

MMCP Procedure Manual

Procedure Manual

The Manual contains procedures, plans and forms used in the operations of MMCP Inc

44 Lamb St Mackay 4740

PLANS

and

PROCEDURES

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MMCP Procedure Manual	10.10.2019	V_1.0	First Issue Update Logo	MMCP Committee	1 year	10.10.2020
	20.10.2020	v_1.1	Typos and Grammar	MMCP Committee	1 year	
	01.02.2022	V_1.2	SOPs Shed Operations Genie Lift Tyro Device	MMCP Committee	1 year	01.02.2023
	01.07.2025	V_1.3	Updated he/she to they and reviewed policy for Child Protection.	MMCP Committee	1 year	01.07.2026
	04.08.2026	V_1.4	Updated Tyro, Genie Lift and Emergency Evac Procedures for new shed	MMCP Committee	1 year	04.08.2027

Standard Operating Procedures – Child Protection Standard Response

Behaviour	Standard Response
Child discloses that they are being physically harmed by parent or family member	_ Ring Department of Communities (Child Safety and Disability Services) to clarify, and to potentially report disclosure.
Child discloses that they are being sexually abused by parent or family member	_ Report to Department of Communities (Child Safety and Disability Services) _ Provide support to child through Crisis Care if necessary
Child discloses that they are being sexually or physically abused by someone outside their own family	_ Report to Police _ Provide support to child and notify parents
Child says that they do not want to go home with parent	_ Ask child for reason _ If answer suggests harm to child from someone at home, report to relevant authorities _ If not, discuss issue with parent
Child complains of being subjected to sexual harassment / grooming behaviours by MMCP member	_ Report to Police _ Provide support to child and notify parents _ Suspend alleged offending member's membership pending outcome of Police investigations
Child complains to parent that they were physically or sexually abused at MMCP venue	Parent to inform MMCP Committee Member of any issue the child has in relation to an incident to clarify _ Advise parent of their right to report these claims after having clarified issue(s) with child
Unauthorised adults gaining access to children or young people under 18 years	_ Sign In & Sign Out procedures in place to monitor attendance at MMCP venues _ Ensure appropriate level of adult supervision at all times _ Procedure in place that children and young people under 18 years do not leave the venue during MMCP event _ Monitor children at all times to ensure they remain within sight of Blue Card authorised personnel
Child shows signs of depression, sadness and/or talks/shows signs of self harm	Depending on the information given, discuss concerns with parent/guardian _ If a reference to abuse is made by parent/guardian or child, report to relevant authorities
Child behaving in a way that puts their physical safety at risk	_ Health and Safety Policy in place to minimise environmental factors _ Refer child to Code of Conduct and Health & Safety Policy _ Speak with parent / guardian about child's behaviour, ensuring child is involved in discussion _ Ensure appropriate level of adult supervision at all times
Child complains that a member, volunteer, employee or contractor has requested child to do something which makes the child feel uncomfortable or unsafe	Discuss with the child why they feel uncomfortable or unsafe _ Explore with the child / member of production team possible alternate courses of action to meet the comfort level or physical capacity of the child. If unable to identify alternate course of action, the child should not be included in that event or activity

Child leaves MMCP venue without correct authorisation	_ Sign In & Sign Out procedures in place and discussed with parents and children _ Sign Out procedure requires parents or guardians to sign child out unless parents / guardians provide authority whereby they assume the risk _ Child to be in sight at all times until parent or nominated third party signs them out
Child complains to parent that they were bullied or harassed at MMCP venue.	Refer offending member to Code of Conduct _ Discuss with child and parent or guardian _ Management Committee to take disciplinary action against offending member
Child complains to parent that they were verbally abused, racially vilified at MMCP venue	_ Provide parent with a copy of Code of Conduct and refer to Statement of Commitment to protect children from harm _ Provide procedures for making complaint _ Request that parent observe future interactions at MMCP venues
Child's behaviour makes interaction untenable and could potentially result in harm to child or others	_ Refer child to Code of Conduct _ Speak with parent about child's behaviour, ensuring child is involved in discussion _ Request parent immediately picks up child from MMCP venue _ Require parent to attend any future events
Underage drinking by child or young person under 18 years / Exposure of child or young person to intoxicated member	Refer child and member to Code of Conduct _Discuss issue with child's parent or guardian _ Management Committee to take disciplinary action against offending member if required
Child being supplied alcohol by a member	_ Report to Police _ advise child's parents or guardians _ Management Committee to take disciplinary action against offending member if required
Parent does not arrive to pick up child	_ Procedure for drop off and pick up provided to parent and discussed _ Parent provides other contact if unable to pick up child _ Child to be in sight at all times until parent arrives _ Procedure to ensure child not left alone with adult member
Inappropriate use made of child's or young person's image or video footage	_ Refer offending member to Policy on the Acquisition and Display of Images and Live Footage _ Refer to Police if appropriate _ Require member to withdraw unauthorised publication

Standard Operating Procedure - Emergency Evacuation

In the event of an emergency:

1. RAISE THE ALARM

2. If you are able – call the Emergency Services – 000. And then notify a member of the Management Committee.

3. Listen and follow any instructions given by Nominated Emergency Controller.

4. Assist anybody in immediate danger.

5. Barricade the danger area.

6. When instructed to do so, evacuate to the nominated assembly area which is the grassed area marked by a sign in front of the Shipping Container at 44 Lamb Street, Mackay. Ensure you remain clear of the danger.

7. Nominated Emergency Controller to collect sign in book. Conduct Roll Call at Assembly area.

8. Remain at the nominated assembly area until further instructions are given.

9. For incidents occurring at the Jack Sturgeon Theatre Workshop (The Shed), 44 Lamb Street, Mackay, the designated assembly area is the grassed area outside the front of the Shipping Container at 44 Lamb Street, Mackay, 4740.

10. For incidents occurring at venues other than 44 Lamb Street, MMCP members and volunteers will be advised of the designated assembly point for each respective venue, at the venue induction at the commencement of bump in or first rehearsal in the venue.

Version Control:

Title:	Date Effective:	Version	Amendments:	Approved By:	Review	Planned Review:
Emergency Evacuation Procedures	01.02.2009	DRAFT	First Issue	M. Duncan	3 years	01.02.2012
	10.10.2017	v_1.1	Major Review and Update	T. Beckmann	1 year	10.10.2018
	10.10.2018	v_2.0	Title, Version Control, Change of wording	MMCP Committee	3 years	10.10.2021
	26.8.2025	V_3.0	Wording and general review	MMCP Committee	3 years	26.8.2028
	7.7.2026	V_3.1	To include new shed – amended wording – updated points 6 and 9	MMCP Committee	3 years	07.07.2029

MMCP RISK MANAGEMENT PLAN

Version Control:						
Title:	**Date Effective:**	**Version**	**Amendments:**	**Approved By:**	**Review**	**Planned Review:**
MMCP Procedure Manual	24.08.2009	DRAFT	First Issue	M. Duncan	3 years	24.08.2012
	02.03.2010	V_1.0	Update risk management tools. Add hazardous substance risk ass.	M. Duncan	3 years	02.03.2013
	10.10.2017	V_2.0	Update logo	T. Beckmann	3 years	10.10.2020
	10.10.2018	V_3.0	Legislation, Process Layout, Version Control adjustments	MMCP Committee	3 years	10.10.2021
	01.07.2025	V_4.0	Updates to Legislation and general review	MMCP Committee	3 years	01.07.2028

1. PURPOSE

The MMCP Work Health and Safety Policy states that the Health and Safety of all members, volunteers and participants is the primary priority of the Club. This plan provides Mackay Musical Comedy Players (MMCP) management committee members and all 'players' with an approach to conduct Risk Assessments for all activities conducted by the Club. Management has a duty to provide and maintain so far as is reasonably practicable, a performance environment that is safe and without risk to health.

This plan has been written with regard to the Work Health and Safety Act (Qld) 2011 and the Work Health and Safety Regulations (Qld) 2011. Updated – this procedure has been reviewed with regard to the Work Health and Safety and Other Legislation Amendment Act 2024.

2. SCOPE

This process should be followed by MMCP committee members, producers, directors and other nominated roles as identified by the MMCP Committee

- at least Annually
- When legislative obligations change.
- At Production Team meetings, Rehearsals and performances
- At scheduled times, as decided by the MMCP President.
- After an incident.

Child protection

A ***Child Protection Risk Management Plan*** has been implemented, as required by:

Child Protection Act 1999
Child Protection Regulation 2011
Working with Children (Risk Management and Screening) Act (2000)
Working with Children (Risk Management and Screening) Regulation (2011)
Child Safe Organisations Act (2024) incorporating the 10 Child Safe Standards (2025)

Pregnancy
A ***Pregnancy Risk Management Plan*** has been developed with regard to:
Work Health and Safety Act 2011
Work Health and Safety Regulation 2011
Work Health and Safety and Other Legislation Amendment Act 2024
Antidiscrimination Act 1991 Qld
Sex Discrimination Act 1984 Aus

3. DEFINITIONS

The following definitions are used throughout the plan

Consequence - outcome or impact of an event.

Control - an existing process, policy, device, practice or other action that acts to minimise negative risk or enhance positive opportunities.

Event (or Risk Event) - occurrence of a particular set of circumstances.

Frequency - a measure of the number of occurrences per unit of time.

Hazard – a thing or situation with the potential to cause injury or illness or harm to person. (*Harm includes injury or illness as well as damage to property. Substances, plant, work processes and other aspects of the work environment can be hazards.)*

Likelihood - used as a general description of probability or frequency.

Probability - a measure of the chance of occurrence expressed as a number or letter depending on the model used.

Risk - The likelihood that a harmful consequence (death, injury or illness) might result when exposed to the hazard.

Residual risk - risk remaining after implementation of risk treatment (control).

Risk analysis - systematic process to understand the nature of and to reduce the level of risk.

Risk assessment - the overall process of risk identification, risk analysis and risk evaluation.

Risk identification - the process of determining what, where, when, why and how something could happen.

Reasonably practicable - reasonably practicable, in relation to a duty to ensure health and safety, means that which is, or was at a particular time, reasonably able to be done in relation to ensuring health and safety, taking into account and weighing up all relevant matters including—

(a) the likelihood of the hazard or the risk concerned occurring; and

(b) the degree of harm that might result from the hazard or the risk; and

(c) what the person concerned knows, or ought reasonably to know, about—

(i) the hazard or the risk; and

(ii) ways of eliminating or minimising the risk; and

(d) the availability and suitability of ways to eliminate or minimise the risk; and

(e) after assessing the extent of the risk and the available ways of eliminating or minimising the risk, the cost associated with available ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk.

4. RISK ASSESSMENT PROCESS

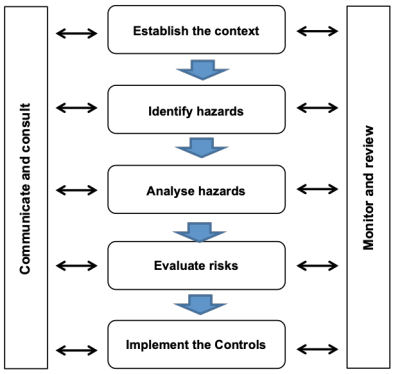
The MMCP Risk Assessment Plan recognises that **Risk Management** is “coordinated activities to direct and control an organisation with regard to risk.”

A Risk Management Process is “the systematic application of management policies, procedures and practices to the tasks of communicating, consulting, establishing the context, identifying, analysing, evaluating, treating, monitoring and reviewing risk.”

The Risk Management Process at MMCP (as per Fig 1) has the following steps.

1. Establish the Context
2. Identify the hazards
3. Analyse the hazards
4. Evaluate the Risks
5. Implement the Controls
6. Communicate
7. Monitor
8. Review

Figure 1 The Risk Management Process



(Source: adapted from AS/NZS ISO31000:2009)

5. RISK ASSESSMENTS

Risk Assessments are

a) completed by with a minimum of 2 MMCP members

b) compiled using the MMCP forms

- Form A - Establish the Context
- Form B - Consequence, Likelihood, Risk Matrix and Risk Acceptance Criteria Tables
- Form C (1) – Hazard Register
- Form C (2) – Hazard Identification, Risk Analysis, Evaluation and Controls
- Form D – Implementation Plan
- Form E – Consensus Matters

c) Communicated to the participants who are involved.

d) Monitored and reviewed for the effectiveness of implemented controls and the risk management process.

Step 1 - The Context

MMCP is an Incorporated Organisation providing Musical Theatre performance opportunities to children and adults in the Mackay Area.

MMCP is a volunteer organization governed by a Management Committee. Membership is by application and members come from a range of occupations and 'walks of life'. Performers may have years of performance experience or be new to Musical Theatre.

MMCP has acquired significant financial and infrastructure resources and is subject to the State and Commonwealth legislation.

- Incorporated Associations
- Child Protection, Working with Children
- Work Health and Safety
- Tax
- Antidiscrimination

Step 2 - Identify Hazards

Hazard identification can be undertaken by looking for hazards (energy sources) that have the potential to cause harm to personnel health and safety, to equipment, the environment or the reputation of the organisation.

Hazards may cause immediate injury and / or can result in long-term health effects. Hazards are not always obvious.

MMCP recommends the following sources of hazards be investigated:

a) The environment.
b) Energy sources, such as electricity, radiation, gravity, etc.
c) Manual handling.
d) Substances, such as chemicals.
e) Plant and machinery.
f) Interactions between participants
g) Handling of finances

MMCP recommends the following approaches for the identification of hazards through:

a) Routine inspection or housekeeping.
b) Hazard Checklist (Appendix A)
c) Audits (Health and Safety, Financial)
d) Testing, measuring and sampling.
e) Analysing records and statistics.
f) Consulting with club members.
g) Investigation of incidents.

Any person who becomes aware of a hazard (condition or action) must take appropriate action to deal with the hazard. Such action may include the immediate removal (where practical), and notification to others who may be affected by the hazard.

Hazards are to be recorded in the Hazard Register (Form C)

Step 3 – Analyse the Hazard

The hazard will be analysed with regard to ***consequence*** and ***likelihood***.

a) <u>The Consequence Table</u>

Use Table 1 to determine the consequence of an incident occurring:

Table 1: Consequence

Descriptor	Description (guide only)
Catastrophic.	Death; toxic release of chemicals; high financial loss; media attention; legal action.
Major.	Extensive injuries; major financial loss; loss of assets.
Moderate.	Medical treatment; spillage confined but with outside help; moderate financial loss.
Minor.	First aid treatment; spillage contained at site; minor financial loss;
Insignificant.	No injuries; low financial loss.

b) The Likelihood Table

Determine the likelihood of an incident occurring due to the hazard, using Table 2, below.

Table 2: Likelihood

Descriptor	Description	Time Frame (guide only)
Almost Certain	Expected in most circumstances.	Once a month.
Likely.	Will probably occur in most circumstances.	Once per 3 months.
Possible	Might occur at some time.	Once a year.
Unlikely.	Could occur at some time.	Once every 5 years.
Rare.	May occur only in exceptional circumstances.	Less than once every 5 years.

Step 4 - Evaluate the Risk

Using the Risk Matrix below (Table 3), of consequence and likelihood to determine the risk score.

Table 3: Risk Matrix

		CONSEQUENCE				
		Catastrophic	***Major***	***Moderate***	***Minor***	***Insignificant***
LIKELIHOOD	***Almost certain***	***Extreme***	***Extreme***	***Extreme***	***High***	***High***
	Likely	***Extreme***	***Extreme***	***High***	***High***	***Medium***
	Possible	***Extreme***	***Extreme***	***High***	***Medium***	***Low***
	Unlikely	***Extreme***	***High***	***Medium***	***Low***	***Low***
	Rare	***High***	***High***	***Medium***	***Low***	***Low***

Use Table 4 to determine the action to be taken, based on the risk score.

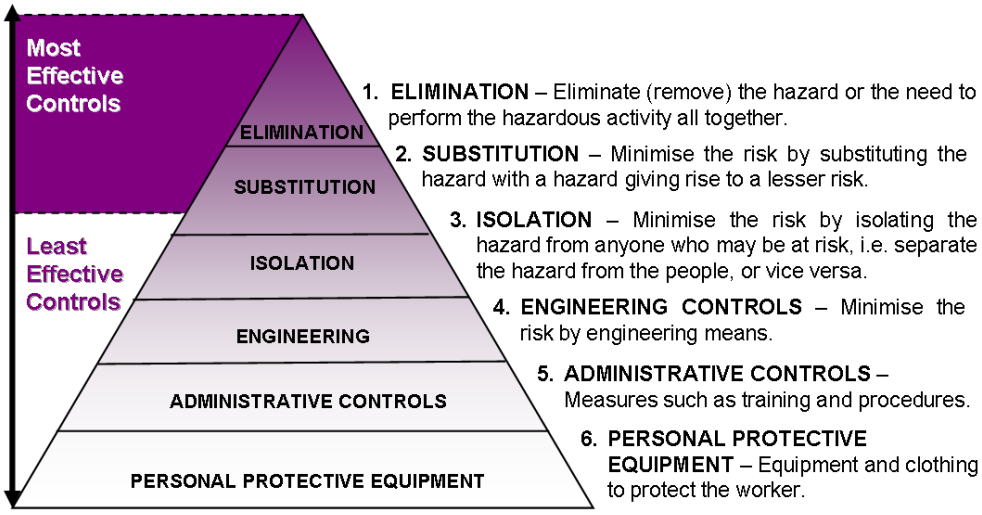
Table 4: Risk Acceptance Criteria

Score	Action to be Taken
Extreme	ACT NOW – Urgent. Do something about the hazard immediately, requires immediate attention.
High	Highest management decision is required immediately.
Medium	Follow management instructions.
Low	OK for now. Record and review if any equipment / people / materials /work processes or procedures change.

Step 5 – Identify the Controls

MMCP will use the **'HIERARCHY OF CONTROLS'** (Figure 2) to identify existing controls and select one or more controls to manage the hazard in the performance and workshop environment. The hierarchy of controls shows the most effective means at the top (Elimination) and the least effective at the bottom (PPE). The controls are to be recorded on Form C (2)

Figure 1: The Hierarchy of Controls



As new controls are established the hazard will be reassessed with regard to the

a) consequence

b) likelihood, and

c) risk rating

so as to calculate the **Residual Risk**.

Step 5 - Implement the controls

Control measures must:

a) Adequately control the risk.

b) Not create other risks.

c) Allow participants to do their work without undue discomfort or distress.

Implementation may involve the installation or modification of equipment or a process, application of procedures or communication and training of personnel. The degree of risk will influence the degree and priority for implementation.

Control measures are to be recorded on Form D.

Step 6 – Consult and Communicate

MMCP Volunteers and members will be provided opportunities to participate in the Risk Management Process through

a) Risk Assessments at Management Committee meetings

b) Safety Shares prior to rehearsals and performances.

c) Completing incident report forms.

d) Hazard identification discussions.

The outcomes of all risk assessments, especially the controls to be used are to be communicated to all volunteers, participants and members.

MMCP will communicate outcomes and required actions by

a) briefings prior to rehearsals and performances

b) digital communication (Website and Social Media)

c) paper media (newsletters, notices and signs) and

d) face to face small group discussions

Step 7- Monitor and Review

MMCP will monitor the Risk Assessment Plan by

a) observation of rehearsals and performances

b) face to face small group interactions

c) reading incident report forms

MMCP will review the Risk Assessment Plan:

a) at the post performance review lead by the Management Committee
b) at the post rehearsal reviews lead by the Production Team
c) every 3 years as per the review schedule

6. REFERENCES

- 🕮 Queensland Work Health and Safety Act (2011)
- 🕮 Queensland Work Health and Safety and Other Legislation Amendment Act 2024
- 🕮 Queensland Work Health and Safety Regulation (2011)
- 🕮 Child Protection Act (1999)
- 🕮 Child Protection Regulation (2011)

- 🕮 Working with Children (Risk Management and Screening) Act (2000).
- 🕮 Working with Children (Risk Management and Screening) Regulation (2011)
- 🕮 Queensland Electrical Safety Act (2002).
- 🕮 Queensland Electrical Safety Regulation (2013).
- 🕮 Worksafe Qld Hazardous manual tasks Code of Practice (2018).
- 🕮 Worksafe Qld Managing the risk of falls at workplaces Code of Practice (2018).
- 🕮 Worksafe Qld How to manage work health and safety risks Code of Practice (2018).
- 🕮 AS/NZS 4360:2004 - Risk Management

7. RECORDS

Risk assessment records are to be kept until such time as the assessment is superseded or the hazard / risk no longer exists.

The following forms should be used to keep a formal record of risk assessments:

Form A - Establish the Context

Form B - Consequence, Likelihood, Risk Matrix and Risk Acceptance Criteria Tables

Form C (1) – Hazard Register

Form C (2) – Hazard Identification, Risk Analysis, Evaluation and Controls

Form D – Implementation Plan

Form E – Consensus Matters

8. APPENDIX A – HAZARD CHECKLIST

Hazard Identification.
Can I be harmed by

- Work environment, e.g. confined spaces, slippery floors or electrical cords across floors?

- Energy, e.g. electricity, chemicals?

- Manual tasks, e.g. lifting a load overhead or repetition of work.

- Noise, e.g. loud music in enclosed small areas.

- Pressure systems, e.g. steam boilers with piping and compressed air systems.

- Substances, e.g. chemicals and flammable or explosive materials.

- Vehicles, equipment or plant, e.g. machinery, tools and office equipment.

- Moving parts of machinery, tools and equipment, e.g. pinch and nip points.

- Work at height, e.g. work done on scaffolds or ladders.

- Falling objects, e.g. from a height, rolling, shifting or caving-in.

- Ejection of material, e.g. from moulding operations.

- Systems of work, e.g. processes, procedures or actions.

- Exposure to violence, e.g. in prisons or working in police services.

- Working alone or in isolated workplaces, e.g. petrol stations or night watch in storage areas.

- Personal hygiene, e.g. contaminated hands while preparing food.

- Participating in a specialist skill, e.g. cheerleading, gymnastics or other specialism

Standard Operating Procedure – Drop off and Pick up of participants by Parents / Guardians

Children and young people may be dropped off before an activity and picked up afterwards by their parents or guardians. In other instances, children may make their own way to and from an activity. On their way to and from children may be exposed to potential risk. Procedures should be put in place to minimise these risks.

To meet specific circumstances the following considerations are included with the procedure.

- Agree with parents/guardians a set procedure for drop off and pick up arrangements, including whether a child makes their own way to and from an activity, or will be dropped off and picked up. Let children and their parents/guardians know the times of rehearsals and performances and when they can expect to collect their children. Advise them that it is not your responsibility to transport children home if parents are delayed.
- Ensure there is a buffer period when either two MMCP Committee Members or one MMCP Committee Member and one other adult member arrive a certain period of time before an activity starts and stay a certain period of time after it ends.
- Follow the club procedure that if a parent/guardian is late picking up their child that the second to last adult present will wait with you and the child. This will also enable you to concentrate on making contact with the parent/guardian.
- Have a club procedure that there is a Register of parent/guardian emergency contact numbers and make sure that the MMCP Management Committee Member remaining with the last child/young person has access to a phone at all times.

Version Control:

Title:	Date Effective:	Version	Amendments:	Approved By:	Review	Planned Review:
Drop off and Pick up of participants by Parents / Guardians	01.02.2009	DRAFT	First Issue	M. Duncan	3 years	01.02.2012
	10.10.2017	v_1.1	Major Review and Update	T. Beckmann	1 year	10.10.2018
	10.10.2018	v_1.2	Layout, Version Control adjustments	MMCP Committee	3 years	10.10.2021
	03.03.2026	V_1.3	Amended title in Version Control and 3 yr review agreed	MMCP Committee	3 years	03.03.2029

Standard Operating Procedure – Transport of Child or Young Performers / Participants

These guidelines apply to the following, whether they are in a paid or unpaid/voluntary capacity:

- Individuals on committees and sub committees;
- Employees and volunteers;
- Support personnel (e.g. off-stage workers and crews);
- Directing teams;
- Members: including Life Members; Ordinary Members and Associate Members;
- Children and young people
- Parents, Guardians, spectators and sponsors to the full extent that is possible.

Ideally all members / performers should have their own transportation to and from rehearsal and performance venues.

MMCP members **should** only provide transportation to a child or young person when:

- The driver is properly licensed
- The vehicle has registered and insured
- At least one other member / adult performer / parent / guardian is in the vehicle
- The ride has been approved by the child or young person's parents / guardians
- The ride is directly to / from rehearsal or performance venues
- The driver should also advise another member (preferably a committee member) that they are transporting a child or young person, the exact time they are leaving – so that they can account for their time.

Version Control:						
Title:	**Date Effective:**	**Version**	**Amendments:**	**Approved By:**	**Review**	**Planned Review:**
Procedures: Transport of Children and Young Performers	24.08.2009	DRAFT	First Issue	M. Duncan	3 years	24.08.2012
	10.10.2017	v_1.1	Update logo	T. Beckmann	1 years	10.10.2018
	10.10.2018	v_1.2	Version Control adjustments. Registration and insurance.	MMCP Committee	3 years	10.10.2021
	03.03.2026	V_1.3	Amended title in Version Control	MMCP Committee	3 years	03.03.2029

Standard Operating Procedure – 44 Lamb St "The Shed"

1. Procedures Statement
This procedure clearly states the conditions of use and processes for the operation of the MMCP Club House – 'The Shed'

2. Procedure Scope
This procedure has been designed to regulate the use of the 'The Shed' to ensure its safe and secure operation for the benefit of all club members and volunteers.

3. Procedure Objectives
To define processes for Club Members who are eligible and have been approved to have access to 'The Shed'.
To describe the conditions of use and responsibilities in respect of the usage of the 'The Shed'

4. Processes, Conditions, Rules and Responsibilities
a) Security:
1.) Access is available to Management Committee Members and Authorised Production Team members. The Treasurer will record and keep a personalized 4/6 digit code to access the Front Door on the Yale Door Lock.
2.) Lock Up is completed when all roller doors are secure, lights are off, paths clear and exit doors locked.
b) Health and Safety:
1. Ensure there are always clear paths to toilets, emergency exits and lighting switches.
2. Ensure doors and roller doors are open to provide adequate ventilation.
3. Ensure covered footwear is worn at the Shed.
4. Cleaning Roster is displayed
5. Obey all Signage.
6. Report all injuries and incidents using the Forms at the Sign In Desk.
7. Food waste is to be wrapped/bagged in the Red lidded Bin at the front Entrance.
8. Recycling waste is placed in the Yellow lidded Bin at the front Entrance
c) Rules:
1. Sign In: Each person attending the 'Shed' must sign in for Insurance.
2. Animals and Pets: Prohibited, except Registered Assistance Animal.
3. Children, whether Associate Members or Volunteers must be under the supervision of their parent/guardian/carer.
d) Approved Uses:
1. Meetings, Rehearsals, Social Events.
2. Set Construction, Painting, Costume Making and Storage of same.

Version Control:						
Title:	**Date Effective:**	**Version**	**Amendments:**	**Approved By:**	**Review**	**Planned Review:**
Procedures: Shed Operations	01.02.2022	DRAFT	First Issue	MMCP Committee	1 year	01.02.2023
	31.03.2026	V_1.0	4 b 7 – updated bin lid colour to Red and 4 c 1 – removed Covid compliance	MMCP Committee	1 year	31.03.2027

Standard Operating Procedure – Use of the Genie Lift

1. Procedures Statement

This procedure clearly states the processes for the operation of the Genie Lift

2. Procedure Scope

This procedure has been designed to regulate the use of the Genie Lift to ensure its safe and secure operation for the benefit of all users.

3. Procedure Objectives

To describe the conditions of use, positioning and responsibilities in respect of the usage of the 'Genie Lift'.

4. Rules and Steps.

1. Storage of Genie Lift for Large Lifting Operations	
2. Preparation for Use a) Move Genie Lift out and move ladder	
2. Preparation for Use b) Slide Platform over lifting arms.	
3. Position Genie Lift for use: a) Clear Materials/Sets to reveal Genie Lift White Leg Guides	
3. Position Genie Lift for use: b) Push Genie Lift into place. Roll legs over White Leg Guides	

4. Load Genie Lift a) Centre the Load b) Use straps and ties if required.	
4. Load Genie Lift c) Drop Outrigger arms for increased stability for heavier lifts.	
5. Lifting the Load a) Turn handles to lift the load.	
5. Lifting the Load b) Lift load to Mezzanine Height.	
6. Storage after Use.	

Version Control:						
Title:	**Date Effective:**	**Version**	**Amendments:**	**Approved By:**	**Review**	**Planned Review:**
SOP: Use of the Genie Lift	07.07.2026	V_1.0	First Issue – added photos and instructions	MMCP Committee	3 years	07.07.2029

Standard Operating Procedure - Tyro EFTPOS

1. Procedures Statement

This procedure clearly states the processes for the operation of the Tyro EFTPOS Devices.

2. Procedure Scope

This procedure has been designed to regulate the use of the Tyro EFTPOS Devices to ensure their safe and secure operation for the benefit of all users.

3. Procedure Objectives

To describe the device details, operation specifics and responsibilities for usage of the Tyro Devices.

4. Rules and Steps

1. General

Merchant ID: 90486
Tyro Help No: 1300 966 639

Device Serial No:	TYRO Pro Touch - 245LKD8G2188 (Terminal ID: 5)
	TYRO GO (Eftpos Reader) - 2722021858
Connection Icon:	TYRO Pro Touch – 4G/WiFi
	TYRO GO – WiFi
Power Icon:	TYRO Pro Touch – Left hand side of terminal
	TYRO GO – Top side right hand side of reader

2. Operating Procedure

TYRO Pro Touch

A/ POWER UP: If the screen is blank, press and hold button on the left-hand side of the device.

B/ REBOOT (if required): Press and hold button on the left-hand side of the device. Press “Restart” icon.

C/ TRANSACTION:

1. Identify Amount, e.g. $5.00
2. Use keypad to enter 5+0+0. Screen should display as $5.00
3. Press “Proceed”
4. Ask customer to **Tap** card on front of device, **Insert** card (under keypad), or **Swipe** card (right hand side of device)
5. Ask customer if they require a receipt.

6. Error Codes – See last page of the User Guide. Some require ringing TYRO, most require ringing the CARD MERCHANT (back of customer's card)

D/ RECONCILIATION – None required

E/ FINISH UP – To turn device off, press and hold button on the left-hand side of the device, Press "Power Off". Unplug from power, if connected, and return device and power cable to the device's box.

F/ TROUBLE SHOOTING:

- Use REBOOT / RESTART to fix a stalled operation or payment failure
- Reprint a Receipt: Either 1. Press the three dots at the top right-hand side of the device; Press "Reprint Receipt", or 2. Press three lines at the top left-hand side of the device TWICE, Press "Reprint last receipt", Press "Purchase" to get back to the main screen
- Printer rolls in the device's box and in the top drawer of the filing cabinet in the shed.
- Refer to the User Guide, or log into the Tyro website
- Refunds are not available but can be organised. Advise Treasurer 0421 707 740

<u>TYRO Go</u>

A/ Turn on Tablet; Press "Tyro Go" Icon; Sign in; Check that App is connected to Internet (see "Internet" icon top right hand of screen – should show Green)

B/ Turn on Reader; Check that Reader is connected to the App (see "Reader" icon top right hand of screen – should show Green).

If not connected, press the "Reader" icon, press "Connect Reader", scan Serial Number to connect.

Ensure that Reader stays next to the Tablet for connection.

C/ TRANSACTION:

1. Press Blue > on right hand side of tablet
2. Enter amount of sale, e.g. 5+0+0 for $5.00
3. Press "Continue"
4. Check amount is correct and press "Confirm"
5. Ask customer to **Tap** card on the Reader
6. Ask customer if they require a receipt. An email address will be required for a receipt (No printed receipt is available)

D/ RECONCILIATION – None required

E/ FINISH UP:

1. Turn off Reader; press button on the right of the top side.

2. Sign out of Tyro Go App on Tablet; Press “More”, Press “Log Out”, Press “Yes”
3. Turn off Tablet; Press and hold button on top right-hand side of Tablet; Press “Power Off” twice.
4. Unplug both devices from power, if connected, and return devices and power cables to their boxes.

F/ TROUBLE SHOOTING

- Refer to User Guide
- Refunds are not available but can be organised. Advise Treasurer 0421 707 740

Version Control:						
Title:	**Date Effective:**	**Version**	**Amendments:**	**Approved By:**	**Review**	**Planned Review:**
MMCP SOP Tyro	16.09.2021	v_1.0	First Issue	MMCP Committee	12 months	16.09.2022
MMCP SOP Tyro Devices	07.07.2026	V_1.1	Fully re-written SOP due to new devices	MMCP Committee	3 years	07.07.2029