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**Anglican
Church**
Diocese of Perth



What's Old is New Again

Op Shops as Ministry

Reaching Out In Loving Service
Community Service Series vol 4
Revised

The Purpose of this Resource

Dear Reader.

Many of our Churches offer second hand clothes and goods to the community through an Op Shop. Some of these are small concerns, others are very developed with a commercial aspect. All of them are one of our 'public faces'. All of them resource our Church communities. All are ministry.

This resource is a collection of papers designed to offer some reflection on Op Shops and what they do for us, and ways in which the work they do might be developed and enhanced. It is intended to contribute in some small way to those who offer this ministry and to those who are considering an Op Shop as part of their engagement with the local community.

This is a living document. Your feedback and contributions can be incorporated as time goes on. If you do have any information on Op Shops or can contribute your own stories of how you have developed your 'second hand' ministry we'd love to hear from you.



Yours in Christ

Mark McCracken

OUR DIOCESAN MISSION 'To Dare to Live God's Promises'

- | | |
|------------------|--|
| PROCLAIM: | Creatively listening & telling the Good News of Jesus. |
| WORSHIP: | Build vital worshipping communities. |
| SERVE: | Reaching out in loving service. |

Acknowledgements: Tom Wilmot, Peter Burke, Anna Presser, Emma Thurlby-Wright, Lyn Harwood, Claire Barrett-Lennard, Elizabeth Smith, Hamish Milne, Joy Hartig, Mark McCracken

CONTENTS

In this publication you will find information on:

Foreword: Join the Recycling Flock	4
PART 1: OP SHOP AS MINISTRY	6
The Mission Shaped Op Shop	6
Great Recyclers and Upcyclers	10
Creating Op Shop Networks.....	11
Getting the Good News Circulating	13
Prayers for Your Op Shop Ministry.....	19
Integrating Your Op Shop with Other Ministry.....	20
PART 2: SOME PRACTICAL ISSUES	25
Making a Risk Assessment	25
Insurance Basics.....	30
Dealing with Difficult People Situations.....	31
Background Checks.....	33
Operating Procedures	35
PART 3: SHOPS IN PERTH DIOCESE	40
Anglicare Op Shops	40
Parish Op Shops and Other Initiatives	41

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Join the Recycling Flock: at your local Anglican Op-Shop

There are now twice as many human beings on the planet since 1950 and we are rapidly heading to 7 billion. Never before in the history of the world has a species been so successful at the game of "survival of the fittest". This means we are now using all the planets **annual** renewable resources eg fish, wood, fossil fuels before the end of January each year! We are not passing on a better world to our children and grandchildren. We are literally borrowing from their future without a repayment plan. It has been estimated that we are currently using the resources of at least three earths and as China and India move to the "middle class" we will need even more earths. However, we have only got this one! Our current economic systems are based on unlimited exponential growth which is impossible on a finite planet. Something has got to give!

Recently I had the thought that the bruised and dying pilgrim in the parable of the Good Samaritan is our planet. Its body lies bleeding on the side of the road close to death and where is the Good Samaritan who will minister God's grace and mercy? Where is the religious person, even the Anglican Christian in this story? Once again, it seems the non religious i.e. the community response is giving the lead and the church is lagging behind! Surely we are better than this! The word **Good** as used in the "Good Samaritan" has its Hebrew roots in the word TOV which in Hebrew means "dynamic purposefulness". The Good Samaritan's Goodness, i.e. "dynamic purposefulness", is literally "life giving". We must never forget God is heavily into the "Life-business"; in fact this is God's "core business". This is why the Holy Spirit persistently calls the church (you and me) into the "Life-business" too.

For intelligent, morally serious Anglicans at this moment in history we must consider our impact as a species on the planet. The connection between our material consumption and its detrimental impact on this planet's capacity to sustain life is clear. If the science does not convince you then reconsider the parable of the Good Samaritan with its moral imperative to practical life giving action. Jesus, St Francis and contemporary human behaviour sciences tell us there is no link between happiness and material possessions. We now know we would live longer and happier lives if we refocus our attention from cycles of consumption and inquisitiveness to the quality of our relationships; not least our relationship with the earth and the divinely given matrix of life in which we all live and move and have our being. One aspect of this is already in our ancient traditions ie taking a Lenten approach to our patterns of consumption every day of the year. I have got a powerful hunch the Good Shepherd is still calling his flock to a simpler, more joyful abundant life which paradoxically comes from living with less (NB The Gospel is usually counter intuitive!)

In fact I would be bold enough to say Jesus is calling us to join the recycling flock. Here is where our Anglican and Parish Op-Shops can be revealed as practical incarnation of excellent "second-hand theology". Our Op-Shops are not merely places where we can make money. They are places where the church can interface with the local community. They are places of "ecclesia" gathering where human networks "Koinonia" community naturally occur. They are places where we can be reminded that our consumerist lifestyles are dangerous not only to the planet but our souls. Op Shops call us to downsize our wardrobes and our lives. They tell us that sustainable economics are possible, for if we make things with integrity and recycle them conscientiously we won't need several planets or exhaust this one which is our only God given home. And this too is sacramental ministry which has the capacity to call us into a right relationship with each other, our fellow creatures the planet and God.

May God bless our Anglican Op Shops, all who staff them, all who use them, in the name of the Good Shepherd, who calls us to join the Recycling Flock! Why? Because the recycling of all manufactured consumer durables is one essential ingredient in a range of responses necessary to create a sustainable economy for life on earth. In other words it is responsible stewardship; and our church through its Op shops and our “second hand theology” can model a different future for the wider community and make a difference with enduring consequences. Who’s a good sheep then?

+Tom Wilmot



PART 1: OP SHOP AS MINISTRY

The Mission Shaped Op Shop

The Mission Shaped Op Shop

In recent years, there has been a growing emphasis across the Anglican Communion on the 'mission shaped church'. The broad approach being embraced is one which values innovation alongside tradition, which recognises the church not only as particular places but also as dispersed networks of people across a wide range of communities. There is an emphasis on a 'mixed economy church' which embraces different forms of ministry, ranging from the building of interpersonal relationships to small groups to the formation of new forms of congregational life.

A question that arises in my mind in the midst of the encouraging and challenging material about the 'mission shaped church' is where something as simple as an op shop fits. Are op shops just one of those things which may soon be relegated to the past or do op shops have a part to play in the 'mission shaped church' of the future?

As a child, I went op shopping with my mother and sister during school holidays. As a uni student most of my clothing, household items and furniture came from op shops. I know a bargain when I see one and still find them in op shops from time to time.

In my work, I have learnt a great deal from op shop volunteers about how to build community as well as the coffers. For several years in the 1980s, I coordinated a network of Anglican op shops in Melbourne. In 2000 I had the pleasure of establishing an op shop in central Adelaide - The Magdalene Bargain Centre.

If I can offer any encouragement from this experience it is to say loud and clear that op shops are not just about buying and selling and making money. The fundraising aspects of op shops are significant and there is always more to learn about sales and marketing. Op shops can provide some of the financial backing needed for mission, whether for local parish or community causes, our Diocesan community care organizations or our overseas aid organizations.

Yet of equal, if not greater significance to fundraising is the reality that op shops are about people and are themselves places of mission. At best an op shops offers more than goods for sale - they also offer hospitality, they build community and they practice social inclusion.

The best way we can do this is simply to be open. Keep the door open so people can come in and out. Keep the window open to the light so people can see in and out. Keep our ears and eyes, our hearts and minds open to the opportunity to be a good neighbour through the work of op shops.

We should never underestimate the simple and gentle power of op shops and the ministry of people who work in them. Yes, it is a ministry.

So -what are op shops about beyond buying and selling and making money? Here is my list of what could make an op shop a vital contributor to the 'mission shaped church':

Marks of the Mission Shaped Op Shop

- ◇ Invitation
- ◇ Hospitality
- ◇ Friendship
- ◇ Inclusion
- ◇ Safety
- ◇ Story Telling
- ◇ Faith Sharing
- ◇ Information
- ◇ Networking
- ◇ Volunteers
- ◇ Creativity and Recycling
- ◇ Enterprise
- ◇ Goodwill and Generosity
- ◇ Loss and Grief
- ◇ Celebration
- ◇ Renewal



Invitation

Welcome and acknowledge the person and their presence then let them be. People generally don't like being ignored but they don't like being pounced on either. Is our op shop easy to get into or are people confronted with a counter and cash register? Create an open space at the entrance which says 'welcome' and invites a little journey of discovery and mystery.

Hospitality

Be discretely attentive to customers and visitors and learn to read the cues they give you when they want to engage in conversation or ask for assistance. Sometimes our relationships with each other can get in the way of this and customers can feel ignored. For example, volunteers at the counter talking about their holidays, being too busy to notice the person. Not good human relations or retail.

Friendship

Lonely people often visit op shops as a social outlet. Those of us who work in op shops also seek friendship through this work. It's a matter of extending this sense of friendliness further where we can. This can be as simple as passing the time of day or just listening.

Inclusion

Different types of people visit op shops – we need to learn to be unshockable and open to human diversity. If a man comes in asking for women's clothes, it may be that he is going to a fancy dress, or he wants something for his wife or he is a transvestite. We need to be ready for any eventuality and treat each person with dignity and respect. After all - a person is a person and a sale is a sale.

Safety

Op shops need to be safe places for ourselves and our customers – we need to be sure we have good safety procedures in case something goes wrong. Can we contact people outside the shop by phone and is there someone we can call on in an emergency? Can

we offer a place of safety for customers and visitors – a cairn for the journey, part of their daily or weekly pilgrimage?

Story Telling

Op shops can be places of good banter – a good place to spin a yarn. We do have work to do but sometimes our work is to listen and talk. When we take the time to listen to others we acknowledge their value as people. If they trust us enough they may share personal things and we need to treat these things with confidentiality. Our listening may be of comfort to people without the need to offer advice or solutions. Sometimes we may share a story from our own life to offer empathy and support. There may be times in our listening, when we perceive the need for further assistance or professional help and we need to know how to help people find this.

Faith Sharing

Part of our listening and speaking can involve the sharing of our faith stories and journeys. There is no rule to say that this cannot happen in an op shop. Where ever Christians are there is an opportunity to share faith stories. Yet this needs to be done with care and respect.

In our conversation with customers or visitors they may sometimes want to talk about matters of faith. It may be that people share stories of how they have been hurt by the church; how they have been discouraged from asking questions; how they have been challenged in their beliefs by life's troubles. We need to be prepared to begin with listening, and to respond with understanding. Once again, we may be in a position to offer further support from others.

Information

Providing information about community resources, services, activities and events can be an important role for op shops as places of community. The best information is not the brochure or the notice on the wall but you – the person who provides the link.

Part of our role in op shops may be to ensure we know enough information about our community to be able to refer people on to a service, or inform them of different ways to get or give help. It is advisable to access or develop a list of community services available for people living in your area.

Networking

Op shops are potentially significant networks of people even in small towns. A 'mission shaped church' is about both place and network and an op shop is potentially both. In some communities an op shop can be a vital source of information, so developing an excellence in information and referral can be a significant function. There may be some benefit in developing a contact list of different interests and networks among our volunteers, customers and visitors.

Volunteers

Op shops provide a place of community for many people. To what extent are we open to volunteers from the wider community to work with us? Are there any customers who might be interested in becoming a volunteer as well? Are there volunteers who may specialize a bit, even in a small shop, in a particular area such as books, linen or crockery? Volunteer opportunities can be a way of building community and practicing inclusion – and of course having fun.

Creativity and Recycling

Some donations may make us think 'what garbage' but sometimes a little creativity can go a long way. There is a revival of crafts using 'waste' materials to make useable and saleable items. This can provide a creative outlet for people who may not be op shop volunteers, but who have an interest in crafts they make at home.

This can sometimes be a way of engaging younger people in op shops, by offering an outlet for the creative re-making of items such as jewellery out of waste materials or jeans with special tears and blotches which can increase their value remarkably.

Enterprise

Related to this is the concept of social enterprise. It may seem impossible, but it can and does work. The idea is that people on low incomes make things on consignment then get a share of the profits when sold. This could be organised in partnership with a local neighbourhood centre, youth program or employment network. For some people having items they have made displayed and sold in our op shop can be a great encouragement to them.

Goodwill and Generosity

Donations and offers of help come our way – how well do we respond? How well do we say thanks? Op Shops are places of exchange and thanksgiving – just like when we ‘go to church’!

Loss and Grief

Some donations may be made as a result of the death of a loved one, or people moving house for reasons of work or family. Such situations can involve loss and grief for the people who donate items to our op shop. Once again, our response is to listen well, to show understanding, and offer further support we know is available.

Celebration

There are many good things about op shops and they are worth celebrating! They can be places of compassion, community and justice. It is good to have events to celebrate the work of op shops and the way they contribute to the life of local communities. When was the last time you had a little op shop party? Plan one - and invite your customers too!

Renewal

This is not just a matter of material things, of recycling pre loved clothing and household items. We ourselves are often given a second chance at life and this can even happen through our work in Op Shops. Op Shops can represent the universal and eternal love of God where all is saved and nothing is wasted or lost. Op Shops can be a symbol of renewal if we just let them be. See, nothing is old and all is made new.

The above elements of the ‘mission shaped op shop’ are offered to indicate that op shops are more than just places of buying and selling and making money. This is significant, but what is equally if not more significant is building relationships and communities - where ever we are as Christians – even in our op shops. This can make a difference between an op shop as a good business to an op shop as a vital element of the ‘mission shaped church’.

Let me end by paraphrasing the scripture a little:

Seek first an op shop that is a place of welcome and hospitality; listening and inclusion; community and participation; creativity and enterprise; a place where stories are shared; a place of goodwill, generosity and celebration. Seek first these things of God’s reign of justice and love - and the people will shop; the money will come; and all that we desire in the life of God’s church will be ours to share as well.

In other words - an op shop can be as good a place as any to be the Church at mission!

By Peter Burke, Coordinator of Chaplaincy and Parish Community Work Anglicare SA

This article was originally prepared for the opening of St Bede’s Bazaar on Semaphore Road, Semaphore SA in September 2006 and further developed in August 2007 for the Ministry District of the Southern Flinders in the Diocese of Willochra. Reprinted here with permission of the author.

Op Shops: Great Recyclers and Upcyclers

Upcycling used goods through opportunity shops is a practical approach to sustainable living which is both outcomes based and participatory. The Anglican EcoCare Commission, of the Anglican Diocese of Perth, unreservedly support the work of Anglicare's 8 opportunity shops in Western Australia.

By turning someone's preloved item into your own, you are doing yourself and your community a great service. Reused items can and should be valued. People who acquire second hand items are often doing so with just minimal environmental impact. After all, the lifecycle cost of any 'thing' should be determined not only by their production, but by the impact of their use and eventual disposal.

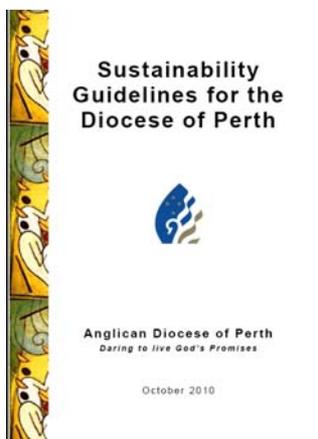
Opportunity shops remove unused items from people's homes and workplaces, putting them back into circulation. Opportunity shops are an ethical alternative to shopping, are cost saving, landfill minimising, community optimising, and fundraising for some of our parishes and the social, welfare and emergency services of Anglicare WA.

We live in an increasingly unsustainable society driven by consumerism and self-indulgence. Unsurprisingly, Australia is one of the highest waste generators per capita in the world, with each Australian estimated to produce on average, 3kg of waste a day! When you consider that it takes 6000 litres of water to produce a pair of jeans, and just \$20 to buy them, it's no wonder we are living beyond the means of our planet and its peoples.

Upcycling, as opposed to recycling, which normally involves processing for re-use, is reusing a product without having to degrade the quality or composition of the product (for example, the pulp from a milk carton might make another recycled milk carton; yet using a milk carton as protection for a seedling is upcycling). The antonym to 'upcycling' is of course 'downcycling', which is the main cause for concern (and the other half of recycling). Downcycling is when a product is made to be of less value or quality as a result of processing.

The more we learn about our relationship with and within our environment, the better we are able to contribute to the creation of a milieu in which sustainable practices are enacted and celebrated. As we become increasingly aware of our connection to our world, let us act in ways which reflect the Anglican Communion's fifth mark of mission, *to strive to safeguard the integrity of creation and sustain and renew the life of the earth.*

We encourage all Anglican parishes, schools and community organisations to both upcycle and recycle where possible, and provide information on how to act with environmental responsibility in our *Diocesan Sustainability Guidelines*. You can download a PDF of the *Diocesan Sustainability Guidelines* at http://www.perth.anglican.org/web/Organisations/Anglican_Eco-Care_Commission.



Claire Barrett-Lennard, Anglican EcoCare

Creating Op Shop Networks

Some of our Op Shops are busy creating opportunities to connect with other community groups and individuals, along with working in partnership with other parishes or Anglican organisations.

Below are some clever ideas and suggestions for developing Op Shop networks.

1. Become a **resource** for community groups

- *Special projects.* There have been a number of appeals from Anglicare and other Anglican agencies for a number of different resources. In the last year Anglican Churches have provided magazines for a school program teaching children about emotional resilience, toys for children's play therapists and fabric for a craft group for socially isolated people. Op Shops are great places to broaden these sorts of appeals to the public. Putting out a basket and asking for people to contribute to these special projects lets them know about the scope of our Anglican caring work and opens the door to conversations about what we as a Church are all about.
- *Musical instruments.* Op Shops sometime find musical instruments among their donations. One of our Op Shops has an arrangement with a local community music program where the Op Shop manager contacts the leader of that group when an instrument is donated. The program works with disadvantaged children through teaching music and is always desperate for instruments and is supported by their local Anglicans through this simple ministry.
- *Scarves.* One Op Shop is situated in an area where large numbers of Muslim refugees have settled, with many more arriving each month. Most refugees arrive with very little and this Op Shop has developed a relationship with a Migrant Resource Centre to supply scarves for newly arrived women who need head coverings.
- *Towels.* Are often hard to sell. Most often they are sent for rags or discarded. Why not approach your local Vet and offer these as a way of supporting their work, and building up a connection in your locality? These relationships are especially handy when the parish wants to hold a Creation / St Francis Day.
- *Craft materials.* It is very simple for Churches with a ministry to local aged care facilities and schools to offer support through the Op Shop. For instance, Op Shops can be wonderful resources for materials used in craft activities, fabrics, bric a brac and so on. If it doesn't sell why not share it?



2. **Work experience:** There are a number of people who need practical experience when it comes to work. Young people wanting work experience and some on Centrelink payments have to accumulate a certain number of hours per week to meet various requirements. A supportive, informal environment is very important in these cases and could be offered by an Op Shop.

3. **Community information.** Libraries and local council offices are vital centres for information sharing in local communities. A very simple addition to an Op Shop's set up can make it also a very useful place for sharing important local information. Why not create a notice board, put in a pamphlet stand or table, contact the local library and shire office and offer to display pamphlets and posters? And if you do this, don't forget to put out information with all of this about what you are offering as a local Church

4. **Vouchers** for your priest or pastoral team to use. Some Churches use their Op Shop to support their pastoral ministry team. They have developed a budget which includes a certain amount towards assistance to people in need. Then vouchers are made up to that money value and are given to the pastoral carers in the parish. When the priest or LPM sees a need, they can give a voucher to that individual or family who can then use it in the Op Shop. A very practical way to support those God sends our way.

5. **Coffee gatherings.** If there any space in or near to your Op Shop you could try this idea. Why not have a free morning tea scheduled to operate during one or more of the Op Shop's opening hours? This is a way for parishioners to meet and interact with local people, a way for locals to meet each other and for visitors to become more comfortable with Church surrounds.



Value-Adding for Mission through Your Op-Shop

In the material below, "Op Shop" or "activity" may include not just an op shop, but also any other sales-related fundraising effort run within the parish. Please translate it into your local vocabulary! These checklists are intended to help get discussion started in your community about the multiple functions of your Op Shop, so you can plan where you want your strongest focus to be, and how to achieve it.

Op shops fulfil many functions in a church, not all of them obvious at first glance. Understanding just how many functions, roles and possibilities are floating around can help us to put more of them into clear focus, leading to better mission. It may start with "reaching out in loving service," but it doesn't have to stop there.

Group A: Important Basics

- Saves the environment by reducing items sent to landfill
- Helps low-income households by providing low-cost clothing and other items
- Allows people to de-clutter by giving items away for recycling
- Provides significant funds for church budget
- Creates conversation opportunities for lonely people who come along to browse or buy
- Nurtures a friendship group among those who volunteer in the activity
- Gives an enjoyable outlet to volunteers who might otherwise have little to do outside their home
- Makes productive use of church / hall / other space which would otherwise go unused or under-used
- Taps into entrepreneurial / commercial talents of volunteers, without risk of financial losses
- Gives pleasure in achievement due to measurable financial results of takings
- Volunteer base includes people who have little other contact with the church

Group B: Occasional Extras (Getting it Right by Accident!)

- Occasionally customers may express a desire to see inside the church
- Sometimes volunteers may mention church faith-related activities with customers
- May be able to sensitise church volunteers to the pastoral and practical problems faced by customers
- Some volunteers may take the casual conversations with customers deeper into pastoral care
- Occasional prayer may be offered in church services for the non-financial aspects of the activity
- Occasional prayer may be offered in association with the activity, eg opening or closing prayer
- General sense that we are doing mission through this activity

Group C: Planned Added Value (Intentional Pastoral Care and Evangelism)

- Customers are frequently invited to come inside the church to look, sit or pray
- Customers are systematically told about church faith-related activities, both verbally and by handouts with prayers, bible stories and invitations to come to services
- Church faith-related activities are designed to include events accessible to customers from non-church backgrounds
- All volunteers have regular in-service events with input on the range of pastoral and practical issues faced by customers
- There is always at least one designated volunteer who is trained, ready and willing to engage in deeper pastoral conversation
- Frequent prayer is offered in church services for the activity to be fruitful for pastoral care and evangelism
- Volunteers lead prayer before and after each session for each other and for customers
- Regular bible study and / or theological reflection are held on the mission dimensions of the activity, both for volunteers and for other parishioners

Group D: Costs (Practical and Cultural)

- Teamwork is not always streamlined and happy among volunteers
- Anxiety persists about number and age profile of volunteers for the sustainability of the enterprise
- There is difficulty and expense in disposing of donated goods which are unsaleable
- Storage of goods and accumulating clutter detracts from visual impact of church / hall
- Church is more widely known for its Op Shop than for its message about Jesus
- Recruitment, screening, training and ongoing management of volunteers is costly in time and effort
- Space used for Op Shop or storage of market goods is not available for other church activities
- Established habits / turf of key organisers make changes in the activity difficult
- Financial benefit may not be very high relative to the amount of time and effort required from volunteers and parish leaders
- Parish culture focuses on fundraising through the activity, rather than also promoting spiritually healthy direct giving practices

Group E: Managing some of these "costs"

- The Op Shop embraces a role as part of the church's overall strategy for spreading the Good News of Jesus
- Strong teaching in the parish is consistently provided about spiritually healthy giving practices, which increases offering income, allowing the Op Shop to major in pastoral and evangelistic areas without financial anxiety
- Clearly articulated lines of accountability between Op Shop leadership and Church Council ensure everyone knows what the limits and expectations are of each party
- Simple annual (or more frequent) review in place for the Op Shop, so that change can be built into its culture
- The main Op Shop leaders are mature Christians who are commissioned for this leadership and given proper volunteer management training and pastoral support

Reaching Out:

One of the simplest ways of adding mission value to an Anglican Op Shop (or mini-market, or jumble sale) is by giving away, with each and every purchase, a little piece of paper with something printed on both sides. On one side, there's a prayer or a bible story. On the other side, there's simple and current information about something faith-related or worship-related that's happening around the parish, with contact information. The simplest way to do it is to have one piece of paper that's the "freebie of the week" – and be sure to change it each week so that it's always fresh and up-to-date.

Why hand out pieces of paper? Because a piece of paper with a prayer or bible story can be:

- an excuse to get into a non-sales-related conversation with someone you don't know well. "I've got this week's free blessing here for you – can I pop it into your bag with those T-shirts? it's a lovely blessing, see, "God bless our home..."
- a handy reminder to stick on the fridge at home. "Here's something to pop on your fridge at home – the front has this week's bible story, and on the back it's got all our church's contact information for when you want to be in touch with us."
- something to pass on to a friend who needs it more than you do. "Now, this week's prayer is for grandparents, and you're clearly not a granny, but I bet you know someone who'd like it."
- a life-changing opportunity to connect with God. "Here's the prayer of the week – of course we can always talk to God in our own words, but sometimes a bit of paper can help to get us started."
- a way to find out what kind of prayer or Christian message people are hungry for, and why. People will say, "That's nice, but why don't you have a prayer for schools / motorbikes / rain / warm weather / the homeless / our local council?" Make a note of their request, find or write a suitable prayer, and add it to the treasury of resources!
- a useful Christian faith resource for the person who hands it out, as well as the person who receives it.

Some examples of inviting handouts

PLEASE COME AND PRAY WITH US!

St Gumtree's Anglican Church meets every Sunday morning at 9.00 to enjoy God together. There's also a midweek service in the church on Thursdays at 10.00am, and special Op Shop prayers before the doors open at 9.30 on Tuesdays. We would love you to join us. You don't even have to be an Anglican! Just come along, or you could ask one of our Op Shop helpers for more information, or check out our website at www.gumtree.perth.anglican.org, or ring the parish priest on 9123 4567, or email info@gumtreee.perth.anglican.org

Kids' School Holiday Activity BYO Kids! Ages 7 to 10
We invite you to come to this special event from 9.00am to 12.00 noon
on Wednesday the 35th of June in St Banksia's hall

St Banksia's Anglican Church would love to see you at our special day for parents or grandparents and children for a get-to-know Jesus day on the 8th of July starting at 9.00am. There will be stories and games for 7 to 10 year olds, with the chance to meet our parish priest, Rev Chris Goodpastor. It's not a drop-off event, it's for kids and adults together.

Please let us know if you are coming! You can do it through our website, www.banksia.perth.anglican.org, or email info@banksia.perth.anglican.org, or phone 9123 4567.

What do we put on the other side?

In the pages that follow, some prayers are provided. All of them are written in very easy language so that people who are not used to the Prayer Book or the Bible will not find them too stiff or formal or difficult to read. They are written for ordinary household situations and in straightforward language, suitable for people who may not think of themselves as very religious, but who still want to talk to God.

Some prayers to get you started

1. A blessing for our home
2. A kitchen prayer
3. A Grandparent's prayer
4. A busy Mum's prayer
5. A Dad's prayer

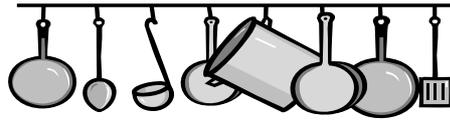
And of course, your own talented local people can write your own prayers.

Elizabeth Smith, Diocesan Mission Office



***a blessing
for
our home***

God bless our home.
Waking or sleeping,
protect us.
At meal times and play times,
feed us.
When we fight,
forgive us.
When we worry,
calm us.
When we work together,
inspire us.
Bless our home,
in the name of the Father
and of the Son
and of the Holy Spirit. Amen



a kitchen prayer

Lord Jesus,
you managed to feed 5000 people
in the middle of nowhere:
come and feed us right here
in our family kitchen.
May the food we prepare here
be healthy and tasty,
with enough for all
and nothing wasted.
May our mealtime conversations
be kind and respectful,
with everyone getting a turn
and nobody being put down.
Join us whenever we cook and eat,
and invite us to join you
at your holy table, too,
where you give yourself to us
in bread and wine. Amen



a Grandparent's prayer

Thank you, God,
for my grandchildren,
for the joy they bring me,
for the stories we tell,
for the games and cuddles,
for the love and trust we share.
Bless my grandchildren
with health and safety,
with sweet sleep each night,
and with new adventures every day
as they learn and grow,
in Jesus' name.
Amen



a busy Mum's prayer

Dear God,
it often feels as if there's
not enough to go round –
enough time, enough money,
enough energy, enough of me.
When I can't be super-woman,
please come and be my helper.

Feed my kids
with your love as well as mine.
Teach my kids your forgiveness,
and forgive me, too.

Protect my kids
with your strength,
and make them grow strong in body and
spirit.

Remind me every day
that in your heart
there is more than enough goodness
to go round,
in Jesus' name. Amen



a Dad's prayer

Our Father in heaven,
help me to be a good Dad to these kids,
gentle and kind,
loving and wise,
able to admit when I'm wrong
and ready to learn from my mistakes.

Teach me to take time with my kids,
to play with them
and to pray with them too.

Show me the best ways
to guide them through life,
and may they always know
how much I love them,
and that you love them too.

Amen

Prayers for Your Op Shop Ministry

Prayers for your Op Shop Ministry

A prayer for Op Shop workers – before opening

God, bless us as we open this Op Shop.

Thank you for the people who donate goods for us to sell.
Thank you for the people who buy things so we can raise money.
Save us from the temptation to count only our takings
as the measure of our success.
Teach us that loving service is the purpose of our work.

Thank you for the volunteers who give their time.
Thank you for the strangers and neighbours who come to meet us.
Save us from the temptation to catch up only with our friends
in the pleasures of our gathering.
Show us the face of Jesus Christ in every person we meet.

Thank you for the mission of the Church that we are supporting.
Thank you for the good news of Jesus that makes us truly rich.
Save us from the temptation to focus only on what we can sell
when we think of our resources.
Remind us that you, loving God, can provide everything we need,
through Jesus Christ our Lord. Amen

A prayer for Op Shop Workers – after closing

Thank you, God, for the people you have sent us today:
our fellow workers, our customers and our supporters.
Thank you for the caring that has been done,
the love that has been shown,
the stories that have been shared,
and the good news of Jesus that has been offered and received.
Use the money that has been raised
and the relationships that have been formed
to do your work in the world,
in Jesus' name. Amen.

A prayer to display on the walls of an Op Shop

God bless this Op Shop.
Bless the customers and the volunteers,
the donations and the sales,
the conversations and the quiet times.
Bless all the people who come through our doors,
and show them your love
through the kindness and care they find here,
in Jesus' name. Amen.



Elizabeth Smith, Diocesan Mission Office

Integrating your Op Shop with Other Ministry

Our Op Shops are one of our points of contact with the local community. In many cases they are our 'public face' and are certainly ideal opportunities for us to engage with people from outside of our congregations.

They are ideal places to make connections. That is, to meet people, and share with them some of the opportunities our Churches offer for social contact, to hear the Gospel, and to receive support and encouragement.

This makes our Op Shops so much more than fundraisers to keep our Churches going. They are remarkable opportunities for ministry.

One simple way to engage this opportunity is to think creatively about how this doorway into our Church community might lead to other ministries. How might we connect those who shop with us to our playgroup, our social group, the craft ladies, our Sunday worship, the Bible study? How do we, through simple invitation offer our customers a much greater experience?

Below is a simple process of planning which might help if you as a Church want to grow your Op Shop ministry further by creating connections within your community.

It's through a hypothetical based on a parish in the metropolitan area.

Background

St Mark's is a solid parish with a number of existing groups. Financially stable. Wanting to explore ways in which the parish can connect more significantly with the community. As it is a hills suburb the township is the area where most community services and activities are offered. St Mark's is close to the centre of all of this.

A Parish Audit revealed the following:

- Infrequently used office space. (*Two offices, with the parish office used Monday and Friday mornings. Other times are through occasional use by the rector*).
- Successful Op Shop. (*In the parish centre. Open three mornings a week, Monday, Thursday and Friday*).
- A small but lively playgroup. (*Made up mostly of non-parish young mums and their toddlers. Meeting once a week on Monday afternoon*).
- A small craft group. (*Made up of mainly retirees. Meeting once a week on Wednesday mornings*).
- Community garden at the local school. (*A good relationship with the school leadership. We send parishioners to work alongside students in the garden*).
- Market café: (*Held on Saturdays at the local community markets. Well patronised. A great opportunity to make some money and meet the local people*).

A Local Needs Survey revealed that:

- This suburb is made up of relatively well off people who own their own homes.
- There is a growing number of retirees and older people who are becoming more house bound. There are also a number of young families buying into the area as older people move into retirement centres.
- There is one other playgroup in the area but it has a waiting list.
- There are not many local community activities as the district is a small one within driving distance of other larger centres.

- There are not a lot of facilities for community groups and services (offices etc) and what are available are expensive.
- The town council is very active and interested in creating community spirit and activities.
- The High School has a number of programs which connect to the community and are always interested in more support. A couple of areas they mentioned were tutoring for struggling students (a 'homework club') and possible work experience opportunities for some students.

Potential Projects

After reflection, prayer and discussion within the parish three projects were identified.

1. LinkUp (*which was connected with the Op Shop*);
2. Homework Club; and
3. Café Work Experience

A rough sketch of what was involved in these projects is listed in the Project Ready Reckoner (next page) and then some strategies were developed.

LinkUp is the project adopted by the parish that works around the Op Shop as a hub or reference point for other programs. For details on this hypothetical read on.

*Why not consider doing something similar with your
Op Shop opportunity?*



Project Ready Reckoner

PROJECT	GOAL (meeting what need)	PARISH ASSETS	EXISTING CONNECTIONS	COMMUNITY RESOURCES	POSSIBLE PARTNERSHIPS
1. LinkUp	Friendship opportunities for socially isolated people and young parents.	<ul style="list-style-type: none"> ◇ Meeting rooms ◇ Op Shop (lots of customers / passing traffic, friendly volunteers) ◇ Craft group ◇ Play group (mostly mums from outside of the church) ◇ Shut ins monthly lunch 	<ul style="list-style-type: none"> ◇ People we meet in the Op Shop ◇ People we are visiting through our pastoral care group ◇ Mums in the playgroup ◇ 	<ul style="list-style-type: none"> ◇ Local aged care provider ◇ Playgroup Association 	<ul style="list-style-type: none"> ◇ Shire community worker ◇ Child health nurse ◇ Playgroups association playgroup (keen to refer as their waiting list is full). ◇ Our existing relationship with the local aged care provider
2. Homework Club	Helping students in the High School with their homework.	<ul style="list-style-type: none"> ◇ Our people who are willing and able to assist. ◇ Our meeting room if the school would like to hold this off campus. 	<ul style="list-style-type: none"> ◇ Chaplain ◇ School principal ◇ Our current work with the school community garden project. ◇ Mary works in the school library. ◇ Rob is a senior teacher at the school. 	<ul style="list-style-type: none"> ◇ School library if the program is to be on campus. 	<ul style="list-style-type: none"> ◇
3. Café Work Experience	Providing some opportunities for the hospitality students at the High School to work in our Market Café.	<ul style="list-style-type: none"> ◇ Market Café ◇ Ken and Rami (Café managers) are very keen to supervise students. Ken has a teaching background. 	<ul style="list-style-type: none"> ◇ As above 	<ul style="list-style-type: none"> ◇ School hospitality course teacher 	<ul style="list-style-type: none"> ◇ TAFE (CareerLink)?

STRATEGIES

Project 1: LinkUp. A project which looks to build up connections through the groups which already exist within the parish in order to offer some friendship networks for socially isolated individuals in the community and also young parents in the area.

Strategies

- ◇ Have a meeting with the leadership of the Op Shop, craft, shut ins and play groups. Canvas this idea and if they are open to it develop some ideas and strategies. These could include:
 - Change the timing of the playgroup and craft group to the same as the Op Shop opening times. Advertise clearly where the groups are meeting around the Op Shop.
 - Consult with the Op Shop volunteers and ask them to be on the look out for people using the shop who might benefit from participation on the Craft Group, Shut Ins Lunch or Play Group and encourage those people to give these groups a try.
- ◇ Approach Church Council for some 'development funding' for the craft group and playgroup.
- ◇ Make up some simple cards advertising each group and have them on display in the Op Shop and maybe even give them, out to appropriate people.
- ◇ Our pastoral visitors could encourage some of their 'shut ins' to come to the craft group or lunch.
- ◇ Contact the local Shire community worker about each group. Also have a discussion with the Playgroup association playgroup leader about making referrals to our playgroup. Advertise on some of the community notice boards and at the library.
- ◇ Run this LinkUp project for term 3 to see how it goes and call the leadership together to review.

- ◇ **Projects 2 and 3:** Homework Club and Café Work Experience. For more detail on these hypotheticals see the source document *Not Rocket Science* at www.perth.anglican.org/anglicare.

The **Project Planner** (below) was used to summarise the plan for each project. All of this was implemented, later on reviewed and then refined.

PROJECT PLANNER

Project Name: LinkUp (making connections with our community)

Strategy	Managed By	Resources Required	Desired Outcome
Meet with the leadership of the Op Shop, craft and play groups.	Rector, Mission team	Tea and biscuits	On board with the idea
Church Council approval and development funding	Rector	Outline of the project and some financial information	Council endorse this project and give some small start up funding.
Change the timing of the playgroup and craft group to the same as the Op Shop opening times.	Group leaders	Parish office	New times that match up.

Op Shop volunteers consultation and orientation. Be on the look out for people using the shop who might benefit from participation on the Craft Group or Play Group and encourage those people to give these groups a try.	Op Shop manager and Rector	Project outline	Volunteers aware of what is required and committed to the idea.
Advertising Cards, posters and flyers.	Parish secretary	Parish Office	Cards, posters / signage
Our pastoral visitors could encourage some of their 'shut ins' to come to the craft group.	Pastoral visitors team leader	Advertising cards	Some of the people we visit attending the craft group.
Contact the local Shire community worker about each group.	Parish secretary	Cards, posters	Council refer to and support the project
Playgroup association: contact playgroup leader about making referrals to our playgroup.	Church Playgroup leader	Cards, poster	Playgroup association makes referrals to our group from people who are on their waiting list.
Advertise on some of the community notice boards and at the library.	Parish Secretary	Posters / flyer	Some community awareness of the project.
Run this LinkUp project for term 3 to see how it goes and call the leadership together to review in term 4.	Rector, a few participants and team leaders.	Short reports from leaders of the different groups.	Review and refine the project.

Based on 'Not Rocket Science: Building Links with the Community' 2010, Mark McCracken

This document and others like it can be found at www.perth.anglican.org/anglicare.

PART 2: SOME PRACTICAL ISSUES

GOOD PRACTICES

There are a number of things we can put into place to make sure that our people and those who visit our Op Shops are cared for appropriately.

In this section we present some important aspects of putting good practices into place. These are:

1. Making a Risk Assessment.
2. Insurance Basics
3. Dealing with Difficult People Situations
4. Volunteer Checks
5. Health and Safety.

Making a Risk Assessment

Making a Risk Assessment

Every organisation, business or centre where people gather should make some form of regular risk assessment. This is an audit of the facilities and the activities that take place there which provides us with important information which can then be used to offer due care to volunteers, staff and those who visit us.

Risk is defined as:

“The chance of something happening that will have an impact upon objectives. It is measured in terms of likelihood and consequences”.

Standards Australia AS/NZ S4360:1999 - Risk Management

Why is managing risk important?

- Helps to protect the safety of employees and volunteers;
- Protects the parish (and the Diocese) from legal liability;
- Provides better information to aid decision-making;
- Enables better asset management and maintenance; and
- Improves the perception of our organisation in the community.

What are the benefits of doing risk assessments?

- More effective strategic planning;
- Better cost control;
- Increased knowledge and understanding of exposure to risk;
- A systematic, well-informed and thorough method of decision making;
- Minimised disruption;
- Better utilisation of resources;
- Strengthening culture for continued improvement; and
- Creating a best practice and quality organisation.

The five steps for assessing risk are:

1. Look for the hazards
2. Decide who might be harmed and how
3. Decide on control measures
4. Put controls in place
5. Review the controls

Step 1 – Look for the hazards

Look for objects or processes in the Op Shop that could cause harm. Such hazards are not always obvious, it is therefore essential that enough time is allocated to this process.

'Workplace hazards' include:

- environment (such as slippery floor surfaces)
- energy (such as electricity or heat)
- manual tasks (heavy lifting)
- noise (constant machinery noise, i.e. air conditioning)
- substance (such as chemicals)
- faulty machinery, equipment and systems

There are a number of ways of looking for hazards including:

- Walking through the Op Shop and looking for hazards in a systematic way, looking at physical things and workplace activities.
- Asking Op Shop volunteers about the hazards they have seen or experienced.
- Consulting with the Parish Wardens.
- Considering how people use equipment and materials and how they could be hurt directly and indirectly by workplace activities.
- Conducting a systematic safety audit.
- Bringing in an expert when required to assess risk.
- Reviewing workplace records such as incident reports, and sick leave records for employed staff.
- Acquiring and filing instruction manuals for any equipment.

Step 2 – Decide who might be harmed and how

Look for the ways that people could be hurt or become ill, and at the possible causes of injury or illness.

For each hazard, bearing in mind existing control measures:

- estimate the **likelihood** of an incident occurring, and
- estimate the **consequences** of an incident occurring.

Consequences range from:

- extreme – death or permanent disablement
- major – serious bodily injury or serious work caused illness
- moderate – injury or illness requiring casualty treatment
- mild – requiring first aid only with no lost work time

Likelihood ranges from:

- very likely – could happen frequently
- likely – could happen occasionally
- unlikely – could happen, but rarely
- very unlikely – could happen, but probably never will

Combine the likelihood and consequences estimates to rate the risk.

Don't forget:

- women who are pregnant or breastfeeding who may be at heightened risk
- Elderly or infirm people who work or visit the Op Shop
- Cleaners, visitors, contractors, maintenance workers, contractors who may not be familiar with your workplace risks
- Members of the public or people with whom the Op Shop might share space who could be hurt by your workplace activities

When we look at the likelihood and consequence there are many ways of rating risks of injury or illness. The most common is by using a **Risk Priority Chart**

Using the ratings of each risk, develop a prioritised list of workplace risk requiring action.

You should involve Op Shop employees and volunteers in this assessment, not only to get better quality information, but to ensure that it is an educative process.

Risk Priority Chart

The level of risk, or 'risk score', is determined by the relationship between **likelihood** and **consequence**.

This relationship can be represented using a matrix, as follows.

Determine the risk score for each risk by plotting consequence and likelihood estimates on the table below.

LIKELIHOOD How likely could it happen?	CONSEQUENCES How severely could it affect health and safety?			
	EXTREME - death or permanent disablement	MAJOR - serious bodily injury or serious work caused illness	MODERATE - injury or illness requiring casualty treatment	MINOR - injury or illness requiring first aid only, no lost time
VERY LIKELY - could happen frequently	7	6	5	4
LIKELY - could happen occasionally	6	5	4	3
UNLIKELY - could happen, but rare	5	4	3	2
VERY UNLIKELY - could happen, probably never will	4	3	2	1

This stage of the risk assessment gives a basis for ranking risks in terms of their priorities. It is important to note that the risk scores obtained have no absolute value. This chart provides a means of ranking the risks ONLY.

The scores (1-7) in the risk priority chart indicate how important it is to do something about each risk, as follows:

Score	Action
5, 6 or 7	do something about these risks immediately
3 or 7	do something about these risks as soon as possible
1 or 2	these risks may not need immediate attention

Step 3 – Decide on control measures

Control measures should be implemented in the following order:

1. Get rid of the harm
2. Replace with something less harmful
3. Separate people from the harm
4. Improve work processes
5. Administrative arrangements, for example, limit entry or time spent in a hazardous area
6. Personal protective equipment

Assess the following:

- What are the existing controls?
- Do controls protect everyone exposed to harm?
- What additional controls are required?
- Are there legislated things that relate to the specific hazard?

Step 4 – Put controls in place

Undertake those activities necessary to allow the measures to function or operate effectively.

Implementing control measures involves:

- **Develop work procedures**

Develop work procedures in relation to the new control measures to make sure they are effective. Management, supervision and worker responsibilities may need to be clearly defined in the work procedures. For example, in relation to the use of machine guarding, the manager's role may involve making sure the appropriate guarding is purchased and that it is installed correctly, the supervisor's role may involve making sure the workers operate the machine only with the guarding in place, some workers' role may involve using the machine with guarding in place as instructed and other workers' role may involve the maintenance of the machine and guarding.

- **Communication**

Inform Op Shop workers and others about the control measures to be implemented. It is important to clearly communicate the reasons for any changes in Op Shop procedures.

- **Provide training and instruction**

New control measures may need specific training or instruction to workers, supervisors and others.

- **Supervision**

Adequate supervision should be provided to verify that the new control measures are being used correctly.

- **Maintenance**

Maintenance relating to control measures is an important part of the implementation process. Op Shop procedures should spell out maintenance requirements to ensure the ongoing effectiveness of the new control measures.

Step 5 – Review the controls

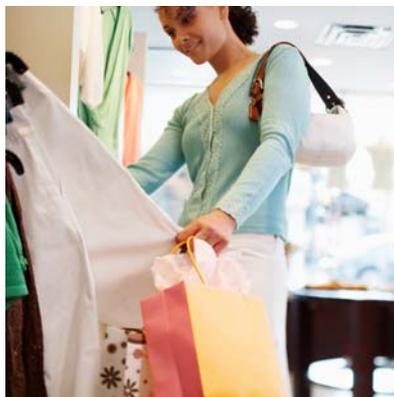
The final step in the process is to monitor and review the effectiveness of measures.

For this step, it can be useful to ask questions to determine whether:

- **chosen control measures have been implemented, as planned**
 - Are chosen control measures in place?
 - Are these measures being used?
 - Are these measures being used correctly?
- **chosen control measures are working**
 - Have the changes made to control exposure to the assessed risks resulted in what was intended?
 - Has exposure to the assessed risks been eliminated or adequately reduced? (This might be gauged by reassessing the risk in terms of the **Risk Priority Chart**.)
- **there are any new problems**
 - Have implemented control measures resulted in the introduction of any new problems?
 - Have implemented control measures resulted in the worsening of any existing problems?

To answer these questions, you can:

- consult with Op Shop employees and volunteers, as well as the Parish Wardens;
- measure people's exposure (eg, taking noise measurements in the case of isolation of a noise source); and
- monitor incident reports.



Hamish Milne, Diocesan Office



Insurance Basics

On Parish Property

All workers (paid and volunteers) in Op Shops are covered under the Diocese's Public Liability insurances & also for injury under the Volunteers Personal Accident policy.

These insurances cover all volunteer Clergy & Lay volunteers between 7 & 95 years of age, whilst actually engaged in volunteer activity officially organised or authorised by the Parish/Diocesan Entity. Necessary direct travel to, from & during such volunteer activity is also covered.

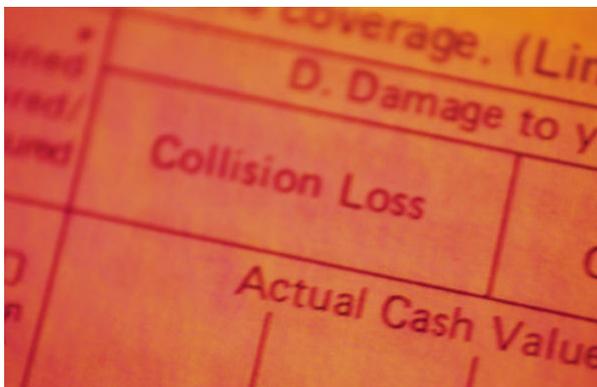
Please Note: for volunteers over 75 years of age, benefits are limited to non-Medicare medical expenses, home help, additional travel expenses, home improvements/hire of equipment & funeral expenses only.)

The limit of cover for property of Employees and Volunteers whilst on Parish/Diocesan Entity duties and whilst such property is on Parish/Diocesan Entity property is \$5,000 per person, provided they are not otherwise insured. A claim will be accepted only upon production of evidence that there is no other insurance, such as Home Contents, in force.

Off Site

Sometimes a parish will want to hold an Op Shop stall at a local fete or elsewhere off-site. Insurances extend to cover stalls held by Anglican entities on someone else's property.

Please note: the Diocese does not have any insurances to cover stalls on parish property operated by non-Anglican entities. When hosting an event at which outside entities have stalls, the Wardens should ensure that the stallholders can provide a Certificate of Currency for Public Liability Insurance (that is still current!).



Hamish Milne, Diocesan Office



Dealing with Difficult People Situations

When we regularly deal with the public we can have a range of experiences from the very lovely to the not so pleasant. There can be occasions where the situation becomes difficult and conflict arises. Obviously no written material can replace commonsense and experience when it comes to dealing with these encounters. But we include some tips here for you to consider.

- **Be prepared to 'let it go'.**

For all of us there are some issues that cannot be compromised. There are times when you must decide to make 'a stand' and in being firm but not aggressive you put your message across to another. There are other times, however, when you can 'let it go'. It may be more productive to ignore their behaviour or even back down. Every difficult situation is different so it's good to choose when to make a stand and when to withdraw.

- **Try to get 'into the head' of the other.**

Whenever you are dealing with difficult behaviour it is important to attempt to understand where it may be coming from. As complicated as this can be (especially in the heat of the moment) trying to understand why they might be acting and behaving in such a manner provides clues about how you can respond. It also helps later as you try to forgive with Christian love what may have been unpleasant or intimidating.

- **Focus on the behaviour not the person.**

It's important that you do focus on the difficult behaviour that you are dealing with rather than the person. You cannot change another, especially when things are conflictual. But you can focus on what the other is doing that is creating the problem. It's easier to ask someone to change how they are acting than to tell them to make a change in who they are or what they believe. You can point towards the consequences of that way of acting. "When I am shouted at I feel like shouting back"." is a lot more effective than "You're ridiculous and should grow up!"

- **Respond rather than React**

This might seem a fine distinction but it is an important principle when dealing with the behaviour of another that disturbs. What is meant here is that it's best to respond thoughtfully to the behaviour rather than reacting to whatever pushes your buttons. A knee jerk reaction which is defensive or aggressive puts you out of control and can heighten tension and conflict. As difficult as it may become, remaining calm, cool and

collected gives you more control of the situation. One way to be more responsive is to listen more than you speak and act. Then you hear the other person's perspective and have some time to consider an appropriate response.

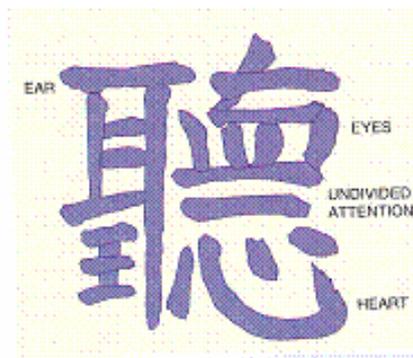
Listening is a dynamic activity and one approach to this is called "Active Listening". It can take some practise to make feel comfortable with this way of dialoguing with others but it is worth the effort. Active Listening involves:

- Attending Skills -A posture of involvement, Eye contact, Non-distracting environment
- Following Skills – Conversational door openers, Minimal encouragers, Infrequent questions, Attentive silence
- Reflecting Skills - Paraphrasing/mirroring, Reflecting feelings (relational), Reflecting meaning (content), Summarizing

The aim of active listening is to

- 1) To understand what another person is saying and thinking – from his or her point of view; and to
- 2) Communicate back and check that understanding with the person doing the talking

The following Chinese character for the verb "to listen" and is a neat summary of what Active Listening is all about:



- **Be calm**

In conflict it's normal for our body to go into 'flight or fight' mode. In a difficult situation this can lead to increased levels of anger or anxiety. As much as possible, remain calm (or at least present yourself that way!). Breathe slowly and deeply. Try to be still and look for a good outcome. If it is possible ask for time out, that is "Can we take a moment and think about this?" Whatever will help you stay in charge of the situation.

- **Safety first**

Generally speaking you should never work in the Op Shop on your own. It is far better to ensure that two or more people are present during opening hours and that a phone of some sort is easy to get to. If a situation ever gets out of control – safety first. Leave the shop as your well being is the top priority.

- **Spend time reflecting after a difficult encounter.**

Debriefing is crucial and is best done with a sympathetic listener who can walk through the experience with you and help add perspective to it. Reflecting on what can be learnt from the experience, about yourself and the way you deal with others can be invaluable, not just for difficult situations but as a way to grow in your own maturity and experience. Then pray – for each other and also the person you encountered.

Mark McCracken, Church Partnerships Program (with thanks to Joy Hartig, Anglicare WA)



Undertaking Background Checks

Of all institutions, the Church should be a place of security and safety for everyone, whether they are our people or those who visit with us. For this reason making volunteer checks has become an essential part of good practice.

What this means is for Op Shop and other volunteers is this.

We want all our Churchworkers to be involved in roles that are appropriate to their skills and interests. To this end the Diocese requires volunteers to do the following:

- **Complete Form 1** – Volunteer Church Worker Application Form, which should be completed by anyone commencing as a volunteer church worker in a parish for the first time.
- Apply for a **Volunteer National Police Check** (unless the person already has a current, similar check).
- Obtain a **Working with Children Check** (when relevant to their ministry)

Form 1

The Diocese has a standard form (called Form 1) for volunteers to complete before they commence in a volunteer role. This serves a couple of purposes, including obtaining some basic contact information to be kept on file in case of emergency, clarifying the role(s) with which the person wants to be involved, declaring their suitability for the role, and providing some referees in some situations.

Volunteer National Police Check

A Police Check of some sort is generally required for volunteers handling cash, running stalls / fetes, or working in an Op Shop. (Any **paid employee** in an Op Shop must have a National Police Clearance.)

Volunteer National Police Checks can be obtained through Diocesan Office which means cheaper clearances for volunteers. Information and forms are available from Diocesan Office and on the Diocesan Website (www.perth.anglican.org/forms) or contact them at diocese@perth.anglican.org.

Working with Children Check

It is law in WA (as distinct from Church Law or policy) that any person in **child-related** work must have a Working with Children Check (WWCC). Some people confuse a Police Clearance with a WWCC and vice-versa. Any person who is involved in an overnight camp with children, for example, must have a WWCC. But volunteers and others | employed (only) in an Op Shop are not required to obtain a WWCC and are, in fact, ineligible to apply for one.

All forms are available from the following page on the Diocesan website: www.perth.anglican.org/forms.

Hamish Milne, Diocesan Office

What is the Official Diocesan Policy on Volunteer screening?

5. Volunteers

- 5.1 Any person serving on a Diocesan Board, Council, Commission or Committee, or a person engaged in a regular volunteer role in a Worshipping Community (together, 'Serving Member'), that involves responsibility for, or oversight of, monies will require a Police Clearance. This includes all members of a Parish Council. The Chair is responsible for compliance by Serving Members on the relevant Diocesan Board, Council, Commission or Committee and the Rector is responsible for compliance by all Serving Members in a Worshipping Community.
- 5.2 A system for Volunteer National Police Checks is in place to facilitate cheaper clearances for volunteers. Information and forms are available from Diocesan Office.
- 5.3 Police Clearances should be renewed every 3 years.
- 5.4 Any volunteer Church Worker/Serving Member working in the Diocese in what could be deemed 'child-related work' under the Act shall provide a Working with Children Card, a copy of which will be kept in the parish office or Diocesan Office where applicable.
- 5.5 Working with Children Check applications must be counter-signed by the Rector, unless doing so would constitute a conflict of interest in which case the Director of Professional Standards should countersign the application.
- 5.6 Some lay officers appointed by the Rector (or equivalent) may require both a Police Clearance and a Working with Children Card.
- 5.7 The costs associated with screening in relation to volunteers/Serving Members will be borne by the relevant Board, Council, Commission, Committee or Worshipping Community.

*Found in Diocesan Policy Guidelines No. 45:
Screening of Church Workers (Police & Working with Children Checks)
(www.perth.anglican.org/Policies)*





Operating Procedures

Anglicare WA has generously shared an outline of their Op Shop operating procedures. These might serve as a guide for parishes considering opening a shop or for those who might like to review their operation through this example from an extensive Op Shop network. Not all of the headings included here will be relevant to your circumstances, but they do provide an interesting check list of issues that contribute to successful Op Shop management.

It is a useful practice to provide a written set of guidelines for how your Op Shop is to be managed. Procedures are a good resource for new volunteers, when leadership changes and to provide an overview to Parish Council.

Anglicare Op Shops have procedures dealing with the following:

- Store Opening Hours
- Opening and Closing Procedures
- Emergency numbers
- Sorting
- Goods not to be sold
- Pricing
- Reserving goods and purchasing
- Delivery of large items into stores
- Controlling stock
- In-house purchases
- Cash handling, Petty cash, Banking
- Security
- Shoplifting
- Armed robberies
- First aid
- Occupational Health and Safety

Store Opening Hours

In this section general opening hours are outlined along with when stores are closed (e.g. Sundays and public holidays) and how to notify customers of any changes.

Opening and Closing Procedures

This is all about opening the shop for the day and then closing up at the end.

Opening:

- o Check that there have been no break in's.
- o Floor walk through - make sure walkways are clear and that emergency exits are not blocked.
- o Float - makes sure that the correct amount of float is in the till and that the safe is locked. Staff working area - make sure the work area is not cluttered and if any hazards are identified, that they are dealt with immediately.
- o Stock - shelves and rails to be stocked and checked throughout.
- o Shop areas to be tidy.

Closing:

- o Banking has been completed and float is securely locked in the safe.
- o Ensure all bins are emptied at the end of the day.
- o No unauthorised persons are remaining on the premises.
- o All windows and doors etc are securely locked.

- **Emergency contact numbers**

All stores are to display at a convenient place emergency numbers to consist of:

- Police, ambulance and fire
- Non urgent police numbers
- Op Shop manager home and mobile number
- Glass repairs
- Locksmith

The list needs to be kept up to date and relevant names and numbers available to all staff. A current list of all volunteers needs to be recorded in store.

Sorting

Some examples of the issues covered by this heading are:

- Whilst sorting stock, protective gloves need to be worn at all times. Gloves are provided by Anglicare WA as part of personal protective equipment. Stress mats are also provided at sorting areas and must be utilised at all times. Sorting of goods need to be done at designated areas only.
- Any items that are to be discarded need to be authorised by a trained member of staff.
- All clothing that has been sorted and is appropriate for sale must be tagged, hung and placed ready for sale on the shop floor.

Goods not to be sold (unless under special circumstances)

It is as important to be clear about what will **not** be sold as to what can be put on hangers and the shelves. Here are some items generally not recommended for sale:

- Gas heaters
- Non working electrical items
- Infant car seat
- DVD and CD's that are copy versions
- Electric blanket
- Sharp knives
- Sword Small
- Plastic toys
- Beaded soft toys
- Food or drink items - unless they are new
- Stained mattresses
- Used underwear
- Cots
- Tiles

Most commercial Op Shops will resell electrical goods if they are in good working order and checked by a competent person. Items must be clean with no visible wires exposed. In this case, when a customer buys the electrical item, it is tested at the front counter using a RCD and only by a trained staff member. Once the customer is happy that the item is in good working order it needs to be documented in an electrical items register.

Pricing

It is important to have a general pricing guide for items.

Reserving goods and purchasing

This section outlines procedures for customers who do not or cannot pay for goods they wish to purchase when they visit the store.

Guidelines include:

- The customer can reserve six items or less of clothing at the manager's discretion for 24 hours. Any furniture may be held for one hour at the managers' discretion.
- If larger items have been sold and paid for in full and the customer would like to pick up at a later time or date, information needs to be recorded both in-store and copy for the customer. Customers have three working days to pick up their paid items. After this time contact needs to be made with the customer.

Delivery of large items into stores

Anglicare WA Op Shops sell furniture and other large items. It is important to be clear about how donations like these are handled safely.

When unloading large items into the store there are steps that need to be taken to ensure the safety of all staff, volunteers and customers. These steps need to be followed to minimise the risk of injury:

- Ensure that the path you intend to take is clear of hazards
- Ensure all staff are aware of your presence and the need to stay out of the way
- Inspect the area where you intend to place the item to ensure adequate room
- Make sure customers are aware and make sure they are out of the way
- Have a clear understanding with your co worker on the way you intend to move the item
- Make use of any tools provided
- Repeatedly converse with your co worker to ensure the process is going to plan
- Once the item is in place, check with the manager that they are satisfied with the position
- If you feel that an item can not be moved safely, inform your manager immediately and together make alternative arrangements.

In-house purchases

It is important to be clear about the way in which staff and volunteers can use the services of the Op Shop to avoid misunderstanding and even misappropriation. Here are some of examples of guidelines dealing with the issue of items purchased by staff and volunteers from the Op Shop.

Anglicare WA allows staff members and volunteers to purchase goods from their store. A record needs to be kept in store for all staff and volunteer purchases. A receipt book must be allocated at each store for recording all in-house purchases. The manager must be notified of the sale and will make sure the correct amount of money is received. A copy of the till receipt is to be kept in the receipt book.

Cash handling

The same applies to the handling of cash. Here is an example of guidelines dealing with basic cash management issues:

- Employees and volunteers are employed on the basis that they will be diligent and honest during the course of their employment with Anglicare WA. As many employees and volunteers are in responsible positions involving considerable amounts of cash handling, the agency expects a very high standard of diligence from all dealing with cash.
- Cash may only be handled by a competent staff member. During business hours all cash should be securely stored. Outside of business hours cash should be stored in a safe.
- Any losses, thefts and unexplained shortages over a set amount must be immediately reported to the store manager.
- Petty cash. The amount of the float is set for each day.
- The manager will keep a written record of purchases and balance of petty cash.

- Petty cash is to cover items under \$50 such as:
 - Tea, coffee, milk and sugar
 - Biscuits
 - Stationary and hygiene supplies
 - Cleaning materials
 - Stamps

Banking

Anglicare WA operates Op Shops on a commercial basis. But their banking guidelines do highlight how to make sure money is handled appropriately.

At the end of each trading day, the takings for the day are tallied against the record of sales. The till float is kept separate from the daily takings. It is the managers' responsibility to coordinate the deposit of cash at the bank. Banking needs to be done daily if the amount is over a set amount.

Security

Applying simple but sensible security measures benefits all involved with the Op Shop, and allows the daily activities in the shop to occur comfortably. The first and best guideline to enhance shop security is for those working in the shop to be vigilant, since watching and being watched most often prevents problems from occurring.

Guidelines to be observed are:

- Keep the back door locked, except when extra people are in the shop and the rear door can be supervised.
- Money is kept secure.
- Large amounts of money are to be put away securely in the safe until able to bank.
- Counting of money must be undertaken after the shop door is locked at the end of the day.

Shoplifting

Here are some guidelines to prevent store theft.

- Make the store a less attractive target to shoplifters:
- Place more expensive merchandise under lock and key, or behind the counter.
- Post signs saying that shoplifters will be prosecuted

What should you do if you suspect someone of shoplifting? To prevent false arrest and establish probable cause for detaining a suspected shoplifter, there are six steps a manager or employee should follow:

- You must see the shoplifter approach the merchandise.
- You must see the shoplifter select the merchandise.
- You must see the shoplifter conceal, carry away or convert the merchandise.
- You must maintain continuous observation of the shoplifter.
- You must see the shoplifter fail to pay for the merchandise.
- You must approach the shoplifter outside of the store.

Armed robberies

God willing no parish Op Shop will ever be subjected to a robbery. But it is important to plan for even remote eventualities. Here are some good guidelines covering such an event.

If a robbery occurs:

- Do precisely as you are told and no more.
- Don't activate any alarms.
- Avoid eye contact with the offender.
- Speak only when spoken to.
- Make no sudden movements.

- Try to remain calm and control your emotions.
- Remember as many details as possible about the robber and the incident.
- Look to see if a vehicle is being used and if there are any occupants.
- Try to notice the direction the robber leaves.

After a robbery

- Telephone the police immediately on 000 - they will ask the following:
 - The name and address of the store.
 - The number of robbers and a brief description of them.
 - Description of any vehicle used in the robbery.
 - Direction robbers heading at the last sight of them.
- Notify the OP Shop Coordinator of the event and record the incident on an incident form.

First aid

What does a volunteer or staff member do if there is an injury or accident?

Each store has a standard first aid box. This is to be used for treating minor injuries. First aid boxes need to be checked daily to ensure that they have sufficient supplies and that the contents are in good condition. Dedicated First aid personnel will be present in each store. Training will be provided.

Occupational Health and Safety

All Op Shop staff and volunteers must take reasonable care of their own safety and health at work and avoid harming the safety and health of other people. Attention must always be directed towards:

Tidiness of work areas

- Walkways and exits to be clear of cords and other tripping hazards
- Work stations to be worker friendly to avoid over stretching
- Clean and hygienic
- All staff and volunteers must be aware of emergency procedures

Evacuation plans

- Where the exits and muster points are.
- What the process is after all staff have left the building.

Fire

- Where the appropriate fire extinguishers are held.
- Who the designated warden is.

First aid

All staff and volunteers must know the following:

- Who the designated first aid person is
- Location of Air conditioners
- Location of First aid box
- Location of Smoke alarms

All staff and volunteers need to know that any incident/accident or hazard needs to be reported to their manager straight away.

With thanks to Emma Thurlby-Wright and Anna Presser, Anglicare WA



PART 3: SHOPS IN PERTH DIOCESE

Anglicare Op Shops



ANGLICARE WA Op Shops

Anglicare WA operates a number of Op Shops in the metropolitan area. They provide much needed independent funds and also supply low cost clothing, furniture and other items to the community. These Op Shops are always interested in making connection with Anglican Churches, and open to discussions around possible partnerships or new ideas. They are certainly eager to have their Op Shop clothing drop Boxes at as many Anglican sites as possible as they are always very short of stock.

Anglicare Clothing Drop Boxes are also a good way for Anglicans to 'fly the flag' to the community. Making it clear that Anglican Churches and other organisations, along with Anglicare, are intent on reaching out in loving service.

Collections: If you'd like items collected please phone **6253 3535**.

Clothing Drop Box: If you would like a clothing drop box on your site contact Peter Vann on **0413 942 892** or Peter.Vann@anglicarewa.org.au.

Shop Locations

Belmont: 9/199 Abernethy Road, Belmont

Phone: 6253 3520

Opening Hours: 9am - 4.30pm Monday to Friday
9am - 3pm Saturday

Fremantle: 181 High Street, Fremantle

Phone: 6424 7655

Opening Hours: 9am - 4.30pm Monday to Friday
9am - 4.30pm Saturday

Kelmscott: Unit 1/227 Railway Avenue, Kelmscott

Phone: 9394 9206

Opening Hours: 9am - 4.30pm Monday to Friday
9am - 3pm Saturday

Maddington: 80 Attfield Street, Maddington

Phone: 6253 3536

Opening Hours: 9am - 4.30pm Monday to Friday
9am - 3pm Saturday

Morley: 129 Russell Street, Morley

Phone: 9276 5239

Opening Hours: 9am - 4.30pm Monday to Friday
9am - 3pm Saturday



Parish Op Shops and Other Initiatives

You might like to contact an Op Shop in your area or one which is of interest to share ideas and encourage each other in this important work.

Here are some Churches in our Diocese who offer Op Shop / second hand ministries.

Church	Details
Balcatta/Hamersley	Open on Tuesday and Saturday mornings from 9:30am – 12:00 noon. Items for sale include clothing, books, and house hold bric-a-brac. On Tuesday mornings we have day old bread available for pensioners and health-care card holders.
Bassendean	St Mark's Benefit Shop <ul style="list-style-type: none"> • 9.30-12 Monday to Saturday • We regard the shop not only as a source of income for us but also an outreach for the community • If any people are struggling we allow them to take what they need. Also donate men's clothing to St. Bart's and children's toys and clothes to Bandyup Women's Prison
Canning	Second Coming Op Shop <ul style="list-style-type: none"> • First Saturday of the month. All proceeds donated to St Barts and Starick Services
Cottesloe	Clothes for Prisoners. <ul style="list-style-type: none"> • Prison Ministry collects and distributes clothes for ex-prisoners to integrate back into community
East Avon	Cunderdin Opportunity Shop <ul style="list-style-type: none"> • Local community - financial donations, clothing donations etc.
Esperance	Op Shop <ul style="list-style-type: none"> • Clothing/ talk to lonely/ newcomers to town/ visitors
Morowa-Perenjori	Op Shop <ul style="list-style-type: none"> • Thursday Morning 9-12
Mosman Park	Op Shop <ul style="list-style-type: none"> • Volunteer assistants, visitors and customers are mostly non-church goers. There is a wonderful interaction among everyone regardless of economic circumstances. • Proceeds go to special emergency situations (Haiti, Victorian and Toodyay bushfires, Anglicare). • This is an opportunity for seniors to be involved in community activity, (and seniors get discounts on their purchases).
Mundaring	Mundaring / Wundowie <ul style="list-style-type: none"> • Mundaring open 3 half days • Wundowie open 1 half day every fortnight
North Beach	Fete and for garage sales <ul style="list-style-type: none"> • To engage with community
North Perth	Mini Mart – a monthly market sale

Serpentine-Jarrahdale	<ul style="list-style-type: none"> • Op Shop in Serpentine with additional shop at Byford. • Currently, 3-4 days per week, soon to be 5 days The Op Shop provides work opportunities for "over 55" volunteers.
Spearwood	<p>Op Shop</p> <ul style="list-style-type: none"> • Open 3 part days per week and one Saturday morning monthly. Church is a delivery point for drop offs, donations are sorted and some sold in Op Shop, some stored for Parkerville, local Aboriginal Health project, St Barts etc.
Toodyay	Op Shop
Wembley	<p>St Edmunds Op Shop</p> <ul style="list-style-type: none"> • Run by Women's Guild in the church hall on Tuesday mornings.
Woodlands-Wembley Downs	<p>Op Shop</p> <ul style="list-style-type: none"> • Monday and Saturday Op Shop • Saturday Op Shop proceeds for parish funds. Woodlands-Wembley Downs uses money raised on Mondays for overseas missions
York	<p>Op Shop</p> <ul style="list-style-type: none"> • Open Saturday 9am-12pm

Some OP Shop Testimonials

The Parish of Canning runs the Second Coming Op Shop at St Michael & All Angels Church, 46 George Way, Cannington, opening at 9am on the first Saturday of every month. We stock good quality pre-loved clothes, books, bric-a-brac and kitchen items, with 100% of the sales going to support local welfare agencies, St Bartholomew's House and Starick Services Inc. We also have a plant stall, with the sales from this stall going to support the beautification of the parish grounds. Shoppers are welcome to (and enjoy!) helping out with some sorting and folding, and to join us for a continual morning tea.

We have certainly found the Op Shop to be a great way of getting known in the community and have made some good relationships with 'regulars'. I find it is a fantastic pastoral opportunity and would never miss an Op Shop day. It is also a very effective community-building opportunity for members of the parish who otherwise never get the chance to work together. One lady who attended our Op Shop and got talking about Life, the Universe, and Everything, joined our parish and is now in priestly formation.

St Mark's Bassendean has an op shop, we call it St. Mark's Benefit Shop. Our opening times are 9.30am - 12 noon Monday to Saturday. Bassendean Town Council has a market stall on the last Sunday of each month all along Old Perth Road and we open the shop on those days also. Our building is now very old but still serviceable and the staff are all volunteers. We close from mid December to mid January each year.

Our dream is to completely renovate our hall and have a new op shop with street frontage to Parker Street with a coffee nook at one end. Our main problem is we are treated as a dump, dirty clothes, electrical goods that don't work etc etc, many Op Shops know the problem.

We regard the shop not only as a source of income for us but also an outreach for the community, we are well known in Bassendean and many come in just for a chat (but usually manage to purchase something as well). If any people are struggling we allow them to take what they need. We also donate men's clothing from time to time to St. Bart's and children's clothes, babies mainly, to Bandyup Women's Prison, as well as toys. When items come into the shop which are in mint condition we put them aside and use them for raffles, door prizes or prizes for things such as Quiz Nights or Fashion Parades.