

Diocese of Bunbury



Running An Opportunity Shop: A summary of our experiences

Introduction

Anglican Opportunity Shops are owned and managed by the local Parish and offer second hand clothes and goods to the local community. The Parish should view the Op Shop as one of its ministries to the community and is not just about buying and selling and making money. It should also provide some of the financial backing needed for mission and for local parish causes. Of equal if not greater significance to fundraising is the reality that op shops are about people and are themselves places of purpose.

The Op Shop offers more than goods for sale, it also offers hospitality, builds community and practices social inclusion. The best way we can do this is simply to be open. Keep the door open so people can come in and out. Keep the window open to the light so people can see in and out. Keep our ears and eyes, our hearts and minds open to the opportunity to be a good neighbour through the work of our Op Shop.

We must never underestimate the simple and gentle power of our Op Shop and the ministry of people who work in them. The Op Shop is the face of the Church and is an ideal opportunity for us to engage with people from outside of our congregations and Parish. They are perfect places to meet people, and share with them some of the prospects our Churches offer for social contact, to hear the Gospel, and to receive support and encouragement. Op Shops are so much more than fundraisers to keep our Churches going. They are remarkable openings for ministry. One simple way to engage this opportunity is to think creatively about how this doorway into our Church community might lead to other ministries. How might we connect those who shop with us to our Sunday worship, our men's and ladies' fellowship group, the craft ladies, and our Bible study? How do we offer our community a much greater experience?

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1. OPPORTUNITY SHOP MANAGEMENT ARRANGEMENTS

The management of every Anglican Op Shop (Op Shop) should be headed by a lay team leader. This lay team leader could be called a coordinator or team leader or a manager (hereafter referred to as the Manager). The manager is appointed by the Parish Council. If paid, the Manager is a paid employee of the Diocese of Bunbury. From time to time, the Committee may appoint relief managers for when the Manager is on annual leave or to serve when the manager is not present. If the manager or any staff receive payment for their services this must be done through the Diocesan Office.

2. CONSTITUTION

The Op Shop does not have a constitution as it operates under the auspices of the local Parish but rather should have a *Statement of Purpose and Guidelines for Operating* (refer to *Appendix F for a sample*). The statement of purpose should do exactly that: State the reason the parish has an Op Shop. It should clearly state what should happen to the funds generated. For example:

- To raise funds for the general use of the Parish.
- To use such funds to benefit the parish and its work, to maintain the Op Shop operations and for any future development of the Op Shop.
- To pay off parish debts
- To provide a service to the community with cheap clothes and goods for sale.
- To acquire stock by donation for sale
- To acquire stock by donation for distribution without charge to needy people.
- To provide funds for mission.
- To provide support for a specific project or ministry.

This Statement of Purpose should be approved by Parish council and endorsed at the annual meeting of parishioners. Having a Statement of Purpose and guidelines of operation, prevents conflicts when confusion as to the use of the income arise.

3. OP SHOP MANAGEMENT COMMITTEE (THE COMMITTEE)

Every Op Shop should have an Op Shop Management Committee. It should consist of the Parish Priest, the Church Wardens (one of whom shall be the chairperson), the Op Shop Manager, Parish Council Treasurer and up to five other members appointed by the Parish Priest. These appointed persons may be appointed for particular business or retail skills they may have.

It is important to recognise that the Church Wardens and Parish Council are always responsible for the operation of the Opportunity shop, even with a Management Committee. Anyone who tries to operate outside this framework puts themselves at considerable personal risk. The main role of the Committee is to provide support to the Manager and volunteers by:

- reviewing Op Shop activities, to determine where improvements and changes are desirable or required,
- attending to matters of “due diligence” such as insurance, security, safety, council requirements, police matters, etc.,
- reviewing the opportunities for “sales”, and the trends in Op shop business in the locale,
- attending to Op Shop needs, such as advertising, new shelving, equipment, etc.,
- reporting to the Parish Council on a range of topics, including trading activity, Op Shop requirements, repairs etc.

4. THE OP SHOP MANAGER'S RESPONSIBILITIES AND DUTIES

The Op Shop Manager (the Manager) is responsible for the day to day running of the Op Shop including budgets, controlling costs and stock, overseeing volunteers and leading them in prayer and the setting of a Christian ethos in the store. The duty includes:

- Ensuring that there are at least two people running the shop at any given time.
- Maintain a roster of volunteers for duties in the shop, including cover for absentee volunteers, and maintain volunteer morale and well being.
- Exercise informed judgment when deciding the number of volunteers to be rostered on together.
- Maintain the list of volunteers, including addresses and other contact details.
- Coordinate the volunteer training so that they understand and follow the shop procedures
- Identify and maintain volunteers to undertake specific roles in the shop.
- Lead and coordinate the sorting of goods donated for sale in the shop, including the distribution of unwanted goods to other charities such as the Mission to Seafarers and Anglicare.
- Maintain the register of antique and collectable stock.
- Coordinate cleaning of the shop.
- Organise and run regular “cut-price” sales.
- Attend regular Committee meetings.
- Meet regularly with the Committee.
- Visit other Op Shops in the locale and compare displays, prices and other issues of interest to maintain the Op Shop's competitiveness.
- Maintain supplies of consumables such as tea coffee, milk, etc.
- Maintain First Aid Kit.
- Organise the distribution of Op Shop Newsletter and other forms of communications to volunteers.
- Record and report all incidents to the Committee and Parish Council.

5. VOLUNTEERS

Every volunteer, whether a member of the church or not, is considered a “church worker.” As such they shall provide a Police Clearance at the start of a volunteer's service. This is to be updated every three years. A Volunteer Application Form is to be completed, checked and submitted to the Diocesan for record keeping. New volunteers shall be supervised and trained over a set period of time.

Volunteers are a resourceful commodity and so in appreciation of their contribution, the management committee may agree that volunteers can enjoy a discount when goods are purchased at the Op Shop. The percentage (for example 50% discount) should be agreed to by the management committee and endorsed by Parish council.

All items purchased by volunteers must be priced, placed in a bag with name and taken to the counter and paid for at end of shift. The manager must witness the volunteer paying for the goods.

Tea, coffee, biscuits and toiletries should be provided to volunteers while at the Op Shop.

6. EMERGENCY CONTACT NUMBERS

The following is to be displayed at a convenient place:

POLICE, AMBULANCE AND FIRE SERVICES	000
Anglican Opportunity Shop	XXXX XXXX
Op Shop Manager - First name / Last name	XXXX XXXX
Parish Office -	XXXX XXXX
Parish Priest -	XXXX XXXX
Churchwardens - First name / Last name	XXXX XXXX
	XXXX XXXX
	XXXX XXXX
Police Station	XXXX XXXX
State Emergency Service	XXXX XXXX
Citizens' Advice Bureau	XXXX XXXX
TAXI	XXXX XXXX

The list needs to be kept up to date and relevant names and numbers available to all staff. A current list of all volunteers needs to be recorded in store.

7. STORE OPENING HOURS

The Statement of Purpose and Guidelines for Operating should specify the trading hours. For example:

- Monday to Friday, 9:00am to 4:00pm,
- Saturdays, 9:00am to 12:30pm.
- The shop is closed on Sundays and public holidays.
- During the traditional Christmas and New Year Holiday period, the shop is closed.
- In the second week of January, the shop re-opens. 4

Goods donated must be sorted and priced by people experienced in this work, and all sorting and pricing is to be organised by the Op Shop Manager. Sorters will determine whether:

- Items are to be scrapped because of poor quality,
- Items require cleaning or checking for safety,
- Old clothing may best be sold for use as rags, etc.,
- Items are better sold on commission through another outlet (refer to the Manager).

Please adhere to the following

- Whilst sorting stock, protective gloves need to be worn at all times.
- The committee is to ensure gloves are provided as part of personal protective equipment.
- Any items that are to be discarded need to be authorised by the Manager.
- All clothing that has been sorted and is appropriate for sale must be tagged, hung and placed ready for sale on the shop floor.
- No goods may be sold on commission on behalf of third parties.

8. GOODS NOT TO BE SOLD

The following items must not be sold by the Op Shop as they may be unsafe -thereby making the shop and Diocese liable for any injuries, or have difficulty meeting the appropriate re-sale health and other regulations:

- Cots – children or baby
- Electrical Goods of any description Helmets – cyclists or motor cyclists
- Baby capsules
- Car booster seats
- Prams and Strollers
- Sharp Knives
- Clothing with a workplace logo
- Mattresses
- Official military / police clothing
- Underwear

9. PRICING AND SALE OF GOODS

Items should be priced and sold according to a price schedule approved by the Committee. (*See Appendix A Sample Price List*). Pricing of most goods sold in the shop must be in accordance with the prices on the pricelist.

Valuables such as antiques should be independently valued by a reputable dealer prior to pricing or sale.

All goods sold from the Op Shop shall be on a non return basis and are sold as is. Therefore the Op Shop shall operate on a “No Refunds” basis. However, on extreme odd occasion when a refund has to be given, due to defective goods, the Manager shall approve all refunds and keep detailed records of refunds given (*see Appendix B Cash Refund Form*)

10. RESERVING GOODS AND PURCHASING

Op shops should not provide for ‘Lay-bys’. For customers who do not or cannot pay for goods they wish to purchase, the Op Shop may reserve these goods on hold for a set period (say two weeks) to allow the customers to return with payment.

Payments or deposits for goods going into ‘on-hold’ storage must NOT be accepted. Instead, the customer must be advised that full payment is only required when the goods are collected.

11. CONTROLLING STOCK

Goods may only be removed from the shop for cleaning, repair or valuation with the approval of the Manager. All goods removed from the shop must be recorded in the Goods Removed register provided for this purpose, together with the name of the person taking the goods and the date. When the goods are returned together with the unsellable goods to be discarded, the note in the book must be amended to indicate “goods returned” with the date of return.

12. SALE OF GOODS BY COMMISSION

Goods are not to be sold by the Op Shop on behalf of third parties for a commission.

13. DELIVERY OF LARGE ITEMS INTO SHOP

If the Op Shop sells furniture and other large items, it is important to be clear about how donations like these are handled safely.

When unloading large items to be brought into the store, following procedures must be followed to ensure the safety of all staff, volunteers and customers and minimise the risk of injury:

- Ensure that the path you intend to take is clear of hazards
- Ensure all staff are aware of your presence and the need to stay out of their way
- Inspect the area where you intend to place the item to ensure adequate room
- Make sure customers are aware and out of the way
- Have a clear understanding with your co-worker on the way you intend to move the item
- Make use of any tools / lifting aids provided
- Repeatedly converse with your co-worker to ensure the process is going to plan
- Once the item is in place, check with the Manager that they are satisfied with the position
- If you feel that an item cannot be moved safely, inform the Manager immediately and together make alternative arrangements.

14. CASH HANDLING AND PETTY CASH

Employees and volunteers are employed on the basis that they will be diligent and honest during the course of their work. Cash may only be handled by a competent and appointed staff member. During business hours all cash must be securely stored. The committee is to ensure that the Op Shop has a drop safe installed for the keeping of cash on the premises overnight. Outside of business hours cash must be stored in a safe. Op shop takings are never to be taken to a private residence. Any losses, thefts and unexplained shortages must immediately be reported to the Manager and subsequently to the Committee. It is a Diocesan Policy that two people, unrelated to each other, count the takings together.

The Petty Cash Float from the Op Shop is for purchasing requisites and consumables for the shop. The Manager will keep a written record of purchases and balance of petty cash to report to the Parish Treasurer for the purposes of balancing and auditing accounts.

Petty Cash covers purchases of requisites such as:

- tea, coffee, milk, sugar
- biscuits
- stationery and hygiene supplies
- cleaning materials
- first aid supplies
- stamps
- Fuel Reimbursements

15. BANKING

At the end of each shift, the takings for the shift must be tallied against the record of sales in the register, the *Tally Slip* (see Appendix E) shall be signed by those who used the till, and the takings shall be placed in a bag and secured in the drop safe for safe storage.

Each day the church wardens / treasurer shall collect the takings and deliver them to the Parish Office for banking. The till float shall be placed separately in safe storage.

16. SHOPLIFTING

Make the store a less attractive target to shoplifters by:

- Placing more expensive merchandise under lock and key, or behind the counter.
- Post signs saying that shoplifters will be prosecuted

What should you do if you suspect someone of shoplifting? To prevent false arrest and establish probable cause for detaining a suspected shoplifter, there are six steps a Manager or volunteer must follow:

- 1) You must see the shoplifter approach the merchandise.
- 2) You must see the shoplifter select the merchandise.
- 3) You must see the shoplifter conceal, carry away or convert the merchandise.
- 4) You must maintain continuous observation of the shoplifter.
- 5) You must see the shoplifter fail to pay for the merchandise.
- 6) You must approach the shoplifter outside of the store.

17. WHEN PEOPLE ASK FOR MONEY OR OTHER FORMS OF HELP

Volunteers working for charities, including Op shops, are sometimes approached by people with requests for cash to help them over a tide of bad luck, or to see them through an emergency. Often, they claim to be without food, or they need money to travel urgently to visit family members. There may be other reasons for the need to get some cash in a hurry. Experience shows that sometimes they may not be telling the truth. In the past, churches have provided some cash to people who have been verified as having a genuine need. Very often a food parcel or clothing provided to the person proves to be of more assistance at the time.

We are obliged to account carefully for the money coming into the Op Shop by way of sales and donations, through the proper keeping of the books, banking, accounting and audits. Giving money from Op Shop proceeds runs the risk of “opening the flood gate”, as word spreads quickly that money is available at the shop. As hard as it may seem, money is NOT to be given out of Op Shop funds to people in need of assistance.

However, because we aim to be charitable, in keeping with our Christian ideals, we should continue to assist people who come to us with a request for help. Parishes often support various services, whose responsibility it is to assist such people in need. It is definitely best to refer these people on to such services, which will make sure the requests are genuine and work out the best form of assistance for them.

Service Groups in the area should be listed in the shop and should be used to refer requests.

18. SECURITY

Applying simple but sensible security measures benefits all involved and aids the smooth running of the Op Shop.

Guidelines to be observed in the shop are:

- Monitor the back doors at all times.
- Money is to be kept secure in the safe
- Large amounts of money are to be put away securely until collected for banking
- Counting of money must be undertaken after the shop door is locked at the end of the day or in the locked office if done during opening hours.
- Jewellery to be kept in cabinets under lock and key and supervised when customers are viewing item(s).

19. OFFENDER APPREHENSION AND MINIMISING DANGERS

When a business is subject to armed robbery, staff can help to protect themselves while gathering information that will greatly assist police. The following is advice extracted from the WA Police Community Safety website document: *Armed robbery prevention*, act methodically and calmly, following these basic rules:

- **Do not be heroic**
Unnecessary confrontation can turn a robbery into a murder. No amount of money or property is worth a life.
- **Stay Calm**
This is not easy during a stressful confrontation. Try to control fear by concentrating on observing and making mental notes of the offender's description and actions.
- **Obey the offender's instructions**
Do only what you are told, nothing more, and nothing less. Do not volunteer any information to the offender.
- **Be deliberate in your actions if instructed by the offender**
If ordered to give money to the offender, start with as many coins as possible, followed by notes in smaller denominations. Do this only if it is safe to do so.
- **Use non-threatening behaviour and avoid eye contact**
The offender may become agitated if they perceive your behaviour as threatening.
- **Observe the offender as much as possible**
In particular note the voice, words used, mannerisms, clothing, physical description and any distinguishing features such as scars, moles or tattoos. Record observations on the *Offender Description Form (see Appendix D)* as soon as possible after the offender has left.
- **Stay out of danger if you are not directly involved**
If it is safe to do so without detection, activate the silent robbery alarm if one is available. Audible alarms (bells and sirens) are not favoured for robbery offences, as the sudden warning sound may cause the offender to panic and increase the volatility of the situation.
- **Know your escape routes and emergency exits**
However, do NOT block the offender's exit as it may escalate the situation.
- **As soon as the offender leaves, close and secure the scene and lock all entrances. Do not continue trading.**
Preserve the crime scene. Do not touch or wipe down surfaces. Avoid interfering with any firearms, ammunition, cartridges or bullet holes.
- **Phone police by dialling emergency number "000" when safe to do so**
This may be during the robbery by an undetected staff member or after. Keep the phone line open with police at all times, until otherwise directed. Ask police to call an ambulance if necessary.
- **Carefully observe any vehicle used by the offender**
Take particular note of the registration number, type, colour, and any other distinguishing features and the direction of travel.
- **Do not discuss the incident with other persons present until police arrive.**
Different people have different interpretations of the sequences of events. Any discussion between people involved may create problems with the investigation and court proceedings.

What is risk assessment?

A risk assessment is simply a careful examination of what could cause harm to people, so that you can weigh up whether you have taken enough precautions or should do more to prevent harm. Volunteers and customers have a right to be protected from harm caused by a failure to take reasonable control measures.

A risk assessment is an important step in protecting volunteers and program participants. It provides us with important information which can then be used to offer due care to volunteers, staff and those who visit us. In many instances, straightforward measures can readily control risks, for example ensuring spillages are cleaned up promptly so people do not slip, or cupboard drawers are kept closed to ensure people do not trip. You are not expected to eliminate all risk, but you are required to protect people as far as reasonably practicable.

Follow the five steps:

- Step 1 Identify the hazards
- Step 2 Decide who might be harmed and how
- Step 3 Evaluate the risks and decide on precautions
- Step 4 Record your findings and implement them
- Step 5 Review your assessment and update if necessary

When thinking about your risk assessment, remember:

- a hazard is anything that may cause harm, such as chemicals, electricity, working from ladders, an open drawer etc.;
- the risk is the chance, high or low, that somebody could be harmed by these and other hazards, together with an indication of how serious the harm could be

Step 1: Identify the hazards

First you need to work out how people could be harmed. Visit the venue and look at what could reasonably be expected to cause harm. Ask others what they think. They may have noticed things that are not immediately obvious to you.

Step 2: Decide who might be harmed and how

For each hazard you need to be clear about who might be harmed; it will help you identify the best way of managing the risk. That doesn't mean listing everyone by name, but rather identifying groups of people (e.g. 'people walking passed the storeroom'). In each case, identify how they might be harmed, i.e. what type of injury or ill health might occur. For example, 'children might pull the cord for the kettle' etc

Step 3: Evaluate the risks and decide on precautions

Having spotted the hazards, you then have to decide what to do about them. You are required to do everything reasonably practicable to protect people from harm. You can work this out for yourself, but the easiest way is to ask yourself this:

- Can I get rid of the hazard altogether?
- If not, how can I control the risks so that harm is unlikely?

Step 4: Record your findings and implement them

Putting the results of your risk assessment into practice will make a difference when looking after people. Writing down the results of your risk assessment on the form. When writing down your results, keep it simple, for example 'tripping over rubbish: bins provided'

Step 5: Review your risk assessment and update if necessary

Few venues stay the same. Sooner or later, you will bring in new equipment, substances and procedures that could lead to new hazards. It makes sense, therefore, to review what you are doing on an ongoing basis.

21. OCCUPATIONAL HEALTH AND SAFETY

All Op Shop staff, including volunteers, should be aware of safe working practices.

Attention must always be directed to:

- Tidiness of work areas. (Is your floor clear of obstacles? The shop should be arranged so as to provide a safe environment for all employees, volunteers and customers. The correct placement of tables, shelving and racks will minimise the risk of a person injuring themselves. Routine checking of equipment is also recommended if using second-hand items.)
- Clear floor to avoid people tripping over
- Does your storage area have clutter on the floors?
- Do you have an up-to-date first aid kit? Is it accessible? Does someone know how to use the kit? Location of First Aid kit should be known by all staff
- Clear exits - Are all fire exits clear? I.e. nothing in front of the doorways.
- Careful stocking of shelves – ensure you have safety procedures for reaching high items.
- Correct equipment for reaching such higher areas
- No stretching beyond the capacity of the person i.e. within easy reach
- Avoid repetitive tasks for extended periods.
- Be aware of best practice for manual handling of goods.
- Correct placement of appropriate fire extinguishers. Are the extinguishers checked regularly by the CFA or fire brigade? Does the staff know how to use them? Do you know the emergency services number?
- Existence of smoke alarms.
- Preparation of an evacuation plan. Does the staff know about it?
- Ensure that your shop is a safe environment for your volunteers to work in. e.g. no dark corners in the shop.

The Insurance and Claims Procedure Manual for Parishes/Diocesan Entities Manual distributed to parishes, is a valuable resource for all matters regarding Risk Management

22. FIRST AID

The Op Shop should have a standard, basic First Aid Kit - to be used for treating minor ailments and afflictions. The Manager must check the contents on a weekly basis to ensure that it has sufficient supplies and that the contents are in good condition. The cost of replenishments is to be borne by petty cash as required. Whenever the kit is used, it is recommended that a note be left in the daily diary for the Manager (for re-ordering purposes).

All staff and volunteers must know the following:

- Who the designated first aid person is
- Location of Air conditioners
- Location of First aid box
- Location of Smoke alarms

All staff and volunteers need to know that any incident/accident or hazard needs to be reported to the Manager straight away. All incidents are to be reported using the *Diocesan Incident Report Form* (see Appendix H).

23. FINANCIAL MANAGEMENT

Accounts

The parish Church Wardens are responsible to the Parish Council for the financial accounting of the Op Shop's activities - with the banking and accounting for the Op Shop being included in the processes and accounts of the Parish.

The auditing of Op Shop activities is included in the auditing of parish accounts, which are reported to the Annual Meeting of Parishioners each year.

Reports to Parish Council

The Committee will report to Parish Council at least quarterly on the following:

- Trading results.
- Mission issues.
- Security concerns and incidents.
- Expenditure.
- Requests for special expenditure.
- Requests for events.
- Changes to significant Op Shop arrangements.

Legal Agreements

The Management Committee is not an independent body and may not enter into employment, leasing /rental or other contracts, except under the authority of the Parish Council. All leasing/rental agreements must be in the name of the Bunbury Diocesan Trustees and be executed (signed) by the Diocese. No individual is to sign a lease on behalf of the Op Shop.

24. INSURANCE

On Parish Property

All workers (paid and volunteers) in the Op Shop are covered under the Diocese's Public Liability insurances and also for injury under the Volunteers Personal Accident policy. These insurances cover all volunteer Clergy and Lay volunteers between 7 and 95 years of age, whilst actually engaged in volunteer activity officially organised or authorised by the Parish/Diocesan Entity. Necessary direct travel to, from and during such volunteer activity is also covered. Please Note: for volunteers over 75 years of age, benefits are limited to non-Medicare medical expenses, home help, additional travel expenses, home improvements/hire of equipment and funeral expenses only.)

The limit of cover for property of Employees and Volunteers whilst on Parish/Diocesan Entity duties and whilst such property is on Parish/Diocesan Entity property is \$5,000 per person, provided not otherwise insured. A claim will be accepted only upon production of evidence that there is no other insurance, such as Home Contents, in force.

Off Site

When a Parish/Diocesan Entity conducts an activity, such as a Street Stall, on someone else's property there is usually a request for a Certificate of Currency for Public Liability Insurance.

Please contact the Diocesan Insurance Office (Tel. 9721-2100) for further information.

25. TRAINING NEW VOLUNTEERS

Op Shops are founded on the basis of 'our care for others' - so it is crucial for new volunteers to grasp the importance of being helpful and pleasant to everyone in the shop. New volunteers are to be given clear explanations to assist them in their duties -to become effective as soon as possible. Therefore, for the first two or three shifts, a new volunteer may be rostered on ideally alongside an experienced person - to allow such staff to understand shop procedures, generally familiarise themselves with the shop and to read this manual.

During these first few shifts, money should not be handled by the new volunteer, neither should they be informed of where the cash is kept overnight or prior to banking. This is intended to protect the staff and shop. It is not meant to be offensive to our new volunteers!

Staff with whom a new volunteer is working must inform the Manager about the person's progress, including any relevant suggestions.

26. SAFE CHURCH - MINORS AND VOLUNTEERING

The Manager who has obtained a Police check and a Working with Children Check must be in sight of the minor at all times during their shift. If the minor has a parent or legal guardian present they are responsible for the welfare of the minor. The Manager must also have attended a Safe Church Training Workshop, read and understood the Safe Church Handbook, available from your Parish Priest.

There are also some general guidelines which apply to children who volunteer:

- **Minimum age**
The minimum age would generally be recommended as 13 years; however you can use your discretion on an individual basis. The Volunteer's insurance policy covers volunteers from age 7 to 95 with some restriction on what is covered at both ends of the scale, so please check with the diocese in regards specific situations.
- **Employment during school hours**
A minor must not volunteer during school hours on a school day.
- **Hours of work**
It is recommended that a minor work no longer than 3 hours at a time, and has a rest break of at least 12 hours between shifts. We would also recommend that a minor works only during daylight hours.

27. SAFE CHURCH - WORKING WITH CHILDREN CHECK

Volunteers who are working in an Opportunity Shop do not need a WWC Check as the activity is not child-related work within the meaning of the Working with Children Act 2005 (the Act). If a minor volunteers at the shop they need to be within sight of a supervisor who has a Working with Children Check at all times. See above section.

Under section 9 of the Working with Children Act 2005 (the Act), child-related work is defined as work that usually involves, or is likely to usually involve, regular direct contact with a child that is connected with a service, body, place or activity specified in the Act, in circumstances where that contact is not directly supervised by another person.

---END---

APPENDICES

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- B - Cash Refund form
- C - Cash Till Tally Slip
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APPENDIX A: SAMPLE PRICE LIST

Ladies' ware	
Girdles	\$2
Spencers singlet	\$1
Long sleeve	\$3
Nighties	\$0.50
Panties	\$0.50
Socks	\$0.50
Bras	\$1
Men's Ware	
Shirts	\$2
Suit pants	\$3
Jeans	\$3
Socks	\$0.50
T-Shirts	\$1

APPENDIX B: CASH REFUND FORM

**Anglican Parish of Op Shop
Refund to a Customer**

Day and Date: _____

Name of Customer: _____

Day Time Contact number: _____

Address of Customer: _____

Items to be refunded

Item number:	Description of Item	Reason for refund	Amount
1.			
2.			
3.			

Customer Name: _____ Customer Signature: _____

Manager Name: _____ Signature: _____

Note: Please attach original Sales Docket to this page

APPENDIX C: CASH TILL TALLY SLIP

**OPPORTUNITY SHOP
Cash Register Takings**

DATE: _____		TIME: _____		DAY: _____	
Notes	\$100	\$ _____		Total Notes	\$ _____
	50	\$ _____			
	20	\$ _____		Total Coins	\$ _____
	10	\$ _____			
	5	\$ _____		Total Cheques	\$ _____
Coins	\$ 2	\$ _____		Total Eftpos	\$ _____
	1	\$ _____			
	.50	\$ _____		TOTAL TAKINGS	\$ _____
	.20	\$ _____			
	.10	\$ _____		C/R ROLL TOTAL	\$ _____
	.5	\$ _____			
Cheques		\$ _____		ERRORS	\$ _____
		\$ _____			
		\$ _____		C/R ROLL TOTAL	\$ _____
Eftpos		\$ _____		DIFFERENCE (+-)	\$ _____
		\$ _____			
		\$ _____			

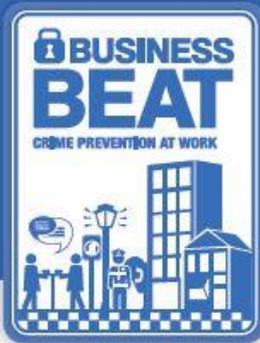
**TOTAL TAKINGS SHOULD EQUAL CASH REGISTER ROLL BALANCE
RECORD REASON FOR DIFFERENCE ON BACK OF FORM**

C/R Operators Name: _____ Signature: _____

C/R Operators Name: _____ Signature: _____

OFFICE USE

Receipt No's _____



OFFENDER DESCRIPTION FORM

Photocopy this form (one copy per staff member) and keep the copies with your emergency management plan for easy access in an emergency.

Each witness should complete this form before discussing the incident with others. (Discussions can often influence or distort peoples' memories of what they saw).

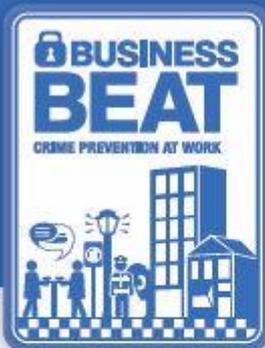
The form should be filled in as soon as possible after the incident.

Keep a copy of the form on display so staff know what to look for while an incident is occurring.

Descriptor	Range of Possibilities	Specific Example
Gender	Male / Female / Unknown	Male
Height	Approximately 160 / 170 / 180 / 190 cms tall	170cms tall
Build	Slight / medium / heavy	Heavy build
Eye Colour	Light / dark / green / blue / brown / dark brown	Dark coloured eyes
Hair Colour	Blonde / light brown / dark brown / black / grey / red	Dark brown hair
Hair Type	Long / shoulder length / short / shaved / bald / straight / wavy / curly / afro curls / braids / dreadlocks	Shoulder length, curly
Facial Hair	Clean shaved / stubble / goatee / moustache / beard	Clean shaved
Facial Features	Broad flat nose / pointed long nose / thin / thick lips	Pointed nose, thin lips
Skin tone / colour	Fair / light brown / tanned / brown / dark brown	Fair skin
Complexion	Clear / pale / freckled / red faced	Freckled
Clothing	Provide as many details as practically possible	Wearing white sneakers, blue jeans and plain blue singlet.
Tattoos / Scars / Marks	10cm / 20cm blue tattoo of a _____ on arm	No visible scars or tattoos
Piercings	Gold / silver / stud / ring in left right / ear / eye brow	Circular gold earring in left ear
Other distinguishing features	Limp, twitch, stutter, accent	Scottish accent



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OFFENDER DESCRIPTION FORM

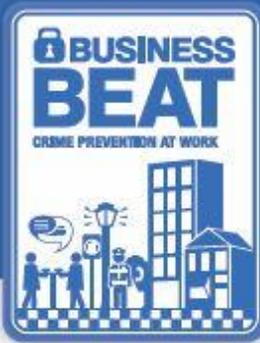
OFFENDER DESCRIPTION FORM

	Offender 1	Offender 2	Offender 3
Sex			
Age			
Race			
Height			
Build			
Complexion			
Accent / Language used			
Hair colour			
Hair length			
Odour – Smells or colognes			
Eyewear			
Facial hair			
Tattoos / Scars			
Prominent / Unusual features			
Jewellery / Watch			
Bag			
Disguise			
Clothing			
Actions / Interactions with other offenders e.g. nicknames used			

*Only complete the sections you can recall.



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OFFENDER DESCRIPTION FORM

VEHICLE DESCRIPTION

Make _____ Model _____

Type _____ Year _____

Colour _____ Registration number _____

Distinguishing Features _____

Direction of Travel _____

WEAPON DESCRIPTION

Firearm

Knife

Syringe

Bat

Other

None

Description of Weapon _____

*Only complete the sections you can recall.



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APPENDIX F: STATEMENT OF PURPOSE AND GUIDELINES FOR OPERATING

The Anglican Parish of Opportunity Shop Statement of Purpose and Guidelines for Operating

The name of the organisation is *THE ANGLICAN PARISH OF*
OPPORTUNITY SHOP, hereinafter referred to as the OP SHOP or ANGLICAN OP SHOP
.....

The Church Wardens and Parish Council are always responsible for the operation of the Opportunity shop, even with a Management Committee. Anyone who tries to operate outside this framework puts themselves at considerable personal risk.

AIMS

- To operate, staff and manage the aforesaid Op Shop situated atStreet,
- To raise funds for the Parish.
- To use such funds to benefit the parish and its work, to maintain the Op Shop operations and for any future development of the Op Shop.
- To provide a service to the community with cheap clothes and goods for sale.
- To acquire stock by donation for sale
- To acquire stock by donation for distribution without charge to needy people.
- To provide funds for mission.
- To provide support for a specific project.

OPPORTUNITY SHOP MANAGEMENT COMMITTEE

The Management Committee of the shop shall comprise the following:

- The Parish Priest
- The Church Wardens, one of whom shall be the Chairperson
- The Manager
- Parish Council Treasurer
- And up to five other members appointed by the Parish Priest

A Quorum will consist of a majority (i.e. more than half) of committee members.

Meetings of Management Committee are to be held monthly/quarterly and Minutes must be kept and a report made to Parish Council for information.

POLICY AND OPERATION

In consultation with Parish Council, the Management Committee shall:

- Operate and manage the Opportunity Shop.
- Make recommendations to Parish Council on rental/lease agreements concerning the Opportunity Shop. Such agreements must be consistent with Diocesan policy.
- Acquire stock, by donation, for sale in the Opportunity Shop
- Acquire stock, by donation, for distribution without charge to needy people.

...../2

AGREEMENTS

The Management Committee is not an independent body and may not enter into employment contracts or leasing contracts, except under the authority of the Church Wardens/Vestry and the Diocese. All lease/rental contracts must be in the name of the Bunbury Diocesan Trustees and be executed (signed) by the Diocese.

FINANCE

- All monies must be banked at a bank designated by the Parish Council.
- Proper accounts must be kept of all transactions in the Shop, and these accounts must be audited by the Parish auditors and an audited statement of account presented to the Annual Meeting of Parishioners of the Parish.
- It is the duty of the Chairperson to inform the Parish Treasurer if financial difficulties are foreseen.
- Good Governance shall be adhered to

ALTERATIONS TO STATEMENT OF PURPOSE AND GUIDELINES FOR OPERATING

The **Statement of Purpose and Guidelines for Operating** may only be amended by Parish Council; this must not be done without giving the Management Committee adequate opportunity to comment upon a written draft of the amendment(s).

CESSATION OF OPERATIONS

In the event of the Opportunity Shop ceasing operations all assets are to be returned to Parish Council for disposal.

SIGNED: _____

PARISH PRIEST NAME: _____

DATED:

this _____ day of _____ in the year _____.

**EMERGENCY FIRE PROCEDURE
ANGLICAN OP SHOP**

- 1) In the event of a fire or smoke alarm sounding, the Manager and nominated Safety Warden will usher staff and customers to nearest exit, either through the front door or rear door depending on location of fire or bomb threat.
- 2) The Safety Warden (Manager if present at the time) to ring 000 to alert the necessary authority and inform the Parish Office.
- 3) The till operator will close till down immediately and hand key to either Warden.
- 4) Shop to be emptied of customers quietly and calmly to avoid panic and personnel to muster in the designated area.
- 5) The Safety Warden to take head count to ensure all staff on duty are accounted for.
- 6) Once the authorities have given the necessary all clear, personnel may proceed back to shop.
- 7) Emergency drill to take place once every quarter in case of staff changes.
- 8) All Staff to be given a copy of Emergency Procedure.

Signed:

Parish Priest/Church Warden

Date:

APPENDIX H: DIOCESAN INCIDENT REPORT FORM

ANGLICAN DIOCESE OF BUNBURY – INCIDENT REPORT FORM

Date:	
Parish/Diocesan Entity:	
Reported by:	
Address:	Post Code:

Incident Details	
Name of Injured Person &/or Owner of damaged property:	
Is this person: Employee ? Volunteer ? Other ? Details:	
Address:	
Date of Incident:	Time of Incident: am/pm
Location:	
Name of witness(es):	
Address:	
Describe how the incident occurred:	
Details of injury or property damage:	
Details of subsequent events (i.e. treatment received/given, name of doctor, name of hospital)	
Who/what do you consider caused the incident?	

Name:	Position:
Phone No:	Fax No:
Signature:	Email:
	Date:

Hazard Details	
Is the hazard preventable?	Yes ? No ?
Describe the hazard that exists:	
Detail any action taken:	
Can the hazard be removed to prevent future occurrences?	
Yes ? No ?	
If yes, has it been done?	
Yes ? No ?	
What corrective action has been identified or taken?	
Who is responsible for completing corrective action?	
What is the target date for completion?	

Comments

Signature of person completing Hazard Details:
Position:
Date: