



BELYUEN COMMUNITY GOVERNMENT COUNCIL

# Store Policy 2016

**2nd Edition 2016**

## Preamble

Information in this manual has been taken from the Store Operational Guide 2011-2012. This Guide was prepared for Belyuen Council under a grant from FACSHIA to engage Remote Retail Services as the Consultants to prepare the Manual as part of a Stores Tool Kit

In 2016 the Manual has been edited to make it relevant and user friendly to the current needs of the Council and Store.

Council acknowledges and appreciates the work that has gone into the set of Stores Tool Kit.

The following is an acknowledgement from the original manual.

*Note: FaHCSIA as a Department no longer exists. Community Stores compliance is now under the Prime Minister and Cabinet (PM&C)*

## Acknowledgements

*This tool kit was researched, prepared and designed for Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) by:*

*Burdon Torzillo; Governance and graphic design*

*Remote Retail Services, Retail management and operations*

*Deloitte's, Financials*

## Disclaimer

*'This suite of resource and communication tools has been developed to assist you and to highlight the general principles that may be useful to consider in managing/owning a community store under the Northern Territory National Emergency Response Act 2007. The material in this suite is intended as guidance only and should not be relied on as providing professional and legal advice. While the Department of Families, Housing, Community Services and Indigenous Affairs, Burdon Torzillo and Remote Retail Services have made every effort to ensure that the material in this suite is accurate and up-to-date, you should exercise your own independent skill and judgment before you rely on it. Where you consider it necessary, seek your own independent professional and legal advice should you have any specific concerns. The suite is provided without any express or implied warranty as to its accuracy, reliability, completeness and currency and you use this suite at your own risk. The Department of Families, Housing, Community Services and Indigenous Affairs, Burdon Torzillo and Remote Retail Services accepts no responsibility for any interference, loss, damage or disruption which arises in connection with your use of this suite. The Department reserves the right to alter, amend, vary or otherwise change any information in this suite of materials at any time and without notice to you.'*

*The Community Stores Section in the Department of Families, Housing, Community Services and Indigenous Affairs can be contacted on 08 8936 6523 **with any general questions or queries.***

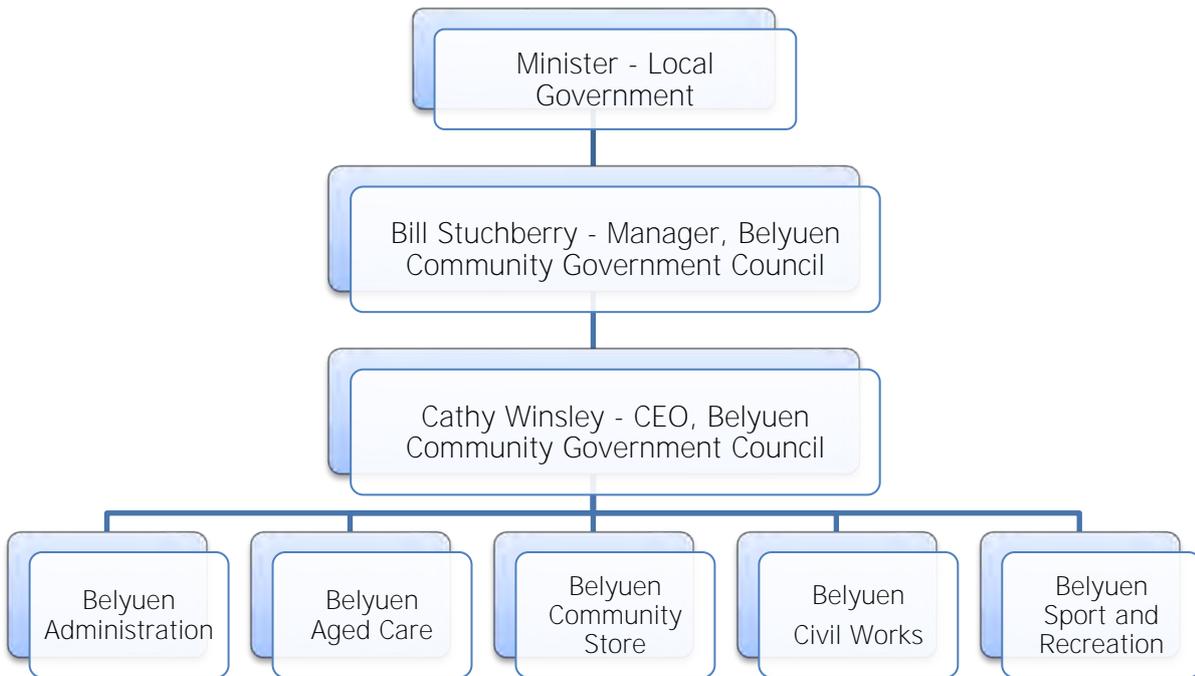
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Structure  
of  
Belyuen Community Government Council



## Chapter 1: Governance



The Store Policy is the responsibility of the CEO, Belyuen Community Government Council. The CEO, with advice from the Manager prepares and sets in place the Store Policies and direction for the store. The Store Manager follows and implements the Store Policies.

### Brief Profile

#### Belyuen Community

Belyuen community is located on the Cox Peninsula approximately 130kms west of Darwin, on the Cox Peninsula Road.

The Belyuen Community Government Council (BCGC) is responsible for the community of Belyuen. The total area of the Council boundary is approximately 4091 hectares.

Kriol is the main language spoken at Belyuen, however, there are seven (7) traditional language groups spoken predominantly by the adults. These language groups are: Emmi, Wadigin, Kiuk, Malak Malak, Mendtha, Marriamu and Maranunggu.

The community has a population of approximately 180 Aboriginal people and 3 non Aboriginal people.

There are three (3) employers within the community. The nearest small Council of Wagait Beach being approximately eighteen (18) kilometres away. Wagait Shire, like Belyuen has limited opportunities also by way of economic development and employment opportunities.

Within Belyuen there is a Health Centre, Primary School, Store, Aged Care Centre, Mechanic Workshop and the Council Administration Centre. Ironbark Aboriginal Corporation a Darwin based organisation is the Provider for Work for the Dole Activities, Monday to Friday. Ironbark Development Services a Darwin based organization provides a Night Patrol Service within the

community. This service operates Monday to Friday 3pm to 11pm.

There is a total of forty four (44) Territory Housing residences within the community with thirty eight (38) on line. There are three (3) government staff houses, two (2) for the Primary School teachers and one (1) duplex used by the Police and a Relief Teacher.

Belyuen Council does not have any Council staff housing.

The Belyuen Store is owned and operated by the Belyuen Council. The store employs two (2) full time staff, one (1) part time and three (3) casual. Store Staff are also responsible for the School Nutrition Programme which provides early morning food and drink plus lunch including fruit to all Belyuen school children. Parents/Carers pay for the meals either through Centrelink or their wages. Record of payments are maintained by the Council Office staff. Through the Store, Red Cross provide cereal and milk for the children for recess. Along with operating as a small general store the store also offers a take away food service and fuel sales.

The store struggles against a local competitor on the Peninsula, the Wagait Supermarket. The Wagait Supermarket sells takeaway alcohol attracting many customers including those from Belyuen community. The Supermarket is open longer hours weekdays and weekends and Public Holidays. Belyuen Store has trialled late day openings offering fresh take away meals however the increase costs to operate longer hours could not be justified against the sales.

Belyuen Community is a small community with members dependent on Centrelink payments. This means that money coming into the community is only small and irregular due to Government/Centrelink participant requirements. This has an enormous impact on the weekly store takings and limits the amount of funds that can be put back into the community as well as the number of community people that can be trained and employed. The Store has its biggest sales on funeral days. This is sad, however it highlights the difference between the current population and what an extra 30+ people makes to the weekly takings. In the context of retail it is no different to stores that rely on Christmas or Easter to boost their total sales.

Page 8 shows briefly the income source in the community. This has been included because this type of information is important when determining amount and type of stock, amount and type of take away foods, weekly takings etc. It is used when looking at the big picture of the shops sustainability.

For more information on Belyuen Council and the community go to Council website for 2014-2015 Annual Report and 2015-2016 Shire Plan. [www.belyuen.nt.gov.au](http://www.belyuen.nt.gov.au)

**Community Profile INCOME SOURCE May 31 2016**

<b>Adult</b>	<b>Adult</b>	<b>Adult</b>	<b>Youth</b>	<b>Youth</b>	<b>Youth</b>	<b>Youth</b>	<b>Work</b>	<b>Child</b>
<b>C</b>	<b>NC</b>	<b>P</b>	<b>C</b>	<b>NC</b>	<b>S</b>	<b>DS</b>		
<b>56</b>	<b>3</b>	<b>26</b>	<b>24</b>	<b>10</b>	<b>7</b>	<b>14</b>	<b>25</b>	<b>32</b>

Adult C – adult on centrelink

Adult NC – adult not on centrelink

Adult P – adult on pension

Youth C – youth on centrelink

Youth NC – youth not on centrelink

Youth S – youth at school

Youth DS – youth disengaged from school

Work – either in Belyuen or outside Belyuen

Total 31 people receive meals from the store Monday to Friday either as meals on wheels or school nutrition

Total 5 people receive wages and some centrelink

Total 10 people work outside the community

**Total 33.5% of the population receive no income of their own**



**Graphic 1: Map of the location of Belyuen Community**

### Social

The Store is the social hub of the community as almost everyone goes there at least once a day. Apart from providing food security it is a place where individuals and families socialize. This is very important and the community want the store and the area around the store to be maintained for these social gatherings.

### Economics

Indigenous people are among the most economically disadvantaged in Australia. **Compared to the cost of food in southern parts of Australia the Territory's consumer costs** such as food, fuel, power, water is much higher. Along with this is the small buying power of the Belyuen Store and getting the goods around to the community. Council ideally would be making a small profit with the Store and at the same time keep food items affordable. This is very hard to balance and requires constant attention and initiatives. This fact needs to be kept in mind when setting profit targets and pricing mark ups.

## Vision, guiding principles and objects

### Council's vision

Council's vision is to turn the store into a:

- financially viable, self-funding store which attracts both community members and the passing local and tourist trade,
- offer affordable food and goods, a healthy takeaway section, competitively priced fuel
- offer friendly service from locally employed happy workers.

### Guiding principles, 'staying on track'

Guiding principles are like the sides of the road, they keep us on track. Council needs Store staff to follow the guiding principles. Our guiding principles are:

- respect ourselves, others, our country and culture
- **respect for people's rights, social and natural justice**
- following Government law's and Belyuen rules

### Objects

The objects that Council is working to achieve are to;

- develop the Store as an enterprise
- return to profitability
- attract both local and passing trade (tourists and local)
- sell affordable and healthy food and goods
- subsidize the top selling 15-20 lines
- provide friendly service and have happy workers
- provide training and employment
- develop the community and local economy
- encourage healthy lifestyles
- support Belyuen culture, arts and sports teams
- build friendship and partnerships with others and support reconciliation

## The Belyuen Store is more than just providing a retail store

The store is involved in a variety of things including:

- Sponsor sports carnivals (when finances permit)
- Sponsor cultural events (when finances permit)
- Sponsor Kids and Pensioners Christmas Party (when finances permit)
- Having a functional takeaway to cater for the above activities
- Developing the store
- Generating sales and profit
- Being an advocate for the community
- Community development
- Creating employment

## Accountant

The Accountant is engaged by the Belyuen Council and works closely with the Store Manager and CEO. They:

- Pay all the bills.
- Prepare Bank Reconciliation statements at the end of each month for all Bank Accounts.
- Prepare schedules of aged Debtors and Creditors.
- Prepare wages and salaries.
- Prepare and process all ATO requirements including BAS.
- Effect all Superannuation and Workers Compensation payments.
- Prepare monthly financial reports within three weeks of month end. Advise if there are concerns.
- Prepare annual financial statements in accordance with relevant accounting and legislative requirements.
- Assist in preparing budgets and other management reports.
- Review systems of internal control in discussion with the Auditors, Store Manager and CEO.
- Maintain an accurate asset register.
- Complete the book keeping.
- Complete the monthly, quarterly and annual accounting.
- Provide reports to the Store Manager and CEO

### Auditor

The Auditor works for the Belyuen Community Government Council and works closely with the Accountant and CEO. They:

- check that all the accounts are true and accurate
- check that the proper paperwork trail is in place
- check that the Council has followed the law and complied with the legislation
- advise the Council Manager and CEO on things the store could do better

### Decision making

#### How decisions are made

Day to day decisions and those that follow Policy are made by the Store Manager.

The Store Manager takes bigger decisions to the Council CEO.

Decisions that go to the CEO will have clear reports and recommendations. The Store Manager will make sure that everyone clearly understands the proposal. The Store Manager will seek advice from workers and experts like the Accountant.

The CEO considers the proposal and makes the decision.

The CEO will check progress and results at the next meeting.

#### Who makes what decision

Different decisions are made by different people.

##### CEO decisions

Decisions about the selection of the Store Manager, staff, store policies and plans, buying capital items over \$1000, use of store profits are made by the CEO. Any financial decisions should be made in consultation with the Accountant and the Store Manager.

##### Management decisions

The Store Manager follows the policies set by the CEO. Decisions about managing and running the Store are made by the Store Manager. The Store Manager directs Store staff. New staff are employed by the CEO.

#### Governance and Local Government

The Store is owned and managed by the Belyuen Community Government Council which is an NT Local Government Authority.

Accounting and Administrative Regulations govern accounting and reporting requirements and as such determine how the finances of the Council are managed including the Store.

## Belyuen Store Policy Manual 2016

See NT.GOV.AU website address for

NT of Australia Local Government ACT 2016

NT of Australia Local Government (Accounting) Regulations 2014

NT of Australia Local Government (Administration) Regulations 2013

### Industrial Relations and Local Government

Belyuen Council is under the Local Government Industry AWARD. Industrial issues in relation to the Store staff are handled according to the AWARD.

See [www.walgaemployeerelations.asn.au/website](http://www.walgaemployeerelations.asn.au/website) for this AWARD.

## Chapter 2, Effective management and operations



### Store Manager

The Store Manager works for the Belyuen Community Government Council, is the arms and legs of the store, and follows the CEO directions. The Store Manager:

- Manages the day to day running of the store in an efficient manner.
- Manages and directs store workers
- Reports to the CEO at monthly meetings (or as directed) and seeks their advice on local community and cultural matters
- Advises the CEO on day to day issues in the store
- Follows the store policies.

The Store Manager is accountable to the CEO, the law, store rules, community rules and policies.

### Store workers

The CEO employs Store Workers who do their **day to day work following the Store Manager's** directions.

### Position descriptions or duty statement

The Store Manager and Store staff have position descriptions or duty statements. All new staff are required to have a Criminal History Check and have a Working With Children card.

#### **Attachment 1: Criminal History Check**

#### **Attachment 2: Working With Children**

Both attachments can be down loaded from website [Criminal Check/Working with Children](#)

Applications can also be done online.

### Contracts

The Store Manager's Contract will commence on 1 July 2016.

The Contract is a confidential document between the Store Manager and the Belyuen Council CEO.

### Establishing rules

The rules of a community store should be known and understood by management and staff. There are four broad areas in which it may be appropriate to establish rules:

- Actions that do not fit socially acceptable behaviour, such as arguing, fighting or swearing, asking customers for money or cigarettes they have just purchased or just general humbugging customers.
- Behaviour that is against the law, such as sexual harassment, jokes or comments of a sexist or racist nature or that breaks our code of conduct
- Meeting work health and safety laws
- Non-compliance with the community store work systems - such as inappropriate timekeeping or unsatisfactory work performance, and failure to obey lawful instructions.

### Performance assessment

The performance of both the store business and the Store Manager are assessed regularly. The performance of the store business is assessed quarterly and after the annual audit is completed.

The Store Manager is assessed just before their probation is due, 2 ½ months after a new Manager starts and when their annual performance review is due and prior to extending a further contract.

The **Council's Accountant**, (Selected) Advisors and the Store Manager provide information to help the CEO assess store performance.

The Accountant and Auditors provide information to help the CEO assess performance of the Store Manager.

Appraisal forms on Store Managers and staff are undertaken once per year and the CEO keeps a record of the results.

## Engaging the best advice

### Auditors

Council engages Merit Partners to undertake the Audited Financial Statements for a financial year.

Every few years Council will seek quotes from other Accounting Firms to ensure that Council is receiving services at a good price.

### Accountants

**Nair Watkins are engaged as Council's Accountants.**

The terms of engagement **are for all Council's Programmes and** include:

- 1) Processing payments each month as approved by Store Manager
- 2) Processing payments and receipts to general ledger accounts each month and prepare cash summary report
- 3) Prepare Bank Reconciliation statements at the end of each month for all Bank Accounts
- 4) Prepare and post journal adjustments at month end
- 5) Prepare schedules of aged Debtors and Creditors
- 6) Prepare wages and salaries
- 7) Prepare and process all ATO requirements including BAS
- 8) Effect all Superannuation payments
- 9) Prepare monthly financial reports within three weeks of month end. Advise if there are concerns.
- 10) Prepare annual financial statements in accordance with relevant accounting and legislative requirements
- 11) Attend Store meetings as required
- 12) Provide support in preparation of budgets and other management reports
- 13) Review systems of internal control
- 14) Maintain an accurate asset register
- 15) Liaise with Store Management and external consultants employed by the Council

## Chapter 3, Food Security and Nutrition



### Food Security, what is it?

The government and the United Nations uses the words Food Security, which means:

Food Security is when all the people in our community are able to have affordable and good food all the time. To make sure that all the people in our community are getting good food with lots of choices to have a strong and healthy life.

The store must have access to a constant, sufficient, affordable, nutritious and safe food and other basic needs supply for our community to live an active healthy life.

The Store Manager is accountable to ensure Food Security through the following areas:

### Access and Constant supply

Access and Constant supply by ensuring that sufficient and re-occurring orders are placed so that an agreed range is available at all times to the community.

- Agreed range on show at all times
- Accurate and timely ordering of all departments
- Ordering from the agreed suppliers, (see our suppliers list later in this document)
- Opening the store at the agreed times so people can access food (see store hours later in this document)

### Affordable

Affordable by ensuring prices are clearly displayed and maintained to the agreed pricing policy.

- Displaying correct price tickets on shelves
- Maintaining supplier price and or ticket changes
- Following the mark up policy for goods as agreed by the CEO

### Nutritious and Safe

Nutritious and Safe by ensuring agreed healthy foods are displayed and available at all times and handling and treating perishable, cooked and raw foods in the correct manner (see nutrition policy attached)

- Key indicator foods on show and available at all times
- Range of Fruit & Vegetables always available
- Healthy Take Away options available
- No out of code food to be sold
- Food maintained at right temperatures
- Keeping raw food products separate to avoid cross contamination
- Maintaining the cold food chain at all times in the store

See Appendix i Nutrition notes in more detail

### School Nutrition Policy

The Store provides lunches for the Belyuen Primary School students on school days. The Store Manager is responsible to ensure that the Nutrition Policy adopted by the Belyuen Council is followed.

### **Attachment 3: School Nutrition Policy**

### **Attachment 4: Store Nutrition Policy**

All of the areas mentioned above are things that the Store Manager will be measured on when it comes to Food Security and Store Manager Performance.

The Belyuen Store is well governed by the CEO and managed by the Store Manager, this is essential to make sure food is good and affordable.

### Support for the Store Manager

There are many things that can make a difference to food security for the community. Council, CEO and the Store Manager need to think about a lot of other things and may need to make some decisions on what needs to be changed or fixed to ensure the Store has Food Security. Council can get knowledge on how the store is going through the **PM&C's** community stores licensing department and their reports and assessments of the store.

All PM&C store licensing reports are tabled with the CEO. This is then fed back to the Store Manager.



**Graphic 2: What makes up Food Security**

#### Roads and offloading facilities

The food is transported safely, efficiently and regularly into the store by road

**The store's** unloading facilities and stacking the warehouse are efficient, effective and safe and staff are properly trained in using these facilities.

No cartons are packed directly onto the floor of the warehouse.

#### The condition of the store building

The store has a presentable appearance, the building is well maintained and passes all health, safety and building codes.

Any repairs required that are potentially a Work Health and Safety issue, the Manager must arrange for them to be fixed as soon as possible and notify the CEO.

## Store Operations

Council has an Operations Guide, developed by our CEO and management, which is followed by all our employees. It outlines the details of the day to day operations in our store.

*NOTE: The Operations Guide is part of the original Stores Tool document and is currently being updated. The updated document will replace the current document on the website when finalized.*

### Management and staff

The Store has a clear governance and management structure showing how the CEO, management and operational staff work together to ensure that the store runs properly. This structure, and staff duty statements, outlines the responsibility of each member to each other and what authority each person has.

The Store Manager has a duty statement and contract, and all staff have duty statements.

### Supply and Transport

Council has clear account agreements with suppliers who provide the goods that come into and sold in the store and those who deliver services, such as the transport of goods to the store. The cost of freight is built into the cost price, there is no separate freight charge to the store.

**The Store's** current suppliers list is below: This is a working document and constantly checked and revised.

DEPARTMENT	SUPPLIER
Confectionary	Independent Grocers
Soft drinks	Coke Cola
Fruit and Vegetables	Simon George
Fuel Opal and Diesel	Puma
Groceries	Independent Grocers
Meat	Beta Meats and Wyuna
Whitegoods	Harvey Norman & G&R Wills
Takeaway	Independent Grocers
General Merchandise	G & R Wills
Phone cards	Sim Connect
Power cards	Power Water
Ferry Tickets	Sea Link
Food Service	Asian United

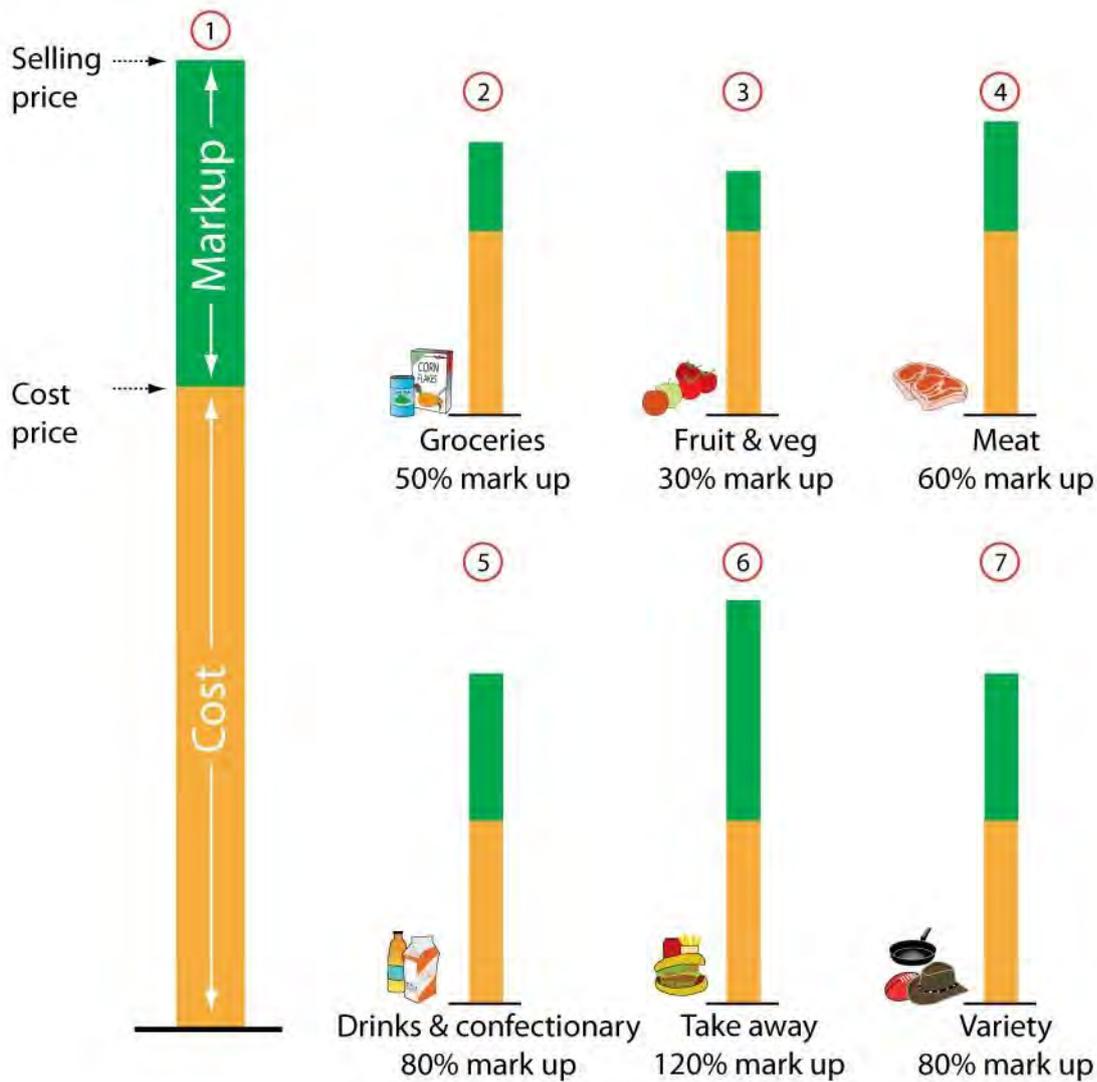
## Range, Mark ups and Prices

### Mark ups

**"A mark up"** is the difference between what the Store pay the supplier for (what it cost the store to buy the item) and the amount the Store sell it in the store.

**For example** the Store buys a product for \$1.00. This is what it has cost to buy from the supplier) and sells it for \$1.50. This means the Store have a 50% mark up. The mark needs to be enough to cover the other costs the store has to pay such as the freight or transport company to get it to our community, expenses of the store such as wages, power, insurance and to make a profit.

**Gross Profit margin** is the difference between revenue and cost before accounting for certain other costs. Generally, it is calculated as the selling price of an item, less the cost of goods sold and can also be expressed as a percentage of revenue (sales)



**Graphic 3: Example of what mark ups look like on different items**

The Store provides a range of foods, goods and services to meet the needs of the community at affordable prices and gives customers choices.

The Pricing Policy involves determining what mark up will be put onto items sold to ensure the cost of goods, salaries, administration, insurance, power, accounting etc is covered. The **Store's** marks ups are endorsed by the CEO.

The Store Manager is responsible for implementing the **CEO's** agreed mark-up policy so that the right prices are always used and displayed at the store. This is so that the prices are affordable and at the same time the store remains viable.

## Belyuen Store Policy Manual 2016

Council has a general plan and policy to ensure good and healthy food is cheaper and that this is subsidised by higher mark-ups on other food and goods.

The Store mark-ups for each department as at April 2016 will be:

<b>DEPARTMENT</b>	<b>RECOMMENDED MARKUP %</b>
Grocery	60%
Chilled/Dairy	60%
Frozen	60%
Bakery bread	25%
Cigarettes & Tobacco	25%
Confectionary & Soft drinks	100%
General Merchandise	80-100%
Fuel	N/A
Meat	60%
Chicken	100%
Fruit & Veg	50%
Takeaway	100% - 130%
Ferry Ticket	10%
Power Cards	10%
Phone Cards	4%

When the Store has purchased regular items on a one off special the retail costs of those items will not change. This will in the short term reflect a different percentage mark up for a specific item.

Any change to this procedure will be agreed on between the Store Manager and the CEO.

### Range and product lines

The following is a list of the Departments in the Store that will be monitored and reported on:

- Grocery
- Chilled / Dairy
- Frozen
- Bakery bread
- Cigarettes & Tobacco
- Confectionery & Soft drinks
- General Merchandise
- Fuel
- Meat
- Chicken
- Fruit & Vegetables
- Takeaway
- Power Cards
- Phone Cards
- Ferry tickets

## Belyuen Store Policy Manual 2016

The store aims to have the following minimum recommended number of lines per department in stock: this is a *minimum* recommended range standard as per the ABA Infrastructure project guidelines and design principles for a small store. This is a flexible guideline and the store should take into account the stores location, selling space, current racking and fixturing and customer demand when determining lines.

*Note: Council has chosen to keep this section in the manual as a future guideline.*

### Recommended store lines and bays

LINES and BAYS FOR A SMALL STORE– Average sales of \$10-20k per week **(Belyuen’s average)**

	Grocery	Gen Merch (incl apparel)	Chilled / Dairy	Frozen	Fruit & Veg	Meat	Bakery	Cigs	Soft drinks	CD/DVD	Total
Minimum lines	233	88	26	33	25	15	6	8	20		454
Bays or Doors	22 (incl gen merch) 3 x hang racks. Plus 3 x seasonal bays	See grocery	1 x 3 door	1 x 3 door. Plus 1x4ft ice cream freezer and 1x4ft Ice chest	1 x 3 door plus 2 x bins	1 x 2 door	1 x rack or Supplier stand	At till	2 x 2 door (supplier fridge)	1 x supplier display unit	

## No School No Shop Policy

To help support the school with encouraging children to attend school daily Council has a Policy of No School Attendance No going to the Store.

The Policy was adopted at a Council meeting on 20 March 2016

## Store School Attendance Policy

The aim of this Policy is to support the Belyuen Primary School in maintaining 100% daily attendance of all Primary School aged children.

Belyuen Primary School children are not permitted to enter the Belyuen Store during school hours on the days that the School is open.

These hours are currently 8.30am to 2.30pm.

This Policy is to take effect as of Monday 11 March start of Term 2 2016.

Signage to be permanently displayed outside the Store.

Belyuen Council

20 March 2016

## Chapter 4, Financial Management



### Financial Toolkit

Council has kept the Financial Toolkit because it can be used as needed as a comprehensive retail resource.

As the Store is owned and managed by the **Belyuen Community Government Council the Store's accounting guidelines, standards, chart of accounts, budget is all part of the Council's accounts** and in line with Local Government accounting regulations.

For this reason details of the Tool Kit have not been included in the Policy Manual.

## Chapter 5, Compliance



### Stores Compliance

#### Licensing compliance

All retail stores have to meet certain standards and have to have and comply with numerous licenses. Licenses currently held by the Store are:

1. income management and the basics card
2. store license
3. food license
4. tobacco license

5. dangerous goods, petrol etc
6. ammunition

### Income management

The Australian Government, as part of the National Emergency Response (commonly known as 'The Intervention'), licenses stores to provide income management services and use the 'Basics Card'. People on various forms of Centrelink payments have a portion of their benefit put into a separate account which can only be used for specified purposes i.e. food and certain other goods and services. Those people are issued with a Basics Card, which can be used in licensed stores. People cannot withdraw cash from the Basics Cards.

Centrelink clients can also elect to have some or all of their income management funds sent to the Belyuen Store.

### Contracts

All people employed by the store in management positions are on proper employment contracts.

The store will enter into other contracts for the provision of goods and services including transport that are provided to the Store.

### Insurance policies

Council is obliged to ensure that the Store is covered within all of Council's Insurance policies and that these policies are renewed annually and include:

1. public liability; to cover if anyone is hurt in or around the store
2. Workers compensations, to cover any injury to workers which may happen at work or going to or from work.
3. Superannuation; saving up for when workers retire
4. Transport; in case things get damaged during transporting
5. Building and contents
6. Fire, flood, cyclone, theft, damage
7. Professional indemnity; to protect us in case we make an unintentional error
8. Motor Vehicle
9. Deterioration of Stock
10. Money in Transit
11. Fraudulent Acts / Staff fraud

### Work Safe Plan

Stores need to have a work safe plan. Our plan details the possible risks to injury or safety in and around the store. It outlines appropriate work safety procedures, including appropriate

clothing and footwear, fire and emergency procedures and first aid equipment. It also designates a Safety Officer who is responsible for ensuring that equipment in the store is safe and that 'Work Safe' procedures are followed.

Attachment 5 Work Safe Plan- this Plan is currently being updated and will be available on the website once finalised.

## Emergency Management Plan

Council has an Emergency Management Plan to cover disasters such as cyclones and fire.

The Plan also includes the HAZMAT information which relates to the Store to deal with fuel storage.

The Emergency Management Plan is on the Council website [www.belyuen.nt.gov.au/](http://www.belyuen.nt.gov.au/)

## Sale of Ammunition Staff Procedures and Policy

The Store has a license to sell ammunition to people who have a current Firearms license.

### SELLING AMMUNITION PROCEDURES

#### Belyuen Store Staff

#### Before ammunition is sold you must:

- **Sight the person's Firearms Licence**  
Check that it is current and in their name.

- Everytime you sell ammunition you must check the licence even if you have seen it earlier that day. THIS IS MANDATORY.
- Check the name on the keycard if they are paying with keycard – it MUST be in the name of the person who has the Firearms Licence.
- Basic card or Income Management CAN NOT be used to buy ammunition.
- When getting the ammunition from the locked cage make sure that you LOCK the cage everytime you go in and out.
- Only Council staff are allowed in the back area of the Store.
- If you are aware that something has not been done correctly report it to Kelly or Cathy immediately.

Any breaches of these procedures may result in instant dismissal.

Cathy Winsley

CEO

Updated 10.03.2016

## **Purchase of ammunition from Belyuen Store**

### **Notice to customers**

You can only buy ammunition if you have a current Firearms License.

You must show your license every time you purchase ammunition.

Nobody can buy ammunition to give to you and the money to buy it must be handed over by the holder of the firearms license.

If you are buying ammunition with a keycard it must be in your name.

Basic Card or income management funds cannot be used to buy ammunition.

**YOU MUST SHOW YOUR FIREARMS LICENCE TO STORE STAFF EVERYTIME YOU BUY AMMUNITION.**

## **Sale of Cigarettes and Tobacco to people under the age of 18 years**

Belyuen Store staff **WILL NOT** sell cigarettes or tobacco to people under the age of 18 years.

You **MAY** be asked for ID to show proof of age if staff believe you are under 18 years old.

**NO ID = No sale of cigarettes or tobacco**

It is against the Law for adults to buy cigarettes or tobacco for people under the age of 18 years. You can be charged by the Police and have to go to Court if you are caught doing this.

Council CEO  
Updated 13 March 2016

## Chapter 6, Customer service



### Store Charter

Belyuen Council aims to provide friendly service and quality food and goods to our customers at as affordable prices as possible. See **Chapter 3 'Food Security'** in this Store Policy document for details about the mark-ups and pricing policy.

To provide the widest range of **goods and services as a store our size can**, see **chapter 3 'Food Security' in this Store Policy document for details about our range**. Our store is kept well-stocked at all times and we aim to have extra stock for wet season and for when there are sports carnivals or ceremony season.

Customers can expect a clean, safe and healthy store with courteous customer service. Dogs are not allowed into the store.

### Trading hours

We recommend and try to keep the store open for 46.5 hours per week. Our trading hours are usually: (or as agreed with the CEO from time to time)

	<b>Open</b>	<b>Close</b>	<b>Open</b>	<b>Close</b>	<b>Total Hours</b>
Monday	08h	16h30			8.5 hrs
Tuesday	08h	16h30			8.5 hrs
Wednesday	08h	16h30			8.5 hrs
Thursday	08h	16h30			8.5hrs
Friday	08h	16h30			8.5 hrs

## Belyuen Store Policy Manual 2016

Saturday and Public Holidays	08h	12h00			4 hrs
Sunday	Closed	Closed	Closed	Closed	Closed
<b>Total Hours</b>					<b>46.5hrs</b>

### After hours trading

For special events, like sports carnivals cultural events, funerals and Christmas, the CEO may ask management to trade after hours for up to a couple of hours, for example, in the afternoon on a Saturday or in the evening for a day the week before Christmas. But this is only for special occasions and subject to store workers being available.

### Store closures

In the event of any incident that may affect store management, workers or customers safety the CEO may direct the Store Manager to close the store until order is resumed. In emergencies the Store Manager may have to make this decision but should make every effort to ensure the CEO has been asked if possible.

The CEO may also ask management to close the store for short periods for special events; for example; during community meetings, or out of respect while funerals are in process.

Such closures should only be for short periods.

### Lay-bys

Goods can be put on lay-by for no longer than three months. A 20% deposit is needed for any lay-by article.

### Special orders

The Store Manager will individually consider each request to order a special item in. The ability to pay within a reasonable and agreed time frame will have a major influence over the decision to purchase the item.

### Home deliveries

The store does home deliveries for elderly or people with disability.

### Debtors

Debtors are people or businesses that owe the store money. Many government departments or big businesses who buy from the store, often fuel, will use an order form and pay within 30 days.

**It is good to keep the debtor's amounts as low as possible.**

The store has a no book-up policy for community members.

Government departments and other businesses who have opened accounts at our store must use properly certified order forms.

### Cheques

Cheques will only be cashed to those people whose name appears on the cheque. Identification is required before the cheque will be cashed.

### Complaints

Belyuen Store is a remote store with higher costs and considerable disadvantage over stores in the big towns or city. Management tries to provide a wide range of food and goods at reasonable prices, but there are limits as to what we can offer and most customers understand and appreciate the challenges faced.

Management welcomes constructive criticism that helps to improve the store and service and will look into any complaints and assess it on its merits.

Any complaints about staff needs to be made to the Store Manager.

If the complaint is about food or goods, for example, out of date stock, or food of a poor quality, the food or goods can be returned for a refund or replacement. These complaints should be made to the Store Manager.

If the complaint is about the Store Manager this should be put in writing and addressed to the CEO, who will consider it at the next regular CEO meeting.

### Stealing or Breaking -- in to the Store or maliciously damaging Council Store property.

Council will not tolerate stealing, breaking in or damaging Council property.

People identified as carrying out this behaviour will be reported to the Police immediately. People will be invoiced for damages, cost of items stolen etc and will be expected to commence Centrelink deduction or make other payment arrangements as soon as practical.

## Chapter 7, Community Engagement



### Community programs, sports, ceremonies, funeral etc

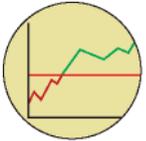
Only when the store is profitable will it be able to support and sponsor sports and recreation carnivals and events.

Once profitable the store will:

- plan to support and sponsor cultural carnivals and events especially our annual Christmas Party.
- plan to support community sporting activities both within Belyuen and away from Belyuen
- continue to support the School Nutrition Programme
- continue to support the Aged Care Programme
- plan to support and sponsor ceremonies through the provision of fuel, food and goods to participants

**The Store does not pay out cash to any individuals.**

## Chapter 8, Risk management



### In general

**The Store's** policy is to minimize and manage our risks as much as possible and we have a risk management plan in Chapter 8 of our Store Business Plan. The plan also sets out our contingency plans should our preventative measures fail.

Our policy includes;

Risk

We review our risk management plan annually with advice from our;

- Auditor
- Accountant
- 

### Insurance

The Store Manager and the CEO organize the Insurance for the Store annually and the Accountants pay the Insurance on behalf of the Council. The Store Manager re-assesses insurance needs annually.

**Details of the Store's** insurance needs are outlined in the stores Operational Guide.

The Store Manager updates the assets register annually in July after the stock-take. Information is forwarded to the CEO.

### Disasters

The Store Manager ensures all key staff are trained in use of the fire extinguishers and are aware of the disaster and evacuation plans.

**Council's** first responsibility is the safety and wellbeing of customers, then staff and then Store Manager and CEO.

Council has an Emergency Management Plan and a Management Committee to coordinate the Plan. The Store manager is a member of the Committee. Details of the Plan are on **Council's** website [www.belyuen.nt.gov.au/](http://www.belyuen.nt.gov.au/)

### Hazmat

Hazmat box is located outside the store entrance. The box contains information that relates to handling of the fuel bowsers in the event of a fire at the bowsers. Details of the HAZMAT Plan are included in the Emergency Management Plan.

## Attachments

Attachment 1: Criminal History Check

Attachment 2: Ochre Card

Attachment 3: School Nutrition Policy

Attachment 4: Store Nutrition Policy

Attachment 5: Safety Plan 9 being updated will be available on the website shortly

## Appendix

### **Appendix I Nutrition notes in more detail**

The Belyuen Store will make every effort to follow and implement the guidelines set out in the information provided.

The health of people in remote communities is an issue of great importance and remote community stores play an important role in assisting the health and wellbeing of indigenous people in all remote communities.

Chronic diseases such as circulatory disease, cancer, diabetes and respiratory disease account for about two thirds of the deaths among indigenous people. Many of these diseases are related to low fruit and vegetable consumption.

#### **What is nutrition and why do we need it?**

Nutrition (which can also be referred to as nourishment or aliment) can be described as the consumption of food and how the body uses the food for growth, energy, and healing of damaged tissues.

It is used by the cells and organisms of the body to assist and support life. Many common health problems can be prevented or alleviated with a healthy diet.

### How to improve your health? (As advised by the Australian Dietary Guidelines)

- Eat plenty of vegetables, legumes and fruits
- Eat plenty of cereals (including breads, rice, pasta and noodles), preferably wholegrain
- Include lean meat, fish, poultry and/or alternatives
- Include milks, yoghurts, cheeses and/or alternatives. Reduced-fat varieties should be chosen for adults, where possible. Reduced-fat milks are not suitable for young children under 2 years because of their high energy needs, but reduced-fat varieties should be encouraged for older children and adolescents
- Drink plenty of water.

### **and take care to**

- Limit saturated fat and moderate total fat intake – Low-fat diets are not suitable for infants
- Choose foods low in salt
- Adults should limit their alcohol intake if they choose to drink
- Consume only moderate amounts of sugars and foods containing added sugars.

Prevent weight gain: be physically active and eat according to your energy needs.

### **Care for you and your children's food: prepare and store it safely.**

Encourage and support breastfeeding.

### Remote Community Stores

Remote Indigenous Community stores are there to ensure that Indigenous Australians have the same rights as any non-Indigenous Australians, which is to have access to an affordable and nutritious food supply.

Improving the range, quality and pricing of healthy and nutritious food in remote community stores is vital to improve the health and nutrition of all Indigenous Australians.

Results and improvements in the health and wellbeing of Indigenous Australians will become apparent when education, range, quality and pricing is improved so that Indigenous Australians choose to eat more nutritious foods. When the demand for healthy choices and options increases purely by the participation rates of those in the community.

### How can remote community stores help in improving nutrition in their communities?

- By getting the community involved
- By holding cooking demonstrations and providing simple recipes

- By promoting healthy foods
- Such as meal deals which include healthy sandwiches and bottles of water
- Or takeaway curries and casseroles (instead of pies and sausage rolls)
- By changing the layout of their stores to have less nutritious items on display
- By limiting the options/range of unhealthy foods
- By lowering the price on fruit & vegetables

It is important for remote community stores to build relationships with suppliers to ensure that they are getting a quality product, sufficient quantity as well as affordable pricing for their store.

### Tools for Remote Community Stores to help improve nutrition

Guidelines and resources have been developed to assist remote community stores improve nutrition by access to the following resources:

- Guidelines for stocking healthy food in remote community stores
- Marketing ideas for healthy food in remote community stores
- Healthy fast food
- The freight improvement toolkit
- Checklists for stores and takeaways
- Maximizing the shelf life of fruit and vegetables

These resources were launched at the National Nutrition Networks Conference in March 2008 and are available to download at the below link:

<http://www.healthinonet.ecu.edu.au/health-risks/nutrition/resources/rist>

