



## CAR PARKING HANDBOOK

FOR VOLUNTEERS AND STAFF – Markets operations Wednesday and Saturday

REVISED August 2016

Co-ordinator: Richard Thurbon [carparking@eumundicco.com.au](mailto:carparking@eumundicco.com.au) 0409 280 775

A COPY OF THIS HANDBANK IS ON [www.eumundicco.com.au](http://www.eumundicco.com.au)



## Welcome

Thanks for being part of a community management model for Markets car parking, operated by ECCO - with great financial and amenity benefits flowing to our community and community groups.

The Eumundi markets are world famous and maintain popularity because of its uniqueness and engaging spirit. The car parking offers another opportunity to demonstrate these traits to our guests. The success of the markets is *service driven*. We believe that our engaging spirit is built from an understanding of the community benefit that the markets provide.

## What's Eumundi Combined Community Organisation Ltd (ECCO)? [www.eumundicco.com.au](http://www.eumundicco.com.au)

ECCO was set up with a public company limited by guarantee structure with equal membership of three key Eumundi organisations primarily to operate the Markets Car Parks for the benefit of the Community:

- Eumundi & District Community Association Inc (EDCA)
- The Eumundi Chamber of Commerce Inc (ECC)
- Eumundi & District Historical Association Inc (EHA)

## Who can Volunteer?

Not for profit community and cultural groups & organisations, clubs or other charitable entities are able to volunteer for shifts on the Carpark and those groups need to provide evidence of their status including details of bank account for their organisation for the purpose of paying donations. In accordance with our insurance provisions, volunteers need to be aged between 16-79 years of age. Each volunteer is required to complete the short form at the conclusion of the handbook.

## Please seek to understand

- The layout of the markets in order to assist in directing people
- The attractions of the town and district
- The community benefit of the market
- Personal favourite things about the market and the community
- The role of everyone involved including the customers, ECCO, the stallholders, the local business and residents
- The benefit of the markets to the Sunshine Coast, Queensland and Australia.

This forms the basis of the uniqueness and engaging spirit that makes the Eumundi markets famous.

**For more: [www.experienceumundi.com.au](http://www.experienceumundi.com.au)**

**For a great Eumundi experience** please bring some of your uniqueness and engaging spirit to the markets and greet guests warmly and help our visitors feel comfortable, assisted and valued. Be safe and keep others safe... **and most importantly have fun!**

## Useful Tips for Visitors

- Opening Hours of the Markets - Wednesday: 7.30am to 1.30am & Saturday: 7.30am to 2.00
- Nearest Chemist, Medical Centre: Top of Memorial Drive opposite the Imperial Hotel
- Nearest toilets: Albert St Carpark; Opposite Post Office (Memorial Drive); Napier Road Council Carpark; RV Stopover in Lower Carpark
- ATM machine: Main Experience Eumundi hut in Albert St Carpark; ATM2GO, Lonergan Lane; Original Eumundi Markets office next to CWA hall; Eumundi Servo Memorial Avenue; Eumundi Square Napier Road.
- No fuel available in Eumundi on Market Days until after 3pm - nearest fuel stations: Yandina (south); Cooroy (north); Doonan (east)
- Showgrounds at northern end of Memorial Drive (for overflow of RVs, Caravans we turn away after we reach our overnight limit of 20)

## **ECCO Car Park roles:**

### **Professional positions:**

#### **Car Park Manager**

*Ensures the Eumundi markets car parking is operated for the benefit of the local community and in keeping with the uniqueness and engaging spirit of the Eumundi and its markets.*

The Car Parking Manager's responsibilities:

- Oversees the work of any paid staff and Parking Volunteers
- Delegates assistants to manage traffic flow on Napier Rd at car park entry boom gates
- Arranges the work schedules for staff and volunteers
- Ensures the timely and smooth operation of the car parking service on Markets days
- Keeps in touch with team leaders from volunteer organisations and community leaders – PR, education, troubleshooting and complaint resolution
- Ensures the Workplace Health and Safety requirements of the operation are well managed for volunteers, staff and visitors
- Maintains the Workplace Health and Safety incident and warnings booklet and that first aid and emergency contact sign-in (in ECCO hut) is up to date
- Ensures the Car Parking operates reflecting the renown of the Eumundi Markets on Wednesdays and Fridays
- Is conscientious about the sound financial operation of the Car Parking for the benefit of the community
- Makes recommendations to ECCO on issues and improvements in the operation of the Car Parking
- Ensures that the car parks are kept in a tidy and safe state and that car counting equipment is maintained
- Presents monthly reports to General Manager for reports to Board

#### **Car Park Assistant Coordinator**

The Assistant Coordinator assists the Manager by supervising and supporting operations of the parking. Duties are as allocated individually and will likely include:

- To supervise and support the operation of car parking including all the duties of the volunteers, particularly the parking of cars and monitoring of the car parks and surrounds
- To conduct training on the job for any new volunteers, including ticketing, cash handling, parking, walkie-talkie communication and workplace health and safety.
- Ensuring the Workplace Health and Safety requirements of the operation are well managed for volunteers, staff and visitors
- Assisting in keeping the car parks and volunteers office and equipment in a tidy and safe state
- Deputising for Manager during any absences and especially on busy days
- Periodically collecting excess takings at each gate during rostered periods
- Reconciling takings with boom gate and grid counters and ticket numbers
- Replenishing kits, equipment and consumables

## **Volunteer Roles:**

### **Team Leader of volunteer organisations**

- Ensure without fail that team presents as rostered (this of course does not mean the team leader has to be present).
- Ensure that every team member signs and lodges a form indicating they have read this handbook and understand instructions and obligations to workplace health and safety compliance BEFORE they serve on the roster
- Represents the interests of his or her organisation and its volunteers
- Provides feedback to the Manager on roster and other issues and ideas to better serve the public and the future of ECCO and the team leader's organisation.
- Ensure that teams conduct their role in the cheerful and helpful spirit of ECCO and make the Eumundi experience the best possible for visitors, stallholders and locals.

### **Volunteer Cashiers and Attendants**

The volunteers work in teams of two for each of the three Carpark gates. The two roles are: cashier for each of the three boom gates and an attendant – these can be swapped around to share skills development and for interest of volunteers. There is one team for each of the following:

- Top Car Park – Adjacent to the Amphitheatre
- Bottom Car Park – Napier Rd
- Bottom Car Park – Albert St

### **Volunteer Group Hours of Work, Donation and OHS**

Volunteer Groups earn a donation at the rate of \$22 per hour per person. Donations go directly to the nominated organisation advised in writing by the end of the fortnight after the shift is completed using direct deposit arrangements where possible.

The three gates open and close at different times, which are marked on the daily sheet. Please note that a volunteer or employee may not serve on the roster until they have signed the acknowledgement that they have read and understand the contents of this volllies handbook.

Washable wide-brimmed high-viz hats are provided on the day and also safety vests that must be worn before commencing duty. The hats are returned at the end of the to be laundered. Volunteers must wear covered shoes. In wet weather conditions, protective high-viz wet weather jackets and pants are issued. Two-way radios are issued to each volunteer for communication.

Volunteers' cars may be parked for free by presenting at their allocated boom gate. Mid morning changeover cars must go to their allocated gate.

Bottled water, tea and coffee and other refreshments are available at the office as well as sunscreen. Quick trips off site may be possible in quiet times as negotiated with co-ordinator. Personal items may be left in ECCO hut but will be more secure in your car.

Volunteers are asked to be neat, cheerful and ensure the car parks are operated safely without risk to the health of volunteers, staff and visitors.

### Volunteer Check List:

1. Report to the Manager five minutes before the published start times for the start of the shift unless you are part of a team, which has organised a handover during the shift.
2. Read this booklet thoroughly and seek clarification of any operational procedures or issues with the supervisor or the Manager.
3. Volunteers should set up their area with the appropriate equipment including walkie-talkies as needed, secure placement of tickets, moneybags for cashier. The start number of tickets should be checked on the daily balance sheet.
4. TEST YOUR WALKIE-TALKIE – remember to push button in while speaking and release to hear response (no need to hold walkie-talkie to your ear). All walkie-talkies at the car parks will broadcast your comments - so be brief and appropriate.
5. Ensure that cars pay \$6 before each car passes through to be properly recorded on the metal car counters.
6. Stallholder parking is \$4 for those parking in the allocated discount area – (Albert Street entry only).
7. Direct the cars with definite gestures to parking places in an organised manner.
8. Ensure maximum optimisation of car parking space.
9. Watch for any suspicious behaviour in and around the car park.
10. NO DOGS to be left in cars.
11. Assist as required by the coordinator in keeping the car parks safe and free of litter.
12. Reconcile takings on daily sheet, which is a recipient generated tax invoice for the volunteer's association for making donation – balance with tickets and meter reading.
13. Report any incidents or issues or feedback.
14. Report names of volunteers on daily sheet.
15. Cashier to attend the office at the completion of the shift for reconciliation and to provide feedback to their group as to the balance. Note: Mid-morning, the Carpark Co-ordinator or delegated person will collect bulk gate takings at that time for security purposes and to expedite the cash count for that gate. This cash is placed in a secure bag separate from any other gates to ensure each gate's taking are counted separately.
16. Complete a complaints form (attached to this handbook) should a matter arise that is not satisfactorily resolved on the day.

### Workplace Health and Safety

Health and Safety procedures:

- During work hours, volunteers should be alert and not under the effects of alcohol or drugs
- Sun protection should be practised, long sleeves are recommended
- Activities which have a risk of causing harm or damage should not be undertaken
- Be aware of the health and safety of those around you
- Remember that some drivers are not accurate in their judgement of distances, so watch for your personal safety, particularly your toes.
- The Coordinator has an incident book for recording workplace health and safety incidents and warnings. Such recordings are used to address the consequences of incidents and to apply learning for the workplace. If appropriate, a volunteer may be issued with a warning about inappropriate actions.



In case of emergency, contact the coordinator on walkie-talkie or in person in the first instance  
In case of an accident, contact coordinator on walkie-talkie or in person in the first instance  
In case of an injury, contact co-ordinator on walkie-talkie or in person  
In case where a risk has been identified, report to car park manager or if urgent contact manager or coordinator.

**In all cases where Manager Richard Thurbon on 0409 280 775 cannot be contacted urgently, contact the Assistant Co-ordinator on duty, Phil Gissing 0427 470 163 or the General Manager Anthony Wynne-Hoelscher on 0418 184 967 or the Executive Officer Kerrie Bryant-Adams 0402 215 560. Contact details are on display in ECCO Hut in Lower Carpark.**

You are owed health and safety duty of care under the Work Health and Safety Act because you are carrying out work for a 'person conducting a business or undertaking', ie ECCO's representative at the car park site.

ECCO through its directors, staff and contractors has processes in place for receiving and considering information regarding incidents, hazards and risks and responding in a timely way to that information provided by volunteers, members of the public or staff and directors. Please complete an entry in the incident box on the daily balance sheet when relevant.

Workplace Health and Safety compliance options include notices re improvement required, prohibition, infringement. Penalties and prosecution can be part of compliance. Workplace Health and Safety is a serious matter for us all.

Note: should the carpark be officially operated afterhours for specific events (eg: Christmas Night Markets), to ensure safe use for patrons, staff and volunteers - in addition to all procedures noted above, management will ensure that there is temporary field lighting in place as well as any required permits and/or related safety requirements and notifications pertaining to this after normal operational hours usage.

---

### **VOLUNTEER ACKNOWLEDGEMENT CONFIRMATION**

I acknowledge that have I have read and understand the contents of the ECCO Car Parking volunteer and staff handbook and I am aware that for any future references the handbook can be found at [www.eumundicco.com.au](http://www.eumundicco.com.au)

My name and address details are:

.....

I am a volunteer for the following organisation:

.....

Date: .....

Signature.....





*We strive to make car parking in Eumundi fun and pleasant for both visitors and volunteers. However there may be occasions where we fail to meet expectations. An unhappy experience can do immense damage to the reputation of Eumundi, so it's imperative that we deal with any complaint promptly and respectfully. If the matter cannot be dealt with satisfactorily on the day, please complete this Complaints Form and submit this as an email attachment to: carparking@eumundicco.com.au*

**ECCO Carpark Complaint Form**

**Name of person making complaint:**

\_\_\_\_\_

**Organisation:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Nature of Complaint:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Results of Investigation:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Action Taken:**

\_\_\_\_\_  
\_\_\_\_\_

Date complainant contacted with the outcomes and action taken: \_\_\_\_\_

Initials of person investigating complaint: \_\_\_\_\_ Date: \_\_\_\_\_

Initials of person making complaint: \_\_\_\_\_ Date: \_\_\_\_\_

