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INTRODUCTION

Back2 Bikes Volunteer Handbook

Dear Volunteer,

The booklet you are viewing may include many items that may not be relevant to you at present, but it will serve as a reference whenever you volunteer for a new role at Back2Bikes. It would be useful to read when you first volunteer so that you understand the organisation.

This booklet serves as a guide to the Back2Bikes organizational structure and a record of procedural decisions. It is a working document and is kept up-to-date and available by the volunteer coordinator.

OUR MISSION

BACK2Bike's mission is to provide bike training services, and bike recycling for the local community. It will take the form of a social enterprise, and do the following:

Provide training for volunteers.

Provide training courses in bike maintenance.

Accept bike donations for recycling.

Provide affordable bike servicing.

Recycle bikes as affordable transport.

Provide bikes for people with special needs.

Provide bikes for needy people.

NON-PROFIT

We are incorporated as a Australian company, limited by Guarantee. This means that any profit we make is reinvested back into the business, and we do not pay tax on it. There are no directors' fees or profit distributions. If there is a surplus it is distributed to local organisations to increase sustainable transport options or for registered charitable causes within the community.

We are filling a need for bike training and recycling where there are currently very few offerings. 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 charge for services, but at a level below normal bike shops. We will 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 don't sell new bikes, apart from some special need's bikes, which local bike shops don't usually offer, as they are too low volume for them.

HISTORY

Back2Bikes was formed in 2012 by Mike King after a similar project was disbanded. He felt that the organisation would need to be registered as a not for profit company so that it would not be disbanded due to changing preferences within a larger organisation. The original premises were just a box of tools on the veranda of the Friends of the Earth project in South Melbourne. His foresight was soon proven valid when this location was resumed by the landlord.

Fortunately, The City of Port Phillip showed great support for 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 have been able to move to this larger more weather proof location

GOVERNANCE

The board's aim is for complete transparency and good governance. To this end the board will publish annual accounts with a report on social achievements. This will include numbers of bikes recycled and any donations of cash or bikes to organisations and individuals. Along with governance the boards' role is to consider and facilitate medium to long term goals.

Donations of bikes to non volunteers will have the requirement of a request from the clients social or youth worker.

Apart from the standard volunteer benefits as listed in the volunteer section any gifts to a volunteer for an extraordinary contribution will be listed in the quarterly report and decided by the board with the assistance of the volunteer committee. As in all areas at Back2Bikes we ask all attendees to treat with respect other volunteers opinions and viewpoints.

BOARD MEMBERS ROLES

Mike King: Founder

Paul Garrahy: Governance

Robin Waters

VOLUNTEER COMMITTEE

The volunteer committee will be appointed by the board and consist of core volunteers and a representative of the board. Other volunteers may request to attend to discuss particular issues and areas of interest or have a grievance they wish to air. The committee will meet at least monthly. Meetings will generally be held before opening on an agreed day.

ANTI DISCRININATION

Back2Bikes is committed to providing an environment of diversity in which anyone is welcome to participate in our programs, activities, and events in order 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 on the basis of race, colour, creed, religion, nationality, sexual orientation, veteran or legal status, age, gender or gender identity, or disability. Furthermore, Back2Bikes expects all of 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.

VOLUNTEERS

There are 3 levels of volunteer with each having increased responsibilities and privileges.

1. Novice/Casual volunteers have attended for a less than a month or attend intermittently. They will be supplied lunch on the days it is provided and will generally be learning to master various mechanical or other activities around the workshop or office. They will not be allowed to work on their own bike during this period.

2. Committed volunteers work at least 4 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. After volunteering consistently for one full month, they are entitled to the following:-

New parts at 35% over wholesale and cheap used parts (At the discretion of the shift mechanic), A Back2Bikes T Shirt if available. The volunteer committee may decide to offer keys to a long-term committed volunteer.

Access to the office and mechanics only areas is granted by the shift supervisor on duty, and should not be assumed.

3. Core Volunteers/ Mechanics will have volunteered 2 shifts per week for a minimum of 3 months. They will generally coordinate at least one shift and on that shift will supervise or perform all their duties listed under workshop operation.

Privileges: Access to the shop in off hours, getting parts at 10% over wholesale, cheap used parts after discussion with another core member (Please do not abuse this privilege). If using the shop in off-hours, make sure it is clean and clear of projects at least 15 minutes before a shift or scheduled workshop/class. Any parts used must be noted and paid for. Back2Bikes Jersey if available.

REFURBISHING A BIKE

Mechanical volunteers should limit to one the number of bikes being refurbished at any time. This is due to the limited amount of storage available. If you are waiting for parts please find another activity till the parts arrive. This can include servicing and stripping bike and sorting bike parts.

MECHANICAL VOLUNTEERS

Novice/Casual (see above)

Committed (see above)

Core (see shop procedures)

NON-MECHANICAL

BOOKKEEPER

Keep books up to date and reconcile books to bank accounts to produce monthly profit and loss for board of directors.

CATERING

The caterer will 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 food and make sure that the lunchroom has been cleaned by whoever is on the roster.

Skills Required: A love of food preparation and general knowledge of food hygiene.

GREETER

The position is available as a half or full day role. The greeter will work closely with the shop supervisor.

Duties can include the following but will vary depending on the greeter's skills.

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.

Any further skills the greeter brings to the roles.

PUBLIC RELATIONS

This role should generally be offered to a student who needs practical work to complete their degree.

Duties:

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 Face book posts and increase traffic to face book and Back2Bikes website.

Update and refresh website.

Skills Required:

Strong verbal communication and writing skills.

Social media publishing skills

SHOP PROCEDURES

All Volunteers Daily Responsibilities

Please read the shop coordinators role and responsibilities. The shop coordinator 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.

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.

Empty any containers in the parts cleaner after use to stop the evaporation of the cleaning fluid.

We should all help each other. Those with less mechanical experience often have other skills that are equally useful at Back2Bikes. Remember the first day you came and make sure the next person has as good or better welcoming experience.

Donations

If an individual brings in any bike including the ones we discourage on the website. ie Discount store cheap and nasty bikes such as Huffy, Dunlop and even new Diamondbacks just thank them with a smile. They may send a friend later with a good bike. We will however 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 have someone tag bikes as soon as possible to avoid mistaking donations with services. See Tagging system

Buying/Selling Bikes/Buying back bikes/ Trading

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

We do not trade or buy bikes for two reasons. First we are a non profit 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.

We do not buy back bikes. Please explain to the customer that this is part of our no buying

policy and that they can sell them on Gumtree if they are moving from Melbourne. This saves embarrassment when a customer returns a thrashed bike.

We will change a bike for a more expensive bike if the customer is unhappy and wants to upgrade within 14 days.

Sales Procedure

It is important to follow the procedures so we can track the number of bikes sold and donated to those in need each quarter to publish our achievement to members and maintain transparency.

This way we can aggregate card and cash bikes sold at the end of the quarter.

If we are donating a bike write a zero amount and the referring charities name and contact.

Cash

Ring up item in till (/Do we need one)

Write a receipt with buyer and bike or part listed.

List amount of cash and item or bike in journal

Debit and Credit Card

Follow the instructions particularly noting the bike name and model or item sold in the appropriate box.

Deposits

If a customer does not have enough cash at the time a minimum 20% deposit is required. The Bike must be picked up in 2 weeks or the customer must come in for a refund within that time.

Reimbursement Procedures

If you buy something for the workshop, you can 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 approval. Larger purchases must be approved by???. Large purchases may need to be reimbursed by EFT from someone authorised on our bank account. Smaller purchases can be reimbursed from the cash box in the shop:

Get a receipt when you make the purchase.

Have the shift coordinator do the rest of this for you. AVOID RINGING YOURSELF UP.

Fill out the daily journal it has an "expense" option.

File the receipt in the till. If it isn't apparent from the receipt, add a note to explain what you

purchased.

Get the appropriate amount from the cash box

Pricing and Advertising Bikes

When a bike is finished make sure of the following. A second person has test ridden and inspected the bike before pricing. The bike is priced after discussion. If in doubt check current pricing for new and used equivalents on Gumtree and Ebay. Tag bike with all relevant information. The information tag and bike is photographed and sent to the greeter or whoever is running the Gumtree advertising. Place Back2Bikes advertising sticker on bike.

Buying

Make sure relevant stock levels and tools are maintained, If the shop manager is not in attendance write requirement in the order book. Noting item and its code to avoid incorrect ordering. In addition, organise a stock take of new parts on a fortnightly basis using the stocktaking sheet.

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

Order all parts from BPW and check shipments are correct.

Coordinate with shift coordinators and volunteers to make sure parts and tools are ordered and check them off on packing slip and put in shelf or reserve for special order. ie Part to finish a particular bike or customer order. Call customer if order arrives.

Waste Management

As volunteers at a bicycle recycler it is important that we take the lead in recycling as much as possible

Metal

All small metal items should be place in the buckets and large items such as frames and wheels in the bin provided by Port Melbourne Metals. Call them when bin is full

Paints and chemicals.

These are taken to the recycling station when we do a trip using the Bunnings trailer. The

Bunnings trailer can be borrowed up to twice a month. Book it after finding a volunteer with a towbar.

Cardboard and Paper

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

Rags

A local company donates these rags that are not suitable for commercial sale. In bin when unusable or use to clean out the parts cleaner.

New Volunteers Introduction Procedure

A new volunteer should have read this document before they arrive as they cannot sign up without scrolling through it.

The workshop manager will either complete or delegate the following introduction.

As you walk around the premises introduce the volunteer to each and everyone.

Show the person all the relevant places such as toilets, kitchen (make sure they realise tea and coffee can be made at any time and lunch is provided) workshop and stores.

Ask if the volunteer wishes to train in bicycle mechanics or is interested in one of the other important tasks that need performing. Reiterate our policy on keeping all areas clean and tidy. Explain our waste management system,

If non mechanical refer to the person you think most relevant.

Restate our policy that a volunteer is not do work on their own bike for the first month.

Before they start working ask if they have any questions about Back2Bikes

If the volunteer wishes to fix bikes mechanical or wishes to be involved in sorting or similar tasks rate their experience as follows.

Inexperienced

Person may have pumped up their own tyres, changed a flat or oiled their chain or not.

Pair this person with someone experienced and have them shadow someone. Later in the day you may ask them to help strip a low value bike. Assign someone to show them the

relevant tool and how it is used to strip a bike. Also ask them to do some routine non mechanical tasks so they feel useful.

Explain that on their second day they can start restoring a bike themselves with someone assigned to answer questions as they go if they feel confident.

Some Experience

This is a person who may do some of their own maintenance such as changing chains and cassettes and has some knowledge of bicycle or engineering terminology.

Assign a bike or task appropriate to their level. If they are put on a bike have them work in a stand next to an experienced volunteer. They can try to check a bike for suitability for refurbishment and then refurbish or strip it. The volunteer or coordinator can; check they are not misusing tools, assist with areas they are unfamiliar and advise on resources they can use to better understand bikes such as Sheldon Brown and some relevant videos links on our website.

Very Experienced

The volunteer should be given a task such as repairing a bike or sorting parts where their experience can be used. A partner should be assigned just to help with finding tools or parts that are not obvious and to make them feel welcome

TAGGING SYSTEM

Currently all bikes that arrive should be tagged as follows :-

Orange card in Envelope

When empty to be refurbished. With documents the bike is in progress as a someone's or a non exclusive project for sale

Pink Card in Envelope

Customer requires servicing, repair or refurbishment. These bike are to be given first priority by skilled volunteers.

Green card in Envelope

This bike is being refurbished for a person in need, not for sale.

SUMMARY OF WEEKLY EVENTS

Volunteer Days

Mondays to Saturdays 10am-4pm

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

Women' s Volunteer Evenings

Are on Wednesday 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 this is a way to have more women repair their own bikes and help with recycling. If you are interested in helping start this initiative, please contact us by email.

Tuesday Evening Classes

Tuesdays 7-10pm See website calendar

These are paid lessons and are held in 6 week blocks. They are a way for Back2Bikes to support our other activities.

Thursday Evening Stand Time

7-10pm This is a time members of the public and volunteers work on their own bikes. The public pays on a per session basis and volunteers with time credit use the credit for stand time. ???

HOW DO I GET INVOLVED

If you have not already fill in our volunteer registration form. Arrive around 10.00am if possible on your first day so that we can give you a proper introduction to Back2Bikes.

Our Volunteer Days are at present Mondays to Saturdays.

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 sheldonbrown.com. The site continues with new contributions even though he sadly passed away. Use the video links on the Back2Bikes website. Be wary of web forums and Youtube. Some are excellent and some are made by incompetent amateurs using incorrect techniques. Park Tool company videos are also generally high quality. Once you have some

experience you will be able to judge for yourself. If in doubt always consult with one of the more experienced volunteers.