



Service Procedure

Purpose:

To provide an understanding of the requirements and process for accessing and utilising the services offered by The Generosity Collective (TGC).

Scope:

TGC is located in The City of Whitehorse and facilitates requests for aid from Crisis Support Agencies, Allied Health Professionals and Community Services across the Eastern Suburbs of Melbourne.

Procedure:

1. Registration

Prior to submitting a request for service ensure that you have read TGC service policy and service procedure and understand the service requirements.

To register you must complete a Request for Partnership form located on our website. Please note that requests for assistance from a personal email account (eg. gmail, bigpond outlook) will not be considered.

Your employer/agency manager must be notified that you have requested our assistance and intend to on an ongoing basis.

2. Request service

A Support Worker Request for help form can be submitted via our website and is located under our Request Help Tab. The form must include all information known to you, this will ensure that we can provide sufficient aid and set appropriate alerts to our 'Giving Community.'

A separate 'Request Help' form is required for each Family, detailing specific information for everyone. Up to 6 Families members can be entered on the one request form. Please ensure that you provide the age but also clothing size (where known), this will help us tailor our response to each individual.

Once you send your request for assistance you will receive an automated response, you will then be contacted within 48hr or within 2 business days from receipt of your request.

3. Referrals

TGC does not provide a service directly to individuals in need. We rely on you to be the conduit for donations and liaise on their behalf. We want to support you and the hard work you do.



4. Collection

There are two options for collecting goods.

Collection from our warehouse on our designated open hours OR Delivery on our two designated delivery days between 10am-3pm.

*If you are collecting from our warehouse, we ask that you remain in your car and call the number given to you at the time of contact. We will come to your car with the items. Once a COVID-19 Vaccine has been distributed access inside our warehouse will be possible.

5. Safety

(Pick up Service)

- 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.

6. Communication

All communication between yourself or any member volunteer or otherwise is kept confidential.

7. Photography

We need to keep our community updated on how their generosity is being received and making an impact. You may be asked to pose for a photo. You have the right to decline this request. We will never post a picture without your consent.