



Material Donation Acceptance

Introduction

The Generosity Collective (TGC) is a Registered Charity.

The Generosity Collective may accept or refuse any donations. The Generosity Collective currently does not and will not provide Tax Receipts for donations of second-hand material aid.

Scope:

This document provides clear guidelines for all staff paid or volunteer.

Donations- Material Aid

1. A detailed list of items we accept and do not accept will be clearly outlined on our website. This will also be displayed on collection bins and within the warehouse.
2. Material Aid will be collected by a volunteer from the donor's home, work, school, or community group or dropped into our warehouse location on designated days.
3. All material aid donated should be in a clean, lightly used second-hand condition.
4. The Volunteer or Supervisor needs to deem whether the item is fit for purpose or if it is better suited to another charity/organisation or unusable.
5. Items that are in good condition, but not hygienic will be washed and dried on site. Donors will be given clear instructions as to why we ask you to launder prior to donating.
6. Donations are to be sorted into Male, Female, Non Binary and Size and placed in designated well signed tubs. Further to this stage a 'supply pack' will be created.
7. Where possible a volunteer needs to complete a Donation Checklist to the best of their ability to ascertain the volume and type of donation. This needs to occur for each Community Members donation. When this is not clear or the donor's identity isn't known, this can be done as a part or a combined list.
8. Volunteers or staff are to enter all details into our customer database. Those volunteers will receive appropriate onboarding for this prior to being given this task.
9. When responding to a request for aid, A Donation Request List must be completed with a copy given to the agency at the time of collection/delivery. This should be a pdf and emailed prior to collection.
10. The Generosity Collection must keep a digital and paper record for up to 7 years.
11. The Generosity Collective aims to personally thank each donor after receipt of goods as a way of keeping them connected to our Giving Community.