

Vinnies Shops Operational Manual



Vinnies



Vinnies



St Vincent de Paul Society
NSW
good works



Vinnies Shops Operational Manual

August 2016

FOR INTERNAL USE ONLY

Note: It is National Policy that a Society retail facility is called a Vinnies Shop.

In a facility where both retail and conference activities are conducted, the title 'St Vincent de Paul Society Centre' or 'Centre' may be used.

Every day in NSW the Society helps thousands of people through home visitation, hospital visitation, prison visitation, homeless services for men, women and families, migrant & refugee assistance, support for those living with a mental illness, supported employment services for people with intellectual and other disabilities, Vinnies Shops, overseas relief, budget counseling and youth programs.

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SECTION 1: AN INTRODUCTION TO VINNIES SHOPS



1.3 Introduction to the Society

The St Vincent de Paul Society was founded by a 20 year old student named Frederic Ozanam in Paris, France, April 23, 1833. It was established by like-minded individuals, with the spiritual influence of Sr Rosalie Rendu, who wished to put their faith into action. Ozanam and his companions embraced the patronage of a French saint of the poor, St Vincent de Paul.

The Society was established in Sydney in 1881 through the commitment and dedication of Charles Gordon O'Neill and the support of the parish of St Patrick's Church Hill in The Rocks.

Today this same compassionate spirit, enthusiasm and mission continues throughout Australia. There are thousands of people who every day share their time in, caring for humanity and their energy into making a difference in the lives of disadvantaged people all around Australia.

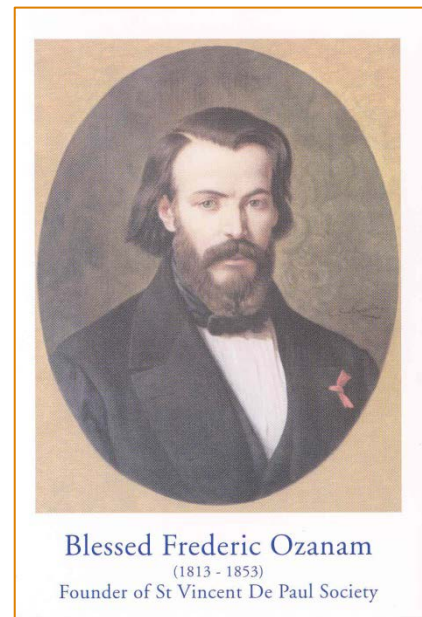


Fig 2: Blessed Frederic Ozanam

1.4 Our Mission

The St Vincent de Paul Society is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

1.5 The St Vincent De Paul Society Logo

The Society's logo was the thought of the Australian sculptor Tom Bass in 1965. It was adopted by the National Council in 1976 and is the Symbol of the Society in Australia and in many other countries.

The logo depicts three hands with a cup in the centre, and each hand has a specific meaning:

- The hand of Christ blesses the cup
- The hand of Love offers the cup
- The hand of Suffering receives the cup

Vinnies Shops have a specific logo which is used externally to identify the Shops and work associated with the Shops.

Please refer to the Vinnies Style Guide on the Vintranet for more detail regarding the appropriate use of the Vinnies logo.



1.6 What is a Vinnies Shop?

Vinnies Shops are Special Works of the Society. A Vinnies Shop is a place where:

- retail activities are conducted by shop volunteers and/or employees;
- donated goods may be received from the community and sorted by shop personnel, and displayed for sale;
- goods, beyond the need of the shop, are processed and sent to Society distribution centres or facilities for further processing;
- people seeking assistance are directed to conference referral offices, call centres or put in contact with conference members;
- people seeking material assistance are referred by conference members to the shop as necessary and when required.

1.7 What is a Recycling & Distribution Facility?

Recycling and distribution facilities are special facilities that support the work of Vinnies Shops. They

- receive goods from the public via collection sites (bins) and Vinnies Shops;
- may act as a point of contact for donors to contact the Society with offers of donated goods;
- sort, prepare, and warehouse quality donated stock for sale in Vinnies Shops;
- supply requested stock to Vinnies Shops for sale;
- sort goods not required by shops or unsuited for resale, into product suitable for on-sale to recyclers, who supply this product to markets within and outside Australia; and
- dispose of goods unsuited for sale, recycling or on-selling.

1.8 The Mission of Vinnies Shops

It is our mission to make our NSW Vinnies Shops working models of the Vincentian spirit. The Shop should always radiate with Christian principles, within the spirit and philosophy of the St Vincent de Paul Society.

Vinnies Shops are Special Works of the Society and operate under the authority of the Central Council in which they are located.

The donors of goods to the Society trust us to use donations directly for people seeking assistance or to convert them to the maximum amount of cash to be used for services provided. We are highly accountable for the trust placed in us by our donors, the community and those we assist.

1.9 Spirituality within the Vinnies Shop

Central to the living tradition of the St. Vincent de Paul Society is Christian faith and generosity. Vinnies Shops are a particularly visible and practical part of the life of the Society and reflect the spirituality of the organisation which is at one and the same time eminently practical, relational, engaging and deeply Christian.

Inclusion and personal relationships are core characteristics of the spirituality of the Society. This requires respect for individual differences, for those of differing faith traditions and those of none. It is a spirit grounded in faith, living in hope and growing in love and service to all.

Our spirituality follows the example of Frederic Ozanam, for:

"We hope that in ensuring material help, it will be possible to ensure at the same time spiritual assistance." [Ozanam in his correspondence PI 27].

1.10 Centre Prayer

The Centre Prayer, as agreed to by the State Council, reflects the ecumenical nature of shop personnel. It is recommended the prayer, an act of spirituality, be said at shop meetings and gatherings, remembering to be inclusive and allow for people to respectfully choose not to participate.

The prayer relates to the tasks conducted by shop personnel, whether assisting those in need, serving customers or fulfilling the various duties in the conduct of the shop. The Centre Prayer can be said before opening the Shop for the day's trade, or at any other agreed time.



Fig 4: St Vincent de Paul

ST VINCENT DE PAUL SOCIETY CENTRE PRAYER

We ask you Lord to journey with us this day in Love.

*We thank you for the many joys and blessings in our lives,
especially our families and friends.*

Help us to be kind and considerate to all we meet.

May we be helpful and kind to all who enter this centre,

and we pray especially for those most in need of your love today. Amen.

[Composed by Sister Gwen Tamlyn]

1.11 Vinnies Shops & Conference Relationships

Conferences may make an essential request* for goods for basic purpose from the Vinnies Shop to support their work via a Request for Assistance Form. When shops receive Request for Assistance Forms (see Appendix 2) from conferences, they:

- supply, if available, the items of the type and number indicated;
- record the details using the appropriate procedure in their shop using Connect POS;
- notify the conference if goods are not available at the shop.

* An essential request would encompass emergency clothing, furniture, homewares, manchester etc.

1.12 People Seeking Assistance

Vinnies Shops personnel assist people by

- providing a welcoming and friendly 'face';
- listening to their enquiries with empathy; and
- directing the person to a referral centre or conference visitation facility, or as per local Central Council policy.

If the need is urgent the Day Coordinator or Shop Manager should contact conference members directly, explaining the urgency of the need.

Conference members may authorise the Day Coordinator to fulfil the need from shop resources, if possible, or make other arrangements to meet the needs of the person seeking assistance.

1.13 Privacy & Confidentiality

Please refer to a copy of these Society policies on the Vintranet or contact Central Council Office:

- State Council Confidentiality & Privacy Policy
- Code of Conduct

1.14 Relationships with Donors

Maintaining the flow of donated goods is imperative for the operation of Vinnies shops. The Society relies on donations from the public to stock its shops and, by their sale, to generate funds to assist people in need and to conduct Society Special Works.

The manner in which we relate to donors influences their continuing support of the Society's shops. Donors should be respected and thanked appropriately for their donation.

If necessary to refuse an item, please refer to the Day Coordinator or Shop Manager.

1.15 Relationships with Media

All media enquiries must be dealt with in accordance with the Media Policy, a copy of which is available on the Vintranet or from the Central Council Office.

In regards to non-contentious media requests, the Central Council President, Central Council Centres President or Executive Officer can speak on issues relating to Vinnies Shops. In certain cases when appointed by the President, the Retail Manager can act as spokesperson.

Any media requests which could be deemed as a risk to the Society's reputation, must be referred to the Communications and Media Manager, State Support Office on 02 9568 0262.



SECTION 2: ADMINISTRATION



2. Administration

2.1 Shop Locations

A current list of Vinnies Shops locations is available on the St Vincent de Paul Society public website at www.vinnies.org.au/shops.



Fig 5: St Vincent de Paul Society Shops landing page

2.2 Shop Reports/Tasks

Shop reporting is the responsibility of the Retail or Area Manager, Centre President and/or Shop Manager, as required by the Central Council.

2.3 Budgets and Sales Targets

Budgets and sales targets are set annually on a Central Council level and are communicated through the retail managers to the shops.

Copies of budgets, sales targets and sales results should be regularly made available for retail personnel to view.



2.4 Involvement Report

Vinnies Shops record the work they do on behalf of the conference in the relevant section of the 'Connect POS' till. This information has traditionally been called the Involvement Report.

Clothing and household items are given free of charge from the shop to people who have been given a Family Assistance Voucher or request form by the conference after a home visit or interview.

Information and data provided in this way is used:

- To complete the Annual Report on the activities of the Society.
- To identify trends in geographic areas and various kinds of need.
- To illustrate the work of the shops in assisting conferences.

Statistical information gathered via the Involvement Report is valuable to the Society as it can be used when the Society is appealing for funds or when applying for grants for Special Works.

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FAMILY ASSISTANCE REQUEST FORM

Centre _____ Regional Centre _____
 Phone _____
 Address _____
 Please supply the bearer - Mr / Mrs / Ms / Miss _____
 With the following items if available _____
 Issue Date _____
 (Valid for two weeks from this date) _____
 Voucher No. 242658 _____

Indicate when required urgent or otherwise. Please be as specific as possible.	Supplied		Remarks
	Yes	No	

No. of People Assisted: Adults _____ Children _____

Conference _____
 Member's Signature _____ "We Care"
 Please give original and one duplicate to bearer.

2.5 Other Vinnies Shops Records

Central Councils may have other data they collect, such as the number of hours a volunteer works and the number of bags of stock sent to recycling centres or commercial recycling companies.

The manner in collecting these types of data is particular to each central council.

2.6 Insurance

For any questions regarding insurance coverage, please consult your Retail Manager or your Central Council with details relating to the specific enquiry.

2.7 Vinnies Shop Personnel Amenities

Vinnies Shops strive to provide a pleasant and equitable working environment for all shop personnel. Shops should provide tea and coffee making facilities for use by shop personnel.

The Vinnies personnel area (i.e. the tea room or similar facilities) should be kept in a clean and tidy manner at all times and be located away from work areas such as sorting rooms. Special attention should be paid to ensure that electrical items such as toasters or kettles are compliant with safety guidelines, and adequate signage is displayed for use in emergencies or first aid situations. Please refer to your Central Council Safety Officer to ensure that all facilities are adequate under safety guidelines.

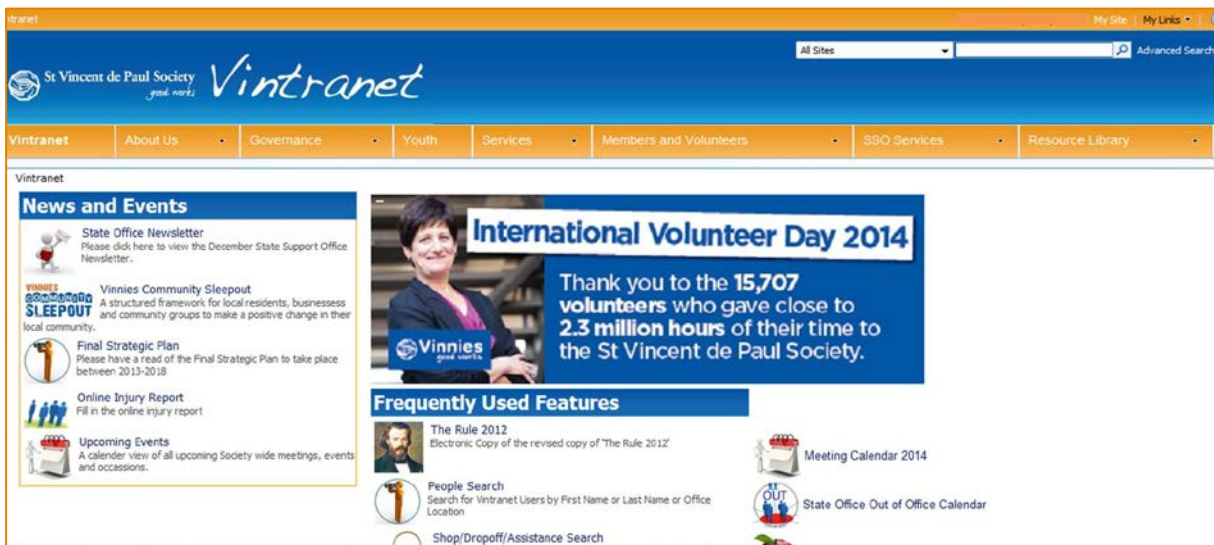
Catering items and food should be kept in a clean and tidy manner, and in accordance with safety regulations in a secure area away from the retail section of the shop. It is the responsibility of all personnel to maintain the tidiness and cleanliness of the facilities they are utilising.

There should be no eating or drinking in the retail area.

2.8 Volunteer Out-of-Pocket Expenses

Expenses incurred on behalf of the Society must have the appropriate prior approval. Please refer to the State Council Policy on Volunteer Reimbursement which is available on the Vintranet or the Central Council Office.

2.9 The Vintranet



The Vintranet is a central location that provides information regarding St Vincent de Paul Society policy, procedures and guidelines. Access is to be progressively rolled out across NSW.

On occasions this manual refers back to policies and procedures located on the Vintranet. For shops without current Vintranet access, these documents may be accessed, where relevant, with the assistance of your Centres President, Retail Manager, Safety Officer or Executive Officer as appropriate.

2.10 Communication

A communications book should be made available for all shop personnel.

It is compulsory for each shop to have a workplace health and safety noticeboard, which must display all notices as described in the Society procedure 'WHS Noticeboards'. The designated Central Council safety officer will be able to assist.

It is compulsory for each shop to have a general notice board, which must display documents relevant to the running of the shop.

It is recommended that minutes of meetings and other communications be displayed on the personnel/general notice board.

2.11 Accounting Procedures

Accounting procedures in Vinnies Shops inform the operations of:

- a cash float for point-of-sale
- the Central Council office
- point-of-sale system and EFTPOS
- charge cards (where available from the Central Council office)
- petty cash float for use by the centre management committee, managed in cooperation with, and at the direction of, the Central Council office.



2.11.1 Receipts & Payments

All retail shops are issued with a specific deposit book for each shop by the Central Council for the daily banking of the day's takings.

All invoices for payments received at a Vinnies Shop need to be duly authorised in accordance with the Central Council Financial Delegation Policy and forwarded to the Central Council finance team for payment.

A petty cash float for the payment of incidental expenses is maintained in Vinnies Shops.

Please contact your local Central Council office if you have any queries or need assistance.

2.11.2 Retention of Records

Please refer to the Society's Records Retention Policy on the Vintranet or Central Council Office for guidance.

2.11.3 Asset Register

Asset Registers are maintained by each Central Council for all assets under its management and use.

2.11.4 Auditing of Centre Financial Records

All financial records of the Society are subject to an annual external audit. Additionally, periodical reviews by the Society's Internal Auditor may be conducted and these are co-ordinated by the Central Council office.

2.12 Annual Centre Audit (Buildings, Operations & Volunteers/Staffing)

It is the responsibility of each Central Council to conduct their own annual audit of their Vinnies operations. The audit is helpful in providing a series of simple checks and balances to ensure that each shop within a region meets the minimum requirements (for example in the areas of equipment and WHS requirements).

2.13 Cash Handling & Banking Guidelines

Cash handling procedures may differ from shop to shop depending on resources available, banking facilities, trading levels and trading days.

However, the following general guidelines should be applied as a minimum. Further insights can be found in the WHS Procedure: 'Security – Cash Handling and Shop Security'.

- Ensure that excess cash is removed from the register and that this is done randomly.
- Excess cash should be counted by two personnel and placed in the safe.
- Counting of cash should be conducted in a secure room away from the cash register. Reconciliation of the register should be performed only after all customers have vacated the shop and doors are locked.
- Reconcile banking with the Z tape. Variances should be investigated, explained and reported to supervisor.



- Z Tapes and banking sheets (including cash and EFTPOS figures) should be forwarded to the Central Council Office each week.

The amount of cash held on premises should be kept to a minimum. Wall and floor safes should only be used for temporary storage of cash, and if a safe is used, ensure that as few people as practical know its location and combination or its contents.

- Wherever possible, cash should be banked on a daily basis, on all bank trading days. (Weekend takings should be placed in the safe and banked on the next available business day).
- Wherever possible, two people should go to the bank.
- Vary times and routes when going to the bank.
- The cash drawer should not be opened unnecessarily, e.g., unless tendering a transaction, removing excess cash, etc.
- Money should never be left unattended (e.g. on the counter, or on top of the cash drawer or beside the register, or in an open cash drawer) should personnel have to investigate a disruption.
- Never take cash home.

If a robbery takes place on the way to the bank, remember that personal safety is the most important. Follow the instructions listed in the section Armed/Unarmed Hold Ups during Trading Hours.

2.13.1 Register Discrepancies

It is important to report all register discrepancies to the Day Coordinator or Shop Manager or Area Manager as they occur.

2.14 Key Register

A key register is to be held, where directed, at each shop location, and a copy of each key register is to be stored at the Central Council Office. A restricted key system (security keys) should be used for building access doors. This means that keys cannot be reproduced without permission. If locks are changed for any reason the Central Council office must be notified so that authority to issue the new keys can be made.



In cases of emergencies, persons allocated as key holders may need to be contacted to open the shop. The Vinnies Shop Manager is to manage the key register and ensure only the shop personnel who need keys are issued them.

It is the responsibility of the shop manager to ensure that key holders who retire or leave return their keys immediately.

The key register should be updated by the manager every time a key is issued or a key holder retires or leaves. Similarly, the key register should be checked for any changes to addresses or phone numbers on a regular basis.

2.15 Belongings of Personnel

Vinnies Shops provide lockers for personnel to store personal belongings.

It is the responsibility of personnel to ensure that their personal belongings are properly secured for the duration of their shift. No personal items to be held under the shop counter or sorting areas.

St Vincent de Paul is not liable for lost/stolen personal items.

2.16 Safe

The Shop Manager/Centre President or Day Coordinator of the day will be responsible for the safe. Only the Shop Manager/Centre President and Day Coordinators will have access to the safe pin/combination.

2.17 St Vincent de Paul Supply Centre

Certain merchandising and generic supplies are available via a mail order service that the State Centres Committee operates from the St Vincent de Paul Supply Centre.

This service is a mail order (or fax) only facility. All Orders must use the NSW Supply Order Form, which is available from the St Vincent de Paul Supply Centre, Vintranet, or the Central Council Office:

St Vincent de Paul Supply Centre Contact Details

Address: St Vincent de Paul Society Supply Centre
66 - 72 Salisbury Road,
Stanmore NSW 2048

Fax: (02) 9519 2452

Email: supplycentre@vinnies.org.au

Orders will usually be packed and posted within two weeks of the receipt of the order. An invoice will be sent listing the goods ordered, packaging and postage costs.

SECTION 3: OPERATIONS



3. Operations

3.1 Vinnies Shop Presentation

[Reference: Safe Work Procedure 6 – Cleaning]

Vinnies Shops are the 'face' of the Society. This makes the cleanliness and presentation of the shop a priority. Housekeeping also assists in the prevention of accidents. All shop personnel should participate in keeping the shop clean, free of odours and safe for everybody; customers, people seeking assistance, visitors and other Society personnel. Cleanliness around collection bins must be maintained.



The use of local housekeeping checklists is recommended. Below are some considerations that should be included:

- Door entrances and fire exits are to be kept clear at all times.
- Allow sufficient space between racks, display tables and counters for prams and customers using walking aids.
- Keep items off the floor as they can become trip hazards for consumers and workers.
- Don't use stairwells and passageways to display pictures or other merchandise. In most Vinnies shops these would be paths taken in an emergency and need to be kept clear.
- Do not block access to any electrical switchboards or store items close to them.
- General power outlets located at or near floor level are to be fitted with blank covers to prevent children inserting items into the socket.
- If there is a need for cleaning up bodily wastes or fluids, ensure that 'standard precautions' and appropriate personal protective equipment are used. Refer to your Safety Officer for guidance.

Further housekeeping priorities related to emergency management may be found in Section 7.5 of this manual.

Day co-ordinators and/or Shop Managers should tour the retail floor, including the exterior, to ensure a high standard of housekeeping. Appendix 5 has some suggested checklists to assist Day Coordinators and Shop Managers. Please refer to shop operations procedures for daily tasks.

3.2 Trading Hours

It is recommended that Vinnies Shops should be open from Monday to Friday 9am to 4pm, and Saturdays 9am – 12pm as a minimum.

Shops are encouraged to trade throughout seasonal holiday and school holiday periods, as far as is possible and where shop personnel are available.

3.3 Point of Sale System (POS)

Commencing in November 2015 a brand new point of sale system called “Connect” is being rolled out into all NSW Vinnies shops. It replaces the previous mix of cash registers and POS in the shop network.

Once implemented, every Vinnies Shop will be provided with a User’s Manual, a Quick Reference Guide and access to a Learning Management System to help personnel learn how to use the system.



3.3.1 Access to Connect Helpdesk Support

There is a 24/7 Help Desk 1300 200 138 which can be called any time by personnel needing assistance with support issues.

3.4 Shop Closures

Vinnies Shops will not open on Christmas Day, Good Friday and Easter Sunday. Anzac Day trading is at the discretion of the Central Council. Christmas holiday closures (other than Christmas Day) are at the discretion of the Central Council.

Any variation on normal opening hours should be referred to the Retail or Area Manger and requires the approval of the Central Council Executive Officer.

The State Support Office must be informed of any variations to opening and closing times for display on the Society website.

Appropriate signage should be displayed regarding opening hours and holiday closures.

3.5 Customer Service Policy

The Importance of Customer Service

The most important people to our business are our customers. It is essential we do all we can to assist our customers to enjoy their shopping experience at a Vinnies Shop.

The impression our shop personnel give to our customers is the impression that they retain when they leave the shop. Therefore, it is important that every effort is made to make our customers feel welcome so that they will want to return to the shop again.



Customers should always be acknowledged when they enter the shop. This can be a friendly hello, an offer of help, or even just eye contact and a smile (if you are busy with another customer).

This greeting is very important for several reasons. It makes the customer realise that they are welcome and you are ready to attend to their needs, as well as having an anti-theft function. A shop with attentive and alert personnel provides less opportunity to would be thieves.

See Appendix 5 for a suggested Customer Service Checklist.

3.6 Dealing with a Complaint

When a complaint is made by a member of the public, the procedures outlined in the Complaints Handling Policy and Procedures are to be followed.

For further information in responding to an external complaint refer to your Central Council Retail/Centres Manager or contact the Complaints Handling Officer at the Society State Support Office via email to Complaints.Handling.Officer@vinnies.org.au.

Internal complaints are handled at Central Council level following the appropriate complaints handling policy.

3.7 Vinnies Shops Branding

The look and feel of the shop must comply with *the Vinnies Style Guide*, which is available on the Vintranet or from your Central Council. All signage, including marketing collateral must be in line with the *Vinnies Style Guide*.



Any desired changes to the layout, look and feel of the shop must be approved by the Shop Manager in consultation with the Retail Manager.

3.8 Front Door & Window Signage

The front door of the shop can only display the following items:

- Opening/Closing times
- Times of Mass at the local church
- Vinnies Conditions of Entry
- Conference Details
- “Condition of Entry” sign

Windows must be left clear and uncluttered.

3.9 Minimum Staffing in Vinnies Shops

[Reference: State Council Policy 1993]

The minimum staffing guidelines for Shops are as follows:

- Two people over the age of 18 must be in attendance at all times whilst the shop is operating.
- When only two people are available, those two are to be engaged in the retail section.

- When more than two people are in attendance, at least two people must be in the retail section.
- In the event that only one person is in attendance, the shop is to remain closed until a second person is available.

Further to the above, in the event that a second person does not arrive, the shop is to be closed and contact made with the Shop Manager/Centre President.

3.10 Volunteer/Employee Uniform

All shop personnel who deal with the donors or customers should wear a name badge and clothing suitable to the image of the Society and appropriate for their role or work function.

Name badges and one uniform item (blouse, polo shirt) will be provided by the Central Council. Additional uniform items can be purchased by staff or volunteers as necessary. Alternatively, aprons are provided as a standard item and used as volunteers wish to wear in order to keep their clothes clean.

To assist Central Councils the Retail Development Manager, NSW State Support Office can be contacted for a list of suppliers and their contact details.

3.10.1 Vinnies Shop Personnel

For many reasons, including providing good customer service, and security and prevention of shop theft, all shop personnel should be clearly identifiable to shoppers.

At a minimum all shop personnel should wear a Society name badge that is clearly displayed on their person and it is highly recommended that a Vinnies apron be worn. An apron clearly identifies shop personnel, and keeps personal clothing neat and tidy, particularly when sorting donations.

Shop personnel also have the option of wearing a Society blouse or t-shirt whilst working in the shop if they choose to.



3.10.2 Distribution Warehouse Staff and Volunteers

Wearing appropriate clothing and uniforms assists our shop personnel to remain safe in the workplace at all times.

Sorters, truck drivers and warehouse volunteers and employees must wear closed-in sensible shoes or sturdy boots to avoid injury. Long-sleeved shirts and trousers are preferable, weather permitting. Specific requirements for Personal Protective Equipment (PPE) will be listed in local safe work procedures and these must be adhered to. There may be a need for steel capped boots with some roles. Note that PPE will be provided by the Society in most cases (refer PPE policy) and should not be purchased second hand or sourced from donations received by the Society.

In addition to sensible shoes or sturdy boots and appropriate clothing, warehouse staff, truck drivers and assistants must wear high visibility vests when collecting or delivering goods on behalf of the Society, or working within the grounds of the distribution and sorting areas.

Sorters should wear suitable gloves whilst sorting through contents of donation bags.

Warehouse Supervisors, Day Coordinators and Shop Managers reserve the right to ask shop personnel to dress appropriately for their role. If the employee or volunteer refuses to do so, their supervisor or manager may ask them to leave the premises and return when dressed appropriately.

Inappropriate clothing may include the following:

- Thongs and sandals
- Excessively ripped or torn clothing
- T-shirts or tops with offensive slogans or wording

It is recommended that personnel operating heavy machinery (e.g. baling machines) remove and safely store valuable items and clothing or jewellery that can become entangled in machinery (e.g. long dangling necklaces). Long or dangling hair should also be tied back or protectively covered to prevent such entanglement. Long or dangling hair should also be tied back or protectively covered to prevent such entanglement.

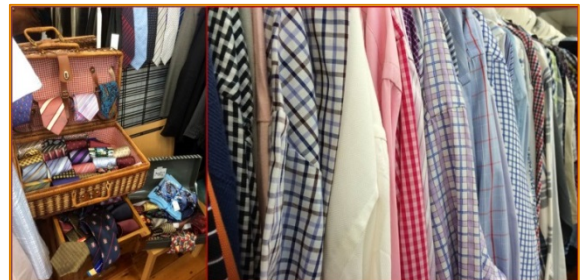
Please refer to your Safe Work Procedures. Please consult with your Manager.

3.10.3 Uniform Suppliers

Please contact your Central Council Office or the Retail Development Manager, NSW at the State Support Office for a list of current uniform suppliers.

3.11 Daily Work Plan

To be developed by the Day Coordinator or Shop Manager at individual shops as an ongoing basis. Please refer to your local procedures.



3.12 Cleaning Roster

To be developed by the Day Coordinator or Shop Manager at individual shops as an ongoing basis. Please refer to information posted in your staff notification area.

3.13 Opening and Closing a Shop

A minimum of two people must be present at any time the shop is operating. Where the minimum number of people are not present, the shop is to be closed and contact made with the Shop Manager or supervisor. All personnel must sign the attendance book.

3.13.1 Opening and Closing

All personnel must sign the attendance book when they arrive at the Centre and sign out when they are leaving.

a. Opening Procedure

Before the doors are opened to the public the shop should be prepared for trade, including:

- Put cash float in register.

- Ensure all racks and displays are tidy.
- All workers in the Vinnies Shop must sign in on days when working.
- Ensure shop personnel have put on the Society badge and apron, or alternative Society identity clothing.
- Briefing from Day Coordinator or Shop Manager on what needs to be done during the day and use this opportunity to say the Centre Prayer.

Please see 7: Useful Shop Forms for some suggested checklists to assist with presenting the shop for trading.

b. Closing Procedure

Before locking the shop for the night ensure all areas have been checked, and customers and visitors have left the building.

3.13.2 Reconciliation

- Cash up register and secure all monies in the safe.
- Cash is to be balanced against sales at the end of each trading day after closing.
- Float to be counted out, denominations recorded on the daily takings sheet (ensuring appropriate amounts of each denomination is included for change) and placed in a bag.
- The register is to be left open at night with no money left in.

3.13.3 Security

- Ensure all employees, volunteers are accounted for and have signed off.
- Double check all doors, roller doors, dock areas, windows, toilet areas, meeting rooms.
- Switch on night lights and security system (if available).
- Check locks are secure.

3.14 Shop Personnel Accountability

The donors of goods to the Society trust us to use donations directly for people seeking assistance or to convert them to the maximum amount of cash to be used for services provided.

We are highly accountable for the trust placed in us by our donors, the community and those we assist. That trust should never be abused by:

- Taking goods without payment.
- Selling goods to ourselves or friends for prices cheaper than available to customers.
- Presuming that a person is unable to afford an item and reducing the price.
- Selecting goods in the sorting/storage areas for ourselves before being priced and offered for sale to the customers.

If honesty and integrity are held sacred and demonstrated by all, incidents of dishonesty and theft will be minimised. Always act ethically.

All incidents of dishonesty or theft should be reported to the Shop Manager/Centre President.

Dishonesty will not be tolerated and could lead to disciplinary action, up to and including involving the police. All shop personnel should bear in mind the following:

- Stealing is an offence under the law, and can lead to prosecution.
- Any act which deprives the Society of goods or money is stealing from those most in need of our help.
- Any personnel who considers he/she is entitled to take goods by way of reward for the work that is done does not understand the Society's ethos, aims and objectives.
- The profits earned from the sale and recycling of donated goods are used by the Society to provide better services for the community and those we assist.
- If the public believe that we take no action against people who steal from us, they will be less likely to donate to us.
- There is no excuse for stealing money or goods. If shop personnel are in need, the Society can give them assistance using the appropriate channels.
- Volunteers who do not adhere to these conditions may be released from their role in accordance with the requirements of their volunteer role. [Reference: Volunteer Policy 2014].
- Employees not adhering to these conditions may be subject to disciplinary action. [Reference: Workplace Manual 2008.]
- Under the Managing Fraud and Dishonest Behaviour Policy and Procedures 2014 all Members, Volunteers and Employees have a responsibility to report dishonest behaviours or activities (or which they reasonably believe may involve fraud, dishonest workplace behaviour, theft and any serious waste of Society money or resources).
- Please see Managing Fraud and Dishonest Behaviour Policy and Procedures 2014 (available on the Vintranet). Contact your Central Council office for guidelines and advice on reporting fraud.

3.15 Sale of Goods

The term supply of goods in the Fair Trading Act 1987 includes sale, exchange, lease, hire, hire purchase and giveaways. The Sale of Goods Act does not permit the sale or free distribution of goods, new or second hand, that are defective, therefore all goods sold or given away must be in good condition. Further information can be obtained from www.fairtrading.nsw.gov.au.

Product safety advice, information sheets and brochures, and copies of safety laws can be obtained from the NSW Office of Fair Trading (phone 133220 or www.fairtrading.nsw.gov.au). The Fair Trading website contains numerous links to information relating to fair trading and provides shop personnel with relevant information to the conduct of retail activities in shops.

For additional information about product safety and standards contact the Office of Fair Trading's Safety and Standards Branch on (02) 8467 4400.

The Fair Trading Act requires that certain goods must comply with safety requirements before they can be sold, and certain information about the product must be supplied with that product when it is sold.

An up to date list of mandatory standards and bans and other relevant information can be obtained from the following Product Safety Australia website www.productsafety.gov.au.

A summary of NSW Safety and Product Information Laws under the Fair Trading Act is regularly updated and can be obtained from:

Australian Competition & Consumer Commission - New South Wales Fair Trading

Office Address

1 Fitzwilliam Street
Parramatta NSW 2150

Mailing address

PO Box 972
Parramatta NSW 2124

General Enquiries: 13 32 20

Website: www.fairtrading.nsw.gov.au or at www.productsafety.gov.au.

Information on Commonwealth Government safety laws is available from the Consumer Affairs Division of Treasury. The contact telephone numbers are 1800 020 008 or 02 6263 2111.

3.16 Electrical Items

State Council has approved the sale of second hand electrical items under policy conditions as set out in two Society documents: *WHS Electrical Safety (13th May, 2013)* and *Sale of Electrical Items (June 2015)*.

Approval to sell second hand electrical items, other than banned items listed below, in each Central Council's Vinnies Shops is allocated to each Central Council.

The inspection and testing of electrical items (new and second hand) is required by The Australian Standard AS/NZS 3760: 2010.

Inspection and testing and tagging must be carried out by a competent person who is defined as 'someone who has acquired, through training, qualification or experience, the knowledge and skills to carry out inspections and testing of electrical equipment'. (WorkSafe NSW).

Second hand electrical items displayed for sale must carry two tags:

- a) *THIS SECOND-HAND ELECTRICAL ITEM HAS BEEN INSPECTED AND TESTED AND COMPLIES WITH AS/NZS 3760;* and
- b) *A STANDARD TEST AND TAG LABEL* obtainable from electrical suppliers.

3.17 Banned Electrical Items

State Council has banned electrical items that have strict or complex conditions of sale. Items banned by State Council include

- electric blankets
- flexible heating pads
- Christmas lights
- automatic electric toasters
- water beds and water bed bladder heaters

Please refer to the local Central Council guidelines for other items that have been banned in your regional area.

3.18 Unsuitable & Unacceptable Items

On occasion the Society receives donations that would be deemed unsuitable for sale.

These items can include at a minimum:

- items that are stained, dirty or unfit for purpose;
- items, goods or clothing that are listed on the Australian Competition and Consumer Commission (ACCC) permanent or interim banned items list (please refer to point 3.15 Sale of Goods above for more detail);
- clothing or accessories with inappropriate pictures and or language;
- clothing or accessories of a salacious nature;
- bric-a-brac, books, magazines, records, compact disks, computer programs that contain explicit material or promote violence, pornography or encourage discrimination practices;
- commercial company branded and service-provider uniforms (refer to 3.19 Branded Items).

These articles should not be offered for resale or given away.

Should shop personnel come across any items that causes concern or is of a dubious nature, shop personnel should consult with their Day Coordinator, Shop Manager or Area Manager for further action, including appropriate disposal of the item.

Please refer to 5 - ACCC Product Safety: Mandatory Standards and Bans.

Note that each Central Council may have their own list of banned items as appropriate to their Diocese.

3.19 Branded Items – uniforms, clothing and accessories

Under no circumstances are shops permitted to sell commercial company branded and service-provider uniforms (e.g. police officers or work uniforms from public service providers such as St Johns Ambulance or medical practitioners, private transport companies or construction companies, etc.).

If donations of this nature are received, sorters are advised to cut through the logo and put the items into the waste bin.

Designer fashion clothes, shoes and accessories that display brand names as part of the design (e.g. sportswear from Nike or Adidas, general fashion items from Country Road, Polo Ralph Lauren, Orotan, etc.) may be sold.

Donated school uniforms can be sold in Vinnies Shops.

If you are unsure about an item, please refer to your Day Coordinator or Shop Manager.

3.20 Donated Goods

Goods in Vinnies Shops are sold 'as is' and should be 'fit for purpose'. For example, clothing should be of the highest possible standard, clean and free of major faults. Dirty or damaged goods should never be put on display hoping that 'someone will buy them' or offered for free.

If shop personnel are unsure of the quality of the item they should refer to the Day Coordinator or Shop Manager or Area Manager.

CUSTOMERS PLEASE NOTE:

GOODS ARE SOLD AS SHOWN,
PRICES ARE NOT NEGOTIABLE.

MONEY RAISED FROM THE SALE OF
GOODS IS USED TO HELP MEMBERS
OF OUR COMMUNITY. Thank You

3.21 Collection (Clothing) Bins

Vinnies Collection Bins provide the public with a place to donate clothing and small household goods. Collection bins are the silent face of the Society and should be kept in good condition and free from rubbish left around the bin.

Collection bins are clearly identified by using the Society' decal set. The external surface of the bins should be maintained in accordance with the Society's style guide. Clear signage explaining the acceptable and non-acceptable donation items should be prominently displayed, where possible, on or near the donation bins.

Under legislation the chutes of bins must be clearly marked with the words 'Charity Operated', and the Gaming and Racing logo is required to be placed on the pull down chute opening [Reference: Charitable Fundraising Regulation 2008].

Where collection bins are placed on local government land, an application is to be lodged with the local government authority for an approval to use the site. Although a local government authority is not required when collection bins are located on private or church sites, written permission must be obtained from the owner of the site.

To prevent the bins from becoming overloaded, they should be cleared as often as is required during the week. The area surrounding the bin should also be cleared of any donations or other materials that have been left at the site.

Where bins are located at the shop front, they should be cleared at the beginning and end of each day, or more often, as required.

Where bins are built into the shopfront and donations fall through a chute into the shop floor, the donations should be moved to the sorting area as soon as possible.

Bin decals can be ordered from the St Vincent de Paul Supply Centre, Stanmore.

All orders must use the NSW Centres Merchandising and Supplies Order Form, which is available from the St Vincent de Paul Supply Centre, the Vintranet, or Central Council Office.



Fig 15: First movement in connection with what is now known as the Vincentian Welfare Stores was inaugurated. Established in early 1922 the first start was made in a paddock in Newtown on which mountains of manure had to be raked up and carted away and a dilapidated shed in the corner was made capable of being used by a group of volunteer Brothers who went out for three or four Saturdays. L to R, Bros W.J Coogan and D Mulouinney. The other Brothers names were not recorded.

3.22 Donations of Money

All donations are to be receipted through the point of sale system and a receipt must be provided to the donor. The Connect POS till has designated procedures for providing receipts for money donations.

3.23 New Goods

The definition of “new goods” is items that are bought from suppliers for resale and which will attract GST. It does not refer to items that are in new condition and have been donated. These items do not attract GST.

The decision to stock and sell new goods is delegated to each Central Council. The sale of new goods must meet the conditions of Australian Consumer Law. The sale of new goods attracts GST provisions.

3.24 Pious Goods – New & Second-hand

In keeping with the spirit and ethos of the Society, all Vinnies Shops shall stock a quantity of new pious goods in accordance with Central Council policy. Second-hand or donated religious goods can also be sold.

Pious goods should be displayed at the front of the Shop in an appropriate manner.

3.25 Antiques & Collectables

The Society may receive donations of goods which are deemed to be antiques, collectables or high value modern items. The general definition of an antique is an item that is more than 100 years old and may be rare or display a very high quality of workmanship. A collectible item is one that is sought after by people who collect rare or limited edition items.

These can include vintage items that are no longer found for general sale.

Examples of antiques and collectible goods can include:

- Furniture
- Ceramics, Pottery & Glassware
- Signed Artwork (e.g. oil paintings, watercolours, mixed media, sculptures, bronzes and figurines)
- Fine Jewellery or high quality costume jewellery
- Household items and kitchenalia
- Good quality vintage or designer clothing, shoes or accessories in mint condition
- Coins
- Stamps



Figure 17: Vinnies Shop merchandise

- Antique or Vintage Toys
- Militaria (e.g., medals or awards)
- Postcards and trading cards
- Modern toys (e.g. Disneyana)
- First edition books and cartoon magazines
- Memorabilia

Items with a high retail value should be assessed and, where necessary, valued prior to being offered for sale. General reference material available to assist in the initial assessment of an item includes:

- Carters Price Guide to Antiques <http://www.carters.com.au>
- Websites such as Ebay and Gumtree
- Local authorities such as antique dealers and auction houses (payment for independent valuations must be approved by the Central Council prior to the valuation taking place)

Antiques and collectibles may be sold by methods beyond the shop and retail outlet. Where the goods are valued at a figure higher than the shop would be likely to achieve through local sale, selling items through other methods (e.g. through a specialist auction house or on websites such as Ebay or Gumtree) may be considered. Each Central Council will determine how such decisions are made.

The sale of high value antique and collectible items should be undertaken transparently in order to maximise their return to the Society and in acknowledgement of the intent of the donor. Under no circumstances should staff, volunteers, employees or other related parties receive preferential treatment in relation to the sale prices of such items.

3.26 Pricing Policy

All Central Councils will develop their own Minimum Pricing Policy to maximize returns for the Society.

3.27 General Discount Policy

In order to effectively implement a Society-wide Minimum Pricing Policy, Vinnies shops should not offer discounts to shoppers. Exceptions may be made from time to time, only with the overall intent of the Minimum Pricing Policy in mind.

3.28 Merchandise on Hold / Lay-by

Vinnies Shops in NSW do not operate a lay-by facility for customers.

Shops may offer a holding arrangement for customers and in this case, Central Council directions will apply. The shop cannot accept a deposit. Personnel should determine a due date for collection by the customer. Where the customer fails to collect by the due date then the shop may offer the items for resale.

Each Vinnies Shop will have their own method of managing goods on hold.

3.29 Cash Register Receipts

All Society customers are to be given a cash register receipt with each purchase, which will include an imprint of the shop name and date of purchase, so it can be verified that the goods were purchased at the shop.

3.30 Refunds, Credits & Exchange

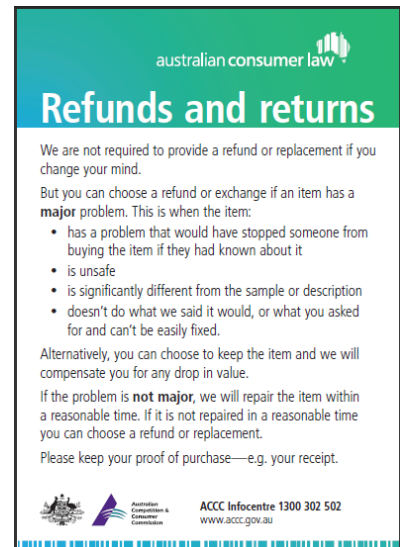
Goods in Vinnies Shops are sold on an 'as is' basis and should be fit for purpose. Returns and refunds can only be accepted under certain circumstances as set out below.

3.31 When a refund is required

In essence, a refund is in order if the goods:

- Have a fault that the customer could not have known about at the time of the purchase.
- Do not do the job the customer was led to believe they would.
- Do not match the sample they were shown.
- Aren't as they were described.

You may offer to repair, exchange or provide a credit note, however, the customer **does have the right to insist on a refund** in the above instances.



3.32 When you do not need to refund

- No proof of purchase is offered (either a receipt or bank statement, for example).
- The customer simply has a change of mind.
- The goods have been damaged after purchase.
- The item does not fit.

3.33 Exchanges and credit notes

If a customer wishes to return an item for an exchange then they should be encouraged to choose an item for exchange at the same time as they return the original goods. If the customer cannot find an item with which to exchange then another form of remedy as listed on the previous page should be provided.

A version of this Refund and Exchange information is in Appendix 5. Shops may wish to have this available in a printed form for customers who have questions concerning their refund and exchange rights.

Suggested wording for Refund Policy



Under the Trade Practises Act/New South Wales Fair Trading Act shops are not permitted to have a sign displayed that says "No Refunds".

Please refer to the Cash Registers Operations Manual for the process of issuing a credit, refund or exchange.

3.34 Switching

The Day Coordinator or Shop Manager or Area Manager should check items such as the higher-priced articles, each morning to ensure that priced articles will be recognised if tickets are removed.

If an item is presented for sale at the cash register without a price ticket, the shop policy on the sale of goods without a ticket should be explained to the customer. For example, some shops have a policy that if the ticket is missing the item cannot be sold without the permission of the Day Coordinator or Shop Manager who will price the item.

If the Day Coordinator or Shop Manager is unavailable, the customer's details can be taken with an offer to contact them at a later time with the price of the article.

3.35 Staff, Member & Volunteer Purchases

Society volunteers, members and employees are not entitled to a discount on purchases. The Society does not offer or condone discounts or goods in exchange for the donation of time either in the shop itself, or by way of any other work of the Society.

Shop volunteers, members and employees may purchase items being offered for sale, subject to the following conditions:

- Purchases by volunteers, members and employees should be restricted to reasonable quantities in accordance with local Central Council guidelines.
- Goods must be priced at normal shop prices by the person with requisite authority to do so and not by the person wishing to purchase the item/s.
- Goods must be displayed for a reasonable time to allow the public to purchase. Time for display is at the discretion of each Central Council.

3.35.1 Payment Procedure for Staff, Member and Volunteer Purchases

All purchases by staff, members or volunteers must follow this process:

- Staff, members and volunteers must not process their own purchases.
- Payment is to be processed by a retail volunteer or employee other than the person wishing to purchase the goods.
- A cash register receipt must be issued and signed by the Day Coordinator or Shop Manager.
- An entry in the Volunteer/Employee Purchases Book must be completed by the Day Coordinator or Shop Manager, itemising the full details of the transaction. An example of the entry in this book is shown below.
- Volunteer/Employee Purchases Books can be ordered from the Society Supply Centre, Stanmore, using the NSW Centres Merchandising and Supplies Order Form, which is available on the Vintranet, the St Vincent de Paul Supply Centre or the Central Council office.
- Email contact for the Stanmore-based Society Supply Centre is: supplycentre@vinnies.org.au.

Example of Page in Volunteer/Employee Purchases book

Date	Volunteer or employee name (please print)	Description of each item	Quantity	Price per item	Total	Manager's signature
22.08.09	Mary Smith	Dress	1	\$3	\$3	
		Books	2	\$1	\$2	
		Crockery	8	\$1	\$8	
		Total			\$13	John Doe

The Day Coordinator or Shop Manager is permitted to purchase any goods on sale in the shop, provided the transaction is recorded in the Volunteer/Employee Purchases book and signed by a second person.

3.36 Security

Security is the protective management of our assets, people, information, cash, stock, property and donated goods through the continuous implementation of policy, standards and contingencies to meet perceived threats as a result of but not limited to, theft, fraud and disaster such as fire and flood.

Shops should ensure all personnel know the policies and procedures for security.

Listed below are examples of common sense security precautions:

- There must be two people in the shop at all times.
- There must be two people in the shop before opening and closing.

- Every sale, including sales to staff, members and volunteers, must have a cash register receipt.
- Vinnies property must not be removed from the building without prior consent from the shop manager/Centre President.
- Personnel must not bring large sums of money or valuables to the shop.
- Personnel must secure personal property in the secure staff amenity provided which must be secured at all times.

All shop personnel must be made aware of the location of any duress alarms fitted within their shop and be trained in the local procedures associated with its use. It's also essential that clear instructions be documented and made available relating to the regular testing of the alarm (to ensure it's working condition) and to detail where any switches are activated or locations where batteries can be replaced.

3.37 Video Surveillance

Where video cameras operate in the workplace, their use must comply with the Workplace Video Surveillance Act. If a Vinnies shop has video cameras, a sign to this effect must be prominently displayed. Video cameras cannot be used to monitor change rooms, toilets, showers and bathrooms located at the workplace.

There are 2 types of surveillance:

- Overt (i.e. open or obvious) and
- Covert (i.e. hidden).

To conduct overt video surveillance at the workplace the following rules apply:

- Shop personnel must be notified in writing at least 14 days before the surveillance commences.
- Ensure that the surveillance cameras or equipment indicating the presence of video cameras are clearly visible.
- Place signs notifying people of the video surveillance. The signs must be clearly visible at each entrance to that part of the workplace where surveillance is taking place.

Where the rules above are not followed, then surveillance could be considered covert. Shops are not allowed to operate covert video surveillance unless consent from a Magistrate is first obtained.

Where covert surveillance without permission is conducted the shop will be in breach of the Act, and generally the evidence obtained cannot be used in any disciplinary or legal proceedings. Breaches can result in fines.

Vinnies Shop Managers should check viable operation of cameras monthly.

3.38 Shop Theft

Shop theft (or shop stealing and/or shop lifting) is the primary cause of loss in the retail sector in Australia.

In our Vinnies Shops, we have an obligation to do what we can to minimise shop theft, to ensure that shops continue to provide the maximum possible funding for the work of the Society within the community.



There are many methods that are employed by those who shop steal, such as swapping newer clothes for old in change rooms, wearing stolen clothing underneath street clothing, hiding items in prams or large bags, placing additional or other items in boxes which are meant to contain a different original item, swapping or removing price tags.

Prevention tactics can assist in minimising the opportunities for shop stealing. The following are general guidelines to assist shop personnel on a daily basis.

- Practise good customer service at all times – greet customers as they walk in to the shop, make friendly eye contact with them on the shop floor, and acknowledge them as they leave the shop. Where appropriate, engage customers in conversation or ask if they need assistance with finding the item(s) they are looking for.
- All shop personnel must be clearly identifiable as Vinnies personnel. At a minimum, all shop personnel must wear a Vinnies name badge displayed in a prominent place upon their person, and ideally a Vinnies blouse, polo shirt or apron.
- Shop personnel are encouraged to walk the shop floor, tidy clothing racks and gondolas, bric-a-brac areas, and point of sale displays when not serving customers.
- At least two people must be on the shop floor at all times.
- Display at least two “Shop Stealing is an Offence” signs, prominently within the retail area, and one “Condition of Entry” sign on the front door.
- Items for sale should have a Vinnies price tag or have the price clearly displayed.
- Vacuuming and/or sweeping of floors should be completed either before opening or after closing the shops.
- Final reconciliation of the register should be completed after the shop has closed for the day.

3.39 Fitting Rooms

Fitting or change rooms are provided as a service for our customers. However, they can be a potential area where shop theft can take place. To minimise theft, employ these general guidelines.

- Discreetly ask customers if they are happy with the size or if they require additional assistance. You may also ask if the customer wishes to hand back any items that are not required in order to minimise the number of items in the change room
- Limit the number of items that a customer can take into the change room at one time to three items.
- If a customer is walking around the shop floor with several clothing items in their hands, ask if they would like these items to be placed either in the fitting room (3 items or less), or behind the counter until they are ready to try them on.

- Fitting rooms should be positioned in view of the shop counter.
- Fitting rooms should be cleared of all clothing and clothes hangers after a customer exits the area.
- Fitting rooms should be kept in a neat and tidy state with doors open (where possible) and curtains pulled or tied back when not in use.

3.40 Shop Presentation and relevant security implications

The shop floor should always be neat and tidy, and any donations received in the shop should be stored away from the shop floor as soon as possible.

Items for sale must be held within their department categories, unless they are part of a shop display, such as on a flat top gondola or in the shop window display.

Lighting in the shop must be adequately maintained, so that there are no dark corners, aisles or unworkable light fittings.

Racks and displays above gondolas should not completely obscure the view of shop personnel.

Mirrors can be used to highlight blind spots and also improve lighting in dimly lit areas.

Cash registers should be positioned so that the cashier can face the customer whilst serving. Never position the cash register so that the cashier has their back towards the customer whilst tendering a sale. Never leave the cash draw open after a sale is completed.

Small valuable items that are for sale (e.g. collectables) should be kept in a glass cabinet, which is preferably locked. Pricing on these items should be prominently displayed.



3.41 Bag Checks

Both shoppers and shopkeepers have certain rights that must be adhered to in regards to bag checking. The Bagcheck Guidelines published by the NSW Department of Fair Trading, November 2013, are available in Appendix 5 of this document.

A copy of this document must be kept at all Vinnies Shops and be made available to all personnel during orientation and training.

A copy of the Vinnies Conditions of Entry sign must be prominently displayed on the front door of the shop. Signs can be ordered through the St Vincent de Paul Supply Centre, using the NSW Centres Merchandising and Supplies Order Form which is available on the Vintranet or the St Vincent de Paul Supply Centre or Central Council Office.



3.42 Conducting Bag Checks

Any bag checks must be conducted in a manner that respects the rights of the customer and protects the volunteers and employees from unfounded allegations. All requests for a bag check must be made politely. Personal handbags should be exempt from bag checking unless they are larger than an A4 piece of paper.

Where bags are offered for inspection, personnel should ask the person carrying the bag to open it so that the contents can be clearly seen. If there are articles in the way, personnel must ask the customer to move the articles. Personnel should never attempt to reach into a customer's bag.

It is a person's right to refuse a bag inspection. In this case, personnel can advise the customer of the Vinnies Shops Policy by showing the signage at the entrance to the shop. If the customer still refuses they can be asked to leave the premises and not return unless they are willing to enter the shop and present their bag for inspection.

Shop personnel should never enter into the 'law' surrounding bag checking or forcibly restrain or grab hold of a customer's bag.

Some retailers ask people (usually school children) to leave their bags outside the shop or in a particular place in the shop. Shop personnel must be mindful that if precise instructions are given for bags to be left in a certain place within the shop, then Vinnies becomes liable for the security of the bag until the owner collects it. It is better to request that school bags are not to be brought into the shop.

3.43 Dealing with Suspected Shop Theft

Minimising the opportunities available to thieves is very important, however theft can still occur. In such circumstances, common sense should be employed by shop personnel. The health and safety of all Vinnies staff and volunteers is paramount.

Where shop personnel suspect that a person has stolen or is in the process of stealing items, they should inform their supervisor or Day Coordinator as soon as possible of the situation. Shop personnel should not try to deal with, detain or engage with suspected thieves on their own.

If the suspected thief is displaying signs of erratic, dangerous or aggressive behaviour, do not approach, try to detain or accuse them of thieving.

Should the shop supervisor decide to approach the suspect, they may ask the suspect to allow their bags, parcels or boxes to be checked (refer to Bag Check Guidelines in Appendix 5 for the correct process) and then to surrender any property that does not belong to them.

Shop personnel are not permitted to conduct personal searches of the suspect or their property.

When a suspected thief leaves the shop the shop personnel should report the incident to their supervisor, who can then make a report to the police.

Further information can be found in the WHS Procedure 'Security – Cash Handling and Shop Security'. Refer to your safety officer for assistance with these procedures.

3.44 Refusing Entry to Vinnies Shops

In extenuating circumstances, Vinnies personnel can refuse entry to Vinnies Shops to certain customers. The reasons for refusal of entry can be suspected shop theft where witnesses are available, or where customers have been particularly aggressive or inappropriate, either verbally or physically, towards shop personnel or other customers.

Refusal of entry is a serious undertaking and should be a last resort. Personnel should consult with their supervisor before any action is taken.

3.45 Hold Up Survival Rules

A hold up is a special situation where serious injury or loss of life could occur. The absolute priority in every situation is safety for everyone in the store.

The following is recommended if confronted in a hold up and is based on the WorkCover NSW Guide: "Armed Holdups and Cash Handling".

- Stand still.
- Keep your hands where they can be seen and do not make any sudden moves. Stand slightly side-on to the perpetrator.
- Do not use the telephone or any public address system
- Obey the perpetrator's instructions.
- Do exactly what you are told.
- Allow the perpetrator to leave.
- Remain calm and quiet.
- Speak only when spoken to.
- Avoid shouting or provoking.
- Be submissive and avoid drawing attention to yourself.
- Avoid staring at the perpetrator and avoid eye contact.
- Make a mental note of the robber's appearance including, hair colour, height, weight, clothing, race, age and type of weapon.
- Look for identifying characteristics including tattoos, scars and speech patterns.
- Only if it is safe to do so, after the perpetrator/s have left the premises, write down the license number and the make and model of the getaway car.
- The perpetrator is in control - don't try to outsmart him/her during the robbery, do not investigate out of curiosity or bravado.
- Stay Where You Are. Never Give Chase – leave this to the Police.
- Observe the direction they go in and the car details (if safe to do so).
- Call the Police when it is safe - Ring 000 (Triple Zero).
- Make a full report to the police. Remember do not discuss with others, the police want your first impressions.
- Seal off the hold-up area.
- Do not tidy up.
- Do not touch anything in the area that the perpetrator has touched as evidence may be destroyed.

- The person in charge should ask all witnesses to remain until the police arrive.
- Witnesses should be told not to discuss the events until they have spoken to the police.
- Inform your Central Council Office immediately. They will instruct you what procedure to follow and what insurance forms to complete.
- Close the Shop until all investigations by police has been completed. Reopening the shop is at the discretion of the Shop Manager in consultation with those affected by the incident and the Retail Manager.
- Debriefing and provision of comfort and / or counselling should be offered to assist volunteers cope with the impact of the event. Professional counselling may be required.

Further details, including steps to take after the incident, can be found in the WHS Procedure 'Security – Cash Handling and Shop Security'. Refer to your Central Council safety officer or Executive Officer.

3.46 Back Door Receiving Area

The back door receiving area is to be locked unless it is in use for delivery or dispatch. The risk of theft is high if this area is left unsecured. The back door receiving area is to be kept tidy at all times with rubbish or waste to be removed as soon as possible.

Fire doors cannot be locked and must be left uncluttered and free from any items.

3.47 Unauthorised Access to Non-Retail Areas

Only Vinnies shop personnel can access non-retail areas. Signage must be displayed in areas where the public are not permitted to attend.

3.48 After Hours

Unless prior arrangements have been made with the relevant staff or Central Council personnel, no person is to enter the shop after hours. Every shop should have an up to date emergency contact listing.

3.49 Personnel Parking

Where provided, personnel should only park in designated parking spots in order to ensure maximum access for customers.

3.50 Music in Vinnies Shops

Retailers playing music in their shops are required to pay a licence fee to the Australian Performing Rights Association (APRA).

APRA is an association administering the rights of the world's composers, songwriters and publishers in Australia and New Zealand.

The State Centre Committee Budget pays the annual licence fee and a copy of the licence agreement is sent to the Central Council Office, which allows Vinnies Shops* to play music in shops during business hours. The APRA licence authorises the use of music from any source. Please contact your Central Council Office for a copy of the licence.

If approached by an APRA officer and asked for your licence, the Central Council Office can provide them with the appropriate paper work.

SECTION 4

WORKING IN VINNIES SHOPS



4. Working in Vinnies Shops

4.1 Purpose of Employment & Commitment to the Society

Employees are recruited to fulfil a variety of functions and tasks within the limits of their own unique skills and talents. Employment by the Society is not undertaken for the purpose of faith development of employees, or with the expectation that employees share the Vincentian conviction of the Society's members. However, it is a requirement of employment with the Society that all staff will observe the Code of Conduct and will work within the ethos and mission of the Society as required by their position descriptions.



4.2 Volunteer Recruitment

The Society utilises transparent processes for recruiting volunteers to help ensure they accurately reflect the diversity of their local community.

Please refer to *Volunteer Policy 2014* for policy and procedures.

4.3 Equal Opportunity in the Workplace Act

Equal Employment Opportunity is about:

- fair practices in the workplace;
- management decisions being made without bias;
- recognition and respect for the social and cultural backgrounds of all volunteers, employees and customers;
- employment practices which produce staff satisfaction, commitment to the job and the delivery of quality services to customers;
- improving productivity by guaranteeing that:
 - the best person is recruited and/or promoted;
 - skilled staff are retained;
 - training and development are linked to volunteer, employee and customer needs; and
 - the workplace is efficient and free of harassment and discrimination.

The Society's EEO policy exists to redress any inequalities, which may exist in the workplace, and includes policies on:

- recruitment and training, and
- EEO for women in the workplace and for all groups.

4.4 Young Volunteers in Centres

Young people aged 16 years and over can be volunteers in the centre.

The Society Policy 'Under 18's Activity' Policy permits young people to volunteer in centres, provided strict supervision procedures are in place and applied.

Young people are inducted into Society centres and retail outlets in the same manner as adult volunteer.

Tasks assigned to young people must comply with the acceptable task list in the support document 'Young Vinnies Volunteers' document, by Centre and retail outlet Presidents, Managers and Day Coordinators when assigning such tasks.

Manual handling training, workplace traffic plans and induction in safe work procedures for tasks to be performed must be provided to young people.

If they are not volunteering on a regular roster, e.g. only in school holidays, day coordinators and managers should make sure the young person's training is regularly brought up-to-date as per the support document.

A supervisor will be assigned to the young person so they have a person to help and train them in the daily tasks.

The Society's OHS and Insurance Manual (July 2002) covers 'Youth Working in Society Workplaces' and includes descriptions of tasks and related age limitations, work experience sessions and work method statements.

Young people 16 to 18 years of age volunteering in centres are organised and managed under three sets of protocols:

1. Protocols established for young people from Government Schools;
2. Protocols established for young people from Non-Government Schools; and
3. Protocols established for young people approaching centres independently.

Each protocol covers:

1. Engagement of young volunteers in centres;
2. Risk Assessments and Approvals (including volunteer child protection risk assessments);
3. Support and ongoing Management of Young Volunteers (including job descriptions, insurances and approvals).

[Reference: Young Vinnies Volunteers Policy]

[Reference: St Vincent de Paul Society Child Protection Booklet 2009]

The Society is committed to ensuring that the safety and well-being of children are maintained in all our contacts with those who seek our assistance and their children.

In Vinnies Shops the principles and policies of Child Protection and the processes outlined in the Society's Child Protection Policy will be applied.

The Society's 'Child Protection Fact Sheet - Centres' covers the following matters and should be referred to for more detailed knowledge and understandings.

- What to do if you are concerned about the wellbeing of a child (under 16) or a young person (16-17).
- Personnel responsibilities.
- Types of abuse.
- How to be alert to indicators of abuse/neglect.

- Reacting appropriately to disclosures of abuse/neglect.
- Reporting to the appropriate person.
- Working with Children checks.

For further information and directions contact the Grievance and Child Protection Coordinator at the State Support Office.

4.5 Emergency Contact Details & Existing Health Concerns

Emergency contact details and existing health conditions of employees and volunteers should be made available via the employee and volunteer details that are kept in personnel files. These details must be updated on a yearly basis, or as relevant.

Health and personal information should be managed in keeping with privacy laws. The Workplace Relations Advisor or Executive Officer for your Central Council will be able to give guidance.

4.6 Personal Communication

Telephones, computers and fax machines are for Society use only. Shop personnel should not receive or make personal phone calls, send faxes or e-mails in the workplace without their supervisor's approval.

Conducting personal texting and other personal electronic communication is not encouraged during working hours.

Please refer to the Workplace Manual for details on employee and volunteer rights and responsibilities when using the Society's internet and email systems.

If employees or volunteers need to use the phone, computer or fax, for personal use, approval from Day Coordinators or Shop Managers is required before use.

4.7 Rostering Volunteers & Employees

A roster of personnel is essential for the efficient running of the shop, and should be displayed on the personnel/general notice board and adhered to. The management of the local shop will arrange a roster of shop personnel.

At the time of recruitment, volunteers are requested to inform management of the days and times that they are available to be rostered.

In the case of employees the roster must take into account the terms and conditions of the retail collective agreement in relation to hours of employment, roosting provisions, meal breaks and leave entitlements.

Display of the roster will enable those who are unable to meet their obligations to attend the shop to make alternative arrangements.

If a volunteer is unable to attend the shop on their rostered day, they should inform the Shop Manager or the Day Coordinator.

If an employee is unable to attend the shop on their rostered day, they should inform their manager. Leave provisions (sick leave, carer's leave, parental leave, compassionate / special leave, leave-without-pay) under the retail collective agreement will be applied. The relevant leave forms will be submitted for processing as soon as possible.

4.8 Allocation of Shop Tasks

Within shops there are a range of tasks for shop personnel. These tasks should be matched to skills, experience and interests of the personnel.

In some cases this may be done through job rotation, in other cases people may prefer to restrict the range of tasks that meet their interest and skills.

The Society has developed a range of Safe Work Procedures. Please refer to the library of Safe Work Procedures for shop tasks.



4.9 Volunteers Referred to the Society

At times, the shop may engage people from the local community, under a variety of community work programs.

These programs include:-

- Community Service Order Workers (CSOs)
- Mutual Obligation Workers (professionals' involvement in community)
- Work-for-Dole
- Work development orders
- Work experience persons
- Other Federal and State Government programs or initiatives.

The decision to engage people under such programs is the responsibility of the Central Council and the local shop management. The decision will be influenced by the provisions of the Society's volunteer insurance conditions and the particular scheme's insurance cover.

When making a decision to engage people within these programs, the provisions of the program agreements must be able to be met by the local shop management. Society induction and manual handling training must be provided, as well as other requirements for training and participation set down by the conditions of the particular schemes.

4.10 Trustee / Director Authority

The Trustee/Directors of the St Vincent de Paul Society NSW, a company limited by guarantee, have ultimate responsibility for the conduct of shops in NSW.

The State President may authorise persons to enter shops and for the purpose of ensuring that the site is conducted in the best interests of the Society and in accordance with Government Acts and Regulations.

The Society Trustees/Directors have legal responsibility for the security of funds and the property of the Society.

Visit Protocol: The Executive Officer must be informed if a formal visit is being made by Society personnel or others authorised so to do.

In certain urgent circumstances it may be necessary for the Trustees/Directors to authorise a person to enter a shop outside the usual protocol.

Individual shop personnel cannot refuse entry to Society facilities by authorised officers. Authorized officers include Retail Managers, Executive Officers, Central Council and State Presidents or others as authorised by the Central Council Executive Officers.

4.11 Smoke Free Environment

The Society is committed to the health and wellbeing of its shop personnel and has placed a total ban on smoking in the workplace. The workplace is defined as any location on the site where society personnel work.

It is St Vincent de Paul State Council Policy that smoking is not permitted inside a Society facility is not permitted in doorways, passageways, balconies, courtyards and common areas. [Reference: Smoking in the Workplace Policy]

Shop presidents and managers should ensure that:

- The induction of all new shop personnel includes an explanation of the Society's Non-smoking Policy.
- The Visitors Sign On/Off Book includes a note indicating that Society premises are smoke free environments.
- Signs are displayed in areas of prominence near public entrances.

SECTION 5: PERFORMANCE & DISCIPLINARY MANAGEMENT



5. Performance and Disciplinary Management

5.1 Introduction

Performance management, disciplinary action, dismissal and retrenchment procedures will be guided by Section VI of the St Vincent de Paul Society (NSW) Workplace Manual 2008 and in Section 5 of the Volunteers Policy 2014.

The Society aims to make employment in our workplaces a positive and rewarding experience. The high level of dedication and commitment shown by our employees and volunteers is critical to ensuring that our mission of service to the poor and disadvantaged in our community is faithfully fulfilled.

- The purpose of this policy is to describe how the Society manages performance and disciplinary procedures. Central Councils may apply specific rules in their workplaces to be applied by their workers, such as privacy rules which apply to client personal information.
- Your Manager / Coordinator will advise you of any workplace specific rules.
- Your immediate Manager or Coordinator is responsible for communicating to you the requirements of your role with the Society and performance expectations in that role.
- A regular or sustained failure to comply with the performance expectations in your role may result in disciplinary action being taken as set out below.
- There are separate processes for employee and volunteer disciplinary action.

5.2 External Representation in Disciplinary Processes

The Society encourages employees to have a fellow support person present during performance management and disciplinary processes. Employees are also entitled to be represented by an external representative such as a trade union official or lawyer.

[Reference: Workplace Manual 2008 Clause 6.4.1]

5.3 Managing Employee Performance

Please refer to the new policy and procedures in Managing Employee Performance (available from June 2015).

5.4 Volunteer Performance Development

The Society is committed to open and transparent processes that ensure volunteers working for the Society are clear about their role, their contribution and are fulfilled in the work they undertake. This is done through provision of role descriptions and clear duty statements, orientation, training, supervision and regular support available through the retail management structure.

In addition to the above, the Society uses a suite of formal documents including Volunteer Policy, Member and Volunteer Charter among other policies as the framework for performance development and to address issues that may arise during volunteer involvement. The purpose of this framework is to:

- Ensure the volunteer's interest is protected.
- Maintain appropriate standards of work performance.
- Protect and enhance the integrity and reputation of the Society.

- Ensure the Society is compliant with government legislations including protecting the interests of our donors, customers, persons we assist and all personnel.

Please consult your retail management structure for any queries related to performance development of volunteers in your area, or the Executive Officer of your Central Council. Membership and Volunteer Engagement Team (MAVE) is responsible for volunteer policies and can assist if you have queries relating to these policies and processes. Please call 02 95680262 and ask to speak to MAVE team about volunteer policies if required.

5.5 Management of Volunteer Conduct

The Society has open and transparent policies on management of conduct of employees, volunteers and members and provides a clear, accountable and transparent system by which those who are not conforming to a standard of behaviour and conduct that is consistent with the tradition, Mission and Vision of the Society are managed. The purpose of these policies is to:

- Ensure the volunteer's interest is protected.
- Maintain appropriate standards of work conduct/behaviour.
- Maintain appropriate standards of work performance.
- Protect and enhance the integrity and reputation of the Society.
- Ensure the Society is compliant with government legislations including protecting the interests of our donors, customers, clients and all workers.

The Society uses a suite of documents including the Code of Conduct for members, volunteers and employees, the Member and Volunteer Grievance policy (for volunteers) and associated procedures among other Society policies to manage issues related to conduct within the rules of procedural fairness. The Society will take appropriate action depending on the nature and seriousness of the issue, and at the discretion of the Executive Officer or other nominated Society delegate.

All volunteers in retail are required to familiarise themselves and adhere with the Society's Code of Conduct in particular and to consult with the retail management structure for further clarification on other retail specific standards and their implication.

The Executive Officer of your Central Council is also able to advice, assist, and clarify on any queries relating to the policy and procedures to follow. You may also contact Membership and Volunteer Engagement Team (MAVE) that is responsible for volunteer policies.

Please call 02 95680262 and ask to speak to MAVE team about volunteer policies if required.

5.6 Complaints & Grievances

When there is conflict involving volunteers in the workplace or where a volunteer has a grievance, the Society prefers to resolve such issues informally. Where it has not been possible to informally resolve a grievance, refer to the relevant policies listed below:

Refer to:

- Workplace Concerns (Employees) Policy Manual.
- Workplace Concerns (Employee) Procedures Manual.
- Members and Volunteers Grievance Policy and Procedures.
- Available on the Vintranet or from your Central Council.

SECTION 6: PERSONNEL



6. Personnel

6.1 Recruitment

For employees please refer to the Recruitment Procedures and for volunteers the Volunteer Policy available on the Vintranet, or Central Council Office.

6.2 Induction

Please refer to the Workplace Manual available on the Vintranet. The induction process will include appropriate information, instruction and training of personnel in relevant general Work Health and Safety (WHS) requirements as well as specific Safe Work Procedures where applicable.

6.3 Training & Orientation

Employees and volunteers (personnel) in Vinnies Shops receive the same orientation program and are provided the same training opportunities. Both will be provided with a position description.

6.4 Job Specifications

Templates for job specifications and position descriptions for employees are available from the Human Resources Department. Position descriptions for volunteers are available from the Membership and Volunteer Engagement Team at the State Support Office.

See Appendix 1 for a list of Retail Operations and Warehouse / Distribution Centre Roles.

6.5 Code of Conduct

The St Vincent de Paul Code of Conduct for Members, Volunteers and Employees is supplied to all personnel on commencement of engagement in Vinnies Shops. The Code of Conduct is available on the Vintranet and a copy available at every shop. All shop personnel should read and be familiar with the Code of Conduct.

New employees will be instructed in and sign the Code of Conduct at the time of induction.

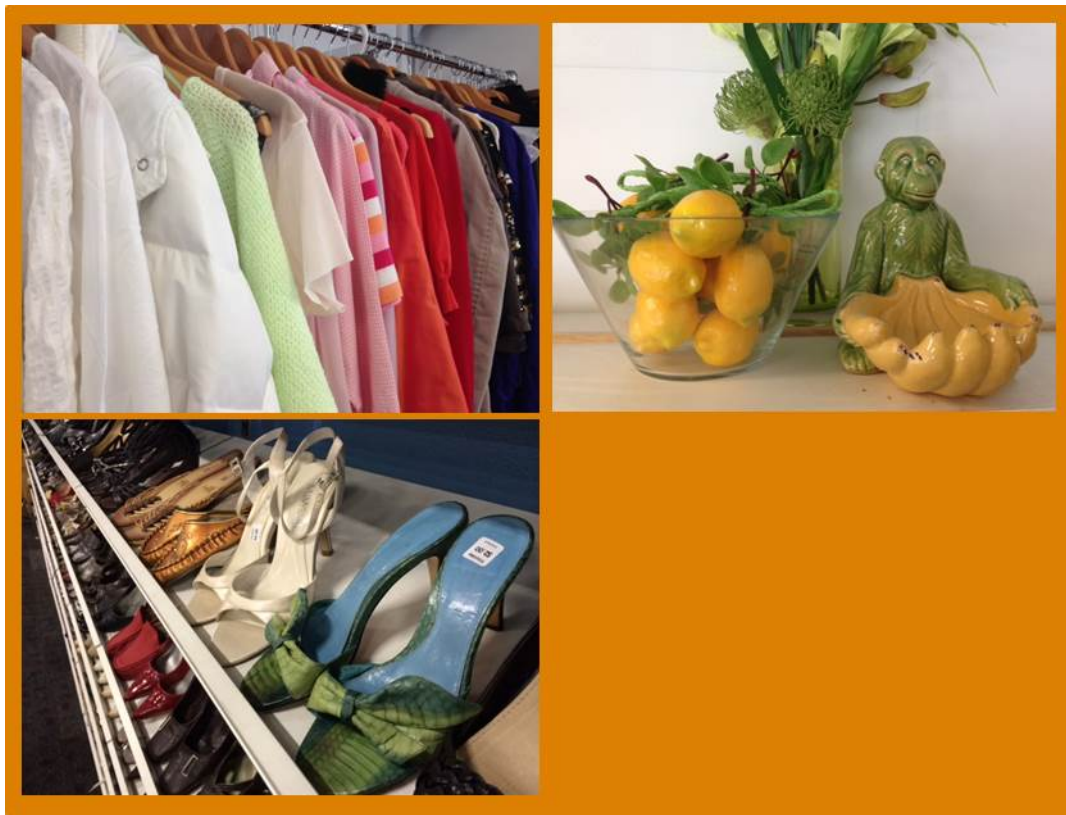
Members and volunteers must be provided with the Code during induction.

In addition, the Volunteer Policy [2004] is available on the Vintranet. Shop personnel managing volunteers are encouraged to familiarise themselves with the Volunteer Policy.

A copy of the Volunteer Policy is held in each Vinnies Shop.

If you have any questions regarding the Code of Conduct or Volunteer Policy, please refer to your Day Coordinator, Shop Manager/Centre President or Retail Manager.

SECTION 7: WORK HEALTH & SAFETY



7. Work Health & Safety

7.1 Work Health & Safety

The health and safety of all workers (i.e. members, volunteers, and employees) of the St Vincent de Paul Society NSW, and the health and safety of contractors, visitors and the people we assist is of the utmost importance.

The Work Health and Safety Act 2011 places a duty on a “person conducting a business or undertaking” to do all that is reasonably practicable to ensure the health and safety of their workers and others that may be affected by its undertakings.

The Society aims to have workplaces and work practices that are safe and healthy and to grow a culture where there is genuine care for the welfare of all. The Society will comply with legislation that bears on work health and safety.

Safe work procedures that relate to the jobs carried out in Vinnies shops, and to the collection of donations and delivery of items to customers are available on the Society’s Vintranet and may be accessed directly or with the assistance of the Safety Officer.

More general ‘corporate’ WHS Policies and Procedures that apply to all Society workplaces may also be accessed in a similar way.

7.1.1 Safety Culture

It is the aim of the Society to have a safety culture where:

- Senior management and Member leaders demonstrate their commitment to safety by integrating safety and risk management principles into decision making and operations;
- senior management provides adequate resources to establish and maintain an effective WHSMS;
- workers take responsibility for safety by adhering to safety rules and procedures and by developing and maintaining a high level of risk awareness;
- reporting of safety issues is encouraged and supported (a “Just Culture”); and
- Safe work practices, processes and lessons learnt are communicated at all levels of the organisation and appropriate training and instruction provided.

7.1.2 Safety Officers

Safety Officers should be regarded as the primary source of information and assistance when considering matters that have health and safety implications. The role of a Safety Officer is to assist management to ensure workplaces are safe and without risk to health for workers and others that may visit our workplaces.

Note that Safety Officers are people appointed by the Central Council to look after a broad range of WHS matters and are separate to any ‘Health and Safety Representatives’ (HSRs) who may have been nominated or elected to represent workers concerns at particular workplaces.

7.2 Workplace Harassment

[Reference: St Vincent de Paul (NSW) Workplace Manual 2008 – Part IV Workplace Equity Policy 4.4]

Workplace harassment is where a person is subjected to behaviour, other than sexual harassment, that:

- is repeated, unwelcome and unsolicited;
- the person considers to be offensive, intimidating, humiliating or threatening;
- a reasonable person would consider being offensive, humiliating, intimidating or threatening.

The Society is committed to providing a working environment, free from verbal or physical conduct harassment.

Harassment on any of the grounds covered by law, including sex, race, colour, age, pregnancy, family responsibilities and impairment is against the law and represents serious misconduct.

Reporting processes can be found in the St Vincent de Paul Workplace Manual 2008.

7.3 Sexual Harassment

[Reference: Law Link NSW and Society Policy]

Sexual harassment is any form of sexually related behaviour that:

- you do not want; and
- in the circumstances, a reasonable person would have expected you to be offended, humiliated or intimidated.

Sexual harassment refers to verbal, written or physical conduct of a sexual nature which the perpetrator knows or should have known, was offensive to the victim. It is not sexual harassment if both persons consent to the activity.

Reporting processes can be found in the St Vincent de Paul Workplace Manual 2008.

7.4 Workplace Bullying

[Reference: St Vincent de Paul (NSW) Workplace Manual 2008 – Part IV Workplace Equity Policy 4.6]

Bullying is any type of behaviour that:

- consists of unwelcome behaviour and is harmful, intimidates, threatens, victimises, undermines, offends, degrades or humiliates an employee; and
- potentially places an employee's health, safety or welfare at risk.

Reporting processes can be found in the St Vincent de Paul Workplace Manual 2008.

Information on the Society's Whistleblower policy can be found in "Speaking Up" and Whistleblower Policy and Procedures on the Vintranet.

7.5 Emergency Management

Procedures for emergency planning and management must be clearly displayed on the dedicated WHS noticeboard of each Vinnies Shop. These procedures will typically include arrangements for fire, medical, personal threat, bomb threat and other emergencies as well as evacuation procedures.

The Work Health and Safety (WHS) procedure, 'Emergencies-Planning' (located on the Vintranet) gives an example of an emergency plan for a Shop, but the content for any specific Shop should be developed through local consultation. Your Central Council's Safety Officer will be the key person to assist.

Some key points about your Shop:

- It's important that access to any fire equipment is not blocked. This includes fire extinguishers, hose reels, fire blankets, fire control panels, cabinets containing fire equipment. Cabinets containing fire equipment and fire hydrant plumbing are not to be used as storage for other items e.g. cleaning equipment.
- Report any illuminated fire exits that have blown bulbs and any fire equipment that has been discharged or used.
- Regular training including drills should be conducted to familiarise all workers with emergency arrangements. Refer to your safety officer for guidance.

7.6 Injury Reporting

Workers should report any safety incident or accident immediately to their supervisor. This includes incidents where only minor discomfort or no injury is detected. Reporting enables causes to be identified and rectified so that similar occurrences do not happen to others.

In the case of injury or illness, a register of injuries entry must be recorded and local incident reports completed. Managers and supervisors should then ensure that the Central Council Safety Officer is notified and is in receipt of incident report copies.

The WHS pages of the Vintranet host general procedures for safety reporting along with guidelines relating to more significant, 'critical' incidents.

7.7 Hazard Identification

Managers and supervisors are responsible for arranging and providing input to regular risk management activities, and for overseeing any corrective actions that might be required to address hazards and risks. As listed in the WHS 'Risk Management' procedure, such activities may include the use of checklists, inspection reports and incident investigations (among other options).

Members, volunteers and employees also have a role to play and are required to engage in the safety consultation process so as to help identify hazards and to assess, then eliminate or control risks.

7.8 Hazardous Chemicals

The WHS Procedure 'Hazardous Chemicals' found on the Vintranet should be consulted for guidelines on the handling and labelling of hazardous chemicals. In general terms, information about the safe use, handling and storage of such materials must be available to workers, to emergency services personnel, and to anyone else likely to be exposed. Current safety data sheets (SDS) must also be available for a person likely to be exposed.

A general approach for a Central Council could be to;

- Provide a list of chemicals that it has approved for use in workplaces it controls; and
- Obtain SDSs for all listed chemicals; and
- Prepare a hazardous chemicals register and provide copies to workplaces.

Chemicals used in very small quantities (e.g. correction fluid i.e. 'liquid paper'), or chemicals with low inherent risk (e.g. dish washing detergent) might not be included in such a register.

A risk assessment approach should be taken when determining which substances will be used and how the chosen substances will be used most safely. Your Safety Officer can assist with this process.

7.9 Manual Handling

Work health and safety legislation requires the Society to eliminate or reduce to the lowest practicable level risks that can arise from manual tasks. A risk assessment process should be followed to determine what actions are required to ensure safe methods of work. In many cases, Central Councils have already formulated Safe Work Procedures (SWP) to describe the most appropriate ways to perform specific manual handling tasks and these SWP's should be used during the induction and other internal training of workers.

There are WHS procedures on the Vintranet to guide you with manual handling.

'Manual Tasks' describes the way in which the Society will comply with its legal responsibilities under WHS legislation, while 'Work Activity Risk Assessment' identifies who should conduct work activity risk assessments and when and how these risk assessments should be conducted.

When designing or purchasing any new equipment, buildings or processes, the person responsible must ensure that any potential manual handling risks are identified and assessed for their potential to cause musculoskeletal injuries. Risks must be either eliminated or controlled prior to the purchase, or prior to the initial usage of the process or equipment.

As with all safety matters, the Central Council Safety Officer will be the pivotal resource to assist you with the management of hazardous manual tasks.

7.9.1 Storage of goods and basic general ergonomics

Where possible, place or store items used in manual tasks so they are:

- in front of the worker
- between waist and shoulder height. (This is the ideal location for frequently moved items or those that are heavier in nature).
- close to the midline of workers and orientated towards the worker
- on the worker's preferred side
- positioned within comfortable reaching distance
- positioned to avoid double handling and to avoid moving loads manually over long distances.

7.10 Reporting a problem, hazard or deviation from the Vinnies Shops Operational Policy Manual

All personnel in Vinnies shops are encouraged to report any safety problems or hazards so that these can be rectified. There may be situations where workers become aware of repeated deviations from the Vinnies Shops Operational Policy Manual.

In the first instance, a report should be directed to the Day Coordinator or Shop Manager/Centre President. Please follow your Central Council procedures for reporting Hazards/Incidents.

Should the problem be considered life threatening, or you are unsure as to what to do, contact the Central Council Executive Officer or the Safety Officer.

7.11 Event Management

From time to time, Vinnies shops may hold events to promote the shop and the Society. Examples are market days, designer nights, fashion parades. The planning of these events needs to include an assessment of the work health and safety risks and a review of insurance covers, including that of the venue.

7.12 Logistics and warehouse

Inspections and routine service and maintenance for trucks, plant and equipment are to be scheduled as part of the annual work plan for the shop.

7.13 Drugs and Alcohol

As conveyed in the Society's 'Code of Conduct', all workers should refrain from being under the influence of alcohol or non-prescribed drugs whilst undertaking Society-related activities.

SECTION 8: APPENDICES



8. Table of Appendices

Appendix Number	Name	Reference Point
Appendix 1	Glossary of Terms Retail Operations Roles	Vinnies Shops Operational Policy Manual
Appendix 2	Request for Assistance Form	SVDP Vintranet or SVDP Supply Centre or your Central Council Office
Appendix 3	State Council Policy on Sale of Electrical Items	SVDP Vintranet or your Central Council Office
Appendix 4	ACCC Product Safety: Mandatory Standards and Bans	ACC Website www.productsafety.gov.au/
Appendix 5	Useful Shop Forms	Vinnies Shops Operational Policy Manual

Appendix 1: Glossary of Terms

Term	Definition
Staff	A person employed by the St Vincent de Paul Society to conduct specific duties as per their position description.
Volunteer	A person who performs unpaid work for the Society. This term applies to members, students, interns and corporate volunteers and others who perform work for the Society through various schemes.
Workers	Members, volunteers, and employees of the St Vincent de Paul Society NSW. This terminology is used in particular in the WHS sections.
Day Coordinator	A volunteer who is charged with the supervision of the day to day running of the Vinnies Shop and its staff and volunteers on any given day.
Shop Manager	A paid employee who is charged with the supervision of the day to day running of the Vinnies Shop and its staff and volunteers on any given day.
Centre President	A volunteer who oversees the day to day running of one of a Vinnies Shops within a Central Council.
Central Council Centres President	A volunteer with retail experience, appointed by the Central Council President and provide advice to the Central Council regarding Vinnies Retail activities in each central council area. This person works in partnership with and supports central council retail managers. Not all central councils have appointed centres presidents.
Personnel	A collective terms referring to either staff and volunteers of Vinnies Shops.
Family Assistance Voucher	A voucher provided by a SVDP Conference Member to a person or family who is in need of material assistance.
Conference Persons we Assist	A person who is in need of assistance from the SVDP.
Diocesan Central Council or Central Council	A body formed for the governance of the Society which is comprised of representatives of Conferences or other Councils. Councils form a link between Conferences and Councils, and between Councils at difference levels. They facilitate joint action and communication and provide resources to assist the effective, efficient and appropriate working of Conferences and Councils.
Conference	A Conference is a group of Members who come together to fulfil the Mission of the Society in accordance with the The Rule. A Conference may be established within any community, such as a parish, town, suburb, school, university, workplace ethnic or social group.
Member	A volunteer who is desirous of living their Catholic faith through membership of a St Vincent de Paul Society Conference, and is committed of the ethos, mission, aims and objects of the Society and who is seeking to live out their faith and commitment in action through the spirit of Christian charity.

Retail Manager or Retail Area Manager	A person employed by the Central Council to effectively and efficiently manage the Vinnies Shops located within the geographic boundaries of the Central Council.
Banned Goods	Goods that are banned by the Department of Fair Trading NSW or State Council. Banned items must not be sold or given away but disposed of in a safe environmentally effective manner.
Vinnies Shop	In alignment with the National Policy premises which carry out retail activities are referred to as "Shop"
Centre	Also known as a Vinnies Shop, it is a place where goods are collected, sorted and sold at reasonable prices to our customers, or given to people requiring assistance. A Centre is also a place where people seeking assistance will be welcomed with friendliness, dignity and respect, providing an opportunity for people to volunteer their services in an environment of friendship, companionship and support, thereby allowing them to contribute to the good works of the Society.
Pious Goods	Are goods of a Christian nature, such as bibles, religious icons and other goods in keeping with the mission and philosophy of the Society.
Special Works	The name given to services which the Society sets up to fill a particular community need which has been identified by conferences (The Rule 2012, Article 24). Special Works includes hostels, shelters, refuges, support services and so on. The National Style and Identity Guide defines Special Works as professional facilities run by the Society.

Retail Operations Roles

Role	Brief Description
Distribution / Warehouse Manager	Oversee operations of the Waste and Recycling facility, including management of staff, volunteers and vendors and suppliers.
Supervisor	Assist the Distribution / Warehouse Manager in the daily operations of the distribution centre.
Sorter	Sort donations, including clothing, furniture, bric-a-brac etc, as per the Central Council and shop requirements.
Driver	Pick up and deliveries of goods, donation collection, waste and recycling.
Drivers Offsider	Assists the driver in their duties.
Retail and Distribution Manager	Oversee the operation of the Vinnies Shops and Distribution and Recycling Facilities in a Diocesan area.
Area Manager	Oversee the operation of a group of shops within a regional or geographical area.
Shop Manager	Oversee daily operation of the shop, including management of staff and volunteers, customers, welfare clients, stock levels, financials, OH & S, merchandising, shop presentation, pricing and sorting.
Day Coordinator	A volunteer responsible for the running of the Vinnies Shop on the day that they are present.

Shop Assistants	Personnel who assist in the daily operation of the shop, ensuring that customers, welfare clients, stock, OH & S, merchandising and stock sorting are controlled or managed under the SVDP guidelines.
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Appendix 2: Request for Assistance Form



St Vincent de Paul Society
NSW
good works

FAMILY ASSISTANCE REQUEST FORM

Centre _____ Regional Centre _____
 Phone _____
 Address _____

Please supply the bearer - Mr / Mrs / Ms / Miss _____
 With the following items if available _____

Issue Date _____
 (Valid for two weeks from this date) _____

Voucher No. 242658 _____

No. of People Assisted Adults _____ Children _____

Indicate when required urgent or otherwise. Please be as specific as possible.	Supplied		Remarks
	Yes	No	

Conference _____
 Member's Signature _____ "We Care"

Please give original and one duplicate to bearer.

Appendix 3: State Council Policy on Sale of Electrical Items



State Council Policy on, and Supporting Document for, the
Sale of Electrical Items

Version 2: June 2015 P1/7

Acknowledgement: The Broken Bay Diocesan Council document [Reference: ID OHS3.14] forms the basis of this procedural document. The State Centres Advisory Committee wishes to acknowledge the source document and express appreciation to the Broken Bay Diocesan Council for sharing this work.

Sale of Electrical Appliances State Policy.

St Vincent de Paul Society Centres and Retail Outlets may sell, and Conferences may give away, donated electrical items that have been **tested and tagged by an approved and licensed competent person**. State Council has banned certain electrical items for sale or giving away.

A list of banned items is included in this document.

Procedure for checking that appliances comply with requirements of the Department of Fair Trading (DFT) NSW

References:

- Safe electrical goods DFT publication FTE26
- Summary NSW Safety Product Information Laws DFT 1st Jan 2008
- Electrical (Consumer Safety) Act 2004

Scope

This procedure applies to all electrical appliances and electrical accessories offered for sale through Vinnies Centres and Retail Outlets of the Society and electrical appliances and accessories provided to welfare clients.

Items covered by the procedure are those listed by the Department of Fair Trading (NSW) as declared articles, with the exception of those banned by State Council:

State Council Banned Items:
 Electric Blankets, Flexible Heating Pads, Christmas Lights, Automatic Electric Toasters and Water Bed

Accessories	Household appliances
Appliance connectors Control and conditioning devices Cord line switches Fluorescent lamp ballasts and starters Lamp holders – bayonet, Edison and adaptors Miniature over current circuit breakers Outlet devices Plugs Residual current devices (safety switches) Socket outlets and adaptors Supply flexible cords Wall switches	Bread toasters Clothes dryers Dishwashers Fans Floor polishers/scrubbers Heaters Irons Jugs Kitchen machines Liquid heating appliances (includes rice cookers) Microwave ovens Portable cooking appliances (includes blenders and frying pans) Projectors Ranges and range hoods Refrigerators/freezers Sewing machines Television receivers Vacuum cleaners Washing machines

**Department of Fair Trading Declared Articles include (continued):**

Body appliances	Outdoor appliances
Electric blankets Flexible heating pads Hair dryers Immersion heaters Massagers Razors and hair clippers Waterbed heaters	Fence energisers Hedge trimmers Insect electrocutors Lawn care appliances Swimming pool and spa equipment
Lighting	Power supplies
Decorative lighting Inspection headlamps Portable lamps Therapeutic lamps Christmas and festival lights	Battery chargers Extra low voltage supply
Miscellaneous	
Arc welding machines Power tools Pressure storage water heaters Soldering irons	

The Department of Fair Trading Requirements for Non-declared articles are described below.

Non-declared articles

If you sell, import, hire or exchange electrical goods not listed among the declared articles, you must still ensure they are safe and meet minimum safety requirements. Always check with your supplier to ensure that the items comply. One way of showing that a non-declared article meets the minimum safety requirements is by obtaining a *Certificate of Suitability* number from the Office of Fair Trading.

Applications must be made to the Commissioner for Fair Trading including the prescribed fee. You may also be asked to submit a sample for examination.

Fair Trading has the authority to stop the sale of any unsafe electrical goods and make traders recall unsafe electrical goods.

Most articles handled by all Vinnies Centres and Outlets will fall into the declared articles list.

All items offered for sale or for welfare will be tested and tagged by **an approved and licenced competent person**, in addition to complying with the DFT requirements.




Process for handling declared electrical articles

Appliances must carry an approval mark

Acceptable approval marks

As of 10 August 2007 the following electrical safety approval marks are acceptable under the *Electricity Consumer Safety Act 2004*.

Type of approval mark	Example
NSW Approval Number	NSW12345
Interstate Approval Numbers	Q011234, V023425
Regulatory Compliance (RCM)	 <small>N followed by number</small> e.g. N12324
International Testing & Certification Services Pty Ltd (ACN 098 886 563)	A/number/EA
SAI Global Certification Services Pty Ltd (ACN 108 716 669)	SAI TE EA number SAI SMK EA number
SGS Systems and Services Certification Pty Ltd (ACN 060 156 014)	SGSEA number
The Australian Gas Association (ACN 004 206 044)	AGA number EA

Below is an example of the RCM approval mark



Sale or Giving Away of Electrical Second-hand Appliances with cords and plugs.

Second-hand electrical appliances, with plugs holding uninsulated pins cannot be sold or given away.

Replacing uninsulated plugs with plugs containing insulated pins, is only to be undertaken by a licenced electrician and then tested and tagged.

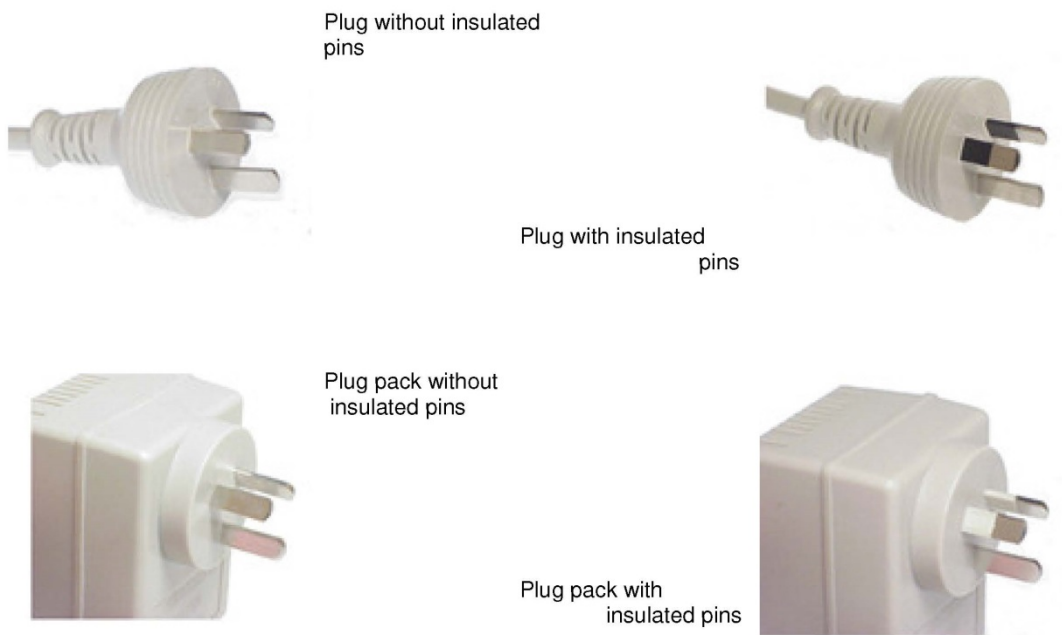
Historical electrical items may be sold but the plugs must be cut off.

All second-hand electrical appliances will, in time, have plugs with insulated pins, as new electrical items sold after 3rd April, 2005, must have plugs with insulated pins.

Plugs must have insulated pins and carry an approval mark

Plugs, accompanying new electrical items sold in Australia, are required to have insulated pins, from the 3rd April, 2005.

The plug that goes with an electrical appliance is also a declared article and is also required to carry an approval mark.



Appliance connectors must carry an approval mark

The appliance connector (a detachable cord used to attach an appliance to the power, such as the detachable cord for an electric jug) is also a declared electrical article and they too have to carry approval marks.

These photos show where approval marks may be found. The marks are very small and the use of a magnifying glass would make the job easier





Responsibilities

Management

Management Lines of Responsibility will vary with each diocese. In some diocese there will be a single diocesan approach, while other dioceses will manage the sale of electrical items at the individual centre level.

Where applicable, the following list of duties in relation to the sale of electrical items, will apply

The Area/ Regional/Local Managers/Supervisors/Centre Presidents will be responsible for:

- ▶ monitoring and ensuring that all electrical articles offered for sale or used for welfare distribution carry approval stamps on the appliance, plug and connecting cords where applicable and that plugs have insulated pins where required by diocesan directive,
- ▶ communicating the requirements of this procedure to those people with responsibilities for electrical appliances,
- ▶ ensuring that this procedure is complied with,
- ▶ ensuring that the Electrical Testing for Electrical Goods for Sale (retail) or Giving Away (welfare), is complied with, and
- ▶ ensuring a register of testing and tagging is maintained.

Personnel Checking and Testing appliances

Electrician/Person carrying out the testing and tagging of articles will be responsible for verifying that all declared electrical articles carry approval marks and that plugs have insulated pins (where there is a diocesan directive that such plugs have insulated pins).

A register is completed by the tester, will include date of testing, tag number, description of appliance and model/serial number.

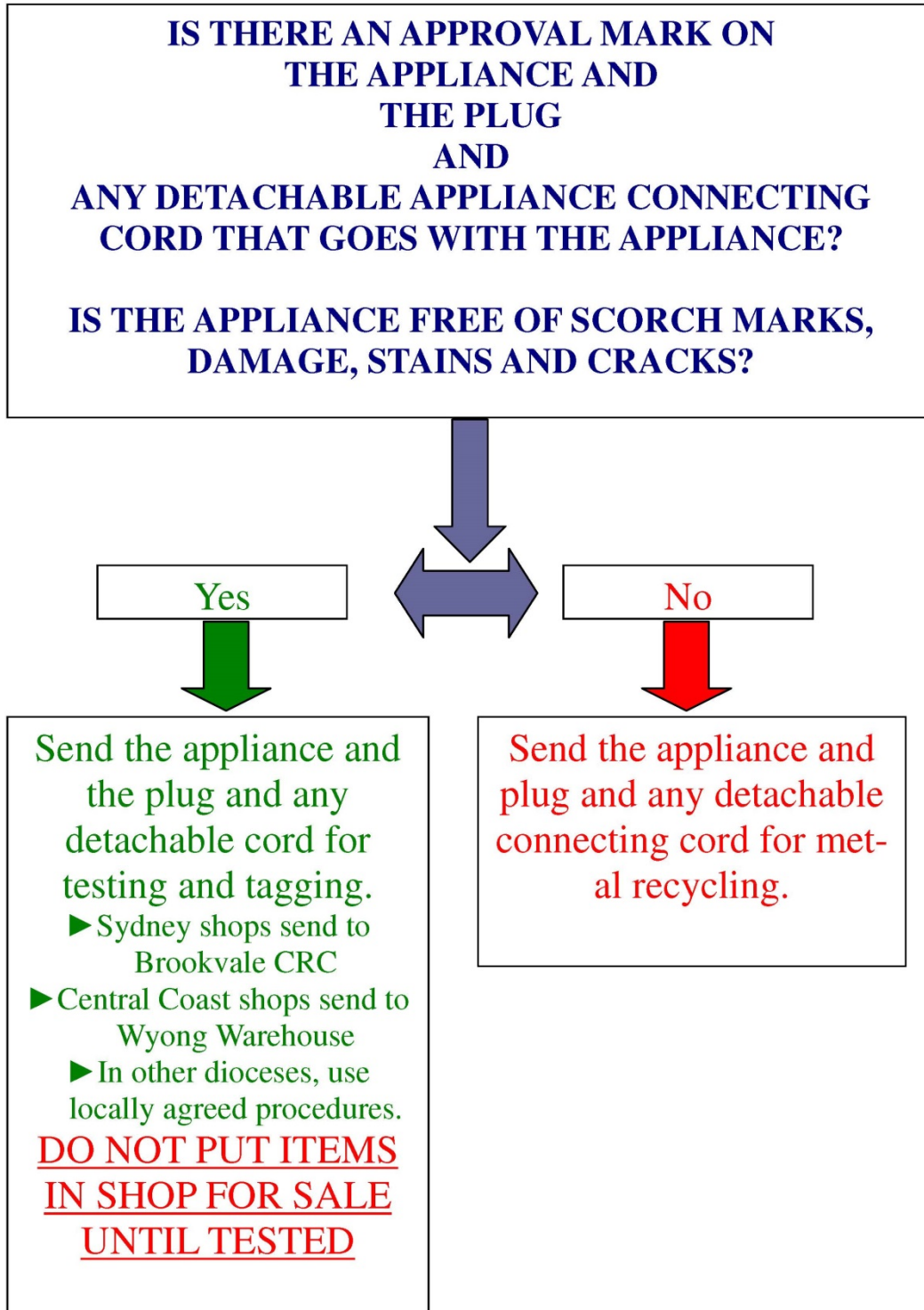
Retail day coordinators, shop and back dock supervisors

Day coordinators, shop and back dock supervisors are responsible for making sure that only electrical appliances which have been checked, tested and tagged and have a tag indicating the item has been tested are offered for sale through the retail shops or provided to conferences for distribution to welfare clients.



Sample of a Tag used by qualified electricians to tag electrical items, tested for sale in Centres and Outlets or for giving to those seeking assistance from the Society.

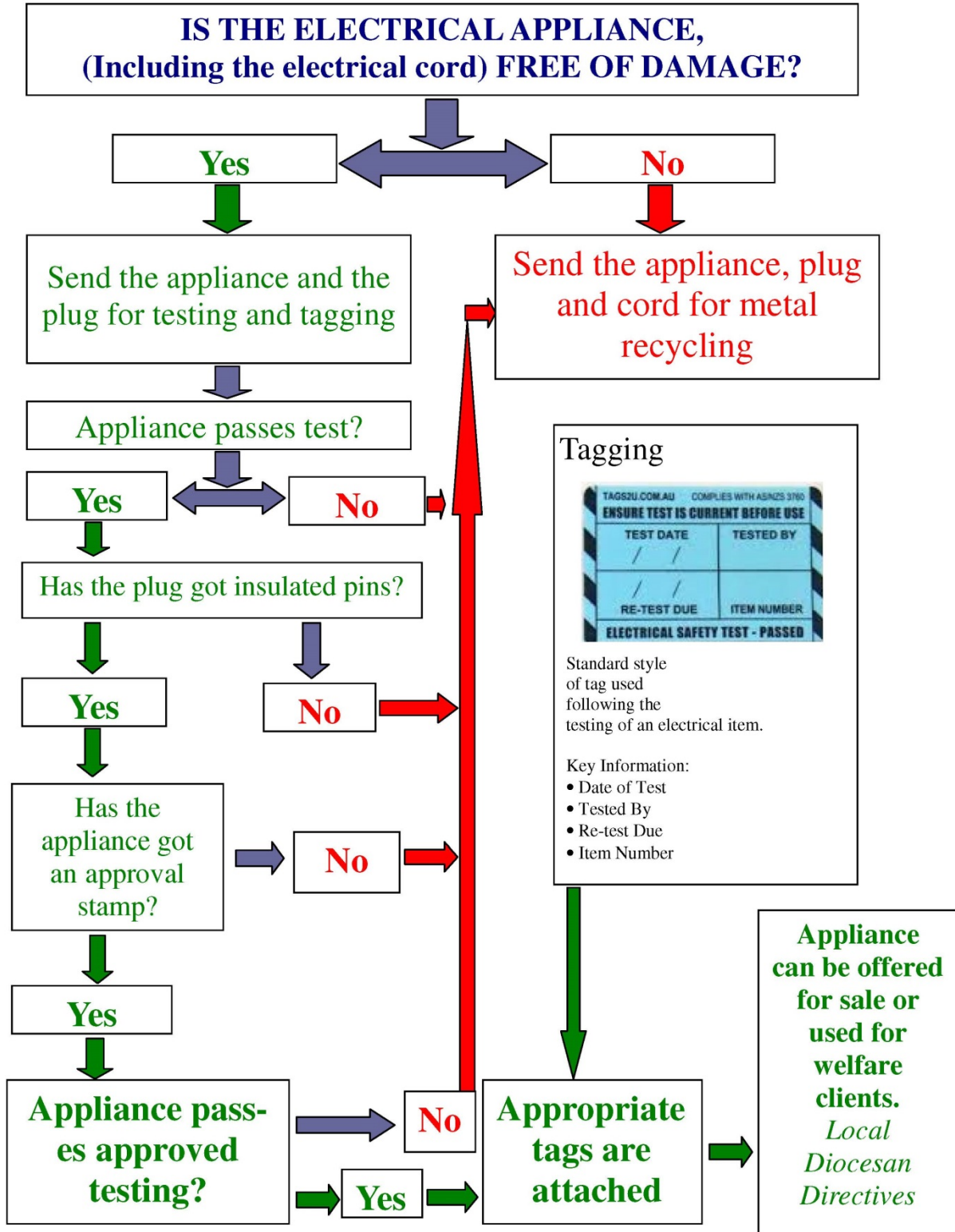
SMALL AND MEDIUM ELECTRICAL APPLIANCES CONSUMER SAFETY CHECKS - PROCESS FLOWCHART



LARGE ELECTRICAL APPLIANCES

(Example -washing machines, fridges, freezers, sewing machines, or items which are unique or special such as juke boxes)

CONSUMER SAFETY CHECKS - PROCESS FLOWCHART



ELECTRICAL SAFETY PROCEDURE

STATEMENT OF INTENT

The purpose of this procedure is to describe how the Society manages risks that could arise because of exposure to electricity.

BACKGROUND

Exposure to 415 or 240 volt electricity carries the risk of a person receiving an electric shock and possibly being electrocuted.

The Society has a responsibility to ensure that the electrical supply at workplaces it controls is safe and does not pose a risk to workers or visitors. Therefore the Society must ensure that electrical installations comply with relevant Australian standards. The Society must also ensure that installations, and equipment connected to the electrical supply, are regularly inspected and maintained in ways that ensure continuing compliance.

Some Society shops and some conferences sell or give away portable electrical appliances. Where this is done the Society is responsible to ensure that such appliances are safe when transferred. The Society must therefore ensure that before any appliance is sold to a customer or donated to a client it is tested by a competent person, certified to comply with the relevant standards, and records of tests retained.

SCOPE

This procedure applies to all workplaces owned and/or controlled by the Society. It also applies to activities of the Society and activities of workers of the Society while engaged in any undertaking of the Society.

The procedure applies to electrical installations and to all equipment connected to installations. It also applies where portable electrical appliances are sold by Society retail outlets or given away to clients.

REFERENCES

- *Work Health and Safety Act 2011 No 10 (NSW)*, especially sections 19-26.
- *Work Health and Safety Regulation 2011 No 674 (NSW)*, especially clauses 144- 166.
- Standards Australia, *AS/NZS 3000:2007, Electrical installations (known as the Australian/New Zealand Wiring Rules)*.
- Standards Australia, *AS/NZS 3760:2010, In-service inspection and testing of electrical equipment*.
- Standards Australia, *AS/NZ 5761: 2011, In-service safety inspection and testing – Second-hand equipment prior to sale*.
- Standards Australia, *AS/NZS 3190: 2009, Approval and test specification - Residual current devices (current-operated earth-leakage devices)*.
- Standards Australia, *AS/NZ 3012: 2010, Electrical installations – construction and demolition sites*.

- Standards Australia, *AS/NZ 3112: 2010, Approval and test specification - Plugs and socket-outlets*.
- Code of practice: *Managing Electrical Risks in the Workplace*, July 2012, Safe Work Australia

Note

The standards AS/NZS 3190, AS/NZS 3012, AS/NZS 3112 are approval and test standards for manufacturers and importers.

RELATED SOCIETY DOCUMENTS

St Vincent de Paul Society, State Council Policy on, and Supporting Document for, the Sale of Electrical Items, September, 2009, Vintranet location:

<http://vintranet.vinnies.org.au/Governance/StateCouncilNSW/Policy%20Documents/2009%20August/B3%20Sale%20of%20Electrical%20Items.pdf>

The following procedures are closely related to this procedure

1. Hazard/Incident Reporting Procedures

The following procedures underpin all work health and safety procedures

2. Work Health and Safety Policy
3. Work Health and Safety Consultation
4. Responsibilities
5. Risk Management
6. Safety Rules

DEFINITIONS

Class 1 Equipment

Equipment in which protection against electric shock does not rely on basic insulation only, but which includes an additional safety precaution in that conductive accessible parts are connected to the protective earthing conductor in the fixed wiring of the installation in such a way that those accessible parts cannot become live in the event of a failure of the basic insulation.

Class II Equipment

Equipment in which protection against electric shock does not rely on basic insulation only, but in which an extra layer of insulation (called supplementary insulation) is provided to give double insulation, there being no provision for protective earthing or reliance upon installation conditions. This equipment is generally manufactured with a non-conductive (insulated) enclosure and is marked with the words "DOUBLE INSULATED" or with the symbol to allow easy identification.

Note that Class II equipment may also be manufactured with metal enclosures which are double insulated from live parts.

Residual Current Device (RCD)

A mechanical switching device designed to make, carry and break currents under normal service conditions, and to cause the opening of the contacts when the residual current attains a given value under specified conditions.

Responsible Person

“The Responsible Person shall be considered as the owner of the premises, or the electrical equipment, or an employer, who has legal responsibility under the occupational health and safety legislation of the relevant regulatory jurisdiction, for the safety of electrical equipment falling within the scope of this Standard.” (AS 3760, p.11).

Executive officers will need to appoint a person to represent the Responsible Person for each workplace under their control. Safety officers and asset managers would be appropriate appointees.

COMPLIANCE

The Society must comply with clauses 144-166 of the Regulation in relation to electrical safety. The Code of Practice: Managing Electrical Risks in the Workplace provides guidance.

OBJECTIVES

- RCDs tested annually by a competent person in ways that comply with standards AS/NZS 3760, with results recorded in test registers retained at relevant workplaces.
- Portable electrical equipment subject to hostile testing at least annually by a competent person in ways that comply with standards AS/NZS 3760 and AS/NZS 5761, with results recorded in test registers retained at relevant workplaces.
- Faulty or non-compliant electrical equipment identified by Out-of-Service tags and removed from service until repaired, tested and tagged.
- Personal items of electrical equipment not brought into Society workplaces until and unless they have a current test tag.
- Second-hand electrical equipment not sold or donated unless tested by a competent person in accordance with standards AS 3760 and AS/NZS 5761 and results recorded in a test register retained at the relevant workplace.

RESPONSIBILITIES

Executive Officer

Appoint a suitably qualified person to ensure that electrical installations and equipment comply with safety standards.

Workplace Supervisor

Cooperate with a person assigned to carry out test and tagging of electrical equipment, including RCDs.

Ensure that Out-of-Service tags are attached to any electrical equipment that is identified as faulty or non-compliant and ensure that such equipment is taken not used until repaired, tested and tagged.

Safety Officer

Assist the executive officer to establish arrangements for the inspection, testing and tagging of portable electrical equipment and RCDs. Executive officers may appoint safety officers and the “Responsible Person”.

RESIDUAL CURRENT DEVICES (SAFETY SWITCHES)

RCDs, commonly referred to as „safety switches“, are electrical safety devices designed to immediately switch off the supply of electricity when electricity leaking to earth is detected at potentially harmful levels. RCDs offer high levels of personal protection from electric shock. Workplace fatalities can be prevented by the use of properly installed and maintained RCDs.

The Wiring Rules (AS/NZS 3000) require for new installations that all circuits supplying socket outlets and luminaires be protected by RCDs, the only exception being for the connection of fixed or stationary cooking appliances and air conditions on special circuits with a special purpose socket that cannot be used by appliances with normal 10Amp 3- pin plugs will not fit.

For existing installations, the Regulation (c.164) and Code of Practice prescribe circuits that must be protected by RCDs, namely where¹:

- electrical equipment is exposed to operating conditions that are likely to result in damage to the equipment (or a reduction in its expected life span) including conditions that involve exposure to moisture, heat, vibration, mechanical damage, corrosive chemicals or dust electrical equipment is moved between different locations in circumstances where damage to the equipment or to a flexible electricity supply cord is reasonably likely.
- electrical equipment is frequently moved during its normal use.
- electrical equipment forms part of, or is used with, an amusement device.

To ensure that existing installations comply an electrician should be engaged to inspect the electrical installation, rectify any non-compliances, and provide a certificate when the installation complies with the requirements specified the Regulation and Code of Practice. It may be of use to ask the electrician conducting the audit to mark each socket outlet with the number of the circuit breaker that controls it. The Responsible Person shall not assume that because RCDs are fitted to a switchboard that every circuit that should be protected is protected: arrange for an audit and insist on a certificate of compliance.

If a nuisance event trips an RCD power will be lost to any refrigerator or freezer on the same circuit with potentially significant costs and inconvenience due to food spoilage. The risk can be minimised by allocating a special circuit or circuits for refrigerators and freezers

After checking that the RCD protection of an installation is compliant, the Responsible Person must then arrange for RCDs to be tested on a regular basis (Regulation c.164- 165).

The testing of an RCD involves two types of tests; the first is a simple push button test that can be carried out by a person that has been trained. The second test involves testing the operational performance of the RCD; the tripping time at a specified tripping current is measured. This type of testing shall be carried out by a competent person using an RCD tester. A competent person may be a person that has been trained to use an RCD tester or, an electrically qualified person such as an electrician or electrical engineer.

¹ Referred to in this procedure as “hostile environments”

Table 4 of the Standard AS/NZS 3760 provides a summary of recommended test frequencies.

Residual Current Devices (RCDs) – Test Frequencies				
Type of equipment and environment	Push-button test – by user		Push button test and operating time	
	Portable RCD	Fixed RCD	Portable RCD	Fixed RCD
Factories, workshops, manufacture, fabrication, etc.	Daily, or before every use, whichever is the longer	6 months	12 months	12 months
Environment where the equipment or supply flexible cord is subject to flexing in normal use OR is in a hostile environment	6 months	6 months	12 months	12 months

The 12-month test by a competent person where the trip time of RCDs is measured and recorded must be scheduled by the Responsible Person. The person that conducts the tests must provide a record (register) for retention either at the workplace or at a specified central location (e.g. a diocesan central council office) or both.

TEST AND TAG OF PORTABLE EQUIPMENT

Electrical equipment that is supplied with electricity through an electrical socket and used in a hostile environment must be regularly inspected and tested by a competent person and a record of tests retained. A hostile environment includes where equipment is exposed to operating conditions that are likely to result in damage to the equipment or reduce its life span. Exposure to moisture, heat, vibration, mechanical damage, corrosive chemicals and dust is likely to constitute a hostile environment (Regulation c. 150).

Table 4 of the Standard AS/NZS 3760 provides a summary of recommended test frequencies.

Portable Electrical Equipment – Test Frequencies			
Type of equipment and environment	Class of equipment		Cord sets and power boards
	Class 1 (protectively earthed)	Class 2 (double insulated)	
Factories, workshops, manufacture, fabrication, etc.	6 months	12 months	6 months
Environment where the equipment or supply flexible cord is subject to flexing in normal use OR is in a hostile environment	12 months	12 months	12 months

Testing and tagging at 12 month intervals is appropriate for most Society workplaces.

Note: the frequency of testing for workplaces that are classified as construction sites is 3 months (AS/NZS 3012)

NEW EQUIPMENT

New electrical equipment should be visually inspected before first use, but it is not mandatory that it be tested before being put into service. The equipment should be fitted with a tag stating:

- that the equipment is „new to service“
- the date of entry into service
- the date when the first electrical safety test is due
- that the equipment has not been tested
- Fitting a “new to service” tag is an administrative task that can be carried out by an appropriately trained in-house person.

EQUIPMENT NOT SUBJECTED TO HOSTILE ENVIRONMENTS

The Regulation (c. 150) mandates that electrical equipment used in hostile environments be regularly tested and tagged, but does not require that all electrical items be inspected and tagged. However, AS/NZS 3760 recommends a test frequency of 5-years for equipment not subjected to hostile environments.

Non-hostile environments include those workplaces that are dry, clean, well-organised and free of conditions that are likely to result in damage to electrical equipment. For example some Vinnies shops, some rooms used for conference meetings, and some offices. Electrical equipment such as computers, photocopiers, refrigerators and microwave ovens that are seldom unplugged and rarely moved are unlikely to incur mechanical damage. For such environments and equipment a test frequency of 5-years is satisfactory. However, some equipment used in what might appear to be non-hostile environments is, by nature of its use, subject to mechanical damage and hence should be tested and tagged at 12-month intervals. The way the equipment is used renders the environment hostile for the equipment. Examples include vacuum cleaners, floor polishers, toasters, sandwich makers, and kettles.

COMPETENT PERSON VS. ELECTRICIAN

The standards require test and tagging of electrical equipment and testing of RCDs to be carried out by a “Competent Person”. The AS/NZS 3760 says specifically that “A competent Person is not required to be a registered or licensed electrical practitioner”.

The two scenarios below attempt to illustrate the potential advantages and disadvantages of using a person trained and equipped specifically for test and tag work versus licensed electricians.

Scenario 1

A diocesan central council delegates their Asset Manager to represent the Responsible Person to arrange test and tagging and RCD testing for all workplaces under their control. The Asset Manager calls for quotations from both electricians and test and tag companies. A test and tag company is selected based on:

1. Their price per equipment item and RCD tested is competitive.
2. Their test equipment consists of portable appliance testers that include RCD test facilities and the ability to upload test data to a computer.

3. On the first visit to a workplace the firm undertakes to identify equipment with bar codes so that equipment can be identified at future tests without the need to rely on serial numbers that are sometimes difficult to access and time consuming to read and record. Bar coding enables the firm to report on the history of any appliance and to provide the Asset Manager with an assets register for each work place.
4. The firm routinely provides clients with reports (test registers) for each location where tests are carried out, as required by the standards. The firm agrees to leave a copy of the register at each workplace and to provide a copy to the Asset Manager.
5. The Asset Manager contacts some referees and receives good reports about the firm's work for other clients.

The Asset Manager initially monitors the work of the firm. Issues are raised:

1. The testing firm is testing refrigerators, microwave ovens and computers each visit. These items are not exposed to hostile environments. The Asset Manager directs that the test period be increased from 12-months to 5-years.
2. The testing firm reports that there are many more power cords at workplaces than computers and peripherals. The Asset Manager asks workplace supervisors to dispose of power cords that are excess to requirements to avoid the expense of unnecessary tests.
3. The testing firm reports finding some double adaptors. The Asset Manager approves the firm disposing of double adaptors when they are found and writes to workplace supervisors to reassert that double adaptors must not be used in Society workplaces.
4. The Asset Managers asks the testing firm to leave at least ten blank tags with the supervisor at each workplace so that new equipment can be tagged by the supervisor when introduced to the workplace. Supervisors are asked to make a list of new equipment they have tagged and provide the list to the test and tag firm at their next visit.
5. The testing firm reports finding some items of equipment that are owned by workers, not the Society. The Asset Manager agrees to write to workplace supervisors and direct that personal electrical equipment may only be used in a Society workplace if it has been tested and tagged and entered onto the workplace asset register. It is preferred that personal electrical equipment not be brought into Society workplaces without a compelling reason.
6. There is discussion about what the firm should do in relation to defective items. It is agreed that an "Out-of-Service" tag will be attached to each defective item and the supervisor at the workplace informed. The test and tag firm will leave some blank Out-of-Service tags at each workplace.

Scenario 2

A Diocesan Central Council delegates their Safety Officer to represent the Responsible Person to arrange test and tagging and RCD testing. The Safety Officer decides to approach electricians on the preferred contactor list about doing the work. The Safety Officer discovers from talking to electricians:

1. They charge per hour for their work, not per item of equipment tested.
2. While they all do some test and tag work, most do not complete test registers
3. Most electricians do not have and have not read a copy of the test standard AS/NZS 3760
4. None of the electricians use portable appliance testers. Rather they say they use standard electricians" instruments (multimeters and meggers) to conduct tests. The Safety Officer is suspicious that some electricians may rely entirely on a visual inspection and fail to conduct continuity and insulation resistance tests.

Despite the concerns the Safety Officer realises that using the nearest firm that specialises in test and tag would incur considerable travel costs. The Safety Officer also wants an arrangement where a contract electrician visits each workplace each six months to service evaporative air conditions, emergency lighting and smoke alarms, and attend to minor works and maintenance. Adding test and tag to the work schedule will make the work programs more viable and minimise travel costs.

The Safety Officer sets up a contract with electricians to do test and tag with the clear specification that testing must comply with AS/NZS 3760 and that test registers must be maintained at each workplace. The Safety Officer advises the electricians that their work – especially test registers - will be monitored.

Another advantage of using electricians is that, if they detect a non-compliance such as a damaged cord set, the item can usually be repaired, tagged, and put back into service immediately. Test and tag companies usually just do test and tag, although some are qualified to replace damaged plugs and sockets. Electrical repair work must usually be referred to qualified electricians.

SECOND HAND APPLIANCES FOR SALE OR DONATION

Some Vinnies centres accept donations of second-hand electrical equipment with the intention of selling it or donating it to people in need. From a safety and insurance perspective, any Vinnies shop or conference that sells or donates second hand equipment must have a system in place to ensure that:

1. The equipment has not been recalled
2. The equipment is validated for use in the country of sale and where relevant is fitted with a plug complying with AS/NZS 3112
3. For equipment types listed in Table A1 of AS 5761, that additional safety items set out in the table are checked and that the equipment complies
4. The equipment passes the inspection regime set out in Clause 2.3 of AS/NZS 3760
5. The equipment is fitted with a plug conforming to AS/NZS 3112

AS 5761 describes a label to be attached to second hand equipment for sale or donation. The standard also says that a register of tests must be completed and retained. The register is critical. If something were to go wrong, for example if a person were injured by equipment supplied by the Society, the Society must be in a position to check on how the equipment was inspected and tested prior to sale, when, and by whom. The critical thing would be for the Society to demonstrate that it has a system in place to ensure that electrical items that are sold or donated to people are in a safe condition when they are transferred.

Given these inspection and test requirements it will be uneconomic to deal in small appliances like toasters, kettles and lamps. However, if some electrical items of value were donated it may be of value to have in place a system by which they can be inspected and tested and put to good use for people that the Society was established to assist.

TRAINING






Training in this procedure will be provided for managers, supervisors and safety officers.

REVIEW AND EVALUATION

This policy is to be reviewed within 12-months of the first version being adopted, and thereafter at least every 5 years or more frequently if required by changes in legislation, or if there is an opportunity to improve the OHSMS by updating this document.

Australian Mains Plug Variants - AS/NZS 3112

The Table below shows 240V mains plug variants as used in Australia.

	10A 2 Pins	10A 3 Pins (Flat Earth)	10A 3 Pins (Round Earth)	15A 3 Pins (Flat Earth)	20A 3 Pins (Flat Earth)
Plug End Pinout					
Description	Standard 10A mains plug for double insulated appliances.	Standard 10A mains plug	10A mains plug with round earth pin	Standard 15A mains plug	Standard 20A mains plug.
Socket Compatibility	■	■		■	■
10Amp - Flat Earth	■	■			
10Amp - Round Earth			■		
15Amp - Flat Earth				■	
20Amp - Flat Earth					■
Applications	Double insulated domestic appliances and equipment.	Earthed domestic appliances and equipment.	Special purpose outlets such as control circuits, lighting and exhaust fans etc.	Caravans, air conditioning, light industrial appliances and equipment.	Plug-in stoves, air conditioning and light industrial appliances and equipment.
Active & Neutral Pins	6.35mm x 1.63mm	■	■	■	■
	9.08mm x 1.63mm				
Earth Pin	6.35mm x 1.63mm	N/A	■		
	9.08mm x 1.63mm	N/A		■	■
	4.75mm diameter	N/A	■		

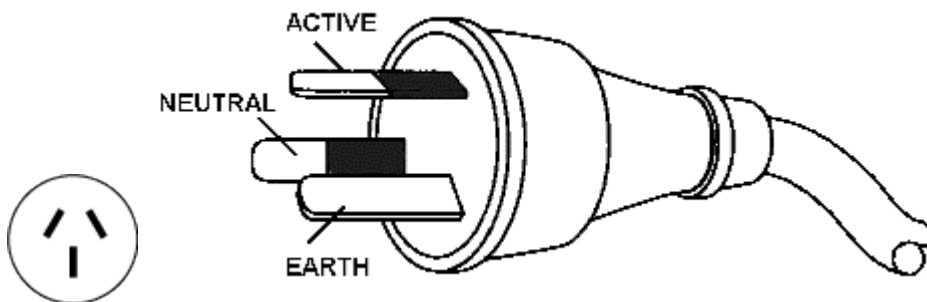
Source: <http://www.accesscomms.com.au/reference/AustMainsPlugVariants.htm>

Australian 3-Pin Electrical Mains Plug

The domestic mains power supply in Australia is 240V AC, 50Hz. Standard 3-pin earthed power outlets are rated at 10Amps and are usually switched. The 3-flat-pin plug is used in all states of Australia (including its external territories), New Zealand, Papua New Guinea and the Solomon Islands. Although the configuration is similar to mains plugs used in mainland China, dimensional differences to the plug body may be incompatible with recessed cord socket and prevent Chinese-compliant CPCS/CCC (CCEE) plugs from being legally sold/used in Australia. Argentina also uses a similar 3-flat-pin configuration as Australia, but with slight dimensional differences and with the active and neutral wires being reversed. These important differences prevent the Argentina-compliant IRAM plugs from being legally sold/used in Australia as incorrect polarity may present an electrical safety hazard.

The Australian mains plug configuration was originally presented as provisional standard C112 in 1937, formalised as Standard C112 in 1938, redesignated AS3112 in 1981 and harmonized with the New Zealand standard and redesignated AS/NZS3112 in 1993. Australian Standards AS/NZS 3112:2000 and AS/NZS3112:2004 for Australian Mains Plugs now define the requirements for the insulation the Active and Neutral pins of the plug. 15Amp and 20 Amp configurations of the mains plug and outlet are also defined by the standard.

The following diagram shows the Australian plug wiring configuration.



Source: <http://www.accesscomms.com.au/reference/powerplug.htm>

Appendix 4: ACCC Product Safety: Mandatory Standards and Bans

See ACCC Website for current information:

www.productsafety.gov.au/

Appendix 5: Useful Shop Forms

These forms are provided as suggestions only. They are examples of useful forms for Shop Managers and Day Co-ordinators. They can be used, not used, or adapted depending on each Central Council's needs.

Soft copies of these forms are available on the Vintranet:

- 1. Key Register**
- 2. Key Contacts**
- 3. Daily Visual Checklist**
- 4. Merchandising Checklist**
- 5. Customer Service Checklists**
- 6. Australian Consumer Law & Refund & Exchanges**
- 7. Bag Check guidelines**



Key Register

Date	Key In / Out	Key holder		Shop Manager/ Co-ordinator	
		Name/Signature	Address / Phone	Name	Signature
25.03.15	Out	Ruby Jackson <i>Ruby Jackson</i>	21 Greenowe Ave, Parramatta 0123 345 678	Rachael Moore	<i>Rachael Moore</i>



Key Contacts

Title/Contact	Name	Phone	Email
Centre President			
Executive Officer			
Retail Manager			
Safety Officer			
Connect Help Desk			
Accounts Department			



Daily Visual Checklist

Shop

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Daily/weekly sales targets displayed and team aware of them							
Team members dressed appropriately/groomed/badge							
Music on audible/correct level							
All lights operational and clean							

Counter

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Counter cleared and cleaned							
Register dusted and cleaned free of stickers							
Bin under counter emptied and cleaned							
Hangers cleared and stored in backroom							
Telephone cleaned free of stickers							

Windows

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Cleaned free of finger marks							
Mannquins and props correctly positioned							
Window frames cleaned							
Floor vacuumed and cleaned							

Fitting Rooms

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Floor vacuumed and cleaned							
Mirrors and surrounds cleaned							
Doors, walls and frames dusted and cleaned							

Stock Room

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Backroom door closed and locked							
Floor vacuumed and sink areas cleaned							
All rubbish and excess bags removed							
Hangers neatly stored							
Excess stock in departments with styles grouped together							
Safe locked							
All memos read and signed							





Daily Merchandising Checklist







	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Floors vacuumed and or/swept?							
Clothing racks appropriately merchandised? (Colour blocked or size sorted)							
Are window displays creative, attractive & inviting?							
Is lighting positioned correctly?							
Is all signage positioned correctly, clean and in good order?							
Is the shop interior clean, welcoming, free of odours and comfortable?							
Are display fittings dusted?							
Is merchandise presentation logically ordered and appealing?							
Is sort after merchandise placed in high profile locations?							
Are current in-store promotions displayed correctly?							
Are opportunities for add-on/impulse purchases maximised?							
Are displays appropriate for your target customers?							
Overall, is the shop clean, neat and tidy?							



Customer Service Checklist

Adapt this checklist for use in your shop

Suggested Customer Service Standards	
	
<ul style="list-style-type: none"> • Acknowledge every customer with a smile and/or a greeting. • Treat all customers as equal. • Take an interest in what is actually stocked in the shop, familiarise yourself with sizes and prices of items on display. • Be aware of current specials and promotions to pass the information on to ALL customers. • Communicate in a friendly, open and non-threatening way. • Understand that customer’s cultural backgrounds are varied. • Look busy. There is always something to do e.g. cleaning, colour blocking, resorting racks, dusting, restocking. • Constantly monitor change rooms. How many items have gone in? Do they need advice/assistance? • Thank every customer for their purchase or donation. • Welcome each customer to return. 	<ul style="list-style-type: none"> • Make a judgement on a customer based on their appearance. • Eat, drinking, chew gum or smoke on the shop floor. • Discuss personal grievances on the shop floor. • Display negative body language by folding your arms or leaning on racks. • Make personal phone calls. • Allow personal visitors to distract you from customers on the shop floor. • Have inappropriate conversations on the shop floor with other personnel. • Hide behind the counter to avoid having contact with customers!

At Point of Sale	
	Ring up the sale
	Fold items as you go (get assistance if needed)
	Give change and receipt
	Bag the items
	Physically hand the items to the customer
	“Thank you and goodbye”



Australian Consumer Law and Second Hand Goods

Under the Australian Consumer Law, second-hand goods are still subject to the consumer guarantees. This means that the seller guarantees that:

- goods will be of acceptable quality
- goods will be fit for a particular purpose
- goods will match their description
- goods will match the sample or demonstration model
- they will honour any express warranties
- the seller has title to the goods
- the seller has undisturbed possession of the goods
- there are no undisclosed securities on the goods.

However, when considering whether these guarantees have been met, regard will be given to the age, price and condition of the second-hand goods. For example, a used white shirt would not be expected to be as white as it was when brand new. Reference may also be had whether the seller alerted the customer to a particular defect prior to purchase, e.g. tear on sleeve.

If, taking those factors into account, the goods fail to meet the consumer guarantees then the consumer will be entitled to a remedy, which depending on the failure (whether it's minor or major), may include:

- refund
- repair
- replacement or exchange
- compensation

The customer's obligations

If customers ask for a refund, they should:

- Report the fault and return the goods within 14 days of purchase
- Provide details of the fault
- Provide Reasonable proof of purchase – not limited to a receipt
- Stop using the faulty goods until they can be returned
- Look after the goods until they are returned



Here at Vinnies we unfortunately do not give refunds for change of mind on purchases.

So please choose carefully.

If your item is faulty it may be exchanged or refunded if accompanied by your proof of purchase.

Thank you

If the goods are not returned within a reasonable time customers should state the remedy they want, choosing between repair and replacement, but not including a cash refund.

If customers have bought on credit card, they are not entitled to a cash refund. However their credit card should be refunded.

When a refund is required

In essence, a refund is in order if the goods:

- Have a fault that the customer could not have known about at the time of the purchase
- Do not do the job the customer was led to believe they would
- Do not match the sample they were shown
- Aren't as they were described.

You may offer to repair, exchange or provide a credit note, however, the customer **does have the right to insist on a refund** in the above instances.

When you do not need to refund

- No proof of purchase is offered. Receipts are not the only proof of purchase a bank statement could suffice
- The customer simply has a change of mind.
- The goods have been damaged after purchase.

Exchanges and credit notes

If a customer wishes to return an item for an exchange then they should be encouraged to do so there and then. If the customer cannot find an item with which to exchange then another form of remedy as listed on the previous page should be provided.



Refunds and returns

We are not required to provide a refund or replacement if you change your mind.

But you can choose a refund or exchange if an item has a **major** problem. This is when the item:

- has a problem that would have stopped someone from buying the item if they had known about it
- is unsafe
- is significantly different from the sample or description
- doesn't do what we said it would, or what you asked for and can't be easily fixed.

Alternatively, you can choose to keep the item and we will compensate you for any drop in value.

If the problem is **not major**, we will repair the item within a reasonable time. If it is not repaired in a reasonable time you can choose a refund or replacement.

Please keep your proof of purchase—e.g. your receipt.



Australian
Competition &
Consumer
Commission

ACCC Infocentre 1300 302 502
www.accc.gov.au



BAGCHECK GUIDELINES SUMMARY STATEMENT

RIGHTS AND OBLIGATIONS OF CUSTOMERS

This statement is a summary of the rights and obligations of customers under the Bagcheck Guidelines which is sponsored by the Australian Retailers Association NSW and endorsed by the Office of Fair Trading.

RIGHTS

- You have the right to know before entry that the store conducts bag checks.
- You have the right to refuse interference with your person or with your bags.
- Checking means that store personnel can look, but not touch. You can be asked to assist during the check, e.g. by removing any obstruction to visual inspection.
- • A shopkeeper shall not check a personal handbag unless it is larger than the size of a sheet of A4 paper (i.e. 297mm x 210mm) or they are certain that the handbag conceals goods which have not been paid for and are the property of the shopkeeper.

OBLIGATIONS

- Having entered a store knowing that bag checks are conducted, you have accepted the store's right to ask you to open your bags for checking.

IMPORTANT NOTES

- If you refuse a check of your bags you can be asked to leave the store and not return.
- Other bags, cartons, parcels and containers that could reasonably be expected to conceal goods may be checked.
- A shopkeeper will only hold a customer and call the police where the shopkeeper is sure that an offence has been committed.
- If a shopkeeper or employee forcibly detains you or forcibly searches your goods, and you have not committed an offence, you are entitled to make a complaint to the police, the store management or Privacy NSW.
- If you feel that the Bagcheck Guidelines have been breached you should contact the Australian Retailers Association NSW on (02) 9290 3766 (for retailers) or the Office of Fair Trading on 13 32 20 (for consumers).

Sponsored by
Australian Retailers
Association
1300 368 041

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Australian Retailers
Association



For information see: NSW Fair Trading -
http://www.fairtrading.nsw.gov.au/ftw/Consumers/Buying_goods/Bag_check_guidelines.page