



## Service Policy

### **Purpose:**

To outline how The Generosity Collective intends to support individuals or families experiencing hardship in Melbourne's Eastern Suburbs.

### **Scope:**

The Generosity Collective is domiciled in the City of Whitehorse and will support individuals residing within Melbourne's Eastern Suburbs. This document applies to all potential service recipients.

### **Policy**

#### **1. Service**

The Generosity Collective is a Registered Charity. The aim is to improve the quality of life of disadvantaged families through the provision of specified and quality second-hand and new goods through our registered community members.

We are dedicated to providing essential clothing and items to those facing hardship while focussing on supporting a circular economy.

The Generosity Collective relies on donations of material aid, time and money, gifts-in-kind, and grants to operate. The organisation currently has no recurrent funding source.

The Generosity Collective provides the service free to partners who need to be employed by a legitimate service provider in Melbourne's Eastern Suburbs.

The Generosity Collective requires all our partners to assess their clients' needs and liaise with our personnel to ensure their clients receive aid in a timely manner.

#### **1. Areas of service**

The Generosity Collective provides service to agencies located in Melbourne's Eastern Suburbs. Requests for assistance outside our area of service will be referred to similar organisations in their region wherever possible.

#### **2. Referrals**

The Generosity Collective does not directly support the individual in need of assistance. The organisation relies on community partner agencies to liaise with individuals and to distribute donations on our behalf. Individuals who approach The Generosity Collective independently will be advised to contact their Case Worker, Maternal Child Health Nurse, Support Worker, or relevant community group or support agency.



### **3. Safety**

#### **(Pick up Service)**

The TGC takes safety very seriously. We ask you to adhere to the following.

- You park in the allocated parking bays
- You have a valid driver's license or Agency ID Visible
- Your car has free space to fit donations
- You follow The Generosity Collective's instructions prior and on site

#### **(Delivery service)**

- A safe designated drop off address is confirmed.
- You have an Agency ID Visible
- You supply a trolley or like transport items if necessary

### **4. Term and Condition for Goods obtained from The Generosity Collective**

**The Partner must agree to the following terms.**

- To use the goods to support the organisation's goal or provide crisis care for those most vulnerable.
- Goods are not sold or auctioned off or exchanged for other items.
- Brand New Items with tags are not returned to stores to obtain a refund.
- Goods are not taken and given to volunteers, employees, directors, board members for personal use or gain.
- To adhere to a non-discrimination policy in accordance with Victorian State Law and/or Federal Law
- To maintain records of any good obtained and kept as stipulated by ATO and tax regulations.
- Goods are not transferred to another person or organisation without prior consent.
- Good will not be used with the intent to commit a terrorist act(s) or to associate with any criminal or terrorist activities.

If the partners do not comply with the above terms and conditions The Generosity Collective will suspend supplying a service to that organisation indefinitely.



**Definitions:**

***The Generosity Collect, TGC, Us, We, Our-The Generosity Collective Inc***

***Personnel -Staff, Volunteers paid and unpaid***

***Partners- Social Service Agencies***

**Support Worker**

Full Name:

Organisation:

Role:

Signature:

Date:

**thegenerositycollective.org.au**  
**ABN:66370165995**  
**Incorporation No. A0111083N**



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