



Treasure Boxes Membership Program Service Agreement

Welcome to Treasure Boxes

Thank you for choosing Treasure Boxes. By working together, we can maximise our combined impact to better meet the needs of children and families living in severe disadvantage.

Treasure Boxes is a membership-based service. Your membership fees contribute directly to supporting the sustainability of our organisation, meaning we can continue support the organisations that support our most vulnerable communities. In order to do this, we need resources to professionally collect, store, sort, clean, safety check, package and supply essential material items for your clients and at the same time reliably service the ever growing need in our community.

We provide a seamless referral and delivery process that immediately reduces time, staff resources and operational costs for organisations supporting clients in need - maximising your limited funds to support families in need, meaning you can focus on your core business to the community and increase your impact.

The Treasure Boxes service is tailored to meet the unique needs of each client and is a one-stop shop for all essential items families and children in crisis situations might need. Our aid is provided directly into the hands of those who need it quickly, providing immediate relief in times of crisis and trauma. Ultimately, we are here to help you take care of your clients.

This Service Agreement provides all the necessary information about how our service operates. If you require further information, please contact us.

We look forward to working with you to help more South Australian children and families in need.

Contents

Service Overview.....	3
What We Do.....	3
Who We Work With.....	3
Service Scope	4
Referrals.....	4
Referral Form	4
Provision of Items	5
Referral Number	5
Data Storage.....	5
Family Story.....	5
Waitlisted Items.....	5
Delivery	5
Duplicate requests	6
Collection	6
Collection days.....	6
Quality and Safety of Items.....	6
Liability.....	6
Social Media and Photography	7
Non-adherence	7
Privacy.....	7
Notification	7

Contact Information

p: 0402 814 818

e: referrals@treasureboxes.org.au

Address

Warehouse 4, 1-5 De Laine Avenue
Edwardstown SA 5039

Operating Hours

MON: 9.30am – 2.00pm
TUES: 9.30am – 2.00pm
WED: Closed
THURS: 9.30am – 2.00pm
FRI: 9.30am – 2.00pm

Referral Collection Hours

MON: Limited collection
TUES: 10.30am – 2.00pm
WED: Closed
THURS: Limited collection
FRI: 10.30am – 2.00pm

Service Overview

What We Do

Treasure Boxes is a not-for-profit organisation which aims to ease the trauma, anxiety and effects of disadvantage placed upon children aged 0-17 who are living in circumstances where there is domestic violence, abuse, homelessness and extreme poverty. We believe that every child has the right to the basic material items which are essential to their emotional, physical and social wellbeing.

We achieve our mission by accepting donations of quality, pre-loved children's goods, sorting, cleaning safety checking and repairing them, then repacking them into 'Treasure Boxes' such as:

- **Clothing:** 12-month supply
- **Nursery Items:** Bassinet, cot, cot mattress, highchair, change table
- **Travel:** Car seats, prams
- **Nappies:** 100 x nappies, wipes
- **Shoes:** 12-month supply (3 - 5 pairs)
- **Toys:** Age-appropriate toys, books, games
- **Linen:** Sheets, blankets, quilts, pillows, mattress protectors
- **Newborn Items:** breast pumps, bottles, bottle sterilisers, baby carriers, dummies
- **Maternity packs:** maternity clothing
- **Toiletries:** personal hygiene and sanitary items
- **Safety:** Gates, safety packs including locks
- **Home Starter Packs:** Plates, cups, cutlery, saucepans, plasticware

Each Treasure Box delivers approximately \$450 of equivalent retail value with the average cost of referrals being approximately \$3,150 each - significantly reducing the financial burden on families while providing the vital essentials needed to safely care and nurture vulnerable children.

By re-homing quality, pre-loved babies and children's items, we also conserve the Earth's precious resources.

Who We Work With

We work directly with over 120 government and non-government program, agencies and organisations who are connected to the children in need of our help, such as hospitals, shelters, schools, support agencies, health care providers etc. We work on a referral basis meaning we intentionally don't supply Treasure Boxes direct to the community as we want to ensure that the children and families we are helping receive the help they need beyond what we can provide. This model safeguards children and families in crisis by ensuring they are supported by organisations in the community who are equipt to help meet the range of social, emotional and physical needs they might have, long after receiving their goods from Treasure Boxes.

Case workers assess the needs of their clients and submit a referral form to us. We select the appropriate Treasure Boxes or Treasured Items based on a child or family's needs, age and gender, and if the organisation providing support is unable to collect items from our premises, we can deliver directly to the client for a small fee.

Service Scope

We provide items for children aged newborn to 17 years old.

There are some things we cannot provide, which include: furniture, some electrical items and food.

Some larger nursery items are in high demand and not always available through our supply of donations. These include highchairs, cots and infant car seats. We rely on grant funding or donations to purchase these items new when needed. At the time of your referral request, we cannot guarantee whether an item will be in stock or supplied as new or pre-loved. For items that are out of stock, we will notify you immediately, add you to a wait list and arrange to supply as soon as it becomes available. There is more information on this below.

A complete list of items we provide can be found in our Membership Information Guide.

Referrals

Referrals can only be placed with a valid Treasure Boxes membership. For further information as to how you can apply for a membership, please contact us.

As we do not provide a public-facing service, we cannot liaise directly with your client. It is your responsibility to liaise with Treasure Boxes on behalf of your client, including ordering, pickup and delivery details (*if relevant*).

If individuals approach us directly for material aid, we refer them to relevant services such as a health worker, Maternal Child Health nurse or social worker. Please let us know if you would like us to refer them to your organisation.

Referral Form

We only accept requests for items via a referral form.

Treasure Boxes referral process is designed to be straightforward and easy to use. You can submit your referral by completing an online referral form.

The clients' care workers completes a referral on behalf of their client to ensure that the family's needs are adequately met. Please be as specific as possible as this allows us to better select the appropriate products for you.

Please complete one referral form per family (*not one form for each family member or one referral form for more than one family*).

Once you have completed and submitted your referral form, we will contact you to arrange a date for collection or delivery of items.

Once your request is received, our staff will review your order and contact you if we need to clarify any information. We aim to acknowledge all orders within one business day after submission. If your referral is urgent, please submit as normal and alert us to the urgency on 0402 814 818.

Provision of Items: All items provided by Treasure Boxes are intended to be supplied to the end user who is listed on the referral form and are not for resale or resupply. This is a breach of the Service Agreement.

Referral Number: Each referral form will be allocated an individual reference number. Please quote this number if you are contacting us with an enquiry about your referral.

Data Storage: Please note that we save all the data on the referral form in accordance with our Privacy Policy, which can be made available to you. We record data for our own record keeping and reporting requirements and for communicating our impact in the community. We do not share any data about our referrals without prior consent.

Family Story: We welcome you to share the family's story with us on the Referral Form noting that we will always de-identify the story. By sharing the end users' stories with our donors, it encourages them to continue support for Treasure Boxes so we can continue to support your future referrals.

Waitlisted Items

There are times when we do not have enough of some high-demand items such as prams, cots and car restraints to fill every order immediately. If this occurs, families may be placed on a wait list and you will be notified immediately of proposed availability. We prioritise babies already born or due in the next 3-4 weeks over babies due in the coming months. Please be sure to enter the due date for babies in utero where relevant.

If you need to make alterations to a referral, please email referrals@treasureboxes.org.au - quoting the referral number on the form. Similarly, if your client no longer requires the items, please let us know so we can remove it from the wait list.

Delivery

Treasure Boxes can arrange items to be delivered in the Adelaide metropolitan area. The fee for this service is \$55 + GST. You can indicate your delivery request when placing a referral, ensuring that your clients' contact details including delivery address and contact number are provided.

For deliveries outside of metro Adelaide, we can deliver direct to your organisation or client for an additional charge. The fee for this will be dependent on location and volume of items being supplied. Please contact us directly for a quote.

We are in the process of establishing a regular delivery to regional South Australia where there is concentrated disadvantage. If your organisation operates outside of the metropolitan area, please contact us directly so that we discuss how best to support you in the meantime.

Duplicate requests

To avoid the costly and time-consuming duplication of requests for aid, we ask you to tell us if you are aware of any other agency or service supporting your client.

For this reason, we request the mother's first name on the referral form. This name will only be used by our staff to check for duplicate requests and will be treated in accordance with our Privacy Policy. We understand that this information may be too sensitive to share in some instances, in which case you are welcome to enter your own client reference.

Collection

Collection days: Tuesdays and Fridays between 10.30am and 2.00pm with limited capacity on Mondays and Thursday for crisis referrals only.

Pick up location: Warehouse 4, 1 De Laine Avenue, Edwardstown SA 5039

When collecting your referral, please park in front of the roller door so we can load items directly into your car. If you are sending a colleague or volunteer in your place, they will need to quote the referral number upon collection.

In line with our Work Health and Safety (WHS) requirements, when you arrive at our premises to collect a referral, you will need to present your identification and sign-in your attendance.

Please note: Your clients or members of their family are not permitted to attend the collection.

Please ensure that you secure items in your car for safe driving, and that the vehicle/s used for transporting goods are suitable especially if you are collecting large items such as cots, change tables, etc. You are welcome to utilise our delivery service if you do not have an appropriate vehicle.

Quality and Safety of Items

We have taken all possible measures to ensure the items we supply are clean, meet current safety standards, are complete and in good working order. Once you accept delivery of the items, Treasure Boxes accepts no further responsibility.

Liability: Treasure Boxes accepts no liability for any injury, accident or incident due to improper use or improper handling once the item leaves the Treasure Boxes premises, nor any faults and/or defects which are due to manufacturing or could not have foreseeably been detected. In providing the goods to the recipient, it is their choice to use those items and therefore their responsibility to use the items appropriately.

We expect that the organisation submitting the referral will provide any necessary support to their clients regarding the use, assembly and maintenance of the items we supply.

Social Media and Photography

Our organisation has a strong social media presence which is a wonderful way to grow the awareness and impact of our service. We believe it is important to show our valued supporters how their contributions are going directly to children in need and how those children most at risk in our community are being supported by a wide range of organisations who refer them to our service.

Additionally, it **helps us to attract a steady supply of donations** so we have them available for our agencies when needed.

This is always optional; we do not require it. We will always seek your permission first, and note it on the Referral Form that permission has been given.

Non-adherence

Where we find a service user in breach of the terms of this agreement, we retain the right to temporarily suspend or permanently revoke an organisation's ability to use our service.

Privacy

Your privacy and that of your clients is important to us. Please see our **[Privacy Policy](#)**.

Please ensure all communication with our staff and volunteers, and their personal contact details, are kept private and confidential.

Notification

We may amend or update this Service Agreement from time to time. When we do this, we will notify you in writing.

V1.7 - Updated 6 April 2021