

ANGLICAN PARISH OF CASINO
DIOCESE OF GRAFTON

ST MARK'S ANGLICAN CHURCH

... in the heart of Casino since 1865 ...



**St Mark's
Downtown
Ministry
Centre**

85 Walker St, Casino

OP SHOP MANUAL

St Mark's Anglican Church
Casino, NSW 2470.
85 Walker St (PO Box 71) Casino NSW 2470
(02) 6662 1018 www.casinoanglicanchurch.org

Preamble

The St Mark's Anglican Opportunity Shop (OpShop) is located at:

St Mark's Downtown
85 Walker St, Casino

The OpShop is a ministry of the Anglican Parish of Casino, in the Diocese of Grafton. We rely on the goodwill and generosity of the community to provide goods and volunteers. The OpShop then benefits the Casino community, as well as the Church in various ways.

The OpShop buildings are leased by the Corporate Trustees of the Diocese of Grafton. The Parish Council is responsible for the management of the OpShop. The OpShop Coordinator works in collaboration with Team Leaders whose expertise and opinions are valued. The OpShop Coordinator reports to Parish Council on a monthly basis.

The Op Shop Coordinator, Churchwardens, members of Parish Council and representatives of the Corporate Trustees are authorised to enter the OpShop premises at any time, with or without notice.

This manual outlines the obligations of the Casino Parish in the operation of the OpShop as well as the requirements of volunteers who serve in our shop. Where applicable, references will be given to the following policy documents of the Diocese of Grafton.

1. **DGO** - *Diocesan Governance Ordinance* 2008 (as amended from time to time)
2. **FiS** - *Faithfulness in Service*: A national code for personal behaviour and the practice of pastoral ministry by clergy and church workers.
3. **PP** - *People Protection: Risk Management and Insurance Manual for Faith Organisations* (Ansvar Insurance)

This manual will be reviewed annually and updated as required.

Name	Version	Date
Casino OpShop Manual	1.0	14 August 2022
	1.1	27 September 2022

ANGLICAN PARISH OF CASINO OP SHOP CHARTER

1. St Mark's Anglican OpShop welcomes everyone in the name of Jesus.¹
2. We acknowledge that our ministry is exercised on Galibal Country.²
3. We allocate a percentage of our income to local Indigenous organisations.³
4. People come first here.
5. Every guest and every team member is valued as a child of God.
6. We care for our community by facilitating grassroots recycling.
7. We offer a safe place for conversation and community.
8. Everyone has a place and their gifts are welcome.
9. We welcome opportunities to partner with other community organisations.
10. We honour your privacy and respect confidentiality.⁴

¹ The OpShop is a ministry of St Mark's Anglican Church, Casino. Our mission statement is: *We are an inclusive and affirming community of Anglicans with a mission to share the good news of God in Jesus and transform our community, ourselves and our families, the local community and the world.*

² This is Aboriginal land; always was and always will be. We value and appreciate their continuing cultural connection to the land, their living culture and their unique role in the life of this region in the past, in the present and in the future. richmondvalley.nsw.gov.au/community-services/our-communities/aboriginal-community

³ We will "pay the rent" not only to the owners of the buildings in which we operate, but also by allocating a percentage of our income to local Indigenous organisations as part of the broader *paytherent* movement (<https://paytherent.net.au>) because we understand that saying sorry is not enough.

⁴ This is not a place for gossip or talking badly about other people. We always act according to the principles and requirements of the *Being Together* statement.

ANGLICAN DIOCESE OF GRAFTON

Being Together

Expectations of behaviour in our church community

Jesus told us to love one another as he loves us. As Christians we know our life together is strengthened when our behaviour is consistent with our faith. However, our experience of being together can be difficult, particularly when there are differences. So it is important to be clear about how we will behave towards each other.

Being a community:

- We will **value the wellbeing and safety of others**, especially children and other vulnerable people.
- We will **encourage each other to participate** in the life of the church.
- We will **consider the impact of our behaviour** on others.

Relating to each other:

- We will **protect the safety of all**, especially children and other vulnerable people.
- We will **treat each other with respect and dignity**, irrespective of ability, gender, sexuality, race, age or contribution to the church.
- We will **act with integrity and honesty** in our interactions with each other.

Communicating with each other:

- We will **communicate respectfully** with others, and not in a way that threatens, belittles or humiliates.
- We will **speak with integrity and honesty**, and refrain from speculation and gossip.

Acknowledging difference:

- We will **respect those who are different** from us and not isolate or ridicule them.
- We will **listen to and seek to understand** the beliefs, opinions and practices of others, even when we do not share their views.

Responding to conflict:

- We will **accept responsibility** for our part in a conflict.
- We will be willing to **play our part** in resolving a conflict.

Resolution 45/14 of the General Synod of the Anglican Church of Australia 2014 "Being Together", amended April 2021. Endorsed by resolution of the Bishop-in-Council of the Diocese of Grafton 21 February 2019 and amendments endorsed 16 September 2021

Key Terms

Voluntary Workers

“Voluntary workers are people who perform services or functions for the church for no financial reward. They are an important resource...”⁵

In 2010, the Federal and State Governments changed the scope of Occupational Health and Safety (OH&S) laws to include unpaid volunteers. These changes mean that voluntary workers now need to comply with OH&S regulations to the same extent as their paid counterparts. Organisations utilising the services of volunteers have similar legal obligations as employers of paid employees, especially with regard to safety, risk management and insurance.

Church Workers

As a consequence, the Anglican Church in Australia changed its definition of “Church Worker” to include all people (paid or unpaid) who work for the church or an entity controlled by the church.

“Church worker means a lay person:

- who, for payment or not, holds a position or performs a function with the actual or apparent authority of a church authority or church body, including an office, position or function...”⁶

Church Enterprise

The Anglican OpShop in Casino operates on premises leased by the Corporate Trustees of the Diocese of Grafton, is managed by Casino Parish Council and is therefore deemed to be a church enterprise. All Ordinances, Policies and Procedures of the Grafton Diocese that reference “Church workers” also apply to Op Shop Volunteers regardless of whether a volunteer considers themselves a “member” of the church or not.

⁵ Ansvar Insurance, “People Protection”, 10

⁶ GEN-002 Faithfulness in Service (Grafton Diocese) May 2017, 7

OPERATIONAL MATRIX

Parish Council has responsibility for all governance matters regarding the OpShop. Day-to-day management and operational matters are managed by the OpShop Coordinator, Team Leaders and authorised volunteers.

OpShop Coordinator Responsibilities	Coordinator & Team Leaders Shared Responsibilities	Team Leaders & Volunteers Shared Responsibilities
Potential to appoint Assistant Coordinators with specific responsibilities. Appoint relief Coordinator in consultation with the Churchwardens. Appointment of Team Leaders and ongoing support, training, etc Risk management. Current compliance register. Develop and maintain Volunteers Manual. Promotion and publicity. Maintain open communication with Volunteer teams & Parish Council. Variation of business hours. Respect Duty of Care for volunteers.	Rostering and filling vacancies. Recruitment of volunteers. Oversight of stock management. Implementation of Policy and procedures. Safety – incident management. Management and serviceability of shop and equipment. Security and key management. POS and EFTPOS management, cash security, sales reports and balance EFTPOS and banking. Respect Duty of Care for volunteers.	Attendance management. Training volunteers. Maintain open communication with OpShop Coordinator. Stock management: • Counter Management • Storage • Recycling and disposal • Merchandising and display • Re-stocking • Overstock • Pricing (authorised delegates only) Cleanliness of premises. Purchasing/acquisition of consumables. Incident reporting and informing Coordinator. Respect Duty of Care for volunteers.

DESIGNATED ROLES

Coordinator

Mrs Anne Presbury
0433 806 578

The Revd Sally Miller
Rector
rector@casinoanglicanchurch.org
0400 320 682

Office – Sharon Brenton
office@casinoanglicanchurch.org
(02) 6662 1018

OpShop Management Committee

This committee will meet as needed and not less than once each month. Its members are:

- OpShop Coordinator
- Administration Team Leader
- Operations Team Leader
- Retail Team Leader

Other volunteers may be invited to attend a meeting at the discretion of the Coordinator. Parish Clergy and Churchwardens may attend at any time without invitation.

SCOPE OF THE OPSHOP

The OpShop is more than a business. It fulfills important roles in our communities. Apart from the obvious environmental stewardship role of recycling pre-loved goods, the OpShop also offers a non-judgmental environment for friendship and support.

Volunteers are expected to offer cheerful, respectful, positive hospitality to other volunteers and patrons of the shops.

Gossiping, name calling and social judgementalism is a violation of our code of conduct.

Practical Assistance to the Community

Although we never give cash in response to requests for help, we offer the following practical assistance:

- Referral to the local Neighbourhood Centres
 - Legal Aid
 - Financial planning and budgeting assistance
 - Food vouchers
 - Confidential consultations
 - Referrals to appropriate professional agencies
- Referral to the local food pantries
- Referrals for free meals

Work for the Dole

The Casino Parish is committed to partnering with other organisations to increase community capacity where possible. We are currently registered to provide a working environment for people who receive Centrelink benefits to help them fulfill their Centrelink obligations. We pray that such volunteers will have a positive experience while working in the non-judgmental environments of our Op Shop. Authorised Op Shop volunteers are expected to offer cheerful, positive hospitality to scheme recipients.

Spiritual Support

As a church, we are concerned with the spiritual well-being of our communities. We endeavour to keep our churches open each day as a quiet space where people may retreat from the busyness of life for personal reflection and prayer.

As a ministry of the parish, the OpShop can often be the primary point of contact that members of the Casino community have with the church. Volunteers should be mindful of this and let the Parish Ministry Team know if they become aware of a person who might need spiritual support.

OPENING HOURS

The Casino Anglican OpShop is open during the following hours:

Weekdays	10.00am – 4.00pm
Saturdays	9.00am – 12.00noon
Closed Sundays	

EMERGENCY CONTACT NUMBERS

Emergency contact numbers are displayed in the shop. Please notify the Administration Team Leader in the Parish Office to amend the list as required.

Rector	Rev Sally Miller	0400 320 682
Parish Office	Sharon Brenton	(02) 6662 1018
OpShop Coordinator	Anne Presbury	0433 806 578
Emergencies	000	
Ambulance	000	
NSW Police Casino	6662 0099	
NSW Fire & Rescue	6662 6051	
Casino & District Hospital	6660 0500	
AGL Energy	13 12 45	
SES	13 25 00	

AUTHORISED VOLUNTEERS

1 Applications

Volunteers are encouraged to apply for a position in our OpShop by completing a “Volunteer Application Form”, a sample of which can be found in the Appendices of this manual. Completed application forms are kept in a safe place and personal information is deemed to be confidential. The Grafton Diocese has a Privacy Statement which can be viewed on the Diocesan website: <https://www.graftondiocese.org.au/>

The applicant will be interviewed by the Team Leader and/or OpShop Coordinator or other members of the Parish Council as delegated from time to time. The OpShop Coordinator and Parish Council have a duty of care to ensure that the voluntary position offered is appropriate for the applicant’s skill set and capacity. If successful, the volunteer will be invited to attend an induction prior to commencement on an OpShop roster.

2 Rosters

The approved application form and the current roster act as verification that the volunteer is authorised by Parish Council, either directly or through the Coordinator, to work in the Anglican OpShop. For insurance purposes, no unauthorised person may work in the OpShop or enter “Staff only” areas.

Also, rosters enable the Administration Team Leader to ensure sufficient staffing each day to fulfill our obligations of maintaining a safe environment.

For security purposes, no staff member should be left alone in the shop.

Despite best intentions to work as per the roster, volunteers may find they need to change arrangements at the last minute. It is important to notify the Administration Team Leader (Office Administrator) as soon as possible so a replacement volunteer can be found. If the Admin Team Leader is not contactable in time, a replacement may be informally arranged, and the Admin Team Leader notified as soon as practicable.

To ensure proper insurance cover of voluntary staff on any given day, all authorised volunteers are required to sign-on at the start of their shift and then to sign-out again at the end of the shift.

3 Faithfulness in Service

Faithfulness in Service is the Anglican Church’s national code of conduct for personal behaviour and the practice of pastoral ministry by clergy and church workers. OpShops are considered venues for pastoral ministry, i.e., care, concern and support of vulnerable people.

A two-and-a-half-hour workshop to explain this code of conduct is offered several times per year. It is mandatory for all church workers to attend a workshop every three years and to sign that they will model their personal behaviour on this code. Each participant

receives a certificate that is nationally recognised. An applicant or volunteer who is unwilling to attend Faithfulness in Service is not eligible to work in our OpShop.

The OpShop Coordinator and Team Leaders are also required to attend Safe Church Training every three years and hold a current NSW Working with Children Check.

4 Training

Before commencement on the roster, volunteers will undergo the following training:

- general orientation
- fire safety
- COVID-safe plan (if required)
- use of Point of Sale (if required)
- use of EFTPOS (if required)

5 Child Volunteers

A child is anyone under the age of 18 years.⁷ The Anglican Church in the Grafton Diocese is committed to keeping children safe and protected. Section 5 of our code of conduct, Faithfulness in Service, is dedicated to creating safe environments for children. All authorised volunteers are expected to be familiar with this code and agree to conduct themselves according to it.

Children over the age of 15 years may enrol as volunteers, undertake training and work on a roster providing they are supervised at all times by either their parent, or by an adult volunteer who:

- has a current Working with Children Check; and
- has completed Safe Ministry training in the past 3 years; and
- has completed Faithfulness in Service training in the past 3 years.

6 Personal Presentation

In the Christian faith we believe all people are made in the image of God. We are all created equal but with different gifts and talents with which to serve God and others. We seek to respect individuals and assist them to honour themselves as a valuable human being.

When working in our OpShop, we ask volunteers to please:

- be suitably dressed, well-groomed and wear closed in shoes;
- name badges should display first name only;
- store personal possessions in a safe place and accept responsibility for them;
- ensure **two** volunteers work together in the shop at all times to maintain personal safety.

⁷ Faithfulness in Service, 6

7 Personal Purchases

We ask volunteers to please comply with the following when buying goods from the OpShop.

- Items must be purchased at full price.
- If taken home to try the items must be listed in the Appro Book.
- The person purchasing the item must not process the payment themselves. Another volunteer must take the payment and provide them with a receipt.

8 Communication

The communication book is used for sharing any notes or other messages that might need attention by other volunteers.

- Notes about stock issues
- Reminders or phone messages
- Financial related notes
- Coordination of sales and other activities

The calendar should be used to assist rostering and roster changes or any other scheduling matters.

STOCK

All OpShops rely on the generosity of the community for the donation of a variety of goods, except furniture. This section covers the handling, pricing and display of stock.

1 Sorting of goods

Volunteers may be delegated to sort donated goods.

- When donated goods arrive, please thank the donor and take the goods to the sorting area.
- If the goods are smelly and dirty, please refuse to accept them.
- Good quality clothing and Manchester may require washing/ironing. Please consult with the Operations Team Leader for the routine.
- All applicable health and safety processes must be followed

2 Goods not to be sold

The following goods must **NOT** be sold as they may not meet appropriate resale health or other regulations. They may also be unsafe, potentially making the shop liable for injuries.

- Cots for babies or children
- Mattresses and pillows
- Electrical goods of any description **UNLESS** tagged and tested by a qualified electrician. The Op Shop Supervisor has the contact details for contracted electricians.
- Helmets for cyclists or motorcyclists

- Car booster seats
- Prams and Strollers (Government Legislation)
- Used/opened cosmetics
- Penknives or other sharp implements
- Prohibited published material e.g., pornographic magazines, videos and DVDs.
- Material of an objectional nature e.g., some video games and DVDs
- Flotation toys or swimming aids
- Inflatable toys and novelties

3 Pricing

Specific volunteers may be authorised by the OpShop Coordinator to price stock.

- The pricing list should be the starting point for setting prices
- Some stock may be priced per racks (rack prices for blouses, shirts, skirts etc), or per crockery genre (e.g., mugs, plates) while quality items will be individually priced
- Once items are priced, please do not change the prices
- Staff are not permitted to discount items but are expected to sell goods at the marked prices
- Check the communication book for information about sales or discounts that might be happening (e.g., end-of-season sales)

4 Controlling stock

OpShops usually have an abundance of stock! As we are unlikely ever to run out of stock, *volunteers should be discerning of the quality in stock.*

- Please rotate the stock frequently
- Please do not overfill the racks. Less choice usually equates to ease of discovery and purchase
- Team leaders should communicate and coordinate with the Coordinator *and each other* on the arrangement, presentation and display of stock in the shop

5 Goods taken for approval (Appro) STAFF ONLY.

Customers are encouraged to try on clothes in the change cubicles provided.

Staff may take goods home on appro. Please follow the steps below.

1. Complete a list of goods and their individual prices as marked in the “appro” book.
2. Team leader to approve proposed transaction with initials in the entry.
3. If the goods are returned, record and initial beside the entry in the “appro” and place the goods back into stock.
4. If the goods are purchased, mark PAID in the Appro book and give the staff member their receipt for the goods. This avoids any unfounded gossip or innuendo.

6 OpShop Keys

All parish keys must be registered with the Parish Office. The person who signs the register is responsible for the key, so if you need to give your key to someone else it must be returned to the Parish Office and then signed out by the person who is assuming responsibility for it.

FINANCIAL MATTERS

The Casino Parish Council is responsible for the financial affairs of the OpShop including distribution of income, operating expenses, property insurance, public liability insurance and the maintenance of buildings. These items are included on the annual Parish budgets. The operations of the OpShop are included in the annual return to the Grafton Diocese.

1 Cash handling and petty cash

Volunteers may be delegated to handle cash and enter sales into the Point-of-Sale (POS) device. Training will be provided for this role. Instructions on how to use the Point-of-Sale device are included in the Appendices to this manual.

Instructions on how to use the EFTPOS machines are also included in the Appendices to this manual.

EFTPOS can only be used for the payment of goods by Credit or Debit cards and not for the cash withdrawal of funds.

IT IS NOT PERMITTED TO GIVE OUT CASH FROM THE POINT OF SALE.

Team Leaders are responsible for the purchasing of consumable goods and passing dockets to the Parish Office. Supplies of some consumables (e.g., tags) can be ordered through the Parish Office.

2 Banking

At the end of each day, after the shop door is locked, a reconciliation of sales recorded and cash taken must be performed by two authorised staff members/volunteers, who are not related to one another (e.g., not brother and sister; not husband and wife) unless otherwise approved by the OpShop Coordinator. The money should be placed in a sealed bag with a reconciliation slip and placed in the safe provided. Avoid taking the sealed bag of money home if at all possible. These are requirements of Faithfulness in Service clause 8.13, and comply the best practice expected by the Diocesan insurers.

3 Shoplifting and other forms of theft

Theft, including so-called *shoplifting*, is a criminal offence for customers and staff.

Please endeavour to make the OpShop a less attractive target for shoplifters by:

- As a Christian establishment we endeavour to minimize the opportunity for people to do the wrong thing.
- Placing more expensive merchandise under lock and key, or behind the counter.
- Display signs stating that shoplifters will be prosecuted.

- Limiting the number of clothes taken into the change-room to three.

If you suspect someone of shoplifting:

To prevent false arrest and establish probable cause for detaining a suspected shoplifter, there are six steps a staff member may follow:

- You must see the shoplifter approach the merchandise
- You must see the shoplifter select the merchandise
- You must see the shoplifter conceal, carry away or convert the merchandise
- You must maintain continuous observation of the shoplifter
- You must see the shoplifter fail to pay for the merchandise
- Any discussion with the offender must occur outside.
- **WE WOULD PREFER NO APPROACH.**

It is never appropriate to ask people to empty their bags or allow you to inspect them.

SAFETY

Applying simple but sensible security measures benefits all involved and aids the smooth running of the OpShop. Volunteers working in the OpShop are asked to remain vigilant.

Guidelines to be observed are:

- Ensure there are always two authorised rostered staff on duty at any time.
- Keep rear entrances locked at all times, except when extra people are in the shop for cleaning, sorting etc and when rear entrances can be supervised.
- Knives are kept under lock and key and must not be sold to minors.
- Money is to be kept secure at all times in the locked cash register/till.
- Counting of money must be undertaken after the shop is locked at the end of the day.
- If you are threatened or harassed leave the building by the fastest and safest route and seek help.
- Do not put yourself at risk.
- Aggressive or intoxicated customers cannot be served
- Assist in evacuating the building.
- In the event of fire, know where the fire extinguishers are and how to use them.
- The assembly point is outside-in the open car park area across the lane.
- Wait until help arrives.
- Do not leave the assembly point.

In the event of a robbery ...

DO

- Remain calm.
- Do exactly as you are told. If there is a demand for money hand it over.
- Try to picture a description of the offender.

- Remember where the offenders have been and in which direction they left the premises.
- Report the incident to the police, Team Leader and Op Shop Coordinator immediately. Police: dial 000
- Complete an incident report and submit to the Team Leader for the Parish Office.

DO NOT

- Confront the offender
- Touch anything immediately after the event

ACCIDENTS AND INJURIES

Despite rigorous efforts to keep people safe, accidents do happen! First Aid kits and a folder containing Incident Forms are located in the OpShop.

- Ensure your own safety, and the safety of customers and staff.
- Be aware of potential trip hazards in the passageways.
- First aid: assess the situation and if necessary, call an ambulance.
- Use the phone and dial 000. You need to know the nearest cross streets.
- If you do not have a current First Aid Certificate, please do not administer first aid.
- Accident reports **MUST** be completed for all accidents and injuries however minor.
- Make a report of time, date, place, witnesses, what happened before, during and afterwards.
- Report the incident to the OpShop Coordinator, a Churchwarden or St Mark's Church staff member immediately.

1 Work Health and Safety

The Casino Parish Council is responsible for ensuring the following:

- Exit signs are lit
- Fire alarms/smoke detectors are installed and checked annually.
- Fire extinguishers and fire blankets are checked bi-annually.
- Fire drill training is conducted regularly
- Preparation and display of an evacuation plan
- Air conditioning units are cleaned bi-annually
- First aid kits are checked and restocked
- Updating of poisonous substance register
- Updating of Volunteers' Manual/Instructions as required by OH&S legislation or the Grafton Diocesan Insurance Company.

All OpShop staff should be aware of safe working practices. Attention must always be directed to:

- Tidiness of work areas
- Clear floors to avoid people tripping over
- Keeping exits clear at all times

- Knowing the location of the first aid kit
- Knowing the location of fire extinguishers and the fire blanket in the kitchen
- Familiarisation with the evacuation plan.
- Careful stocking of shelves to ensure items cannot fall on top of people
- Two people using stepladders to reach high items: one person to hold the stepladder while the other climbs.
- No stretching beyond the capacity of the person i.e., within easy reach.
- Reporting any concerns to the OpShop Coordinator.

2 Risk Assessment and Management

The Corporate Trustees of the Diocese of Grafton (the owner or lease of our church premises) require Casino Parish Council to conduct annual inspections of all our buildings for risk assessment purposes. They are responsible for identifying hazards, evaluating the risks and engaging in precautionary measures.

All volunteers/staff members are encouraged to report potential hazards to Team Leaders as soon as they are identified. The Team Leader will inform the OpShop Coordinator or Parish Wardens, who will investigate and rectify as appropriate.

DAILY ROUTINE FOR DESIGNATED SORTERS

- When donations are brought into the shop, place them in the sorting area.
- When sorting please check all goods are in good condition and clean.
- Clothing must be checked that all items are clean, good quality, and do not need mending.
- Rags are soft cotton cloth with no underpants, buttons, zips or anything that will scratch when polishing a car etc.
- You have the right to refuse any donations that are dirty and smelly or that are offensive in any way.
- All Bric-a-Brac to be checked for quality, priced and placed on display in shop.
- Pink Bags – Reasonable quality clothing, shoes, handbags etc.
- At the end of the day ensure the area is left clean and tidy

DAILY ROUTINE

1. Collect the cash float from the safe.
2. Turn on the lights.
3. Check and place float in the till.
4. Sign attendance diary on arrival and leaving, and please read the communication book.
5. Sweep front of the shop, and all floors.
6. Check, price and tidy all racks as required.

7. **Check all clothes are clean and in good condition.**
8. All stock received is taken to the sorting area.
9. At close of business prepare the daily report, count the float, money taken and put all cash in the safe.
10. Make sure all lights, fans, air conditioner, and iron are turned off.
11. Ensure the shop is tidy and washing up is done.
12. Ensure all doors are locked, unless other Parish activities are continuing in the premises.

STOCK MANAGEMENT

1. All Team Leaders are members of the Stock Management Committee.
2. These meetings make recommendations for seasonal specials and sale events.
3. Stock management must be coordinated among all teams and with the OpShop Coordinator

Appendix 1: Point of Sale Unit instructions.

Start Day Procedures.

- Go to menu icon =
- Select *reports*
- Press start draw
- Enter float amount
- Confirm amount
- Tap cash drawer
- = Select *checkout*.

Trouble Shooting.

- If screen says “no internet connection”... Turn off Internet router and wait at least 2 minutes. Turn router on, two lights should light on router. Go to screen of POS and select “settings”

End Drawer Procedures.

- Press menu icon =
- Select *reports*
- Select *cash drawer*
- Enter amount
- Select *end drawer* and confirm.

To Make a Sale.

- Select product category
- Select product description

- Enter price
Press *Plus*
- Select quantity
To increase quantity press +
Go to
- Press *Add*
For additional Product – Proceed to above steps.
- Press *Charge*
- Press either cash or credit.
- Complete sale.

TO REDUCE QUANTITY OR REMOVE PRODUCT FROM PURCHASE LIST.

- Highlight *Product* on List
- Reduce Quantity with – Key Lesser amount or Nil
- Press *Save*.

TO DELETE PRODUCT

- Highlight *Price* on Product List
- Swipe to left
- Press *Delete*.

Appendix 2: EFTPOS instructions

- The square Point of Sale reader is the white unit beside the screen.
- When the sale asks for method of payment, tap charge then tap, insert or swipe the payment method: *credit card*. Your customer can then enter a pin number.

All POS information is in the folder sitting near the cash drawer.

REFUNDS – TEAM LEADERS ONLY

- Select Menu = *Transactions*
- Select *Activity Receipt*
- Enter Receipt number or Last 4 Digits of Customer Credit Card
Number
- Enter Amount
- Select *Reason*
- Tap *Refund*

*Appendix 3 Volunteer Application form***ANGLICAN OP SHOP CASINO**

85 Walker St, (PO Box 71), Casino NSW 2470
(02) 6662 1018 • office@casinoanglicanchurch.org

VOLUNTEER APPLICATION

FULL NAME: _____

ADDRESS: _____

DATE OF BIRTH: _____ EMAIL: _____

TELEPHONE: _____ MOBILE: _____

EMERGENCY CONTACT

Name _____ TEL/MOB: _____

MEDICAL: If relevant, please provide brief details of any health conditions which may impact your role as an OpShop Volunteer: _____

VOLUNTEER INFORMATION

Available on what days: _____

Special areas of interest or expertise: _____

Do you need transport: _____

(signature)

(date)

CODE OF CONDUCT

The Anglican Diocese of Grafton has adopted the Professional Standards Ordinance and requires all Church workers (including volunteers) to comply with the national code of conduct outlined in the document “Faithfulness in Service”.

The written code of conduct is complemented by two training workshops:

- 1. Faithfulness in Service**

- 2. Safe Church Ministry Training**

All volunteers in contact with the general public at OpShops are only required to attend “Faithfulness in Service” every three years.

Volunteers holding leadership positions are required to attend both courses every three years.

A “Working with Children Check” is regulated and issued by the NSW Office of the Children’s Guardian. OP Shop Volunteers **do not** currently come under this legislation. The Op Shop coordinator will notify you should this situation change.

As a Volunteer, I have read and understand the “Casino Parish OpShop Manual” and am willing to participate in the above training.

Signature: _____

Date: _____