



the Westgarth Fruit & Vegie Collective

user manual

Contents

Welcome and introduction	2
Summary of your responsibilities	2
Where we are located	2
Ordering and picking up	2
Working out how many units you want	2
Placing your order.....	2
Checking your order every week	3
Picking up your box.....	3
Uncollected boxes.....	3
Money matters	3
Bank account details	3
Membership fees	3
Depositing your order.....	4
Automatic transfers.....	4
Depositing over the counter.....	4
Identifying your transaction.....	4
Sorting	4
Who sorts	4
Fulfilling your sorting duty.....	4
Time and location of sorting.....	5
Time to allocate for sorting.....	5
Preparation for sorting.....	5
Equipment	5
Tips for Sorting	5
Storing the boxes	6
Cleaning up	6
Equipment (on the shelf in the left hand cupboard)	6
Communication	6
Contact list.....	6
The email list.....	6
Roles	7
Rotation of roles.....	7
Orderer.....	7
Sorting roster co-ordinator.....	7
Trouble-shooter	7
Admin & finance co-ordinator.....	8
E-list administrator	8
Rules and processes	8

Welcome and introduction

Welcome to the Westgarth Fruit and Vegie Collective. This manual sets out how things work and what your responsibilities are.

As a new group, we are still working out some of our processes and policies. We will keep adding to the manual as new issues/questions arise. We appreciate your feedback about anything that's missing, hard to understand or needs improving in the manual. Please contact Elizabeth at elizabethwheeler@aapt.net.au if you have any suggestions.

Summary of your responsibilities

As a member of Westgarth Fruit and Vegie Collective, you have responsibilities to:

- Ensure your orders have a meaningful reference number and (if you do not have an automatic order) include the date that your order is for
- Check the order list regardless of whether you think you have ordered for the week
- Attend on your rostered day for sorting OR find a replacement sorter if you cannot attend
- Attend meetings whenever possible (and send apologies when not able)
- Contribute positively to meetings
- Contribute to the work of the collective
- Pay for your membership and boxes promptly and without needing to be reminded.

Where we are located

Westgarth Fruit and Vegie Collective is based at:

Jika Jika Community Centre

Corner Plant and Union streets, Northcote

Tel 9482 5100

Ordering and picking up

Working out how many units you want

Each unit of fruit and vegies is valued at \$15. You can choose how many units you order.

Generally, a small household (of 1-2 people) would order one unit. A larger household (3+) would order two.

You can vary your order from week to week, so if your whole family is jetting in from Paris and you want more vegies that week, just order more units. If you're going away for a week, don't order any.

Placing your order

You place your order by transferring \$15 x # of units into our bank account. For more information, see *Depositing your order* on page 4.

Checking your order every week

Every Tuesday, the orderer sends an email to the e-list with a list of who s/he has ordered for. This provides a total number of orders.

Everyone needs to check this list every week. You should do this EVEN IF you think you haven't placed an order!! It sometimes happens that an electronic transfer comes through really quickly and looks like it's for this week when you intend it for next week.

It is your responsibility to check the list and contact the orderer immediately if there's a problem. If an order goes through for you and you don't pick it up, you still need to pay for it.

Picking up your box

You can pick up your box any time after 6:30pm on Thursdays. The cupboards are padlocked and have the same combination. To open the lock, set the code to xxx. The lock on the left hand cupboard can be tricky in the dark because the numbers line up on the side, against a red line, rather than the top.

When you pick up your vegies, please cross your name off the order list.

If your name isn't on the list, please DO NOT take a box/bag. For some reason we haven't processed your order and you will be taking someone else's box. Please call the orderer to discuss what happened.

Where possible, it would be fantastic if you can transfer your unit into your own bag when you pick up, or at least bring your box back the next week.

Uncollected boxes

In addition to the terrible wastage of uncollected food, we need to be careful about attracting rodents and insects into the cupboards. Some time after midday on Tuesdays, staff at Jika Jika will check the cupboard for any unclaimed boxes and distribute what they find to people on low incomes living in public housing in the area. Jika Jika has recently run a food security program and they know who's most in need of free fresh fruit and vegies.

If your household is planning to wait until Tuesday to pick up a box, please ring Jika Jika on 9482 5100 and let them know when you will be picking up.

Money matters

Bank account details

Our account is with Victoria Teachers Credit Union:

BSB xxx xxx

Account number xxxxx

It is in the name of xxxxxxxxxxxxxxxx

Membership fees

Membership is paid for on a calendar year (January–December) basis. In 2007 the fee is \$10.

Membership fees for the following year will be set in October.

Depositing your order

Funds for your order must be in our bank account by Tuesday morning of each week. Most banks take a couple of working days to transfer money, so to make sure the money is in our account, you will probably need to transfer your funds by the preceding Friday. You should check with your bank about transfer time as it varies from bank to bank.

Automatic transfers

Quite a few households that plan to have regular orders (weekly or fortnightly or whatever) have set up their bank accounts to automatically transfer money to our account. This way they don't need to remember to place an order every time. They do, however, need to remember to cancel when they go on holidays!

Depositing over the counter

If you don't get your order in on time, you can also deposit into our account over the counter at any post office BUT you will need a deposit slip. Call our Admin & Finance Co-ordinator to arrange to get a slip.

If you don't have access to electronic banking, please call the Admin & Finance Co-ordinator and s/he will arrange for you to get a deposit book so you can deposit at the Commonwealth bank or post office.

Identifying your transaction

It is important that we can identify your transaction. Somewhere amongst the fields for your internet banking, there will be a field for your reference/ID.

- If you are setting up auto banking, please enter your street number and the first 6 letters of your street name in this field.
- If you are depositing from week to week, please put the first few letters of your street name and then the date you are ordering for.

Sorting

Every week the vegetables need to be sorted into the appropriate number of units from the boxes of goods that get delivered.

Who sorts

Two households are rostered on each week.

Usually, only two people are needed to sort, although a third is sometimes helpful. More than three people tends to end up in confusion and mis-sorted boxes.

Fulfilling your sorting duty

You will get a call or email to remind you, but this is just a courtesy. It is your responsibility to remember your shift.

If you cannot make your shift for any reason, it is your responsibility to find a replacement AND to inform the Roster Co-ordinator.

Time and location of sorting

Sorting takes place at Jika Jika on Thursday afternoon from 4:30pm. Being late can stress out your co-sorter, so please try to be on time. If you are running late and don't have your co-sorter's phone number, ring Jika Jika on 9482 5100 and ask them to pass on a message.

Time to allocate for sorting

Sorting needs to be completed by 6:30pm. It usually takes 45 minutes to an hour.

Preparation for sorting

One sorter needs to bring a printout of the orders for the week. If neither of you has brought this, see either Max or Linda at Jika Jika – they also receive the orderer's list.

Equipment

There are knives, chopping boards, scales and a trestle table to assist in the divvying up process. Please make sure these are clean when you finish.

Tips for Sorting

Get an overview

Check both cupboards and have a look inside all the delivered boxes before starting.

Check the boxes against the invoice to make sure everything is there.

Check how many units are required.

The number of pieces in a box is sometimes written on the side.

Make a plan

Put out the required number of receptacles (bags or boxes) before starting.

Work out how you're going to divide things.

Use tools like a calculator and scales when you think they're helpful and a good use of your time. Other times you may be counting by the non-standard units of "handfuls" or "bunches". Guesstimating is fine.

Filling orders for multiple units

After a couple of less-well sorted orders, we strongly recommend setting out the total number of units and then combining units to fill orders for multiple units.

Clearly mark boxes that contain two or more units and put these in a separate cupboard if possible.

Dividing things up

Don't be a perfectionist. Amounts won't be perfectly even but don't stress over it (too much).

A good technique is to divide the total number of pieces by the number of units before you start spreading them around so that you know how many pieces you're putting in each box. But you might find it easier just to add one or two at a time to each box.

Try to substitute vegies for vegies and fruits for fruits when things don't divide evenly (so everyone gets a similar fruit-to-veg ratio).

People who have paid for two units have paid for double of everything. If good stuff like avocados don't divide evenly, it's okay to make sure every household has at least one, but if this means a multiple unit household gets one piece instead of two, make sure they get something else of equal value to compensate.

Storing the boxes

Make sure the order list is clearly visible so that people can check off their names.

Try to store all multiple-unit boxes together in one area and clearly label the outside of the cupboard.

Cleaning up

If the centre is still open when you've finished, please sweep up and wipe the trestle table. If it's not open, just tidy as best you can.

There is a small bin underneath the microwave in the reception area for small amounts of vegie waste.

For larger amounts, there is a compost bin at the rear of the centre (ask Jika Jika staff for directions).

Please do not leave vegie waste or other rubbish around the centre's yard.

Waxed boxes should be folded down and stored with the trestle table for pick up.

Spare boxes should all be put in the cupboard (sometimes they will need to be stacked inside each other).

If there are too many boxes or other scrap pieces of cardboard, please check with Jika Jika staff before throwing it in their recycling bin. If their bin is full, either take the cardboard with you or fold it down and place it alongside the trestle table.

Equipment (on the shelf in the left hand cupboard)

Knives (3)

Chopping boards (2)

Boxes/bags (check both cupboards)

Calculator

Laminated cupboard labels (with Velcro attachments)

Trestle table (leaning against wall near the door into the Centre)

Communication

Contact list

Please keep this list confidential and do not use it for emailing or corresponding with people about matters other than our vegie collective. If you want to add a member's email address to your address book or another list (for example, for activist purposes), please make personal contact to ask them first.

The email list

General information about the mailing list is at:

<http://lists.eatthesuburbs.org/listinfo.cgi/westgarthvegies-eatthesuburbs.org>

If you ever want to unsubscribe or change your options (eg, change your password, etc.), visit your subscription page at:

[http://lists.eatthesuburbs.org/options.cgi/westgarthvegies-eatthesuburbs.org/\[your email address\]](http://lists.eatthesuburbs.org/options.cgi/westgarthvegies-eatthesuburbs.org/[your email address])

If you are worried about the amount of traffic on the list, you can elect to receive a digest, in which all of the day's emails are combined into one. You can switch to/from digest mode at the URL above.

You can also make such adjustments via email by sending a message to:

westgarthvegies-request@lists.eatthesuburbs.org

Put the word 'help' in the subject or body (don't include the quotes), and you will get back a message with instructions.

You must know your password to change your options (including changing the password, itself) or to unsubscribe.

Normally, Mailman will remind you of your lists.eatthesuburbs.org mailing list passwords once every month, although you can disable this if you prefer. This reminder will also include instructions on how to unsubscribe or change your account options. There is also a button on your options page that will email your current password to you.

Roles

Rotation of roles

We will rotate roles every six months.

Orderer

This role involves weekly work:

- checking orders from members
- making the shopping list for CERES
- phoning/emailing the list through to CERES
- emailing the order to the members and to Jika Jika

Time commitment for this role is about 30 minutes a week.

Sorting roster co-ordinator

This person prepares the sorting roster and reminds each week's sorters about their responsibilities. This involves:

- checking with all members to see if they have any special needs for sorting (for example, a few of our members can't lift heavy things so will need to be rostered with someone who can!)
- allocating two households to each sorting session
- drawing this up into a list and distributing the list to everyone
- calling or texting each household on Wednesday to remind them to sort

Trouble-shooter

We have ironed out lots of little problems since we started but from time to time, things go wrong. The trouble-shooter is the first point of contact for problems. S/he is empowered to resolve small problems to the satisfaction of all parties and alert us to any systemic or policy issues that need to be addressed.

Admin & finance co-ordinator

This person handles the administrative and financial aspects of the collective, including:

- receiving and paying CERES invoices
- keeping the membership list up-to-date and distributing this to the membership
- keeping an eye on our bank balance and advising members if we accumulate over \$200 or drop below \$50 in reserves.

E-list administrator

This person holds the password to the e-list and can make changes to members' accounts as needed.

Rules and processes

1 Values

We are a diverse group, drawn together by a common desire for:

- Local, in-season, organic produce.
- Emphasising sustainable consumption.
- Shared collective responsibility.
- Community.
- Access to affordable fruit and vegies.

2 Collective size

There can be a minimum of 10 and a maximum of 24 members in the collective at any one time.

If the collective is full, a waiting list will be established and membership will be offered to applicants on a first-come, first-served basis.

3 Membership

3.1 Definition of membership

A member may be a household or an individual.

3.2 Membership criteria

Members must:

- Pay a membership fee.
- Contribute to the good of the collective.
- Endorse the collective's values.
- Abide by the collective's rules.

Any person or household can become a member of the collective, if there is a place available.

3.3 Entitlements of membership

Membership entitles someone to make or block consensus and to be a buyer in the collective.

3.4 Responsibilities of members

Members are responsible for:

- Attending meetings whenever possible (and sending apologies when not able).
- Contributing positively to meetings.
- Contributing to the work of the collective.
- Paying for their membership and boxes promptly and without needing to be reminded.

3.5 Cost of membership

Cost of membership is \$10. This will be reviewed in October each year.

3.6 What the membership fee pays for

The fee is based on establishment and likely ordinary running costs of approx \$240 for the first year (for venue hire, tea, coffee, misc etc). It does not cover the cost of vegies.

3.7 Exclusion or expulsion from the collective

Exclusion or expulsion from the collective is not something we would anticipate occurring except in exceptional circumstances. It would only occur as one possible outcome at the end of a lengthy grievance process.

4 Banking/record keeping

We will bank with Victoria Teachers Credit Union, which is a not-for-profit financial institution.

The cashier will maintain the list of members.

The cashier will provide quarterly financial reports to the collective to let us know if we're covering our costs.

5 Winding up the collective

If the collective disbands, any money left over would be donated to the CERES market garden.