

In this document you will find contact information, stall setup and allocation plans, the site evacuation plan, guidance on risk and general advice for stallholders.

Please review this 3081 Hope Market Stallholder Information Pack before Market Day to ensure you have a thorough understanding of your operational requirements and available support.

EVENT DETAILS	
Date:	Saturday 30 August 2025
Time:	9:00 am – 2:00 pm: Main event 9:00 am: Doors open to public. Stalls to be fully set up and ready to trade by 9:00 am.
Location:	Rosanna Baptist Church, 5 Wairoa Rd, Heidelberg Heights 3081. Google Map reference: https://maps.app.goo.gl/usq2kMQ61faYx9ig9
Event Description:	3081 Hope Market, Arts, Crafts, Plants, Jams and more...

ROLE	NAME	MOBILE
Market coordinator	Melissa Enticott	0451 125 711
Emergency Warden (Green Vest)	Sharon Cooke	0425 722 385
Emergency Warden (Green Vest)	David Enticott	0414 359 779
First aid officer	Melissa Enticott	0451 125 711
First aid officer	Amy Lumsden	0435 840 018

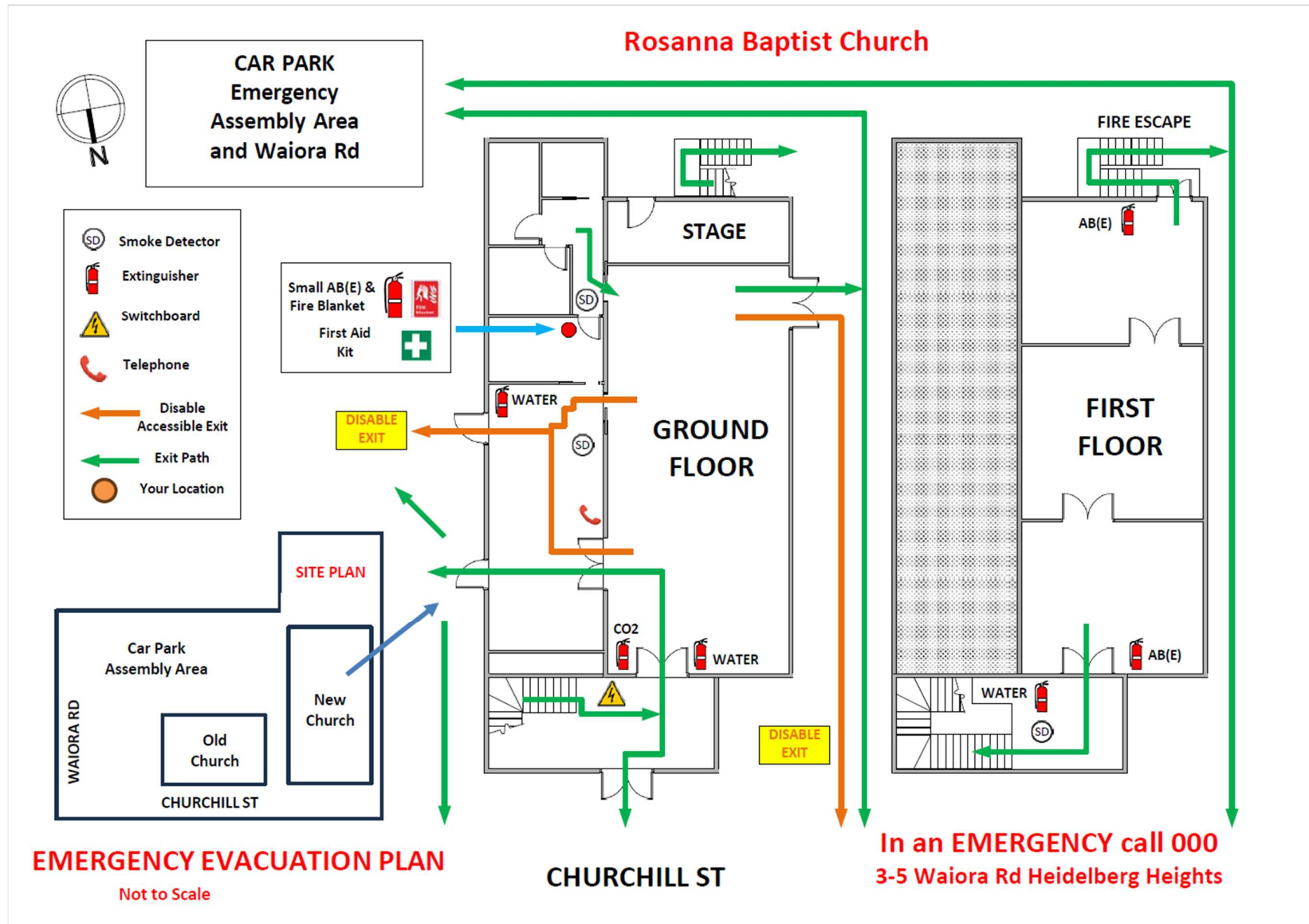
ARRIVAL AND DEPARTURE	
For public safety reasons the Market coordinator and Emergency Wardens will make the decision about when it is safe for vehicles to enter and exit the site. Upon arrival - You are required to be on time. If you arrive after 8:45 am to set up, you will not be allowed to bring your vehicle onto the site for safety reasons.	
Bump in/Set up time (with and without vehicles)	7:30 am – 8:45 am Friday setup available upon approval of Market Coordinator.
All non-trading vehicles to be offsite by	8:45 am
Safety Inspection	8:30am – 8:45 am Please make sure all electricals are tested and tagged and marquees are correctly weighted.
Bump out/Pack down	Pack up from 2.00 pm. Vehicles on site from 3.30 pm, pending approval from Market coordinator and Emergency Wardens. You MUST await instruction to bring vehicles on site.

Please help promote our Market!

We'd love your help in promoting the 3018 Hope Market.

Please reference this link for our Facebook page <https://www.facebook.com/3081Hope>

3081 Hope Market - Emergency Evacuation Plan



3081 Hope Market – Location

The 3081 Hope Market is being held in the buildings and grounds of the Rosanna Baptist Church at 5 Wairoa Rd, Heidelberg Heights, 3081.

It is located at the corner of Churchill Street and Wairoa Road, near the intersection of Wairoa and Lower Plenty Road.

Google Map reference: <https://maps.app.goo.gl/usq2kMQ61faYx9ig9>

An aerial view of the location is shown below.



3081 Hope Market – Risk Guidance

Stallholder Risk guidance

ITEM	HAZARD(S)	POTENTIAL RISK(S)	RISK CONTROL(S)	RESPONSIBLE PERSON(S)
Moving car during bump in / bump out	- Moving car in crowded area - Moving car under fatigue	Could crash into humans, animals, other cars and/or objects	Only move car during bump in / bump out times Obey the speed limit of 5km/h Ensure driver is in appropriate state to drive (alertness, reflex's, etc.)	- Stallholder - Advice from Market coordinator and Emergency Wardens
Long distance travel to market	Driving under fatigue	Falling asleep at the wheel resulting in crash	Ensure a good night sleep before the market day Only drive under appropriate conditions and if safe to do so Take turns driving if possible Power nap if feeling drowsy	Stallholder
Gazebo / Marquee /Trestle Tables / Shelves Unsecure objects / signage	- Movement during high winds - Manual labour - Pieces falling off	- If not erected correctly it may collapse causing injury or damages - Movement during high winds causing injury or damages	Freestanding gazebos are to have all legs secured and weighted down with no less than 15 kg. Ensure weight limits are identified and adhered to Manufacturer's instructions to be followed during assembly and disassembly Check with 3081 Hope Emergency Wardens and Market coordinator if unsure	- Stallholder - Advice from Market coordinator and Emergency Wardens
Theft	Customers stealing items or cash from stall	- Customers stealing items or cash from stall - Confrontation	Have an action plan in place in case a theft occurs Set up stall, including staff location to have a good view of stock and customers	- Stallholder - Support from Market coordinator and Emergency Wardens
Dehydration / Sunstroke	Human body being exposed to direct sunrays for an	- Dehydration - Elevated body temperature - Fainting	Wear loose-fitting, lightweight clothing Wear sunscreen / hat	- Stallholder - Support from Market coordinator

3081 Hope Market – Risk Guidance

ITEM	HAZARD(S)	POTENTIAL RISK(S)	RISK CONTROL(S)	RESPONSIBLE PERSON(S)
	extended period	Potentially fatal	- Drink plenty of water - Never leave anybody in a parked car - Take time away from the sun when possible	and Emergency Wardens
Aggressive customer / member of the public	Aggressive confrontations	- Physical assault of stall holder - Verbal assault of stall holder	- General three step method of dealing with aggressive customer through negotiation: - Listen - Show empathy - Find a resolution - Contact 3081 Hope Emergency wardens for assistance	- Stallholder - Support from Emergency wardens and First Aid officers
Trip hazards	Objects below knee level	Patrons and stall holders may trip causing injury	If your stall is arranged for patrons to walk through, ensure walkways are clear and void of protruding objects	- Stallholder - Support from Market coordinator and Emergency Wardens
Power cables	- Leads exposed - Leads creating trip hazards - Leads close to water	- Electrocution hazard to staff and patrons - Trip hazards	- All leads and appliances to be in good condition - All equipment to be correctly maintained and available for review - Ensure cables on the ground are covered with anti-trip mats	- Stallholder - Support from Market coordinator and Emergency Wardens
Slippery surface	- Rainwater, mud on market surface - Sudden changes in weather	Potential falls causing injury or damages	- Wear suitable footwear - Put anti-slip removable surface down - Move with caution during wet conditions	- Stallholder - Support from Market coordinator and Emergency Wardens
Onsite emergency	- Extreme weather - Antisocial behaviour - Extreme antisocial behaviour	- Damages to plant equipment / stock - Injury to people	Ensure that you have viewed and understand the emergency evacuation plan displayed at the venue and at the	- Stallholder - Support from Market coordinator and Emergency Wardens

3081 Hope Market – Risk Guidance

ITEM	HAZARD(S)	POTENTIAL RISK(S)	RISK CONTROL(S)	RESPONSIBLE PERSON(S)
			bottom of this document Cooperate with instructions from 3081 Hope Emergency Wardens and Market coordinator when appropriate	
Manual handling	Stall holders lifting equipment which could cause muscle or spinal damage	Incorrect manual handling leading to injury	- Stall holders to have correct lifting equipment and trolleys - Manual handling techniques	- Stallholder - Support from Market coordinator and Emergency Wardens

3081 Hope Market – Stallholder Advice

CASH/EFTPOS

As there are no ATMs on site, we recommend having EFTPOS payment available for customers to use.

CANCELLATIONS AND NON-ATTENDANCE

There will be no refunds for cancellations or no-shows.

PRIVACY

3081 HOPE is committed to respecting and protecting your privacy in accordance with applicable Australian privacy laws. We only collect information that is required to service requests and process donations. Data collection is kept to a minimum and stored securely. If you need to change or access your personal details, please contact us on info@3081hope.org.au.

For more information on 3081 Hope's privacy statements please visit [Privacy | 3081 Hope](#).

STALLS

Your stall must be well presented, environmentally friendly and follow OH&S protocols including the manual handling code of practice and Energy Safe Victoria gas safety guidelines. You must ensure your stall is properly staffed and maintained for the duration of the event. Your company/stallholder name must be clearly displayed. If your stall structure or set up is deemed unsafe, we will request that it is amended or dismantled.

SITE SPACE

3081 Hope Ltd will provide a site space as detailed on the Stall setup and allocation diagrams.

There will be no provision for additional space on the day.

SITE CLEANING AND WASTE

The use of styrofoam at this event is strictly prohibited. Your site must be left clear of rubbish at the end of the day. All hard waste is the responsibility of the stallholder and must be taken with you. Please ensure that all wastewater is either taken away from the site or disposed through sewage drains. Wastewater includes water from handwashing and food preparation areas.

PACKAGING FOR FOOD/BEVERAGE VENDORS*

We strongly recommend you use the following packaging for all food/beverage served on site.

- BAMBOO products, plates, bowls
- WOODEN cutlery
- UNCOATED BROWN CARDBOARD boxes and trays
- BROWN WITH GREEN STRIPED 'Bio-pak' coffee cups & Bio-plastic coffee cup lids.

** Note: The Victorian Government has introduced a single use plastic ban on sales and supply, which came into effect from 1 February 2023. The ban applies to single-use plastic drinking straws, cutlery, plates, drink stirrers and cotton bud sticks made from conventional, degradable, and compostable plastics. The ban also applies to food service items and drink containers made from expanded polystyrene.*

Visit the website for more details: <https://www.vic.gov.au/single-use-plastics>

3081 Hope Market – Stallholder Advice

GAS

If you are using gas, please ensure that you obtain and complete an Energy Safe Victoria (ESV) Gas Safety Self – Check List. You must also have the appropriate sticker or compliance plate visible. If you have any questions about the use and safety of gas, please call Energy Safe Victoria on 1800 069 588. Please ensure that your gas bottle is secured. This will be checked on the day during the safety checks.

FIRE EXTINGUISHER

If you are a food vendor, it is a requirement that you must bring a current Fire Extinguisher to site, minimum 2 kg. The ideal type of extinguisher is the ABE. You **MUST** ensure your extinguisher has been checked that it is not expired prior to arriving on site. This will be checked by Risk & Safety team on site during safety inspection.

POWER

All electrical equipment: appliances, extension cords, power boards etc must be tested and have the appropriate Portable Appliance Test (PAT) tag attached, visible and dated within the current test cycle period. If your electrical equipment does **not** meet these criteria, you will not be able to use the equipment on the day. If you have any questions about the use and safety of electrical power, please call Energy Safe Victoria on 1800 069 588.

GENERATORS

No Generators are to be brought onto site, unless discussed and approved by the Market coordinator prior to the market.

MARQUEE WEIGHTS

If you choose to bring your own marquee or gazebo to set up for your stall, you **MUST** ensure you have adequate weight on each marquee leg. You can check this by looking up the ‘wind rating’ specific to your marquee. If this cannot be found/provided, the weight requirements are as follows:

Minimum of 15 kg of weights per leg for marquees with NO walls

Minimum of 30 kg of weights per leg for marquees WITH walls

PRODUCTS

Please note that the products and prices stated in your application form **MUST** be adhered at the event. If you wish to change product/item prices, please contact the 3081 Hope Market coordinator to discuss.

Products that can be described as war toys (toys and equipment that promote violent or aggressive behaviour, and/or simulate equipment that is used in this manner. These toys include guns, water pistols, slingshots, swords and knives) are not allowed to be sold at 3081 Hope Ltd events. Products that emit projectiles or other small objects are not allowed to be sold at events we coordinate. Please also note that items with small detachable pieces that could be considered a choking hazard are not allowed to be sold on site. Products that have a risk of trapping, pinching or crushing children are not allowed to be sold at events we coordinate. No Sale of Alcohol or tobacco related products or paraphernalia.

3081 Hope Market – Stallholder Advice

You can only trade the products/services listed in your application. Prices on the day must reflect the prices listed in your application. You must not alter product prices or offer discounts or promotions.

HAZARDS

Please report any hazards or near misses that you identify on site to the Emergency Wardens immediately.

HELIUM CYLINDERS

All helium cylinders brought onto site MUST be stored upright and secured at all times. You must never leave a helium cylinder unattended in a public area.

If you are bringing helium cylinders on to site you must follow these safe handling and storage guidelines:

1. Please read, understand and observe the safety precautions on the cylinder neck label and the warning label on the side of the cylinder.
2. Please store and use helium cylinders in a well-ventilated area and in an upright and secured position so they cannot be knocked over.
3. Close the cylinder valve after each use and remove the regulator and replace the cylinder protective cap before transporting.
4. Do not allow anyone to breathe helium from cylinders or filled balloons.
5. Do not open the cylinder valve before attaching a balloon regulator on the cylinder valve.
6. Do not allow children or any unauthorized people to handle cylinders or use balloon-filling equipment.
7. Never use any balloon regulator, cylinder or valve fitting that is damaged, leaking or malfunctioning.

NO SMOKING/VAPING POLICY

This is a strictly a SMOKE/VAPE FREE event.

CODE OF CONDUCT

All vendor staff and volunteers shall present and conduct themselves in a manner suitable to a family event. If your conduct is inappropriate, you will be asked to leave the site, and approval will be suspended. All vendor staff and volunteers shall co-operate with Market staff from any other such service providers working at the event, so as not to hinder them in performance of their services and to ensure that all work is performed efficiently.

BULLYING AND HARRASSMENT

It is essential that no harassment or bullying takes place on the Market event site. If you consider that this is occurring in any manner, please report it to Market Coordinator or Emergency Wardens immediately. If it is thought that any representatives from your company is participating in any bullying or harassment this will be treated very seriously and the appropriate action taken.