

Resale Shop

Good Practise Guideline

Disclaimer

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1. Introduction

This guideline document was prepared on behalf of the Cradle Coast Waste Management Group (CCWMG) for the benefit of their member Councils operating, planning to operate or overseeing the operation of a Resale “Tip” Shop.

1.1. Resale Shop Good practise overview

The primary purpose of a Resale Shop whether it be a “Tip” Shop, Opportunity Shop or 2nd Hand shop is the on-selling or “resale” of quality pre-loved items. In the 21st Century the Resale shop has become the face of the circular economy movement and an integral component in waste management strategies world-wide.

This Good Practise guide provides an in-depth support structure for the creation, develop and improvement of Resale Shops throughout Northern Tasmania. Through establishing clearly defined pathways it aims to provide operators and partner LGAs opportunities to provide sustainability in the following areas:

- Waste diversion
- Stock diversification & Supply
- Processing efficiencies
- Community engagement
- Financial & Business returns

Continuous improvement and development are important when addressing good practise; while this guideline outlines existing good practises; updates to standards through innovations in technology, processing and logistics will require future facility and business strategy investment to maintain the standard of operation.

1.2. Use of the Guideline

This guideline is not intended to be prescriptive, and compliance is not mandatory; rather it offers guidance on preferred standards of planning, developing and operating a Resale Shop for waste diversion and financial return within Northern Tasmania.

1.3. Defining a “Tip” Resale Shop in the modern age

Tip shops have been an integral part of the Tasmanian resource recovery landscape for over 30 years. These shops have taken many forms from a small area at the booth, to an open area of hardware and other materials, to a shed containing a wide selection of resale goods.

Traditionally a tip shop is a shed or fenced-off designated area on-site at a resource recovery center (RRC) or waste transfer station (WTS) site where items too good for landfill or salvaged from landfill have been provided to the public for sale at reasonable prices.

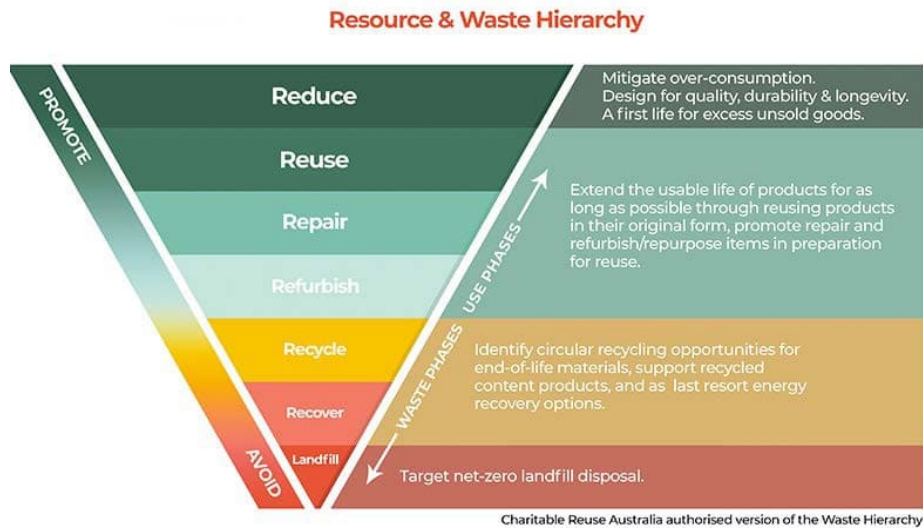
Opportunity shops (*Op Shops*) on the other hand have predominately been the domain of Charities utilising donated secondhand items to raise funds for their particular cause. These are generally coordinated by Volunteers to ensure maximum return to the Charity.

Through the evolution of **Circular Economy** and focus on waste diversion around the world, society has evolved where-by the Opportunity shop (*Op Shop*) has merged with a Tip shop to become a **Resale shop** that is in effect a profit generating entity generally supported through Social Enterprise initiatives and recycling endeavours to enable sustainable viability.

**For the purpose of this Good Practise Guidelines the term
“Resale” Shop will be utilised.**

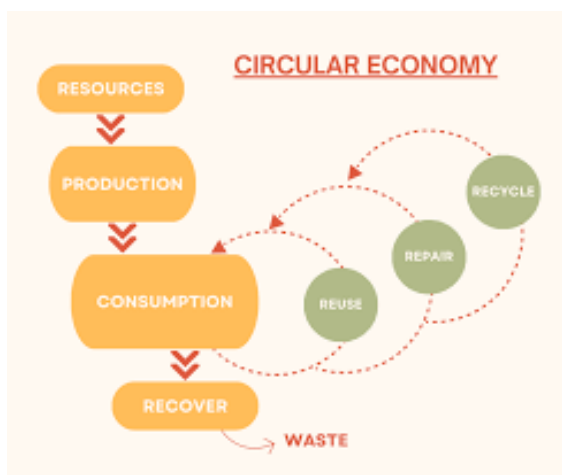
1.4. Resale Shop's role within the Waste Hierarchy

The “Resale” Shop plays an integral role within the Waste Hierarchy in ensuring the extension of product life through “Reuse” or “Repurpose” and reducing the purchase and long-term development of “new” product. To ensure that a Resale Shop maintains this place in the hierarchy it must also ensure that unsaleable product or donations move appropriately through the Waste Hierarchy by being shared amongst CCWVG member LGAs or otherwise provided for Repair or Recycling. This will be further discussed in Section 5 under Quality Control and End of Life Stock.



1.5. Resale Shop within an LGA Resource Recovery Strategy

Within an LGA Resource Recovery and Waste Diversion Strategy the Resale Shop is the first layer of waste diversion and expands upon the operation of the RRC/WTS. It ensures that the “reuse” stage of the Waste Hierarchy (see 1.4) is implemented whereby the product is re-circulated, this being the foundations of a Circular Economy.



Good practise dictates the relationship between the WTS/RRC and Resale Shop are clearly defined within the tender document not only to achieve waste diversion targets but also to ensure a continuous stock supply to the Resale Shop for business sustainability. This will be further discussed at 2.1.

You will note from the diagram that “Recycling” falls at the end of the circular economy journey. It is determined that a product should only be recycled if it is unable to be reused in its current state, repaired to extend life or refurbished ie. Upcycling.

If this is not considered as part of the waste management strategy and included in the tender document, then circular economy can revert to a recycling economy whereby quality stock is considered of highest value as recycled commodity first and foremost and is therefore not made available to the Resale Shop hindering business sustainability.

1.6. What is reusable or “saleable” waste?

Also known as “stock” and preferably known as a “donation”, not all waste is considered equal or appropriate for resale within a Resale Shop. There are of course quality standards to be considered to ensure safety, durability, and a fair price (see Section 4).

The type of stock made available to, or received as donation should be considered at time of tender and prior to design of the Resale Shop and site as many items hold specialised storage and display requirements.

Potential stock items to be considered are categorised below.

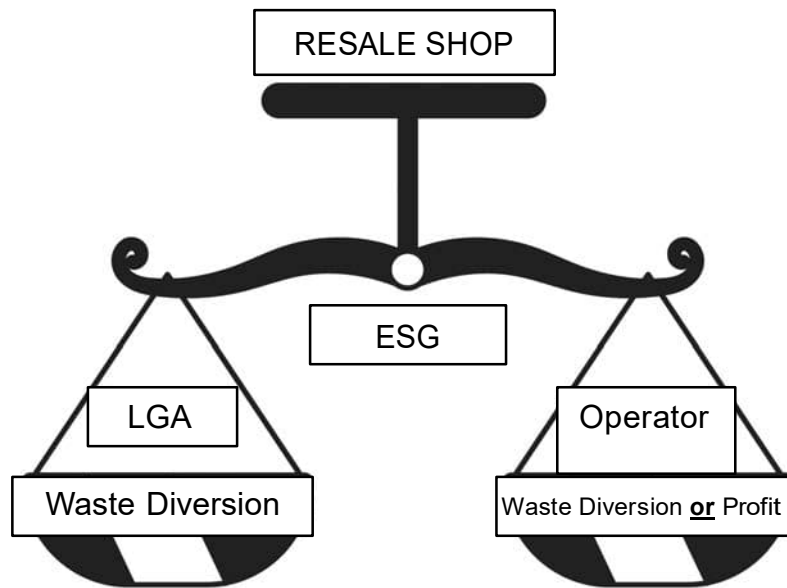
- Fashion - *Men’s, Women’s, Children’s, Summer, Winter, Spring, Autumn, accessories, bags, jewellery, hats, beanies, night ware, shoes, boots, safety ware (high vis)*
- Bric-a-Brac (Household) - *cutlery, crockery, plastic & melamine ware, glassware, ornaments*
- Furniture - *internal and external including beds, mattresses, bookshelves, dining tables, chairs, lounge suits*
- Antiques/Collectables/Specialty items
- Books, *CDs, DVDs, Videos, Cassettes, Records*
- Haberdashery - *wool, cotton, embroidery, needles, pins, ribbon, felt, material*
- Toys - *soft*
- Toys - *hard*
- Hobby - *puzzles, games*
- Manchester - *blankets, bedding,*
- Technology - *cameras, tablets, laptops, mobile phones, desk top computers & accessories.*
- Electrical Appliances (*handheld*) *including power tools*
- Electrical Appliances (Large) *incl fridges, washing machines, freezers, TVs*
- Stationary
- Garden - *lawn mowers, pots, chicken coops, star pickets, fencing*
- Building Materials - *House renovations fixtures, fittings including doors, windows and bathroom fittings*
- Building Materials - *woods, metals, tiles, bricks,*
- Building Materials - *screws, nails, bolts, wire*
- Marine - *boats, kayaks, canoes*
- Automotive - *car parts, rims, tyres*
- Sports - *golf clubs, hockey, basket balls & hoops, fitness equipment, bicycles*
- Travel - *suitcases, backpacks*

Note, this is not a complete list only an example.

An exhaustive list would need to be established when considering stock/donation pathways and will vary from LGA-to-LGA dependant on community demographics.

1.7. Waste Diversion Vs Profit

In practice, it is important to remember that the two entities joined in contract for provision of a Resale shop to the community may have ultimately different goals.



The LGA has strategised to utilise a Resale Shop as a waste diversion mechanism.

The Operator may also operate with this strategy, or alternatively has strategised to utilise waste to generate financial income.

Both maybe utilising the Resale Shop to meet their Environmental, Social and Governance framework guidelines, particularly the Environmental aspect, however also the social aspects incorporating Volunteers or skills training into their business model requirements.

1.8. Statutory Framework

Resale Shop operations should be consistent with all work health & safety, (WH&S) planning, environmental and Workforce/Human Resource regulations as is conditional of any other small business. Where a site provides additional services through “value-adding” these may require specialised designated areas and require additional planning approvals.

2. Planning

This chapter provides guidance on potential tendering requirements, planning and locating a site for a new Resale Shop and assessing the current operational capacity of an existing shop to meet good practise in a modern age.

2.1. Assessment of purpose

An assessment of the purpose of the Resale Shop is necessary to ensure that it meets the requirements of the LGA, the operator (as per 1.7) and the customer. Additionally, a material pathway assessment should be undertaken to ensure clarity of stock lines and purpose between the Resource Recovery & Recycling initiative and the Resale Shop requirements.

A recommended example of this product diversion strategy can be seen below expanding on the framework provided in Table 6, Section 4.3 of the Transfer Station Good Practise Guide 2022

Material Types	Resaleable quality	Recyclable Quality Management Practise
Bricks, concrete, tiles	Clean bricks or easily cleaned bricks & complete tiles to be provided to Resale Shop	Stockpiles should be regularly monitored for any environmental impacts (e.g., dust, vermin) and appropriate control measures implemented.
Clothing & textiles	Clean, stain free, complete ie not torn clothing & other textile products to be provided to Resale Shop; Torn or mildly damaged but clean can be provided to a 3rd party for upcycle or	<ul style="list-style-type: none"> •Clothing & textiles should be stored in a bin with lid; where possible, this should be undercover; and •Bins should be monitored to ensure vermin infestation does not occur.
E-waste (computers, printers & cables)	Complete & functional Computers and cables to be provided to Resale Shop for test n tag and factory reset for resale	E-waste should be stored in dedicated bins or containers with lids; where possible these should be undercover. Refer to Australian Standard AS5377 Collection, Storage, Transport and Treatment of End-of-life Electrical and Electronic Equipment for further information.
Metals	Fencing wire neatly rolled, car parts, star pickets, bicycles (complete & for parts), etc. provided for resale.	<ul style="list-style-type: none"> •Ferrous and non-ferrous items should be separated for optimum value; •Items that are bulky and/or hard to handle (e.g., fencing wire, car bodies) may need to be stored in separate piles; •Actively manage stockpiles to ensure they do not pose a potential health and safety risk (e.g., through risk of collapse); and •Do not allow public tampering with the stockpiled materials.
Mobile phones	Complete, functional and disconnected mobile phones to be provided to Resale Shop for test'n'tag, data wiping and factory reset	Mobile phones should be stored in a bin with lid; where possible this bin should be undercover.
Timber	Timber, doors, window frames, windows and other building materials if in re-usable condition to be provided for resale. Resale team will remove nails & screws if necessary.	<ul style="list-style-type: none"> •Where timber is recovered, treated timber should be segregated into a different stockpile for disposal as residual waste (e.g., to landfill); •Separation of timber stockpiles of at least 50 m from all combustible items; and •Timber may be segregated into different types (e.g., tree stumps, doors & window frames) subject to processing requirements.

2.2. Stock/Donation pathways

In meeting the material pathway assessment, it should be considered that there are numerous potential stock acquisition pathways with the most common being: public donations, WTS/RRC acquisitions, salvage from landfill.

2.2.1. Public

A standard stock pathway for all Resale and Opportunity Shops, public donation is necessary to ensure community engagement and a higher quality of stock donation ie a personally donated item is more likely to have been well cared for and considered appropriate for a second life. This is not always the case and so a manned donation point is necessary.

2.2.2. RRC/WTS

So as not to compete with the Recycling strategy of the RRC/WTS it is considered good practise to formulate a stock processing document detailing specifically which items are to be provided for Resale prior to Recycling and which items are not available to the Resale Shop as stock. An example of this can be found in the *Table under 2.1*. This should be reviewed regularly in line with changes to the value of recyclables, recyclable categories and resale capacity. The processing document should be included as an appendix to the Tender Contract.

To encourage a greater interaction of the community with the circular economy and reuse aspect of the waste hierarchy it would be ideal if the majority of donations be directed to the RRC for initial processing. The RRC would clearly identify through signage the Resale donation categories (as per 1.6) and who the operator/organisation is that would be receiving these.

Once established, a material pathway assessment should be undertaken to determine a means for selection, storage and delivery of quality Resale Shop stock items. This may require expansion of the RRC or additional protected/undercover stage capacity at the WTS.

A selection document such as that included at Section 4.4 under the pricing guide is to be established to identify stock fit for resale and clearly identify stock which is to be sent to landfill.

2.2.3. Landfill Salvage

Following the Transfer Station Good Practise Guidelines 2022 no member of staff should salvage from landfill for donations. This does not however exclude salvage from a walking floor or close monitoring of public deliveries to select items from trailers that are considered by the public appropriate for landfill but are indeed re-saleable items.

2.3. Stakeholder Analysis

The Resale Shop has three main stakeholders, these are: Donors, Customers and Professional partners (eg LGA).

At the planning stage and regularly throughout the contract period analysis should be undertaken as to the stakeholders' expectations and demographics. This could take the place of an annual survey including questions regarding stock variety and quality, pricing, anticipated landfill diversion, is waste diversion a consideration when purchasing from a Resale Shop, is the charity a consideration when donating or purchasing at a Resale Shop.

This analysis will provide direction on defining a profile for the optimum customer/donor, stock lines to bring to the fore, pricing range and marketing activities.

2.4. Site selection

The site should be large enough to accommodate all selected donation/stock streams taking into consideration all-weather protection of all stock, accessibility, storage (including of off-season items), stock processing and any additional activities that are considered to be undertaken in any current or future strategy.

Additionally, the building and environment should be aesthetically pleasing for the retail customer.

2.4.1. Size & Fit out

The below guidelines refer to three different categories of Resale Shop that reflect the different capacities of stock/donation flow. This will vary dependent on Local Government Area, community support of the enterprise and relationship with the RRC/WTS.

Category 1

Small - limited furniture capacity. No hardware/building materials; Internal stock lines only: Fashion, Bric-a-Brac/Household, Books, DVDs, CDs, Records, Electrical items including tools, small garden & outdoor collection (pots) & household hardware ie screws, nails, etc; Small sorting/processing area for multifaceted use including Test n Tag. No other additional services (see 2.7)

Category 2

Medium - Larger retail internal area with full furniture capacity (eg includes mattresses, lounge suites and sets. All internal stock lines including small to large furniture items; minimum 150m² covered external area for hardware/building/garden & sporting materials.

Category 3

Large - Includes all internal and external stocklines. Minimum 500m² covered external area for hardware/building/garden & sporting materials.

It is anticipated that all sites would have an area for stock processing unique to their specific stock lines and any add-on services including an area for Test n Tag of electrical goods and tools.

2.4.2. Co-located at WTS or RRC

The standard Resale Shop site location is within the RRC/WTS. This has many advantages as a single point of donation location for the public. However, it also has many challenges as a Retail site including accessibility due to location and an assumption by the public that all stock is salvage. Additionally, many of these sites are not “planned” but add-ons.

Good practise suggest that if co-location is necessary then a dedicated building and traffic management plan be established to ensure safety and comfort for all parties.

2.4.3. Commercial location

A commercial location is common outside of Australia and follows the Opportunity Shop format. A commercial location for the Resale shop would be advantageous as a means of providing greater accessibility to the consumer/public and making Resale purchases a commonplace in the public eye. Such a location would need to consider the logistics required in a partnership with the RRC/WTS to ensure continuity of stock/ donation supply and ensure appropriate zoning and car parking facilities including trailer/ truck access.

2.5. Site accessibility

The site should be readily accessible to customers, donors, staff and RRC/WTS personnel. Consideration should therefore be given to any issues that might impact access these includes but is not limited to:

- Stock/Donation Deliveries (see detail at 2.4.1)
- Retail Customer access (see detail at 2.4.2)
- Flow of traffic on the site particularly if co-located
- Safety to all parties accessing the site for multiple purposes.
- All-weather accessibility
- Disability access
- Removals trolley access

2.5.1. Donations - Public & RRC/WTS

Consideration as to how stock/donations are to be received and from which source ie Public or as a delivery from the RRC/WTS must be undertaken to ensure a safe environment for all parties.

If receiving public donations:

Good practise dictates that a separate manned donation entry point must be established away from the Retail entry point. This allows for donations to be viewed for suitability prior to being accepted and ensures that large items such as furniture and building materials can be appropriately located within the Shop. This facility must have all-weather capacity.

If receiving donations from the RRC/WTS:

Good Practise would suggest that a daily or twice daily delivery from the RRC/WTS team of appropriate stock items be established. Therefore, truck delivery access needs to be considered.

If the Shop is co-located within a WTS site this may dictate the use of heavy machinery and thus a large vehicle access area away from the public access would need to be established with appropriate signage and WH&S procedures in place.

2.5.2. Retail - Public

As a dual-purpose facility public retail access takes priority over donation delivery accessibility. This requires dedicated parking facilities including trailer access for collection of large stock items. Good practise dictates that the site should be ground level with all internal flooring sealed and external areas cemented (not gravel). The Shop should be located at the front of any co-located site with preference being for a separate secure area from any co-located facilities. Where possible the Resale Shop should be serviceable by public transport.

2.6. Operator - Social Enterprise or Commercial.

Council tenders play a key role in ensuring the formative viability of “Resale Shop” enterprises. In selecting the operator for the site consideration should be made in terms of the operator’s ability to provide long-term sustainable practises and a viable business model. This can be undertaken by either a social enterprise or a commercial entity however, when considering a successful social enterprise model it should provide an environment where the core responsibility of operationalising the retail shop is the responsibility of the paid workforce with volunteers assisting in an adhoc and enjoyable way, becoming part of the team, learning new skills and confidence. This being the case a Social Enterprise should hold no less cost to operate than a commercial venture unless the operator has a 100% volunteer workforce (including Management).

2.7. Branding & Marketing

In preparation for a new Resale Shop or as part of a continuous improvement program the Brand, name and marketing strategy should be clearly defined. Where an operator bears responsibility for multiple Resale Shop locations, specialised LGA specific marketing materials are to be devised. Joint marketing campaigns would be agreed upon and entered into, including joint community education programs. These specialised considerations must be stipulated in the tender contract.

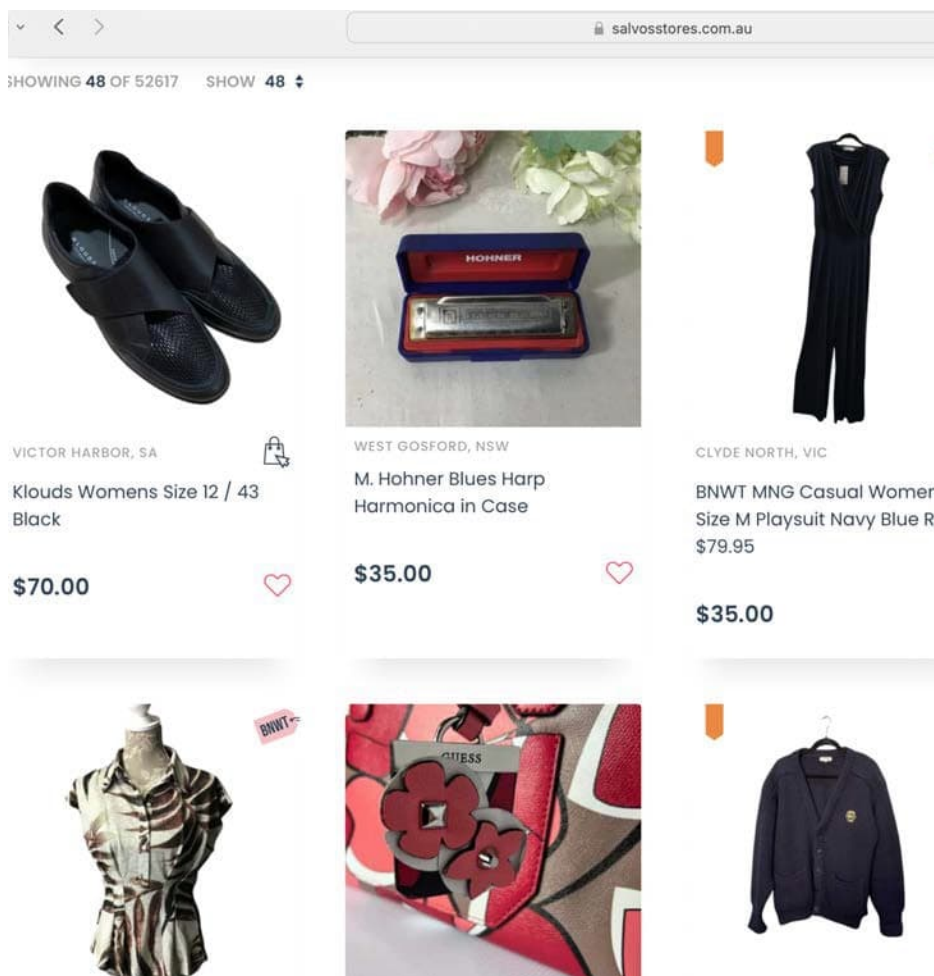
2.8. Additional Services

The Resale Shop can be and is many things, from a standard shop to an electrical reseller, technology refurbisher, repairer, up cycler and educator. To ensure that sufficient physical space is provided for the core and any future intended activities of the Resale Shop this must be considered in detail at the planning stage. Some explanations of these “add-on” opportunities can be seen below.

2.8.1. Online Shop

In the modern an online presence whether this be a full Shopify style online store or regular Facebook Marketplace posts is to be considered alongside the skills of the workforce and duties of the Manager. One of Australia’s Good online resale shop is that of Salvos stores. This is a large operation working with each of the chain of shop managers to provide stock and maintain the accuracy of the postings. As you can see from the below example this stock comes from a variety of shop locations.

<https://www.salvosstores.com.au/shop>



2.8.2. Test'n'Tag - Electrical appliances & E-Waste Opportunities

A major seller within the Resale environment is that of electrical appliances. It is highly dangerous and, in some states, illegal to resell electrical devices without test n tag or ensuring they are clearly identified as *not* being tested. Please see section 4 for further information. Good practise is that all electrical appliances be tested 'n' tagged by a qualified technician. The technician's short course is readily accessible through your local RTO or online.

Additionally Good practise dictates that the items are to be operationally tested including large appliances such as washing machines, freezers and refrigerators.

Note: Operational testing is not included as part of the test and tag procedure.

Technological devices - Reconditioning of Computers, tablets and mobile phones is a high commodity industry within the Resale market however, ethically to ensure data privacy standards these devices must be completely "sanitised" (wiped of all personal data) before refurbishment and resale. A factory reset is insufficient to completely sanitise all personal information and device data. This can be a costly exercise and requires a skilled technician however, the financial, social and waste diversion benefits of providing this service to the community are substantial. An example of this can be found here:

<https://www.australiancomputertraders.com.au/blog/australian-computer-traders-blog/act-news/the-refurbishment-journey/>

2.8.3. Repairs

To increase the saleable value of items and increase waste diversion opportunities a woodworking workshop, bicycle repair space or sewing room could be included in the Resale Shop site. If these enterprises are undertaken, then qualified technicians are required to certify all work, and any products sold must come with safety specifications or certifications as is legislated for the sale of such products in as new or refurbished condition.

2.8.4. Upcycling

Similarly to 2.7.3 Upcycling or converting a product or part of a product into a "new" item provides additional sales opportunity for the Resale Shop. As per 2.7.3 appropriate workspaces would need to be accommodated within the site to enable these works to be undertaken. An example of this could be transformation of unsaleable textile into Rags which are then sold in store or creation of garments and accessories from unsaleable (damaged) textile items.

2.8.5. Collection or processing of small recyclables or CRS

Where the Resale Shop is not co-located or has an alternative entrance to the WTS/RRC it would be deemed appropriate to incorporate small recycling opportunities eg printer cartridges or a free-standing Container Recycling Scheme unit into the Resale Shop footprint. This should be clearly defined within the tender contract including who is to receive the profits from these recycling endeavours.

Alternatively, if the site is appropriately designed it may incorporate processing of stock for recycling on behalf of the LGA such as textile or fashion however, this deviates the Resale shop from its primary purpose. If this were to occur, then it should be clearly defined within the tender contract including who is to receive the profits from these recycling endeavours.

2.8.6. Educational opportunities

Providing a space for educational workshops sits well with the social benefits and community education programs that support the Resale Shop, however, are not a standard operational activity of a Resale shop.

These can take two forms 1) Workshops in life skills or 2) Circular Economy & Waste Hierarchy awareness.

2.8.6.1. Workshops in life skills

These can take the form of training in such areas as correct use of hand tools, sewing a hem or a button and provides opportunity for partnership with RTOs in Certified Course material with more advanced skills and a qualified tutor.

An example of this can be seen at the Launceston ReDress Hub.

<https://www.facebook.com/ReDressHub>

Appropriate training spaces will need to be incorporated into the site design if this is to be undertaken.



2.8.6.2. Circular Economy & Waste Hierarchy awareness

These can be in the form of a regular, community or school-based tour and presentation or a static (wall), sculptural or mechanical display. In the second instance this would be established in an area separate to or alongside the retail area. Similar to that you would find in a museum or art gallery. It is, however, more common for these types of activities to be undertaken by the RRC where processing of the donations and diversion from landfill are more readily observed.

If it is the intention of the LGA that the operator undertake these community educational duties, then it should be clearly set out in the Tender Contract including anticipated KPIs and any reporting requirements.

3. Design

A Resale shop which is well designed, light, accessible and simple to navigate will deliver greater community, environmental, financial and social outcomes. The building which accommodates this can take on any form as this is a retail shop not a storage facility there is no necessity that the shell be that of a “shed” as customer aesthetic must also be considered in the build. This chapter provides guidance on principles of good design for Resale Shop.

3.1. Site Layout - External

External Resale Shop layouts will differ according to site location or co-location, traffic management, stock compliment and additional services. The aim is to provide easy access to the site for donors, operators and customers.

3.1.1. Site operation efficiency

The site should aim to maximise the operational efficiencies for stock donation and processing, and the retail requirements of the business during use of the site by the public, staff & stakeholders. Design elements to increase efficiency include:

- A clearly defined direction of flow around the facility allowing donors to return to the Retail area of the site after delivering donations (see diagram at 3.1.2)
- If co-located, that the donation area of the Resale Shop be prior to drop offs for recycling and waste or included in the RRC
- Allow sufficient space for all donation/stock types to be delivered and displayed/ stored in an all-weather environment
- Clearly defined retail & stock processing areas whereby the pre-processed and processed stock is away from the public eye.
- Sufficient retail space to display stock allowing for flow of customers throughout the building.

Consideration should also be given for future growth of the business.

3.1.2. Accessibility & Traffic Management

Whilst most access to the site would be by vehicle (*private car*), design of the facilities needs also to consider safe public pedestrian access and separate staff access. If co-located and receiving stock from the RRC/WTS consideration will need to be made for access by heavy machinery.

Traffic Management and public access should consider the following:

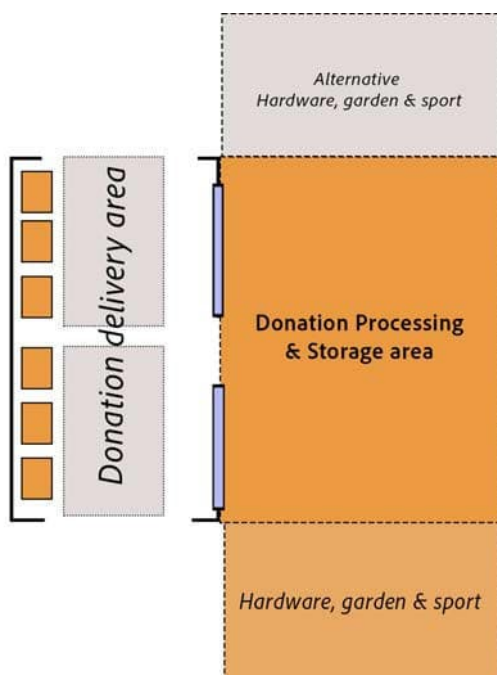
- All-weather access from parking area to staff area
- All-weather access to hardware/building & sports equipment display areas
- If co-located, separate access to Resale Shop & Resale Shop Donation Areas
- One-Way traffic flow around the site wherever possible
- Staff parking & access area
- Public parking
- Truck accessibility, forklifts & WTS/RRC delivery zones (dozer) at limited times
- Disability access to all donation areas and front of building
- Clear directional signage (depending on the complexity of the site, line marking may not be appropriate)
- Trailer access to both donation area and main retail area.



All roads and traffic management devices should comply with relevant Australian Standards. An example of good traffic flow at a Category 2 (medium) site can be seen on the following page.

3.2. Site Layout - Internal

3.2.1. Donation Zones



It is imperative that all donation zones are manned to assess appropriateness of donations provided and division of stock into department categories. As such, when designing donation collection areas an all-weather structure should be provided whether this be attached to the Resale Shop building (as above) or stand alone. This should lead directly to the donation pre-storage and processing area with easy access to the hardware retail display area for direct placement of stock. An example of this is below.

The donation area should provide sufficient space for minimum of two cars or a car and a trailer to be undercover, with sufficient width to unload stock ie car doors wide open with a minimum of 2m either side.

It should also consider the height of delivery vehicles to ensure truck deliveries can remain undercover.

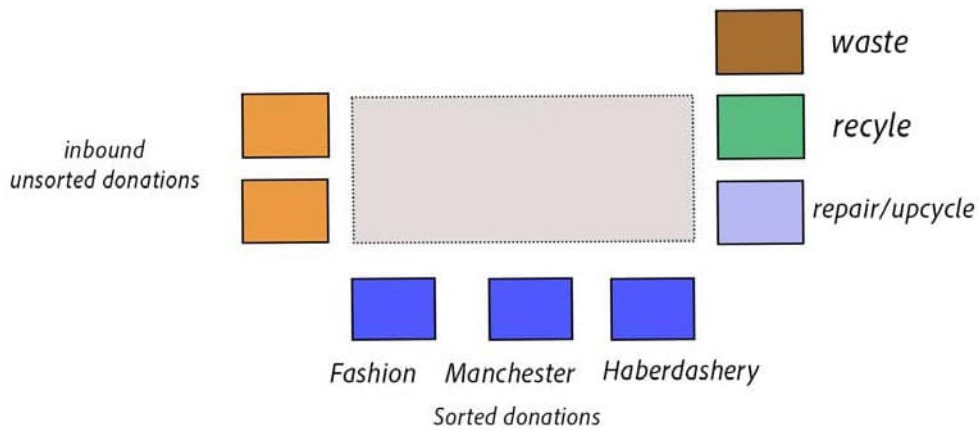
An area within the donation space should be set aside for pre-sorting or storage of donations. This could take the form of a row of cages or tables with appropriate signage.

3.2.2. Donation Processing Areas

There are three stages to donation processing these are: pre-processing, quality control & pricing, in-store display. Each of these stages requires a unique environment depending on the donation/stock department being considered. The intention of the three-stage process is to ensure a number of individuals have viewed the donation to ensure appropriate quality for resale and accuracy in pricing. Some examples of requirements are to be found below. This information is considered for a Medium to Large facility with separate processing rooms however, multi-use spaces can be considered. These examples can be adapted to any size of facility but must be appropriate to stock quantities being processed and have capacity to grow with the business.

3.2.2.1. Pre-processing (Indoor living department only)

This is an initial quality check to ensure that the items are appropriate for resale, repair, upcycle, recycling or are in fact waste. It is a quick sorting process requiring a large table and a selection of bins or cages for stock to be sorted into each category (see example of cage below). Dependant on the quantity of stock being processed it would be anticipated that a minimum footprint of 30m² be allocated for this stage of the process. An example of a sorting station can be seen below.



3.2.2.2. Quality Control, Sizing & Pricing - Indoor Living

In designing a processing space for the Indoor living categories listed below it must be considered that each unique category will require its own station as the individual or group of individuals processing these donations needs to be highly knowledgeable in the quality required for the category and its resale value as compared to full price. A list of potential design considerations is available in the below table.

Category	Requirements
Fashion, Accessories, Manchester & Haberdashery, Travel/Bags,	Basic equipment: Sorting table/s, room for multiple cages or bins of in-bound stock, shelving/bins for processed fashion that is sized and categorised (eg Men, women, summer, winter), fashion hanging rack (with wheels) for pre-hanging of items for immediate distribution into the showroom, space to pack off-season fashion or special event items into boxes for storage; separate station for jewellery (untwisting and displaying of earrings, adding watch batteries); bagging & tagging equipment; storage for pricing tags/labels; table with ruler inserted for measuring of Manchester; winding station for wool & cotton; Access to a wet room space for wiping down &/or polishing of shoes & bags. If policy dictates - washing machine/s & dryers for cleaning of textile. Iron & ironing board.
Bric-a-Brac, Toys, Hobby, Stationary	Sorting tables, newspaper & boxes if storing stock, access to wet room space for cleaning/dusting of quality stock, room to count puzzle pieces or check games contain all parts, packaging materials for bundling of stationary or small toys, shelving, room for multiple cages or bins of in-bound stock
Antiques/ Collectables/ Specialty items	Shelving for safe storage of items prior to check or display, access to wet room for cleaning/dusting or polishing (silver or brass) of stock, room for multiple cages or boxes of in-bound stock
Books, CDs, DVDs, Videos, Cassettes, Records	Sorting tables, room for cages/boxes of inbound stock, shelving to categories stock (fiction/non-fiction/children's etc), boxing and packing space if storing stock, DVD player & TV, CD player, Video Player, Cassette player.
Furniture	This should be checked by the first team or manager and set directly on the showroom floor. If insufficient space a large lockable storage area would need to be included in the design.
Technology & Electrical Appliances	Shelving for safe storage of items prior to check or display, room for multiple cages or boxes of in-bound stock, Table for test n' tag, electrical points for operational testing, wet room for testing of fridges, freezers and washing machines, boxes & newspaper if storing stock prior to display

3.2.2.3. Quality Control, Sizing & Pricing - Outdoor Living

Processing of Outdoor living items (listed below) requires left infrastructure as most items would be checked by the Manager or first processing team and placed for immediate display however a space should be allocated for sorting and batching of small building materials and where a skilled technician is employed, testing of lawn mowers and other such items.

The main consideration for Outdoor Living items is how the items are displayed and stored. This is covered at 3.6.

Typical Outdoor living items include but are not limited to:

- Garden - lawn mowers, pots, chicken coops, star pickets, fencing, furniture
- Building Materials - House renovations fixtures, fittings including doors, windows and bathroom fittings
- Building Materials - *woods, metals, tiles, bricks,*
- Building Materials - *screws, nails, bolts, wire, drill bits*
- Marine - *boats, kayaks, canoes*
- Automotive - *car parts, rims, tyres*
- Sports - *golf clubs, hockey, basket balls & hoops, fitness equipment, bicycles*

3.3. Donation Storage Area

Not all donations are appropriate for display and sale when they are received.

For example, it is common to receive many Christmas decorations in January or jackets and heavy jumpers at the end of winter. Ideally these items are to be securely stored until the appropriate retail sale period within the year.

A minimum of 30m² should be allocated for storage dependant on the flow of donations. This could be within a processing area or as a dedicated room.

3.4. Additional Services Areas

As noted in Section 2.7 there are a number of additional services that could be provided as part of the Resale Shop. Each of these services would optimally have a designated custom designed area to maximise capacity. An example of some of the considerations is provided below.

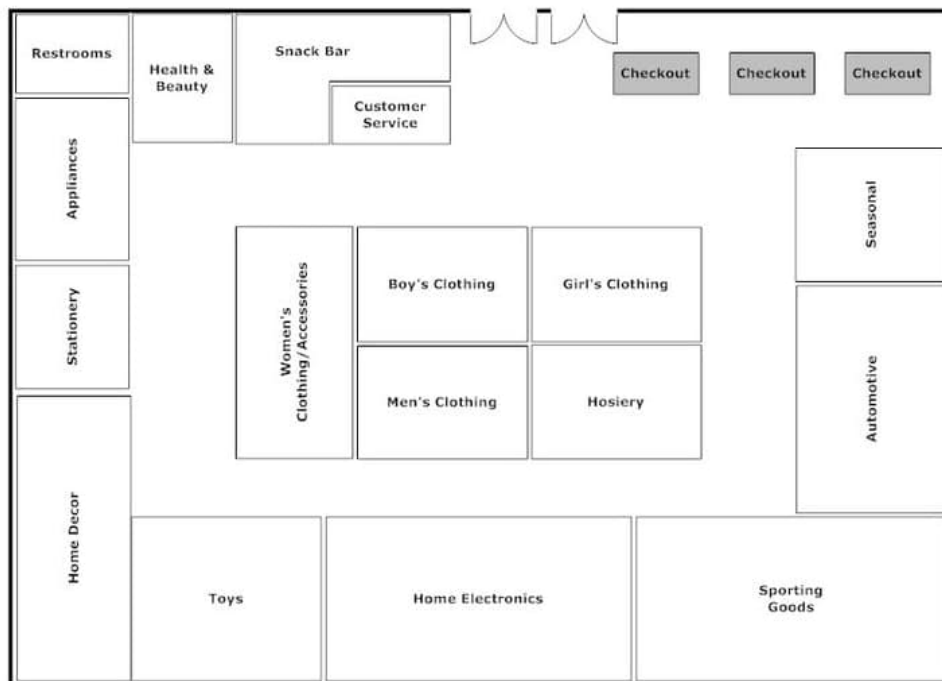
Services	Requirements
Online Resale Shop	Desk top computer, camera or high-quality phone camera, light box and photography area with white background, desk, packaging & postage station (if providing postal pick up), Shopify website or Facebook Market Place account.
Test n Tag & Technology	Testing devise, computer and custom sanitising program, other items as per table at 3.2.2
Repairs & Upcycling	Workshop including Table/desk, sewing machine, material or haberdashery storage facility, hand tools appropriate to type of work undertaken, electrical hand tools or bench fitted tools, storage, lockable cupboard or room to ensure only appropriately experienced staff utilise tools. Potential need for 2-phase power dependant on projects undertaken.
Recycling	Area designated for custom machinery or equipment preferably separate to the donation processing areas.
Recycling & CRS	Accessible area either at entry to shop or as part of the donation area. Clearly defined for purpose and accessible for emptying
Workshops - Life Skills	This area could be combined with the Repairs & Upcycling space or a multipurpose classroom style area with a number of tables and machines. Access to power for all tables to be considered.
Presentations & Educational Displays	A separate educational space or educational display area to be designated away from the main Retail area. Alternatively, the Retail space could be increased to incorporate a static/ wall mounted display that the presenter could speak to. Minimum of 4m wall length required with approx. 12m ² space in additional to the Retail showroom required. This would accommodate presentation to a group of 10 - 15 people comfortably.

3.5. Staff ONLY Areas

These should include a communal kitchen and eating area; Toilets for all genders including disabled (*this may also be designed to be used by the public particularly where the site is co-located*); sorting facilities; additional service areas; donation storage - short term, donation storage - long term. Additionally, a secure, lockable administration/Office is required with desk, computer and safe.

3.6. The Showroom

The Showroom aims to provide a smooth flow for the customer through all departments including easy access to the hardware section. For safety and accessibility purposes the showroom should be on a single level (no split levels unless ramp access is provided), have natural and synthetic lighting, heating and cooling in all areas. Barriers should be put in place wherever shared access ie traffic loading zones occur. Two examples of showroom design can be seen below.



3.6.1. Departments

As can be seen from the showroom floor plans at 3.6 it is imperative that department areas are designated for ease of restocking, customer access and to work as a traffic management plan for the Showroom. The size of these areas will vary according to stock availability and display fittings. Overhead signage or signage attached to fittings assists the customer with locating their items. Consider brand integrity when designing these. It is recommended that department signage be broad ranging and kept to a minimum so as to ensure an uncluttered and easily comprehended environment.

3.6.2. Fittings

Fittings play an integral role in displaying stock to its full potential. Fittings should be considered at the design stage to assist in defining Department layout. There are many considerations in installing fittings within a Showroom these include but are not limited to:

- Shop aesthetic
- Type of fitting - free standing, transportable, shelving, wall mounted, bins, baskets, racking, tables, glass cabinets, lockable displays
- Type of stock being displayed
- Permanency of stock line ie custom fittings or universal fittings
- WHS
- Line of sight within the shop (as per below)



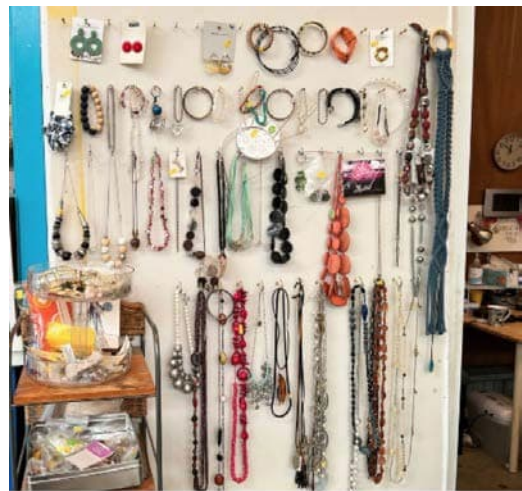
If at all possible, no stock items should be displayed at floor level as this could be considered a trip hazard.

Additionally, no stock should be displayed above head height, if this is necessary due to space restrictions then appropriate signage is required to ensure Staff Only access.

These safety matters should also be considered at the design stage.

Some examples of shop fittings can be found on the following pages

Fashion & accessories



Bric-a-Brac or multi-purpose racking

Free standing display



Wall mounted display (adjustable)

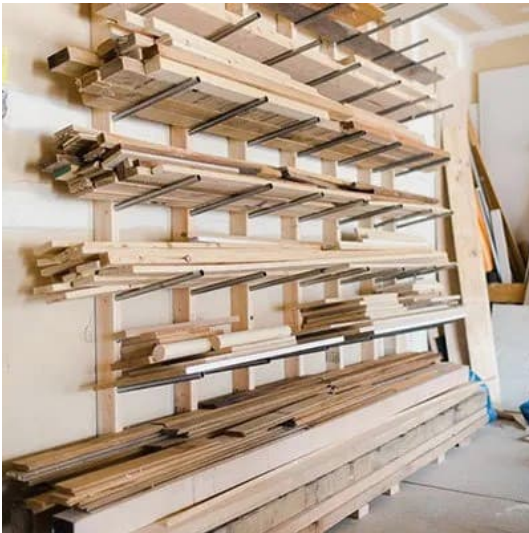


Books

A book nook is a lovely way to display books however, safety must always be considered so ensure that the shelving is bottom heavy and stable or able to be mounted to a solid wall



Timber & Building Materials (incl windows & doors)



Nuts & Bolts



Bicycles



3.6.3. Window & in-store Displays

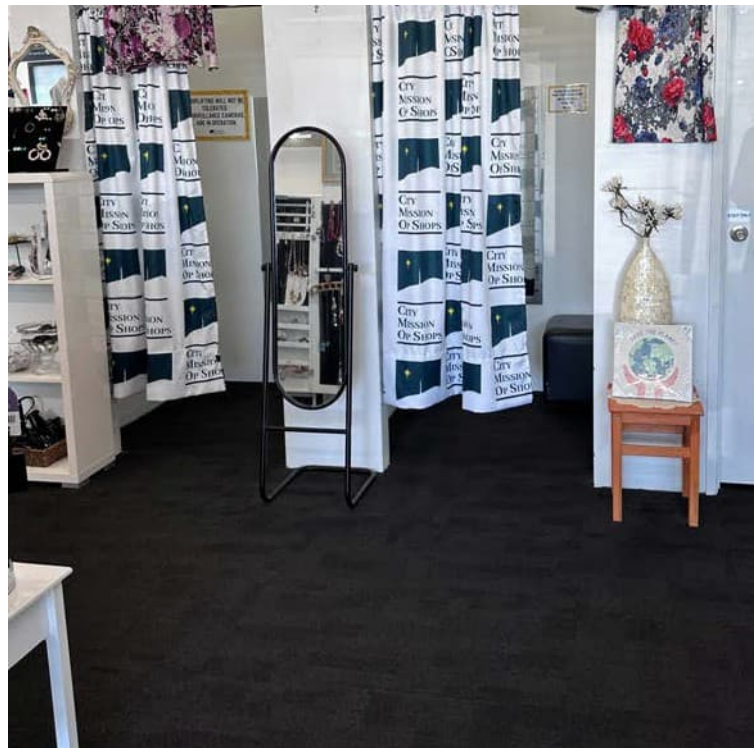
As in any other retail environment window and in-store displays assist in enticing customers into the store, encouraging them to buy or highlighting a particular celebration (eg Mother's Day, Christmas, ANZAC Day). Display areas should be considered when designing the Showroom so as to add additional space within a department or designating an area of 1 - 2 metres within the internal window area.

The window display area may also require backing to assist in separating this from the busy-ness of the Showroom. Some examples of window and displays are below.



3.6.4. Change rooms

As a retailer of fashion items, it would be considered Good Practise to provide changing rooms within the design of the Showroom. Privacy legislation is to be considered in the installation and design of these.



3.6.5. The Counter & Technology (Security, POS & EFTPOS)

Placement of the counter within the Showroom holds two purposes:

- 1) to support customers and process sales
- 2) to manage theft

There should be a clear line of sight from the counter throughout the showroom. As you can see from the diagram at 3.6 it is additionally advantageous when multiple rooms are in use to ensure that windows are installed to view these areas.

Good practise also dictates that the Showroom can be clearly viewed from the office. This could take the place of windows and a tv monitor showing the security camera feeds for all areas. If the Manager is also likely to be serving at the counter a security monitor should also be available there.

Security cameras should be placed throughout the showroom, processing areas, donation areas, all entrances/exits and over the till and safe.

An appropriate Point of Sale (POS) system including EFTPOS facility should be installed at the counter. These will vary depending on the size of the facility, variety of stock and the data collection requirements.

A safe must be placed on site normally in the administrative/office area with limited access to staff and no access to the public.

4. Operational

What follows is not an exhaustive list of small business requirements for the operational elements of a Resale Shop, however, provides some overarching guidelines, recommendations for documentation, guide to relevant legislation and training.

4.1. Workforce

There are three workforce models currently utilised for operation of a Resale shop these are: ***Paid workforce, 100% unpaid or volunteer workforce, a combination of paid & unpaid workforce.*** There is no preferential model as all are effective and all require the same considerations in terms of operation of the site.

It would be envisioned that the following minimum staffing compliment would be required for the successful operation of any Resale Shop.

Small site - 1 Manager (1 FTE - M- F, T- Sat or W- Sun); 1 assistant manager for cover & weekends (0.6 FTE), one to two casual for minimum 3 hrs. daily to support receipt of donations, processing of stock, training & supporting volunteers and lunch cover for Manager or Assistant Manager.

Medium Site - 1 Manager (1 FTE - as above)); 1 assistant manager (0.8), two to four casuals for minimum 4 hrs. daily to support receipt of donations, sorting of stock, training & supporting volunteers and lunch cover for Manager or Assistant Manager.

Large Site - 1 Manager (1 FTE); 2 Assistant Manager (2 FTE); Minimum 4 casuals on a rotating roster.

Where processing of donations occurs on site, it is ideal to have a minimum of 2 X FTE on site at all times. One to manage the Retail aspect and one to greet donors and manage the processing of donations. As the operation becomes larger it is important to consider that the stock processing and pricing department will need to grow alongside the retail aspect of the business.

Due to the nature of the business the Award rate utilised for paid workforce members is the Retail Award (see Section 5). This outlines all requirements relating to pay, skill level, rosters, etc. It is also a useful reference when rostering unpaid or Volunteer workforce to ensure appropriate measures are put in place such as breaks and other measures to prevent burnout.

In regard to a pay scale good practise dictates that if a paid employee is managing volunteers or working in a training and mentoring capacity for the team then they should be paid at an above award rate in appreciation of these additional tasks beyond the core Retail expectations.

As noted at Section 2.6 where a Volunteer workforce is utilised as a component of the overall workforce strategy it is good practise to ensure that the Volunteers are an addition to the paid workforce and for tender purposes, that sufficient budget has been allocated for a fully operational paid workforce. This ensures that volunteers have the Good experience possible knowing that they are helping out, an integral part of the business but that the business sustainability is not reliant on their participation and support.

4.1.1. Volunteers

Volunteers can take on many forms, they can be altruistic, upskilling, community building, attending due to mutual obligation requirements and attending due to work for the dole requirements. Where volunteers are attending for mutual obligation or work for the dole requirements there are specific documentation and monitoring requirements that need to be met. Some information on this can be found at section 5.

A key consideration when utilising a volunteer workforce is to ensure that it is clear that there is no anticipation of paid work. This can be detailed verbally within an induction process but ideally is represented with a simple contract signed by the volunteer participant. An explanation of when unpaid work can be interpreted as paid work can be found on the Fair Work website (link at Section 5)

For more information regarding good practise in utilising Volunteers as a key aspect of your business model refer to Volunteering Australia. On their website they provide a comprehensive guide to working with and managing volunteers (link at Section 5).

4.1.2. Pre-employment checks

Regardless of the workforce model selected all members of the team should complete at minimum a police check. Where the Resale shop will be providing educational tours or training to school groups or vulnerable people all team members must also hold a Working with Vulnerable People (WWVP) card.

4.1.3. Skill requirements & Training

Basic skill requirements for a retail shop are:

- Customer Service skills - Smile, courteous, helpful
- Numeracy & Money handling
- IT - POS & EFTPOS capacity
- Attention to detail
- Cultural Awareness
- Problem Solving & Initiative
- Physical ability to undertake transport and display of stock
- Empathy

To be effective in operation of a Resale Shop the team must also have a strong understanding of many factors beyond the basic operations of a Retail business, these include but are not limited to: identification of donation standards across a broad range of departments, knowledge of or ability to research “as new” prices and determine appropriate discount for the donate item.

Due to the uniqueness of the Resale Shop environment and the demographics of the Tasmanian communities they are situated in, it is anticipated that many members of the workforce team, particularly Volunteers, will not have these skills. A detailed workforce training plan should be entered into for each team member to ensure that both the needs of the Resale Shop and the needs of the individual are met. This may mean that some individuals prefer to take on limited roles within the Resale Shop eg they may be skilled to work at the counter but are perfect in donation processing.

4.1.4. Policy & Procedure

Policy and procedure are instrumental in ensuring that good practise can be maintained, and all workforce team members are aware of the expectations of the business and safe practise for its operation.

Recommended core policies include:

- Code of Conduct – including; attendance and absence, employee behaviour, company values, break and mealtime policies, confidentiality, use of company property, use of social media, plagiarism, travel policies, conflicts of interest, customer interaction, dress code, reporting misconduct
- Recruitment Policy - Paid workforce
- Recruitment Policy - Unpaid workforce
- Mobile phone policy
- Smoking policy
- Drug & Alcohol policy
- Health & Safety policy - including lifting limits and requirement for two-man lift.
- Anti-discrimination & harassment policy
- Cultural awareness policy
- Grievance handling policy including discipline & termination (appropriate for all workforce)
- Theft Policy
- Donations acceptance policy
- Donations not accepted policy
- Donation processing policy & procedure - detailed by department including quality control
- Pricing Policy - formula for determination of price by quality and department
- Cage, trolley or tub safety procedure
- Height policy & procedure - use of ladders
- Cash Handling policy & procedure including use of POS, Till, allocated for float, acceptance of particular credit & debit cards, use of cheques
- Staff Purchase policy - when can donations be purchased and for what price. Are donations free to staff at any point.

This final policy is integral to ensuring that all members of the team are aware and appreciate the value of the stock to the business. It is often considered that donated stock is free for the taking. A clear guideline must be established to provide rules for staff purchase, this may also include when stock is “free” to staff.

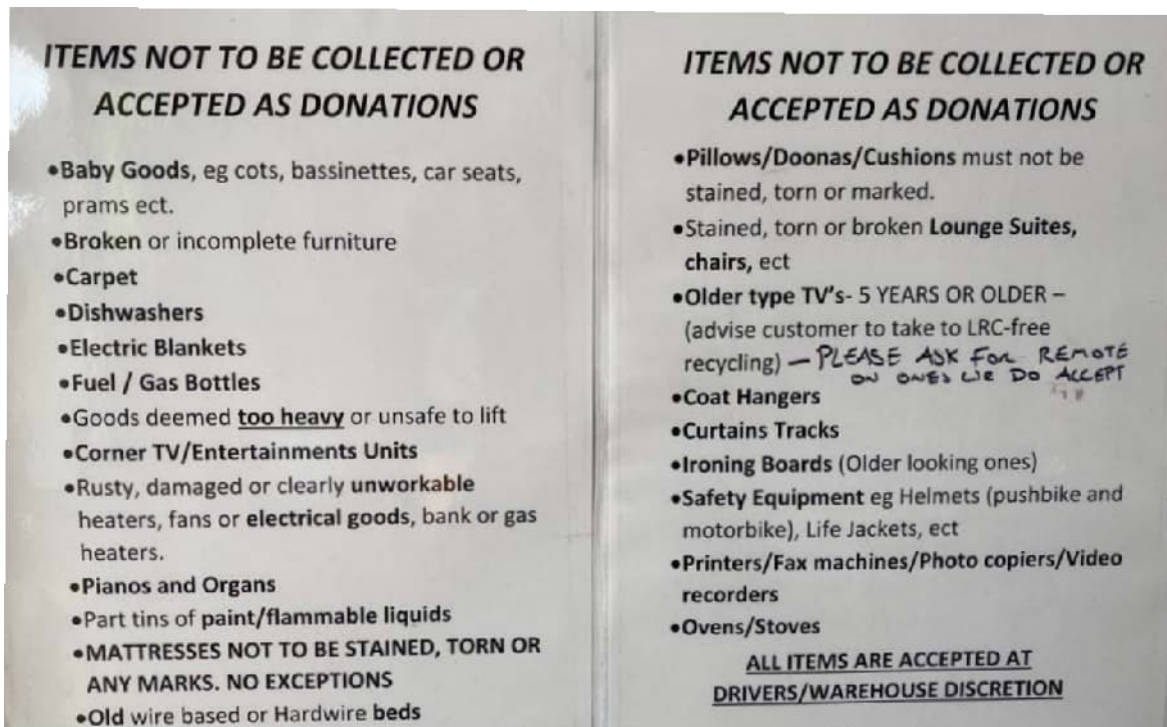
4.2. Safety considerations

As with any business the Resale Shop must take into consideration the safety of its environment, its workforce and the public. Additionally, the Resale shop must consider the safety of the product it sells.

Some safety considerations and requirements are as follows:

- *Physical Safety - no trip hazards, clear walkways, appropriate lifting etc*
- *Health Safety & Risk Management - a complete site risk assessment should be undertaken to ensure all potential risks are considered.*
- *Co- located sites - the partner LGA may have documented Safety requirements to be adhered to in particular requiring the wearing of fluro vests for visibility.*
- *First Aid*
- *Fire Warden*
- *Chemical safety - a register of chemicals (including cleaning products) must be kept including Chemical safety sheets for each item.*
- *Site security: Cameras & lockable areas - building and grounds*
- *Asbestos Identification Training and Management Procedures*
- *Product safety & sanitation (eg. Do not sell soiled mattresses or pillows)*

Product safety is a key consideration for a Resale business as there is an extensive listing of products that have been recalled or are unable to be re-sold. A complete listing can be found on the ACCC website (Link Section 5). A regular updated list should be available to your team at all times. See below example.



Key products NOT to be resold are Safety products such as personal flotation devices and children's car seats (see links Section 5).

It is to be noted that the business can potentially be held legally responsible if injury occurs from sale of an unsafe or recalled product.

Additionally, the sale of large knives and lighters has legislative requirements (over 18yrs). The Resale Shop can be fined for sale of such items to minors.

4.3. Insurance

All operators must comply with the minimum insurance requirements for a business that being public liability. Additional insurance cover could include volunteer insurance, small business insurance or retail business insurance including business interruption insurance, property & contents insurance. If the Resale Shop takes provides and of the additional services, this could increase the insurance requirement particularly when it involves use of power tools.

4.4. Hours of Operation

The Resale Shop is a Retail facility, and so hours of operation should both meet customer needs and financial viability requirements.

In this circumstance there are two types of customers:

- 1) Donors - these are the wonderful people in our community that donate their quality items to Resale Shops rather than send them to landfill. These customers would like to be able to donate at any time of the day. Unfortunately, there are donors who are also dumpers, so it is imperative to have a staff member receive the donation to ensure they are of saleable quality.
- 2) Retail Customers - these are the people who are seeking a bargain or living the circular economy ethos. Usual shop hours would be appropriate for these customers however, Resale Shop culture has become a weekend activity with many looking for a bargain on a sunny Sunday Afternoon.

To meet the goals of both class of customer it is recommended that quarterly review is undertaken of trading and donation statistics and an annual customer survey be undertaken to ensure that the trading hours meet financial & donation sustainability and customer requirements.

Recommended minimum trading hours are: Tuesday - Sunday (including public holidays & excluding Christmas Day & Easter Day).

In devising the operating hours, it is important to consider staff capacity and legislation as the Retail Award requires all staff to take a minimum of two consecutive days off within a 14-day period.

When drafting the tender contract, it is important to be clear on hours of operation expectations and leave sufficient scope to enable the operator to close the Resale Shop under exceptional circumstances or where workforce capacity changes.

4.5. Site Maintenance & Cleanliness

It is important that the whole site remains neat, tidy and orderly at all times this insures adherence to WH &S needs, public safety and for the ease of restocking. The Manager remains responsible for the daily up-keep of the site.

A maintenance schedule should be defined at the time of tender including detail of responsible parties for areas within a co-located site. On going and regular maintenance is required for the building, grounds, fixtures and staff/public wellbeing and should be budgeted for annually.

4.6. Pricing Guide

For long-term sustainability and financial viability, the large majority of stock should be individually priced or placed in an area with clear pricing displayed. Pricing does not mitigate the opportunity for negotiation at the counter if this is a policy of the Resale Shop, however, provides a guide for consideration.

A standard pricing guide should consider the type and condition of the stock for sale. An example of a pricing formula can be seen below.

Pricing guide using a gold, silver, bronze system based on the standard of the donation.

GOLD - Highest quality - as new, no stains, tears or fading, no missing items within a set - to be charged at 50%- 75% of new RRP

SILVER - Standard quality (the majority of items will fall under this category) - clearly worn/used but still of quality ie, no stains, tears and minimal fading - to be charged at - 30% - 50% of new RRP

BRONZE - low quality - clearly worn or used, potentially showing rust but safe, needs cleaning,

OTHER - damaged items of quality that can be sold "as is, where is" for repair, repurpose or up- cycle as long as this is clearly identified through in-store or label signage.

Whether GST is required to be charged on the saleable items is variable depending on the origin of the item and the organisation or business selling the item. A basic formula is that if an item is donated by an individual, it is GST-free however, if it is donated by a business as excess stock then GST is required to be charged. Additional clarity regarding this can be found on the ATO website (link at Section 5)

4.7. Quality Control of Stock & Processing of Stock

Unlike GST retail operations, Resale business deal with items which are not quite right or are old with tarnish, components missing or broken. As such a quality control system must be put in place so to ascertain which items are appropriate for resale, repurpose, recycling or landfilled. Staff/volunteers must be trained in what to look for on an item to good place it in the resale process for repurposing and sale.

A basic guide for selection of saleable items can be found at section 4.6 with exceptions for electrical items (see 2.8.2). To assist workforce identifying quality items a wall mounted visual aid is recommended showing an example of saleable items from each category and a list of unsaleable items.

When processing the stock, it is useful to utilise a production line to ensure multiple individuals are handling the stock so as the quality of stock is maintained.

4.8. Reliability of Stock

Stock reliability is one of the major issues which confronts resale operations. Because the majority, if not all stock is either donated or discarded the stock levels vary depending on the number and quality of public. To improve stock reliability a strong partnership must be established with the RRC or WTS additionally co-branded media campaigns can be undertaken.

Supplementary “GST” or “new” stock lines can be introduced to ensure stock consistency and to supplement stock typed. For example, Brasso, WD40 stocked to be an upsell purchase for an item that have a want for patina to be removed.

4.9. End of line stock processing

All products have a commercial lifespan of approximately 3 months and so must move through the waste hierarchy unless collaboration across a broad region can occur. In the current climate, it is unlikely that there will be limited product in the resale area. However, it has been found over the last 12 months that the quality of product has lessened potentially due to the increased cost of living and so investment in repair, share and up-cycle is a necessary consideration for all Resale business operations. This could take the form of a particular logo identification between LGAs that shows a quality product has been on sale in this region. Once it has completed all regions then it is potentially on-sold to a 2nd hand dealer, up-cycle facility or recycler.

It is recommended that as part of the tender contract a clear end of stock process be documented so as to ensure that the waste diversion initiative does not return to landfill.

4.10. Data recording

For the purposes of waste diversion review and business sustainability analysis a mechanism for collection of the following data is necessary

- Waste diversion quantities (stock/donations received),
- Unsaleable stock returned to landfill, recycling, up cycling
- Total stock sold
- Number of customers (foot traffic vs sales)
- Sales per Department per square metre of showroom floor

This can take the form of a simple spreadsheet identifying individual items or quantity of items within a department category. Some examples of data collection spreadsheets are below:

Donated Stock (inbound)	Total number of items	Number by category (men's, women's, children's, table, chair etc)	Approx m2 based on average cage or pallet weight
Fashion			
Furniture			
Books			

Donated Stock (Sold)	Total number of items	Number by category (men's, women's, children's, table, chair etc)	Approx m2 based on average cage or pallet weight
Fashion			
Furniture			
Haberdashery			
Books			

Donated Stock (written-off or unsaleable)	Total number of items	Recycled	Upcycled (external sale or internal sale)	Landfill
Fashion				
Furniture				
Haberdashery				

5. Useful Links

Redress Hub (Launceston): <https://www.facebook.com/ReDressHub>

Electrical Safety Standards: <https://cbos.tas.gov.au/topics/technical-regulation/electrical-standard-safety/equipment/sale-appliances-accessories>

Retail award: <https://library.fairwork.gov.au/award/?krm=MA000004>

Hiring Employee Checklist: <https://business.gov.au/people/employees/hiring-employees>

Volunteering Mutual Obligation requirements: <https://www.servicesaustralia.gov.au/mutual-obligation-requirements?context=51411>

Work for the Dole: <https://www.dewr.gov.au/work-dole>

Unpaid work fact sheet: <https://www.fairwork.gov.au/tools-and-resources/fact-sheets/unpaid-work/unpaid-work-unpaid-work>

National Volunteer Guide: <https://www.volunteeringaustralia.org/resources/national-volunteer-guide/>

Product Safety:

Car seats - <https://www.ract.com.au/community/our-learning-centre/child-safety-hub/all-the-facts-about-car-seats>

High Chairs - <https://www.productsafety.gov.au/products/babies-kids/kids-equipment/high-chairs>

ACCC Recall products listing - <https://www.productsafety.gov.au/recalls>

Quick guide to product safety laws - <https://www.productsafety.gov.au/product-safety-laws/compliance/selling-online>

GST Considerations: <https://www.ato.gov.au/businesses-and-organisations/not-for-profit-organisations/your-organisation/gst-for-not-for-profits/gst-concessions-for-not-for-profits#>