

# Volunteer with Aunty Dana's Op Shop



**GENDER MINORITIES AOTEAROA**

*Irawhiti Takatāpui, Transgender, & Intersex NZ*

# We Are Seeking Volunteers Who



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1. Genuinely care about trans people, rainbow communities, and a fair society.
2. Agree with us that trans women are women, trans men are men, non-binary and indigenous genders are real, and that all trans people deserve rights and respect.
3. Value honesty and communication.
4. Are able to work well with others.
5. Have a friendly attitude.
6. Are enthusiastic, reliable, and professional.
7. Have a passion for community.
8. Share in our respect for Te Tiriti o Waitangi, and for Māori as first nations peoples in Aotearoa.
9. Share in our belief that no one should be discriminated against on the basis of their gender, gender expression, sex characteristics, sexual orientation, HIV status, race, ethnicity, nationality, refugee status, sex worker status, religion or spirituality, mental health, neurodiversity, disability, age, size, relationship status, or whānau status.
10. Agree to take personal responsibility for their own actions in upholding these values.

# Volunteers Have The Right To



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1. A suitable role with consideration for personal preference, accessibility needs, and skills.
2. Be treated as a co-worker, not just “free help”.
3. A workplace which is free from harassment and discrimination.
4. Work in a supportive environment.
5. Sound guidance and direction.
6. Recognition through day-to-day experience of appreciation.
7. Not have to share personal information with other volunteers.
8. A continuing education on the job or follow-up training for any greater responsibility.
9. Training and supervision.
10. Be heard, to feel free to make suggestions, and to have respect shown for an honest opinion.
11. Contact the Volunteer Coordinator in the case of conflict with another volunteer.
12. Contact the GMA National Coordinator in the case of conflict with the Volunteer Coordinator.

# Volunteers Have A Responsibility To



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1. Be sincere in the offer of service and believe in the importance of the job.
2. Be loyal to the organisation and the staff with whom you work.
3. Maintain the dignity and integrity of the organisation with the public, including on social media.
4. Prioritise the main function of Aunty Dana's Op Shop (selling clothes to raise funds for GMA).
5. Understand the job and to carry out duties promptly and reliably to the best of your ability.
6. Be willing to learn and participate in training programs, and to continue to learn on the job.
7. Accept the guidance and decisions of the manager or co-ordinator.
8. Maintain smooth working relationships with others and stay within the bounds of the volunteer placement description outlined in this course.
9. Contribute to supervision by self-evaluation and willingness to ask.
10. Be sober while at work, and maintain an approachable and friendly attitude.
11. Report any issues to the manager or coordinator.
12. Behave in a manner fitting for a customer service role (general professionalism).
13. Agree to carry out the roles and responsibilities outlined in this course.

# Aunty Dana's Roster



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Volunteers work a 4 hour shift once a week on the same day every week.

On weekdays and Saturdays, the morning shift is from 10am to 2pm, and the afternoon shift is from 2pm to 6pm.

On Sundays, there is only one shift, which is from 12 noon to 4pm.

For example, if you work Thursday afternoon shifts, then you would arrive by 2pm and finish work at 6pm every Thursday.

**Please arrive on time and stay for your whole shift. If you will be away or can't make it to your shift, let the volunteer coordinator know as soon as possible - ideally with at least 24 hours notice, so they can arrange for someone to cover for your shift.**

# Opening Duties



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If you are opening the store:

1. Unlock the door and bring in donations from outside.
2. Turn on the lights, heating, plugs, open sign, and eftpos (if applicable).
3. Turn on the music - we only play 'upbeat' music in the shop - no slam poetry, heavy metal, etc.
4. Collect the float from the float box and count the float into the till.
5. Set out the sales book for the day, including recording the float.
6. Open the door to air the shop.
7. Put the 'Open' sign outside.
8. Open the store at 10am

# Closing Duties



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1. At 5.50, turn the music down a bit and let customers know that the store will close in ten mins.
2. Close the store at 6pm.
3. Bring in the 'Open' sign from outside.
4. Read the sales book and find the "float in" entry value. Count the same value out of the till and put this in a coin bag. In the sales book, record "Float out \$\_\_\_" (where \_\_\_ represents the float value).
5. Count up the remaining cash (this is called "takings"), and put this into the coin bag.
6. On a post-it note, write the date, your name, and "takings \$\_\_\_ plus float \$\_\_\_". Put this in the bag.
7. In the sales book, record the takings figure (from the bag) as "Cash \$\_\_\_". Next, add up the total online sales, and record this as "Online \$\_\_\_". Add these two numbers together together, and record as "Total \$\_\_\_".
8. Deposit the bag in the secure deposit box.
9. Turn off the air conditioning, plugs, eftpos, music, open sign, and lights.
10. Lock the door securely.

# Greeting Customers



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Greet customers in a non-gendered way as they enter the store, such as “good morning” or “kia ora”, then leave them alone to shop.

**Serve customers with a positive, friendly attitude and general professionalism**, for example “awesome, that’s 2 tops and a pair of shorts, so that will be \$16, Would you like a bag for those?”.

If a customer asks for your opinion on their clothing, remember to comment on the clothing not the body. It is easy to upset someone with a comment they see as negative, and possible for a person to feel sexually harassed by a positive comment. For example, “it looks good” rather than “you look good”, or “is it comfortable?” rather than “it looks too tight for you”. If you’re not sure what to say, commenting on the colour of the clothing is always a safe bet.

Keep any chit chat light and happy, and avoid getting into serious discussions or debates with customers. Remember we're here to make sales; not to make friends, share our politics, give or receive therapy.

# Common Questions and Answers



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**Q: “Do you only have women’s clothes?”**

A: “No we have clothes for all genders, but they’re mixed in together, jackets are here (pointing), shirts and t-shirts are with the tops, there are jumpers and hoodies over there, pants and shorts in the back. The ties and belts are here and socks are in those drawers, and there are shoes on the racks throughout the shop”

Note: it is important to respond in this way. You may be tempted to tell them that men can wear dresses and clothing has no gender, but it doesn’t result in sales, and we need to pay the rent.

**Q: “Where are the prices?”**

A: “On the posters just on the wall there” (point). “We use standard prices, so jackets are all \$15, all tops are \$5, all bottoms are \$6, dresses are \$7.”

**Q: “Where does the money go/who owns this shop?”**

A: “We raise funds for a transgender community organisation, Gender Minorities Aotearoa. It’s a registered charity” (point to poster).

# Common Questions and Answers



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**Q: “What does this coloured tag mean?”**

A: “The tags are just for stock rotation, we use a different colour of tag each month so we know if something has been out for a while and not sold. The prices are on the posters on the wall there” (point).

**Q: “Can you hold this for me/can I pay a deposit and pick this up later?”**

A “No, sorry we can’t do holds, we don’t have anywhere to put them” if they try to insist; “we don’t have room to store them we used to do holds but we ended up with boxes and boxes of clothes as a lot of people forget to pick them up. If I hold this for you, the volunteers on the next shift will hang it out on the racks again, so, I can’t sorry”.

**Q: “Do you have kids clothes? How much are they?”**

A: “Yes we do, they’re mixed in with the other clothes and they’re the same price, because some kids are quite big and some adults are quite small. Baby clothes are in a basket on the shelves at the back, they’re \$1”.

# Common Questions and Answers



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**Q: “Can I pay with Eftpos/credit card?”**

A: “At the moment we just do cash or bank transfer. If you don’t have cash there’s an ATM across the street (point) or our bank details are here (point) and you can pay with internet banking”.

**Q: “Can I use your bathroom?”**

A: “Yes you can. It’s straight out the back door, you can’t miss it”.

**Q: “Your stock is amazing, where does it come from?”**

A: “It’s 100% donated. We only put the very best out for sale, and we try to give the rest to other charities”.

**Q: “Can you watch my child while I try on clothes?”**

A: “No sorry, it’s against our policy, but you can take them into the changing room. It’s quite big and there is a chair so they can sit down”.

It’s important that you don’t make yourself/Aunty Dana’s responsible for childcare, as there is a busy street outside so children need really close supervision.

# Difficult Questions and Answers



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**Q: “I have no money, can I have this for free?”**

A: “We’re a transgender charity, so if you’re transgender you can contact Gender Minorities Aotearoa about getting a clothing grant for Auntie Dana’s, and any other support you might need. If you’re not transgender, there is a Salvation Army shop, and a St Vincent De Paul shop on the next block (point), and they’re funded to do social services like clothes and food and housing, so we recommend checking them out”.

**Q: “I brought this here yesterday/last week, but it didn’t fit, can I have a refund?”**

A “No, sorry we’re a charity store and we don’t do refunds”.

**Q: “Can you tell me about binders/how to get hormones/[another transgender-related question]?”**

A: “Yes we can. Gender Minorities Aotearoa is upstairs, and the drop in days are Wednesday and Thursday from 10.30am - 5.30pm, you don’t need an appointment you can just drop in. Here is the card with the website for contact details if you want to get in touch by phone or email” (give card).

It’s very important to send them to GMA for up to date information, as info goes out of date really fast.

# General Shop Talk



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We have some rules about discussion topics to avoid while working in the shop. This is to be considerate of both customers and other volunteers, to maintain good working relationships, and to keep it professional.

## **We don't discuss the following topics:**

- Sexual stories, sexual jokes, sexual preferences, or discussions about private body parts.
- Drug use, including alcohol and anything illegal.
- Trauma; including sexual violence, assault, medical trauma, CYFS/Oranga Tamariki, Police.
- Guns, hunting, killing, or anything that would usually be considered violent.
- Community clinic: we don't talk about our health conditions, surgeries, or medical treatments at length, etc.

Because of stigma, discrimination, and transphobic violence, transgender people are statistically more likely than most people to have been targets of violence including sexual violence, to have or have had issues with substance use, to have experienced medical trauma, etc. Work is not the place (for anyone) to have to deal with these issues or associated feelings, so please don't bring them up, as this can be distressing.

# General Duties



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When you sell an item, record the sale in the sales book.

The empty hanger goes on the rack behind the counter. When there are a dozen or hangers on that rack, it's time to hang up some more clothes and tag them with the colour of the month.

When you put them out in the shop, make sure they go in the right section, and **please do not move the racks in the shop, change the type of clothing on any rack, make new signs for any area.** There are reasons why the shop is set out in the way that it is. Make sure the racks stay quite full, but not so full that browsing becomes difficult.

If you're not serving customers, tidy the store; check that items are hanging on the right racks, pick up and re-hang any clothes off the floor, space hangers evenly on the racks, turn clothing around so it all faces the same direction, check the changing rooms and racks to remove empty hangers, wipe surfaces, tidy shelves.

No matter what shift you are on, you must always tidy up after yourself - at the end of your shift, put any rubbish in the bin, take any dishes out the back to the sink, and wash them.

# General Duties



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**There are 2 cleaning jobs to do on each shift.** On the morning shift, these are usually:

1. Sweep the floors (including behind the counter, as far beneath the racks as you can without moving them, in the changing rooms, in the front windows including moving the shoe racks and sweeping under them, and the main floor areas in the shop).
2. Mop the floors (this includes the same areas).

If one of you is unable to do this kind of cleaning job (eg. because of disability), the other person should sweep. Please let the volunteer coordinator know, so they can make sure the roster works and the people on the next morning shift can both do this kind of job, so the mopping will get done then.

Please carry out the cleaning jobs as early as possible on your shift, so there is less disruption to customers.

On the afternoon shift, these are different for each day, so please check the cleaning roster. Whatever jobs you have on your shift will be the same ones every week. These are things such as: clean the mirrors, wipe the shelves, clean the counter, wash the windows outside, take out the rubbish and recycling.

# Other Notes



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**Top priority:** keep the shop professional. Keep the counter clear at all times, staff bags and belongings in the staff bags area, drinks and phones etc. under the counter in the allocated area (not the display cabinet).

**We don't eat in the shop.** Food makes mess, and it also makes customers leave to buy food. Please eat before or after your shift. If you do get hungry, please eat upstairs, not in the shop.

**Sorry, but friends can't hang out unless they're also volunteering.**

If we need supplies, such as cleaning products, milk, coffee, or staples, please let the volunteer coordinator know. You can do this by text, or by writing it in the 'staff handover book', or by writing it on the shopping list at the top of the stairs.

It is important that you do not take money from the till to buy supplies, as this means our books don't balance. We have new financial reporting standards which we have to meet, so we need to account for everything really thoroughly.

# Safety & Emergencies



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Usually, there are at least two volunteers in the shop at all times, which is part of our safety strategy.

If there is any kind of problem which is difficult to manage, you can:

1. Call the Volunteer Coordinator.
2. Call the GMA National Coordinator.
3. Push the emergency bell on the cash drawer (this will alert GMA staff upstairs).

**In case of a fire:** there is a fire extinguisher at the back of the store next to the door, and another one at the top of the staircase. Please take time to familiarise yourself with these. For a serious fire, the fire alarm is next to the front door, and there is also one at the top of the stairs. Exit the building through the front door, cross the street safely, and assemble on the opposite side of the road in front of ANZ bank. Do not re-enter the building.

**In case of an earthquake:** drop, cover, hold.

**In an emergency:** please call 111 for Fire, Ambulance, or Police.