



# Service Policy 1.0 <sup>1</sup>

Version	1.0	Approved by	Derryck Klarkowski
		Approved date	20 February 2019
Responsible person	Executive Officer	Review date	30 January 2020

## 1. Introduction

We Care Connect supports families experiencing hardship in practical partnership with qualified staff from Community Centres, family support agencies and other professional interfaces such as schools and hospitals. This policy describes how you can access our service, what we can do for you, and what we ask of you in return. We require all users of our service to agree to this Service Policy.

## 2. Service Overview

We Care Connect is a not-for-profit volunteer-based organisation that distributes new and high-quality used baby goods and nursery equipment to families in need. We liaise directly with caseworkers and related qualified personnel and rely on them to assess need and to collect material items on behalf of their clients. Part of this policy is that you do not bring your clients to our operational centre or send them to collect the items themselves.

It is the responsibility of each registered user to make their employer aware that they are accessing our service.

We believe that by reusing and recycling children's items, we not only share the joy of motherhood with each other, but we save the earth's precious resources too.

## 3. Service scope

Please refer to the list of what we do and do not rehome on our website, so that you are familiar with what we have to offer. Some items are valuable and not often donated to us, so we fundraise to purchase new stock -typically cots, prams for multiples and car

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<sup>1</sup> This document is directly based with permission on St Kilda Mums 'Service Policy'

restraints. We do not promise that we can provide new stock should you request it, but we do try our best to understand and accommodate the specific needs of your clients.

#### 4. Registration

All individual users of our service must first register using an online form. Users must register with their work email address. A private email address is not acceptable

#### 5. Ordering

All requests must be placed on our online form. We ask that you complete one order form for each individual family.

The order form ensures that you are made aware of all the material aid that is available to you. We also collect vital information that might help us select the appropriate products for you.

Whenever you make a request using our order form, please be as specific as possible about what you need.

We ask that you tell us the due or birth date of the baby, gender if known and if there are any other children in the family.

#### 6. Referrals

We do not have the qualifications, infrastructure or insurance to provide a public facing service and therefore you cannot send your client to us with a referral. We rely on you to liaise with us on behalf of your client, including ordering, pick up and distribution.

If individuals approach us directly for material aid we refer them back to their health worker, Maternal Child Health nurse or social worker.

#### 7. The waitlist

We may not have enough valuable items such as prams, cots and car restraints to fill every order immediately, so these are placed on a wait list. We prioritise babies already born or due in the next 3-4 weeks over babies due in the coming months, so please be sure to enter the correct due or birth date for each child.

If you need to make alterations to an order please email us and we can update the form. Similarly, if your client no longer requires the items please let us know so we can remove it from the wait list.

#### 8. Collection

Once your request is received, we aim to acknowledge all orders within 48 hours of submission. **Urgent** requests will be available at the earliest opportunity acknowledging that request are prepared by volunteers who are not always available at short notice.

For routine requests we ask that you give us at least one-weeks' notice of the date you intend to pick up so that we can have all stock prepared for you.

Importantly please let us know if you cannot come on the appointed date.

Clients are not permitted to come to the HQ. Please **never** bring your client, or a member of their family with you when you come to our operational centre.

We Care Connect accepts no responsibility for goods loaded in cars. It is your responsibility to make sure vehicles used for transporting goods are suitable

## **9. Delivery**

By arrangement we will organise low cost or free delivery of requests where circumstances mean that agency staff workers or their volunteers are unable to travel to our operational centre. In these cases requests will still be delivered to the agency and never to the client.

## **10. Return or replacement of items**

In the rare instance that an item fails please contact us immediately and we will replace that item whenever we are able.

## **11. Communication**

Please ensure all communication with our staff and volunteers, and their personal contact details, are kept private and confidential.

## **12. Photography**

Our organisation has a strong social media presence which allows us to network effectively in the community to source essential material aid in a timely manner. You may be asked to pose for a photograph, and tell us something about your work, your family or your day as a case study. We will ask your permission to do so. We understand that in some instances this may not be possible, or you are required to get permission from your organisation.

## **13. Non-adherence to these terms of service**

If you do not comply with these terms of service, we reserve the right to temporarily suspend or permanently revoke your ability to use our service.

## **14. Privacy**

Your privacy, and that of the family you serve is important to us. Please see our Privacy Policy.

## **15. Notification**

We may amend or update this service policy from time to time. When we do this, we will notify you in writing.

## 16. Acknowledgement

This document is directly based with permission on St Kilda Mums 'Fraud Risk Policy 2.0', drafted by Nyree Fiddes, approval date 14 November 2016.