

Introduction

This manual is based on a similar document published by the Diocese of Melbourne. It is not prescriptive and is issued as a guideline only. It may be that parishes have adopted different procedures and ways of doing things. This manual is not meant to supersede these arrangements.

The only sections that need to be followed fairly closely are those marked “diocesan policy”.

If you have any comments or questions you might like to contact me in due course.

(Brian Norris)
Registrar
February 2007

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1. Shop Hours and Duty Hours

Decide on extent of trading hours.

Example:

The Op Shop is open for full trading during the year:

- Monday to Friday, 10:00am to 4:00pm,
- Saturdays from 10:00am to 1:00pm.

The shop is closed on Sundays and public holidays.

During the traditional Christmas and New Year Holiday period, the shop is closed.

In the second week of January, the shop re-opens on a part-time basis (usually from 10:00am to 2:00pm weekdays) as determined by the number of volunteers available, until the end of January, when full trading resumes.

Volunteers are rostered one month in advance by the Coordinator to work mornings (10:00am to 1:00pm) and afternoons (1:00pm to 4:00pm).

2. Important Telephone Numbers

An example of a list of phone numbers that should be displayed in the Op Shop.

POLICE, AMBULANCE AND FIRE SERVICES	000
St. Somewhere Op Shop	xxxx xxxx
Op Shop Coordinator - XXXXXX XXXXXX	xxxx xxxx
Rector - St. Somewhere Anglican Parish	xxxx xxxx
Churchwardens	xxxx xxxx
	xxxx xxxx
	xxxx xxxx
Somewhere Police Station	xxxx xxxx
Citizens' Advice Bureau of Somewhere	xxxx xxxx
Taxi	xxxx xxxx
Diocesan Registry Sale	5144 2044

Telephone numbers of volunteers should be maintained on a list available to staff - say, in the Op Shop desk.

3. Sorting of Goods

Goods donated should be sorted and priced by people experienced in this work, and all sorting and pricing is to be organised by the Op Shop Coordinator. Sorters will determine whether:

- items are to be scrapped because of poor quality,
- items require cleaning or checking for safety,
- old clothing may best be sold for use as rags, etc.,
- items are better sold on commission through another outlet.

The sale of goods on commission should be handled by the Op Shop Coordinator. This may require independent valuation prior to sale.

Goods Not to be Sold (this is a Diocesan policy)

The following items should not be sold by the Op Shop as they may be unsafe – thereby making the shop liable for any injuries, or have difficulty meeting the appropriate re-sale health and other regulations:

- cots - children or baby
- Mattresses
- Untested electrical goods as these are not covered by the diocesan liability insurance cover. Electrical goods should be labelled to the effect that they have been tested in accordance with Australian Standard 3760.
- Helmets - cyclists or motor cyclists
- Baby capsules
- Car Booster Seat

4. Pricing of Goods

Pricing of most goods sold in the shop should be in accordance with the prices on the pricelist.

Since the prices are so low, further reductions of prices are not possible, unless specified by the Op Shop Coordinator.

Valuables such as antiques will be independently valued by a reputable dealer prior to pricing or sale by commission.

5. Reserving Goods (Goods on Hold)

The shop does not provide for 'Lay-bys'.

For customers who do not or cannot pay for goods they wish to purchase, the Op Shop will reserve these goods on hold for two weeks (in storage) to allow the customers to return with payment. The customer may pay for and collect reserved goods within two weeks of them being placed in storage.

If at the expiry of these two weeks - and after the customer has been telephoned and reminded of the items on hold, the goods will be returned to stock for sale if the customer has not paid for and collected them.

Goods going into storage for two weeks must have an "on hold" storage slip filled out and placed with the goods so that dates, prices, etc may be referred to later if necessary.

It is vital that the slip is filled out in full

When the goods on hold are collected and paid for, the record in the daily diary should indicate that the money is from reserved goods. Payments or deposits for goods going into 'on-hold' storage should NOT be accepted. Instead, the customer should be advised that full payment is required when the goods are collected.

6. Controlling Stock

Goods may only be removed from the shop for cleaning, repair or valuation.

All goods removed from the shop must be recorded in the Goods Removed book provided for this purpose, together with the name of the person taking the goods and the date.

When the goods are returned, the note in the book must be amended to indicate "goods returned" with the date of return.

7. Sale of Goods by Commission

Offers may be made by third parties to sell Op Shop goods on a commission basis.

This may occur when goods of significant value (such as antiques) have been presented for valuation.

The justification for selling goods in this way may be:

- size,
- a better price through a third party, or
- some other opportunity.

Those authorised to make arrangements for sale of Op Shop goods by commission will be nominated and a list will be held in the shop.

All goods put on sale in this way must be entered into the "Goods Removed Book". In addition, a receipt for the goods must be obtained from the third party and left in the book.

As a "rule of thumb", the Op Shop approves payment of 5% - 25% commissions to the third party for selling the goods, depending on standard practices employed in the sales trade

Goods may only be left with and sold through bona fide organisations or individuals.

8. Petty Cash and Shop Requisites

The Petty Cash Float from the Op Shop Operating Account is \$100.00 for purchasing requisites and consumables for the shop.

The Coordinator will keep a written record of purchases and balance of petty cash to report to the Parish Treasurer for the purposes of balancing and auditing accounts.

Petty Cash covers purchases of requisites such as:

- tea, coffee, milk, sugar
- Cup-a-soup, biscuits
- stationary and hygiene supplies
- cleaning materials
- first aid supplies
- telephone calls for the Op Shop
- stamps.

9. Financial Management

Accounts

The parish churchwardens are responsible to the parish council for the financial accounting of the Op Shop's activities - with the banking and accounting for the Op Shop being included in the processes and accounts of the Parish.

It is however preferable to have a separate working bank account to the normal parish Council operating bank account. The auditing of Op Shop activities is included in the auditing of parish accounts, which are reported to the Annual Parochial Meeting in October or November each year for the year (October to September).

Banking

Banking of cash from sales is carried out direct from the Op Shop at a local branch of the bank used by the Parish for its accounts.

At the end of each trading day, the takings for the day are tallied against the record of sales in the daily diary, and placed in an envelope in safe storage.

The till float (\$100.00 in a mix of notes and coins) is placed separately in safe storage. It is the Op Shop Coordinator's responsibility to coordinate cash deposits in such a way as to ensure minimal accumulation of cash in the shop. This means depositing cash daily or at least every two days.

A monthly reconciliation and summary is also generated to compare with Op Shop figures in the Parish Accounts.

Legal agreements (this is a Diocesan policy)

The Management Committee is not an independent body and may not enter into employment, leasing/rental or other contracts, except under the authority of the Parish council. All leasing/rental agreements must be executed in the name of the Anglican Trust Corporation Diocese of Gippsland.

Insurance

The Parish, Op Shop and its volunteers are covered by insurance against a wide number and variety of risks. The extent of cover is considerable, as one would expect for an organisation the size of the Anglican Diocese of Gippsland. The details are available in the Diocesan Insurance Handbook, kept by the Church Wardens and Rector. Please note that claims for loss by theft (including cash) are subject to an excess of \$500.00.

Goods and Services Tax (GST)

Many parishes run Op Shops. In most circumstances, the goods sold in the Op Shops will have been received as a donation. Some of these items may also have been purchased, eg., from auctions.

The GST Act prescribes that the sale of second-hand goods is GST-free where they are supplied by a charitable institution and the goods were supplied to the institution by way of a gift. For this to apply the second-hand goods must retain their original character, otherwise they will become taxable.

Where the Op Shop has purchased second-hand goods from a third party, generally GST will need to be charged on the sale of these goods. The Op Shop may or may not have paid GST when purchasing these items. Where it has paid GST, the input tax credit paid will be claimable. Where the item is bought from a private individual or unregistered person, an input tax credit of 1/11th of the purchase price is claimable when the second-hand goods are on-sold.

For example, a church receives donations of damaged second-hand clothes for sale in the Op Shop. If the donated clothing is cleaned and/or repaired prior to sale, it will be GST-free. If the second-hand clothes are cut up and sold as rags, the sale of the rags will be subject to GST, as they are no longer the same as the goods that were donated. They have been manufactured by the parish into a new product, that is, rags.

From “The Anglican Church & the GST”, Anglicare Australia 2000

10. Reports to Parish Council

The Management Committee will report to Parish council at least quarterly on the following:

- trading results
- mission issues
- security concerns and incidents
- expenditure
- requests for special expenditure
- requests for events
- changes to significant Op Shop arrangements.

The Limit of Authority for the management committee of the Op Shop is \$500.00 per item. Expenditure in excess of this amount is to be approved by the Parish Council.

11. 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 security from being breached.

Guidelines to be observed in the shop are:

- keep the back door locked at all times, except when extra people are in the shop for cleaning, sorting etc. when the rear door can be supervised, ie. not left open and unattended
- money is to be kept secure in the desk drawer
- large amounts of money are to be put away securely until collected for banking
- counting of money must be undertaken after the shop door is locked at the end of the day.

POLICE EMERGENCY NUMBER 000

The following is advice extracted from Neighbourhood Watch Newsletter, July 2001 and provided by Victoria Police.

Armed Robberies

Small businesses that handle cash are increasingly becoming a target for armed robberies. The number of repeat attacks on single business outlets is also increasing.

Not all robberies are committed using genuine firearms. A number of robberies don't involve firearms or weapons at all, but rely on a perception held by the victim that a robber is armed. Syringes and knives are sometimes used in armed robberies.

Armed robbery is seen as a fast and direct way of getting money. The robber may need cash for drugs or to pay debts or in the case of the younger robber, that "thrill" of the robbery and the feeling of power is enough to make them re-offend. It may soon become a lifestyle/profession.

Whilst the majority of armed robberies are not thoroughly planned, the experienced robber will often go to great lengths to prepare/plan and will look over the premises extensively before the event.

If a Robbery Occurs

- Do precisely as you are told and no more
- Don't activate alarms, unless it is safe to do so
- Avoid eye contact with the offender/s
- 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 on 000 - they will ask for the following:

- The name and address of your business, as well as the nearest side street.
- Number of robbers and a brief description of them. • Description of any vehicles used in the robbery.
- Direction robbers heading at the last sighting of them.

Do Not Hang Up Unless Advised to Do So

12. First Aid

The Shop should have a standard, basic First Aid Kit - to be used for treating minor ailments and afflictions.

The Op Shop Coordinator must check the contents on a weekly basis to ensure that it has sufficient supplies and that the contents are in good condition.

The cost of replenishments is to be borne by petty cash as required. Whenever the kit is used, it is recommended that a note be left in the daily diary for the Coordinator (for re-ordering purposes).

13. Occupational health and safety

All Op Shop staff, including volunteers, should be aware of safe working practices. Attention must always be directed to:

- tidiness of work areas clear exits
- clear floor to avoid people tripping over careful stocking of shelves
- correct stools for reaching higher areas
- no stretching beyond the capacity of the person ie within easy reach repetitive tasks
- correct placement of appropriate fire extinguishers. Are the extinguishers checked regularly by the CFA or fire brigade? Does the staff know how to use them? Existence of smoke alarms?
- preparation of an evacuation plan. Does the staff know about it? Location of First Aid kit should be known by all staff

14. Constitution

The Diocese recommends that every Opportunity Shop should have a written constitution. This will clarify expectations and minimise misunderstandings.

It is important to recognise that the Churchwardens and Parish council are always responsible for the operation of the Opportunity shop, even with a Management Committee. Anyone who tries to operate outside this framework puts themselves at considerable personal risk.

An outline of what the Diocese believes to be the essential elements of a constitution is in Appendix B.

When developing or modifying your own constitution you should seek your own legal advice and send a draft copy to the Registrar of the Anglican Diocese of Gippsland - prior to the constitution being adopted.

Please Note: The information included here should not be used as legal advice.

15. Op Shop Co-ordinator's Responsibilities and Duties

Maintain a roster of volunteers for duties in the shop, including cover for absentee volunteers, and maintain volunteer morale and well being. The Op Shop Coordinator shall exercise informed judgment when deciding the number of volunteers to be rostered on together.

- Maintain the list of volunteers, including addresses and other contact details.
- Coordinate the volunteer training so that they understand and follow the shop procedures set out in the Op Shop Manual.
- Identify and maintain volunteers to undertake specific roles in the shop.
- Lead and coordinate the sorting of goods donated for sale in the shop, including the distribution of unwanted goods to other charities such as the Smith Family and The Brotherhood of St. Laurence, and the disposal of rubbish.
- Maintain the register of antique and collectable stock.
- Coordinate cleaning of the shop.
- Maintain the Op Shop Key Register.
- Organise and run regular "cut-price" sales.
- Maintain an up-to-date Op Shop Manual, including the standards and procedures recommended by the Anglican Diocese of Gippsland for parishes operating Op Shops.
- Attend regular Op Shop Committee meetings.
- Meet regularly as necessary with the Op Shop Committee Convener and/or Rector.
- Visit other Op Shops in the locale and compare displays, prices and other issues of interest to maintain the Op Shop's competitiveness.
- Maintain supplies of consumables such as tea coffee, milk, etc.
- Organise the distribution of Op Shop Newsletter and other forms

- of communications to volunteers Record and report all incidents to the Op Shop Management Committee and Parish council.
- Carry out Friday Banking.
- Maintain log of hours worked in this role
- Maintain First Aid Kit.

16. Op Shop Management Committee

The main role of the Op Shop Management Committee is to provide support to the Op Shop Coordinator and to the volunteers.
It does this by:

- reviewing Op Shop activities, to determine where improvements and changes are desirable or required
- attending to matters of "due diligence" such as insurance, security, safety, council requirements, police matters, etc.
- reviewing the opportunities for "sales", and the trends in op shop business in the locale
- attending to Op Shop needs, such as advertising, new shelving, equipment, etc.
- reporting to the Parish council on a range of topics, including trading activity, Op Shop requirements, repairs etc., and organising collections of goods for sale, as well as disposal of unwanted or unsaleable items, and
- making recommendations to Parish council on distribution of mission funds

17. Training New Volunteers

The Op Shop is founded on the basis of 'our care for others' - so it is crucial for new volunteers to grasp the importance of being helpful and pleasant to everyone in the shop.

New volunteers are to be given clear explanations to assist them in their duties - to become effective as soon as possible. Therefore, for the first two or three shifts, a new volunteer may be rostered on ideally as a third person, or at least with an experienced person - to allow such staff to understand shop procedures, generally familiarise themselves with the shop and to read this manual.

During these first few shifts, money should not be handled by the new volunteer, neither should they be informed of where the cash is kept

overnight or prior to banking. This is intended to protect the staff and shop. It is not meant to be offensive to our new volunteers!!!

Staff with whom a new volunteer is working should inform the Op Shop Coordinator about the person's progress, including any relevant suggestions.

Once the new volunteers have read this manual thoroughly, and have become familiarised with the procedures, they should be rostered with someone who has worked for some time in the shop. At this stage they are permitted to accept payments for goods, hand out change and write up the sales book (daily diary).

The Op Shop Coordinator will decide when it is appropriate to inform the volunteers about the fuller procedures regarding handling cash, tallying figures, storage etc. The Coordinator will make every effort to roster each volunteer into suitable shifts.

18. Duties of Volunteers

- Open shop at 10:00am. Check till float (\$100.00 in various notes and coins) and place in till.
- Close shop at 4:00pm.
- Sell items in the Op Shop at the prices marked or listed in the pricelist - and place cash in till.
- Write down goods sold into the daily diary, and tally up line sub-totals.
- Tally up goods sold each morning and afternoon.
- Place all donated goods in Storage Room for sorting.
- Remove all empty coat hangers from racks.
- Straighten and tidy shelves.
- Ensure that the rear door to the car park is locked, unless an Op Shop person is in attendance at the rear.
- Discard any unwanted goods or rubbish into council bin.
- Wash and or clean any "hard" goods.
- Most importantly, have a good time!

19. When people ask for money or other forms of help.

Volunteers working for charities, including Op Shops, are sometimes approached by people with requests for cash to help them over a tide of bad luck, or to see them through an emergency. Often, they claim to be without food, or they need money to travel urgently to visit family members. There may be other reasons for the need to get some cash in a hurry. Experience shows that sometimes they may not be telling the truth.

In the past, churches have provided some cash to people who have been verified as having a genuine need. Very often a food parcel or clothing provided to the person proves to be of more assistance at the time.

We are obliged to account carefully for the money coming into the Op Shop by way of sales and donations, through the proper keeping of the books, banking, accounting and audits. Giving money from Op Shop proceeds runs the risk of "opening the flood gate", as word spreads quickly that money is available at the shop. As hard as it may seem, money is NOT to be given out of Op Shop funds to people in need of assistance.

However, because we aim to be charitable, in keeping with our Christian ideals, we should continue to assist people who come to us with a request for help. The Parish supports various services, whose responsibility it is to assist such people in need. It is definitely best to refer these people on to such services, which will make sure the requests are genuine and work out the best form of assistance for them.
Service Groups in this area are on a list in the shop and should be used to refer requests.

Diocesan Guidelines for Opportunity Shop Constitutions

The Diocese recommends that every Opportunity Shop should have a written constitution. This will clarify expectations and minimise misunderstandings.

It is important to recognise that the Churchwardens and Parish council are always responsible for the operation of the Opportunity shop, even with a Management Committee. Anyone who tries to operate outside this framework puts themselves at considerable personal risk.

Following is an outline of what the Diocese believes to be the essential elements of a constitution plus an example of a constitution.

GUIDELINES FOR A CONSTITUTION – Essential Elements

Parishes adopting and/or modifying these guidelines are advised to forward a copy of their draft constitution to the Registrar, Diocese of Gippsland, PO Box 928, Sale. Vic 3850 BEFORE being adopted

AIMS

- To benefit parish and its work
- To provide a service to the community with cheap clothes and goods for sale
- To provide funds for outreach in the community
- To provide support for a specific project

MANAGEMENT COMMITTEE

The Management Committee of the shop shall comprise the following:

- Chairperson, appointed with the approval of Parish council
- Secretary
- Treasurer
- And up to five other members which may include an Assistant Secretary and Assistant Treasurer
- There must be at least one member of Parish council, nominated by Parish council, on the Management Committee.

A Quorum will consist of a majority (ie. more than half) of committee members. The Management Committee has the right to appoint replacements as required, subject to ratification by the Parish council.

Meetings of Management Committee are to be held monthly/quarterly and Minutes should be kept and sent to Parish council for information.

It is preferable that the Annual General meeting of the Opportunity Shop be held between 1st October and 30th November each year but before the AGM of the Parish. It is suggested that the Annual General Meeting of the Management Committee be chaired by the Rector or a Churchwarden, and that elections of office bearers occur at each Annual Meeting.

DISPOSAL OF PROFIT

An amount of money, determined by the Parish council, is to be retained in the bank for running costs of shop (to be determined annually).

The remainder of the profit to be assigned quarterly to the Parish council for distribution. The Management Committee may make recommendations on the distribution.

Income and Expenditure of Opportunity Shop to be shown as a separate item in the monthly and annual accounts.

POLICY AND OPERATION

After consultation with Parish council, the Management Committee shall:

- Operate and manage the Opportunity Shop.
- Make recommendations to Parish council on rental/lease agreements concerning the Opportunity Shop. Such agreements must be consistent with Diocesan policy. (See below)
- Acquire stock, by donation, for sale in the Opportunity Shop or for distribution without charge to needy people.

AGREEMENTS

The Management Committee is not an independent body and may not enter into employment contracts or leasing contracts, except under the authority of the Churchwardens Parish council and the Diocese. All lease/rental contracts must be in the name of the Anglican Trust Corporation Diocese of Gippsland and be signed by the Diocese.

FINANCE

All monies should be banked at a bank designated by the Parish council. Withdrawals should be signed by any two of the following authorised signatories - President/Chairman, Secretary, Treasurer, one other

member PLUS 2 others who are authorised signatories of the parish's main operating bank account.

Proper accounts should be kept of all transactions in the Shop, and these accounts should be audited by the Parish auditors and an audited statement of account presented to the Annual General Meeting of the

Opportunity Shop and the Parish.

It is the duty of the Chairperson and Treasurer to inform the Parish Treasurer if financial difficulties are foreseen.

ALTERATIONS TO CONSTITUTION

The Constitution may only be amended by Parish council; this should not be done without giving the Management Committee adequate opportunity to comment upon a written draft of the amendment(s).

CESSATION OF OPERATIONS

In the event of the Opportunity Shop ceasing operations all assets are to be returned to Parish council for disposal.

EXAMPLE ONLY

**THE CONSTITUTION OF THE ANGLICAN PARISH OF
'SOMEWHERE' OPPORTUNITY SHOP**

- 1.** The name of the organisation is **THE ANGLICAN PARISH OF 'insert name of parish OPPORTUNITY SHOP'**, hereinafter referred to as the **OP SHOP**.
- 2.** The **OBJECTIVES** of the Op Shop shall be:-
 - a) To operate, staff and manage the aforesaid Op Shop of **insert name of parish** situated at the **insert location**.
 - b) To raise funds for the Parish.
 - c) To use such funds to benefit the parish and its work and for any future development of the Op Shop.
 - d) To provide a service to the community with cheap clothes and goods for sale.
 - e) To acquire stock by donation for sale or for distribution without charge to needy people.
- 3.** **THE MANAGEMENT COMMITTEE** of the Op Shop shall comprise the following:-
 - Chairperson, appointed with the approval of Parish Council
 - Secretary
 - Treasurer
 - Up to five other members, one of whom must be a Parish Council member and be nominated by the Parish Council.

At least two-thirds of the Management Committee shall be enrolled on the Parish Roll.

A quorum will consist of a majority (ie. more than half) of committee members. The Management Committee can appoint replacements as required between annual meetings, subject to ratification by the Parish Council.

Meetings of the Management Committee are to be

held at least quarterly and minutes must be kept and sent to the Parish Council for its information.

The Annual General Meeting of the Op Shop will be held in October or November of each year but before the Annual General Meeting of the Parish, for reporting and election of office bearers. The Annual General Meeting of the Management Committee is to be chaired by the Rector or a Churchwarden who must not be a member of the Management Committee.

The Op Shop Co-ordinator will be convener of the Op Shop and the duties will include keeping a register of all volunteer helpers, re-allocating dates for helpers as required and attending to any day to day enquiries. The Co-ordinator must a member of the Management Committee.

4. FINANCE

All monies will be banked at a bank directed by the Parish Council. The Bank Account will be designated as the '**SOMEWHERE' ANGLICAN OP SHOP.**'

The cheque signatories will be any two of the following signatories - Chairperson, Treasurer, Secretary, one other member of the Management Committee and two others nominated by Parish Council who are also cheque signatories of the Parish's operating account.

The Treasurer will check and balance the daily takings and bank such takings as required.

The profit shall be given at least quarterly to the Parish by the Treasurer of the Management Committee - after retaining an amount of money determined by the Parish Council for running costs of the Op Shop. The Management Committee may make recommendations on the distribution of this profit.

Income and Expenditure of the Op Shop will be shown in a Cash Book kept by the Treasurer. Proper accounts will be kept of all transactions in the Op Shop, and these accounts will be audited by the Parish Auditor and an audited statement of account presented to the Annual General Meetings of the Op Shop and also the Parish. The financial year of the Op Shop shall end on 30th September. It is the duty of the Chairperson and/or the Treasurer to inform the Parish Treasurer if financial difficulties are foreseen.

5. THIS CONSTITUTION may only be amended by the Parish Council after giving the Management Committee adequate opportunity to comment upon a written draft of the amendment(s).

6. AGREEMENTS

The Management Committee is not an independent body and may not enter into employment, leasing/rental or other contracts, except under the authority of the Parish Council. All leasing/rental agreements must be executed in the name of the Anglican Trust Corporation, Diocese of Gippsland and be signed by the Diocese.

7. CESSATION OF OPERATIONS. In the event of the Op Shop ceasing operations all assets are to be returned to the Parish Council for disposal.

DATED this day ofTwo thousand and