

## RISK CHECKLIST – CHURCHES OPPORTUNITY SHOPS

This checklist sets out topics for consideration in conducting a risk assessment of a church run Opportunity Shop.

### Premises (Storage and Shop Area)

- Are there slip, trip or fall hazards either within the shop or in the grounds leading to the shop, e.g. carpet condition, floor level, steps, ramps, lifts, handrails, electrical leads? Are these checked on a regular basis?
- Have electrical equipment and appliances been subject to testing and tagging?
- What protocols are in place regarding storage of heavy goods on high shelving?
- Is lighting adequate within the shop, particularly exits and stairs?
- Does the shop have appropriate toilet and washing facilities? Are these checked during the day?
- Are first aid kits available? Are trained first aid practitioners on duty?
- Are hazardous materials (chemicals, gas bottles etc.) securely stored? Are material data sheets (MDS) on-hand for all materials?
- Have the fire prevention facilities been inspected and maintained as required by regulation (signage, exits, sprinklers, smoke detectors, extinguishers, alarms, etc.)?
- Are fire exits clear of any obstruction?
- What emergency evacuation processes are in place? Do they cater for multiple emergency types: fire, tempest, physical attack? Are volunteers trained in the procedures? Have these been tested?
- Is the shop interior organised to minimise the risk of undetected shoplifting?

### Donated Goods

- Does the shop have a clear policy of what goods will be accepted for subsequent sale? For example:
  - Products subject to regulation and/or safety standards such as toys for children under three, beds, safety helmets, cots and electrical goods.
  - Products subject to recall ([www.recalls.gov.au](http://www.recalls.gov.au))
  - Products banned or subject to mandatory safety ([www.productsafety.gov.au](http://www.productsafety.gov.au))
- Are all goods physically checked prior to being offered for sale? If electrical items are sold, have they been safety checked and are they tagged (either checked or not)?
- Is there adequate storage for donated goods?
- Is there an area for sorting and preparing goods for sale?
- Are workers sorting donated goods provided with gloves when handling goods?
- Have arrangements been made for disposal of goods not wanted?

The information provided is of a general nature only and may not identify all matters that need to be included in the design of effective controls for the subject area. Professional advice should be obtained on individual circumstances.

## **RISK CHECKLIST – CHURCHES OPPORTUNITY SHOPS**

### **Staff & Volunteers**

- Are position descriptions available for all staff and volunteer roles?
- Is there a bullying policy in place?
- Have we catered for staff with physical disabilities?
- Is there a policy regarding the minimum number of workers in the shop at any time?
- What processes are in place for dealing with disruptive, aggressive or abusive customers?
- Are staff and volunteers properly trained in retail operations and customer service?
- What induction processes are provided to staff and volunteers?

### **Security**

- Has the potential for theft of stock, equipment or belongings been considered? The potential for property damage?
- Is the whereabouts of all building keys known?
- What cash handling (including banking) protocols exist? What protocols exist in relation to security of customer debit / credit card data?
- Do you have policies for dealing with possible physical attacks?
- What emergency contact arrangements do you have in place?
- What incident reporting processes do you have in place? Does this include analysis after the fact, to support learning?

### **Customers**

- Have we catered for customers with physical disabilities?
- Do customers have access to staff areas of the shop?

### **People Movement**

- What are the risks associated with people entering or leaving the shop?
- Do you have appropriate traffic management protocols in place for customers, volunteers and staff moving around the shop?
- Does the shop have adequate signage?

### **Food Handling & Preparation**

- If food is being prepared and sold, refer to the separate “Risk Checklist Churches – Church Cafes”.

## **RISK CHECKLIST – CHURCHES OPPORTUNITY SHOPS**

### **Cleanliness**

- Are there adequate supplies of cleaning products on hand, e.g. detergents, dishwasher supplies, gloves for handling donated goods?
- Is training provided regarding the nature and efficacy of cleaning chemicals? e.g. how chemicals should be used, risks associated (caustic), etc.

### **Waste Disposal**

- Have additional waste disposal facilities been arranged in addition to normal council facilities? Do you have separate facilities for recyclables?
- Do you have a procedure for handling goods dumped outside the shop?

### **Machinery Safety & Maintenance**

- Has a schedule for equipment cleaning and maintenance been prepared? Are records kept of inspections and maintenance carried out?
- Are machinery instruction manuals / guides available for all staff and volunteers? Are all staff and volunteers trained in the correct use of all equipment?
- Has an air conditioning maintenance schedule (e.g. filters, visual inspections) been prepared? Are records kept of inspections and maintenance carried out?

### **Regulation / Registration**

- Has the business been registered with the local council? Have all registration conditions been met?
- Has the shop been inspected by local council and have all deficiencies been rectified?
- Has the business been registered as a charity with the ACNC?
- Has charity tax exemptions been granted by the ATO?
- Has the shop been registered with the local state fundraising authority?

### **Business Operations & Planning**

- Does the shop operate under the direction of a Committee of Management (or other named governance body), governed by a constitution?
- Has a business plan been prepared outlining the shop purpose and success criteria?
- Have adequate accounting processes been established for processing transactions and reporting on financial success factors (including profitability)?
- Have taxation implications of the shop's operations been considered, including income tax, GST and FBT?
- Does the operation of a shop impact rates exemption for the church?
- Are written procedures available for each major business process?

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