Inverloch Lions Community Farmers Market
Charter & Regulations

Community ownership
The aim of the Inverloch Lions Community Farmers' Market is to provide a genuine community owned and operated market, dedicated to supporting our local growers and producers '*From the farms & homes of Southern Gippsland,*'` The Inverloch Lions Community Farmers' Market committee also aims to ensure that all proceeds generated from the Market are returned to the local community.

Operation of the Inverloch Lions Community Farmers' Market'
An authentic farmers' market is a predominantly local fresh food and produce market that operates regularly at a public location which provides a suitable environment for farmers and food producers to sell their farm origin product and their associated value added primary products directly to customers.'

Produce for Sale
Vendors at the market sell primary produce (including small livestock), fresh food and value added and processed edible produce. Non-food items such as self propagated plants, compost or cut flowers are accepted, however the products must be sold by the person who is directly responsible for growing them.
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Vendor Mix
The Inverloch Lions Community Farmers' Market aims to offer a broadly diverse and seasonal range of fresh produce and value added products. The committee remain committed to encouraging new producers to participate and will respect the principal of openness not exclusion. We will remain sensitive to the views of local producers in our selection, while also attending to the needs of the broader community in diversity.

As a regional farmers' market, the Inverloch Lions Community Farmers' Market aims for at least 75% of stallholders to be selling produce from the local region. Producers and specialty makers who grow and manufacture products within the local area will be given priority.

Produce Quality
Stallholders must be committed to offering for sale, fresh, high quality, seasonal produce, and artisan or high standard value added food products.

The manufacture of all value added products must comply with regulations applicable to processing, packaging and labeling.

Food cooked on site at the market (including tasting samples) must be of high quality and wherever possible utilise the market vendor produce. Its preparation must comply with food safety requirements.www.foodstandards.gov.au

Customer Relations
Customer satisfaction and goodwill is of critical importance at the Inverloch Lions Community Farmers' Market. Customers expressing dissatisfaction should be refunded or offered replacement goods of equal value. Market Management will assist with any unresolved issues and will be referred to the elected Market committee if required.

Regulation
The Inverloch Lions Community Farmers' Market operates in accordance with prevailing community and government regulations including food health and safety, weights and measures, public and product liability, and applicable local government requirements. ALL stallholders must hold a current street Traders certificate (Available at no cost from your home base Council.)
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2. PRODUCE

2.1 Allowable produce

Priority will be given to those producers based within Bass Coast Shire Council & South Gippsland Shire Council area. Stallholders must understand that if another producer with a similar product of the same or greater quality applies to attend the market, that new stallholder may also be accepted into the market, provided they meet all other requirements. Stallholders may only sell those products listed on their
application form. All stallholders must advise the Market Manager in writing if they wish to introduce new products at the market, which are not listed on their original application or renewal form.

Primary produce

As the Inverloch Lions Community Farmers' Market is a platform for Victorian farmers to sell direct to their customers, it is the Management Committee's priority to ensure that primary produce makes up the majority of goods for sale. This is farm based produce grown by Farmers in the Bass Coast/ South Gippsland Shire Council area, Value added products such as cheese and preserves are also considered primary produce, if the ingredients are produced or grown by the Manufacturer or Local Farmer/Grower.

No re-sellers/agents are permitted.

Secondary / Value added produce

The Management Committee also allow a certain number of manufacturers who hand make their product to attend the market, provided their product is 1) a 'staple' (eg. bread), 2) particularly unique and unavailable elsewhere, 3) ingredients are sourced direct from other stallholders or local business 4) supporting a local community group. Products must be made at a registered premises by the stallholder and utilise Victorian or Australian primary ingredients. Products that are bought-in and re-packaged cannot be sold at the market.

Product compliance

All food items on sale must avoid the use of GMO's, monosodium glutamate, hydrogenated fat, trans-fats and aspartame. Any E numbers must be declared. All fertilisers to be used should be biodegradable and should not bio accumulate. Meat must be reared without growth hormones or antibiotics.

Organic produce

All organic producers MUST display a certificate from one of the recognised governing bodies at each market day. ALL stallholders must only sell items that qualify as 'allowable products' (defined below);

Allowable produce:

Preference will be given to goods which are produced, grown or sourced from the South Gippsland regions and waters, where possible. Where products are unavailable in the local region, preference will be given to those sourced from adjoining shires, Victoria and Australia in that order. At no time will the Inverloch Lions Community Farmers' Market consider produce which has been genetically modified or sourced from genetically modified origins.

2.2. Product pricing

The Inverloch Lions Community Farmers' Market aims to educate consumers about the true value of the cost of food production. Vendors will offer all produce at fair, market driven prices that reflect the quality and/or specialty nature of the goods sold and which achieve profitable outcomes, Overcharging and/or advantageous pricing is discouraged.

3. CANCELLATION CONDITION

All market fees are to be paid one month in advance. Traders have up until 5pm on the Thursday prior to market day, to notify the Market Management of non-attendance. The pre-paid fee can then be credited to the stallholders account for the next attending market. Except in extraordinary circumstances, any notice aft this time may result in permanent loss of pre-paid fee and/or allocated site.

4. STALLHOLDER DISMISSAL & RENEWAL

The Inverloch Community Farmers' Market reserves the right to remove a stallholder without notice, if they fail to comply with market standards and regulations. Stallholders will be asked to renew their application every twelve months. A 60-day notification policy will be applied to all unsuccessful renewals.

5. STALL & PRODUCE PRESENTATION

5.1 Stall presentation

Stallholders will need to provide their own tables, shade or weatherproof covering. Marquees must be sufficiently anchored and must have substantial leg weights available to use on hard surfaces or in windy conditions. Marquees are to be of good condition and presentation, to a standard approved by the Management committee.

Your **Trading Name** must be clearly visible to customers at ALL times.

All goods for sale should be presented neatly and have prices clearly marked for customer viewing, using signage or label if it is a packaged product (eg: not fresh produce).

As Inverloch Lions Community Farmers' Market is a dog-friendly environment, all produce must be presented at a height which will avoid animal contamination. Please refrain from placing any food items or produce directly onto the pavement.

5.2 Labelling of products

All produce sold at the market must comply with the labeling requirements in the *Australia New Zealand Food Standards Code*. See the FSANZ website for more information: www. foodstandards.gov.au or contact your Local Council for further information.

Signage must be used to name and price all unpackaged items.

5.3 Manning of stalls

The person manning the stall must be either the principal producer, a family member or farm based employee, all of whom must be directly involved with growing, rearing, catching or making of the product. In the case of value added products, stallholders must be involved in the production process and have thorough relevant product knowledge.

Stallholders must avoid leaving their stall unmanned for any length of time during market operating hours unless they reach 'SOLD OUT' status. In this circumstance signage must be left on the stall stating that they are 'SOLD OUT' along with the time that status was reached. At all other times, If a stallholder must leave their stall for a time we suggest they ask a neighbouring stallholder to serve customers in their absence.

No stallholder is eligible to leave the market prior to 1:00pm without permission from the Market Manager. An escort will be provided for vehicles leaving the market area prior to 1:00pm, to ensure public safety.

5.4 Music

Stallholders who wish to play music must seek approval from the Market Manager first. The committee is aiming to have local musicians to accompany the market experience each month.

5.5 Code of dress

It is recommended that stallholders selling food items wear aprons or appropriate clothing. Stallholder name badges are encouraged.

5.6 Customer interaction

Stallholders and assistants are required to maintain the highest standards of stall/product presentation, customer service and relations. Stallholders should refrain from sitting, reading and mobile phone use while the market is open to the public. Loud and intrusive selling techniques will not be permitted. Stallholders are not to use any public address system or other practices, which may cause annoyance to other stallholders and customers.

5.7 Smoking

While manning the stalls, a 'No Smoking 'policy must be strictly adhered to. Smoking will not be permitted within a 10 metre radius of any vendor. To maintain good hygiene practices, hands should be washed prior to returning to your stall.

6. MARKET SITE AND SET UP

6.1 Exhibition space

The space at 'The Glade' is limited. The dimensions of the stall sites are 3m x 3m. **Space for your vehicle after set up of stall cannot be guaranteed**. The Market aims to provide a people friendly environment. Stallholder car parking is available along the western entrance track adjacent to 'The Glade' main area.

The Market Manager has complete and unfettered right to allocate each stallholder site as they see fit. The market site poses a number of challenges during set up, therefore stallholder cooperation is essential to prevent any disruptions to the set up procedure. It is important that you listen and abide by any traffic or movement instructions within the market area. Stallholders should unload their vehicles as quickly as possible to avoid congestion. Further logistical briefing will take place prior to your commencement at the market.

Stallholders must not place any goods beyond one metre distance from the front of their stall without prior consent from the Market Manager nor cause obstruction to other stallholders or the general public.

6.2 Traffic management

Strict **5km** per hour speed limit within the market area during set-up and pack down. No traffic movement within the market area between the hours of 7:30am and 1:00pm (with the exception of emergency vehicles). Should the need arise to move your vehicle during these hours, approval must be provided by the Market Manager and an escort provided to guide the vehicle through the public space in a safe manner.

Trading times will be from 8:00am until 1:00pm each market day – rain, hail or shine! During Inverloch peak tourist periods, it is anticipated that we will offer extended trading times to maximise the financial benefit to stallholders. The Market Manager will advise of any trading time changes at least two weeks prior to Market day.

7. REGULATION COMPLIANCE

All stallholders are required to comply with the relevant food and/or liquor Act registrations and policies where applicable to their food/liquor preparation, storage, handling and transport. Please contact your local council or governing body for further information.

8. EQUIPMENT

8.1 Gas

No gas appliances are to be used on site without the express approval of the Market Manager. It is the responsibility of the Stallholder to:

- Regularly check all gas bottles and equipment attached to gas bottles to ensure gas hoses and attachments are not faulty and that bottles are date compliant.
- Provide an appropriate working fire extinguisher for any stall where gas burners are used and to ensure they know how the extinguisher is operated.
- Ensure their gas appliance is compliant with gas safety standards.
- Ensure that any gas appliance used for cooking is clean and satisfies food safety regulations. All fat and oil must be disposed of safely and must not leak or drip near naked flames.
- Ensure the area around the cooking appliance is left as they found it, no dripping of fat etc. onto asphalt.

8.2 Electricity

Powered sites are limited and can only be provided to meet health regulations. All electrical equipment must be tagged and tested before use at the market. Stallholders must supply their own extension cables to run from the power outlet to their stall. Market management will make all precautions necessary to ensure the safety of the electrical area. Please avoid walking through the electrical area and please deter market shoppers from entering the powered area. No power supply will be available for cash registers or weighing machines. Sites who are deemed to require power will be required to pay an additional $5 fee per site.

8.3 Measuring instruments

Stallholders using measuring instruments must ensure they comply with the Trade Measurement Regulations 2009.

Measuring instruments such as scales must be approved with an NMI (National Measurement Institute) or NSC (National Standards Commission) number and verified by a servicing licensee or inspector before they can be used at the market.

For more information read the *Guide for Market Stallholders and Roadside Traders* and visit www.measurement.gov.au

8.4 Water & hand-washing facilities

Stallholders will need to supply their own dedicated hand-washing facility, water is available on site.

ALL stallholders must have hand sanitiser easily accessible.

8.5 First aid

Stallholders should provide their own clearly labelled first aid kit with a supply of blue waterproof dressings.

9. INCIDENT REPORTING

All first aid and Occupation Health and Safety matters need to be reported immediately to the Market Manager. If you identify a potential hazard or 'near miss' please notify the Market Manager immediately so steps can be taken to prevent injury or damage to property. OH&S is the responsibility of all stallholders, market staff and volunteers. Refer to the Emergency Management Plan for more information.

10. SECURITY

We strongly recommend that you keep your money in a money belt, zipped pockets or a lockable tin in order to ensure its security. The Inverloch Community Farmers' Market cannot be held responsible for any loss of stallholder money.

11. INSURANCE & INDEMNITY

All stallholders MUST have both public and product liability insurance for the sale of goods produced by their business, whilst operating at the Inverloch Community Farmers Market. Stallholders must ensure their policy covers a minimum of 20 million dollars and remains current whilst trading at the market. Inverloch Lions Community Farmers' Market accepts NO responsibility for any damage incurred whilst on site.

The stallholder must indemnify to the extent permitted by law, the Inverloch Lions Community Farmers' Market from any damage, expenses or liability incurred from any injury or damages to any person or property resulting from or arising out of the occupancy of the stall site or anything connected with such occupancy.

12. STALLHOLDER FEES

The stallholder site fee charged for each market day will be $45 incl. GST for non-powered sites during Winter months, $55.00 during Summer months, Powered sites will Attract a $5.00 charge.

Stallholders will be required to make payments one month in advance. Cash payment will be collected on each Market day. Please ensure you have correct money as change will not be given.

13. MARKET INITIATIVES

As a community focused market, initiatives will be explored from time to time to engage the local community, add value to the market and encourage shopper spending. Stallholder cooperation will be necessary for these initiatives to be successful. You will be provided with more information when these initiatives are developed.

13.1 Stallholder Local Trader Relationships

Part of the markets community focused concept is to develop and encourage good trading and new supply relationships with local traders. Stallholders will be encouraged to display small signage indicating where products may be available for sale after the conclusion of the market.

13.2 Community Forum Space

In keeping with the Markets community focus the Management committee may elect from time to time to offer the Community Forum space to an artist or artisan in resident.

14. MARKET DAY CANCELLATION

In the case of extreme weather, if the market needs to be cancelled in respect of public safety, the Inverloch Lions Community Farmers' Market will not be liable for any loss of sales by the stallholder.

15. ENVIRONMENTAL CONSIDERATIONS

The Inverloch Lions Community Farmer's Market considers itself an example of responsible practice and minimal waste. Packaging must be code 1, 2 or 3 plastic, if at all possible. Alternatives in tasting cups, coffee cups, juice glasses etc such as PET and cornstarch are actively encouraged.

15.1 Strict NO PLASTIC policy

The Inverloch Lions Community Farmers' Market will be plastic bag free so stallholders will not be permitted to supply new plastic (or bio-degradable) bags to the public. In the case of plastic being required for health standards or product longevity, please discuss with the Market Manager prior to attending the market.

15.2 Refuse responsibilities

At the end of the market stallholders will be responsible for ensuring that all refuse is bagged up and taken with them. Rubbish bins provided by Council or market management are STRICTLY for public use only.

Stallholders are also responsible for leaving their stall site and surrounding area clean and tidy.

Waste water from a stall must NOT be disposed of in Council drains.

16. PHOTOGRAPHIC AND FILMING RIGHTS

The Inverloch Lions Community Farmers' Market has complete and unfettered right to use any image or footage of the market or particular stall to promote the market generally, whether by printed material, through its website or Facebook page.

17. COMPLAINTS

Customer complaints on market day should be made in writing and deposited in the market feedback box, or following market day should be made in writing via mail or email to the Market Manager.

Should a customer complaint be relating to unsatisfactory produce or goods, the Market Manager will refer the complaint directly to the stallholder from whom the product was purchased. Should the customer request anonymity the Market Manager will deal with the complaint accordingly.

Complaints raised by stallholders must be made in writing via mail or email to the Market Manager. The stallholder details will be kept confidential.

If a complaint is made about a stallholder by any party, that stallholder will be provided with written notice detailing the allegations and given an opportunity to respond in writing or in person at a subsequent Management Committee meeting.

Should the accused stallholder decide not to respond to the allegations and/or should it be found by the Management Committee that the stallholder has acted in a way that is detrimental to the reputation or the interests of the market, or not in accordance with the Market Regulations, the Management Committee has the right to dismiss the stallholder from the market without prior notice, as per point 4.

Stallholder complaints relating to the Market Manager must be made in writing to Inverloch Lions Community Farmers' Market Committee, addressed to the Chairperson, and posted to PO Box 245 Inverloch, Victoria 3996.

Complaints by the Market Manager must be made in writing to the Management Committee and will be dealt with accordingly.

Thank you for reading and abiding by these market regulations.