



## Back2Bikes Volunteer Handbook

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## Back2Bikes Volunteer Handbook

Dear Volunteer,

This booklet serves as a guide to the Back2Bikes organisation and its policies. It is a useful read when you first volunteer so that you understand the scope of the organisation. It may include some items that don't appear relevant when you first volunteer, but it should serve as a reference over your time at Back2Bikes.

It is a working document and is kept up-to-date and available electronically from the Workshop Manager.

### **OUR MISSION**

Back2Bikes' mission is to provide bicycle recycling and training services for the local community. Back2Bikes is a social enterprise, and does the following:

- Accepts bike donations for refurbishing or recycling.
- Refurbishes bikes as sustainable, affordable transport.
- Provides affordable bike servicing for those who need it.
- Provides training and a good social experience for volunteers.
- Provides training courses in bike maintenance.
- Provides bikes for people with disability needs.
- Provides bikes for 'people in economic need'.

Bicycle usage is increasing dramatically, more people are using them for daily transport, and the government is spending money on bike infrastructure. Port Phillip's Department of Sustainable Transport is a strong supporter of Back2Bikes.

We service bikes for the general public and the funds raised are used to provide free bikes to clients of our charitable partners. We provide free bikes to other charitable organisations, and bikes/servicing at further reduced pricing to health care card holders.

We are not in competition with local bike shops. We do not have the full range of parts and service options, and we generally can't do same day servicing. We generally don't sell new bikes.

### **NON-PROFIT / CHARITABLE STATUS**

Back2Bikes is a charity registered with the Australian Charities and Not-for-profits Commission [acnc.gov.au](http://acnc.gov.au). Its legal structure is a non-for-profits company limited by guarantee, governed by a constitution and led by a board of directors.

### **HISTORY**

Back2Bikes was formed in 2012 by Mike King after a similar project was disbanded.

The original premises were just a box of tools on the veranda of the Friends of the Earth project in South Melbourne. Fortunately, The City of Port Phillip showed great support for the Back2Bikes approach to sustainable transport by offering two garages in the complex at 525 Williamstown Rd, Port Melbourne.



In 2017 Back2Bikes requested the use of a larger shed in the same complex and once again with the support of the mayor, councillors, and staff of Port Phillip we were able to move to this larger, more weatherproof location which is our current home.

## OPENING HOURS

### **Mondays to Saturdays 10am - 4pm**

These are days when everyone from new to highly experienced volunteers come together to strip bikes for parts, sort and clean bike parts, organise the workshop, refurbish bikes for sale and donation, and service customers' bikes.

### **Monday and Wednesday evenings 5pm - 9pm**

These are sessions when volunteers of any level will exclusively refurbish bikes to be donated to those in need of a bike.

### **Women's Volunteer Evenings**

Are on Thursday evenings. Please look at Meetup and search for Fix your Bike and you can sign up for this session. We welcome women at all sessions but are aware that some women prefer to work without males around.

This is understandable and we believe separate womens nights are a way to have more women repair their own bikes and help with recycling.

### **Evening Classes**

These are not being offered at the present time.

## VOLUNTEERS

- All volunteers will be supplied lunch.
- Cleaning up after yourself in the workshop and taking a turn to cleanup after lunch is obligatory.
- Access to the office and mechanics only areas is granted by the Workshop Manager on duty and should not be assumed.

### **Mechanical Volunteers**

- Note there is a max limit of 8 volunteers to use the workstands each day. There are 8 indoor workstations for mechanical volunteering. Therefore, to be fair to all there is a first in, first served policy for volunteers.
- However, we value all volunteers' time and there are many other positive activities where you can positively contribute on the day.

There are three levels of mechanical volunteer classification with each having increased responsibilities and privileges.



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### **Novice/Casual Volunteers**

Volunteers in their first month or who attend only intermittently (less than weekly).

- They will generally be learning to master various mechanical or other activities around the workshop or office.
- They will not be allowed to use the workshop facilities to work on their own bike, and cannot use power tools

### **Committed Volunteers**

Volunteers who work at least four shifts per month, either as an apprentice/aid to the core mechanics on a weekly basis, doing odd tasks from the chore list regularly or specialised non mechanical tasks.

They may also have specialist, non-mechanical roles as per the list seen separately including promotion, bookkeeping, greeting, and preparing lunch.

Committed Volunteers will have:

- Access to new parts at 35% over wholesale and cheap used parts (at the discretion of the Workshop Manager.)
- A Back2Bikes T-Shirt if available.
- They can use the facilities to work on their own bike subject to the Workshop Manager having no reasonable objections (e.g. there's a backlog of services). Any parts used must be noted and paid for on the day.

### **Core Volunteers/Mechanics**

Core Volunteers will have volunteered two shifts per week for a minimum of three months.

They will have been trained and expressed a willingness to act as volunteer fill-in Workshop Manager.

Core Volunteers will have:

- Access to spare parts at 10% over wholesale.
- A Back2Bikes Jersey if available.
- Cheap used parts after discussion with another Core Volunteer. (Please do not abuse this privilege.)

### **Non-Mechanical Volunteers**

Non-mechanical volunteers will receive a Back2Bikes T-Shirt or Jersey and discounts as described for Mechanical Volunteers.

### **Caterer**

Duties will include:

- Purchase adequate food, upon checking the number of volunteers attending for lunch. Check there is enough tea, coffee, milk, and sugar for the week.
- Prepare and serve food. Ensure any leftovers are not wasted.
- Cleaning the dishes and lunchroom is the responsibility of other attending volunteers.

### **Workshop Customer Service/Greeter**

The position is available as a half or full day pre-scheduled role.

The Workshop Customer Service person will work closely with the Workshop Manager throughout the day.

Duties can include:



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- Sales of refurbished bicycles and parts.
- Answering phone calls and emails.
- Booking in bikes to be serviced.
- Communicating with clients once services are completed.
- Data entry for bike servicing.
- Answering general customer enquiries and questions
- Volunteer welcome and induction program.
- Organising pick up of donated bikes.

### **Bookkeeper**

Keep books updated and reconciled to the bank accounts to produce monthly financial reports for the board.

### **Public Relations**

Duties will include:

- Contact local and metropolitan newspapers, radio and TV and specialist cycling magazines and websites with stories that lift general awareness of Back2Bikes.
- Publicise any special events, upcoming classes and achievements at Back2Bikes.
- Regularly update Facebook posts and increase traffic to Facebook and Back2Bikes website.
- Update and refresh website.

## **WORKSHOP PROCEDURES**

The Workshop Manager may ask you to help with or perform one of the many tasks they are responsible for having completed by the end of the day. It is impossible for them to achieve all those tasks without the assistance of all volunteers, particularly those with experience.

### **All Volunteers Daily Responsibilities**

- It is the responsibility of all volunteers each day to make sure that there is a safe, pleasant, and clean working environment.
- Please keep your work area as clean as possible and put away tools, parts as soon as you are finished using them.
- Leave your work area cleaner than you found it.
- Help keep the whole of the Back2Bikes area clean and tidy; inside, outside, bike wash, containers, lunchroom.
- Empty any residual cleaning fluid into the parts cleaner after use in containers (it is one of our largest consumables costs).
- We should all help each other.

Remember the first day you came and make sure the next person has a good or better welcoming experience.

### **Public Donations Procedure**

If an individual brings in any bike including the ones we discourage on the website like discount store cheap and nasty bikes.



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Accept the bike and thank them with a smile. They may send a friend later with a good bike. And we may be able to harvest the bike for a few parts.

We will not take large amounts of what we term 'hard rubbish' bikes on the back of trucks. Direct them to the recycling station on White Street.

Please help the Workshop Manager tag arriving bikes as soon as possible to avoid mistaking donations with services. One error here can cause a lot of problems later.

### **Bike Tagging System**

When bikes are donated to the workshop, the Workshop Manager makes a decision on whether they are to be refurbished. Bikes that are not suitable for refurbishment are recycled in the skip immediately, or occasionally stored in the uncovered areas behind the caravan in order to be stripped for parts.

Bikes for refurbishment are tagged with a numbered green or red plastic tag on the saddle rail by a Workshop Manager before being stored in the container and the workshop closed for the evening. The tag identifies the bike in our inventory and stock system. This tag should only be removed from a bike on the sale or gifting of the bike. The tag is then retained in a container on the manager's desk.

### **Refurbishment Cards**

The Workshop Manager will assign a suitable bike for you to refurbish from the container. Before starting, a clear envelope with a green or orange card should be attached to the bike.

#### **Green card in Envelope**

This bike is being refurbished as an opportunity bike. It won't be for future sale.

#### **Yellow card in Envelope**

Being refurbished for sale. The bike can be a shared project or an named volunteer's project (if the name and refurbishment start date fields are filled in).

#### **Pink Card in Envelope**

Customer bike for servicing, repair, or refurbishment.

In order to meet our commitments to customers these bikes are to be given first priority by skilled volunteers if at all possible.

### **Waste Management**

As volunteers at a bicycle recycler, it is important that we take the lead in recycling well.

#### **Metal**

All small metal items should be placed in the metals bucket and large items such as frames and wheels in the bin provided by Port Melbourne Metals.

#### **Tyres and Tubes**



To be placed in the crates provided by our recycling company.

### **Cardboard and Paper**

Please place it in the recycling bin and put it out on Thursday nights.

### **Rags**

A local company donates these rags which are not suitable for commercial sale. Place them in the rubbish bin when unusable or used to clean out the parts cleaner.

Unused clean rags are in a bin on the wall above the bench with the wheel truing stand.

### **Batteries**

Please put old batteries in the container, recycling drop-offs can be found in Aldi, Officeworks, Port Phillip Resource Recovery Centre and some libraries.

## **Buying/Selling Bikes/Buying Back Bikes/Trading Procedure**

We do not buy bikes or trade bikes or trade back bikes.

We do not trade or buy bikes for many reasons.

**First**, we are a non-profit organisation that receives donations for recycling. We cannot know where bought/traded bikes are sourced. Unfortunately, many of these are stolen and then the thief tries to trade them for a legitimate bike to avoid being caught. We do not wish to be unwittingly involved in any criminal activity.

**Second**, we do not buy back bikes from customers who want to sell them back to us. Please explain to the customer that this is part of our no buying policy and that they can sell the bike on Gumtree if they are moving from Melbourne. This saves embarrassment when a customer returns a thrashed bike after some time and wishes to sell it back to us.

**However**, we will exchange a bike for a more expensive bike if the customer is unhappy with their bike and wants to upgrade within 14 days (the difference in price will need to be paid).

## **Pricing and Advertising Bikes**

When a bike is finished by a volunteer, make sure of the following:

- A second person has test ridden the bike.
- A Workshop Manager has inspected the bike and signed it off.
- The bike is priced by the Workshop Manager after due discussion.
- If the Workshop Manager is in doubt, they should check current pricing for new and used equivalents on Gumtree and eBay.
- Tag bike with all relevant information.
- The information tag and the bike are photographed and sent to the greeter; or whoever is running the Gumtree advertising at the time.
- Place a Back2Bikes advertising sticker on the bike.
- Place a green dot sticker on the saddle when the bike has been advertised on Gumtree.





### **Workshop Purchasing Procedure**

Workshop Managers ensure relevant stock levels and tools are maintained by doing a stocktake once a week. The Stocktake Checklist document is in the shared google drive. Before placing a parts order, print out the order and place it in the orders/invoice file on the manager's files. Only order on other days if the order is urgent in order to save shipping fees.

Please tell the Workshop Manager about items that are running out, e.g. cables, chains, quick links etc..

Buy any consumables from Bunnings using a card or arrange for a volunteer to complete this task.

Order all parts from our suppliers and check shipments are correct.

Coordinate with the Workshop Manager and volunteers to make sure parts and tools are ordered and check them off on packing slip and put on shelf or reserve for special order, e.g. the part is to finish a particular bike or is a customer order. Call the customer if their order arrives.

### **Sales Procedure**

Sales are processed by Workshop Managers, Greeters and others who are explicitly authorised to use the EFTPOS machine.

It is important to follow the sales procedure so we can track the number of bikes sold and donated to those in need each quarter. We need this to document our social impact and maintain transparency.

The sale should be recorded in the cash book according to the separate Cash Book procedures (attached to the Cash Book on the Manager's desk)..

### **Reimbursement Procedures**

If you buy something for the workshop, you will be reimbursed.

Any purchase of necessary tools/parts/etc. under \$20 can be made without prior approval.

Lunch up to \$70 can also be bought without prior approval.

Smaller purchases can be reimbursed from the cash box in the workshop. Larger purchases must be approved by the Workshop Manager.

Large purchases may need to be reimbursed via EFT by the Treasurer.

To get reimbursed, please ensure you get a receipt when you make the purchase.

The Workshop Manager will organise the reimbursement, fill out the daily cash book, it has an "expense" option, and file the receipt in the till.

If it isn't apparent from the receipt, add a written note on the receipt to explain what you purchased. The Workshop Manager will provide the appropriate amount from the cash box.

### **OCCUPATIONAL HEALTH and SAFETY (OHS)**

#### **Occupational Health and Safety Policy**

Back2Bikes is committed, where reasonably practicable, to achieving the principles of safety and health in our workplace, and we recognise our responsibilities to providing a safe and healthy work environment for our directors, workshop managers, volunteers, visitors, and the general public.

#### **Aim and Objectives**

The objective of this policy is to ensure all workshop managers and volunteers can work in an environment which doesn't cause harm to them, and where they contribute to continuously improving workplace health and safety.

In order to support this policy, where reasonably practicable, Back2Bikes will:

- Comply with all relevant legislation and statutory requirements;
- Achieve a safe and incident free workplace;
- Involve directors, workshop managers and volunteers in the decision-making process through regular communication and consultation;
- Provide information, training, safe work instruction, and adequate protective equipment;
- Ensure all workshop managers and volunteers help identify and control risks in the workplace;
- Maintain an effective incident analysis and hazard reporting system, with an emphasis on work-related incident reduction;
- Develop and implement OHS policies and systems that are transparent, and meet good governance standards;
- Establish and maintain objectives and targets, with the aim of eliminating work related incidents, injury, or illness, and achieving continual improvement.
- Review all OHS related documents periodically to ensure they are relevant and appropriate.

#### **OHS Responsibilities**

Volunteers and workshop managers have responsibilities which include:

- Respecting the workshop and the other volunteers who use the same working environment;
- Recognising the importance of safety and health of themselves, others, and the environment;
- Identifying risks and hazards in the workplace with an emphasis on incident reduction.

#### **Housekeeping**

Back2Bikes are committed to keeping a safe working environment and encourage the following housekeeping tasks to be done daily:

- Allow 15 minutes before closing time for housekeeping in your work area;
- Ensure rubbish and waste materials collected and placed in allocated bins;

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- Sweep working areas with provided broom and dustpans, and dust collected, placed in allocated bins;
- Ensure access and walkways around the work areas are clear without any trip hazards.
- Return the broom and dustpan used for housekeeping to the correct storage point in your work area.
- Ensure workbench is clean, rubbish and waste removed, and ALL tools returned to proper locations

### Misconduct and Dismissal

Any of the following actions will lead to disciplinary action which may include formal written warnings and/or instant dismissal. Acts of misconduct include but are not limited to:

- Proven display of dishonesty e.g., stealing - merchandise, money or company property or property of a fellow employee, or property of another business.
- Blatant insubordination or abuse to workshop managers, volunteers, or customers.
- Deliberately damaging goods or property.
- Fighting and brawling.
- Being intoxicated or under the influence of drugs during workshop hours.
- Deliberate acts which endanger the safety of others or yourself.
- Making a false worker's compensation claim.
- Discriminatory acts such as harassment, victimisation and bullying.
- Any inappropriate behaviour or use of inappropriate language
- Not following OHS procedures

### Manual Handling

The term '*manual handling*' is given to a wide range of activities involving lifting, lowering, pulling, carrying, holding, throwing or restraining an object.

It can also include repetitive tasks such as packing, typing, assembling, cleaning and sorting, using tools, and operating machinery and equipment.

Many tasks undertaken on a day-to-day basis involve manual handling, of course not all would be considered hazardous.

### Identifying Hazardous Manual Handling Tasks

The Workshop Manager will, where reasonably practicable, ensure that any task undertaken, or to be undertaken, by a volunteer involving hazardous manual handling is identified correctly.

The OHS Regulations define hazardous manual handling as:

- Repetitive or sustained application of force.
- Repetitive or sustained awkward posture.
- Repetitive or sustained movement.
- Application of high force.
- Exposure to sustained vibration.
- Manual handling of unstable or unbalanced loads which are difficult to grasp or hold.



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At Back2Bikes we have identified the following manual handling tasks that volunteers need to be aware of before and during starting work.

They are:

- Lifting bikes onto the workstands. Bike can be awkward to lift and mount on the stand and a steel frame bike can also be too heavy for one single person to lift. Always ask for help if you are unsure if you can lift it on your own. Back2Bikes does not work on E-Bikes as they are too heavy to lift into a workstand.
- Lifting metal waste bins located inside the workshop and carrying them to the waste bins outside. Sometimes these bins can be full enough to become too heavy for a single person to lift and carry. Always ask for help if you are unsure if you can lift it on your own.
- Lifting bikes into the metal skip. Ask someone to assist you if the bike is too heavy.
- Pushing and pulling the mobile workbench in and out of the workshop area. This task should always be done by two persons due to the total weight of the workbench.
- Taking spare parts boxes and tubs off the shelves in the rear of the workshop can be considered a manual handling risk should the box or tub be too heavy for a single person to lift, or if there is too much of a reach to obtain the box or tub. Always ask for help if you are unsure if you can lift it on your own.
- Power Tools - only experienced volunteers should use power tools.

### Personal Protective Equipment (PPE)

Back2Bikes are committed to keeping a safe working environment and has posted appropriate signage in locations where PPE is required to be worn and used, such as:

- Bench grinder - supplied eye and hearing protection must be worn.
- Bench drill - supplied eye protection must be worn.

Signage in locations where PPE is required to be worn and used:

Bench grinder



Bench drill



Back2Bikes request that ALL volunteers use the following PPE for the work-related operations whilst at Back2Bike workshop:

- Fully-enclosed shoes as a minimum. Steel-capped shoes/boots are preferred if possible;
- Cotton based tee shirts are preferred;
- Cotton based shorts or pants are preferred

It is recommended that volunteers wear an apron, they can be found behind the door to the workshop.

It is recommended that volunteers use the supplied nitrile gloves when working on the bikes to protect the hands from dirt, grease, oils, etc.

The nitrile gloves should also be worn when using the parts cleaner sink to protect from oils, greases, and foreign objects and small cuts.

### Smoking, Drugs, and Alcohol

Back2Bikes are committed to providing and maintaining a working environment in which volunteers are not exposed to hazards arising from the use or abuse of alcohol or drugs. Each person must ensure that they are not, by the consumption of drugs or alcohol, in such a condition as to endanger their own safety or that of others at this workplace.

No person will be allowed to enter the workshop, or carry out work while under the influence of alcohol or drugs, or suffering adverse effects of fatigue or stress.

Instances of wilful abuse of substances, whether legal or illegal, or trafficking of substances that are illegal and/or detrimental to the safe conduct of work are prohibited and are cause

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for immediate termination of being a volunteer and removal from the workshop. There is no smoking allowed within 5 metres of Back2Bikes' premises.

### Incident and Accident

Back2Bikes is committed to the provision of a safe and healthy work environment for all volunteers, workshop managers, customers, and visitors.

We will maintain records of all hazards, near misses, and incidents for the purposes of minimising risk of injury and ill-health or the recurrence of an incident.

All volunteers are encouraged and expected to report hazards, near misses and incidents and advise the Workshop Manager.

### Definitions:

Incident:	An incident occurs when a physical, mental, biological, or other act has the potential to cause injury to a person, property or the environment as result of losing control of a hazard.
Near Miss:	A near miss occurs when an unplanned physical, mental, biological, or other act has the potential to cause injury to a person, property or the environment.
Workplace Hazard:	An identifiable hazard that has the potential to cause injury, harm or damage to people, property or the environment
Hazardous Practice:	An identifiable act or action that has the potential to cause injury to a person, property or the environment.

### Hazard Reporting

Hazards identified during day-to-day activity must be reported to the Workshop Manager. If the hazard can be remedied immediately, the Workshop Manager should take appropriate action in consultation with the OHS person. At Back2Bikes the Workshop Manager is the designated OHS officer.

If a hazard requires greater investigation and the sourcing of risk controls, this should be recorded by the Workshop Manager using the Hazard and Incident Report form, and the proposed risk controls identified in consultation with the OHS person or Back2Bikes management.

Hazards identified during formal inspections should be recorded with an action plan on the inspection by the OHS person or Back2Bikes management.

All Hazard and Incident Reports are logged in a Hazard and Incident Reports Register.

### Near Miss and Incident Reporting

1. All near misses / incidents should be recorded by the Workshop Manager or the volunteer using the Hazard and Incident Report form.
2. *If a person has been injured,*
  - a. the need for first aid should be assessed, and action taken as appropriate.
  - b. If the volunteer required medical treatment as a result of an incident, the Workshop Manager (or keyholder who opened the workshop if a Workshop Manager is not present) should report the incident firstly by sending an email to [accident@back2bikes.org.au](mailto:accident@back2bikes.org.au)



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- c. In the following hours and days an **Accident Report** form must be completed by the Workshop Manager after every medical accident. Should the accident be a Notifiable Medical Injury as described in the Accident Reporting procedure, the Workshop Manager needs to follow the steps in contacting WorkSafe Victoria and complete the WorkSafe form. (In the event that no Workshop manager was present and the accident email was sent by a keyholder, the completion of the Accident Report will be overseen by the Exec Director.)

### Toolbox meeting

Once the hazard report has been completed, and the potential hazard, near miss or incident has been fully assessed, and control measures put in place to prevent or mitigate the hazard, the Workshop Manager should conduct a toolbox meeting on the hazard report outcome with all volunteers.

### First Aid

The first aid arrangements and facilities at the workshop are to ensure that emergency treatment is provided for persons suffering injury or illness.

**First Aid Officer:** All workshop managers have completed the appropriate First Aid training course.

**First Aid Facilities:** Includes first aid room, first aid kits and contents, and equipment.

### Volunteers:

- Assist an employee for minor injuries, such as cuts, by using the first aid medical kit supplies.
- Advise the Workshop Manager what was used from the first aid kit.
- Assist the injured employee and seek first aid medical attention if appropriate.
- Assist the Workshop Manager as directed, if required, during an accident.
- Follow the directions of the Medical Emergency plan found next to each First Aid box.

### Fire and Emergency

Back2Bikes smoke detectors and fire alarms will automatically be set off when they register smoke or heat.

Upon hearing the fire alarm or seeing the fire, the Back2Bikes Workshop Manager will respond and assist all immediate volunteers to evacuate the building via the designated fire exits, and direct them to proceed to the Evacuation Assembly area on Williamstown Road.

### Immediate Actions

**Remove** any person/s in immediate danger if safe to do so.

**Alert** - Call: 000

**Request** the assistance from the Fire Brigade and provide the following details:  
Your name and position at Back2Bikes



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The Back2Bikes address:

Back2Bikes

525 Williamstown Road, Port Melbourne, Victoria, 3207

(The nearest cross street is Derham Street, Port Melbourne, Victoria, 3207)

Give the details of the incident and the exact location in the site.

**Confine** the fire or smoke by closing doors if safe to do so on exit.

**Extinguish** the fire only if you are trained and it is safe to do so.

**Evacuate to the Muster Point** outside on the nature strip on Williamstown Road

**Account** that all persons on site have been safely evacuated.

### Food Safety

Rice is not to be refrigerated under any circumstances with our current rice cooking appliances not being able to hold temperature to stop bacteria from producing.

Cooked meals must be dated if not fully consumed.

Perishables should be dated when opened.

## GOVERNANCE

Back2Bikes is governed by a Board whose aim is for good, sustainable governance with transparency by default.

The Board seeks to publish annual accounts which include a report on social achievements and impact. This includes numbers of bikes recycled and any charitable donations of cash or bikes to individuals and other charities.

The Board's role is also to consider and facilitate medium to long term goals.

Donations of bikes for charity reasons require a request from the individual's social or youth worker. The administration of this program is run by a dedicated manager.

Apart from the standard volunteer benefits (listed in the Volunteer section of this document) any gifts to a volunteer for an extraordinary contribution will be decided by the board and listed in the annual report.

We ask all volunteers to treat other volunteers' opinions and viewpoints with respect.

### Board Members Roles

Chair : Geoff Smart

Company Secretary : Cho Oliver

Treasurer: Richard Seddon





### Workshop Managers

Mark Bradley: Monday and Tuesday

Dylan Falkenberg: Wednesday - Saturday

Robin van Grootveld: Monday and Wednesday evenings

### Membership of the Charitable Company

Anyone may apply to become a guarantee member of the charity Back2Bikes Ltd. However, the board is unlikely to accept unsolicited applications from someone who has not volunteered regularly for at least 12 months.

Becoming a member allows you to participate in the Annual General Meeting of the company. There is an initial \$10 entrance fee and \$10 fee per year thereafter to maintain membership.

If you wish to apply then email the company secretary [company@back2bikes.org.au](mailto:company@back2bikes.org.au) who will send you an application form. You will need existing members to nominate and second your membership application. All completed applications will then be considered by the board.

### ANTI DISCRIMINATION POLICY

Back2Bikes is committed to providing an environment of diversity in which anyone is welcome to participate in our programs, activities, and events to learn about bicycle maintenance, repair, and operation.

Back2Bikes does not exclude or deny access to our shop, its programs, activities, and events, or employment to any person based on race, colour, creed, religion, nationality, sexual orientation, veteran or legal status, age, sex or gender reassignment. We welcome those with a disability, but need to ensure we have enough space and supervisory capacity for a safe working environment.

Furthermore, Back2Bikes expects all its staff, volunteers, and participants to promote a climate of diversity where everyone values individual and group differences, respects the perspectives of others, and communicates openly.

However, Back2Bikes maintains the right to ask any person not able to publicly uphold this value during our programs, meetings, and activities at any location to leave the vicinity immediately.

We are sure workshop managers and directors fully support this policy.



### **USEFUL REFERENCES FOR ASPIRING BIKE MECHANICS**

If you get home after a day volunteering and want to understand or review what you have learned, the best and most reliable website to consult for anything mechanical is [www.sheldonbrown.com](http://www.sheldonbrown.com).

The site continues with new contributions even though he sadly passed away.

Some videos on Youtube are excellent and some are made by incompetent amateurs using incorrect techniques.

Park Tool company videos are generally high quality, [www.parktool.com](http://www.parktool.com).

Once you have some experience you will be able to judge for yourself the quality of a video. If in doubt always consult with one of the more experienced volunteers.