



DONATIONS IN KIND

(An activity of Rotary Australia World Community Service Limited)
ACN: 003 444 264

OPERATIONAL MANUAL for REGIONAL COMMITTEES

Making a difference in lives around the world

Providing humanitarian aid through the provision of donated goods

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1. INTRODUCTION

Donations In Kind (DIK) is an activity of Rotary Australia World Community Service Limited (RAWCS). This Operational Manual outlines the strategies that need to be implemented to ensure that the program continues to meet its objectives in an effective and efficient manner.

The role of Donations In Kind is to provide humanitarian aid through provision of donated goods. That aid must be effective for the long term, be sustainable, enhance people lives and give Rotarians satisfaction for their efforts.

2. OBJECTIVES

The objectives of Donations In Kind are:

To receive goods from within Australia, from Rotary Clubs, educational, medical and health institutions and other organisations for distribution to developing countries and areas of need.

To receive requests for aid goods from Rotary Clubs, Rotary Districts and other aid organisations in developing countries and areas of need.

To match goods received with requests for aid goods and to ensure that all goods are dispatched in an appropriate manner.

To maintain records, facilitate customs declarations and shipping and transport arrangements.

To assist Rotary Clubs, Rotary Districts and other charitable organisations to dispatch donated goods direct to recipient Rotary Clubs or other charitable organisations.

To maintain the quality of goods dispatched in line generally with areas of focus being health and education.

To maintain logistics and manage the most cost effective transport and shipping arrangements.

Maintain a liaison with Rotary Clubs, Rotary Districts and other aid organisations in recipient countries and areas of need to minimise any problems that may occur.

3. STRATEGIC OVERVIEW

Donations In Kind is a key activity area for RAWCS as it engages with Rotarians and community members nationally enabling millions of dollars' worth of goods to be placed overseas where they are needed.

Whilst the mode of operation for Donations In Kind may vary from region to region, the role of the distribution centre is essentially the same. Centres are the temporary repository for goods until there is sufficient volume to enable a container to be packed and dispatched. The centre provides space for volunteers to sort materials and goods to ensure suitability and in preparation for transportation; the goods are then shipped to developing countries or areas of need.

The activities of Rotary Australia World Community Service and the rapid growth in these activities are now such that RAWCS is the largest Rotary activity in Australia providing knowledge and support to Clubs and Rotarians and getting people involved.

RAWCS has changed significantly since its inception; the company is now nationally focused and self-funding.

Administration is centralised operating with national accounting and project registration systems and an online donations systems.

The Company reports regularly to the Regulators and makes submissions to Government in support of its tax deductibility status.

RAWCS is a large organisation, seen by the outside world as the face of Rotary in Action. Governments, the public, public and private ancillary funds and the corporate sector monitor how and what RAWCS does, therefore it is extremely important for the company to be fully compliant with its legislative obligations and to fully protect the Rotary brand and image.

4. REGIONAL OFFICERS – COMMITTEES

The Committee is responsible to manage the DIK Centre on behalf of the organisation. The structure of committees and roles may vary according to region and size of operation.

4.1. Regional Officers

- Regional Manager/Coordinator
- Administration Assistant
- Goods Manager
- Shipping Manager
- Building & Equipment Manager
- Promotions and Public Relations Manager

4.2. Role Statements

Roles and responsibilities of committee members are defined as follows; a member may hold more than one position according to the size of the centre.

4.3. Manager/Coordinator

Supervision of the overall program involving the following duties:

- Accepting/rejecting requests for services, equipment, projects and loadings
- Ensure the opening and closing of the depot on the designated days
- Control and usage of the depot key
- Operate the DIK mobile phone contact.
- Authorize usage of the DIK vehicles
- Check authenticity of received requests for assistance
- Set up rosters for voluntary assistance for loading and receiving at the depot
- Occupational Health & Safety
- Carry out induction training of volunteers
- Registration of containers – On-line
- Arrange container movements both land and sea components
- Dispatch consignment listings to Administration Assistant for formatting
- Become conversant with current customs, shipping and receivables for countries in the program
- Attend RAWCS Regional meetings
- Promote DIK to Clubs & District

Note: The Manager/Coordinator need not necessarily be on site at all times and may seek support from the Administration Assistant when required.

4.4. Administration Assistant

- Assume duties of the Manager when and if required
- Registration of containers – On-line
- Carry out induction training of volunteers
- Provide assistance and advice to Manager when required
- Promote DIK to clubs when invited
- Receive donations from supporting groups
- Organise and despatch payments through RAWCS accounting
- Operate an impressed account system for incidental expenses for Manager

4.5. Goods Manager

- Drive vehicles
- Organising and monitoring inventory levels
- Organise unloading and storage at depot
- Responsible for pallet lifter operation
- Controlling goods in accordance with policy
- Accept listings of items for despatch
- Provide Consignment Notes ready for despatch
- Return completed Consignment Notes to Manager for signing off
- Assist Shipping Manager in loading containers
- Promote DIK to clubs when invited

4.6. Shipping Manager

- Manage registration and delivery to the recipient via international or national freight methods
- Supervise the loading of containers
- Identify and list all items to be included in containers
- Provide Manager with complete listings of goods for despatch
- Understudy managerial aspects of the operation
- Have knowledge of items in storage

4.7. Building & Equipment Manager

- Oversee visitor & volunteer safety
- Carry out induction training of volunteers
- Coordinate building maintenance and repairs
- Supervise vehicle maintenance
- Maintain the Capital and Loan equipment in good working order
- Maintain fire Extinguishers & Fire Safety equipment
- Oversee building security
- Stay informed of changes to space assignments in the facilities
- Maintain Occupational Health & Safety Policy and Procedures
- Develop and implement facility emergency plans
- During evacuations, assist emergency response teams in assessing building condition, locating missing personnel, shutting off utilities, and delivering a status report to assembly point leaders

4.8. Promotions and Public Relations Manager

- Promote DIK to clubs and districts
- Maintain all marketing and communications
- Maintain RAWCS marketing and communications policy
- Maintain branding requirements

5. THE FACILITY

The facility is a building or warehouse used by DIK to store donated goods. It is usually leased by RAWCS or it may be owned by the Region, it is preferable to be located with good access to freight and shipping terminals. ([Refer to Appendix A for Distribution Centres](#)).

The following items cover use of equipment and operational guidelines within the facility:

5.1. Capital Equipment

Capital equipment includes;

- Battery Powered Fork Lifts (owned or leased)
- Liquid propane powered Fork Lifts (owned or leased)
- Manual Pallet Trolleys
- Vans (Owned by DIK or Rotary and used by DIK)
- Trucks (Owned by DIK or Rotary and used by DIK)

5.2. Racking

Racking is provided to store standard shipping pallets of goods.

Storage in the racking is usually on three levels.

When loading and unloading the racks the following must be observed:

- All racking shall be kept in good order
- Racks are not to be overloaded
- Heavy items are to be stored in the floor bays
- Beds are to have straps fitted prior to lifting to ensure they do not unfold accidentally (Suggest heavy duty cable ties)
- Any damage to the racking should be immediately reported to the person in charge that day
- All materials stacked on the top or middle shelves will be on standard shipping pallets and the goods encased with shrink wrap
- The external corners of the racking will be painted bright yellow to ensure that they are visible to persons operating goods trolleys and pallet lifters

5.3. Passageways

- Passageways are to be kept clear at all times. Goods are to be stored within the areas marked by yellow lines
- When volunteers are moving around the passageways they must be aware at all times of the possibility of hand trolleys and pallet lifters being used in the same area

5.4. Inventory List of Goods Stored

As goods are delivered to the facility, the person in charge on the day shall;

- Record details of goods, in the Goods in Book ([Refer to Appendix B for Goods in Book](#))
- Note where goods are from, Club, organization or Individual
- Where goods are destined for if known
- Information is then entered in the computer storage program

6. VOLUNTEER SAFETY TRAINING

To ensure that all work at the facility is carried out in a safe manner; all volunteers will be required to receive formal induction training.

- This training will be carried out by the DIK Manager/Coordinator or the Administration Assistant prior to the volunteer commencing on site
- For content of this training ([Refer to Appendix C for Volunteers Briefing Sheet](#))
- Volunteers will only be required to receive training once a year

6.1. Volunteers Information Sheets



- Each Volunteer will be required to fill out an information sheet for their information to be kept on file in case of emergency ([Refer to Appendix D for Volunteer Information Sheet](#))
- The completed form will be signed by the volunteer and counter signed by the trainer as proof of the volunteer completing the Safety Training

- The Trainer will give the completed form the next unique number in the training folder, and that will be transferred to the Volunteers identification Badge (see below)
- The DIK Manager/Coordinator will maintain a file of the completed sheets

6.2. Volunteers Identification Badges

When a volunteer has completed their induction training, the DIK representative shall complete an Identification Badge and issue it to the volunteer.

- The information on the Identification badges will include:
 - Name
 - Induction Number
 - Date of Issue
 - Indication of First Aid Training (If applicable)
 - Indication of Forklift training (If any)
 - Indication of Truck driver's License (If applicable)
 - Their Rotary Club
- Identification Badges will be kept in the DIK office and reissued when the volunteer next attends the facility.

 	
RAWCS Region	
DIK Facility	
Volunteers Name.....	
Rotary Club	
<input type="checkbox"/> First Aider?	Ind. No.....
<input type="checkbox"/> Forklift Operator?	
<input type="checkbox"/> Truck license?	Date...../...../.....

6.3. Volunteers Sign in Book

- Before commencing on site, each volunteer will sign in giving the times of commencing and the finishing ([Refer to Appendix E for Sign in Sheet](#))

6.4. Personal Protective Equipment

Personal protective equipment (PPE) is clothing or anything used or worn by the committee and volunteers to minimise risk to their health or safety.

The committee must set an example and wear protective clothing whilst working in the facility or loading containers and vehicles.

Prior to attending the facility volunteers must be advised to bring and wear suitable protective equipment including, covered shoes, trousers, hats, sunscreen & sunglasses if applicable.

The facility should hold stock items of a range of sizes including;

- High visibility vests
- Gloves
- Sunscreen
- Hats or caps

6.5. Working Alone

Except for Administration duties, DIK personnel or volunteers should not work alone in the facility when carrying out the following tasks:

- Loading and unloading goods with an electric pallet lifter
- Lifting heavy objects

7. AMENITIES

7.1. Office/Meeting Area

This is an area within the facility used as an Administration Office, Kitchen, Restroom and meals area with the following facilities:

- Fridge
- Microwave oven
- Urn or Electric Kettle for Boiling water
- Tables and Chairs
- Computer Printer & Label Printer

All volunteers and DIK personnel are responsible for ensuring that the area is clean and without refuse.

7.2. Toilet Facilities

Toilet facilities are to include both male and female and a disabled toilet.

All volunteers and DIK personnel are responsible for ensuring that the toilet facilities are kept clean for health reasons.

8. FIRST AID

A First Aid Kit is to be located within the amenities areas and easily identified. It is to be checked by the Manager/Coordinator at six monthly intervals to ensure that all necessary supplies are in order.

A qualified holder of a First Aid Certificate should be in attendance when large quantities of goods are being delivered and/or stacked or sorted. They should also be in attendance when containers are being loaded.

When filling in the Volunteers Information Sheet, volunteers are to indicate whether they hold First Aid Certification.

9. EMERGENCY PROCEDURES

- Accidents that relate to injury to volunteers must be treated immediately
- Cuts and/or bruises to be treated by the person in charge
- Injury of a more serious nature to be taken to Hospital by car or if considered life-threatening call the Ambulance and give medical assistance until it arrives
- All injuries to be noted in the injury records book in the first aid cabinet
- Emergency contact information is to be displayed throughout the facility
(Refer to [Appendix F for Emergency Contact Information](#))

10. FIRE PROTECTION

If fire is of a serious nature and threat call the Fire Brigade immediately

Fire safety is an important responsibility for managing the facility. To ensure the safety of building or site occupants, it is vital that an adequate fire protection solution is in place and that sufficient fire safety training is provided to building occupants. It is also important that any fire protection equipment on site is routinely serviced so that it is kept in proper working order and ready when needed.

Fire extinguishers are to be maintained and checked by the Building & Equipment Manager who should check them every six months to ensure they are in working order.

While having an appropriate fire protection solution is essential, its impact will be limited if building occupants don't know how to respond in the event of an emergency. Facility managers must ensure that committee members are also trained. For example, committee members should be aware of how to use the portable fire protection equipment on site and how to effectively evacuate in the event of an emergency.

Fire safety equipment and fire extinguishers must be on hand, regularly serviced and located throughout the facility.

Together with the Building Code of Australia, Australian Standards provide best practice advice on fire safety. The following sources are important:

- AS 2444 Portable fire extinguishers and fire blankets — Selection and location
- AS/NZS 1841.1 Portable fire extinguishers — General requirements

11.ELECTRICAL PLANT & EQUIPMENT

All electrical plant and equipment used in the facility must be tested and have a valid safety tag.

This must be carried out by a licenced contractor or a competent person who has acquired - through training, qualification or experience - the knowledge and skills to carry out inspections and testing of electrical equipment.

A durable tag must be attached after inspecting and testing to clearly show the test date and the next scheduled test and inspection date.

12.FORK LIFTS OPERATORS GUIDELINES (Battery/Liquid Propane Powered)

Read the instruction book in relation to the controls of these machines or ask the person in charge of the day's operation. (Special authorisation is required to use powered fork lifts)

- Be aware of other volunteers working on the day
- Inform yourself as to where goods are to be placed
- Only STANDARD pallets to be placed on the Pallet Rack
- Non-standard pallets to be placed on the floor never on the rack
- Pallets are to be packed so that goods are contained within the pallet, most goods will require a plastic wrap if placed on the rack and not on the floor
- Keep special pallets for beds separate. Do not use for other items
- Beds are to be placed on special bed pallets and strapped in place. Three or four beds per pallet (Ask to be shown how)
- Beds to be placed on racks in bays clearly marked for this purpose
- All pallets to be kept clear of walk ways
- Persons operating the Fork Lifts should be familiar with their Operating Instruction Booklets.

12.1. Maintenance

Fork Lifts, each day of use.

- Check before use
- Check batteries monthly, keep maintenance sheet
- See special procedure to water batteries in Battery Fork Lifts
- Check for damage or wear before use
- Lubricate as required
- Maintenance on the large Fork Lifts (liquid propane powered) must be carried out by the authorised personnel.
- Maintenance on the small Fork Lifts is DIK's responsibility.

13.EQUIPMENT & VEHICLE OPERATION

All equipment and vehicles are to be maintained in accordance with manufactures recommendations and are the responsibility of the Building and Equipment Manager.

- Vehicles are to be serviced regularly and kept in good order and repair
- Vehicle Log Books are to be maintained
- Vehicles are not to be driven by unlicensed or under aged persons.
- Equipment is not to be used if faulty or damaged in the order of safety
- Refer to RAWCS OH&S Policy for use and maintenance of equipment and vehicles

14.STACKING & WRAPPING

All goods to be stacked on pallets and wrapped with shrink wrap plastic for the following reasons;

- So that goods won't fall off the pallet if it is to be lifted up high
- So goods remain in good condition and free of dust

Once wrapped on the pallets the goods need to be labelled as to what they are or where they are going if known. ([Refer Appendix G, for Goods Labels](#))

- Beds are to be tied so that they are safe to handle (Suggest heavy duty cable ties)
- Beds are then placed 3 or 4 high on special Bed Pallets and strapped before lifting into designated pallet bays

15. INCOMING GOODS

Incoming goods are to be;

- Identified as to what they are
- Who or where they are from
- Where they are going (Destination)
- Expected time in DIK Warehouse
- This information to be recorded in the goods in book ([Refer to Appendix B for Goods in Book](#))
- Collection of goods from Hospitals, Schools etc. If using a borrowed vehicle check vehicle registration and insurance and that the driver has the correct driver's license for the vehicle involved.

16.PHARMACEUTICALS

The importing and exporting of pharmaceuticals is very heavily regulated and the following guidelines and legislation must be adhered to if a Rotary Club, District or Region is giving consideration to exporting pharmaceuticals to a developing country.

Under the National Health Act and Regulations, it is illegal to export any drug that has been prescribed and has attracted subsidy under the Pharmaceutical Benefits Scheme.

Certain substances are controlled under Regulation 10 of the Customs (Prohibited Exports) Regulations 1958 and cannot be exported without a license and permit. A full list of these controlled substances is available on the web site.

(<http://www.health.gov.au/internet/main/publishing.nsf/Content/ocs-treaties-compliance-prohibited-impexp-precursor.htm>)

17.DANGEROUS GOODS/HAZARDOUS MATERIALS

Under no circumstances is any substance classified as a Hazardous Material allowed to be packed in a container for export. Substances classified as a Hazardous Material can be identified by the Hazardous Material label attached to the substance container.

Goods that could be considered dangerous will not be allowed to enter the facility.

These goods include:

- Oil based paints
- Petrol, thinners/acetates etc.
- Any goods that contain radioactive components

Only substances that are non – hazardous and stored in their original, sealed – unopened containers should be allowed to enter the facility.

18.CONTAINER DESPATCH APPLICATION

If an application has been made for shipping containers through DIK, it is important to request funding, information and details prior to consideration being given and despatching a container. ([Refer to Appendix H for Container Application](#))

18.1. Payment for shipping containers

- Payment for containers that are to be shipped overseas can only be funded from donations into a RAWCS DIK Container Project Account.
- Invoices are to be sent to RAWCS for payment and unless the Project has the funds available, the invoice will not be paid.
- When depositing funds into the Overseas Aid Fund bank account, ensure that the only reference is the RAWCS DIK Container Project Number. ([For example: 99-2008-09](#)).

19.CONTAINER REGISTRATION

RAWCS has developed an on-line registration system which is required to be used.

The system tracks containers, includes items, and new, aid and customs values. It is a tool for managing and reporting accurately of all movements.

Use of this system is mandatory and facilities are required in the DIK centres for its use. Training of the system is required.

20. CARTAGE, LOADING & SHIPPING

Loading containers and preparing goods for shipping is ultimately the responsibility of the Regional Manager/Coordinator and their advice and instructions are to be respected and adhered to in all situations.

If a container is being loaded by a Rotary Club or another entity independently of Donations In Kind but the entity is using the premises of Donations In Kind, DIK will assume responsibility of the container and it must be managed, loaded and recorded in accordance with DIK Policies and Procedures. The entity may also incur an added cost for the use of the facilities.

The following guidelines set out general requirements to both recipient and donor clubs, to minimise difficulties in transport and clearance by customs and to maintain the quality of the goods dispatched.

20.1. Packing Containers

Is a specialised operation and requires a team of people with at least one person who knows how to pack a container so that goods arrive at their destination in good condition.

Exact details of what goes in the container are required for the Bill of Lading. Care must be taken that this information is correct.

20.2. Packaging

- It should be assumed that all goods will receive rough handling and thus all packaging should be strong and tied or taped
- Where appropriate, cartons should be waterproof
- Wherever possible, cartons and contents should be of such a size and weight that they can easily be handled by one person
- Where an item has to be broken down for transport, all items should be clearly marked so that they are easily identified
- All packages/cartons must be clearly labelled indicating the item, the donor Rotary Club, Rotary District or Region and where appropriate the recipient organisation. The label should clearly indicate that the goods are donated ([Refer to Appendix G for Goods Labels](#))

20.3. Electrical Equipment

Prior to dispatch of any electrical or electronic equipment, confirmation needs to be sought through the local Rotary Club or receiving entity that the recipient of the equipment has the technical skills required to install, maintain and operate the equipment.

The following guidelines apply:

- Electrical or electronic equipment should be checked and if necessary serviced by a qualified person. Only equipment in excellent condition that has the operational manuals attached should be dispatched and any equipment that is worn and likely to fail should be discarded. The donor Rotary Club should be responsible for checking the equipment prior to forwarding it to the DIK facility within the appropriate Region for dispatch

- Prior to dispatching any equipment, the equipment should be packed in such a way so as to avoid damage during transport
- Ensure that the required licenses and permits are in place in accordance with the appropriate legislation for the storage and handling of the above equipment. Most states and territories within Australia require a license for the storage, handling and disposal of x-ray equipment

20.4. Educational Books, Equipment/Materials

Books and educational equipment/materials are possibly the easiest of the donated goods to place in the developing countries. The following guidelines should be adhered to in the collection, sorting, packing and dispatching of educational equipment/materials.

- All equipment/ materials, although it has previously been used, must have an obvious useful life left
- All books must be complete, in good condition and free of graffiti
- All books should be sorted into like categories, packed and sealed into cartons and the cartons labelled with the contents
- Cartons should be sturdy and of a size that can be easily handled by one person
- Prior to dispatching confirmation needs to be sought through the local Rotary Club or receiving entity that the recipient of the books, equipment/materials is suitable

20.5. Vehicles

There are strict guidelines for preparing vehicles for transportation and to be followed rigorously.

- Vehicles are to be drained of petrol and oils
- Vehicles are to be blocked and secured within the containers

Refer to guidelines of the shipping and logistics companies for further information.

20.6. Hospital Equipment

Hospitals in most developing countries are mostly of a third world standard and urgently require basic equipment. In the past, Rotary in Australia has been partially to blame for supplying unserviceable equipment to these hospitals.

The following guidelines should help to guarantee that the equipment supplied through Donations In Kind is serviceable and appropriate for use in these hospitals.

- Any Rotary entity planning to send hospital equipment should be familiar with the ***“WHO Guidelines for Health Care Equipment Donations”***
- Although the goods donated have been used previously, all goods should be serviceable and have an obvious useful life left
- All equipment must be complete and in good working order
- All equipment regardless of size must be protected, wrapped adequately and secured within the container
- Hospital beds must be tied, preferably stood on end and secured within the container. All removable parts must be labelled and packed separately as to be easily identifiable as a part of the bed. Electrical cords, leads and plugs must be protected, if damaged the bed must not be shipped

- A copy of the “**WHO Guidelines for Health Care Equipment Donations**” can be found online at:
(http://www.who.int/medical_devices/publications/en/Donation_Guidelines.pdf)

21.SUITABLE GOODS

Goods for distribution by DIK need to be in good condition and have a useful life expectancy.

Range of goods/stock required

Category	Goods	Type
Educational	Books	Picture
		Primary school - Readers
		School Library
		Exercise
	Stationery	
	Desks	Teachers & Students, Primary & High School
	Chairs	Teachers & Students, Primary & High School
	Computers	Maximum age of 2 years
	Blackboards	
	Whiteboards	
	School supplies	Pens/pencils, chalk, markers, stationery
Health		
Medical	Tables	Operating
		Birthing
		Obstetrics
	Theatre lights	
	Humidicribs	
	X-ray Machines	See note below
	Defibrillators	See note below
	Birthing Kits	
	Consumables	
	Surgical Instruments	
	Medical Consumables	
	Anaesthetic Machines	See note below
	Other medical equipment	See note below
	Ambulances	
	Dental	Chairs and consoles
	Handpieces etc.	
	X-Ray Unit	See note below
	Autoclaves	
	Consumables	
Hospital	Medical Consumables	
	Beds	
	Mattresses	Unsoiled in good condition

	Trolleys	
	Cots	
	Bedside Cupboards	
	Incubators	See note below
	Blood Pressure Monitors	See note below
	Examination tables	
	Over bed units	
	Hospital Consumables	
	Linen	
	Bedpans, kidney dishes etc.	
	Microscopes	
Domiciliary	Wheelchairs	
	Walkers	
	Walking frames	
	Walking sticks	
	Crutches	
	Commodes	
	Shower chairs	
Vocational	Sewing Machines	Including Over lockers
	Material / Cloth	Not scrap
	Sewing Kits	
	Workshop equipment	Including hand tools
	Gardening tools	
Other	Toys	In good condition
	Musical instruments	In working order
	Spectacles	
	Sporting Equipment	In good condition
	Filing Cabinets	
	Bookshelves	
	Lockers	
	Building Materials	New or in good condition
	Building Hardware	

Note: All equipment with electronics, including X-ray Machines, Defibrillators, Anaesthetic Machines, Incubators & Blood Pressure monitors must have been checked by a qualified person, have instruction manuals, parts available and have a life expectancy of at least five years.

22.UNSUITABLE GOODS

Goods and equipment DIK cannot use cost money to dispose of.

Range of goods/stock not required

The following range of goods/stock in many cases is in breach of Department of Foreign Affairs and Trade regulations and it is not recommended that these items be accepted.

Foreign countries also have strict guidelines and regulations and these should be referred to in accordance with their requirements. E.g. Clothing is not permitted to be donated to Papua New Guinea as it is considered to undermine the local economy.

- Severely damaged goods
- Damaged Hospital Beds
- Damaged or dirty hospital mattresses
- Damaged Wheelchairs
- Goods that are irreparable
- Hazardous goods
- Radioactive goods
- Highly sophisticated electronic medical and hospital equipment requiring spare parts, technicians to install and on-going maintenance (Check with Regional Manager/Coordinator if in doubt)
- Pharmaceuticals – general. (refer Australian Guidelines for Drug Donations to developing Countries 2000)
- Household furniture, lounge suites, beds, tables etc.
- Office furniture
- Oil or solvent based paints
- Aged Computers – e.g. Pentium III or older
- Televisions
- Video Recorders/VHS
- Overhead projectors
- Books – other than educational

23. GOVERNANCE

Governance is defined as the overall guidance, direction, oversight and stewardship of an organisation. Regardless of what type or organisation represented the principles of governance remain much the same.

Good governance supports growth and development. Funding agencies, potential sponsors and governments look favorably to a well-managed organisation. Good governance reduces risks.

23.1. Misappropriation of Donated Goods

RAWCS has a responsibility to honour the intent of goods that are donated in Australia for charitable purposes.

RAWCS does not and will not condone the misappropriation or on-selling of the donated goods either in Australia or other countries for personal gain or to other organisations for commercial profit.

The donated goods must be distributed for community and personal use at no charge or fee by the organisation or the Rotary Club receiving them. Due diligence must be undertaken to ensure that beneficiaries distribute the donated goods in accordance with the charitable intent.

Disciplinary action will be taken against any volunteer, employee (or agent) who breaches this policy.

23.2. Goods/Stock Control Guidelines

The Overseas Aid Gift Deduction Scheme (OAGDS) enables approved Australian organisations to issue tax deductible receipts for donations made to support their overseas aid activities. This provides a way for members of the Australian community to donate to these Australian organisations and be able to claim their donation as a tax deduction. The tax deduction is only allowable where the donation is to support activities in countries declared as a 'Developing Country' by the Minister for Foreign Affairs. 'Developing Country' status is reviewed every three years by the Minister for Foreign Affairs.

For RAWCS to maintain their Tax Deductibility Status DIK must work within these guidelines

Refer to Suitable Goods (Item 21) and Unsuitable Goods (Item 22) relating to areas of focus including health, education and other.

It is a requirement to report regularly to RAWCS Regional meetings on the broad type and quantity of goods/stock being held making Project Managers aware of potential goods/stock for their projects.

It is recommended that Regional Manager /Coordinators liaise with other Regions regarding requirements and stock held.

23.3. Records

Records are to be kept for the mandatory period of seven years.

23.4. Attendance Records

All Donations in Kind facilities must keep records of the attendance of all volunteers and workers who visit the site to assist with the project or to even make deliveries of donations. These records are essential and must be kept for an appropriate number of years for the following purposes:

The reporting of the number of hours contributed by volunteers and others and the value of the hours contributed. The formula for determining the value of the hours contributed can be found in the document "*Volunteer Rates of Pay*". A copy of which can be found at: (www.rawcs.org.au – [Key Documentation](#))

- These records are essential for any insurance claim resulting from any accident or injury which may have occurred whilst working on the site
- The volunteer sign-in is a Document prepared by RAWCS in which is recorded on the appropriate day. ([Refer to Appendix E for Volunteer Sign-in Sheet](#))

23.5. Reporting

The Regional Managers/Coordinators of DIK facilities in all Regions must provide a report each quarter of the activities within their facility to the National Manager of Donations in Kind.

Recording of volunteer hours is required and is to be attributed on a project basis.

23.6. Container Registration & Reporting

Without proper reporting and tracking Rotary Clubs and other entities at the receiving end could experience difficulties in the clearance of containers through customs and could be burdened with demurrage and storage charges. Problems may also be encountered with the non-return of the empty containers by the recipient Rotary Club or entity.

These problems may occur as the result of Rotary Clubs, Rotary Districts or Regions not following proper procedures with the consignment of containers in the belief that their responsibility ceases once the container has been packed and consigned. This is incorrect and shipping and logistics companies, unless owned by others will expect compensation for lost or the non-return of their containers and the consignee will be held responsible.

RAWCS has developed an on-line registration system which is required to be used. The system tracks containers, includes items and new, aid and customs values. It is a tool for managing and reporting accurately of all movements.

Use of this system is mandatory and facilities are required in the DIK facilities for its use. Training of the system is required.

23.7. Code of Conduct

RAWCS activities are based on deeply held values and principles. It is essential that our commitment to humanitarian principles is supported and demonstrated by all members of the Board of Directors, Members of Regional Committees, Volunteers, and Associates and paid Staff.

The code of conduct is designed for guidance and protection and to understand what RAWCS considers to be acceptable professional and ethical behaviour.

In accepting participation in RAWCS activities, whether in Australia or overseas, you undertake to discharge your duties and to regulate your conduct in line with the requirements of this code. A copy of this Policy can be found at: (www.rawcs.org.au – Key Documentation)

23.8. Management Committees

These responsibilities include:

- Managing policies and procedures
- Regularly communicating with other members, volunteers and public and responding to feedback
- Developing and managing external relationships
- Obtaining resources and ensuring that all financial and legal matters are properly managed
- Evaluating the performance of, sub-committees and importantly the committee itself
- Planning succession and conducting induction to newly elected committee members
- Ensuring that all members of the committee act as leadership role models
- Making decisions that are in the best interest of the organisation and not for individual gain

A committee should operate as a team, draw on the skills and talents of each member, and work toward common goals to ensure the organisations success. Effective committee members should have:

- A commitment to the organisation
- Sufficient time to devote to the committee
- An understanding of the role of the committee and their role within it
- Leadership skills and willingness to accept responsibility
- Listening skills
- The ability to use the technology the organisation uses to communicate
- Be prepared to assist in other roles if required

The specific tasks required of committee members vary according to the organisations plan and the attributes of the volunteers. It is important that the committee is made up of people with a range of skills and expertise to support the objectives of the organisation.

23.9. Committee Succession Planning

Succession planning is a process for identifying and developing people with the potential to fill key leadership positions in the organisation. Succession planning increases the availability of experienced and capable people that are prepared to assume these roles as they become available. Succession planning is focused on identifying specific back-up people for key positions and guarantees people being on hand ready and waiting to fill roles.

Succession planning objectives;

- Identify those with the potential to assume greater responsibility in the organisation

- Provide critical development experiences to those that can move into key roles
- Engage the leadership in supporting the development of future committee members
- Improve commitment and retention
- Meet the expectations of existing members

23.10. Committee Election/Appointment

Committees are to be elected/appointed or re-elected/appointed annually at the Regional Annual General Meeting (AGM). Nominations should be called for and made in writing 90 days in advance of the AGM. This may require approaching people with skills and experiences and the right mix of motivations to get the numbers, needed to be represented on the committee. In recruiting, members should consider how representative the committee is and try to ensure that the committee's composition balances the different sections of the organisation, age, gender, and ethnic and cultural background.

The Regional Manager/Coordinator and Administration Assistant shall be elected/appointed one each year by the members of the company where possible for a period of up to three (3) years so that no two officers retire in the same year.

Each officer shall be eligible to stand for re-election at the conclusion of this term for an additional period of up to three (3) years.

A person may not serve longer than nine (9) consecutive years on a RAWCS or a Regional Committee. Service on Regional Committees will not count as service on a RAWCS Committee and vice versa.

23.11. Committee Training, Development and Support

Committee members must receive the necessary induction, training and ongoing support needed to discharge their responsibilities effectively.

To maximise the benefits of training and support, committees need to ensure they are equipped to carry out their responsibilities. Given the level of responsibility that committees have for the organisation, it is important that members are provided with appropriate support and training to carry out their role.

23.12. Duty of Care

RAWCS has a duty of care relating to DIK facilities and other activities, the volunteers who work there, visitors and members of public.

All committee members of not-for-profit organisations owe a 'duty of care' once they agree to be a committee member of an incorporated body. This duty of care is summarised in five (5) legal statements:

- A duty to act in good faith
- A duty not to gain advantage by improper use of your position
- A duty not to misuse information
- A duty to act with diligence and care
- A duty not to trade while insolvent

Donations In Kind is an activity of RAWCS (the Company) and therefore acts in accordance with the company's Constitution, Regulations and Policies & Procedures. Existing RAWCS national policies accommodate the specific requirements of various State and Territory Legislations and are to be referred to as the overriding documents.

Policy documents required:

- Occupational Health and Safety
- Risk Management
- Working with Children
- Responsibility for Children in the centres – an indemnity form
- Sexual Harassment Policy
- Anti-discrimination Policy
- Drug and Alcohol Policy
- Conflict/Dispute Resolution Procedures
- Procedures for accommodating people with Disabilities
- Volunteer Code of Conduct acknowledgement
- Misappropriation of Goods Policy

23.13. Occupational Health & Safety

When collecting, sorting, packing and exporting donated goods, Regions, Rotary Clubs and other organisations must abide by Workplace Health and Safety Legislation. This applies particularly to the managing of a warehouse or storage facility from which the activity is operating.

Donations In Kind facilities must refer to the Workplace Health and Safety Policy (WHS) of Rotary Australia World Community Service Ltd. A copy of this Policy can be found at: (www.rawcs.org.au – [Key Documentation](#))

This document must be held and readily available at all DIK facilities.

Regional Donations In Kind facilities may need to access the regulations as enacted or passed by Parliament in their State or Territory for the appropriate WHS Regulations.

23.14. Risk Management

Regions operating Donations In Kind facilities must implement a Risk Management Plan as part of best practice to minimise accidents and claims on insurance.

There are five basic steps in the workplace health and safety management process when implementing a plan:

- Identify hazards
- Assess risks that may result because of the hazards
- Decide on control measures to prevent or minimise the level of the risks
- Implement control measures
- Monitor and review the effectiveness of measures

23.15. Working with Children

Working with Children Check (WWCC) or the appropriate State or Territory legislation:

The Working with Children Act 2005 requires that people who work or volunteer in certain child-related activities apply for, and pass, a WWCC. The WWCC helps to protect children from sexual or physical harm by checking a person's criminal history for serious sexual, serious violence or serious drug offences and the person's history with specific professional disciplinary bodies for certain findings. The requirement is to have a WWCC undertaken for all employees and volunteers in unsupervised direct contact with children.

23.16. Responsibility Policy

A copy of the RAWCS Policy for the Prevention of Abuse and Harassment of Young and Vulnerable persons can be found at: (www.rawcs.org.au – [Key Documentation](#))

This document must be held and readily available at all DIK facilities.

All volunteers must be fifteen (15) years or over.

23.17. Responsibility for Children's Indemnity

An indemnity form or agreement is a contract where one party agrees to protect another party against certain future claims or losses. RAWCS/Donations In Kind Children's Indemnity forms must be available on file. ([Refer to Appendix I for Children's Indemnity Form](#))

23.18. Sexual Harassment Policy

RAWCS has a legal responsibility to prevent sexual harassment.

Sexual harassment is any unwanted, unwelcome or uninvited behaviour of a sexual nature which makes a person feel humiliated, intimidated or offended. Sexual harassment can take many different forms and may include physical contact, verbal comments, jokes, propositions, the display of offensive material or other behaviour which creates a sexually hostile working environment.

RAWCS is committed to ensuring that the working environment of its activities including Donations In Kind is free from sexual harassment, it will not be tolerated under any circumstances and that disciplinary action will be taken against any committee member, volunteer, employee or member of public who breaches this policy.

RAWCS aims to:

- Create a working environment which is free from sexual harassment and where all members of staff are treated with dignity, courtesy and respect
- Implement training and awareness raising strategies to ensure that all employees know their rights and responsibilities
- Provide an effective procedure for complaints, based on the principles of natural justice
- Treat all complaints in a sensitive, fair, timely and confidential manner
- Guarantee protection from any victimisation or reprisals

- Encourage the reporting of behaviour which breaches the sexual harassment policy
- Promote appropriate standards of conduct at all times

Committee members have a responsibility to:

- Monitor the working environment to ensure that acceptable standards of conduct are observed at all times
- Model appropriate behaviour themselves
- Promote the organisation's sexual harassment policy within their work area
- Treat all complaints seriously and take immediate action to investigate and resolve the matter
- Refer a complaint to another member if they do not feel that they are the best person to deal with the case (for example, if there is a conflict of interest or if the complaint is particularly complex or serious)

All committee members, volunteers and members of public have a responsibility to:

- Comply with the company's sexual harassment policy
- Offer support to anyone who is being harassed and let them know where they can get help and advice (they should not, however, approach the harasser themselves)
- Maintain complete confidentiality if they provide information during the investigation of a complaint. Persons should be warned that spreading gossip or rumours may expose them to a defamation action

23.19. Anti-discrimination & Harassment Policy

It is unlawful to discriminate on the basis of age, disability, race and sex.

Discrimination and harassment occur when a person is discriminated against or harassed in the workplace and in certain areas of public life, because of their race, colour, descent or national or ethnic origin. Because of their sex, marital status and pregnancy or because of a disability, or because of age as defined under the *Age Discrimination Act 2000* and some grounds under the *Australian Human Rights Commission Act 1986*.

- RAWCS is committed to ensuring that the working environment is free from discrimination and harassment
- Discrimination and harassment will not be tolerated under any circumstances
- Disciplinary action will be taken against any volunteer, employee (or agent) who breaches the policy

RAWCS aims to:

- Create a working environment which is free from discrimination and harassment and where all members are treated with dignity, courtesy and respect
- Implement training and awareness raising strategies to ensure that all employees know their rights and responsibilities
- Provide an effective procedure for complaints based on the principles of natural justice
- Treat all complaints in a sensitive, fair, timely and confidential manner

- Guarantee protection from any victimisation or reprisals
- Encourage the reporting of behaviour which breaches the discrimination and harassment policy
- Promote appropriate standards of conduct at all times

23.20. Drug & Alcohol Policy

RAWCS is committed to providing safe and healthy workplaces and is committed to the well-being of volunteers, committees and members of public and to enabling all persons to perform their work in a manner which is both productive, and does not jeopardise their own safety or the safety of others. RAWCS attitude is that it is unacceptable to volunteer or work under the influence of alcohol or drugs.

To achieve the highest standards of health and safety, the company will maintain a drug and alcohol cut off level that sets out the requirements for determining whether an employee is under the influence of drugs and alcohol.

In office environments persons are expected to have blood alcohol concentration (BAC) levels consistent with community expectations. For work in the field the BAC level is 0.0 g/100ml. For the avoidance of doubt, field work includes any work not in an office environment and also includes work in an office environment that involves construction, installation or building work.

RAWCS does not and will not condone:

- The use, sale or possession of any illegal/prohibited substance or alcohol at its premises, the workplace or a work related event
- The presence of employees adversely affected by alcohol at the workplace, premises or work related event
- The consumption of alcohol at the workplace or at a work related event without express management permission

The company acknowledges that alcohol may be consumed at some activities involving persons including RAWCS initiated activities. When attending a function as representative of RAWCS persons are expected to conduct themselves responsibly within the bounds of the company's policies.

23.21. Conflict/Dispute Resolution Procedures

This applies to disputes between;

- A member and another member; or
- A member and the Board.

Within 14 days after the dispute comes to the attention of the parties to the dispute, they must meet and discuss the matter in dispute, and, if possible, resolve the dispute.

If the parties are unable to resolve the dispute at the meeting, or if a party fails to attend that meeting, then the parties must, within 10 days after the meeting, hold another meeting in the presence of a mediator.

The mediator must be;

- A person chosen by agreement between the parties; or
- In the absence of agreement;
 - For a dispute between a member and another member – a person appointed by the Board; or

- For a dispute between a member and the Board – a person who is an independent mediator

A member of RAWCS can be a mediator.

The mediator cannot be a party to the dispute.

The parties to the dispute must, in good faith, attempt to settle the dispute by mediation.

The mediator, in conducting the mediation, must;

- Give the parties to the mediation process every opportunity to be heard
- Allow due consideration by all parties of any written statement submitted by any party; and
- Ensure natural justice is accorded to the parties to the dispute throughout the mediation process
- The mediator must not determine the dispute
- If the mediation process does not result in the dispute being resolved, the parties may seek to resolve the dispute otherwise at law

A copy of this Policy can be found at: (www.rawcs.org.au – Key Documentation)

23.22. Procedures for Accommodating People with Disabilities

It is the policy of RAWCS to provide reasonable accommodations for qualified individuals with disabilities.

RAWCS activities shall comply with all applicable Federal, State & Territory laws and regulations regarding reasonable requirements needed to provide equal opportunity to individuals with disabilities. An individual with a disability is a person who, with or without reasonable accommodation, can perform the essential functions of a job.

The following procedure should be used in responding to requests for accommodation of an individual with a disability:

- Once a qualified individual with a disability has requested an accommodation, RAWCS will take steps to determine an appropriate accommodation. The appropriate reasonable accommodation is best determined through a flexible, interactive process that involves both the individual with a disability and a committee member to whom the request is directed

The interactive process to determine a reasonable accommodation involves the following steps:

- Analyse the job, course, or program involved to determine its purpose and essential functions or requirements
- Talk with the individual with a disability to identify the precise job-related or education-related limitations imposed by the person's disability and how these limitations could be overcome with a reasonable accommodation
- Involve the individual with a disability in identifying a range of potential accommodations and assessing the effectiveness of each would have in enabling the individual to perform the essential functions of the task

This document must be held and readily available at all DIK facilities.

24.PROMOTIONS & PUBLIC RELATIONS

RAWCS recognises the complexity of issues and the range of people and organisations that it is required to communicate with. Communications must be professional and targeted. To address this need RAWCS has implemented a professional marketing and communication package.

There are a vast number of communities that rely on the generous work of Australian Rotary volunteers to deliver humanitarian aid to improve their way of life. RAWCS seeks ways to acknowledge these volunteers and to publicise this vital work and encourages others to provide financial assistance to support their efforts.

RAWCS has set guidelines in relation to the RAWCS and Rotary brand. The Promotions and Public Relations Manager of DIK is responsible for maintaining all marketing and communications for a Donations In Kind Centre in accordance with RAWCS marketing and communications policy and branding requirements of Rotary international, and is to liaise with the Public Relations & Marketing Committee of RAWCS for all promotional and branding materials.

The Donations In Kind committee is to promote the Vision, Mission and Objects of RAWCS and its activities.

The Promotions and Public Relations Manager is responsible for maintaining all marketing and communications for a Donations In Kind facility in accordance with RAWCS marketing and communications policy and branding requirements.

The role will be responsible for the content as well as the various communication channels to best reach internal and external audiences while promoting a first-class image and brand of RAWCS. This role requires working collaboratively with in – house or external marketing and branding experts to improve the RAWCS and DIK brand and promote its value to Rotary Clubs, Rotarians and to other interested organisations.

This person will promote and keep watch over the use of the RAWCS and DIK brand being used both internally and externally.

25.SPONSORSHIPS & PARTNERSHIPS

The Donation In Kind Regional committees are encouraged to advocate sponsorships and partnerships in providing costs for shipping of containers and local and interstate cartage.

Donations are to be made on-line via the RAWCS web-site. (www.rawcs.org.au)

26.RESOURCES

RAWCS – Container On-Line Registration

(www.rawcs.org.au – Key Documentation)

RAWCS – Code of Conduct

(www.rawcs.org.au – Key Documentation)

RAWCS – Occupational Health & Safety Plan

(www.rawcs.org.au – Key Documentation)

RAWCS – Policy for the Prevention of Abuse & Harassment of Young & Vulnerable Persons

(www.rawcs.org.au – Key Documentation)

RAWCS – Conflict/Dispute Resolution Procedures

(www.rawcs.org.au – Key Documentation)

Volunteer Rates of Pay

(www.rawcs.org.au – Key Documentation)

WHO Guidelines for Health Care Equipment Donations

(http://www.who.int/medical_devices/publications/en/Donation_Guidelines.pdf)

World Health Organisation (WHO) Guidelines for Drug Donations

(http://www.who.int/hac/techguidance/guidelines_for_drug_donations.pdf)

World Health Organisation (WHO) Guidelines for Donation of Medicines

(www.who.int/medicines/publications/med_donationsguide2011/en/)

Australian Guidelines for Drug Donations

([http://www.health.gov.au/internet/main/publishing.nsf/Content/A3AFDE12DEFB5FF5CA257BF00018CD4F/\\$File/augudddc.pdf](http://www.health.gov.au/internet/main/publishing.nsf/Content/A3AFDE12DEFB5FF5CA257BF00018CD4F/$File/augudddc.pdf))

Pharmaceuticals – Controlled Substances Guidelines

(<http://www.health.gov.au/internet/main/publishing.nsf/Content/ocs-treaties-compliance-prohibited-impexp-precursor.htm>)

27.APPENDIXES

Appendix A	Distribution Centres
Appendix B	Goods in Book
Appendix C	Volunteer Briefing Sheet
Appendix D	Volunteer Information Sheet
Appendix E	Volunteer Sign-in Sheet
Appendix F	Emergency Contact Information
Appendix G	Goods Labels
Appendix H	Container Despatch Application
Appendix I	Responsibility for Children's Indemnity Form

DONATIONS IN KIND FACILITIES

Ideal facilities for Donations In Kind operations

Site Access:

- Within metropolitan area – with access to shipping, dock or intermodal
- Access from sealed road suitable for large trucks
- Single use site
- Sealed road and warehouse aprons for loading/turnaround to accommodate 4/5 containers
- Level apron for container loading
- Loading dock if raised warehouse floor

Security:

- Security fenced
- Not adjacent high security risk areas
- Security patrol or alarm service if possible

Building:

- Weatherproof lockable warehouse building 1500 – 2000 sq. m floor area
- 2000 sq. m hardstand area under cover
- Insulated roof
- Concrete floor
- Enclosed office and meeting room – air-conditioned
- Other separate secure rooms
- Appropriate exits for normal and emergency egress
- Toilet facilities including disabled
- Kitchen facilities
- Meeting room to accommodate 20/30 people
- Electric and natural lighting
- Essential services installed (exit signs, fire hoses/hydrants/sprinklers)
- High roller door entrance (forklift/truck friendly)
- Electric roller door with manual override

Services:

- Mains 240v power (metered)
- Appropriate power points throughout building
- Water supply – reticulated internally and externally
- Hot water service
- Sewerage service
- Internet availability

Infrastructure:

- Computing facilities (incl' scanner and printer)
- Photocopier

(Page 2 Appendix A)

- Telephone
- TV & DVD/Video facilities
- Tea/coffee facilities
- Fridge/cool water
- BBQ facilities
- Racking for pallets

Equipment:

- Fork Lift
- Shrink Wrap machine
- Strapping machine
- Pallet Jacks
- Weighing machine

Other:

- Low rent costs
- Low council rates/other site costs

DONATIONS IN KIND

(An activity of Rotary Australia World Community Service Limited)

ACN: 003 444 264

1. VOLUNTEER BRIEFING SHEET

Due to safety requirements in the work environment all volunteers at DIK must be aware of the following;

- This is a work environment and it is your responsibility to be dressed appropriately. Good foot wear & suitable clothing
- Be very aware of other volunteers working here today
- There are gloves for your use, ask if you need them
- Be careful how you lift things, ask someone to help you
- There may be several powered Fork Lifts working today. Be aware of its or their movements and keep out of the way. You are not allowed to drive the Fork Lifts unless authorized by the volunteer in charge of today's activity.
- **Powered Fork Lift Drivers**, to be briefed on specific location for particular items. Use only standard pallets on pallet rack; be sure they are on the rack correctly
- Non-standard pallets to be placed on the floor, never on the rack
- Keep special pallets for beds separate, do not use for other goods
- Pallets are to be packed so that goods are contained within the pallet, if necessary the goods will require a plastic wrap if placed above floor level
- Beds are to be packed on special pallets and strapped in place (Ask to be shown how.) All Pallets to be kept clear of walkways
- If moving a pallet with a hand truck watch for other volunteers and go slow. The floor may be uneven and assistance may be required on the slopes, ask for help.
- Walk ways are to be kept clear. Keep goods behind yellow line.
- If packing a container ask if there are volunteers who have experience and can assist with providing direction. Experience is required when packing a container.
- Morning tea, lunch etc. is held in the amenities area. The toilet is located.....
- First Aid Kit is in the amenities area. There are Fire Extinguishers and a Fire hose.

Please Sign the attendance book, work safely and enjoy the day.

Thank you for volunteering at Donations In Kind.

DONATIONS IN KIND

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Volunteer Information Sheet

INDUCTION No: **DATE**.....

RAWCSRegion

Donations in Kind (DIK) Facility

Prior to working at the DIK Facility, all volunteers must provide the following information and complete formal Safety Induction Training which will be conducted by the DIK representative in charge on that day. Each Volunteer will only be required to complete this training once a year.

Volunteer's Name.....DOB.....

Contact No. P. M.....

Address: Suburb only

Volunteer's Rotary Club (If Rotarian)

Contact Person details in Case of Emergency

Name.....Phone No.Mob. No.....

Do you hold a First Aid Certificate? Y/N Name of organization.....

Do you hold a forklift license? Y/N If yes WorkCover No.....

Do you hold a truck driver's license Y/N If yes what Class.....

Signed:

Volunteer.....Date.....

DIK RepresentativeDate.....

Note: All information supplied in this sheet will be confidential and only used in case of a medical emergency or accident. Certain information will be used for statistical purposes by DIK Management

DONATIONS IN KIND

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EMERGENCY CONTACT FORMATION

(The following information is to be in at least three prominent positions throughout the facility including, near the First Aid box and in the Amenities Rooms).

Ambulance000

Hospital

Fire Brigade000

Police000

Contact Details of DIK Manager:

Name.....

Phone Mobile

Email

Assistant Manager:

Name.....

Phone.....

Email.....

District Governors:

D..... Name.....

D..... Name.....

D..... Name.....

D..... Name.....

D..... Name.....

DONATIONS IN KIND GOODS LABEL

Sample only:

 
<p style="text-align: center;">ROTARY AUSTRALIA WORLD COMMUNITY SERVICE LTD</p> <p style="text-align: center;">DONATIONS IN KIND</p> <p>Donations in Kind Coordinator</p> <p>Phone: + 61 (0).....</p> <p>Email:</p> <hr/> <p>CONTENTS:</p> <hr/> <p>DESTINATION:</p> <hr/> <p style="text-align: center;">GOODS DONATED BY ROTARY CLUBS IN AUSTRALIA</p>



DONATIONS IN KIND

(An activity of Rotary Australia World Community Service Limited)
ACN: 003 444 264

CONTAINER DESPATCH APPLICATION

The following information is requested prior to consideration being given to despatch a container through Donations In Kind (DIK). Please return to The Manager for further action.

Name of Club/Organisation.....

Contact.....

Address of Contact.....

.....

Phone..... E-mail.....

Name the proposed destination.....

Name & Address of Overseas contact.....

.....

Do you have an official request for assistance? YES/NO

Are Club/Organisation funds available? YES/NO

How will you source the contents of the container...?

.....

Approx. how many volunteers can you provide to assist in loading?.....

Identify responsible contact in the recipient country.....

.....

Indicate convenient dates for loading at the depot.....

.....

Please return to:

The Manager Region DIK E..... M.....

DONATIONS IN KIND

(An activity of Rotary Australia World Community Service Limited)
ACN: 003 444 264

Responsibility for Children Indemnity Form

I, the undersigned,

_____ (Full names)

Being the father/mother/legal guardian of

_____ (Full name of child)

Hereby agree to the terms and conditions below and undertake to abide by them while my child is in the care of Rotary Australia World Community Service Ltd (RAWCS) and or its activities.

1. I hereby waive all claims I may have against RAWCS its activities, volunteers or staff arising from injury, accident, illness or any other cause involving the above-mentioned child, and hereby indemnify the RAWCS against all such claims.
2. I hereby authorise RAWCS to take all steps, which it in its absolute discretion may deem necessary, to have the said child admitted to a hospital, and treated by a doctor or other medical attendant. I further understand that I shall be held responsible for the payment of medical and/or hospital accounts arising from treatment.
3. In case of an emergency arising or in the event of RAWCS for any reason, we hereby nominate any authorised person of RAWCS to act in **loco parentis** in our joint name and stead in the sole discretion of such person as he or she may deem fit best serve the interests of our child in the said prevailing circumstances. In this respect we furthermore absolve and hold indemnified the said person responsible for all and any act or deed as he or she may, in the fulfilment of these discretionary rights in the said circumstances and as may subsequently be regarded as holding him or her and the said RAWCS, harmless from any claim or action in damages.
4. I hereby give permission for the transportation of said child in a RAWCS vehicle for abovementioned purposes.
5. Our child, who is attending a RAWCS activity, is placed voluntarily by us onto the custody and care of the child minder/s in charge and all persons duly delegated by RAWCS to supervise, teach and give general care to the children, of whom our child will form one such member.

6. We record that we are fully aware of and have personally inspected the grounds and the facilities, including the building and apparatus in use for the child and record further that we declare ourselves to be fully satisfied with the nature and locality of the apparatus.
7. As parents/guardians, we accept the fact that any child, including our child, can suffer an injury of a greater or lesser degree in the course of any specific activity, despite all diligent care as may be taken by the delegated by a RAWCSC Ltd person in charge.
8. We also, accept that any child, including our child, may be ill with a contagious or non-contiguous illness at any time during the attendance of a RAWCS activity or may come into contact with a child carrying a similar disease.
9. We accordingly indemnify and do not hold RAWCS responsible for any damages or claims from any case whatsoever which may give rise to our child suffering any bodily or any other injury of whatsoever nature.
10. I accept that this general indemnity shall remain in force for the full duration of my child's involvement in a RAWCS activity; I further undertake to furnish RAWCS with any alterations to the required information.
11. We record that we are fully aware and have read the Rules/Conditions of acceptance, of RAWCS and declare ourselves to be acquainted and fully satisfied with the said rules and conditions.

Signature of parent/legal guardian Date / /

Does your child suffer from any allergies or conditions? _____

(If answered yes, specify fully e.g. bee stings, penicillin, etc.)

Persons to call in case of emergency:

Name: _____

Mob/Tel No: _____

Name: _____

Mob/Tel No: _____