Policy for SCSH P&C Uniform Shop
Operations and Principles

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Uniform Shop Operations

Uniform Shop Operating Principles

1. Name
   The Uniform Shop shall be known as the "Springfield Central State High P&C Uniform Shop"

2. Aims of the Uniform Shop
   (2) To function as an efficient business enterprise offering a regular high quality service to the school community while operating profitably for the P&C Association.
   (3) To support the school in its Sun smart education program by supplying sun safe uniforms to the school community.
   (4) Provide the opportunity for parents and community members to participate as volunteers in the school

3. Operation of the Uniform Shop
   The Uniform Shop shall be operated by the P&C Association through the P&C Executive and the employment of a Convenor and voluntary workers.

4. Authority
   (1) The P&C Executive in conjunction with the Convenor are authorised to organise and control the full administration of the Uniform Shop subject to the direction of the P&C Association.
   (2) Any recommendations by the P&C Executive regarding the employment of paid workers, including Taxation deductions, Superannuation, Work Cover, Insurance, Voluntary Workers Insurances, General Property and Public Liability Insurance and the purchase of major items of Uniform Shop equipment must be approved by the P&C Association.
   (3) All accounts must be paid by cheque which shall be crossed "Not Negotiable" or direct debit in favour of the supplier of goods and services.
   (4) A petty cash (float) fund totalling two hundred Dollars shall be set up by Treasurer for the Convenor.
   (5) Surplus funds to be paid to the P&C Association at the end of each (term) or as determined by the P&C Association.
   (6) Proper accounting records, in accordance with the Accounting Manual for Parents & Citizens Associations (Education Queensland), shall be kept of all moneys received and expended by the Uniform Shop.
   (7) The P&C Executive shall oversee all financial matters including the storage of change, the keeping of the daily takings book and banking arrangements.
   (8) The P&C Association shall keep records of assets and liabilities and a stocktake must be carried out at the end of each (term)
   (9) An equipment asset register shall be kept (APPENDIX SEVEN).
   (10) The Uniform Convenor shall report in writing including a monthly financial statement to every General Meeting of the P&C Association.
   (11) The accounts of the Uniform Shop shall be audited annually in conjunction with the audit of the P&C Association's accounts. They may be required for inspection or audit at other times agreed upon by the Association.
(12) The P&C Executive in conjunction with the convenor shall prepare a Budget each year which must be approved by the P&C Association.

(13) The P&C Executive in conjunction with the convenor shall review and recommend the percentage mark up (gross profit) each semester which must be approved by the P&C Association.

5. Paid Workers

(1) The P&C Executive may recommend to the Association the employment of a paid Convenor and/or other staff as deemed necessary (refer to the Parent and Citizen Association Retail Award The award recommends hours of work, rates of pay, method of payment and other conditions).

(2) Any recommendations by the P&C Executive to terminate such arrangements must be in accordance with the Guidelines set down by the QCPCA Industrial Agreement.

(3) The Convenor shall be responsible to the Association through the P&C Executive for the proper conduct of the Uniform Shop and the President or nominee shall be the member who issues instructions to the Convenor.

(4) The P&C Executive shall make recommendations to the Association regarding the duties of the Convenor. A copy the list of duties will be given to the Convenor and also displayed in the Uniform Shop when endorsed by the P&C association.

(5) The Treasurer, by authority of the Association, shall pay all wages when due, make Taxation deductions, Superannuation payments, Work Cover Insurance, and allow for long Service entitlements according to Law.

(6) When the Convenor is absent, the duties of the convenor shall be performed by the agreed replacement convenor. In the event that both the convenor and the replacement convenor are absent the P&C Executive shall ensure that supervision of other workers is provided by a competent replacement, with payment to the replacement convenor to be at the casual rate of pay as per award. If the above conditions cannot be met, the Uniform Shop may be closed.

6. Voluntary Workers

(1) The P&C Executive & Committee shall invite volunteers to assist with the work of the Uniform Shop under the supervision of the Convenor.

(2) Voluntary workers shall be rostered and notified by the Roster Secretary/Convenor when their help is needed.

(3) New Voluntary workers shall be trained by the Convenor in their duties and advised as to the correct use of equipment, the school’s Workplace Health & Safety procedures, Emergency Evacuation and Lockdown procedures and the staff grievance process.

(4) Voluntary workers shall be allocated specific tasks by the Convenor and in the absence of the convenor, the replacement Convenor.

(5) The Convenor shall ensure that all volunteers are aware of the importance of personal privacy and understand that any information they learn about staff, children and their families may be of a confidential nature gossiping is not appropriate.

(6) The P&C Executive shall ensure that the Association has Voluntary Workers’ Insurance (part of PandC Qld Insurance) as a protection against accidental injury.

(7) To comply with Worker’s Compensation requirements, all Voluntary workers must sign their names and note arrival and departure times in the Uniform Shop Time Book.

(8) The Convenor and a volunteer must check the daily takings together and Countersign takings records, at the end of each day.

7. Contingency plans
Contingency plans should be reviewed at the beginning of each year and recommendations made by the P&C Executive to the P&C Association. Contingency plans fall into two areas – planned and unplanned.

**Planned**
- **Notified Absence of convenor**
  - Action: close Uniform Shop unless alternative arrangements can be made by P&C Executive.
- **Maintenance in Uniform Shop**
  - Action: close Uniform Shop unless alternative arrangements can be made by P&C Executive.
- **Other events**
  - (Identify other possible scenarios and the relative actions.)

**Unplanned**
- **Sickness of convenor**
  - Action: close Uniform Shop unless alternative arrangements can be made by P&C Executive.
- **Sudden resignation of Convenor**
  - Action: close Uniform Shop unless alternative arrangements can be made by P&C Executive.
- **Other emergency** (Try to imagine possible scenarios – fire in the Uniform Shop, dangerous gases, storm damage,)

8. **Trading Hours**
   1) The Uniform Shop will be opened: Mondays & Thursdays – 8am to 10am and 2pm to 4pm. Fridays - 8am to 10am on school days.
   2) The P&C Executive together with the Convenor and in consultation with the school community shall make recommendations to the Association as to the trading hours that the Uniform Shop should be open for business and which periods particular lines should be sold.

9. **Stock**
   1) The P&C Committee in conjunction with the Convenor will assemble a Sub committee to review from time to time the suppliers to the Uniform Shop, determine stock levels and order goods from approved suppliers at the best prices available. – *(May need to rotate suppliers in small communities.)*
   2) The Convenor shall ensure that the stock is stored under appropriate conditions.
   3) The Uniform Shop Convenor shall ensure that a stocktake is carried out at the end of each term.

10. **Pricing**
    1) The Association shall set the required net profit percentage margin. (e.g. 50%).
    2) The P&C Executive together with the Convenor shall make recommendations to the association on the percentage mark up on individual items as prices change so as to achieve the required average gross margin; this will ensure that the Uniform Shop achieves the required net profit margin.

10. **Credit Policy**
    1) Credit shall NOT be extended to staff and volunteers.
    2) No credit will be extended to students or parents.

11. **Equipment**
    1) The Uniform Shop Convenor shall recommend in writing to the Association the purchase of any essential, safe equipment required by the Uniform Shop.
2) The Uniform Shop Convenor shall ensure that all equipment is well maintained and in good repair and used properly. Uniform Shop to be included in school's regular electrical inspections.

12. Special Activities
1) The Uniform Convenor shall make recommendations to the Association on when and how the Uniform Shop should be open for school functions and determine the cost of extra open hours. Must be whole P&C decision recorded in the P&C minutes.
2) The P&C Association may grant permission for the use of Uniform Shop facilities for any reason other than the normal Uniform Shop requirements.
3) If the Uniform Shop is used for any reason other than the normal Uniform Shop requirements, the Convenor, (or the agreed replacement) or in the case that both the Convenor and agreed replacement are not available, an executive member of the P&C must be present to oversee or supervise the event.

13. Liaison
The P&C Executive shall maintain communication between the Convenor, the Association, the School Principal and School Administration regarding Uniform Shop routine and variations to normal school routine. (This needs thought to set up workable process that suits your circumstances.)

14. Compliance with School Policies and Procedures
The Uniform Shop Convenor and Voluntary Workers must observe the school's Workplace Health & Safety policy and Emergency Evacuation Procedures (APPENDIX FOUR)
The Convenor is authorized to take immediate action on Workplace Health & Safety risks within the Uniform Shop. Such action is to be taken in consultation with the school business services manager.

15. Review
A review of these Operating Principles and the associated Appendices, must be carried out by the Executive if and when directed by the association, or at a minimum every four years from the date of adoption, with recommendations (if any) being tabled at a general meeting of the Association for ratification.
APPENDIX ONE - DUTIES OF THE UNIFORM SHOP SUB-COMMITTEE

1. The Uniform Shop Sub-Committee shall be formed every four years with the purpose to review and report to the P&C Association. The Sub-Committee will be called into formation at a General Meeting of the SCSH P&C Committee.

2. The Uniform Shop Sub-Committee shall be lead by an elected P&C member as Chairperson and the Uniform Shop Convenor. The sub-committee shall function under the SCSHS P&C constitution and use the ‘Guidelines for the SCSHS P&C Uniform Shop Operations’.

3. Composition of the Sub-Committee shall include P&C members (2 excluding the Chairperson and Convenor); nominated students (2); parents/ guardians non P&C members (2) and school staff members (2). A call for nominations throughout the school community can be made, if more than 2 from each category nominate a blind ballot (lottery) can be taken. A maximum of 15 participants in total. From this quorum a secretary must be elected.

4. The Uniform Shop Sub-Committee shall be authorised to organise and undertake a review of the Uniform Shop operations and stock relating to Suppliers, costing, the schools uniform policy and feedback from students, staff and the SCSHS community. It will be responsible in all its actions to the P&C Association.


6. The Uniform Shop Sub-Committee in consultation with the School Community may recommend to the P&C Association the trading hours of the Uniform Shop and during which periods particular lines should be sold.

7. The Uniform Shop Sub-Committee may make recommendations to the P&C Association, on the suppliers (consideration of the Purchasing Textile Clothing and Footwear Policy) and determine stock levels for the Uniform Shop.

8. The Uniform Shop Sub-Committee Chairperson must report in writing to every general meeting of the Association outlining decisions made and recommendations for consideration.

9. The Uniform Shop Sub-Committee Secretary is responsible for all documentation gathered and recording minutes for each sub-committee meeting. At the completion of the review a final report including recommendations must be submitted to the P&C Committee and stored with P&C documents for reference and the following review in four years.

Useful Links for Reference:
APPENDIX TWO - DUTIES OF PAID CONVENOR

1. The Convenor must abide by the constitution, policies, procedures and protocols of the Springfield Central State School Parents & Citizens Association (the employer).
2. The Convenor shall open and close the Uniform Shop and must be in the school Uniform Shop at times as detailed in the letter of appointment.
3. The Convenor must plan the daily, weekly and monthly work of the Uniform Shop including any special events, open days or other P&C Association approved events at the school.
4. The Convenor will undertake training opportunities in the area of, management of volunteers and attend Uniform Shop related trade shows as directed by the association.
5. The Convenor is to report to the P&C Executive all matters, which affect the running of the Uniform Shop including information concerning latest products available, and price changes.
6. The Convenor shall allocate tasks to voluntary workers.
7. The Convenor shall train new volunteers in their duties or delegate this duty to another experienced person, and ensure that all volunteers are taught the correct use of equipment in accordance with Workplace Health and Safety guidelines.
8. The Convenor (or in the absence of the Convenor the agreed replacement Convenor) must supervise all work carried out in the Uniform Shop.
9. The Convenor should assist any volunteers who may become ill or be injured and give details to the School Administration and the Association without delay (as per school procedures).
10. The Convenor must restrict entry to the Uniform Shop to only those authorised to be there.
11. The Convenor is to maintain cooperative relationships with voluntary workers, staff and the school community. (Ensure they are informed re variations to school routine etc.)
12. The Convenor must train volunteers in the correct signing on and off procedures and maintain a record of attendance of voluntary workers. Volunteers should record time of arrival and departure.
13. The Convenor must advise the P&C Executive of any equipment, or repairs required.
14. The Convenor must advise the School Administration and/or P&C Executive of any security concerns re the premises.
15. Ensure that equipment is used correctly, cleaned promptly and well maintained.
17. Check deliveries for quality, return any stock not up to standard and obtain credit notes for these. Match quantities with delivery dockets before signing.
19. Enter deliveries in the stock record book. Ensure that dockets or proof of purchase is supplied with all stock.
20. Stocktake at the end of each term and make a copy available to the P&C Executive.
21. Observe secure control of takings.
22. The Convenor together with a volunteer (or another P&C employee), are to clear the cash trays, count the money and record the takings in the daily takings book (countersigned by both parties) and arrange for the daily banking and retain the float for the next day's trading.
23. Return keys, daily banking and money 'float' to safe before leaving daily.
24. Before leaving Uniform Shop premises, ensure that appliances are switched off and the windows are locked.
25. Be responsible for the end of year cleanup of the Uniform Shop and any storage areas.
26. Inquiries, issues or concerns are to be directed to the P&C Executive for action and must be recorded in the next general meeting of the committee.
APPENDIX THREE - ROLE OF VOLUNTEERS

1. All voluntary workers are to provide friendly, efficient service at all times.
2. Voluntary workers must observe the policies and procedures outlined in the SCSH P & C Association Uniform Shop Operating Principles and should make themselves observant of them during their training period.
3. Volunteers must sign on at arrival and departure to ensure Workers' Compensation coverage.
4. Volunteers must record arrival and departure times in the attendance book.
5. Volunteers must advise the Convenor in time to make alternative arrangements if they are unable to attend.
6. Volunteers are required to be punctual when they are rostered.
7. Volunteers are required undertake duties as requested or required by the Convenor.
8. Volunteers must observe effective Workplace, Health & Safety practices, including the wearing of closed in shoes in the Uniform Shop.
9. Volunteer students (aged 12 and above) must be authorised by the Association & the Principal, and have written permission from their parents/guardians, to work in the Uniform Shop.
10. All inquiries, concerns or issues to be directed to The Convenor in the first instance and then to the P&C Executive and the Association.

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APPENDIX FOUR - WORKPLACE HEALTH & SAFETY POLICY

The Workplace Health & Safety Act 1989 places a duty of care on the Department of Education as an employer to ensure the health & safety of all employees and non employees (i.e. students, visitors, volunteers and members of the public) who use departmental schools/workplaces. This places a significant obligation on all principals/managers and supervisors to incorporate occupational health and safety as part of their overall management function. The Act also places an obligation on employees and nonemployees to act responsibly and perform duties associated with their work in accordance with instructions and standards applied by the Department and the relevant Regulations or Codes of Practice. As a result, departmental officers, P&C members and their employees should know their responsibilities as outlined below.

All P&C members, Conveners and volunteers are responsible for the implementation and maintenance of the school’s occupational health and safety requirements in the Uniform Shop, ensuring that they become an integral part of operations.

Areas of activity in which they will assume responsibility include:

a. maintaining healthy and safe working procedures and practices;
b. assessing with Occupational Health and Safety Advisers, employees, occupational health and safety representatives, and the occupational health and safety committee any hazards and eliminating or reducing the associated risks as required.
c. ensuring that employees, students and other users of educational facilities receive appropriate workplace health and safety information and training;
d. ensuring that employees & volunteers comply with any safety dress standards.
e. ensuring that a record of all work injuries, work related illnesses or dangerous occurrences at the workplace are made within the Statutory time frames and referred to the appropriate authority.

Each employee

a. shall be responsible for safe working practices consistent with the extent of their control over or influence upon working conditions and methods
b. shall take proper care and ensure that correct use is made of all safeguards, safety devices, personal protective equipment (PPE) and other appliances provided for safety purposes.
c. Shall take action to report or make such recommendations to a high level as is necessary to avoid, eliminate or minimise hazards which become apparent in relation to working conditions or methods.
d. Shall not cause another employee, volunteer or student, to interfere with, remove, displace or render ineffective any safeguard, safety device, personal protection equipment or other appliances provided for safety purposes, except during approved maintenance and for repair procedures.
APPENDIX FIVE - EVACUATION PROCEDURES (include map of assembly areas)

The Uniform Shop Conveners and Voluntary Workers must be aware of and comply with the school’s Emergency Evacuation Procedures

A. FIRE

EVACUATION PROCEDURES

STAGE 1:- Removal of people from the immediate Danger Area
Occupants and staff in the immediate danger area are to assemble a safe distance away from the fire and smoke. When the area has been evacuated all doors and windows should be closed to contain fire.

STAGE 2:- Removal to a Safe Area
If the severity of the smoke or fire warrants further evacuation, occupants should be moved through fire/smoke doors to a safe area.

STAGE 3:- Complete Evacuation of Entire Complex
Should the emergency necessitate evacuation of the whole building, the Manager or the Fire Service will direct occupants from the safe place to the ASSEMBLY AREA.

STAGE 4:- Roll Call.
To be conducted as soon as possible and to ensure all Persons are accounted for.
Report all missing persons to FIRE OFFICERS

B. EMERGENCY LOCKDOWN PROCEDURES

Definition
Emergencies covered by this policy include such incidents as strangers or students entering the school grounds with intent to do harm, particularly if they should be carrying weapons. These emergencies differ from school emergency evacuation procedures, in cases of fire or bomb scares, where the focus is on evacuating the buildings as quickly as possible.

Principle
The underlying principle in cases of emergencies as defined above is to quiet the situation and eliminate movement and accessibility as much as possible.

Warning
Warning of an emergency is given by continuous short sounds of the school bell (as differentiated from emergency evacuation procedures, which are signalled by long, repeated ringing of the school bell).

In cases where the Administration building is the focus of the emergency and is unable to communicate, HODS hold the responsibility for notifying their block of the emergency as soon as it comes to their attention.

Procedure
In cases of an emergency, staff are to lock their classroom and staffroom/workroom doors from the inside, and ask the students to sit or lie quietly on the floor. If at lunch or on an outdoor, practical activity, teachers are to move all students in the area into the nearest room, and then proceed as above. If in this case the Hall is the closest location, then you are requested to move the students down to the bottom rooms behind the stage out of vision. All support staff, canteen and uniform shop staff are to follow the same procedures. It must be noted that once the Police arrive and an emergency situation has been declared that they will then take charge of the situation. All instructions will be directed by them and staff are required to follow these directions.

Conclusion
An inspection of the school grounds will be undertaken by Police and the Administration, and when they are satisfied that the grounds are safe and secure all staff will be given further instructions. Conclusion of the emergency will be communicated over the school intercom system, and personally by members of the Administration. Roll marks will then
take place via year level assemblies. Time will most probably be taken to settle students and identify support strategies required for students and staff.
Emergency Map to be inserted this page.
APPENDIX SIX - GRIEVANCE PROCESS

**Issue/Concern**
You are unhappy with a situation, the way you were treated or the outcome of a situation

Seeking Resolution

Take issue up with person/people concerned

Issue Resolved

Not Resolved

Speak with immediate supervisor (if situation involves this person then go to their supervisor)

Issue Resolved

Not Resolved

Then Formal Grievance Procedures

Written complaint must be factual and not libellous or legally inaccurate. If complaint contains information of criminal nature then this should be reported directly to the Principal or if it involves Principal, directly to District Director.

Strategies/Outcomes negotiated and agreed

Issue Resolved

* For complaints relating to staff, these should be directed to the Principal. Where the issue concerns the Principal, then it should be directed to the appropriate Union representative or District Director.

*President of the association. Where the issue concerns the executive, then it should be directed to the Principal.
Managing a Formal Grievance

1. The manager will inform the parties of the process.
2. A copy of the grievance will be provided to all parties. The complainant will have the opportunity to respond in writing to the grievance.
3. A meeting will be convened to try and reach a mutually satisfactory agreement between the parties.
4. Parties will be provided with the opportunity to bring a support person (colleague/union rep). This person cannot participate in the proceeding and is only there in a support role.
5. Minutes of the meeting (signed by all participants) will be taken and all parties will receive a record of the meeting.
6. If a satisfactory agreement cannot be reached, then an independent mediator will be engaged to resolve the issue.

APPENDIX SEVEN - EQUIPMENT ASSET REGISTER

<table>
<thead>
<tr>
<th>Item</th>
<th>Model/brand</th>
<th>Date of purchase</th>
<th>Value</th>
<th>Expected Life</th>
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APPENDIX EIGHT - RISK

Management – Checklist

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<thead>
<tr>
<th>ITEM</th>
<th>YES</th>
<th>NO</th>
<th>ACTION</th>
<th>TIMELINE</th>
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<tbody>
<tr>
<td>Does the Uniform Shop have a Fire Extinguisher?</td>
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<td>Does the Uniform Shop have a Fire Blanket?</td>
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<td>Does everyone know what each is used for?</td>
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<td>Does everyone know how to use them?</td>
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<td>Is an Evacuation Plan clearly displayed in the workplace?</td>
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<td>Does the Uniform Shop participate in Fire Drills?</td>
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<td>Does everyone know the procedures in the event of an</td>
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<tr>
<td>Question</td>
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<td>------------------------------------------------------------------------</td>
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<td>Are electrical cords kept out of the way?</td>
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<td>is electrical equipment regularly maintained?</td>
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<td>Is the Uniform Shop vermin proof?</td>
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<td>Are poisons kept in original containers and out of the way?</td>
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<td>Are dripping taps fixed promptly?</td>
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<td>Is the Uniform Shop kept free of possible water supplies for vermin?</td>
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<td>Is the Uniform Shop regularly treated for vermin?</td>
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<td>Are staff provided with training prior to starting work?</td>
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<td>Is ongoing training provided for all staff?</td>
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<td>Does the Uniform Shop have a Policy &amp; Guidelines?</td>
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<td>Has the Uniform Shop been assessed for hazards?</td>
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<td>Do two persons count the cash together?</td>
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<td>Are accounts paid by someone other than the person placing orders?</td>
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<td>Does the Uniform Shop have a Business Plan?</td>
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<td>Is a copy of the Industrial Award clearly displayed in the workplace?</td>
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APPENDIX NINE  - REVIEW OF UNIFORM SHOP OPERATIONS

Brief
That a Sub Committee be formed to carry out a review of the Uniform Shop operations, to enhance the viability and service of the Uniform Shop to our school community

Sub Committee Membership
Composition of the Sub-Committee shall include P&C members (2 excluding the Chairperson and Convenor), nominated students (2), parents/guardians non P&C members (2) and school staff members (2). A call for nominations throughout the school community can be made, if more than 2 from each category nominate a blind ballot (lottery) can be taken. A maximum of 15 participants in total. From this quorum a secretary must be elected.

Time Frame
2 to 3 months should be adequate.

Scope of Review
1. Service
2. Management
3. Stock list
4. Quantity
5. Social & Cultural.

Change in uniform style or colours is not preferable for consideration, however if there is a strong and compelling case it must be put forward in detail and then fully ratified by the P&C and may not be enacted for a period of 2 – 3 years whilst stock is managed.

Addition of uniform items should be considered in terms of likely percentage take-up by students, amount of stock needed to be held, lead in time and costs to parents.

Method
- The review to be carried out by Sub Committee:
- Review each of the identified areas
- Survey the school community using attached surveys adapted to suit your site. (or use them as the basis of focussed interviews)
- Collate results for each area identified
- Report with recommendations for each identified area
- Publish the results and recommendations of the review
- Implement or otherwise the recommendations of the review

Reporting Framework
Sub Committee to report progress to each general meeting of the P&C Association, with final report due in three months maximum.

Guiding Principles
1. The review process to be open and transparent, and both visible and accessible by the whole school community
2. A collaborative and cooperative process be established to involve the whole school community
3. The focus of the review will concentrate on the factors which help or hinder the viability or service of the Uniform Shop
4. Social Justice issues of gender, equity and special needs shall be considered
5. Education Queensland’s Sun Safe will be used as a guide
### Examples of types of Survey / Questionnaires for the Review Process

#### UNIFORM SHOP REVIEW SERVICE

*Please indicate which response group you belong to by circling below.*

**staff / students / volunteers / parents**

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>Unsure</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you feel the procedures for serving students are efficient and appropriate?</td>
<td></td>
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<tr>
<td>Do you feel the procedures for serving staff are efficient and appropriate?</td>
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<tr>
<td>Do students and staff comply with the procedures?</td>
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<tr>
<td>Do you believe the Uniform Shop caters adequately for the needs of students and teachers? If not, why not?</td>
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<tr>
<td>Are you happy with the pricing of Uniform Shop items? If not, why not?</td>
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<tr>
<td>Should the Uniform Shop focus on: providing service with very little profit. raising funds for the P&amp;C. operating a business to combine all of the above</td>
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<tr>
<td>Are you happy with the times and days the Uniform Shop is open? If no, what changes would you like to see.</td>
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<tr>
<td>· Please add any comments regarding the service provided by the Uniform Shop</td>
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#### UNIFORM SHOP REVIEW MANAGEMENT

*Please indicate which response group you belong to by circling below.*

**Volunteers / parents / convenor(s)/ management group / staff**

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>Unsure</th>
<th>No</th>
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</thead>
<tbody>
<tr>
<td>Do you feel the P&amp;C Executive should act as the Uniform Shop management group? If no, what alternative would you suggest?</td>
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<tr>
<td>Does the Uniform Shop committee report regularly to the P&amp;C meeting?</td>
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<tr>
<td>Are you happy with the style and content of the Uniform Shop monthly reports to the P&amp;C association?</td>
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<tr>
<td>Are there short, medium and long term goals for Uniform Shop improvement?</td>
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<tr>
<td>Are you aware of the pricing process?</td>
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<td>Do you know which of the items sold are most profitable and which are least profitable?</td>
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<tr>
<td>Are there set procedures for receiving, storing and handling products?</td>
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<td>Are there written duty statements for paid workers?</td>
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<tr>
<td>Are there written duty statements for voluntary workers?</td>
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<tr>
<td>Do you feel the working atmosphere of the Uniform Shop is friendly and welcoming?</td>
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<td>------------------------------------------</td>
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<tr>
<td>Do the volunteer workers receive any formal recognition for their effort from:</td>
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<td></td>
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<tr>
<td>the school.</td>
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<tr>
<td>the P&amp;C Association.</td>
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<tr>
<td>the convenor.</td>
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<tr>
<td>Is there a high retention rate for volunteers? List the reasons below</td>
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<tr>
<td>Is there positive support for the volunteers from:</td>
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<tr>
<td>the convenor(s).</td>
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<tr>
<td>the P&amp;C Association.</td>
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<tr>
<td>staff.</td>
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