

Manual for All Members

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Introduction to Members

Welcome to Royal Queensland Art Society, Gold Coast Branch.

Our Gold Coast branch is a community art gallery and studio where members can create, display and sell their works of art. It is a society where experienced artists and beginners 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 foster community education in the Arts.

This manual is designed to systematically outline the day-to-day basic operational procedures required for the efficient running of the gallery.

We welcome new volunteers as part of our team and hope your time with the gallery is an enjoyable and sociable learning journey. This is OUR gallery and we're all members for the love of art and for fostering and encouraging each other's art.

Benefits of RQAS Gold Coast Membership

- The opportunity to display and sell your paintings.
- You are part of a prestigious art society and gallery.
- We have low commission (20%) on sales of Art works, small art, cards and 3D works.
- Guaranteed prompt payment monthly payment on every painting sale.
- Take advantage of our monthly 'Art in the Park' events on the second Sunday of each month where commission on sales is only 10%.
- Meet other Gold Coast artists and enjoy RQAS social gatherings.
- Friday 'Catswingers' is our members' day to socialise and paint together in the upstairs studio, without a tutor for the fee of \$5. Bring a lunch/morning tea to share.
- Every second Wednesday of the month, the opportunity to paint En Plein Air in specially organised outings on the Gold Coast and its hinterland. Coordinated by Bob Murphy who can be contacted on 0411 244 846.
- Art lessons & special art workshops are regularly held in the upstairs studio.
- Regular informative updates and monthly newsletters highlight our art activities.
- Members may display their paintings on the RQAS website (see page 16).
- You may add your resumé to our files in the studio for visitors to peruse free of charge.

RQAS Gallery Roster Duty

All exhibiting members are required to volunteer one day per month to conduct the business of the Gallery each month in which they exhibit.

If exhibiting members are not available for roster duty, they are required to pay a fee of \$25, as of the first of January, this year.

Non-exhibiting members will be most welcome if they volunteer also for roster duty.

Opening hours:

Monday to Friday -	9:00am - 2:30pm
Saturday, Sunday and Public Holidays (excluding Good Friday, Christmas Day, Boxing Day)	9:00am - 5:00pm
note Roster is broken into two shifts	9:00am - 1:00pm
	1:00pm – 5:00pm

We are trying to open earlier through summer. Big thanks to those people who are helping.

It is important to greet visitors, sometimes they are hesitant to enter. Allow your visitors to wander around the gallery in peace but sometimes they are keen for a chat.

Holidaymakers often wish to buy a souvenir of their visit. Our exhibits are all unique and original. There are never any prints!

Local people are often keen to join up and ask questions about classes. Our brochures have all the information, and they are regularly updated. Our gallery must operate as an organic whole. We, the members, need to encourage new membership and sales while informing people of our activities. Many visitors do not realise that we change our display every month. This fact is a huge drawcard.

Voting for your favourite exhibit makes visitors feel involved. They only need to write the number of their favourite artwork on the voting slip.

Thank visitors for coming and invite them to return to see the new exhibitions.

Our research tells us that the two main reasons people join the RQAS are to display and sell artworks as well as enjoy the conviviality and sense of community.

We are a community interested in buying, selling and producing artworks.

Please study the handbook regularly, so you are aware of your duties and any updates.

All members are responsible for selling our artworks. It could be your own work being considered for purchase.

Roster Duty Involves


1. The opening and closing of the gallery.
2. Meeting and greeting visitors.
3. Promoting the sale of members' work.
4. Handling sales.
5. Handling renewal of memberships and new memberships.
6. Administrating the other aspects of the gallery's operation as directed.
7. Representing the RQAS Gold Coast's gallery in a professional manner.
8. Giving visitors a voting slip to vote on the painting they like.
9. Please wear your name badge (membership card) as it looks more professional. There are name tag holders at the front desk. Please don't just sit at the desk. We meet many interesting people at the gallery.
10. There is a check list of tasks for the day on the front desk.

****Thank you for all the effort you put into roster duty!****

We're all members together.

Opening the Gallery

1. Collect key, if the key is not there, a tutor may have it.
2. On entry, deactivate the alarm by entering the security code.
3. Fully open front and inner doors.
4. Return the key to the outside box.
5. Flags will already be put out by coffee shop staff.
6. Switch on lights, fans &/or air conditioning if necessary.
7. On the front desk there is a check list of tasks for the day.
8. Switch on air conditioning if necessary. AIR CONDITIONERS SHOULD BE SET AT 24 deg Celsius AND NO LOWER. We run the risk of blowing fuses. THE A/C fans and cool settings for summer is fine. We need to click on the remotes reasonably close to the A/C or they won't come on properly.
9. Open glass sliding doors, unlock back kitchen door and back gate. This important for fire safety reasons.
10. Record any messages in daily diary and deal with what you can (diary is kept at front desk).
11. Write any notes required for Committee members and any relevant comments. (about potential sales, for instance)

12. Turn on the eftpos machine using the top right hand black button. (on the side) You will need the pin number (need to check) to begin transactions. There are clear instructions beside the machine.
13. Please check the petty cash (Usually \$100) when you first arrive and verify it in the diary.
14. Keep a tally of visitor numbers as you can see already in the diary.

15. Phone the members for the next day's duty roster.
16. Place handbags and valuables out of sight.
17. Have lunch separately.
18. Thank visitors and invite them to come again.
19. BINS GO OUT THURSDAY NIGHT and BACK IN FRIDAYS. Please ensure this is written in the diary for each week.
20. Read through the manual from time to time.
21. All necessary keys are hanging by the kitchen door.

Closing the Gallery

1. On the front desk is a checklist of tasks.
2. Bring in the gallery flags and leave them in the foyer if the coffee shop staff have left them out.
3. Turn off fans, lights and air conditioners.
4. Check and close windows and doors. Don't forget the back door. Close the back gate and kitchen door.
5. Check upstairs including fans, lights, air conditioners, doors and windows.
6. Upstairs may already be locked up but always check.
7. Close the stair side of the inner door first. It is important to ensure this door is bolted down with the two latches on the door edge, otherwise the alarm will be set off if the door is pushed.
8. When you are ready to leave, press "ON" to activate the alarm. You have 30 seconds to leave the inner gallery and lock the door. There is no need to rush.
9. If the alarm does go off, don't panic. Take a deep breath and type in the security code. Start again by pressing the "ON" button.
10. If anyone is still using the upstairs studio, just lock the downstairs gallery door and draw the outer doors to a close.
11. If you are last to leave building, lock the front sliding doors by bolting down the two latches on the beach-side door edge and using the key to lock completely.
12. Return the keys to the lock box.

Other Responsibilities

1. If a patron makes a request, either in person or by phone, to have a painting commissioned, write their details in the diary for referral to the Committee sub-committee. This must be the committee's decision in order to demonstrate transparency in our actions.
2. Feel free to help by keeping our gallery looking professional and helping with other tasks when requested or notice need doing. It's OUR gallery!
3. REMEMBER, on Monday mornings, no-one is allowed upstairs during life drawing unless they are in the class.
4. **Important notes** -there is a new whiteboard in the kitchen for lists of things we need or notes for others. PLEASE use the whiteboard pens provided.
5. **Lost property** – box can be found in kitchen, please place items there do not clutter the area around front desk.
6. **Items to collect** – place these in the storeroom behind red door for collection not at the front desk.

Kitchen

1. You can make yourself a tea or coffee if you wish, but please leave the kitchen clean and tidy.
2. There's a microwave there as well.
3. Rubbish containers are in the right-hand cupboard. TAKE OUT BINS THURSDAYS, BRING THEM IN FRIDAYS.
4. Take a lunch break separately and have a relax outside somewhere.
5. A yellow toolbox is held on top of the right-hand kitchen cupboard.
6. First aid box is in both kitchens.

Paintings on Display

1. Please do not move paintings or partitions around unless they need straightening.
2. Members may not bring in additional paintings for display unless they are replacing one which has been sold.
3. It is the responsibility of the hanging committee to arrange the paintings.
4. Artists may display 2 small art pieces inside and one outside on the ladder, at any given time. These are organised by a committee member (see page 16).
5. Before closing for the day:
 - make sure all money and receipts are placed in the office door letterbox. Small plastic bags are used for each transaction
 - check that reminder calls have been made for the next roster duty and petty cash is checked and signed for again

- turn off the EFTPOS machine with the bottom right hand black button
- check and sign for petty cash again

See Opening and Closing procedures for more detail

Selling Paintings

1. Walk around the gallery and familiarise yourself with the works on display.
2. Be friendly and offer the opportunity to vote for visitors' choice by choosing the number of their favourite painting.
3. If people are interested in a painting, discuss the sale, and perhaps ring the artist to discuss their best price.
4. If a sale is made, follow the procedure below if no sale at this time but interest, leave a note in the diary registering someone's interest in a piece of art. Remember to ask for their contact details.
5. When a sale is made, write the receipt showing:
 - a) Name of buyer and phone number
 - b) Name of artist, membership number and painting title. If gift shop, enter code on the item too.
 - c) Sale price
 - d) Method of payment needs to be circled i.e. EFTPOS etc.
6. Date and signature of member conducting the sale – please make sure your name is legible, if not, write beside or below signature
7. If a deposit is made (minimum 25%), put a half of a red sticker on the name card. A full red sticker together with name card goes on the cork board beside the desk when the payment is made in full.
8. Wrap purchases with bubble wrap or use brown paper bags for smaller purchases. (Kept in red store-room)
9. Postage is available through Australia Post, Pack and Send and other companies if purchasers wish to have paintings sent to a certain address, it is the responsibility of the artist to organise the courier. The duty person may give the purchaser a Pack'n send brochure. Several members have said how much cheaper it is to pack and send paintings via Australia Post.
10. Enter the amount without the decimal point in the EFTPOS machine.
11. CHECK that the purchase is accepted on the EFTPOS machine. We have a new machine called Andy. He is there to take payments as before. All debit and credit cards are accepted except American Express and Diners' Club.
12. There are copious instructions but don't hesitate to ask for help from other members, if necessary. There is a list of the committee's phone numbers in the back of this booklet and beside the front desk on the wall. Try not to ring Ruth as she works full-time. Alison has a day job as well. Two receipts will print from EFTPOS machine: first one for RQAS and second one for the buyer. Staple the

first one to the yellow copy of the receipt and place it in a plastic bag before putting it in the Treasurer's post box, in the office door.

13. Always make sure payment has been accepted when using the card machine. Give the white receipt and the machine receipt to the buyer.
14. PLEASE PRESS HARD ON THE RECEIPT BOOK WITH YOUR PEN TO ALLOW FOR CLEAR COPYING WHEN WRITING.
15. The yellow receipt plus the EFTPOS receipt or cash goes in a plastic bag for the Treasurer. Place the plastic bag in the office door letterbox.
16. The painting may be taken if the payment has been made in full.
17. Ring the artist concerned to bring in a replacement and congratulate them.
18. After the sale is made, update the consignment form (pink form) for the artist by initialling and dating the sale. ALL the consignment sheets are in the same folders now. Hopefully, this proves to be a more efficient process.
19. If someone does happen to pay by cheque, the client must delay taking the exhibit, until the cheque is cleared.
20. Never leave money lying on the desk.

Payment for Sales

1. **CASH:** issue receipt
2. **CREDIT CARD:** use the EFTPOS machine. There are clear instructions. Accept all debit and credit cards EXCEPT American Express and Diners' Club.
3. Enter the amount without using the decimal point.
4. If you swipe (across the bottom), the standard account selection will appear.
5. Some transactions will require a PIN number.
6. When accepting payment for art works:
 - a) write the purchaser's name and phone number,
 - b) indicate if it is a deposit (25%) or full payment,
 - c) amount paid
 - d) Artist's name, membership number and title of artwork
 - e) Indicate type of payment
 - f) Sign your name
7. **CHEQUE:** Some people still use cheque books. We prefer not to use them. If absolutely necessary, the purchaser will have to wait to take his/her purchase home till the cheque is cleared, to take the purchase home. (usually 5 working days)
8. As described on page 8, white receipt goes to the purchaser, yellow to office and blue stays in the book. AGAIN, make sure we can read the blue and yellow copies.

9. **YELLOW** goes in plastic bag with EFTPOS receipt or cash. This bag gets posted, as mentioned before, in the office letterbox.
10. The artwork may be taken if they've paid in full.
11. ALWAYS RING THE ARTIST WHEN A SALE IS MADE. Note that fact in the diary. If artist is unavailable, then someone else can follow up the next day.

Membership Payments - New and Renewal

1. MEMBERS, please fill in the required one and only new and renewal form placed at the front desk. It is a necessary part of running our system.
2. Issue RQAS receipt, making sure the carbon copies are working:
 - with member's name and phone number
 - amount paid
 - indicate whether new or renewal?
 - indicate how they are paying i.e., EFTPOS etc.
 - give white copy to member
 - check form is signed and completed
 - place yellow copy and the membership form in a plastic bag with the payment received and place into the office door letterbox.
 - the blue copy is left in the book. It helps people in the office, if you've checked that the information is legible.
3. Membership cards are issued by the Secretary and placed in the box at the front desk for collection.
4. Membership is for the 12-month period beginning on 1st January. If payment is made after September 30th, we allow membership till the end of the following year.

Works of Art & items for sale

1. Artists must be financial members of the RQAS Gold Coast in order to sell and display all artworks.
2. Artworks must be ready for hanging and display and have artist's name, title and price written on the back, together with a phone number.
3. If you need help with preparing your work for hanging, there are people who are willing to help on changeover days. You will need D rings and appropriate wire.
4. If sold, the artist may bring in a replacement of a similar size. You may already have one or two in reserve in the storeroom, if you sell small art.
5. All possible care is taken with all artworks RQAS Gold Coast accepts no responsibility for loss, damage or theft, though artists are free to organise their own insurance, if they wish.
6. No Giclee's are accepted and all artwork must be original. No prints of original work are allowed.
7. The artists agree that images of their works may be used for promotional purposes or advertising.
8. All Diptychs and Triptychs must be joined together as one piece for hanging.
9. Consignment sheets should be completed and kept up to date by the artist. There are separate different coloured sheets, depending on what type of work you are displaying.
10. The painting in the gallery can be any size above 25 cm. The exception is for Our Big Art Prize in the middle of the year.
11. Minimum price for larger paintings is \$150.
12. Small Art - small paintings and drawings are limited in size to 25cm by 25cm, including frame and limited in price from \$5 to \$100. You may display two at a time and one outside on the ladder.
13. Cards - limited to 5 per member and are free to display. Cards should have some artistic merit, be nicely presented and clearly labelled. If they are copies, they must be copies of the artists' own work. We may display no more than 5 at a time.
14. All sales must be processed the same way. i.e., detailed receipts are written for every sale.
15. Photography and digital art are allowed. The committee agreed in June to give it a trial period of twelve months.

How to Sell Paintings

Our research tells us that the two main reasons people join the RQAS are to display and sell artworks as well as to enjoy the conviviality and sense of community.

It is important to greet visitors, sometimes they are hesitant to enter. Allow your visitors to wander around the gallery in peace but sometimes they are keen for a chat.

Holidaymakers often wish to buy a souvenir of their visit.

Our exhibits are all unique and original. There are never any prints! Local people are often keen to join up and ask questions about classes.

Our brochures have all the information, and they are regularly updated. Our gallery must operate as an organic whole.

We, the members, need to encourage new membership and sales while informing people of our activities. Many visitors do not realise that we change our display every month. This fact is a huge drawcard. Voting for your favourite exhibit makes visitors feel involved.

Thank visitors for coming and invite them to return to see the new exhibitions.

Hiring the Gallery

- Refer for all enquiries about hiring the East wall and West red wall to Bill Rees contact on 0437 736065.
- Refer all hiring for workshops and classes enquiries to Alison Fielding-Price contact on 0410 570402.
- The gallery may be hired by members of the society and also by non-member artist and other organizations at the discretion of the RQAS Gold Coast committee and for a fee. The committee prefers to consider the nature of the activity when it is for some other use other than artistic. All bookings must go through Alison and the committee. 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. Register your interest in the daily diary or ring Alison.
- Booking enquiries may be noted in the diary and a committee member advised if Alison is not available.
- THEMES FOR THE YEAR are found in our brochure and on website.
- TUTORS' STUDENTS EXHIBITIONS change monthly upstairs

Gallery Fees for 2023-24

Hanging fees: \$10 per item or \$15 for two items - canvas, framed, mosaic, etc.
(limited to 2 pieces of work)

Gift Shop: \$15 for 3 months per allotted space (if no sale within a 6-month period, then the space needs to be vacated for the next person on the waiting list).

Sculptures or 3D Artworks: \$5 per month/per plinth per measured space (limited to 3 or availability)

Small Art: \$5 each for 3 months.

Cards: Free with maximum of 6 per artist.

***Note: All sales from both the studio upstairs or our main gallery have a 20% commission.**

Art in the Park: Sales must go through the front desk and a receipt issued. This is a Council requirement in order to retain our permit for 'Art in the Park', ONLY 10% commission on these sales.

Wall Hire:

- East wall with window (Mignon Sticher Wall) - \$185/month
- Red wall (Mal Hodges wall) - \$185/month

Membership New: Single - \$90; Family - \$100; Child/student - \$15 (If payment is made after September 30th, we allow membership till the end of the following year).

Membership Renewal (due 1st day of each year): Single - \$80; Family - \$90

Non-roster Duty: \$25

If you fail to carry out your roster duty you will need to pay \$25 when you next hang a painting, the gallery will have to be closed if there is no staff. It is your duty to find a replacement, there is plenty of information available in the kitchen where the calendar is hung, this is our society for us to share so please be responsible.

Studio Rentals (upstairs room):

- Session - \$50
- Weekend (1 day) - \$165
- Weekend (2 days) - \$330

Art in the Park (2nd Sunday Every Month)

- A coordinator is appointed each month to ensure all conditions are met. (Michael Hooper)
- Artists must be financial members of the RQAS GoldCoast.
- Artworks must not breach any copyright or libel laws. The Society could request removal if there is doubt.
- ALL sales must go through the front desk in the office, as already stated, receipts issued to purchasers as normal.
- 10% commission is required rather than the usual 20%.
- No financial or commercial transactions are to be carried out in the park.
- Banners to be self-standing and not tied to a tree.
- Any tent or marquee should be no bigger than 3m x 3m with sandbags, not pegs.
- No vehicles are allowed in the park.
- Your displays must not block public access.
- Animals to be kept on a leash and any waste to be removed by artist.
- RQAS does not accept liability for loss, damage or theft. Artists may organise their own insurance.
- RQAS reserves the right to vary conditions and terms as deemed necessary.
- The artist agrees that images of their artwork or displays may be used for promotional purposes.
- ALL MONEY IS REQUIRED TO BE RECEIPTED AND MONEY TAKEN BEFORE AND AFTER DUTY PERSON ARRIVES.

Procedure on Changeover Day

Please note that paintings must not have been exhibited at RQAS during the previous three months.

In order to make our changeover day run smoothly and easily for everyone, please follow these steps:

1. Bring in your paintings on the Friday or Saturday of changeover weekend between 9am and 12:00pm.
2. Ensure you have your name, phone number, title of artworks and sale price written on the back.
3. Ensure you have a strong hanging cord and d-rings. Ask for help if you need it but bring your own wire and rings.
4. Obtain your roster date from the person at the door and write it on the calendar or pay your non-roster fee.
5. Take your pink consignment form from the folder and add the necessary details, including your roster date.
6. Collect your labels and attach them to the bottom right-hand corner of your paintings.
7. Place your artworks on the floor as directed in either theme or non-theme area.
8. Sign off your consignment form and make necessary payment. (\$10 for one or \$15 for two paintings).
9. Place your consignment form back in the folder.
10. You may pick up your outgoing artworks on the same day.
11. People under the age of 18 are not legally responsible therefore cannot do roster duty. Under 18-year-old members may hang one artwork per month at changeover, paying \$20 no duty fee but no hanging fee.
12. It is still a condition of being a member, to doing an induction course (available at 10:30am on the Saturday of changeover weekend).
13. Adding artworks other than paintings to our gallery -- If you wish to exhibit artworks other than paintings, you may do so at the discretion of our artistic directors and at any mutually suitable time. Please contact Johanna Sampson - 0429 626140 or Sandra de Leacy - 0411 369071.
14. Photography is a growing section in our gallery. Your original photographs or copies of your original photographs should be hung like our paintings and can be entered in the theme and non- theme sections at changeover times.

Bringing in Paintings before Change-over day

On odd occasions some people may not be able to bring in their paintings on the designated day. Just ring the gallery 07 5592 0440 and advise you are coming in earlier. Artworks placed in the red storeroom are at your own risk.

Incoming artworks before changeover day:

1. Make sure your name, phone number, title of work and sale price are written on the back or attached to your work if it is not a canvas.
2. Make sure your painting has a strong wire or cord plus d-rings.
3. Obtain your roster date or pay for your no-roster fee (\$25) when paying for your hanging fee. (\$10 for one, \$15 for two)
4. Fill in your pink consignment form from the folder remembering to indicate that you've paid your fees and include your roster date.
5. Fill in the temporary labels clearly and attach them to your artworks at the bottom right-hand corner.
6. The person on duty should put your payment receipt, as with any sales, in a plastic bag and be posted through the office door.
7. Place your artworks in the storeroom with a note that they are for changeover.
8. Place your consignment folder on a designated clipboard on the desk and NOT back in the folder. Our system has worked for years, if it is followed correctly.

RQAS Website

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

Our Tutors – Art Classes Brochure on front counter

Life Drawing (Monday):	Melissa Bates	0420 615489
Children's Art:	Ursula Kelly	0418 886057
The Joy of Art:	Johanna Sampson	0429 626140
Expressive Painting:	John McConnochie	0411 279600
Put Art in Your Life:	Bernadette Lack	0411 376777
Watercolour:	Annette Raff	0419 637452
Life Drawing (Wednesday):	Deb McClachlan	0407 760077

En Plein Air:	Bob Murphy	0411 244846
Oils & Acrylics:	Phil Middleton	0437 626222
Paint the Impossible:	Otto Schmidinger	0407 465661
Traditional Oils & Acrylics:	Linda Lyons	0450096932

Our Committee

Ruth McPhail	President	0402 057500
Bill Rees	Vice President	0437 736065
Angela McClavey	Secretary	0415 987111
Effi Mouzakitis	Treasurer	0416 279000
Johanna Sampson	Small Art/Sculptures/3D Art coordinator	0429 626140
Alison Fielding-Price	Tutor/Workshops coordinator	0410 570402
Jacques Meunier	Maintenance coordinator	0402 851790
Michael Hooper	our “go to” man for advice on everything!	0403 090433
Derk Vanderbent	Committee member	0438 249949
Tracey Adolphe	Committee member	0422 114929

Other Important Advisors

Sandra de Leacy	Gift Shop/Sculptures/3D Art coordinator	0411 369071
Lesley Warren	Webmaster	0403 968188
Gabrielle Vining	FaceBook and Instagram coordinator	

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 facility.