



Service Policy

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Approved	By the board		

Version 1.0

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Purpose

This policy outlines how the organisation supports families experiencing hardship throughout Victoria, Australia.

Scope

This policy applies to all users of the organisation's service.

Definitions

The organisation, Loved & Shared Inc.

Personnel - staff and volunteers of the organisation, whether paid or not.

Partners - social service agencies, Maternal and Child Health nurses and other health professionals.

Policy

1. Service Overview

We aim to ensure families can provide babies and children with everything they need to thrive. We receive donations, particularly very high quality, preloved nursery goods and children's items from the community and rehome them through social welfare and community groups that support vulnerable families and children. We also use donations and philanthropic grants to purchase essential childhood and nursery items for distribution to vulnerable families.

The service is provided free of charge and the only assessment criteria is that the partners are employed by a legitimate service provider.

The organisation relies on their partners to assess their client's needs, place requests online and distribute material items on behalf of their clients.

2. Services and projects

2.1. Universal Service

The organisation's service is offered to all partners in South West Victoria.

3. Referrals

The organisation does not provide a public facing service and therefore the partners cannot send their clients to the organisation with a referral.

The partners must liaise with the organisation on behalf of their client, including request, pick up and distribution.

If individuals approach the organisation directly for material aid they will be referred back to their health worker, maternal child health nurse or social worker.

By supporting partners with material aid the organisation can help them build a stronger and more trusting relationship with their client. The organisation's goal is to support the work that the partners do to address the underlying cause of disadvantage or hardship.

4. Safety

The organisation is taking safety very seriously.

When collecting goods, partners must ensure the following:

- A suitable vehicle for transporting, at times bulky, goods
- A valid and current driver's license
- Ability to see safely out of all windows after you are loaded with your goods
- Following all parking directions
- Operating with own and those around's safety as a priority at all times
- Practicing safe methods of manual handling at all times
- Following all instructions of the organisation's staff whilst on site

5. Terms and conditions for goods obtained from the organisation

The partners agree:

A. to use the goods solely to support the organisation's work to care for families in need.

B. that the goods will not be used to further or with the intent to commit a terrorist act(s) or to associate with any criminal or terrorist activities.

C. that the goods may not be transferred, sold, given or assigned to any other organisation or entity and that the goods must be received and stored at a business location.

D. that the partners will not sell, trade, barter or otherwise transfer the goods in exchange for money, property or services.

E. that the goods may not be used in conjunction with any fundraising activities and that they will not accept voluntary, recommended or required cash donations in direct or indirect exchange for the goods.

F. that goods may not be given to or taken by them or their volunteers, officers, directors, or employees, for personal use and that the goods will not be returned to the original donor or returned to the donor's retail store.

G. to maintain adequate records of any goods obtained (as required by applicable tax law and regulations), and to make such records available upon request.

H. to promptly provide adequate substantiation of distribution of the goods upon request.

I. to adhere to a non-discrimination policy in accordance with applicable state, territory and/or federal law.

If the partners do not comply with the above terms of service, the organisation has the right to temporarily suspend or permanently revoke the partners' ability to use the organisation's service.

Policy review

This Policy will be reviewed and updated every two years or sooner if required. It will be approved by the Board and published and communicated to all employees and placed on the Loved & Shared website. Any questions in relation to the Policy, please contact the EO.

Reference Documents

The following documents are to be used in conjunction with this policy:

- a. Service Procedure
- b. Privacy Policy

Partners' privacy and that of the family they serve is important.