



FISHERMANS ROAD MARKET POLICY STATEMENT

This document is to be read in conjunction with the terms and conditions statements for the weekly regular, approved casual and casual stallholders.

SCHEDULED DUTIES

- Club members are asked to notify the club market roster officer to add their names to the roster.
- If unable to attend shift, please arrange an alternative and notify team leader and roster officer.

Line Marking

- Collect and return marking equipment to the club member taking responsibility for its storage.
- Normally two club members arrange a suitable time late in the week to meet on site and complete task.
- Booking officer to send map details to Line Markers of non-attenders on Thursday pm in preparation to mark out with a **X** at the site on Friday am.

First Market Shift 3.50am to 8.30am

- Team leader to take responsibility for the delivery of the club van, market equipment and appropriate documentation for the morning. Team to follow directions of the morning team leader.
- Collect and return bag with receipt book and EFTPOS machine etc from Myra (treasurer).
- All participants to sign attendance register at the commencement and end of each shift, allowing travel time to and through the market.
- High Visibility safety vests to be worn and a torch or alternative light to be supplied and used by all team members. This is particularly important before daybreak.
- Initially, check site for anything that could hinder the operation of the market - hazards, evidence of vandalism, damage impact of recent weather events, fallen trees etc and decide on appropriate follow up action in consultation with the team leader.
- Install club market signage.
- Install car park guide posts and high vis tape or flagged rope across car park
- Unlock entry and exit gates using key in team leaders kit and return key to the kit.
- Mark out Social Distancing 1.5m if required.
- Set up check-in station and booking-in sheets at the entry gate.
- Place exit and Emergency Evacuation signs in allocated positions.
- One member/volunteer to remain at the gate and direct traffic onto the site checking all stallholders in against the booking-in sheet and pre-payment market conditions. Any non-

compliant attendees will be refused a site and advised to leave. The team leader has the capacity to make exceptions to this ruling if exceptional circumstances can be established.

- Other members to direct approved casuals and casuals to available sites and direct traffic to the exit gate and ensure that no one parks in the adjacent shoppers' car park.
- Ensure shade cover on van is anchored with weights.
- Walk through the market to offer assistance and ensure that all stall holders have used their allocated sites and to address any concerns. High vigilance advised.
- Use cleaning products in Van to wipe over shelter table and chairs.
- Insert liner in bin from van and place next to Lions table.
- In case of emergencies, refer to the evacuation policy in the stallholders information kits and the contact phone numbers in the team leader's folder.
- All volunteers are required to uphold the Code of Conduct located in the Information folder.
- Volunteers be trained in use of defibrillator.
- Place car park guide posts and high vis tape rolls into the Van.
- When shift completed fold high viz vests and place in bag provided.

Second Shift - 8.30am to 12.30pm

- Team leader to provide a debriefing on any issues that may need attention.
- All participants to sign attendance register at the commencement and end of each shift, allowing travel time to and through the market.
- All volunteers are required to uphold the Code of Conduct located in the Information folder.
- Encourage wearing of high viz vests, promoting Lions when walking around market.
- Volunteers be trained in use of defibrillator.
- Team members to ensure they are familiar with information related to market policy, advice to prospective new stall holders or enquiries about joining the club. Refer information kit – copy available in folder.
- Provide advice and directions as requested. If you are unsure of an answer, phone the team leader or get contact details for the team leader to phone back later.
- With one member remaining at the van table, the second member should walk through the market and check with stallholders and shoppers about any operational concerns. Any issues that you cannot address should be passed on to the team leader for later attention.
- Remark out Social Distancing 1.5m if required.
- Use cleaning products in Van to wipe over shelter table and chairs.
- Use the key in the black folder to check and restock toilet paper in the park restroom amenities during the morning if required. Toilet paper stored in metal box to the left inside the toilet block.
- Collect exit and evacuation signs and return to van.
- Remove rubbish from bin at Van and dispose away from Markets
- From 12.15 pm direct traffic exiting and entering the market. It is recommended that the stop and slow signs stored in the van be used. As a safety precaution the high visibility vests in the van are to be worn for this task
- In case of emergencies, refer to the evacuation policy in the stallholder information kits and the contact numbers in the team leader's folder.
- Place information folder, donation box, lost property box and Lions pamphlets in the blue box.
- Wipe over table and chairs with sanitised wipes before placing in van. Ensure they are tied back with bungee cord to the metal grill.

- When shift completed fold high viz vests and place in bag provided.
- Van to be returned at the end of the shift, along with the market equipment to its place of garaging. Shift members to organise assistance from within the club if this creates a difficulty.

ROLE STATEMENTS

Market Manager

The following duties are to be attended to by the market manager:

- Take responsibility as the chief executive officer of the market being accountable to the club board. To liaise with the council regarding permit requirements for use of the parkland.
- Chair and convene regular meetings of a management committee of the market. Operational decisions will be decided by this group. Critical decisions will be proposed by the market committee and presented to the board for endorsement.
- Supervise all business of the market including appropriate and accountable banking of income and payment of accounts. Establish built-in security safeguards.
- Assess and notify prospective stallholders and the booking officer of the outcome of decisions regarding applications from prospective stallholders who apply to prepare food or beverages on site.
- Prepare or delegate the preparation of regular reports to the board, club members and stallholders.
- Organise and manage adequate advertising and promotion of the market to a budget predetermined by the board.
- Consider for authorisation and then process accordingly all applications from stallholders applying to prepare and sell food and beverages at the market or offering massage services.
- Supervise the currency of insurance coverage is in place for weekly regular or approved casual stallholders.
- Ensure that all parties associated with the market conduct themselves in such a manner that ensures the smooth functioning and reputation of the market.
- Ensure any and all personnel working at or for the market either in a voluntary capacity or in the employ of the club are adequately trained and conduct their duties according to expectations.

Booking Officer:

Roles to be followed by the booking officer:

- Participate in an induction program which will include training in using the Stall Manager program, good practice in responding to both incoming phone calls, emails as well as familiarisation with the market operation.
- Be responsible for addressing all correspondence from current and prospective stallholders. All such communications will be directed through the designated market mobile phone number, market webpage and market email address.

- Forward all applications from food and beverage caterers or masseurs directly to the market manager for attention. Also those, where other licences and or insurances may be required.
- Respond to telephone and email enquiries and maintain a log of such enquiries.
- Place a focus on supporting potential stallholders with directions and give advice regarding completing an online booking application and paying online.
- Direct phone calls related to enquiries from prospective new stallholders wanting to prepare or cook food or beverages on site to the market manager
- Acknowledge and respond to emails on the day of receipt or the next business day. Monday to Thursday 5pm and 12pm on Friday.
- Respond to online bookings and payments and return appropriate email responses in a conciliatory manner. This task will include emailing an invoice to all "weekly regulars" by mid-week for their attention for payment before 12pm Friday.
- Transfer regular bookings to market site plan at the end of the week and send to Line Markers on Thursday pm.
- Compile and forward a market report each Saturday morning to the rostered team leader and Market Manager.
- Allocate new regular stallholders excepting those preparing food or beverages, to appropriate vacant sites. Advise applicants accordingly.
- Liaise with market manager regarding the updating of records of currency of stallholder insurance policies.
- Update records weekly so that the team leader has an accurate indication of attending stallholders.

Team Leaders 1st and 2nd Shift

Tasks for this officer will include:

- Take responsibility for the operation of a market on a specified day
- Ensure that the club van, appropriate equipment and records are on hand at the market.
- Ensure that all stallholders comply with the market terms and conditions that they have previously agreed to and that they have met their commitment to pay fees.
- Direct and delegate duties to the volunteer team in attendance.
- Collect fees and issue receipts where necessary and return to the treasurer (refer separate policy).
- Ensure that any enquiries, requests or concerns from stall holders, shoppers or visitors are addressed.
- Resolve any issues or problems that occur during the morning.
- Complaints - follow complaint procedure:
 1. Ask complainant and witnesses to complete complaint forms/statement and try and resolve issue.
 2. Inform and pass documents onto President and Market Manager.
 3. Ensure complaint dealt with in timely manner and feedback provided to all concerned.
- Ensure that documentation pertinent to the operation is completed and delivered to the market manager or other relevant officer eg check-in sheets, receipts, sign-in/out for volunteers. incident reports.

- Prepare a brief report for the market committee and booking officer.

Car Park Teams

- Follow the roster supplied by the Lions Club. If there is any difficulty or concern meeting the dates, please contact the Market Coordinator or President of the Lions Club to negotiate rescheduling.
- Parking attendants should include at least one person at the entrance and at least two members directing traffic each Sunday.
- Ensure the service operates from 5.30 am to 12.15 pm, with donations collected up until 11.30am only.
- Display high visible signage at the drive entrance of your organisation.
- The gate key is available from the Lions team leader at the market entrance.
- Collect high viz ropes and posts and return to the Lions Van.
- Reserve 2 sites for Lions parking in north eastern corner with cones.
- Avoid obstructing the pedestrian pathway in the vicinity of the entrance.
- Invite a non-obligatory donations of a "gold" coin per vehicle from shoppers.
- Direct traffic using clearly recognised hand/arm signals.
- Ensure safe distancing stipulations and handling of donations are observed.
- Ensure courtesies are extended to shoppers as part of the team facilitating the operation of the market.
- Advise the Lions Club either through the market club member acting as team leader at the time or the club secretary of any issues of concern that arise in providing this service.

CASH PAYMENT OF FEES

Fees are to be prepaid using a credit or debit card through the booking officer.

The following arrangement is in place for stallholders who have approached the market management about difficulties using credit or debit cards and/or the internet. These concessions have been arranged on an individual basis:

1. To prepay your site fees in cash before 8 am to the market team leader at the club's van site on the FIRST Sunday of the month.
2. To be at least one month in advance with this payment system, which may mean 4 or 5 weeks depending on the month. Such stallholders will be issued with a detailed receipt. The market team leader and the treasurer will have notice of this arrangement. There will be no other opportunity during the month to make this payment.
3. A choice not to take up this opportunity will result in the respective stallholder/s loss of the terms and conditions as a weekly regular which will mean their right to a reserved site and the associated discounted site fee, if applicable.
4. Such stallholders who miss meeting the prepayment commitment will be contacted by Market Manager to discuss other options. Booking officer to notify Market Manager of such cases.
5. Absences will be treated the same as other stallholders. If they contact the booking officer on 0429 109 149 before 5pm on Friday prior to the Sunday in question with an apology, they will receive a credit. Their payment will be added to cover the cost of the next Sunday they attend.

6. Wet weather conditions will be treated the same as other stallholders. The committee may continue the practice of the past in discounting fees if the weather conditions significantly affect trade. Such a reduction will come off their next month's booking fee.

CATEGORIES OF STALLHOLDERS

Weekly Regulars - have designated sites, a discount on site fees, current insurance on record with us and contact us with apologies if they are not attending

Approved casuals - have discounted site fees, current insurance on record with us and book-in when they are attending. They do not have designated sites and cannot leave their vehicle on site unless arranged before market day by the booking officer.

Casuals - are covered by the club's insurance policy, they book-in and prepay when they are attending. They do not have designated sites and cannot leave their vehicle on site. Other arrangements can be made before market day with the booking officer. This group pay the standard fee rate.

Casuals - promoting products or services are covered by the club's insurance policy, they book-in and prepay when they are attending. They do not have designated sites but can be allocated. A vehicle can be on site if arranged before market day with the booking officer. This group pay the standard fee rate. The group includes prospective and current politicians. The same rules as other stall holders will apply regarding being confined to their designed market site.

Free Site Stallholders. This group must pre-book with the booking officer. Space will be made available at the discretion of the team leader. Charity and community service groups must establish themselves as a recognised not-for-profit fund-raising organisation and display signage to indicate the group they represent. Buskers are also included in this group. They are encouraged and appreciated. They do need to supply the booking officer with a copy of their "Street Performing Permit" from the Sunshine Coast Council to gain approval to use the market, OR first provide copies of Personal Public Liability Insurance.

MARKET RESTRICTIONS

Generally, the club has adopted an open market policy with minimal restrictions on the range of products and services that stallholders have approval to sell or provide, as long as they comply with Australian standards and any restrictions set by government legislation.

Exceptions include:

- Hot food outlets are limited to one only type of food or beverage in the market at any time.
- Two coffee outlets operate which is a variation to this policy.
- The club has "closed the books" on any further fruit and vegetable merchants at this time. Local growers of fruit and vegetables are welcome. Such applicants must substantiate the local property on which they produce. This group is limited to four product lines at any time.
- The management is sensitive to placement of stallholders with similar products. Generally, we endeavour to spread such competitors across the market site.