

Lourdes Hill College adopts flexible commerce solution



“Some might say we’ve gone straight into the future.”

New facilities inspired an evolution in the way the school, students and parents interacted

If the walls could talk at Lourdes Hill College on the Bulimba Reach of the Brisbane River you would hear tales of the education provided to girls for almost 100 years (2016 marks the school’s centenary), and the Master Plan for future growth to see in the next 100 years.

Championing this progress is Business Manager Andrew Hines and Accountant Claire Simpson who have revolutionised the way the school is doing business by adopting the Monitor School System in the tuckshop, uniform shop and with a view to future possibilities.

Andrew explains the pre-cursor to undertaking a new commerce solution began with Year Seven coming into the secondary school in Queensland.

“Lourdes Hill College was already at capacity so we needed to expand to support the influx of Year Seven students,” he says. “The newly completed Bernadette Centre – a five-storey state-of-the-art building

– is a significant undertaking to this commitment and the most expensive project in the school’s history.”

The Bernadette Centre houses a 470 seat auditorium, Science Centre (including seven laboratories), Performing Arts Centre with specialist high-tech drama and music classrooms, eight middle school general learning classrooms, tuckshop and administration facilities.

“Along with the infrastructure, we’ve really embraced change,” Andrew says. “We began with the new tuckshop. In the past we used a cash system managed by a combination of employees and volunteers. Reconciliation, stock taking and garnering information on buying habits was time consuming.

“We looked around for a system that would be compatible with our future growth. We adopted the Monitor School System and now have a state-of-the-art tuckshop.”



“It’s the next generation... the data we can potentially retrieve is very exciting.”

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School System

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Students can order lunch online and collect at a pre-order window or join the self-serve lines that feed to the automatic ‘checkout’ where they scan their items and swipe their Monitor card. Consider lunch served!

The girls can top up their cards at kiosks on the school’s campus, online, or their parents can top up the cards online.

“Some might say we’ve gone straight into the future – cold turkey, but the girls adopted it from day one with ease,” Andrew says.

Accountant Claire Simpson, a former Lourdes Hill College student, sees great potential for the system.

“It’s the next generation,” Claire says. “The system provides us with students’ buying habits to help us make decisions about stock and it accommodates our healthy choice data. Away from the tuckshop, we now have the uniform shop in the system and down the track, there is the capacity to use the system for printing and security access to the building so that students that come in early for sport or music are registered

on the campus and have safe access.

“The data we can potentially retrieve is very exciting as the Monitor School System is not just a retail program, that is why we chose it.”

In his key role of keeping the College accessible and sustainable, Andrew is no stranger to balancing the importance of tradition with the needs of students, parents and teachers to function in a modern world.

“We can be reflective and appreciate the College’s values of service to the community and to the school – that hasn’t changed,” he says, “but we must remove inefficiencies and prepare students for a high-tech world.

“The Monitor System was right and the timing was logical – we were asking parents and students to take the journey – new building, new facilities, the inclusion of Year Seven, and now too, welcome to a new way of interacting.”

Monitor Transaction Management is proud to partner with Lourdes Hill College to deliver a complete and integrated school system to meet the College’s needs for the next 100 years.