

Repair Café Bellarine volunteer fixer guide

Purpose

The purpose of this guide is to help fixers do their volunteer work in a ways:

1. That are safe for them, other volunteers and our visitors
2. Mean the work is done to a consistent set of guide lines that leads to an efficient well run event.
3. Ensure that all fixers and reception are working with a common understanding of what their roles are and how they contribute to the overall running of the event.
4. That ensure that in house paper work is filled in correctly.

Some Back ground information

Items for repair are divided into four categories, so the item can be directed to the most appropriate fixer, so that means fixers are spilt in the same way. The four categories are:

- Sewing Clothes and other textiles and fabric items
- Bicycles Bicycles and related items
- Electrical. Anything that plugs directly into a 240v power outlet
- General. Battery powered appliances furniture toys tools.

This month we are trialing having a supervising fixer who covers the Bicycle Electrical and General fixers. (The sewing fixers will need their own supervisor as well). All new items for repair come to the supervisor initially, who will decide if an electrical safety check is needed (and do the testing and fill in the details on the item registration. Form if required), then allocate a fixer to do the repair.

When a fixer is allocated a repair fixer needs to:

1. Work with the owner of the item to diagnose the cause of the problem.
2. Work with the owner to decide an action plan to repair the item. There may be a number of alternative ways to fix the item.
3. If possible, work with the owner to carry out the repair plan.
Note well if the item is in the electrical category. Under no circumstances is the owner allowed to perform hands on repair work.
4. It may not be feasible to complete a repair on the on RC day. Sometimes the Item can be carried over for the next RC for a number of reasons such as.
 - Parts need to be sourced to complete the repair.
 - The time to do the required work is too much.
 - A fixer with skill's to complete the repair may not be available.
5. The fixer may at their discretion offer to make the repair at home and return it at next RC.
6. Whatever the outcome of the repair the fixer must fill in the lower section of the Item registration form
7. See the guide below.
8. If repairing the item is considered unviable return the item to the supervisor who may refer the item to another fixer or return it to the owner.

