

Queen Victoria Market Trader Lounge

The Trader Lounge is a welcoming new space for all market traders. The Trader Lounge has everything you need to help you run your business including free WiFi, printing, meeting spaces and business support services plus a kitchen, lunch area and toilets.

Where is the Trader Lounge?

The lounge is at 266 Victoria Street, opposite the market just near the pedestrian crossing on Victoria Street near Queen Street.

Who can use the Trader Lounge?

The Trader Lounge is for the use of all current Queen Victoria Market lease or licence holders and their staff and family who work at the market. The Trader Lounge is a shared space where everyone is welcome and all users should be respectful of the facilities and other users. A Code of Conduct is on display at the lounge as well as instructions to help you use computers, printers and other facilities. Users who do not comply with these conditions may be asked to leave or refused entry in the future.

How can I access the Trader Lounge?

To ensure the Trader Lounge is a safe and secure place for all traders, security (swipe) card access is required to use the lounge outside of staffed hours. One security access card will be issued to the lease or licence holder for your business to share amongst their staff and family who work in the market. **The lease or licence holder is responsible for the conduct of anyone using their security access card.**

Please turn to the back page to complete the security access card application form.

When can I use the Trader Lounge?

With a security access card, traders can use the Trader Lounge every market trading day from 6am to 7pm. To make a booking to use the space outside these times, contact your Precinct Manager or SBMS mentors staffing the Lounge.

When is the Trader Lounge staffed?

The Trader Lounge is staffed by SBMS mentors on Tuesdays, Thursdays and Fridays from 10am until 2pm.

What if I lose my security card or it's faulty?

If you lose your security access card or it's not working, please speak to your Precinct Manager. Please take care of your security access card. A fee may be charged for replacement cards.

How is the Trader Lounge being funded?

Delivered as part of the Trader Connect program, the Trader Lounge is fully funded through \$8 million set aside by Melbourne City Council to support traders throughout market renewal. The Trader Lounge has been developed in response to trader feedback over many years about the lack of trader only facilities at the market. The current Trader Lounge is a pilot to test how best to deliver ongoing trader facilities as part of market renewal.

Where can I get more information?

For more information about the Trader Lounge, drop in to 266 Victoria Street, talk to your Precinct Manager or visit www.qvm.com.au/trader-support

What to do at the Trader Lounge:

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| 1. Use a computer to catch up on emails. | 7. Warm up your lunch or toast your sandwich. |
| 2. Charge your phone. | 8. Use the toilet facilities. |
| 3. Use the free WiFi. | 9. Get free, confidential advice from a business mentor. |
| 4. Enjoy a quiet break or respite from the weather. | 10. Book a room for a staff meeting. |
| 5. Print, scan or copy your paperwork. | 11. Catch up with a market colleague. |
| 6. Attend a free workshop. | 12. Pop an idea in the suggestion box. |

Trader Lounge – Code of conduct

By entering the Trader Lounge you agree to abide by this Code of Conduct. Users who do not comply with these conditions may be asked to leave or refused entry in the future.

PURPOSE: The Trader Lounge is a space for trader-related activity.

USE: The Trader Lounge is for the use of all Queen Victoria Market traders and their employees currently working at the market.

SECURITY ACCESS: Users must only enter and access the space using a security access card during the advertised opening hours, except with the permission of authorised staff.

Each licence or leaseholder currently operating in the market may apply for a security access card, which may be shared with their staff. The license or leaseholder is responsible for the conduct of anyone using their card. If any user fails to comply with this Code of Conduct, the responsible licence or leaseholder may have their access card revoked and they and their staff will not be able to access the Trader Lounge.

OBTAINING A SECURITY ACCESS CARD: Ask your Precinct Manager for an application form which must be completed and signed by the lease or licence holder for your business.

GUESTS: Anyone who is not currently trading or working at the market may only enter the Trader Lounge if they sign the visitor book on entry and are then supervised at all times by a trader with a security access card. The supervising trader is responsible for the behavior of the guest at all times.

SAFETY: For the safety of all users, this space is monitored by CCTV cameras and is regularly patrolled by security staff.

RESPECT: All users and staff are to be treated with courtesy and respect at all times.

BEHAVIOUR: Act in a polite, responsible, safe and lawful manner. This includes not damaging or vandalising property, using offensive language or breaking the law in any way. As this is a shared space, it's not appropriate to sleep in the Trader Lounge.

SMOKE-FREE: You must not smoke anywhere in or around the Trader Lounge, including the area outside the front door.

ALCOHOL: The Trader Lounge is an alcohol-free zone, except for events approved by management.

NOISE: Be mindful of other Trader Lounge users and building neighbours within the surrounding area. Use an appropriate level of noise for the part of the facility you are in.

NO ANIMALS: With the exception of registered assistance animals.

INSTRUCTIONS: Follow all directions given by authorised staff including in an emergency.

DAMAGE: Users must not damage (fair wear and tear excluded) or remove any materials, furniture, equipment or facilities.

FEEDBACK: If you have ideas for how the Trader Lounge or its use could be improved, please talk to your Precinct Manager or leave a comment in the suggestion box.

Trader Lounge – Internet and computer use

Access to Trader Lounge computers, printer and internet are provided free of charge to all traders and their employees working at the Queen Victoria Market for business use. Users who do not comply with these conditions may be asked to leave or refused entry in the future:

- Bookings are not required at this stage to use the computers. If there is a high demand for use of the computers, a booking system will be introduced.
- If there are others waiting, please limit your use of the Trader Lounge computers to thirty minutes.
- There is no charge to use the Trader Lounge computers or printers. If inappropriate or wasteful printing practices are observed, a fee for printing will be introduced.
- Free wireless internet access is provided during opening hours. This allows users to access the internet using their own computer equipment or smart phones.
- Users agree to comply with all copyright laws and any applicable Federal and State legislation.
- City of Melbourne and QVM P/L market management is not responsible for any loss or damage occurring from the use of this resource, including accuracy or content of web sites, technical difficulties, service interruptions or the transmission of computer viruses.
- City of Melbourne and QVM P/L market management runs anti-virus software. If a virus is identified the software will attempt to clean the infected file. If the file cannot be cleaned, the document may be deleted to prevent the infection.
- To ensure that private information is not viewed by others, users are required to log off the computer at the end of the session.
- Users must not attempt to make changes to the setup or configuration of the computers. This includes the loading of software applications including games.
- The intentional downloading and/or viewing of material on the internet that contains content considered to be offensive or that may contravene the *Equal Opportunity Act 1995* is expressly prohibited and will not be condoned. Offensive material includes, but is not limited to:
 - Obscene or harassing language or images;
 - Racial, ethnic, sexual, erotic or gender specific comments or images; and
 - Other comments or images that would offend someone on the basis of their religious or political beliefs, sexual orientation, physical features, national origin or age.
- The user accepts full responsibility and sole liability for their actions while using Trader Lounge computers and the internet. The responsibility for online content rests primarily with the content provider and the internet user. Internet users are responsible for complying with all applicable international, federal and state laws, including censorship, copyright, and software licensing laws.

QVM TRADER LOUNGE ACCESS CARD APPLICATION FORM



INSTRUCTIONS (Please **PRINT** all information clearly):

1. Complete **ALL** sections.
2. Return to your Precinct Manager or deliver to the Trader Hub located at F Shed Shop 1.

PLEASE NOTE:

- One security access card will be issued to each business to share amongst their staff and family who work in the Market.
- Users who do not comply with the Trader Lounge Code of Conduct (which is attached and clearly displayed in the space) may be asked to leave or refused entry in the future.
- The lease or licence holder is responsible for the conduct of anyone using their security access card.

1.	APPLICANT DETAILS
Name:	
Business Name:	
Trading License No:	
Lease/License Holder Name (if different to above):	
Access level requested: <input type="checkbox"/> Trader Access Start Date:	

2.	AGREEMENT
I have read and understood the Trader Lounge Access Card Code of Conduct Conditions overleaf and agree with the terms.	
Signed by Applicant: Date:	
Print name:	
<small>Privacy Statement: QVM Pty Ltd is committed to protecting the privacy of your personal information. We need to collect and handle your personal information in order to be able to process your application. All the information you give us will be handled in accordance with the Privacy and Data Protection Act 2014. You can gain access to the personal information we hold about you and request that it be corrected if necessary. For further information about privacy contact travis.palin@qvm.com.au.</small>	

OFFICE USE ONLY – QUEEN VICTORIA MARKET (please tick)	
Access Card Number:	Access Level Granted:
Authorised by:	Name:
Date:	
<input type="checkbox"/> Lease / licence holder has received the Access Card and accepts responsibility for the secure keeping of the same and will immediately report a lost or misplaced card to their Precinct Manager.	