

Staff and Volunteer Induction Manual

Contents

| | |
|--|----|
| Introduction | 3 |
| Vision, Mission, Values and Goals..... | 3 |
| Our Vision..... | 3 |
| Our Mission..... | 3 |
| Our Values..... | 3 |
| Our Goals | 3 |
| Where we have come from and where we are now | 4 |
| Our Services | 4 |
| Centre Locations and contact information | 5 |
| Strategic Direction 2019-2024 | 5 |
| Our objectives and indicators | 6 |
| Organisation structure | 9 |
| Child Safety Standards | 10 |
| A Healthy and Safe Workplace – What you need to know..... | 10 |
| Code of Conduct | 11 |
| Site Safety Rules..... | 11 |
| Occupational Health & safety (OHS) Policy | 11 |
| Equal Employment Opportunity Policy..... | 11 |
| Acceptable use of technology..... | 11 |
| Accessing Policies, Guidelines, Procedures and Forms | 12 |
| Workplace Support | 12 |
| Professional Development and Training..... | 12 |
| Privacy..... | 12 |
| Health Records Act 2001..... | 13 |
| Mandatory Reporting..... | 13 |
| Cultural Awareness Training | 13 |
| Volunteers..... | 13 |

| | |
|--|----|
| Staff and volunteers responsibilities and good practice..... | 14 |
| Board Directors | 14 |
| Volunteers..... | 15 |
| Case Manager | 15 |
| Little Sprouts Op Shop Manager | 16 |
| Family Day Care Educator | 17 |
| Bus Driver | 17 |
| Donations..... | 17 |
| Appendix 1 Donations we accept..... | 18 |

Introduction

Welcome to Zoe Support Australia!

We are excited that you have joined the Zoe Support team as an employee, volunteer or board director.

To help make your transition to the Zoe Support Australia team as smooth as possible, we have compiled the following information for your reference.

This document will give you insights into:

- Our vision, mission, values and goals
- Where we have come from and where we are now
- Our Services
- Our strategic direction
- How our organisation is structured
- What you need to know about and our key employment policies
- Our workplace support programs
- Online training requirements

Vision, Mission, Values and Goals

Zoe Support targets disadvantaged and welfare-dependent young mothers (aged 13-25), providing pathways to education, training and employment as they embark on their parenting journey.

Our Vision

Young Mothers: Connecting, Inspiring, Learning

Our Mission

To provide a supportive, place-based community for young mothers on their parenting and education journey

Our Values

Respect, Compassion, Courage, Diversity, Dignity, Choice, Justice

Our Goals

- We will support young mothers at risk, in parenting and re-engagement in education.
- We will develop social enterprise models to assist Zoe Support social and economic outcomes.
- We will foster strong relationships with our key stakeholders
- We will be a proactive, well-governed and financially responsible organisation, focused on key outcomes.

Where we have come from and where we are now

Zoe Support Australia was founded by Dr Anne Webster in a voluntary capacity. In 2011, Dr Anne Webster published her Social Work Honours paper, “Great Expectations for Teen Mothers to Re-engage in Education”. https://2ffd5672-a802-4853-9c7c-224e9cca3b45.filesusr.com/ugd/6795a3_814e49ae6989464794e7d827d6bf61d2.pdf This research paper provides evidence to inform the Zoe Support service model, with specific research in the Mildura community (Webster 2011).

Zoe Support is a not-for-profit, community-based organisation operating within Mildura and surrounding districts, opening its first centre in 2013. Zoe Support was established to provide benevolent relief of social isolation, poverty, ill health, destitution and distress of pregnant women and new mothers who lack support and resources.

Our Services

Zoe Support is committed to the continual development of ideas, programs, events and education to positively impact on the opportunities of each young person in regards to pregnancy, parenting and early support in life.

This placed-based, holistic, wraparound service provides young mothers with individual, integrated intervention and advocacy to re-engage in education. Concurrently, young mothers access counselling and participate in programs that promote positive parenting and increase social inclusion. Multiple study rooms with onsite childcare offer access to various education options while fostering mother-child interrelationship in-between classes and study.

Zoe Support Australia advocates for secure safe housing, improved mental health and wellbeing, financial support and life skill programs.

Since 2013, Zoe Support has established four centres in the Mildura region. These innovative services are based on individual integrated intervention including:

- intensive casework by a team of qualified case managers, including a housing case worker
- Family Day Care In-Venue Care provided by qualified early years educators onsite while parents attend school or programs
- study hubs at each venue
- life skills programs, such as positive parenting, birthing classes and ante natal consultations provided by Sunraysia Community Health, Maternal and Child Health onsite visits to encourage breastfeeding and early years development
- Learn Local pre-accredited training programs including ‘Bibs and Blankies’ sewing, Bridging Numeracy and Literacy, Financial Literacy, Contemporary Cakes and Small Business, Introduction to Retail & Hospitality, LEAP into Vehicle Maintenance & Repairs and the ‘Earth to Table’ cooking.

- tutoring support provided by qualified teachers
- advocacy and referrals with valued partners in health, education, welfare and employment
- social enterprises
- transport assistance with two vans transporting mothers and babies to and from education, medical, and other appointments.
- peer mentoring.
- Supported playgroups

You can find more information about Zoe Support Australia on our website

www.zoesupport.com.au

Centre Locations and contact information

- Centre 1 – 293 Deakin Avenue, Mildura Vic 3500
- Centre 2 – 270 Deakin Avenue, Mildura Vic 3500
- Centre 3 – 278 Deakin Avenue, Mildura Vic 3500
- Centre 4 – 259 Deakin Avenue, Mildura Vic 3500
- Little Sprouts Op Shop Café – 37 Pine Avenue, Mildura 3500

Email: info@zoesupport.com.au

Phone: 0488 963 963

Strategic Direction 2019-2024

Zoe Support Australia will be:

- *True to its essence*
Evidence and researched-based programs will cater for all young mothers who need support by helping them develop skills and energise their lives. Zoe will act as a strong advocate for young mothers at a community and political level.
- *Supported by a high performing workforce*
Zoe will have a committed and high performing workforce that believe in the model and vision, and a sustainable succession plan where leaders in the organisation and community are identified, trained and inspired to carry the Zoe baton into the future.
- *Increasing its impact*
The success of Zoe is measured in the number of young mothers it positively impacts. Therefore it is within its nature to be ever expanding and transferring its knowledge domestically to other regions and internationally to other countries.
- *Highly visible*
The success stories will be shared widely with the public, influencing policymakers, and Zoe will be recognised for its achievements.

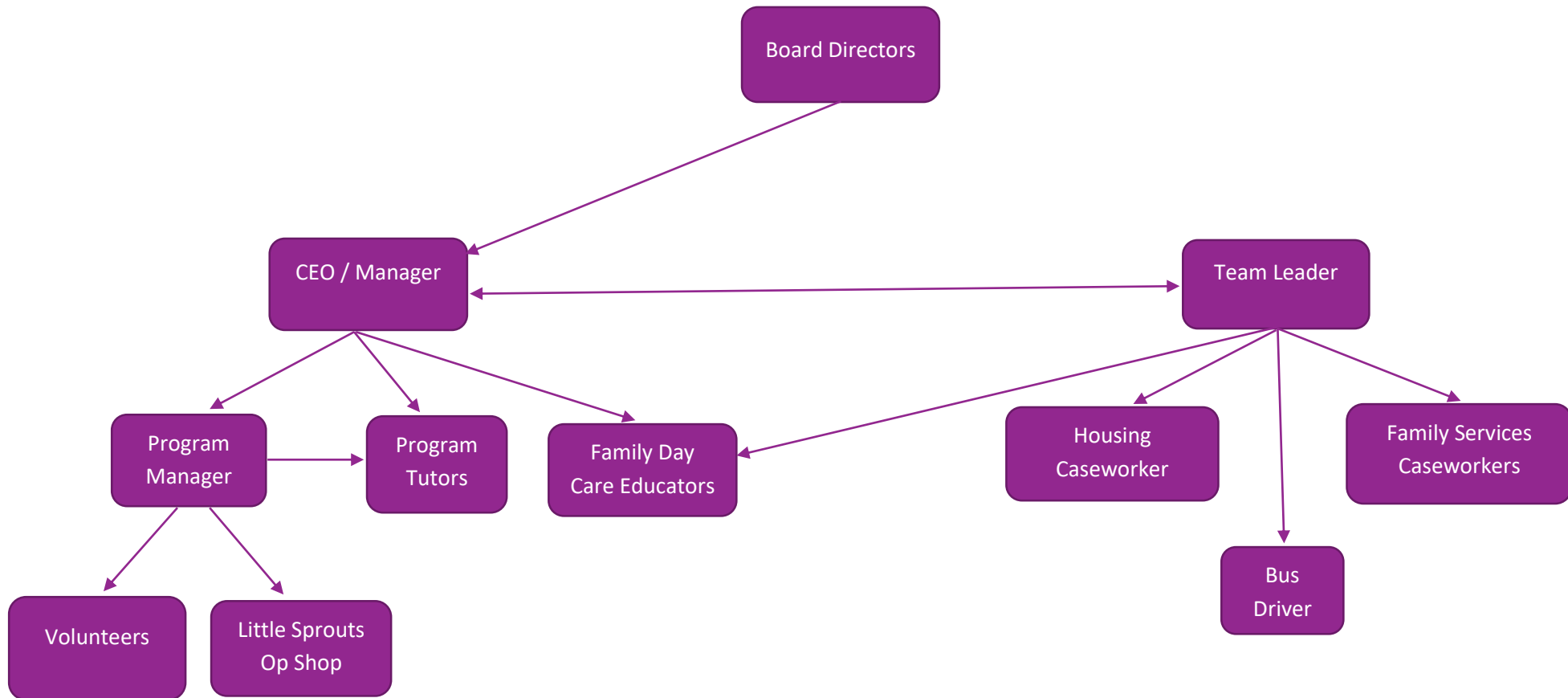
Our objectives and indicators

| Shift | Objective | Indicators | Actions |
|------------------------------|--|--|---|
| Thriving | A fully funded organisation which is accredited and recognised as a valuable resource. Zoe is breaking the welfare dependence cycle and looking at ways to innovate and expand the model to introduce new initiatives. | <ul style="list-style-type: none"> ▪ Diversified funding from government and non-government entities ▪ Influential and recognised by government and the community ▪ Holistic, and transferable model ▪ Quality evidenced base outcomes ▪ Inter-generational disadvantage is being reduced | <ul style="list-style-type: none"> ▪ Board and staff to identify ongoing sustainable partners and funding sources in government and non-government sectors ▪ Use influence of the board and the skills of the organisation to secure and retain funding ▪ Use publicity, media, success stories to help access funding and be influential ▪ Seek business and community input ▪ Enhance and record data of the model ▪ Take full advantage of our partners' strengths that compliment us ▪ Collecting success stories and ensure to show outcomes ▪ Transferability of the model to enable expansion ▪ Keeping connectivity with young mothers |
| Well-connected, stable model | A cohesive organisation that works more efficiently, has stable staffing and volunteers that want to work at Zoe, and a wraparound service that meets the needs of families. | <ul style="list-style-type: none"> ▪ Greater connection and collaboration between Zoe's staff across different sites ▪ Removed segmentation of services, case management and relationship | <ul style="list-style-type: none"> ▪ Instil a work environment and culture supportive of staff ▪ Have clarity in roles for staff and volunteers |

| | | | |
|----------|--|--|--|
| | | <ul style="list-style-type: none"> ▪ Growing a community sense of belonging and unity ▪ Capacity building for staff ultimately improving efficiency and effectiveness | <ul style="list-style-type: none"> ▪ Policies and procedures to be made available with staff providing input ▪ Staff and volunteer training ongoing ▪ Even workload across staff ▪ Decrease case management ratios ▪ Ensure that everyone is part of the same vision ▪ Keep uniqueness and special quality of Zoe community so mothers don't feel like a number again ▪ Keep a special relationship and communication with young mothers – coming and meeting everyone on their individual story and merit ▪ Help mothers transition out of Zoe into the community ▪ Continue to promote Zoe initiatives and programs |
| Holistic | Reducing the intergenerational disadvantage by changing and transforming more young mothers' lives through a wraparound model with no service gaps and fully meeting young mothers' needs. | <ul style="list-style-type: none"> ▪ Mothers committed to their parenting ▪ Social mothers engaged with community ▪ Breaking the cycle of welfare dependency ▪ Mothers adopting an ongoing learning attitude ▪ Safe and healthy mothers | <ul style="list-style-type: none"> ▪ Education regarding services ▪ Build up young mothers' confidence ▪ Multiple points of contact ▪ Access to health services ▪ Build young mothers confidence in self-directed lifelong learning ▪ Build young mothers confidence in skill base |

| | | | |
|-------------------------|---|--|--|
| | | | <ul style="list-style-type: none"> ▪ Structured supported workplace opportunities ▪ Parenting and life skills support programs ▪ Being involved with education providers ▪ Accessible education and training ▪ Develop a social enterprise (Little Sprouts) ▪ Supported sports and arts activities ▪ Supported volunteering ▪ Education and building and maintaining relationships |
| Recognised and Scalable | A proven and recognised model with great governance and easily replicable, helping young mothers beyond our home, state and nation. | <ul style="list-style-type: none"> ▪ Government, providers, business, entrepreneurs and media all coming to us ▪ Great storytelling to inspire others ▪ Measurable impact (e.g. less young families dependent on the welfare system) ▪ Greater impact around Australia and the world | <ul style="list-style-type: none"> ▪ Get success stories into public arena (social media and media) ▪ Lobby political members ▪ Engage media outlets ▪ Effective intensive case management ▪ Successful education outcomes ▪ Demonstrating outcomes and security of funds ▪ Communicating to government, through media and through community ▪ Enabling national roll-out |

Organisation structure



*Family Day Care Educators operational support from Manager, Welfare Client and Children support from Team Leader

Child Safety Standards

Zoe Support Australia is committed to Child Safety;

- We want children to be safe, happy and empowered
- We support and respect all children, as well as our staff and volunteers
- We are committed to the safety, participation and empowerment of all children
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow rigorously
- Zoe Support Australia is committed to preventing child abuse and identifying risks early, and removing and reducing these risks.
- Zoe Support Australia has robust human services and recruitment practices to reduce the risk of child abuse by new and existing board members, staff and volunteers.
- Zoe Support Australia is committed to regularly training and educating our board members, staff and volunteers on child abuse risks.

We are committed to the cultural safety of Aboriginal children, the cultural safety of children from culturally and or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

Zoe Support Australia's ethos is reflected through policies and procedures that protect the health, safety and welfare of all clients, especially children, who are referred to or are clients of the organisation. The Commitment to Child Safety policy in conjunction with our Safety Screening policy dictates that all requirements listed below must be completed prior to commencement of employment or engagement within Zoe Support Australia at the employee or volunteer cost:

- Working with Children Check
- National Criminal History Check CHC (Including proof of Identity)

Please Note: An International Criminal History Check is also required if the applicant has resided outside of Australia for a cumulative period of 12 months or longer during the past 10 years.

Further, a staff member is to be present with clients when visitors or maintenance personnel attend Zoe Support Australia.

A Healthy and Safe Workplace – What you need to know

It's important to us that everyone at Zoe Support Australia has a safe and healthy place to work and volunteer. We have a few rules and procedures that help to make sure everyone knows what's expected of them and what to do if they need help.

To make sure everyone has a shared understanding of all of this we have created key policies. Each deal with a different aspect and together they make up our Health and Safety Employment policies.

A Health and Safety committee has also been established and meets bi-monthly, to review and update policies as required. If you would like to be part of this committee or have any questions please check the notice board at any of the Zoe Centres for contact details.

Code of Conduct

The Code of Conduct is where you will find guidance on the standards of behaviour we have set for ourselves when we are dealing with each other, our clients and the wider community. It also lets you know what you can and cannot do when you are using Zoe Support Australia property, equipment and facilities.

Naturally your manager or supervisor is able to help with additional advice if you have something that needs talking through.

Site Safety Rules

Being safe and keeping each other safe while we work is very important to us at Zoe Support Australia. Our Site Safety Policy is where we have collected together a summary of all the different OH&S practices we follow.

This is where you can read about our manual handling practices, our attitude towards bullying and harassment and rules for using equipment. It's a good place to start learning about what's expected of you to keep yourself and your colleagues safe at work and something that you should make time to read as soon as possible.

Occupational Health & safety (OHS) Policy

Need more information on reporting workplace injuries or hazards, evacuation procedures. WorkCover or other health and safety details? Our Occupational Health and Safety Policy is the document you need. Here you'll find everything you need to know about our safety procedures, your responsibilities.

Equal Employment Opportunity Policy

Zoe Support Australia is proud to be an equal employment opportunity workplace. This means that we strive to treat everyone fairly, providing opportunity for all of us to work to our greatest potential based on our ability to perform each job and not on other unrelated attributes. We wrote our Equal Employment Opportunity Policy to provide everyone with a shared understanding of what we consider to be acceptable and appropriate behaviours at work and how to demonstrate equal employment practices.

Acceptable use of technology

Wondering what the rules are around writing and sending emails? We treat emails the same as any other written communication – don't send anything by email that you would not say publicly.

The internet provides us with access, lots of useful information and resources that help us do our jobs. However, there are some rules around what you can and cannot do on the internet.

The acceptable use of technology Policy has all the details for you.

Accessing Policies, Guidelines, Procedures and Forms

Zoe Support Australia has a document management system (OneDrive) where you can access policies, guidelines, procedures and forms. There is also a folder located at each of the Zoe Support Centres with up to date hard copies.

When policies are being reviewed they will be located at each centre's notice board and also emailed to staff for feedback prior to approval.

Workplace Support

Working with our clients can be an incredibly rewarding, it can also be incredibly challenging. This is why Zoe Support Australia requires that employees involved in the provision of services directly to children, young people, adults and families have regular supervision sessions with their direct manager.

Supervision is central to providing high standards of professional service and client outcomes. Supervision is an essential part of employees learning the knowledge and skill base required to undertake their role.

Supervision supports our employees to maintain personal motivation, emotional responsiveness and tenacity.

For further information around workplace support and the Employee Assistance Programs please speak with your manager.

Professional Development and Training

At Zoe Support Australia we are committed to developing a learning environment in which our staff and volunteers can excel and grow professionally to ensure that our services have a positive impact on the lives of the children, young people, families and communities that we work with.

Staff and volunteers will be notified when these professional development opportunities arise. If an employee is seeking to complete a specific professional development opportunity please discuss this with your manager.

Privacy

Privacy is important to Zoe Support Australia and we are committed to treating all information with respect and integrity. As an employee or volunteer of Zoe Support Australia you are required to be aware of relevant privacy laws and to ensure that our services and administration systems comply with these laws when providing services.

All employees are to please follow the link to complete the Introduction to Privacy in the Victorian Public Sector. You will have to create a new account and complete ONLY the 'Introduction to Privacy in the Victorian Public Sector' section.

Upon completing the training, please upload a copy of the electronic Certificate of Completion and provide a copy to your manager.

<https://elearning.ovic.vic.gov.au/login/learnbook/index.php>

Health Records Act 2001

New employees should undertake this program as part of their induction to Zoe Support Australia. An account will need to be created for this training program upon opening the link.

Upon completing the training, please upload a copy of the electronic Certificate of Completion and provide a copy to your manager.

<https://ohsc.kineoportal.com.au/>

Mandatory Reporting

New employees are required to undertake this online modules as part of their induction to Zoe Support Australia. If they have previously completed the training please provide certificate to management. To complete, click on link, create an account and complete the Early Childhood – Protecting Children – Mandatory Reporting and other Obligations.

Once completed click on your profile to email a copy of completion certificate and provide to management.

<https://educationvic.elmotalent.com.au/dashboard>

Cultural Awareness Training

New employees are to undertake this program as part of their induction to Zoe Support Australia. An account will need to be created for this training program upon opening the link.

Upon completing the training, please upload a copy of the electronic certificate of completing and provide a copy to your manager.

<https://emergingminds.com.au/online-course/working-with-first-nations-families-and-children-a-framework-for-understanding/>

Volunteers

It is not mandatory for volunteers to complete these online training modules, however they are to ensure that the following Zoe Support Australia Policies have been provided to them, read and understood.

- Privacy Policy
- Privacy Statement
- Commitment to Child Safety Policy

Staff and volunteers responsibilities and good practice

- The Program is delivered in accordance to the values, standards, policies, procedures and practices of Zoe Support
- Participate in professional development and training as required for position
- Assist program staff with training and supervision opportunities
- Participate in team meetings, staff management forums and professional supervision for position
- Contribute to the ongoing review and development of Zoe Support Policy and Procedures Manual
- Contribute to the ongoing strengthening of collaborative, productive and harmonious team relations
- Contribute to the maintenance of a safe work and living environment per industry standards and Zoe Support frameworks and policies and procedures
- Collaborate, support and participate in key capacity building activities per the Zoe Support Model
- Maintain knowledge and understanding of current issues, gaps in service provision, initiatives, and government policy
- Promote the services of Zoe Support within the community as well as provide education regarding the needs of disenfranchised young pregnant and parenting women
- Ensure relationships with colleagues, clients and service providers are professional and ethical and that cultural differences are respect
- Work constructively with young mothers from diverse backgrounds including young indigenous and those from culturally and linguistically diverse backgrounds
- At all times, interact and support young people and their child/ren in accordance with the vision, mission and values of Zoe Support

Board Directors

As a Board Member you must, at all times, act ethically and for the benefit of an in the best interests of Zoe Support Australia.

The Board Directors are responsible for the overall governance, management and strategic direction of Zoe Support Australia in accordance with Zoe Support's goals and objectives.

The duties and responsibilities of a Zoe Support Board member include:

- Providing strategic direction to Zoe Support Australia and deciding upon the strategies and objectives in conjunction with the CEO.
- Monitoring the strategic direction and the attainment of its strategies and objectives.
- Overseeing the design, implementation and periodic review of appropriate and effective policies, processes and code for the organisation.
- Reviewing and approving Zoe Support Australia's internal compliance and control systems and codes of conduct.
- Approving the Zoe Support Australia budgets and business plans and monitoring major capital expenditures, acquisitions and divestitures.
- Monitoring and reporting the operational and financial position and performance of Zoe Support.

- Assuring that Zoe Support's financial and other reporting mechanisms result in adequate, accurate and timely information being provided to the board.
- Driving organisation performance so as to deliver client value or benefit
- Assuring a prudential and ethical base to Zoe Support Australia's code and activities
- Assuring the principal risks faced by Zoe Support are identified and overseeing that appropriate control and monitoring systems are in place to manage the impact of these risks
- Monitoring and supporting the role and performance of Zoe Supports CEO
- Ensuring that Zoe Support Australia's affairs are conducted with transparency and accountability
- Ensuring that Zoe Support is compliant with all relevant legislation

Volunteers

- Introduce yourself to others and help them feel welcome too
- Be kind and respectful when communicating with others
- Smile! It's free! And so is the coffee and tea in the kitchen
- Listen to each other and take a little care not to talk over the top of someone else. Take turns to be tolerant of others' opinions. You don't have to agree; however, courtesy costs nothing.
- If you are unsure of your role or tasks, speak to management. All of our volunteers and employees report to management directly and should not feel they are being misdirected by other volunteers/employees.
- Give constructive feedback and suggest solutions to management directly. To avoid confusion, any maintenance requests should be made directly to management, which will then be passed on to the appropriate people and our maintenance staff.
- Refer to Volunteer Management Policy for volunteer roles

Case Manager

- Provide client-centred support to young pregnant and parenting women and assist with day to day living skills, connections with community, personal and social development, re-engagement in education and training and pathways to employment
- Conduct assessments of referrals in accordance with the Zoe Support policy and procedures
- Engage in cooperative efforts with different social agencies to help clients
- Provide targeted individual casework to the identified client group
- Provide short term counselling services and where necessary refer clients to appropriate providers
- Uphold client individual rights and responsibilities to access education opportunities and assist them find appropriate community services to assist with their needs
- Advocate for and assist clients to manage their whole of life needs as young mothers and students
- Provide intensive outreach support services to targeted young people in accordance with Zoe Support policies, procedures, practice principles and standards
- Develop and maintain client focused case plans in consultation with young people/clients

- Assist young mothers to follow up actions per their case management plans including areas such as housing, income, education and training, health and wellbeing and general living skills
- Work constructively with young mothers from diverse backgrounds including young indigenous and those from culturally and linguistically diverse backgrounds
- Provide living skills training to assist young mother's to become independent and self – motivated and particular focus on the development of skills in relation to tenancy issues, education, training and employment, as well as parenting, personal and social development
- Conduct exit planning where appropriate within a case management framework, ensuring linking young people to appropriate ongoing services as well as assessment for outreach support
- Complete daily tasks of case note and statistical recording in a timely manner and ensure client data is maintained in a confidential manner
- Refer to Client Services Practice Manual for further clarification and information

Little Sprouts Op Shop Manager

- Manage a volunteer team to assist establishment and day to day running
- Coordinate and support young mothers to gain work experience as part of their retail, barista and hospitality pre accredited training
- Ensure the shop meets Mildura Rural City Council licence/permit requirements
- Manage day to day operations of community donations, by developing systems, space and delivery of goods
- Build customer loyalty and repeat business
- Ensure products purchased and sold meet mandatory and voluntary safety standards below link for reference to website.
<https://www.productsafety.gov.au/product-safety-laws/safety-standards-bans/mandatory-standards>
- Ensure to stay up to date with recalled items, immediately pulling any recalled products from shelves and making sure all items purchased meet safety standards
- Daily attendance records to be taken for all staff and volunteers
- Provide leadership which promotes effective teamwork, encourages cohesion and ensures staff feel valued and contributions are acknowledged
- Demonstrate high level open and effective communication (verbal, non-verbal, written and electronic) with clients, other staff, volunteers and service providers
- Demonstrate highly effective negotiation skills and conflict resolution skills when dealing with difficult situations
- Aim to achieve the key store objectives as stated below
 - Create a shopping environment that caters to the needs to the Sunraysia and wider community for pre-loved children's apparel, accessories and furniture to secure a market share of the second hand children's retail market locally
 - Be an active and vocal member in the community supporting teen mums, disadvantaged youth and mature age residents re-entering the job market
 - Provide quality children's clothing and goods at reasonable and affordable prices
 - Provide continual reinvestment through participation in community activities
 - Continually and consistently increase total number of on line and in store customers per year

Family Day Care Educator

- Family Day Care Educators are engaged under agreement with Mildura Rural City Council to perform the inherent duties of a family day care educator and within the parameters of Zoe Support Australia expectations and Code of Conduct.
- Family Day Care Educators will establish and maintain Family Day Care residences for provision of Family Day Care and support services for young mothers and pregnant teens.
- Each educator is solely responsible for the children in their service as recorded on the timesheets
- The FDC service at each of the Zoe Centres is to be considered a separate service and personal business of the FDC educator and will be run as such in partnership with Zoe Support and in accordance with Zoe Support mission and values.
- It is expected that each FDC educator will adhere to the rules stipulated by Mildura Rural City Council as set down according to the MRCC FDC Educator Agreement, Education and Care Services National Law and other applicable laws such as Tax System / Family Assistance Law and Childcare Benefit Instruments and the Working with Children Act (2005)

Bus Driver

- Provide transport to young mothers and their children to school, childcare and approved appointments. Bus schedules are provided from Case managers.
- Ensure buses are filled with diesel when required
- Ensure buses are kept clean at all times
- Ensure that at all times you adhere to the Authority to Drive, Transport Clients in Zoe Support Australia and Personal Vehicles agreement.

Donations

- Financial support please direct them to www.zoesupport.com.au. The website has a link to accept donations via PayPal or credit card. Alternately advise them they can contact **Merinda on 0488 963 963**.
- Housing items please pass their contact details on to Zoe Support housing worker or a case manager to make contact.
- Little Spouts Op Shop please direct them to **0447 386 014** or inform them donations can be dropped into the shop at 37 Pine Avenue. Tuesday – Friday 10-3 or Saturday 10-1. Please see appendix 1 for donations that Little Sprouts Op Shop has the capacity to accept. This is important as items received that are not safe to be sold or passed on to a client are taken to landfill and ensures further expenses to Zoe Support.

Appendix 1 Donations we accept



WE DO NOT TAKE THE FOLLOWING ITEMS:

Anything electrical that plugs into mains power.
This includes electric breast pumps, lamps, bottle warmers, monitors and sterilisers.
Adult clothing
Backpack carriers
Bath aids
Bath stands
Bean bags
Bikes & helmets
Boogie boards
Booster cushions
Co-sleepers like My Little Baby
Cot bumpers
Cradles, Moses or can bassinets
Doonas
Exersaucers
Flotation devices
Foam floor mats
Foam booster seats
Highchairs that strap to chairs or hang from a table
Household furniture ie dressing tables
Jolly jumpers
Maternity clothing
Mobiles
Nappy wrappers
Pillows
Portable travel chairs
Potties, toilet training seats and steps
Ride on toys
Pram bassinets **without** the pram to match
School uniforms
Scooters
Single beds
Skiing gear & boots
Slings
Soft toys
Swings
Talcum powder
Toddler seats for bikes
Toys that are filled with beans
Toys with lithium batteries
Trikes
Wetsuits

DONATIONS WE CAN ACCEPT

Here is a list of the items we can accept as donations and any relevant safety information. The safety information is in green – please check your donation meets these safety standards before donating.

Activity mats or baby gyms

Bassinets – *must have firm sides at least 40cm high from the top of the mattress, Please include a firm, snug-fitting, like-new mattress. Must be no more than 10 years old.*

Baby towels

Baths – please include plug

Bibs – stain-free plastic and fabric bibs with studs and no ties

Blankets – for bassinets or cots

Books

Bottles and other feeding equipment

Bouncers or rockers – *must have a three point safety harness*

Bunny rugs or baby wraps

Carry cots & pram bassinets – these must have a hard base. Pram bassinets to be donated with matching pram.

Car restraints – capsules, reversible, toddler seats, booster seats with tether strap only (no foam boosters). *Must meet Standard AS/NZS 1754. Must be no more than 8 years old. Must have never been in an accident.*

Carriers – Baby Bjorn, Ergo or similar front carriers.

Clothing & sleepwear – sizes 00000 to 10 years

Change tables

Cots – please donate with the original manual and all the parts, screws, bolts etc secured in a ziplock bag. *Must meet Standard AS/NZS 2172:2003 revised in 2005. Must have date of manufacture and mattress size stamped on base slat.*

Formula – unopened and within 3 months of expiry date. No prescription formula.

Gro-bags or infant sleeping bags – no hoods.

Highchairs – must be less than 10 years old and clean. *Must meet Standard AS 4684-2009.*

Linen for cots and bassinets

Mattresses – cot mattresses must come with a matching cot, have a label with the dimensions printed, a date of manufacture of less than 12 years and be free of stains.

Nappies and wipes

Nappy bags

Nappy change mats – clean and no rips or tears in plastic

Playpens