

## Procedure

### Event day operation.

Version 4

Last updated: Jan 2026

Approved by Management Committee TBA

## Background

Repair Café Events are run on the third Sunday of the month between 12:30PM and 3:30PM

At Ocean Grove Neighbourhood House, 1 John Dory Drive, Ocean Grove, 3226 in the art room. This procedure is divided into three sections covering Setup up, Cafe operation and pack up and cleaning.

### Queue system

It is often the case that visitors will need to queue to get their item repaired. This procedure details how the queues are managed in a safe and fair manor.

Repairs are allocated on a first come first served basis.

Visitors generally are limited to registering one item per registration form, at the discretion of the volunteer registering items up to 3 items can be registered on a single sheet provided they are all of the same category. However the items will be repaired one at a time, meaning that the first item must go into the queue and get repaired, before the visitor can put their next item into the repair queue.

Repair activities are divided into four categories, each category is assigned a set of numbered cards in a distinct colour. The cards (numbered 1 to 16) are used to manage that categories queue.

1. Bicycle simple jobs only, suggest Men's Shed for specialist jobs ( Blue Number cards)
2. Sewing (textiles and clothing) ( Green Number cards)
3. Electrical ( any appliance that connects to mains electrical outlet ). (Red Number cards)
4. General ( anything else wooden objects. Tools, toys, furniture battery powered appliances etc) ( Black Numbers cards)

The Repair Café space is divided separate areas, **repair** and **waiting**, as indicated on the layout diagram .

This procedure assumes the building has been opened up. Generally, a committee member will open the building including the storage area prior to 11:30AM volunteers start time.

## Setup

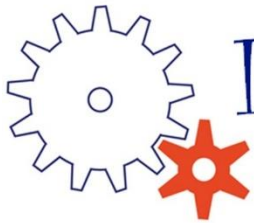
1. Volunteers involved in set up should arrive at 11:30AM.
2. Put your name on the volunteer attendance sheet. ( First volunteer in to start a new sheet for the Day)
3. Move tools, First Aid Kit, Urn and setup gear from the storage area to the art room.( see page 4 for storage area location and bicycle access path)
4. Set up tables according to the setup diagram.
5. Setup safety switches power leads and plug boards as indicated on the diagram.
6. Any electrical leads that pose a tripping hazard need to be taped to the carpet with fabric tape.
7. Start a four new running sheets for the days event, one for each item category/colour.
8. Put the scales and item registration forms and Queue number cards on the reception table, .
9. Put up the feather/flag signs up outside, put a frame signs up at the entry to building and in the hallway. Put up outside bicycle entry way signs.
10. Put up House Rules poster and Repair Queue White Board
11. Get cups spoons etc from Main Kitchen area.
12. Wipe down waiting area tables, and kitchen area benches.
13. Fill Urn with water plug in and turn on.

## Repair Café Operation

1. At least one volunteer must be attending to reception while the café event is running.
2. If the visitor has an item for repair they must fill out an item registration form and agree to the house rules on the back of the form and sign it.
3. The item for repair is then entered on the running sheet for the items category and allocated the next available coloured number card for its category.
4. The item is to be weighed, the weight recorded, on the running sheet.
5. If a fixer for that category is available, they can be directed to that fixer.
6. If no fixer is currently available, the visitor can be directed to the waiting area.
7. Reception volunteers are to ensure that visitors waiting for their item to be repaired remain in the waiting area.
8. Visitors are encouraged to remain at the repair station when their item is being repaired.
9. The Item repair process is documented in a separate procedure.
10. Once an item repair is completed. Reception volunteers are to check the “Details of repair section” is complete and invite the items owner to give feedback on the form if they have not already done so.
11. Then to indicate the outcome of the repair on day running sheet
12. Any visitor donations ( Cash or Square EFT) made must be recorded on the running sheet where indicated.
13. If a fixer has now become free, reception is to check if there are any items waiting for repair in the fixers category, if so direct the visitor who is next in line for that category to that fixer.
14. Reception volunteers are to indicate on the Repair Queue White Board which number card is next in the queue for each of the four item categories.
15. In the event the Art room becomes over crowded the main kitchen is to be used as second waiting area. At least one volunteer must remain in kitchen area while it is in use.

## Pack up and cleaning.

1. Packing up starts at the completion of the event at approx. 4:30PM
2. Reverse steps 3 to 10 in the setup procedure.



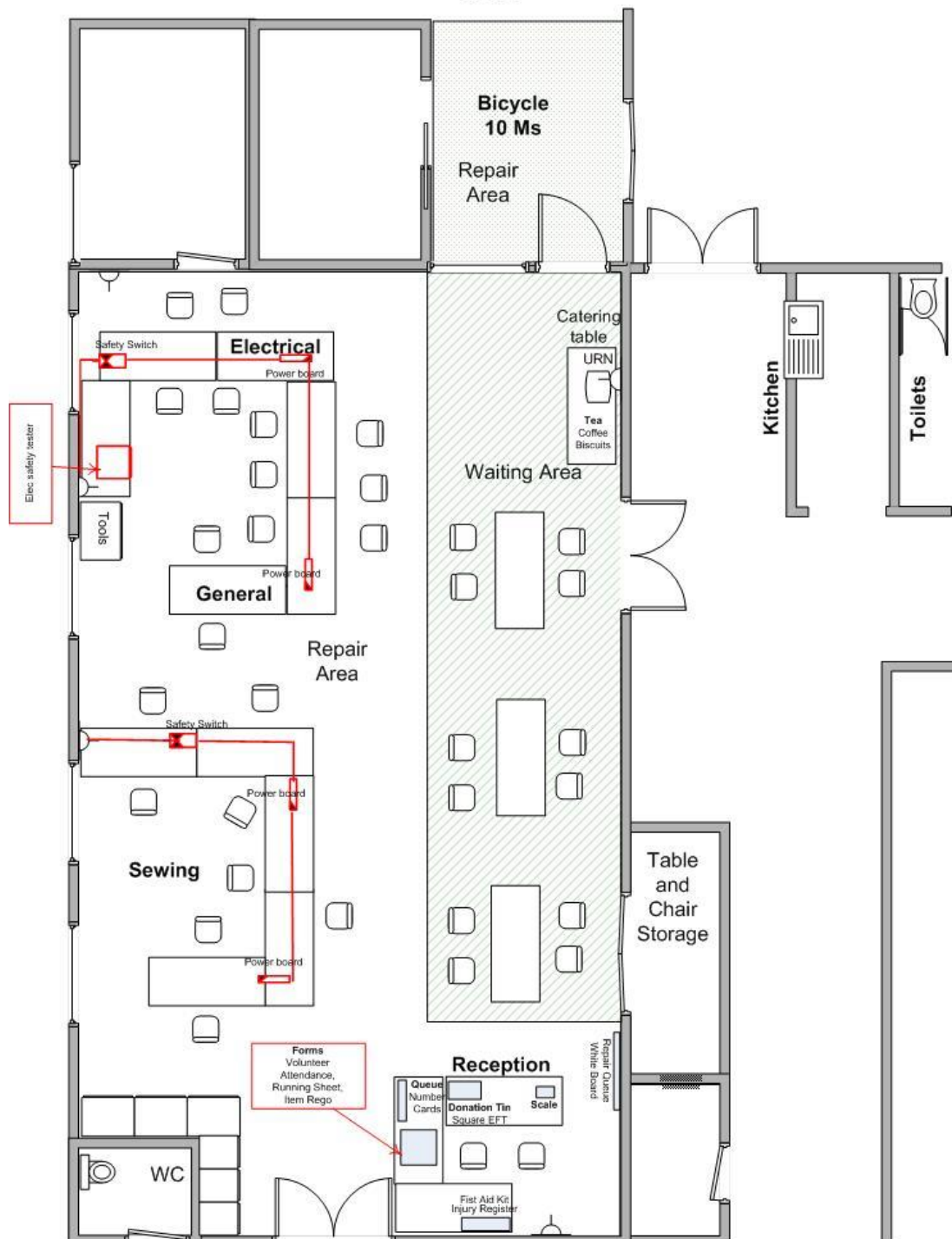
# Repair Café Bellarine

Toss it? No way!

[www.repaircafe.org](http://www.repaircafe.org)

3. Clean any table tops etc as required, leave room as found clean and tidy.
4. Prior to leaving the building ensure that no one remains inside check toilets.
5. A committee member will lock up and secure building in accordance with BTACH out of hours access document.

Repair Café Layout  
Multi Function Rooms 2 & 3 OG Neighbourhood house 1 John Dory Drive Ocean Grove



I John Dory Rd Site Plan Bicycle access and Storage location

Fire Evacuation Assembly point.

