



Eumundi Combined Community Organisation Ltd

# CAR PARKING HANDBOOK

## FOR VOLUNTEERS AND STAFF

JANUARY 2009 v. 3

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**Welcome**

Thanks for being part of a community management model for our car parking. You are part of something wonderful for the development of our community and strengthening the ties between us all.

**Overview of ECCO**

The Eumundi Combined Community Organisation Ltd was set up with a public company limited by guarantee structure with the equal status of the three organisations being noted in the constitution and an inter-party agreement between:

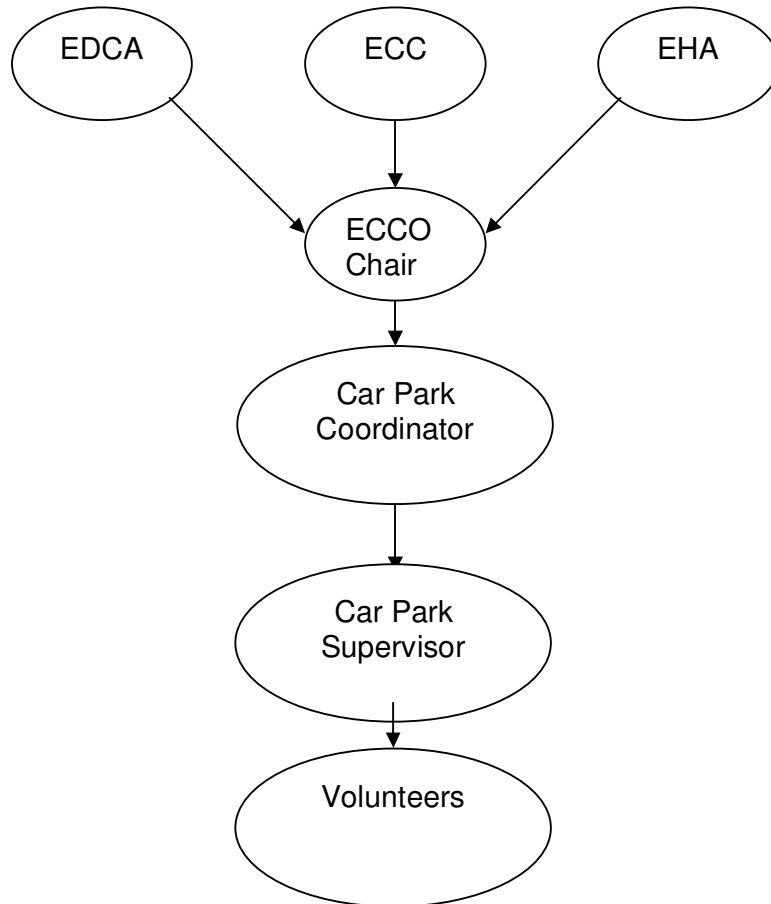
- Eumundi & District Community Association Inc
- The Eumundi Chamber of Commerce Inc
- Eumundi & District Historical Association Inc

ECCO has a website [www.eumundicco.com.au](http://www.eumundicco.com.au). A copy of its constitution, its Memorandum of Understanding with Council and its Inter-Party Agreement between the three organisations is on the web as is a copy of this Volunteers' Handbook.

There are six directors who have assumed the management of the car parking, two from each of the three organisations. The organisation was formed in order to operate markets car parking for the benefit of the local community. It aims to:

*Ensure 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 markets.*

**Organisational Structure**



### **The chairman of directors**

The chairman of directors is the contact person for the car parking Coordinator. The chairman's role is to oversee the operation of the Car Parking from the interests of the company on behalf of the directors. The inaugural chairman is John McCallum who is the vice-president of the Chamber of Commerce.

### **The role of Car Park Coordinator**

The position of Car Parking Coordinator is a part time role. The days and hours of work is Wednesdays and Saturdays 6 am to noon and on a needs basis on Tuesdays and Fridays. The Coordinator is John Turnbull.

The Car Parking Coordinator's responsibilities include:

- Overseeing the work of the Car Parking Supervisor
- Overseeing the work of the Car Parking Volunteers
- Arranging the work schedules for the Car Parking Supervisor and the Volunteers
- Ensuring the timely and smooth operation of the Car Parking on Markets days
- Keep in touch with team leaders from volunteer organisations.
- Ensuring the Health and Safety requirements of the operation are attended to
- Ensuring the Car Parking is operated within the community spirit of the Eumundi Markets
- Showing by example being conscious of budget requirements and the sound financial operation of the Car Parking
- Making recommendations to ECCO on issues and improvements in the operation of the Car Parking
- Ensuring that the car parks are kept in a tidy and safe state and that boom gates are locked down and up as required
- Reconciliation and banking of takings, preparing payments for directors' authorisation
- Record each week conditions and incidents from the daily sheets
- Present monthly reports for directors
- Back up First Aid Officer

### **The role of Car Park Supervisor**

The position of Car Parking Supervisor is a part time role. The days and hours of work are flexible. The Supervisor assists the Coordinator by supervising the daily operations of the parking. His duties are:

- To supervise the daily operation of car parking including the work of the volunteers, particularly the parking of cars and monitoring of the car parks and surrounds
- To conduct training on the job from 6 am for new volunteers, including ticketing, parking, walkie talkie communication and workplace health and safety.
- Assisting in keeping the car parks and volunteers hut and equipment in a tidy and safe state
- First aid officer
- Deputising for coordinator during any absences

### **The role of the 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).
- Represents the interests of his or her organisation and its volunteers
- Provides feedback to the Co-ordinator 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 spirit of ECCO and make the Eumundi experience the best possible for visitors, stallholders and locals.

### **The role of Volunteer Cashier and Attendants**

The volunteers represent a wonderful affiliation of not for profit community groups that work in teams of two, one a cashier for each of the three boom gates and one 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
- Bottom Car Park – Napier Rd
- Bottom Car Park – Albert St

Hours of work earn donation funds at the rate of \$15 per hour per person. Funds go directly to the nominated organisation by the end of the week after shift completed using direct deposit arrangements where possible.

Cancer Council hats are provided on the day and also safety vests – the latter must be worn “done up” before commencing duty. The Cancer council hats are returned at the end of the shift and are sanitised by the Co-ordinator before re-issuing. Volunteers must wear covered shoes.

Volunteers’ cars may be parked for free by presenting at the Albert St “Out” boom gate by 5.55 am. Mid morning changeover cars must go to their allocated boom gate – no more than 2 cars may park for free at this time and the number plate is recorded on the daily balance sheet.

There is a water stand in the ECCO hut. A container of sunscreen is provided for each boom gate team. Volunteers are encouraged to provide their own personal water bottle.

Quick trips to the markets may be possible in quiet times as negotiated with supervisor.

Personal items may be left in ECCO hut but will be more secure in your car.

Volunteers are asked to be cheerful with the public and to maintain a neat and tidy appearance or as appropriate to the spirit of the Eumundi Markets.

The role of the volunteers while engaged by ECCO is to:

1. Report to the Supervisor or Co-ordinator by 6 am on Wednesdays and 6 am on Saturdays unless you are part of a team which has organised a handover during the shift
2. Volunteers should have read this booklet thoroughly and should seek clarification of any operational procedures or issues with the supervisor or as a back up the Coordinator.
3. Volunteers should set up their area with the appropriate equipment including walkie talkies as needed, secure placement of tickets, money bags for cashier.
4. Ensure that cars pay \$4 before activating the boom gate allowing each car to be properly recorded through the boom gate
5. Direct the cars with definite gestures to parking places in an organised and timely manner under the supervision of the car park supervisor
6. Ensure maximum optimisation of car parking spaces
7. Watch for any suspicious behaviour in and around the car park
8. Assist in the orderly egress of cars after their market experience
9. Assist as required by the supervisor or coordinator in keeping the car parks free of litter and safe.
10. Reconcile takings on daily sheet – balance with tickets and boom gate meters.
11. Record any incidents or issues or feedback on the daily sheet for attention.

### **Workplace Health and Safety**

Health and Safety procedures for workplace location:

- 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.

In case of emergency, contact supervisor or coordinator on walkie talkie or in person in the first instance

In case of an accident, contact supervisor or coordinator on walkie talkie or in person in the first instance

In case of an injury, contact supervisor or co-ordinator on walkie talkie or in person

In case where a risk has been identified, record on daily sheet or if urgent contact supervisor.

**In all cases where supervisor or coordinator cannot be contacted urgently, contact John McCallum on 0407 656 414. Contact details are on display in ECCO Volunteers Hut.**

### **Service Delivery**

The Eumundi markets is world famous and maintains its 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.

We ask of ourselves to: HAVE FUN AND BE FRIENDLY – THIS IS EUMUNDI

In order to support this quest we try to gain a clear understanding of what we are doing. To do this we 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
- Our personal favourite things about the market and the community and our ability to share them
- The role of everyone involved including the customers, ECCO, the stallholders, the local business and residents
- The benefit of the markets to the region, the state, the country and the world

These understandings are gained by the interactions we have with the people around us. This forms the basis of the uniqueness and engaging spirit that makes the Eumundi markets famous.

Once we engage in this belief, here are some things we can do:

1. Greet guests warmly
2. Greet each other warmly
3. Carry maps/brochures to give out as necessary
4. Help clients, feel comfortable, assisted and valued
5. Encourage sustainable practices
6. Bring some of your uniqueness and engaging spirit to the markets
7. Share your knowledge
8. Help us recognise and implement improvements
9. Be safe and keep others safe
10. Have fun and be nice to people