

Setting up an Opportunity Shop



Guidelines and Checklist



Anglican Diocese of Melbourne
209 Flinders Lane
Melbourne 3000

Contents

1	Getting Started	3
	<i>Vision</i>	3
	<i>Prayer</i>	3
2	What skills can we utilise when setting up an Op Shop?	3
3	Should this be part of Vestry responsibilities?	3
4	Management of an Opportunity Shop	3
5	Do we need a constitution?	3
6	Who needs a Police Check & Working with Children Check to work in the Op Shop?	4
7	Do we have a paid manager?	4
8	Finding a Premises	4
	<i>Where</i>	4
	<i>Process</i>	4
9	Does my local council need to know about the Op Shop?	4
	<i>Planning Permit</i>	5
	<i>Rubbish</i>	5
	<i>Rubbish disposal</i>	5
	<i>Sandwich boards</i>	5
	<i>Advertising</i>	5
	<i>Wheelchair access</i>	5
	<i>Who is responsible for maintenance</i>	5
10	Does our shop need an ABN and what about GST?	5
11	Insurance	5
12	Goods NOT to be sold	6
13	Bikes	6
14	Prams and Strollers	6
15	How Safe is your shop?	8
	<i>Planning for security</i>	8
	<i>Layout of Premises</i>	8
	<i>If a robbery occurs</i>	8
16	Occupational Health and Safety Issues	9
	<i>Tidiness of work areas</i>	10
	<i>Evacuation plans</i>	10
	<i>Fire</i>	10
17	Helpful Hints	10
	<i>Knives</i>	10
	<i>Care Labelling – clothing</i>	11
18	Difficult people	11
19	Stock Rotation	11
	Opportunity Shop Induction Suggestion	12

1. Getting Started

Vision:

It is beneficial to determine the purpose for the Op Shop ie:

- to raise money for ministry,
- as an outreach into the community, and/or
- to raise money for mission.

It is important for everyone (Vestry) to share the same vision otherwise the venture may not succeed.

Prayer:

Pray about your vision for an Op Shop together, ensuring that this is what God wants your Parish community to do. Op Shops can consume a large amount of parishioners' time, so it is important that your parish endorses this venture as a ministry direction, and is aware of its commitment.

2. What skills can we utilise when setting up an Op Shop?

Where possible it would be good to gather people with competency skills in the following areas:

- Management
- Financial accounting and reporting – this does not equal management.
- Retail management and marketing
- Selling skills
- Practical Volunteer Staff Management. Note: this might be the person running the day to day operation. Remember management skills developed in business (see 1) does not equate to being a person necessarily skilled at managing volunteer workers.
- Legal knowledge in set up, particularly for Council Regulations and understanding lease arrangements etc. and available for other legal issues would be useful. This person needs to ensure that clauses to get out of a lease are available if the operation fails. Solicitors dealing in this area generally have seen lots of good clauses to safeguard interests. (We don't want to get stuck with an unwanted lease. We would like the opportunity of long term use if it goes well.)

3. Should this be part of Vestry responsibilities?

- It is imperative that your vestry is part of setting up the Opportunity Shop and must be the major representatives on the Op Shop committee.
- Vestry must be informed of all that the Op Shop is doing including monthly financial statements. Refer to Op Shop Manual.

4. Management of an Opportunity Shop

An Opportunity Shop Manual entitled *Management of an Opportunity Shop* is available on request or is available for download from our website www.melbourne.anglican.com.au and is a recommended guide to operating an Opportunity Shop.

5. Do we need a constitution?

It is recommended that all Op Shops have a constitution and examples of this can be found in the appendices of the Opportunity Shop Manual or at the back of the Churchwardens and Treasurers Manual.

6. Who needs a Police Check & Working with Children Check to work in our Op Shop?

Anyone who has keys to open and close the shop and the person in charge should all have Police Checks. So also should the person who handles the money and does the banking.

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.*

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.

7. Do we have a paid Manager?

If you decide to have a paid Manager or staff member the HR Manager from the Diocese will assist you with any queries you may have regarding paying that person.

Lyn Ellis (*Payroll / HR Manager*)

Tel: 03 9653 4220

8. Finding a Premises

Where:

Some parishes are able to use church property for their Op Shop but many of the Anglican Op Shops are in rented premises. It is very important that the financial aspects are well researched (feasibility study) before launching into a contract that could bind the Parish to an unprofitable commitment. For this reason a lengthy lease arrangement when commencing is probably to be avoided until the viability is realised.

Process:

- **Archdeacon:** Approval to lease must be obtained via your Archdeacon, and the lease is to be between the Melbourne Anglican Trust Corporation (MATC) and the owner of the property.
- **Melbourne Anglican Trust Corporation:** All leases, including a lease for an Op Shop is to be between the *Melbourne Anglican Trust Corporation* and the owner of the property. This is because the parish is not a legal entity, and therefore the Diocese is responsible for all legally binding contracts. (The lease will be in the name of the Diocese legal entity - Melbourne Anglican Trust Corporation and the Lease is signed by two Trustees under seal.)

The procedure is that parishes liaise with the Property department at the Diocese as soon as negotiations start. The lease will be submitted to the Property Department for review and approval from the Authorisation Sub-Committee or Archbishop in Council (depending on the term of the lease).

9. Does my local council need to know about the Op Shop?

It is important that you are informed of local bylaws so that you do not contravene local council regulations. You need to contact the planning department of the council to find these out.

Consideration should be given to:

- **Planning Permit** - Does your shop need a planning permit? Check with the Planning department of your local council. Business Zone 1 does not need a permit but if you are church premises you may need a permit especially if you are zoned residential.
- **Rubbish** – does the council have any issues with what sort of donations are left outside your premises? Check with Infrastructure Department of your local council regarding this.
- **Rubbish disposal** – is a pick up part of your lease or do you have to pay for your own rubbish disposal?
- **Sandwich boards** – are these allowed? You need to check with Bylaws department of your local council.
- **Advertising** – are you allowed to display any sort of advertising outside the shop? There are state regulations regarding signage and you must check with Planning Department of your local council that you comply.
- **Wheelchair access** – be aware of council regulations here.
- **Who is responsible for maintenance** – you need to have an understanding of who is responsible for implementation of maintenance of the premises. Check the lease.

Also be aware if **Council owns the land** the owner is really a tenant of the building – this means we might be a sub-tenant. In this situation some councils will get involved to ensure that their interests are safeguarded eg being sued because the interior of our building causes injury/damage to a person or other property. Council may impose operating hours eg if the site is used for after hours say for a special day.

10. Does our shop need an ABN and what about GST?

- **ABN:** This depends on the structure of the Op Shop and the Parish should contact Ross Ingram at the Diocese for direction. It would be unwise to make any decisions independently.
- **GST:** There is some information with relation to this on the sale of donated second-hand goods in the Churchwardens Manual. However committees looking to enter into this type of business should contact the Finance Manager to arrange a meeting to discuss ABN and GST once they think they know the structure they are considering.

Glenn D'Souza (*Finance Manager*)

Tel: 03 9653 4220

11. Insurance

- All insurance issues must go through the Diocesan Insurance Department as they need to have some involvement where insurance is concerned as you set up your Opportunity Shop.
- Any issues pertaining to Property Insurance (eg burglary, fire storm), Volunteer Workers Personal Accident (eg volunteer injured by collapsed table), and Public Liability Insurance (customer fell or tripped), are to be referred to Ralph Halnon at the Diocesan Insurance Office.
- It is a requirement under Occupational Health and Safety that records must be kept to record any incident that results in an injury to a person. The Diocesan Accident / Incident Report form will meet this requirement.
- NOTE: Where the Op Shop is to be operated in conjunction with other organisations it is essential that the Insurance Department is involved to ensure all interests are protected.

12. Goods Not to be Sold (this is a Diocesan policy)

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

- Cots – children or baby
- Mattresses
- Electrical Goods of any description (unless in new or original packaging AND covered by the manufacturer's warranty)
- Helmets – cyclists or motor cyclists
- Baby capsules
- Car booster seats
- Prams and Strollers (Government Legislation)
- Flick knives / butterfly knives

13. Bikes

Questions that could arise:

Q) What happens if a bike is sold in good condition and then the brakes fail? What is the Op Shop's liability?

A) *There should be no ongoing liability in the case of the bikes on the assumption that an adult purchaser had the opportunity to inspect the bikes before purchasing them and that no member of the staff made any statement guaranteeing them. It must be up to the purchaser to make a decision about the bikes being fit for their purpose. You may even choose to say to purchasers that "the shop does not guarantee the bikes; we sell them on an as seen basis".*

Q) Should we sell second hand bike helmets?

A) *Bike helmets must not be sold second hand. You may not be able to tell from an inspection of the helmet if they are damaged. If a helmet has been involved in an accident the signs may not be obvious.*

14. Prams and Strollers

If you sell prams and strollers, you need to be aware of the mandatory consumer product safety standard for prams and strollers (the mandatory standard).

The mandatory standard is based on the voluntary Australian/New Zealand standard 2088: 2000, *Prams and strollers—safety requirements* but does not mandate all of the requirements of the voluntary standard. To understand how the mandatory standard varies from AS/NZS 2088: 2000, refer to Consumer Protection Notice No. 8 of 2007 for prams and strollers (see www.comlaw.gov.au).

The mandatory standard for prams and strollers will take effect from 1 July 2008. It defines prams and strollers as:

- **Pram** a wheeled vehicle with a body of box-like or boat-like shape designed to transport a baby or child weighing up to and including 9kg primarily in a fully reclined position.
- **Stroller** a wheeled vehicle designed to transport a child in a seated position, which may also be adjusted to a semi- reclined or a fully reclined position.

What does the mandatory standard require?

This mandatory safety standard specifies certain construction, performance and labeling requirements for prams and strollers. To add to the safety measures available to users of prams and strollers and to highlight the need for parents and carers to be in control of the product at all times, the mandatory standard will now require (among other things) that:

- the pram or stroller has a tether strap that connects it to the person controlling it
- the pram or stroller has parking device actuators that are clearly red in colour.

Who must comply with the mandatory standard?

Anyone supplying prams and strollers, including:

- manufacturers
- distributors
- wholesalers
- importers
- hirers
- retailers
- second-hand suppliers,

is responsible for ensuring that they comply with the mandatory standard.

Do the prams and strollers I supply comply with the mandatory standard?

If you are unsure whether the products you supply comply with the mandatory standard, you should:

- obtain copies of relevant and current test certificates from your supplier confirming compliance with the mandatory standard, or
- arrange for appropriate testing to be conducted by a qualified test laboratory; or
- obtain copies of AS/NZS 2088:2000 and Consumer Protection Notice No. 8 of 2007 to assist with determining compliance with the mandatory standard.

If you are still unsure whether the goods you supply comply with the mandatory standard, you should withdraw your products from sale until their compliance with the mandatory standard can be confirmed.

Penalties for non-compliance with the mandatory standard

The Australian Competition and Consumer Commission regularly conducts random product safety surveys to ensure compliance for products subject to mandatory safety and information standards. Penalties under the *Trade Practices Act 1974* can be severe on suppliers who fail to comply with these standards. **Courts can impose fines of up to \$1.1 million for corporations and \$220 000 for individuals.**

Where can I get a copy of the mandatory standard?

You can obtain a copy of AS/NZS 2088: 2000 by contacting SAI Global on 131 242; you can also download the standard from the SAI Global website (www.saiglobal.com). You must also refer to Consumer Protection Notice no. 8 of 2007 for prams and strollers to understand how the mandatory standard varies from AS/NZS 2088: 2000.

Information on other product safety and information standards are available from the Australian Competition and Consumer Commission.¹

¹ Produced by the ACCC 04/08 © Commonwealth of Australia 2008 (Prams and Strollers Safety Requirements)

15. How safe is your shop?

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

The first and best guideline to enhance shop security is for those working in the shop to be vigilant.

Guidelines to be observed in the shop are:

- keep the back door locked at all times, except when extra people are in the shop for cleaning, sorting etc. when the rear door can be supervised, i.e., not left open and unattended
- money is to be kept secure in the desk drawer
- 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.

POLICE EMERGENCY NUMBER 000 Ask for Police
--

The following is advice extracted from the Victoria Police website document: Preventing armed robbery. Release date: Wed 2 May 2007, last updated: Thu 5 January 2012.

The majority of armed robberies are not thoroughly planned and a large number are drug or alcohol related making it a potentially dangerous situation. On the other hand, in a planned robbery the robber sometimes goes to great lengths to prepare, and looks over the premises extensively before the event.

Planning for security

Do not wait until a robbery has occurred to update your security procedures and systems. Improve the safety of both your staff and your customers by adopting a security plan. The Crime Prevention Officer at your local police station can give you practical ideas and advice to suit your business security needs.

Layout of the premises

An open, uncluttered environment providing a clear, well-lit view of the sales area from outside is a deterrent to armed robbers. Strong interior lighting used with an open glass shop front can make an offender highly visible and increase their chances of being identified.

If a robbery occurs

During an armed robbery the overall aim should be to ensure the offender leaves the premises as soon as possible, without injuring or harming anyone.

Do:

- Remain calm.
- Do exactly as you are told.
- Try to picture a description of the offender.
- Remember where the offenders have been and which way they left the premises.
- Notify police on 000.

Don't:

- Confront the offender.
- Touch anything immediately after the event.

16. Occupational Health and Safety

The Church has a legal responsibility for the health & safety of all employees and volunteers working for us, under the OH&S Act 2004 (OHS Act).

When engaging volunteers, it is essential that we ensure they have the appropriate skills, training & supervision to perform the work safely. It is our obligation to protect the health & safety of both employee and volunteer under the OHS Act. The best way to manage this is to treat volunteers as paid employees, by providing them with the same risk & safety assessments as paid employees.

Managing health & safety as part of the day-to-day operations demonstrates to the volunteer we value their help & commitment, and we are serious about their health & safety; contributing to higher volunteer retention.

If we do not manage the health & safety of our volunteers, we risk damage to our reputation & possible legal action. Volunteers, like employees need to have the experience to do their role safely OR they need to be supervised by an experienced person.

We need to provide volunteers with information, instruction & training on the safe use of any object, substance or equipment they need to use. This will help lessen the risk of injury to themselves or others, who may be affected by their actions.

Before volunteers start their role at any of our centres, we should outline:

- The tasks & boundaries of their roles
- Health & safety procedures (ie instructions for equipment they will be using)
- Who to talk to if they have any health or safety concerns & how to report incidents
- Arrangements for counselling after an incident or other traumatic circumstance
- What situations they should remove themselves from
- Emergency procedures, location of exits, & where equipment is kept.

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 stools for reaching such higher areas

- No stretching beyond the capacity of the person i.e. within easy reach
- Repetitive tasks
- 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? Do the staff know how to use them? Do you have an evacuation plan? Do you know the emergency services number?
- Existence of smoke alarms.
- Preparation of an evacuation plan. Do 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.
- Insurance & Claims Procedure Manual For Parishes/Diocesan Entities 2010 Section 12 of the Churchwardens & Treasurers Manual distributed to parishes, is a valuable resource for all matters regarding Risk Management

Tidiness of work areas

- Walkways and exits to be clear of cords and other tripping hazards
- Work stations to be worker friendly to avoid over stretching
- Clean and hygienic
- All staff and volunteers must be aware of emergency procedures

Evacuation plans

- Where the exits and muster points are.
- What the process is after all staff have left the building.

Fire

- Where the appropriate fire extinguishers are held.
- Who the designated warden is.

Keep in mind some common causes of injuries:

- Volunteers using hazardous or unfamiliar equipment
- Lack of role clarity
- Tasks requiring work at height (ladders/other)
- Volunteers who come into contact with substances that are not labelled
- Congested aisles; loose items on the floor; heaters next to clothing; items stored at high level; moving/handling heavy bags & boxes; bending/twisting while sorting goods
- **Lack of training, instruction & supervision.**

For Risk Assessment queries please contact the Diocesan Insurance Office.

17. Helpful Hints

Knives

- Flick knives and butterfly knives are prohibited goods and cannot be sold at all. The Criminal Investigation Branch (CIB) has suggested that if you are in doubt about the item then don't sell it.
- Pocket Knives and Swiss army knives can be sold in your Op Shop according to information from the Police CIB. It was stated that if the item is sold in stores then you also can sell it.

Some Op shops have decided not to keep knives of any sort as a matter of safety. Others have chosen to keep them but not display them. The CIB have suggested that if you are

concerned about knives then sell them privately and don't have them in your shop. If it is not affecting your bottom line and you are concerned about stocking the item then don't.

Care labeling - Clothing:

Second hand goods:

All second hand goods are exempt from Care Labeling.

Reference: Australian/New Zealand Standard AS/NZS 1957:1998 Textiles - Care labelling, published on 5 January 1998.

NOTE: If the goods are new then compliance with the care labelling requirements is mandatory. This means hand made goods must comply to the care labelling and also donated new goods such as factory over runs and old season stock.

Details can be obtained from ACCC 9290 1800

18. What should we do if there is a difficult person in the shop?

Some of our Op Shops have expressed concern about what to do if there was a difficult person in your shop. Some suggestions to address this issue include:

- Implement a policy of no-one working alone and if a difficult person who cannot be dealt with is in the shop they can be asked to leave, or alternatively the staff members could leave the shop taking the mobile phone with them and call for help from outside the premises.
- Contact the local police for an emergency number for immediate help. (It is unlikely this would be needed / used but may provide some reassurance to staff members).

If you have concerns about this then please ensure your Vestry is informed so they can look for solutions for you.

19. Stock Rotation

That is keeping a fresh look to the stock on your racks. Here are some of the ideas that have been shared at Network meetings for moving stock:

- 50¢ an article day - every other week. Helps to move stock.
- Once a month Saturday specials.
- Half price sales twice a year.
- \$5 bag days. Cram a bag day.
- Half price book and shoe sale.
- Toy and games sale prior to Christmas.
- Clearance rack at front of the shop.
- Different coloured tags for stock each month and a clearance policy on how long it has been there.
- Change the ticket colours every two weeks to keep the stock moving.
- Observe how local stores freshen up their displays of stock.

Op Shop Induction Suggestion

This induction was put together by 'The Bridge' Op Shop of Westmeadows/Bulla. It is used to induct new volunteers when they start working in their Op Shop so they are aware of Occupational Health and Safety issues in their shop at all times. It has been reproduced with their permission for other Op Shops to use if they wish. They have drawn the information from various sources available from the Diocese, most of which has come from the Risk Management Manual which is now part of the Church Warden's Manual.

Occupational Health & Safety:

Incident Reports – Procedures, forms etc.

Show form – stress “things may be trivial” to you but it is in your best interests to report incidents. (*Complete as soon as possible whilst it is still fresh in your mind.*)

Security;

- If a robbery occurs – do precisely as you are directed.
- Avoid eye contact – speak only when spoken to – make no sudden movements – try to remain calm and control your emotions
- Try to remember as many details as possible about the robber and the incident. (e.g. – wearing brown jumper, had earring, as tall as my husband, time etc).
- After the robber leaves if possible, carefully check to see if a vehicle was used and if another person was in the car. If possible look to see which way they leave.
- **DO NOT DISCUSS THE AMOUNT OF TAKINGS FOR THE DAY/WEEK IN THE SHOP - YOU DO NOT KNOW WHO IS IN THE SHOP AT ANY TIME.**

If any person/persons come into the shop in an agitated manner and you are anxious or worried – just leave the premises and if possible call police. Do not try to interact. If the persons leave and you are worried that they may return – stop trading and shut the shop and if required call the police.

Emergency Procedures:

If in case of fire leave premises immediately if necessary – if the fire is small, if possible use the extinguisher that is in shop – call fire brigade. On leaving turn off lights and close door. Ensure that all staff and customers leave the shop in an orderly and safe manner. Try to stay calm

First aid: A standard basic first aid kit is stored in a marked drawer in the kitchen for your use. Please note what items are used so that they can be replaced. Panadol/and or any other type of tablets should not be given by a staff member to other staff or customers. A Doctor's surgery and a chemist are in the shopping block refer to them for assistance if necessary. Please call 000 if an emergency.

Lifting:

- Do not lift heavy items – bags should be only ½ to ¾ filled.
- If customers bring in boxes of donations ask them to place the goods on table.
- When bending - bend your knees - place bags onto a chair so you do not have to continue to bend over.
- Do not over stretch – keep things within easy reach

- If large items are left outside shop do not try to bring them inside – just leave them where they are. (Council security cameras record what happens outside and where possible “dumpers” will be prosecuted.)

Storage Bags:

As above – do not over fill – when taking bags out to “Bob’s bin” get help if necessary or leave until someone else can remove the bag for you. Clothing only to go into the bags – all other items such as shoes and bags to go directly into the rubbish bin.

Ladder Usage:

Use ladders to reach up to higher items – DO NOT STAND ON CHAIRS. Two small step ladders are kept at rear of shop and are manageable so please use them

Windows:

Do not place large items on top shelf – e.g. large glass plates, vases etc.
Do not try to reach top shelf to retrieve items – use a small ladder.

Electrical:

All electrical items (e.g. kettle, fridge, vacuum cleaner) in use at the shop are tested and tagged by the diocese on a yearly basis. Do not try any electrical items that may have been left at or donated to the shop - THROW THEM OUT – we are not permitted to sell this type of item.

Use electrical leads with caution – do not have them trailing around the shop – If you are unsure about the working order of power points, kettle, heater, radio etc turn off and report the fault to a committee member. When using vacuum cleaner be careful of trailing lead in and around clothing racks.

General comments:

- Keep your workspace, sorting table clear and tidy
- When storing goods for winter/summer do not overload boxes.
- Keep boxes of saleable goods off the floor. Floor area should be clear and free making sure that staff and customers are able to move around the shop freely.
- Prams and walkers can be a problem if customers try to move around shop. Ask that they be left near the front door.
- Sorting can be repetitive so try not to stand for too long in one position – stop and move around then return later. Stress injury can happen with repetitive jobs.
- When sorting glassware, china etc be very careful and watch for chips, cracked and broken glass.
- Keep doorways and exits clear.
- After the floor has been mopped – use the “Wet Floor” sign to warn others
- DO NOT BE FRIGHTENED TO ASK FOR HELP – SHARE THE LOAD