

THE ROTARY CLUB OF BALWYN'S CAMBERWELL SUNDAY MARKET INDUCTION BOOKLET

VOLUNTEERS



1. VOLUNTEERING AT THE MARKET

ROTARY'S CAMBERWELL SUNDAY MARKET (CSM) is a long standing weekly Market that attracts many visitors from the City of Boroondara, neighbouring suburbs, the broader Melbourne community and national and international visitors.

Visitors to the Market are from all walks of life; elderly, families, disabled, families with young children in strollers and prams, singles, couples and teenagers some of which are accompanied by their dogs who vary in breed and size.

There can be in excess of 350 stall holders predominantly selling second hand goods or handmade crafts. Products range from clothing to shoes, power tools, gardening tools, records, collectable antique and bric a brac items. The market also includes food vendors and stalls selling cut flowers and plants.

The Market operates every Sunday with the exception of Sundays occurring 10 days before Christmas and attracts approximately 5,000 to 6,000 people each week.

1.1 Definition of Terms

RCB	Rotary Club of Balwyn
OIC	Officer in charge
Patron	Member of the public attending the market
Stall	Selling site
Permanent Stall-holder	Has the same stall permanently from week to week
Casual Stallholder	Has a stall booked for one (or a few) market days only
Manager	Independent Contractor engaged by CSM to manage market operations, bookings, stalls and stall holders

1.2 Camberwell Sunday Market Background

This market was established in 1976 by the Rotary Club of Balwyn and by 2016 had generated more than \$15 million for Rotary sponsored charities.

Originally, all work associated with the market was done by Balwyn Rotarians. As the market grew, the workload built to a point where a professional market management team was required to look after bookings and stall management. Rotarians continued with gate keeping functions.

The RCB is ably assisted by other Boroondara Cluster clubs to help cover the entrances. These clubs are Camberwell, Canterbury and Yarra Bend although Balwyn continues to be responsible for the overall market operation.

We currently have nine Rotarians at entrances, directed by an OIC, who is a selected Balwyn Rotarian.

1.3 A typical day

The first two members of the team start at 6.30am and the remaining seven members start at 7am. All report to the Rotary van on arrival. The OIC gives each person a list of locations where he/she will be on duty, the times for each location and the names of the other team member with whom they will work at each location.

Those who start at 6.30am help the OIC distribute donation boxes, banners and signs before starting collection duty from 7am to noon.

At 7 am a team of four volunteers set up the marquees and expandable barriers.

A map denoting working locations will be distributed on the day.

All team members work at several different locations and with several different team members from 7am till noon. This schedule is arranged in 1 hour blocks with half hour rotations, and each Rotarian usually spends an hour at each location. There is always someone on duty at each location during changeover times.

Everyone is encouraged to take a short break for refreshment once (only) during the morning when moving to a new location.

At noon, gate collections stop and each group collects signs, banners and collection boxes and returns them to the Rotary van. Those who started duty at 6.30am finish at 12.30pm.

At 12 noon a team of four volunteers pack up the marquees and expandable barriers.

Trading by stallholders stops at 12.30pm. The following duties by Rotarians are critical from 12.30pm onwards: patrol their allocated zone to ensure stallholders have stopped trading; direct entering and exiting traffic to minimize traffic congestion, and endeavour to ensure that departing stallholders take their rubbish and unsold stock away with them. Our lease agreement with Council requires all stallholders to be totally packed by 1pm. Rotarians MUST NOT leave their area of patrol until ALL stallholders in their zone are completely packed.

Only when your zone is clear, as confirmed by the OIC, is your duty finished.

1.4 When you are rostered

Rotary Club of Balwyn Members

When your name appears on the roster, even if you are on leave of absence, you are required to accept responsibility for that rostered position on that day. This means that you or a substitute must be at the market on the day for the specified time.

If you are unable to attend on that particular date, you must arrange a substitute in your place. Substitutes must be another Balwyn Rotarian.

Usually your substitute will be rostered on another date and you will swap so you do his/her duty on that date.

It is entirely your responsibility to make this arrangement and when you have done so, it is also essential that the Roster Coordinator is informed of the changed arrangements.

Members of other Supporting Clubs

It is the responsibility of your club contact to advise the Balwyn Rotary Club Roster Coordinator of the names of members who will be attending the market prior to each calendar quarter and updated as required. It is most desirable that the person advised to Balwyn Rotary as coming from a supporting club is the actual attendee on the day.

Contact phone numbers of OICs and names of all persons rostered appear in the run sheets for the day.

1.5 Rules for Volunteers

Why do these rules apply?

Entrance fees are assessable for GST, donations are not. Consequently, entrance monies are defined as "donations".

A "donation" is by definition, a voluntary payment.

Absolutely no obligation applies to giving donations and market patrons have absolutely no obligation to donate anything at the gate.

We request (but do not demand) a gold coin or equivalent as the donation.

All patrons are important. The stall holders want and need as many patrons as possible regardless of their desire to make a donation. Patrons are the ones who make stallholders happy and put value into the market for stallholders.

What does this mean?

One of the essential jobs is to attract patrons, welcome them and help them as much as we can without regard to their desire to donate. Making patrons welcome means being friendly and treating them with respect.

DOs

- Engage with the visitors
- When we receive a donation, we say thank you, sincerely.
- If a patron does not want to donate we must still be polite and friendly.

If asked if an entrance fee is payable/ answer "No" and add "But we do appreciate a donation. Your donations have contributed to over 15 million dollars being used to improve the lives of many people in real need", or your own words to that effect.

Almost without exception, you will find that most will want to donate generously.

DON'Ts

- Do not demand an entrance fee
- Do not pursue patrons to obtain an entry fee
- Do not make sarcastic remarks to patrons
- Do not give small coins as change if it is not asked for

2. OCCUPATIONAL HEALTH & SAFETY

The Rotary Camberwell Sunday Market Board of Directors and Management team is committed to providing a safe event. They recognise their responsibilities regarding the safety of all Market users including stall holders, volunteers, patrons and visitors.

Market safety is of importance and given the highest priority. The Board and Management team are responsible for ensuring that the required safety policies and procedures are in place and that systems and resources are available to implement them.

In Victoria, the CSM is obliged to abide by OH&S legislation and associated codes.

2.1 Primary duty of care:

- a) A person conducting a business or undertaking must ensure, so far as is reasonably practicable, the health and safety of Employees, Contractors and Volunteers.
- b) A person conducting a business or undertaking must ensure, so far as is reasonably practicable, that the health and safety of other persons is not put at risk from work carried out as part of the conduct of the business or undertaking.

2.2 While at work, as a volunteer must:

- a) take reasonable care for his or her own health and safety;
- b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons;
- c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with all relevant legislation; and co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

NB. ALL PERSONS HAVE A RESPONSIBILITY AND OBLIGATION TO ACT AND WORK IN A SAFE MANNER AT ALL TIMES (DUTY OF CARE).

2.3 Accident and Incident reporting

Everyone has a responsibility to themselves and others to observe the safety rules and regulations that are in force on the CSM site.

All volunteers are required to:

- Observe safety requests from the Market Manager and/or Officer in Charge;
- Support and attend Hazard identification briefings eg inclement weather approaching or incident briefing sessions when requested;
- Comply with all safe working practices and procedures;
- Immediately report to the Market Manager and/or Officer in Charge any potential workplace hazards, mishaps, incidents or injuries;
- NEVER use unsafe or illegal practices; and
- Ensure no other person or themselves are placed at risk.

All accidents, incidents and near misses must be reported to the Market Manager and/or Officer in Charge even if they do not result in injury or damage.

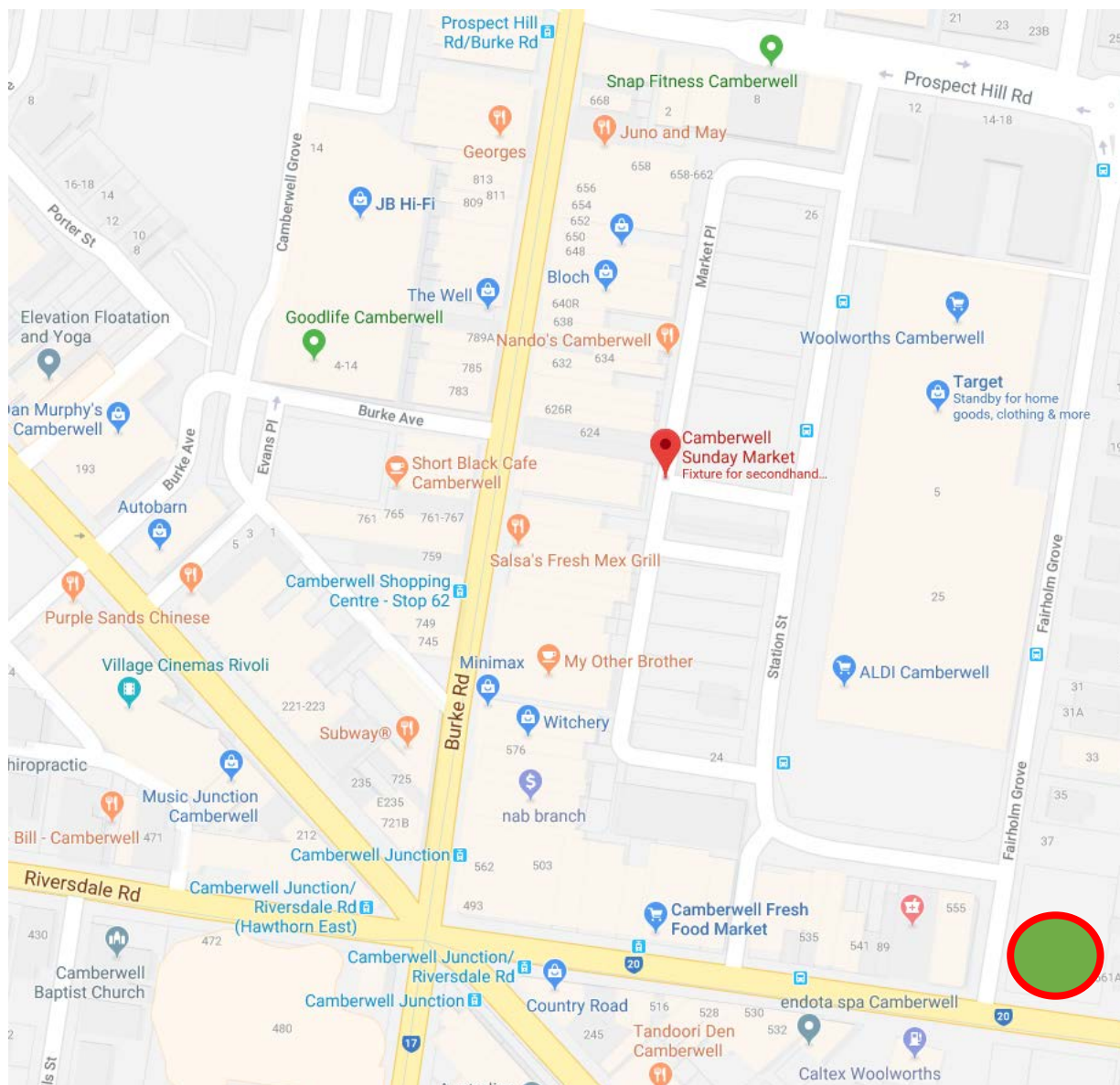
In the event of injury, first aid or medical treatment must be obtained. Failure to report and obtain treatment may lead to complications of the injury.

In the event of a serious injury:

- Do not panic;
- Ensure the safety of yourself and others around the area;
- Contact emergency services “000”;
- Advise of where the emergency is, what has happened, what is being done, who is calling;
- Do not hang up unless told to do so;
- Then advise the Market Manager and/or Officer in Charge as soon as you can;
- Ensure the injured person/s is in no further danger and make sure they are comfortable;
- Do not move the injured person/s unless they are in a life threatening situation and ensure the airway is clear.

3. EMERGENCY PROCEDURES

In the event of an emergency you will be directed by the Market Manager and/or Officer in Charge and/or appointed Area Wardens to the designated Emergency Assembly Point. The Emergency Assembly Point is the carpark on the corner of Riversdale Road and Fairholm Grove.



It is imperative that in the event of an emergency you:

- Do not panic;
- Do not run;
- Assist others if required;
- Follow instructions; and
- Remain in the Assembly Area until further instructed.

3.1 Emergency Vehicle access points:

1. Main Entrance – Corner Station Street and Market Place (North end near Prospect Hill Road)
2. Entrance B – Corner Station Street and Market Place (South end)

3.2 Emergency Exit Point – Pedestrians

The Emergency Exit Points for pedestrians are located wherever there is a marquee or silent collector.

3.3 First Aid

First aid is located at the Market Caravan – Information booth during the set up, when the market is in operation and during the pack down.

It is desirable for Officers in Charge to be qualified in First Aid.

4. OH&S IN PRACTICE AT THE MARKET

4.1 Alcohol and Drugs

It is prohibited for any Volunteer, Stallholder or Contractor to be under the influence of alcohol or illegal drugs whilst on site.

If you are using a prescribed or over the counter pharmaceutical drug that may affect your work performance, e.g. a high dosage antihistamine, then you must notify the Market Manager and/or Officer in Charge prior to commencing work.

4.2 Amenities

Toilets are located across the road to the Market in Station Street.
Drinking water is available from the Market Caravan.

4.3 Electrical

No power, mains or portable, is to be used on any stall, with the exception of the food vans.

4.4 House keeping

Everyone is responsible for ensuring the site is kept in a safe and clean condition to minimise risks to health and safety.

All Stallholders must abide by the following:

- Stack materials so as to provide clear access at all times, ensuring that their stalls and goods don't encroach beyond the white lines surrounding their stall and the white dot at the front;
- Treat the site with care;
- Report any potential hazards to the Market Manager and/or Officer in Charge;
- All tools and equipment not in use should be safely stored; and
- All rubbish and waste material is to be removed and correctly disposed of.

4.5 Hazard Reporting

It is the responsibility of everyone to ensure hazards or near misses are reported to the Market Manager and/or Officer in Charge.

A hazard is any situation, substance, activity, that could potentially cause injury or ill health, damage to property/plant/equipment, or damage to the environment.

Details of any hazards must be documented.

4.6 Lost/Found Person

If a member of the general public / visitor to the market approaches you because they believe they have lost either their child or carer, ask the visitor if they have already spoken with any staff such as the Market Manager or Officer in Charge so there is no confusion with information. You should immediately inform the Market Manager or Officer in Charge.

A lost child must not be handed over to anyone without the Market Manager/Officer in Charge or Police presence or providing you with photo identification.

If a child approaches you and tells you that they are lost, or someone brings a lost child to you, you must take responsibility. You should immediately inform the Market Manager or Officer in Charge so the incident can be logged and where information about the child will be relayed.

4.7 Manual Handling

- Assess all manual handling tasks before attempting to lift, push or pull;
- Use mechanical devices where possible e.g. trolleys;
- Use a partner where loads are deemed to be too heavy for 1 person;
- Keep load close to you;
- Lift with back straight and knees bent; and
- Do not lift anything if you are not confident you can do it.

4.8 PPE (Personal Protective Equipment)

- All Volunteers working during the set up and pack down of the Market must wear High Visibility vests at all times.
- Closed toe footwear is to be worn at all times on site.
- All Volunteers are responsible for protecting themselves against UV rays and ensuring they are kept hydrated. Wear hats and caps supplied. Free sunscreen and water are available from the Market Caravan – Information Booth.

4.9 Risk Principles

- All Volunteers are to follow Safe Work Method Statements developed for their tasks e.g. erecting Marquees;
- Team talk meetings are to be held and documented where required; and
- Highest form of control of risk is to be implemented where reasonably practicable.

4.10 Smoking

The Market is a smoke free event.

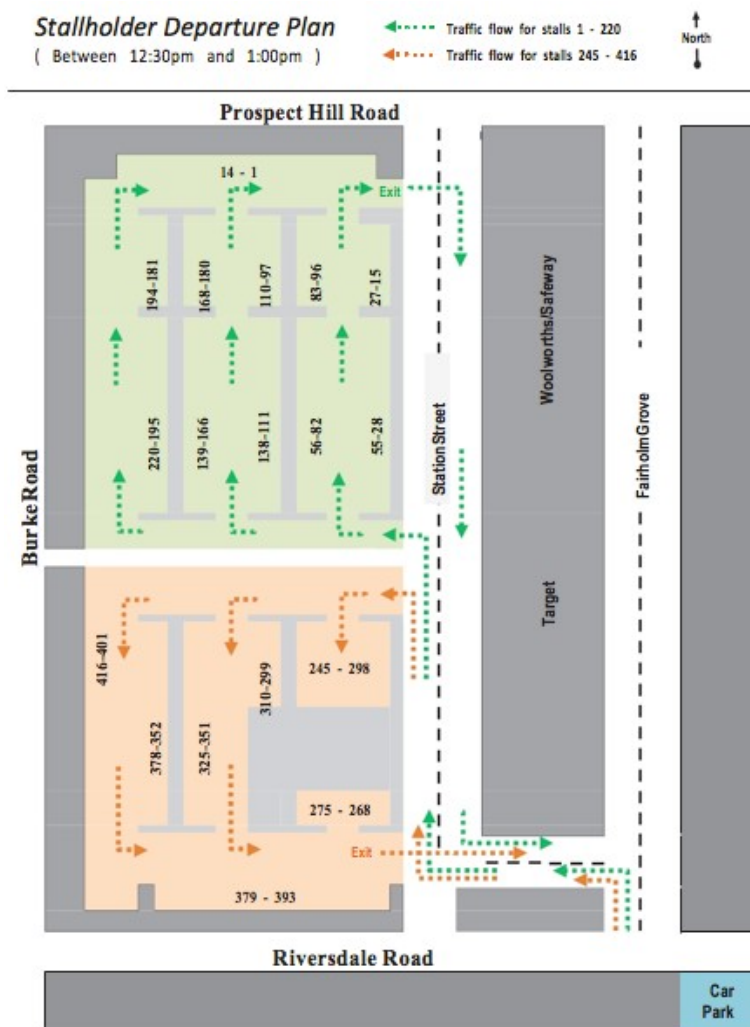
4.11 Traffic Management

A traffic management plan is in place and must be adhered to at all times.
It is imperative that Stallholders enter and exit the Market area via the designated route and times based on their allocated Stall number.

4.12 Entry/Access Plan:



4.13 Exit/Egress Plan:



If you are designated to monitor traffic please ensure that you keep off the road, ensure you wear appropriate high visibility vests and that you are aware of cyclists, pedestrians and vehicle movement in the area.

4.14 Working With Children Check

The Market Manager, the Market Manager's Assistant and the Officers in Charge of volunteers are required by the Balwyn Rotary Club to hold a current "Working With Children" Licence. It is also required that you are aware of the key contents and requirements of the Working with Children Act 2005.

5. FREQUENTLY RAISED ISSUES

5.1 Stallholders

Refer stallholders with problems to the manager at the Rotary van. Do not try to solve stallholder's problems.

5.2 Duty Area Map

The Duty Area Map will be included in the run sheet that volunteers are given on the day of their market duty.

5.3 ATM's

All major banks are located in Burke Road and all have ATM's.

5.4 Toilets

In Station Street under Target, opposite the Central market gate and in The Well, on the west side of Burke Road.

5.5 Parking

There is no time limit on Sunday for parking on the east side of Burke Road, south of the junction (5 minute walk) and in Inglesby Road, on the other side of the junction, opposite the Council offices (10 minute walk).

Parking, with a two hour restriction, is also available under Woolworths and Target and in the carpark in Riversdale Road on the corner of Fairholm Grove.

Please ensure that you check parking signs as conditions can change. Volunteers are responsible for any fines that they may incur.

5.6 Car Movement at the Market

Safety considerations and very high numbers of pedestrians necessitate strict rules for car entry and movement within the market.

NO VEHICLE MOVEMENT IS PERMITTED IN THE MARKET BETWEEN 7.30AM AND 12.30PM.

(Refer maps at paragraphs 4.11 & 4.12)

Vehicles are not permitted to be driven in the Market area between 7.30 am and 12.30 pm. Any issues that may arise on a market day in relation to this issue should be referred to the Market Manager.

Stallholders are allowed to bring a vehicle into the market on arrival and park it within the boundary of their stall. This is controlled by the management team and must be completed by 7am for booked Casual and Permanent stallholders and 7.30am for on the morning relet stallholders. Problems and disputes must be referred to the Market Manager.

Patrons are not allowed to bring their vehicles into the market under any circumstances between 7.30 am and 12.30 pm.

Vehicles are not permitted to move or exit before 12.30pm.

At 12.30 Stallholders can only enter by the middle entrances to pack up their stalls and exit through the top or bottom gates.

Rotarians are asked to leave the yellow A-frames at the top and bottom gates when they cease collecting at noon. The side of the A-frame indicating "No Entry" is to face Station Street, and be placed in the "ingoing" lane at this entrance. The yellow A-frames are to be returned to the caravan after traffic management ends at 1pm.

Due care and common sense must be observed with all vehicle movement within the market area.

5.7 Operating times

The Market operates between 6.30am and 12.30pm with all stallholders required to be totally packed by 1.00pm.

5.8 Alcohol and firearms

Alcohol is NOT permitted to be consumed within the market and Firearms are NOT permitted in the area.

5.9 Market Guests

The public are our guests and the market would be nothing without them. Those who give a donation are very welcome.

Those who do not donate are just as welcome because they still buy from the stalls. That makes the stallholders happy and we need happy stallholders.