

## PRE-ASSESSMENT CHECKLIST (For operators)

CHECKLIST	DONE	NOTES
<ul style="list-style-type: none"> <li>• Registration</li> <li>• Business description</li> <li>• Licenses, permits as listed</li> <li>• Insurance as listed</li> <li>• Written Business Plan</li> </ul> <p><b>Written Marketing Plan</b></p> <ul style="list-style-type: none"> <li>• with all topics dealt with in any order or place</li> <li>• can be part of Business Plan</li> </ul> <p><b>Brochures will be requested (truth in advertising)</b></p> <ul style="list-style-type: none"> <li>• Documented customer feedback /complaint system</li> <li>• Bookings &amp; cancellations (or n/a)</li> <li>• Rosters for staff <u>and</u> volunteers</li> <li>• Greetings, phone, fax, email, counter</li> <li>• Statements re parking + access + signs</li> </ul> <p><b>Operations Manual</b>, describing systems for</p> <ul style="list-style-type: none"> <li>• ordering and purchasing, who, what, how</li> <li>• daily cleaning and maintenance</li> <li>• managing goods/services (eg stocktake, printouts)</li> <li>• schedule/contacts for maintenance (eg office, fire)</li> </ul> <p><b>Personnel and volunteers</b> – documents for</p> <ul style="list-style-type: none"> <li>• roles &amp; responsibilities (eg Position Descriptions)</li> <li>• training (eg famils, courses, info sessions)</li> <li>• recruitment, selection, induction, appraisal</li> <li>• method of communication (eg meetings)</li> <li>• Proof of involvement in industry networks.</li> </ul> <p><b>Compliance with Health &amp; Safety requirements</b></p> <ul style="list-style-type: none"> <li>• Work cover for all staff</li> <li>• accident report forms and procedures</li> <li>• files with OH&amp;S issues, posters, newsletters</li> <li>• document, risk management plan</li> <li>• emergency plan, evacuation procedures</li> </ul>		

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<ul style="list-style-type: none"> <li>accessible first aid kit (check it's complete)</li> <li>management of hazardous chemicals procedures</li> </ul>		
<p><b>Environmental sustainability</b></p> <ul style="list-style-type: none"> <li>Written policies for management plan as in Help book, OR</li> <li>waste disposal/recycling OR</li> <li>water or energy conservation OR</li> <li>Minimisation of damage OR</li> <li>Customer education, signs (eg non smoking)</li> <li>Enhancing, researching natural environment</li> </ul> <p><b>Financial systems</b></p> <ul style="list-style-type: none"> <li>appropriate management system in place</li> <li>no figures need be shown</li> </ul> <p><b>Continuous Improvement</b>, shown by previous evidence</p> <ul style="list-style-type: none"> <li>customer feedback system</li> <li>business and marketing plans</li> <li>maintenance schedule</li> <li>involvement in industry networks</li> <li>environment sustainability</li> </ul> <p><b>Code of Practice</b></p> <ul style="list-style-type: none"> <li>show how it will be/is accessible to all staff + volunteers</li> </ul>		

**ON SITE VISIT DETAILS**

**DATE** : ..... **TIME**.....

**ADDRESS** : .....

**PLACE FOR INTERVIEW, SPECIAL INSTRUCTION**