

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How it Works

Parents

- Parents can make canteen orders as they go or load value onto their CDFpay account via a portal in the school app
- When parents load value onto their account, canteen orders are deducted from the balance of their account
- One-off special events can also be paid by parents via the online CDFpay portal

Admin

- Canteen orders are automatically generated and printed on adhesive labels for easy identification and labelling of lunch orders
- Staff can easily check online to see if students have placed an order, and reports help staff track sales and inventory
- Revenue and costs of special events can be easily monitored and used to forecast future event costs



The benefits of introducing CDFpay were felt immediately by the whole school community

Streamlined admin processes

- No cash is kept on-site, eliminating the risk of theft or loss
- Canteen orders are accurately recorded, processed and easily cross referenced against payment
- Accurate forecasting and better transparency of event income and costs for admin, and auditors
- Time-consuming cash related admin work taken away from the class room teachers...

- PSA receives income from an event without delay and receives a detailed report of revenue and costs, vital for future event planning

Safer for students

- Students no longer required to bring cash to school reduces risk of loss, theft, and undue stress so they can get on with learning and play

Easier for parents

- Lunch orders can be easily made via the CDFpay portal on the school app, without the need to find exact change or send their child to school with cash. Orders can be made on the day or well in advance
- No money handling, counting, or minding cash makes running an event easier and less stressful for volunteer parents

Summary

Eagerly embraced by the whole school community, CDFpay is used for all school purchases, and St Joseph's has achieved its goal of going cash free with immediate and long lasting benefit for parents and administrators.

"We just love it. It's so easy just not worrying about the cash and not having to get it to the bank. It has created so much peace of mind and removed a whole area of worry and stress. For me as the Business Manager, that's huge", says Cathy.

For St Joseph's Principal, Michael Gray, the decision to go with CDFpay also came with peace of mind.

"It's a Catholic recognised organisation and a product made for Catholic schools, so from a Principal's point of view, you get the protection and the service and the peace of mind of staying within the system, and that's important", says Michael.



St Joseph's Principal, Michael Gray

"...you get the protection and the service and the peace of mind of staying within the system, and that's important."

And while St Joseph's is one of the biggest Catholic primary schools, the benefits of CDFpay are equally available to all.

"It's adaptable and flexible and we've noticed the difference straight away. We're a large school with 350 families and it's worked for them so it will work for smaller schools as well", says Michael.



For more information about CDFpay visit
www.catholicdevelopmentfund.org.au/cdfpay

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