



Fresh Food Fairy Orders

The Fresh Food Fairy uses an online ordering system called Flexischools for parents to place lunch orders at our school. Australia's #1 school ordering solution, Flexischools, operates in more than 1700 schools across Australia and enabling cashless ordering and payments for schools.

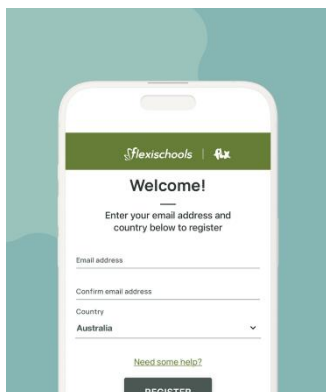
How to set up your Flexischools account

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

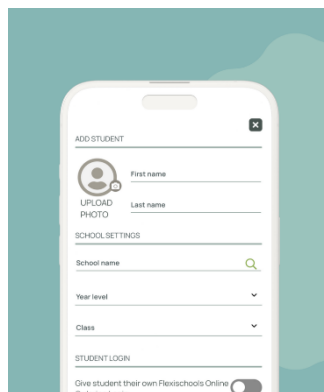


If you already have a Flexischools account, you can simply add a new student to your existing account.



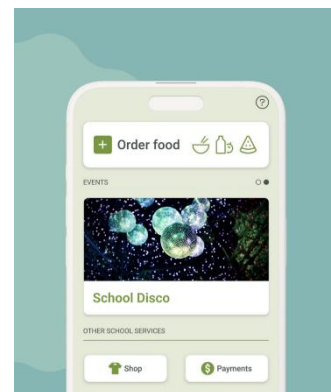
1. Download the app

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 8am 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 Food 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.

If the order is not able to be cancelled through the App, this means we have started processing it. However, we will accept cancellations up until 9.30am on the day of delivery.

- [CLICK HERE](#) to notify us of a late cancellation
- [CLICK HERE](#) to report an order issue

Fee & Charges

A 29c order 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, debit card or PayPal which is clearly detailed when you check out or pay funds into your wallet. **However, top ups via debit card payments of \$50 or more or bank transfer are FREE of bank surcharges.** Click here to [view instructions](#).

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

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

TOP-UP TIPS! Ordering made easier by adding funds to your Parent Wallet

Did you know that ordering lunch can be faster and cheaper by using your Flexischools Parent Wallet?

The Flexischools Parent Wallet simplifies ordering by letting you add funds in advance to pay for your children's lunch orders. Orders can be placed simply and quickly in seconds!

You can top up your wallet in a variety of ways:

- Credit and Debit Card
- PayPal
- Apple Pay
- Bank Transfer (1-3 business days)

Place Orders *FAST*

When you have a balance in your Flexischools Parent Wallet orders can be placed in seconds!

Ordering for multiple children is quicker and easier as there is no need to select a payment method for every order – simply select your items, confirm and place. Payment for each child's order will be deducted from your wallet.

Set & Forget Top Ups

We know parents are busy, so let us handle the top-ups for you! In your wallet you can set automatic top-ups by choosing a trigger level and top-up amount.

If your preferred top-up method is via bank transfer, you will need to schedule an automatic transfer to Flexischools within your bank account.

[How to Set Up Automatic Top Ups](#)

Want to know more about managing your account?

Head to our [Flexischools FAQs](#)