



Members Handbook

2025

25 Broadbeach Boulevard
BROADBEACH

07 5562 9300

rqasgc@rqasgoldcoast.com

CONTENTS

A	Annual Art Awards	42
	Answering the Phone	15
	Art Fresco - Plein Air Artists Group	45
	Art in the Park	43
B	Bins	12
C	Cash Transactions	27
	Catswingers	44
	Changeover Day Procedures	39
	Closing Procedures	24
	Collection of sold artworks	33
	Committee Members	4
	Contact Details	3
D	Daily Checklist	13
	Deposits for Holding Artworks	34
	Desk Duty - Responsibilities	14
	Displaying and Selling your Art	35
	Dogs in the Gallery	44
E	EFTPOS Machine Guide	28
	Emergency Contacts	47
	Emergency Volunteers	47
F	Fees Summary	41
	Fire and Evacuation Procedures	21
	First Aid	23
	Forms	47
G	Gallery Awards	42
	Gift Shop	36
	Greeting Visitors	17
H	Hiring the Gallery	38
	Hosting your Online Profile	38
I	Induction	6
	Issuing a Receipt	26
	Information Sheets	47
L	Lift Resetting	46
	Lockdown Procedures	23
	Lost Property	45
M	Medical Emergency Procedure	20
	Member Email information	4
	Member Events	43
	Mission Statement	5
	Monthly Awards	42
	Monthly Exhibitions	38

N	Non Retail Payments	33
O	Opening Hours	4
	Opening Procedure	7
P	Payments for Sales	32
P	Peoples Choice Award	19
	Photographing exhibits	46
	Pinning the Label	32
R	Recording a Sale	31
	Refreshment breaks	4
	Retail Sales	26
	RQAS Bank Details	3
S	Sales and Payment Procedures	27
	Shift Times	6
	Shipping Artwork for Buyers	33
	Size of Artworks	36
	Small Art	37
	Society Governance and Admin.	45
T	Taking Membership Payments	34
	Toolbox	45
V	Voicemail	17
W	Water Meter Location	45

RQAS Contact DetailsEmail - rqasgc@rqasgoldcoast.com

Bank Account details - CBA BSB: 064 445

Acct: 10491257

Phone number - 07 5562 9300

RQAS Gallery Opening hours

SATURDAY - SUNDAY: 8:00am to 4:00pm

MONDAY - FRIDAY: 9:00am to 2:30pm

Committee 2025		
Bill Rees	President	0437 736 065
Alison Fielding-Price	Vice President Studio Coordinator	0410 570 402
Jessica Sonners	Secretary	0408 957 880
Tracey Adolphe	Treasurer and Office Coordinator	0422 114 929
Howard Rapley	Fire Warden and Induction Officer Art in the Park	0411 126 559
Lynne Head-Weir	Member Engagement Coordinator	0409 198 545
Tony Luttrell	Small Art Coordinator	0419 982 859
Sandra de Leacy	Gift Shop Coordinator Sculpture and 3D Art Coordinator	0411 369 071
Leanne Manns	Artistic Coordinator	0429 875 441

MEMBER EMAIL INFORMATION

To ensure you receive all email information from the committee you should have a GMAIL address for all RQAS correspondence. We have found that there are issues with members receiving group emails when sent through BIGPOND.

REFRESHMENT BREAKS

Please ensure that each session one member of the volunteer group is attending to sales, enquiries, greetings etc, at the desk.

In particular lunch breaks should be taken individually and not prepared or eaten at the desk or table in the gallery. There is seating available outside.

INTRODUCTION

Welcome to the Gold Coast branch of the Royal Queensland Art Society (RQAS). This handbook covers everything a member needs to know about the day-to-day operations of our gallery, the events and benefits offered to members of the Society.

Our Gold Coast gallery is a family-friendly community art gallery and studio where members can create, display and sell their works of art. It is also the headquarters of a friendly society where experienced artists and beginners alike can come together, socialise and exchange ideas.

Members may join regular classes and activities and attend one-off workshops conducted by Australian and Internationally renowned artisans. As a society, we seek to foster community engagement and education in the arts.

We seek to build a community-oriented society and a gallery that serves both members, as a place to display and sell art, and the local community, as a place of enjoyment, appreciation and education in art.

We welcome all members to get engaged with the Society, both in volunteering and in the social and artistic aspects and events of the Society.

This is everyone's society and gallery, and we hope your time as a member of the Society is an enjoyable and positive time, and that the Gallery is a space for all members to foster their love and enjoyment of each other's art and our local art community.

MISSION STATEMENT

Our mission is threefold:

1. to encourage and promote the appreciation and creation of art and the advancement of art and education in art;
2. to promote, support and advance the work, status and interests of local artists on the Gold Coast, helping artists to sell and promote their work and build portfolios;
3. to build community, fellowship and cooperation between members and between the Gold Coast art community and other art societies and cultural organisations both within Australia and internationally.

SHIFT TIMES

MONDAY - FRIDAY: 9:00am to. 2:30pm

SATURDAY - SUNDAY: 8:00am to 12:00noon and 12:00noon to 4:00pm

Volunteer roster duty shifts align with the Gallery hours. On weekdays, the shifts consist of two people on duty for the entire opening time with a 30-minute lunch break to be taken separately. On weekends, the day is split into the morning and afternoon shift, each staffed by two people.

New members who have attended their induction but haven't done any shifts, or who would like to have additional support will be scheduled with experienced volunteers.

We encourage volunteers to arrive 15 minutes before the scheduled hour to allow ample time for completing opening tasks and opening to the public on time.

If you are not going to be available for your shift, **please contact the Gallery as early as possible** to allow ample time to arrange someone to cover your shift.

We ask that the volunteers **display their member card at all times** during their rostered shift for ease of identification and emergency safety purposes. There are spare lanyards available at the desk for volunteers to use.

INDUCTION

All new volunteers are to attend an Induction Session before they are able to exhibit works and before they are rostered for a Duty day.

A booking for an Induction Session can be made by phoning the relevant committee member who manages this process (refer to page 46)

OPENING PROCEDURE

The following section provides an illustrated step-by-step guide to opening the Gallery at the start of your shift. During the new members induction, this procedure will be demonstrated to the members. For your convenience, a checklist of the opening and closing procedures is available at the volunteer desk. Use a whiteboard or dry erase marker to tick off tasks as you complete them to make sure nothing is missed.

2. Unlock and open outer glass doors and gallery doors.

Enter the building by unlocking the outer glass doors. On most days, the cafe staff would have unlocked these by the time volunteers arrive for their shifts. If so, proceed to unlock and open the inner gallery doors.

3. Deactivate the alarm

As soon as you enter the Gallery, use the number pad on your right hand side to deactivate the alarm. The code to the alarm will be supplied to each member at the induction course.



Alarm keypad



4. Turn on lights and fans



The light switches are located near the Gallery Main door and on the corner of the wall between the Gift Shop shelves and the Small Art display. They are next to the fan switches.

There are three units, with two remotes downstairs and two conditioners upstairs. In hotter months they can be switched to a maximum of 24 degrees.



Light switches near door



Air conditioner remotes to the left of the desk

5.Unlock the screen door in the kitchen and the back gate.



Kitchen screen door



Back gate

Enter the kitchen and open the back door. Use the Gallery key to unlock the screen door (leave the door latched when not in use). Exit to the backyard, turn left and walk to the back gate. Unlock the back gate. Walk upstairs and unlock the upstairs kitchen screen door using the same key. If there is a class upstairs, politely check with the tutor that the kitchen screen door has been unlocked. **This must be done for fire safety reasons.**

Tutors are responsible for security and opening and unlocking the doors upstairs. Duty members do not need to go upstairs.

6. Unlock and lift the floor bolt of the sliding door (leave handle up)



Use the Gallery key to unlock the floor bolt of the left sliding glass door in the non-theme area. Lift the bolt, but leave the door closed and the handle up.

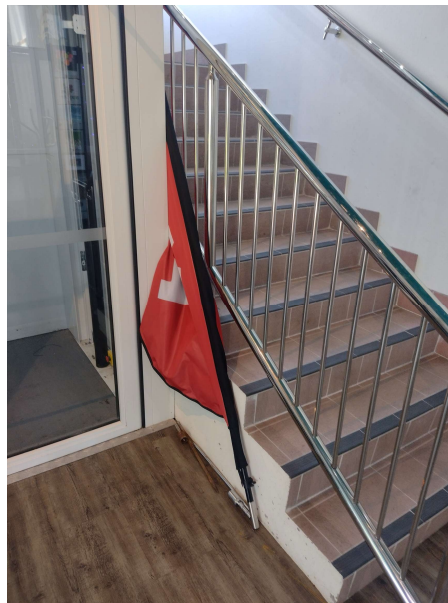
This door must be kept unlocked for fire safety reasons

Sliding glass door in the non-theme area

8. Put out ART flag and A-frame Gallery sign.



Teardrop banner location



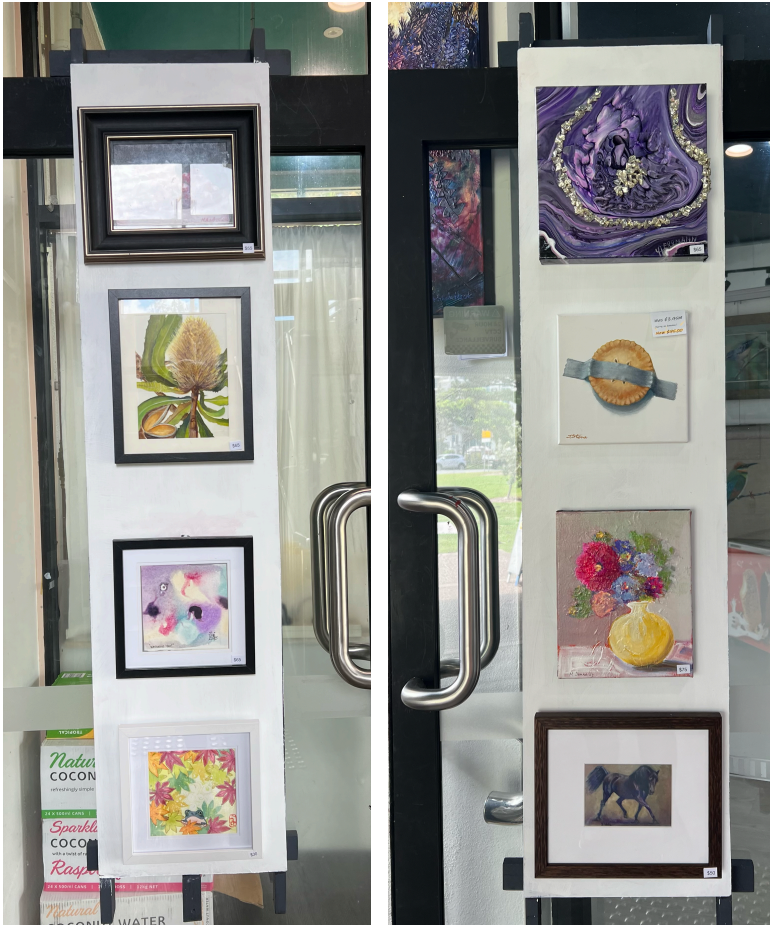
Flag storage inside foyer



A-frame sign outside the Gallery

The teardrop banner flag is stored along the side of the staircase in the building foyer. The A-frame sign is stored in the building foyer. Place the teardrop flag into the metal stake at the top of the path near the boulder leading to the Gallery. Place the A-frame sign in front of the outer doors, making sure it is not in the way of cafe customers.

9. Hang small art frames on the Gallery doors



Once the lights are on, the fire exits are clear and the Gallery is ready for visitors, open both sides of the Gallery doors until they click in position. There are two wooden frames with Small Art paintings. Place one on each of the Gallery doors facing outwards as depicted.

11. Take in bins

On Wednesday mornings, the rubbish and recycling bins need to be brought in from the curb through the back gate and placed in the back yard.



Bin storage area in backyard

12. Confirm tomorrow's roster

The daily diary will have names and phone numbers to call, entered by the volunteers the day previously and scheduled for tomorrow's shift. As a courtesy reminder, members on duty are required to call tomorrow's volunteers and remind them to attend their scheduled shift.

If successful, please mark their names in the daily diary. If the volunteers are not available for some reason, the person on duty then needs to mark them as not available and find coverage for the shift using the emergency volunteer contact list located on the kitchen noticeboard.

If no one from the emergency list is available, please contact the other person on duty and confirm if they are comfortable being on duty alone. If they are not, contact the committee using the emergency contact list, and they will assist in arranging coverage.

Please try to confirm tomorrow's volunteers' availability as early as possible in the day to allow for ample time to arrange coverage in case a volunteer isn't available.

Daily Checklist

Opening the Gallery.

1	Retrieve key from lockbox.	
3	Deactivate alarm.	
4	Turn on lights and fans and air-con	
5	Unlock the screen door in the kitchen and the back gate.	
6	WEDNESDAY : bring in bins from kerbside	
7	Unlock and lift the left floor bolt of the sliding door (leave handle up)	
8	Return key to lockbox set to 0000	
9	Put out flag and A-frame gallery sign.	
10	Hang small art frames on the gallery doors.	
11	Check voicemail messages & delete (Red flashing light=messages, green light= no messages)	
12		
13	Confirm tomorrow's roster (before 10 am) and phone volunteers	

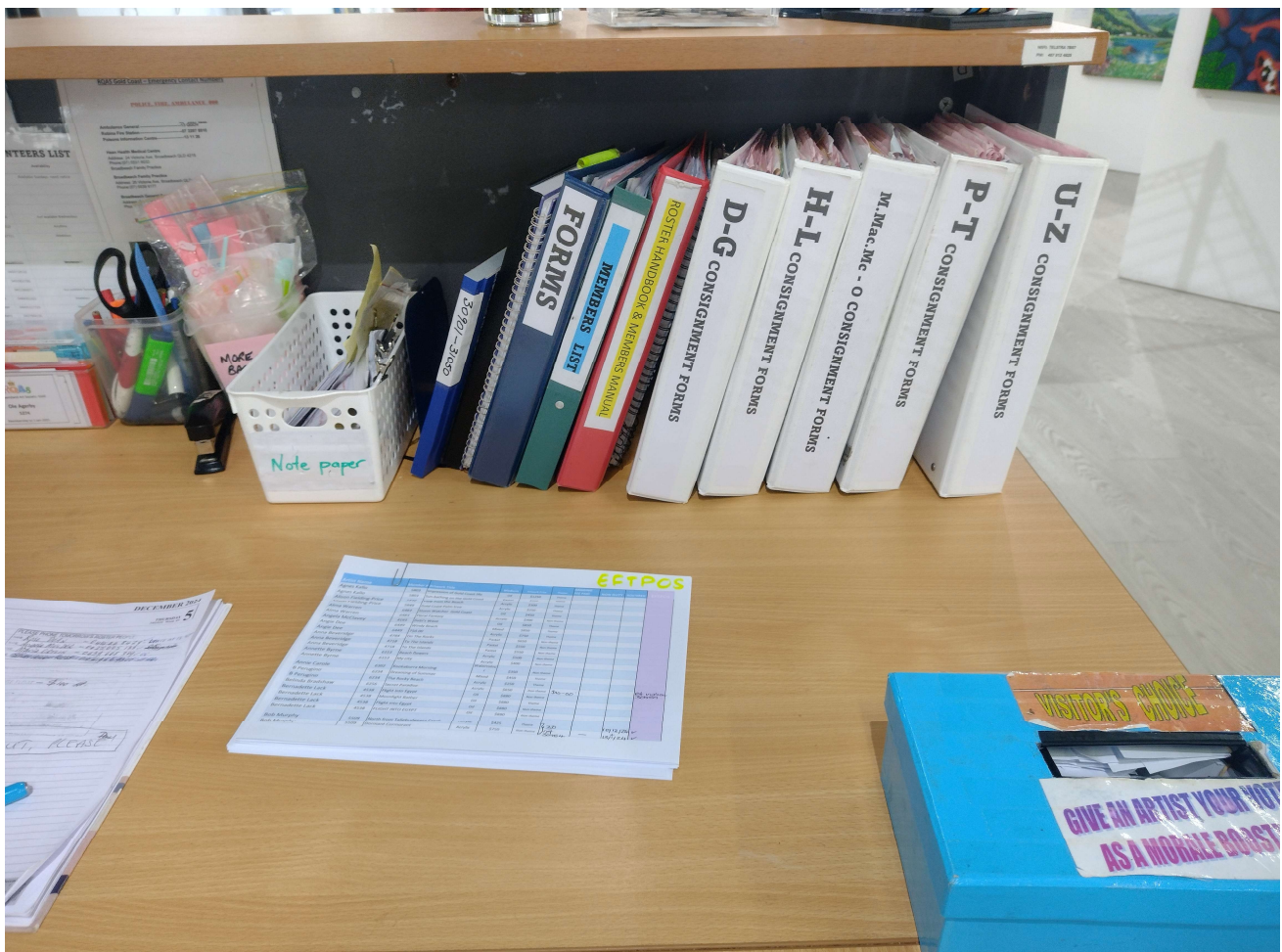
Closing the Gallery

1	Tally up gallery visitors' numbers	
2	Count and record visitors' choice votes	
3		
4	Bring in flag and A-frame sign	
5	Remove small painting racks from gallery door	
6	Retrieve key from lockbox.	
7	MONDAY : take bins out to kerbside	
8	Lock back gate and kitchen screen door.	
9	Close and lock the floor bolt of the sliding door.	
10	Switch off lights and fans and air-conditioners / check upstairs	
11	Activate alarm	
12	Close and lock gallery doors.	
13	If no class upstairs, lock outer glass door.	
14	Return key to lockbox and set to 0000	

DESK DUTY RESPONSIBILITIES

As part of helping the daily operations of our gallery, members of RQAS Gold Coast are encouraged to contribute at least one day a month of volunteer desk duty. This involves opening and closing the Gallery, conducting sales of art and gift shop items, welcoming and interacting with visitors to the Gallery, answering the phone and other associated duties.

Everything you need for a successful shift can be found on the volunteer desk, including stationery, the daily diary, the receipt book, the daily sales book, additional member forms, a list of gallery members, a copy of this handbook, the visitors' choice record book and the members' consignment folders (image below)



Volunteer desk setup (record books and folders)

ANSWERING THE PHONE

As part of representing the Society, volunteers are responsible for answering the phone during opening hours, checking the voicemail for messages left out of hours and responding to them.

When you answer the phone, you are representing the Gallery as much as you are during in-person interactions. It is important to speak clearly and maintain a polite and friendly manner.

There are several basic tips that can help you with that:

Have an appropriate greeting prepared:-

“Hello, you’ve reached the RQAS Gold Coast Art Gallery. My name is, how can I help you?”

or

“Hi, this is the RQAS Gold Coast Art Gallery, (name) speaking. What can I do for you?”

1. Try to answer the phone promptly.
If you are busy, and there is no one else to take the call, you can try to excuse yourself momentarily to ask the caller to hold, or press the star/asterisk button to silent the ringtone (see diagram following).
2. Answers to most common questions can be found in this handbook.
If you are still unable to locate an answer, apologise to the caller and direct them to email the Gallery or record their inquiry in the daily diary with their name and phone number to arrange a callback.
3. If you are hard of hearing or are having trouble hearing the person on the phone due to a bad connection, it can be helpful to use the loud speaker mode. This can be done by pressing the handsfree/speaker button in the bottom left corner of the handset (see diagram). However, a loudspeaker conversation can be disruptive to gallery visitors, so try to use it during quiet periods if possible.

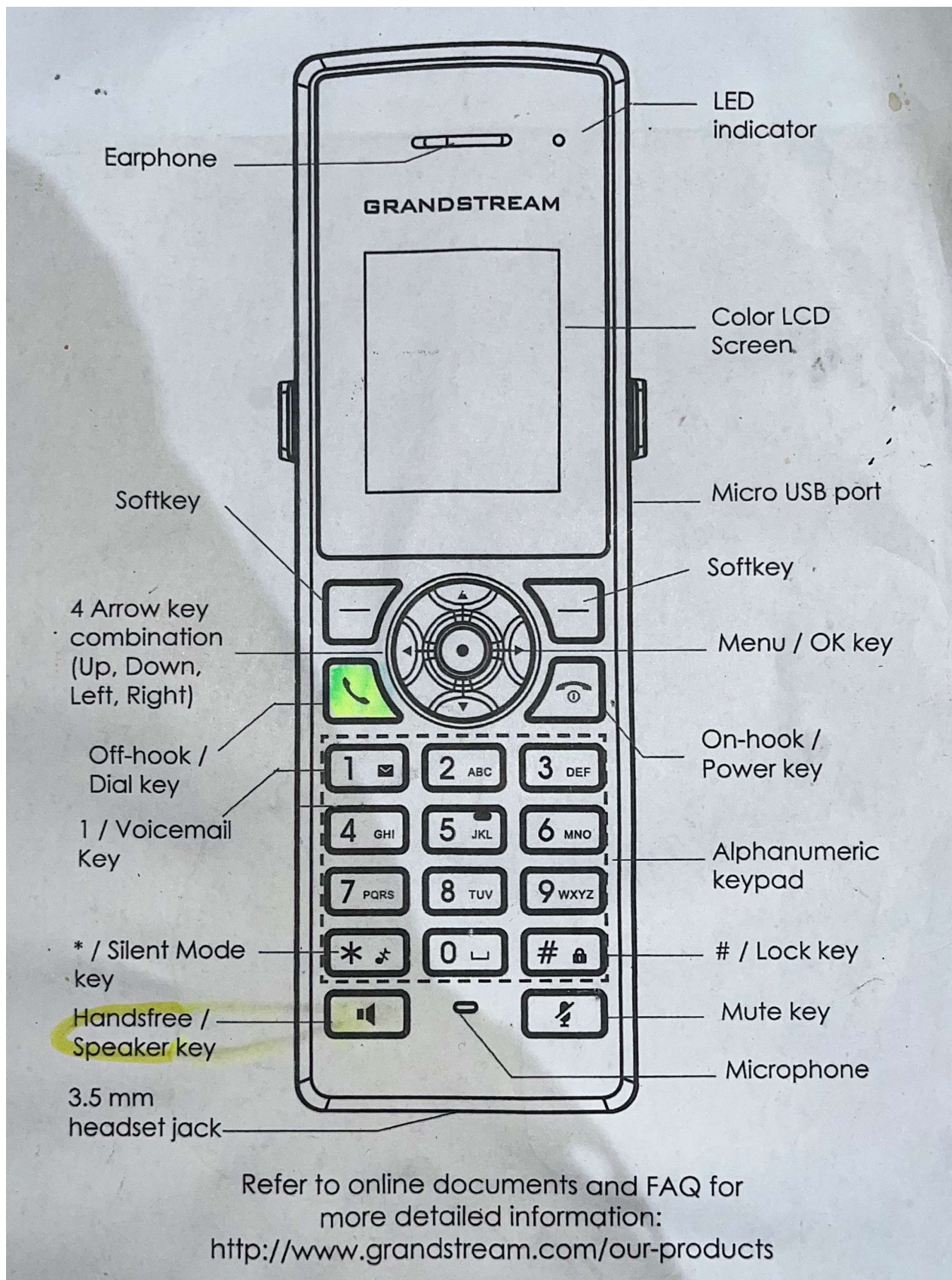


Diagram of the phone handset

THE VOICEMAIL

After you finish all opening procedures, it is a good idea to check if any messages have been left on the phone overnight. The handset has an LED indicator in the top right corner (see diagram). A **green** light indicates that there are no messages, and that the handset is operating normally. A **red** light means there are voicemail messages to be reviewed.

To listen to new messages:

1. Enter *62 and press the green button to dial.
2. When prompted, enter the passcode 4218#
3. Follow the prompts to listen to new messages.
4. Return calls if required to assist with the queries.
5. Record relevant information in the daily diary.
6. To delete a message, press 7.

When making calls on behalf of the Society, follow the same principles of phone etiquette as when answering the phone. This applies to contacting the artists after making the sale as well: introduce yourself, inform the person where you are calling from and why (informing about a sale, responding to a voicemail etc.).

GREETING VISITORS AND CUSTOMER INTERACTIONS

Gallery volunteers are the main point of contact between the Society and the public. No gallery can exist without visitors, so it's essential that any guest, regardless of whether they intend on making a purchase, feels welcome and has an enjoyable experience. The following section has some tips and advice on how to conduct yourself during customer service interactions.

1. The Basics

With Gold Coast being a popular tourist destination, our gallery's visitors come from a variety of backgrounds and cultures. Rostered volunteers are expected to maintain a polite, friendly manner with all visitors and approach all interactions with courtesy and respect. A friendly tone and a smile help visitors feel welcome, ensuring a positive experience for everyone. Treating all visitors with professionalism and kindness ensures they feel valued and appreciated, which in turn makes them more likely to return or make a purchase.

2. First Impressions

Volunteers should strive to **greet** everyone who enters the Gallery. Often, people can be hesitant if they didn't know the Gallery was there, so a greeting is essential to make them feel welcome.

It can be a good idea to prepare and rehearse a little **welcome speech**:

- a. Greet the customers
- b. Ask if it's their first time in the Gallery
- c. If it is their first time, give a short introduction to the Gallery: name the Monthly Exhibition theme, point out the theme and non-theme areas, let them know whether the upstairs studio has any artwork on display and for sale. NOTE: check with the tutor before inviting people upstairs.
- d. Let them know that all artwork is for sale, and that there are always new additions to the Gift Shop and Small Art sections
- e. Introduce the Visitors' Choice voting (pg. 12)
- f. If they have any questions, let them know you are there to help - after all you are one of the artist members!

3. To Each Their Own

Some people like to have a chat about the paintings on display, while others prefer to experience the art in silence. Try to pay attention to how the visitors respond to your welcome and give them space if they so wish.

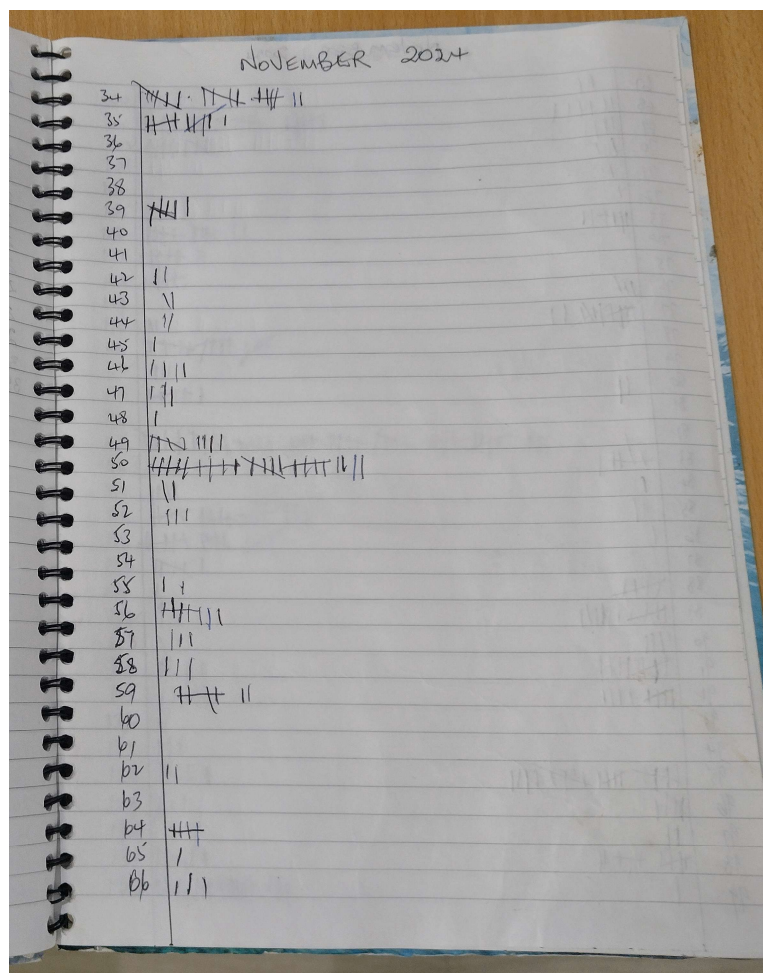
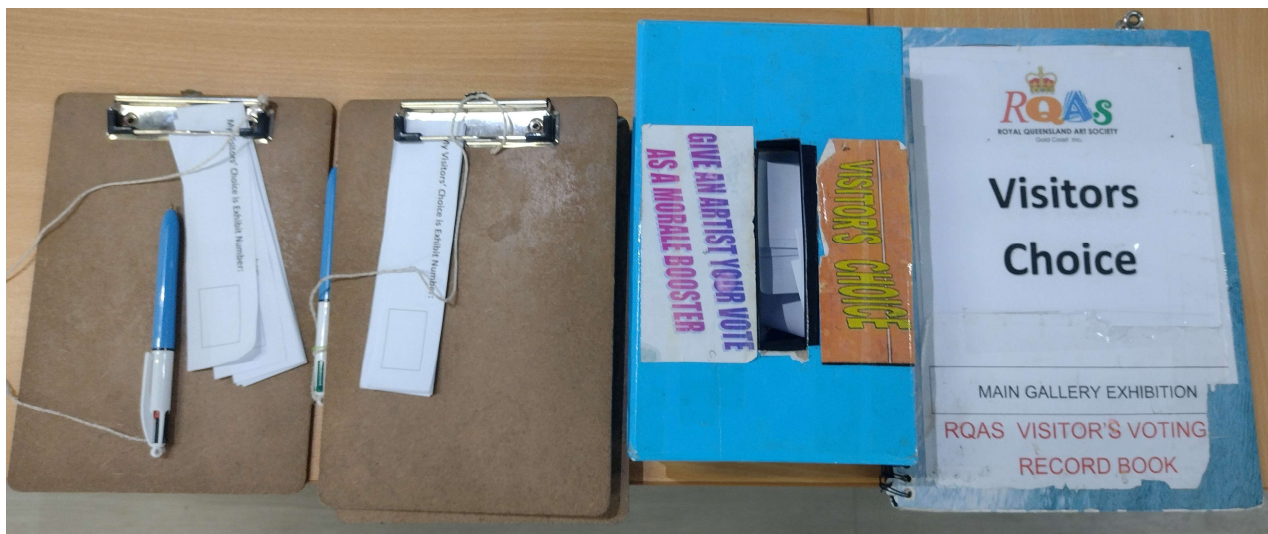
If the customers seem like they would enjoy a conversation, you can ask them whether they are locals or visiting, point out your favourite artwork on display or ask them about their favourites so far. This can be a good time to bring up the **Visitors' Choice** award if you haven't already done so.

4. Ambience is Everything

While roster duty is a great opportunity to catch up with fellow artists scheduled with you, it's important to keep conversations quiet when there are visitors in the Gallery. Not only can the noise itself be quite disrupting, it can also deter visitors from approaching volunteers to ask a question - or even from making a purchase! It is also important for volunteers to look professional and like they are part of the team. As there are no uniforms, the Society asks that all volunteers **display their member card at all times** during their rostered shift, so visitors and other Society members can easily tell who to direct their questions and sales enquiries to. Spare lanyards are available at the desk for volunteers to use during their shifts.

It can also be a good idea to not spend the entire shift behind the desk and instead occasionally walk around the Gallery to see if any visitors need attention. This can be a good opportunity to familiarise yourself with the art on display to make sure you can assist the customers to the best of your ability.

PEOPLES CHOICE AWARD VOTING



A key duty is informing visitors of the visitors choice award and giving them a vote clipboard. If you don't already know, visitors choice is a monthly award that RQAS awards to the artwork that receives the most amount of votes from the public.

Informing visitors of the visitors choice award can be easiest to do when incorporated into your greeting when you first welcome visitors to the Gallery, but if you miss a few people don't be afraid to get up from the desk and approach them to give them a clipboard.

Unless very few votes have been cast throughout the day, is more efficient to tally them at least once a day instead of passing it on to the volunteers on duty the next day. To record the votes, open the box and take out all loose papers.

Record each vote using **neat and compact** tally marks in the Visitors' Choice book stored at the volunteer desk. After you have counted the votes, fold the papers together, write the current date on the top one and secure them with a rubber band before returning them to the box.

MEDICAL EMERGENCY

In case of a medical emergency, call 000 and request Ambulance assistance.

You should call 000 if you or another person in the Gallery has been injured or needs urgent medical help.

1. Chest pain or tightness
2. Sudden onset of weakness in the face or limbs, or sudden trouble speaking ☐
3. Breathing problems
4. Sudden collapse, fall or loss of consciousness
5. Seizures
6. Uncontrollable bleeding
7. Severe burns
8. Fall from height
9. Car accident
10. Physical assault by another person, stabbing or shooting

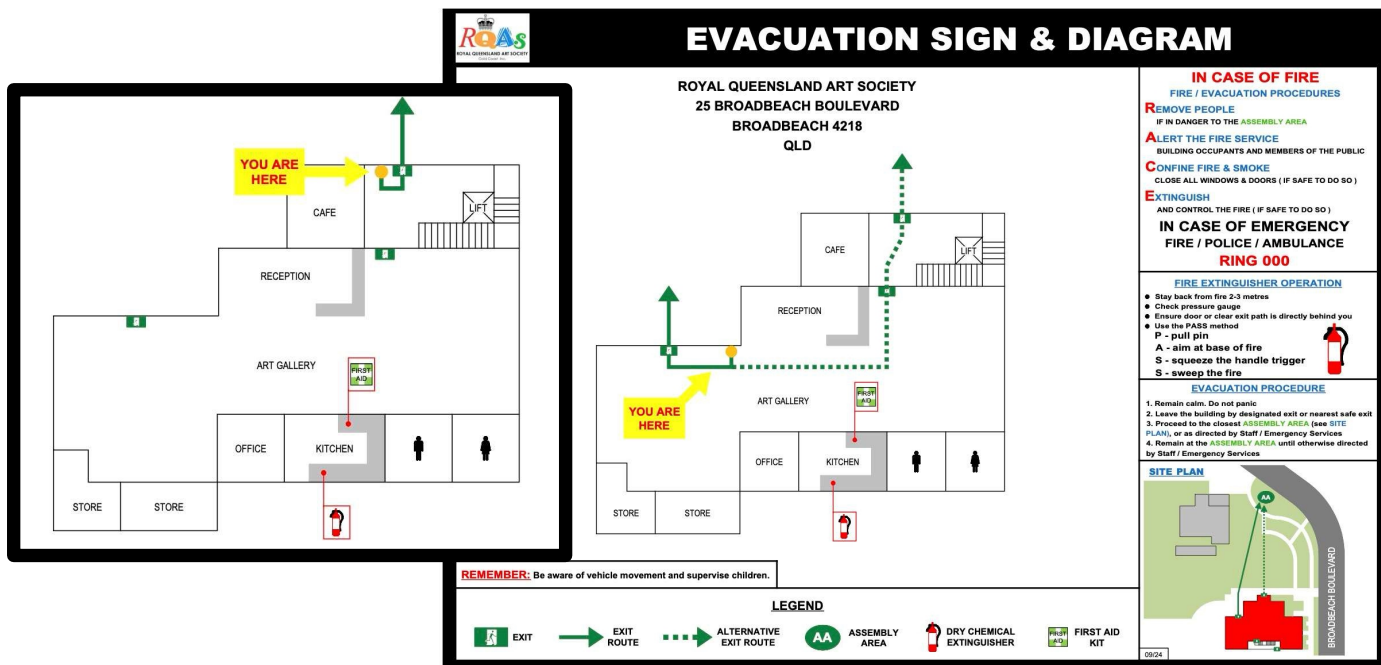
When in doubt, always call 000.

For medical incidents that do not require Ambulance assistance, there are two first aid kits provided and marked on the Fire & Evacuation diagrams.

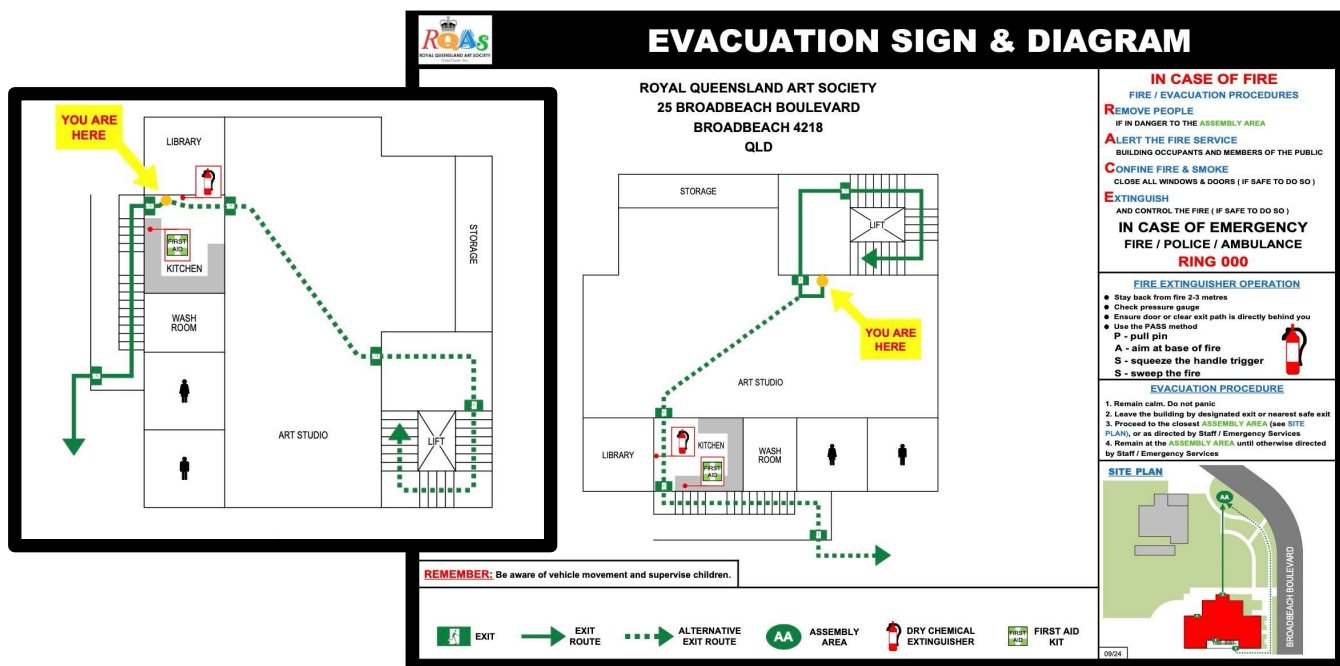
Please record all uses of first aid kits in the daily diary so the supplies can be restocked accordingly.

Any incident, medical or other, must be written up on the Incident Report Form and given to the office.

FIRE AND EVACUATION PROCEDURES



Ground floor evacuation signs and diagrams for the main gallery and the lift/foyer area (inset)



Upper floor evacuation signs and diagrams for the art studio and the upstairs kitchen (inset)

In case of a fire, always call 000 and, if required, refer to the Fire Evacuation Plan to commence an orderly evacuation of the building.

The Gallery is equipped with smoke alarms, and it is up to the member on duty to confirm the existence of the fire, alert others and contact 000. Follow all instructions provided by the Emergency Services Operator and, if instructed to do so, proceed to evacuate all occupants of the building in an orderly fashion according to evacuation plan diagrams appropriate to your location.

Emergency exits are as follows:

- 1 Main door
- 2 Kitchen back door, leading through the back gate
- 3 Sliding door in non-theme area
- 4 Upstairs kitchen door, leading down the external stairs to the back gate

Due to this, it is imperative that the upstairs kitchen door, downstairs kitchen back door, the sliding door and the back gate are unlocked as part of opening procedures.

In case of an emergency, the volunteer on duty is responsible for conducting an evacuation when required or instructed to do so by the Emergency Services.

- 1 Remember to alert café staff and those located on another floor of the building
- 2 Check all toilets and common areas
- 3 If there are people present that require assistance to evacuate the building, immediately inform the Emergency Services Operator and follow their instructions
- 4 Proceed to the assembly area on the grass outside the main entrance of the building.
- 5 Do not re-enter the building until instructed to do so by the Emergency Services personnel
- 6 Provide any relevant information to the Emergency Services personnel as they arrive on scene.



Assembly point on the grass outside the main entry to the Art Gallery.

EMERGENCY LOCKDOWN PROCEDURES

In case of a dangerous person or situation reported in or outside the Gallery, always call 000 and request police assistance.

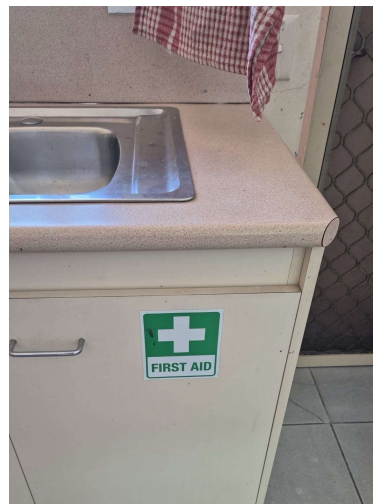
1. In the case where there is a dangerous person or situation unfolding outside of the Gallery that may pose a risk to the safety of gallery staff and patrons, a lockdown procedure may be required:
2. If you believe that the person is armed, may attempt to gain entry to the Gallery, or is a danger to the public exiting the building, proceed to call 000 and report the situation.
3. Secure all entry points to the building by locking the doors, including the main doors, the sliding glass door, the back door and the upstairs kitchen door.
4. Inform all occupants of the building of the situation and instruct them to stay clear of all doors and windows.
5. Continue to follow instructions provided by the Emergency Services and monitor the situation if it is safe to do so.

FIRST AID

Two First Aid kits are available in case of emergencies, one in each kitchen, marked with the green First Aid Symbol:



Location of the First Aid kit inside a cupboard in the downstairs kitchen.



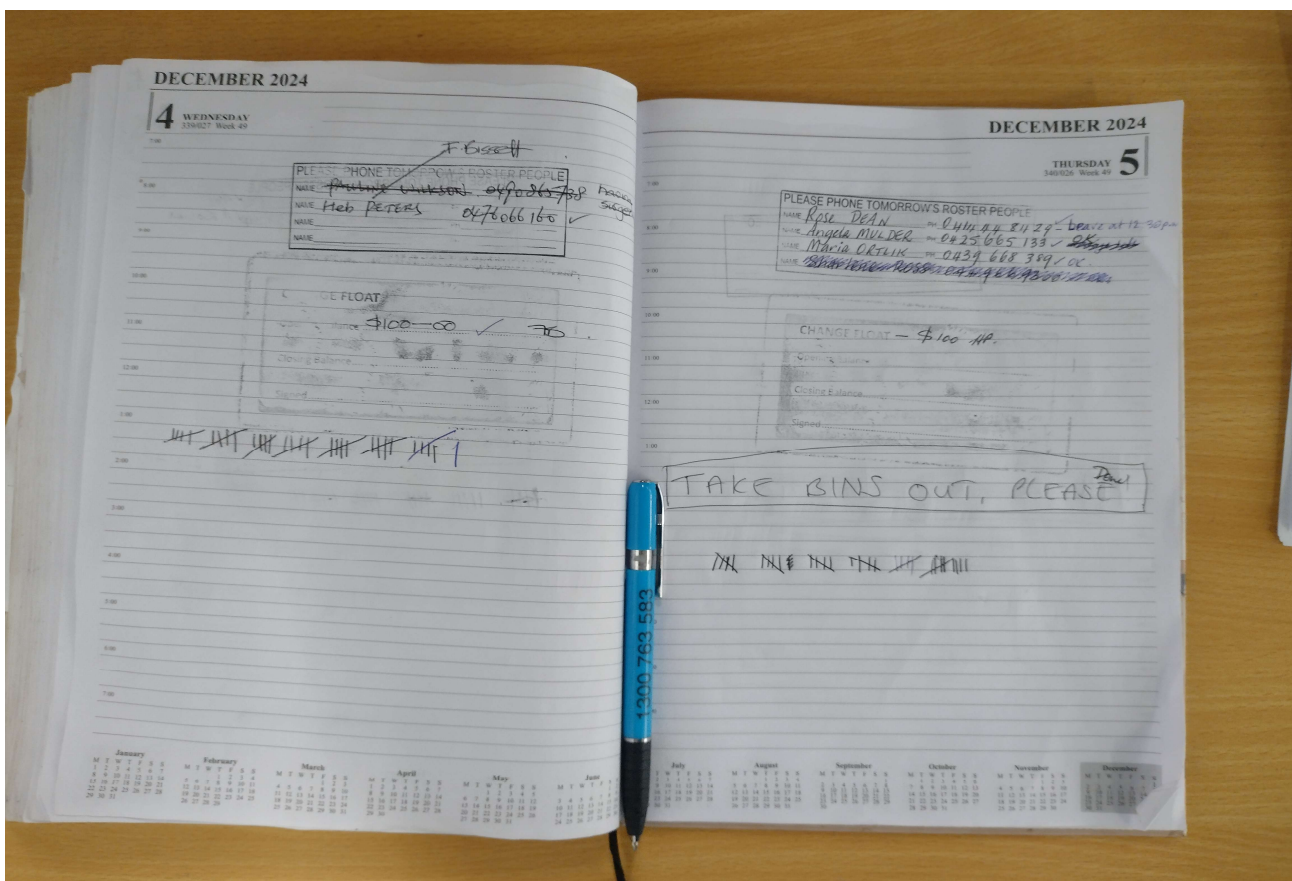
Location of the First Aid kit under the sink in the upstairs kitchen

CLOSING PROCEDURES

The following section provides an illustrated step-by-step guide to closing the Gallery at the end of the day.

During the new members induction, this procedure will be demonstrated to the members. For your convenience, a laminated checklist of the opening and closing procedures is available at the volunteer desk. Use a whiteboard or dry erase marker to tick off tasks as you complete them to make sure nothing is missed.

1. Tally up the gallery visitors' numbers in the daily diary. When two people are on shift together, it is often most convenient to have one of the people take on this task to ensure accurate numbers are recorded, with no visitors missed or counted twice.



Daily diary page with next day roster, change float record, bin day reminder and visitors' tally

2. Count and record visitors' choice votes.
3. Count the change inside the silver pencil case, then record and sign for the exact amount in the relevant field in the daily diary. The Society keeps a float of **\$100**.

4. Remove small painting racks from gallery doors and lean them against the wall or desk.
5. Bring in the teardrop banner flag from their place outside the Gallery and put them in the space to the left of the stairs. Bring the A-frame sign into the foyer of the building, but make sure it doesn't obstruct the doorway, the lift or the stairs.
6. Retrieve key from lockbox.
7. Each **Monday** afternoon take out the rubbish and recycling bins to the curb through the back gate.
8. Lock back gate and kitchen screen doors.
9. Once there are no visitors left in the building, use the key to lock the back gate and the kitchen screen door. Close the second wooden door and bolt it. If there is no class in the upstairs studio, check that the upstairs kitchen door has been locked.
10. Use the key to close and lock the floor bolt of the sliding glass door in the non- theme area. Make sure you also lock the main glass door.
11. Once you are ready to leave, switch off all lights, fans and air conditioners if applicable. Make sure you are using the correct remotes for the three air conditioners, and that they switch off completely.
12. As you are leaving, input the alarm code on the keypad. You now have 30 seconds to exit, close and lock the door.
If the alarm goes off, do not panic and enter the code again to disarm it.
Then repeat the steps to activate the alarm and exit.
13. Close and lock gallery doors making sure the left side is secured using the two bolt mechanisms on the side of the door before locking the doors together.
14. If no class upstairs, lock outer glass door. Usually, there will be a class still going on in the upstairs studio when the Gallery closes. In this case, as you leave, close the outer glass doors of the building but do not lock them.
15. Return key to lockbox
16. **NOTE: There are additional closing tasks that need to be performed on Thursdays before changeover weekend, they are:**

Peoples Choice winner selection

In addition to tallying the day's People's Choice votes, the winner selection must be finalised. Ensure all votes have been counted, and that there are no loose voting papers left in the box. Identify the painting with the most votes as per the voting book. Record the painting information, clearly label it as a People's Choice winner and put the piece of paper into the office dropbox. Locate the painting in the Gallery and move it to the winners spot at the bottom of the stairs.

Clearing the monthly sales board

At the end of the day, clear the board of all «sold» labels and dispose of them in preparation for the next month.

SALES AND PAYMENT PROCEDURES

Retail Sales

One of the major parts of roster duty is making sales of paintings on display, Small Art pieces and Gift Shop items. The following section provides a step-by-step guide to processing and recording different types of sales.

There are five main steps to making a sale:

1. issuing a receipt
2. processing a payment
3. recording the sale
4. pinning the label
5. informing the artist.

ROYAL QUEENSLAND ART SOCIETY Inc GOLD COAST BRANCH 30757
P.O. Box 558 Broadbeach 4218 Ph: 07 5592 0440 ABN: 14 718 573 520 / 20.....

Received from: L. Smith Phone: _____
Email: _____

Enter: Artist's name, item sold and codes, and individual prices
☐ Gallery ☐ Small Art ☒ Gift Shop ☐ Cards ☐ Other

Total Sum: Cash / Eftpos \$ 120.00

This is our only recognised form of receipt. Per: _____

ROYAL QUEENSLAND ART SOCIETY Inc GOLD COAST BRANCH 30758
P.O. Box 558 Broadbeach 4218 Ph: 07 5592 0440 ABN: 14 718 573 520 / 20.....

Received from: _____ Phone: _____
Email: _____

Enter: Artist's name, item sold and codes, and individual prices
☐ Gallery ☐ Small Art ☐ Gift Shop ☐ Cards ☐ Other

Total Sum: Cash / Eftpos \$ _____

This is our only recognised form of receipt. Per: _____

1. Issuing a receipt

If a customer would like to make a purchase, start by writing a receipt in the receipt book. If they are making multiple purchases a single receipt is acceptable but all the information must be clearly evident for each article. If there is insufficient space issue a further receipt.

Page of the receipt book with the green copy filled out on the top.

- a) Ask the customer for their name and phone number (these are only used for internal records and not for marketing purposes).
- b) Tick one or more of the boxes on the left based on what the sale is (Gift shop, small art etc).
- c) In the sale description box, record the following information:
 - 1. Artists's name
 - 2. Individual item price
 - 3. FOR PAINTINGS: painting title
 - 4. FOR GIFT SHOP AND PLINTH ITEMS: item code
- d) Circle the payment method (cash or EFTPOS)
- e) Write the overall price in the total sum field.
- f) Write your name and date the receipt.

The receipt book produces two carbon copies of each receipt.

The **white** copy is to be given to the customer.

The **blue** copy goes into a ziplock bag **together with the cash** or EFTPOS receipt.

Please do not put cash from a transaction back into the change pencil case.

This ziplock is put into the slot In the office door.

The green copy stays in the receipt book.

2. Processing a payment

The Gallery is able to take two types of transactions: cash and EFTPOS.

a) Cash transactions

To process a cash transaction, follow all the required steps to issue a receipt and circle the «cash» payment method. If you need to give change, use the cash float in the silver pencil case in the volunteer desk drawer. **Put the money received into the ziplock bag together with the blue receipt copy to be submitted into the office mailbox.**

NO cash for sales is to be placed in the cash float pencil case.

Ziplock bags are stored in a stationery caddy on the desk.



Ziplock bag with the blue copy of the receipt and the EFTPOS machine receipt merchant copy.

b) EFTPOS transactions.

The EFTPOS machine is kept in the left corner of the desk on top of a wired charging dock. It can be removed from the dock for ease of transactions, but should be kept on charge during other times.

To turn the EFTPOS machine on, use the button on the right hand side of the terminal. Tap the screen or swipe up to unlock and enter the passcode 421800. This should only be required once a day.

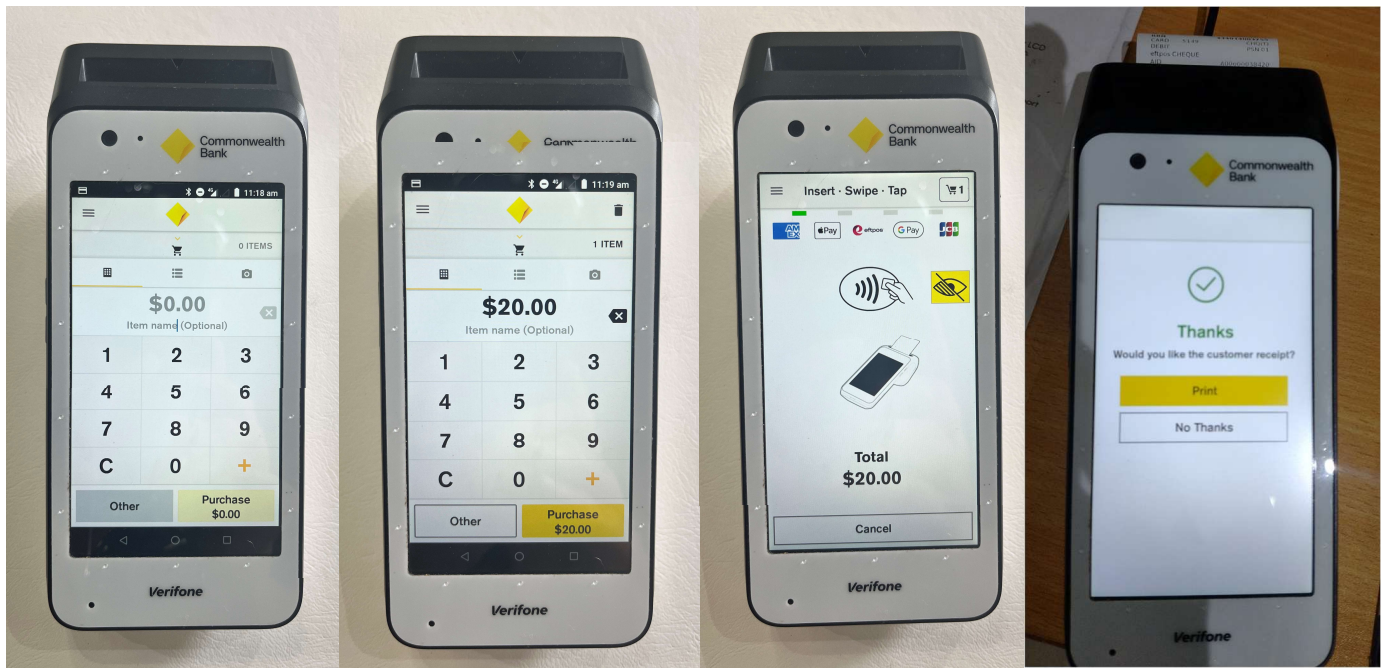
The resting screen of the EFTPOS machine is a numerical keypad. To make a sale, enter the total , including 00 for the cents and press the yellow button to confirm. Once the screen changes, you can offer the terminal to the customer to tap, swipe or insert their card. If you have okayed an incorrect amount, you can cancel the transaction using the cancel button at the bottom of the screen or wait for the transaction to time out.

When the charge goes through, the terminal will display a green tick and automatically print a merchant's copy of the receipt **(to be put into a ziplock bag and submitted to the office with the blue receipt copy)**. Ask the customer if they would like a copy as well, and if they do, press the yellow «Print» button.

NOTE: if you need to print a customer copy, but have already exited the receipt screen, or need to print another merchant copy later, you can access the transaction in «Transaction History» and print a receipt from there.

EFTPOS MACHINE OPERATIONS

Guide for making a transaction on the EFTPOS machine.



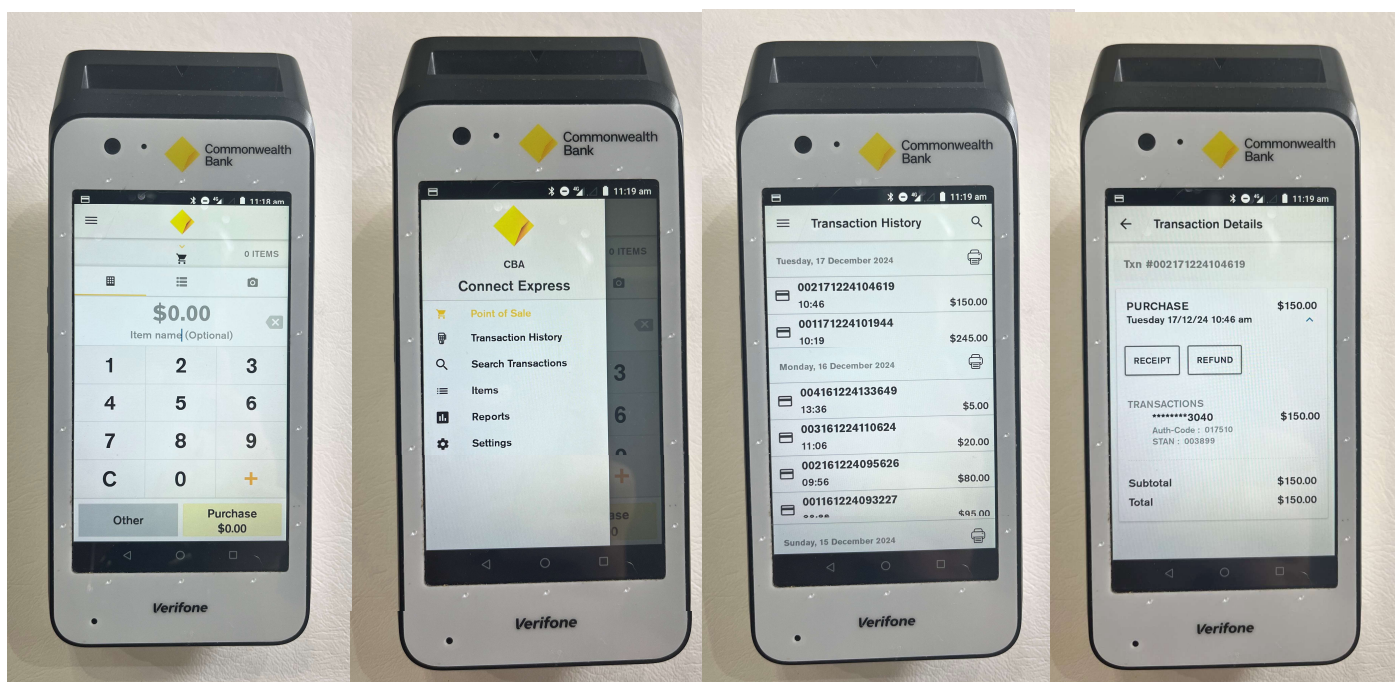
Enter the dollar amount with cents (\$20 = 2, 0, 0, 0)

Press the yellow «Purchase» button

Offer terminal to tap, swipe or insert

Press the yellow «Print» button for customer copy of receipt

Guide for printing a receipt after the transaction has finished.



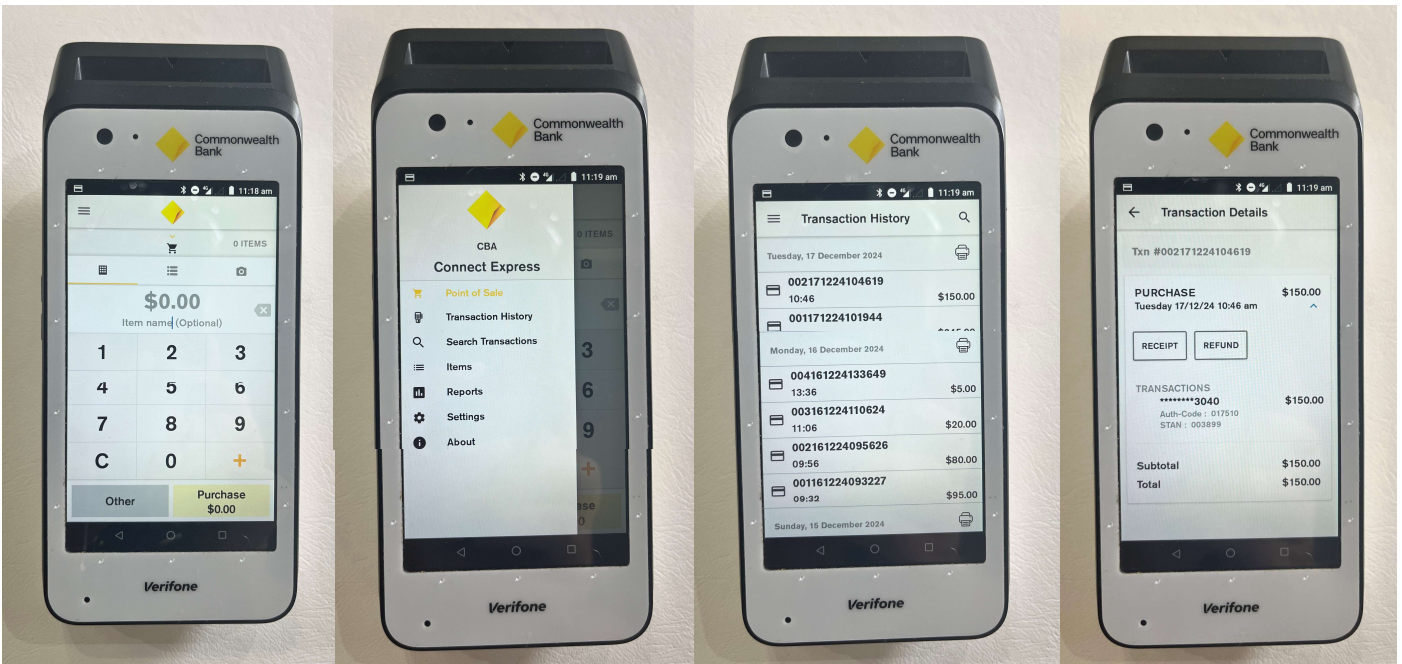
Press the menu button in the top left corner

Select «Transaction History»

Choose the required transaction

Press «Refund» button and offer the terminal to the customer to INSERT the card or TAP the phone.

Guide for printing a receipt to refund a transaction.



Press the menu button in the top left corner

Select «Transaction History»

Choose the required transaction

Press «Receipt» button and choose a merchant or customer copy to print.

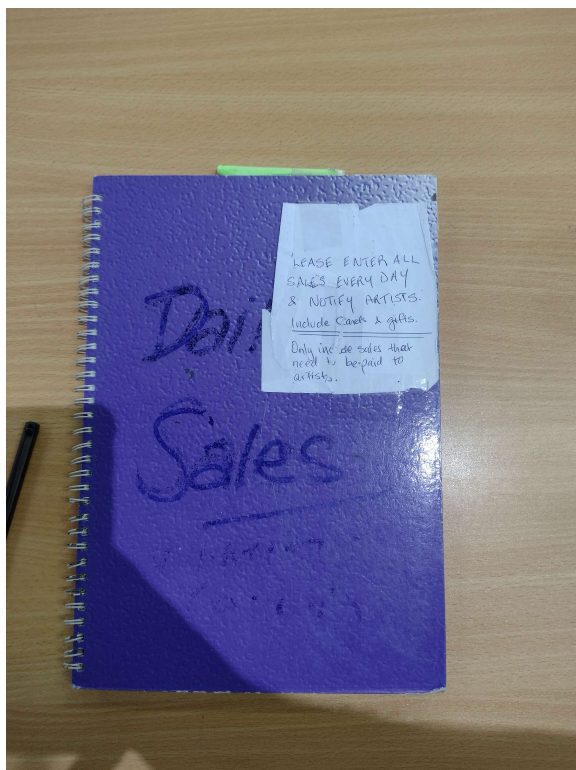
Changing the thermal roll

If the EFTPOS machine runs out of the thermal roll for receipts, a box of spare ones can be found in the bottom desk drawer.

To change the thermal roll, turn the terminal over and remove the cover on the top. Take out the empty thermal roll tube and replace it with a new roll, positioning it to unroll as shown in the picture. Replace the cover by inserting the pegs on the bottom in first and then clicking it in place. Make sure to leave the edge of the roll poking through the slot.



3. Recording a sale



The daily sales book

After the sale is completed, you need to record the sale in the **daily sales book** kept at the volunteer desk. You will need to record:

- * the sale date
- * the receipt number
- * the artist's name
- * the artwork title or gift shop code
- * the artist's phone number.

Use a new line for each separate item on the same receipt.

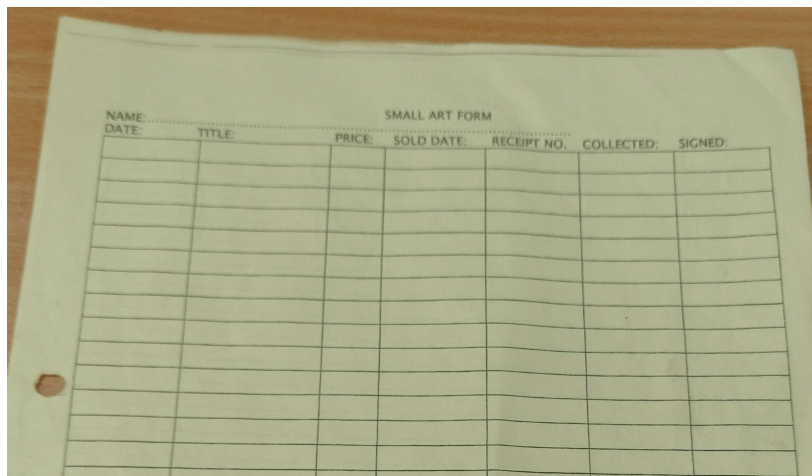
Please double check to ensure all customer details, especially phone number and email are correct and legible.

To find the artist's phone number, use the artist's **consignment sheet** found in the member folders on the desk.

You will then need to update the appropriate consignment form.

- **pink** for Monthly Exhibition paintings
- **yellow** for Small Art
- **blue** for Gift Shop.

Locate the appropriate form and record the sale date and receipt number in the correct item's fields.



The image shows a 'SMALL ART FORM' used for recording art sales. It has a header section with fields for NAME, DATE, TITLE, PRICE, SOLD DATE, RECEIPT NO., COLLECTED, and SIGNED. Below the header is a table with 10 rows and 8 columns corresponding to the header fields. The form is placed on a wooden surface.

NAME	DATE	TITLE	PRICE	SOLD DATE	RECEIPT NO.	COLLECTED	SIGNED

Example of a small art consignment form.

4. Pinning the label

After a sale, the label or tag of the artwork, if it has one, should be pinned on the Monthly Sales cork board behind the volunteer desk. As long as the details of the sale are correctly and legibly recorded in the Daily Sales book.

If the artwork has no label indicate the artist and title on a card and place that on the board. All labels and cards should have a red sold dot placed on them. These red sold dots are in the desk drawer.

This gives a visual understanding of the number of sales each month and it is a good indicator to artists and buyers of the success of the gallery.

This step is not compulsory for Gift Shop items.

For Monthly Exhibition paintings, the label should be displayed at the cork board once the painting has been collected.

5. Informing the artist

The last step in the sales process is to inform the artist that a piece of their work has been sold. Use the phone number on the consignment form to call the artist, or leave a message. You will need the title or code of the item and the receipt number at hand, as artists often need them to update their own records.

Artists will be paid within twenty one days of the end of each month.

COLLECTION OF SOLD WORKS

Sometimes, the customers may not be able to collect their purchase of a large painting immediately. In such cases during sales of monthly exhibition paintings it is important to follow the following steps:

- a) If the painting is immediately taken by the buyer, pin the label on the cork board and put a «***This painting has been sold and is awaiting replacement***» tag from the desk drawer in the artwork's place using blue tack.
- b) If the buyer wishes to return at a later time within the display month to collect the artwork place a red dot on the painting's label to mark it as sold and leave it on display. NOTE: You must still complete all sale procedure steps and inform the artist of the sale so they can bring in a replacement artwork once the buyer has collected the work. Make sure you inform the buyer that once the Month exhibition is finished they must collect the work, we do not store artworks after the exhibition is over.

NOTE: During the Annual Awards month, paintings cannot be collected immediately upon sale and must remain on display for the duration of the exhibition. An exception to this is if they are from interstate or overseas they may take it immediately. Please inform customers of this condition before finalising the sale to avoid potential disappointment and confrontation. If the customer would like to go ahead with the purchase, inform them of the next changeover dates so they can arrange to pick up their painting and make sure they collect have their proof of purchase.

SHIPPING ARTWORK FOR BUYERS

The Gallery does not handle the shipping of artwork to buyers, but we are happy to have Australia Post or a Courier service pick up artworks during our opening hours. The Society cannot take responsibility for arranging shipping for buyers due to the limitations of our insurance liability.

We recommend contacting Australia Post or a courier service like Pack and Send.

NON RETAIL PAYMENTS

Other types of transactions performed at the Gallery:-

1. Processing membership fees and renewals.
2. Taking Hanging Fee Payments and Non-Roster Duty payments
3. Taking room hire fee payments from tutors.

Payments for different categories should be made as separate transactions.

e.g. A visitor wishing to become a member at the same time as buying a painting would be two separate transactions with two receipts.

1. Taking Membership Payments

When taking membership payment first check if it is a new membership or renewal, and after they have completed their membership form issue a receipt as per a retail sale and take their payment via EFTPOS or cash.

Please check that all details on the membership form are easy to read and get the member to clarify or rewrite if they aren't. Give the member the white copy of the receipt and put the blue copy and the signed and completed membership form in a ziplock bag and place it in the office door dropbox slot.

Let the member know that membership cards are issued by the office staff and are stored at the front desk for collection. Membership is for the 12 month period following the 1st of January each year. However, if payment is made after November 30th we allow membership to rollover to the next year, lasting until the end of the following calendar year.

2. Taking Hanging Fee Payments and Non-Roster Duty payments

When taking hanging fee payments and/or non-roster duty payments or Wall Hire payments, ensure the receipts are correctly recorded outlining the member who is paying, which month they are paying for and if they are paying multiple payments in one transaction, outline what those payments are on the receipt.

3. Taking Wall or Studio Hire Payments

Volunteers on Desk Duty may be required to take payments from tutors who are hiring the upstairs studio. This should be taken like any other payment with the name of the tutor clearly recorded along with the hire duration and the receipt clearly marked with STUDIO HIRE.

Please note that any new bookings must go through the Workshop Coordinator and should not be accepted by the volunteer on duty. Please direct all enquiries to the relevant committee member and record any expression of interest for studio hire in the daily diary.

The Gallery does not take deposits or 'hold' works, the full amount needs to be paid on the day of purchase.

DISPLAYING AND SELLING ARTWORKS

Hanging and selling your art is of course the main services the Society and the Gallery offers, but as a member you are also able to hire the Gallery walls or studio space and you may host a portfolio on the Society's website. In addition, the Gallery awards monthly and annual awards and hosts events.

One of the major benefits of being a member of the Society is being able to hang your art in the Gallery and list it for sale. The Gallery will handle all hanging and removal of art but in return artists must make sure their artworks are properly prepared for display and sale before they are dropped off at the Gallery, as below. **Entries should have been completed in the last five years.**

Display periods

Hanging artworks in the main gallery space are on display for 1 month, from changeover day to changeover day.

Small Art and Gift Shop items are on display for 3 months at a time. NOTE: your art may not be put on display on the day you submit it, but your 3 month display period will only commence when your artwork is put on display.

Artworks must not have been displayed in the previous 3 months.

Artwork requirements

1. Artworks must have the artist's name, number, the artwork title and price written on the back or an appropriate non-display area.
2. Minimum price for Monthly Exhibition paintings is \$150.
3. Hanging art must be ready to hang with d-rings and wire. If you need assistance with this, please contact the Society as we have members who can help you out.
4. Works in the Monthly exhibition that are sold during the display period, may be replaced by a work of similar size, at no cost.
5. Works in the Small Art category that are sold during the three month display period may have a new work displayed, however each work submitted incurs a hanging fee.
6. All possible care is taken with all artworks stored in the Gallery but the Society takes no responsibility for the loss, damage or theft of artworks. Artists are free to organise their own insurance if they wish.
7. No reproductions are allowed, all artworks must be originals.
8. Artists agree that images of their works may be used for promotional purposes
9. All Diptychs and Triptychs must be joined together as one piece for

hanging.

10. Consignment sheets must be completed and kept up to date by the artist. There are specific sheets for main gallery art, small art and the gift shop.

Size Requirements

Monthly Artworks are limited to 450 cm around the perimeter, including the frame.

Small Artworks are limited to 100 cm around the perimeter, including the frame.

GIFT SHOP

The Gallery reserves a display area for the gift shop crafts. This part of the Gallery is managed by the Gift Shop and 3D Artwork Coordinator member of the committee.

There are two types of Gift Shop spaces available:

Type	Artwork specifications	Fee	Display duration	Notes
Shelves	Any - must be your own work.	\$15 per shelf space	3 months	<p>If no sales have been made during a 6-month period, the space cannot be renewed and must be vacated for the next artist on the waitlist.</p> <p>Your shelf may be swapped around periodically to refresh the display look.</p>
Plinths	Sculpture or 3D Artworks	\$15 per plinth. No more than three at a time.	3 months	<p>If no sales have been made during a 6-month period, the space cannot be renewed and must be vacated for the next artist on the waitlist.</p>

Artists renting space in one or more of the Gift Shop areas are required to do a minimum of one day of Roster Duty during the 3 month display period or pay a Non-

Roster Day fee of \$40. If an artist participates in one or more Monthly Exhibitions during their display period, their Non-Roster Duty fee for the Gift Shop is waived.

Postcards

Members are also invited to sell up to 5 cards or postcards in the Gallery's card rack. Cards should be artistic, nicely presented and clearly labeled and should be the artist's own work. Each card must have a title and artist code clearly displayed on it and recorded on the consignment form. All sales must be processed the same way, i.e. detailed receipts are written for every sale. Roster duty is not required for selling cards.

SMALL ART

The Gallery reserves a display area for the Small Art entries, managed by the Small Art Coordinator member of the committee.

Artists exhibiting in the Small Art category are required to do a minimum of one day of Roster Duty during the 3 month display period or pay a Non-Roster Day fee of \$40. If an artist participates in one or more Monthly Exhibitions, or has work in the Gift Shop during their display period, their Non-Roster Duty fee for the Small Art is waived.

Up to three paintings at a time can be submitted with a maximum sale price of \$140 each.

A \$5 fee for each work is to be paid and the receipt number written on the self adhesive label found in the NEW WORK storage bin in the Red Storeroom.

Once all the details have been completed, attach the label to the back of the work and place it in the NEW Work bin.

Artist Name
Title (if any)
Code Price
Ph Number
Receipt number.

Self Adhesive label for Small Art entries.



Small art display wall

The Co-ordinator will enter the date it is placed in the New Work bin and the date it is hung. Your three month time frame from the hanging date is managed by the Co-ordinator.

You will be notified of any sales by the Duty volunteers.

You will be notified when the works have had their three month display period.

These expired works can be collected from the shelf in the Red Storeroom.

Type	Artwork specifications	Fee	Display duration	Cost
Small Art	100cms perimeter including the frame	\$5 per painting	3 months	\$140 maximum,

HIRING THE GALLERY

The studio upstairs may be hired by members of the Society and by non-member artists and other organisations for a fee and at the discretion of the RQAS Gold Coast committee. The committee prefers to consider the nature of the activity when it is for some other use other than artistic. All bookings must be submitted in writing via email to the relevant committee member. Bookings are confirmed by the payment of a deposit. **Please advise any potential hirer that all bookings need to be approved by the committee before acceptance and will only be confirmed upon payment of the deposit.** A verbal application will not be considered binding. You may register interest in the daily diary or ring the relevant committee member.

HOSTING YOUR ONLINE PROFILE

Current financial members can have their own webpage on our website. Our website is supervised by our Webmaster, Lesley Warren via rqasgc@rqasgoldcoast.com – send her six paintings with a resumé and she will add your portfolio to RQAS Website.

MONTHLY EXHIBITIONS

The Gallery runs regular exhibitions open to all members every month of the year except September (Annual Art Awards month). Each month is designated a theme at

the beginning of the year, with the list circulated via the Members' Newsletter and available as a printed brochure at the Volunteer Desk. The themes are open to interpretation and are intended as an inspiration rather than a subject/medium requirement. Each exhibition also features a selection of Non-Theme artworks usually displayed in the right-hand area of the Gallery.

The Gallery reserves the right to refuse to exhibit paintings that do not comply with the Australian law or are deemed inappropriate at the discretion of the Committee. Artworks deemed inappropriate may include, but are not limited to: depictions of children or animals being harmed, prejudice or discrimination against specific groups of people, graphic and explicit violence etc. In the case where it has been deemed necessary to remove a work from display, the artist may be given the opportunity to replace it with another as a gesture of good will at the discretion of the Committee.

In order to help with running the Gallery, members participating in monthly exhibitions are asked to contribute a minimum of one day of Volunteer Roster Duty during their exhibition month or pay a Non-Roster Duty fee of \$40. NOTE: people under the age of 18 are not legally responsible and therefore cannot do roster duty. Underage members may submit one artwork per month, paying a half-price \$20 Non-Roster Duty fee and no hanging fee.

CHANGE OVER DAY PROCEDURES

Changeover days happen on the Friday and Saturday at the end or start of a month when the previous month's artworks are swapped out for the new exhibition. In order to make our changeover day run smoothly and easily for everyone, please make sure to:

1. Submit your exhibition piece details and the price you wish to sell it for using our online form by the Thursday of changeover week. This allows for labels with your art piece's details to be prepared for changeover.
2. The Non-Roster Duty fee can be waived in the case of genuine extenuating circumstances preventing a member from being able to attend Roster Duty, to be determined on a case by case basis by the Committee.
3. Bring in your paintings either on Friday 9:00am – 2:00pm or Saturday 9:00am - 11:00am of changeover weekend.
4. On changeover days the gallery re-opens for visitors at approximately 11am on the Saturday.

If you are not able to bring your artworks in on Friday or Saturday, you are welcome to arrange to bring your artworks in earlier and store them in the red storeroom. To set this up, please contact the Gallery by email and provide details of your artworks and the date on which you would like to drop it off so a label can be prepared for you. All stored paintings must be clearly labeled and tagged. Storage of paintings in the storeroom is at the artists' own risk. You must complete the sheet on the wall of the Red Store room where the works are to be placed.

Remember to have your name, phone number, title of artworks and desired sale price written on the back or underside of your artwork and make sure your artwork is prepared for hanging with a strong hanging cord or wire and d-rings. If you need help preparing your artworks for hanging, members will be happy to help but please bring your own wire and rings.

When you come in with your artwork, follow these steps:

1. Obtain your roster date from the changeover volunteers or collect a slip to pay your Non-Roster Duty fee.
2. Take your consignment form from the folder and add the necessary details, including your roster date or Non-Roster Duty fee confirmation and artwork sale price. Sign out previous month's paintings.
3. Pay your hanging and/or Non-Roster Duty fees. The person on duty should put your payment receipt, as with any sales, in a plastic bag to be posted through the office door.
4. Collect your labels and attach them to the bottom right-hand corner of your artworks using blue-tack. Artworks without labels will not be displayed, and the exhibition fee will not be refunded.
5. Place your artworks on the floor as directed in either theme or non-theme area.
6. Place your consignment back in the folder and return it.
7. Collect last month's paintings on your way out.

If you have any questions, do not hesitate to ask the changeover volunteers or the hanging team for help!

FEES SUMMARY

[Subject to change].

ITEM	COST	NOTES
Wall Hanging - canvas, framed, mosaic etc.	\$10 per item per month \$15 for 2 items per month	Limit of 2 per month
Gift Shop Shelf Hire	\$15 per space for 3 months	
Sculpture - 3D Art	\$15 per plinth for 3 months	Limit of 3 plinths
Small Art	\$5 per item for 3 months	Limit of 3 works
Cards and Postcards	Free	Limit of 5 per artist
Wall Hire	\$185 for 1 month	Choice of Red Wall or East Wall with window
Non-Roster Duty	\$40	
Studio Rental Weekday Session	\$60	
Studio Rental Weekend Half Day	\$100	
Studio Rental Evening	\$75	
Studio Rental Weekend Full Day	\$180	
Studio Rental Weekend Two Days	\$350	
Single Membership	\$90 New member	\$80 Renewal of membership
Family Membership	\$120 New member	\$90 Renewal of membership
Student Membership	\$35	
Social Membership	\$50	

GALLERY AWARDS

Monthly Awards

The Gallery gives out awards for our monthly exhibitions, which are selected and awarded by independent judges. They are presented on the Sunday of changeover each month at approximately 11.00am.

Monthly awards do come with significant reputation benefit as all award pieces are displayed on the Society's website, (<https://rqasgoldcoast.com/art-awards/>) and social media permanently, as well as being featured on the Gallery's digital displays.

Categories awarded include:

Best in Theme (Winner \$50, Runner-Up \$20 and Highly Commended)

Best in Non-Theme (Winner \$50, Runner-Up \$20 and Highly Commended)

People's Choice Award - Displayed on the entrance stairs for the month

Overall winner - \$20 and stair wall to display a selection of their paintings

The Peoples Choice Award

The People's Choice Award is decided by the number of votes given to a theme or non-theme painting by members of the public visiting the Gallery.

Annual Art Awards

The Gallery hosts our Annual Art Awards yearly in September. The theme for this month is always Art Awards and members are encouraged to submit their best work.

Monthly Award Rules:

1. Exhibiting members must have exhibited a minimum of three times in the last 12 months.
2. Only two artworks may be submitted from each artist.
3. Maximum size is 450cm total perimeter including frame.
4. Entries must be original and unaided work. 5. Diptychs and Triptychs are permitted only when joined or framed as one work and within the size limit of 450cm.
5. All entries must have Artist's Name, Title, Medium and Category clearly printed on the back

6. All entries must be ready to hang. As per normal, the Gallery hanging team recommend using D-rings and hanging wire
7. All entries must remain on display for the duration of the exhibition even if sold.

MEMBER EVENTS

In addition to formal classes and workshops, the Society conducts regular social events for members. Information about one-off events can be found in the Members Newsletter. The following pages describe some of the regular social events and groups that operate within the Society.

If you would like to organise a social event or group within the Society, please contact the committee via email with your ideas.

ART IN THE PARK

What: Outdoor market

When: 2nd Sunday of every month

Art in the Park is a social selling day where the Society supports artists to host a stall in the park outside of the Gallery and to sell their art directly to the public in a relaxed, outdoor setting. In addition, the Society's 20% commission is reduced to 10% for the event.

Art in the Park is run by the Art in the Park Coordinator committee member who is there to support all members and to ensure that all conditions are met. Please contact them for any enquiries regarding the event.

Selling at Art in the Park requires artists to direct sales through the Gallery front desk and the normal selling procedure to be carried out. Private sales are not allowed.

Unfortunately, due to the park being public property, the Society cannot extend its insurance to cover Art in the Park, meaning that the Society will not accept liability for any loss, damage or theft that occurs during the event.

As part of the event the Society takes photos of art, artists and stalls for promotional use on social media and the website - this helps promote both the artists and the

event! If you would not like to have your photo taken, please let the coordinator on the day know.

Art in the Park Conditions:

All participants must be members of the Society and must display their membership card on a lanyard or clipped to their shirt. Lanyards are available at the front desk for members.

All purchases must go through the Gallery and must be processed at the front desk and receipted as normal.

Tents or marquees are allowed in the park but must be no larger than the standard 3m x 3m size. Please endeavour to use sandbags to secure your marquee as repeated use of pegs can damage the lawn.

Banners are allowed in the park but must be freestanding and not tied to a tree. No vehicles are allowed in the park.

Artists must not block public pathways or access routes with their stalls.

All animals must be kept on a leash and any animal waste must be cleaned up. Images of the art and stalls may be taken and used for promotional purposes.

CATSWINGERS.

What: Social painting session

When: Every Friday

As a benefit to the members, the Society hosts a social painting day in the upstairs studio every week on a Friday, which has come to be called Catswingers. A full day (9:30 AM to 4:00 PM) studio slot is provided for members to paint, socialise and have morning tea together for a heavily reduced \$5 fee per person to cover consumables and studio maintenance.

The upstairs studios are not available for members to use on the weekend unless a booking has been made or a workshop is being conducted.

DOGS IN THE GALLERY

For safety reasons dogs are not permitted in the gallery, unless they are companion dogs.

ART FRESCO - Plein Air Artists Group

What: Outdoor painting session and social lunch

When: 2nd Wednesday of every month

Art Fresco (formerly Outdoor Painters' Group) is a group of RQAS members of different levels of experience who like to paint and sketch together outdoors. The group meets on the 2nd Wednesday of each month at various scenic locations around the Gold Coast for an outdoor painting session, followed by a social lunch.

Information about the event, time and location is provided in the Society Newsletter each month. For additional information, please contact Angela McClavey (0415 987 111).

SOCIETY GOVERNANCE AND ADMINISTRATION

The Society has a management committee that is elected annually at the Annual General Meeting and a part time Office Coordinator.

The committee meets regularly and strives to shape the Society in the interests of members. If you have any concerns or ideas you'd like to bring up please email us at rqasgc@rqasgoldcoast.com

WATER METER LOCATION

Meters Electricity meter is outside opposite the back gate. The key hangs in the kitchen. The water meter is on the footpath in front of the public toilet/shower.

TOOL BOX

A tool box with basic equipment is available for minor repairs and is stored in the cupboard in the kitchen.

LOST PROPERTY

All lost property should be placed in the container located on the kitchen bench.

PHOTOGRAPHING EXHIBITS

Visitors are able to photograph any of the exhibits on show, with the understanding that the artist retains the copyright of the work.

RESETTING THE LIFT

If a person has pressed the red stop button by mistake, or is stuck in the lift due to an electrical malfunction, please do the following:

1. Reassure the person that there is airflow from the top, and that the issue is going to be fixed in a moment.
2. Ask the person to not touch any buttons while you go and reset the lift.
3. Check the upstairs lift door to make sure it is firmly closed.
4. Enter the storeroom under the stairs through the main gallery. and locate a large white box. Take the cover off using the key stored on top of the box.
5. Turn the red knob anti-clockwise until you hear a lift noise. Hold the knob until the noise stops - the lift has now descended to the bottom and can be opened to release the trapped person.
6. Once the lift is on the ground floor, open the key safe located on the left side of the lift using the code 1300.
7. Use the small key on the lock on the front of the lift. Turn the key to the off position, hold for five seconds and turn the lift back on. This performs a power cycle and should make the lift operational again.



Red emergency descent knob inside the white

FORMS

The following pages are samples of forms used for administrative purposes. Copies are available from Reception.

Art in the Park
Card Consignment Form - green
Consignment Application Form - white
Daily Checklist - pink
Gallery Wall Hire and Information
Gift Shop Consignment sheet - blue
Gift Shop Rental
Incident Notification
Membership Form
Monthly Exhibition Consignment sheet - pink
Small Art Consignment form - yellow
Studio Booking Form
Wall Hire Art Forms - white

INFORMATION SHEETS

The following pages are Information Sheets.

Committee Members Roles 2025
Emergency contacts for Fire, Ambulance etc.
Emergency Volunteers
Emergency Issues - Committee contact person
Exhibition Label link
Gift Shop Information
Gift Shop code list
Instructions for resetting the lift
New Member Information Sheet
Pack and Sell Information
School calendar 2025