



Material Aid Project Policy

Approved by Board: February 2020

Next review date: February 2021

Managed on behalf of the Footscape Committee by: Chief Executive Officer

Introduction

Footscape is a registered Australian Podiatry charity that assists disadvantaged persons, including identified homeless persons, persons seeking asylum, Aboriginal persons, financially disadvantaged children and victims of domestic violence, encountering or at risk of encountering foot pathology. This policy describes how you can access our Material Aid Project service, what we can do for you, and what we ask of you in return. We require all users of our service to agree to this Material Aid Project Policy.

Material Aid Project Overview

Footscape is a volunteer-powered charity that affiliates with Podiatrists and other health professionals employed by Primary and Community Health Organisations accredited with the Victorian Department of Health and Human Services or other recognised welfare organisations to distribute Podiatry material aid items including footwear, socks, foot care kits and orthotic devices to identified disadvantaged persons encountering or at risk of encountering foot pathology.

We rely on you to assess your client's needs, place requests online, and distribute material items on behalf of your clients.

Registration

To register for our service, please read this Material Aid Project Policy and complete the online Registration Form. You must register using your work email address. Once you have successfully registered you are ready to start requesting material aid by completing the online Material Aid Request Form.

It is your responsibility to make your employer aware that you are accessing our service.

Service scope

We provide a variety of Podiatry material aid items, all of which are listed on our online Material Aid Request Form.

Some items are valuable and have a short usable life, so we have to fundraise to purchase some new stock.

We cannot promise that we can provide requested items, but we do try our best to understand and accommodate the specific needs of your clients.

We rely on the donations of new and pre-loved items from the general public and businesses to be able to provide this material aid to you and your clients.

We have no recurrent government funding.

How to make a request

All requests should be placed online. Requests can be lodged for individual clients who require specific items or for a client group who collectively require a bulk number of items. We also collect vital information that might help us select the appropriate products for you.

Once your request is submitted you will receive a request confirmation with a reference number. Please quote this number if you are emailing with an enquiry.

Referrals

We do not provide a public facing service and therefore you cannot send your client(s) to us with a referral. We rely on you to liaise with us on behalf of your client(s), including requesting, pick up and distribution.

If individuals approach us directly for material aid, we refer them back to their relevant health and/or welfare organisation.

By supporting you with material aid items we can help you build a stronger and more trusting relationship with your client(s). Our goal is to support the work that you do to promote foot health and well-being.

Collection

Our staff and volunteers will review your request and contact you with any queries within 48 hours.

Once all the stock you have requested has been offered for collection, the collection point, possible collection dates and times will be confirmed by email. We understand

that many users of our service work part time, and have to organise a special vehicle for pick up, and we try and accommodate this by offering a variety of dates and times. We ask that you give us 48 hours notice of the exact date you intend to pick up so that we can have all stock prepared for you. You will also be provided with a phone number to ring if you cannot attend, are lost or you will be late on the day.

If you are sending a colleague or volunteer in your place, please provide us with your colleague's full name, email address and mobile phone number.

Clients are not permitted to come to the premises. Please never bring your client(s), or a member of their family with you when you attend your appointment at our premises.

Delivery

We will work with agencies and services to arrange delivery if required. Examples include:

1. Where agency staff workers or their volunteers are unable to travel long distances to our premises to collect on behalf of clients. In these cases, requests will be delivered to the agency and never directly to the client.
2. Where there is a large number of requests for one agency and it makes sense to ship at once.
3. At the request of an agency or service

Please note there may be postage fees charged for this service. Please contact us by email for more details on delivery costs.

Safety

We take safety very seriously at Footscape, when collecting goods please make sure of the following:

- You have a suitable vehicle for transporting, at times bulky, goods
- You have a valid and current driver's license
- You are able to see safely out of all windows after you are loaded with your goods
- You follow all parking directions
- You operate with the safety of yourself and those around you as a priority at all times
- You practice safe methods of manual handling at all times
- You follow all instructions of our employees and volunteers whilst on site

Return or replacement of items

In the instance that an item is an incorrect size or inadequate for your client please contact us via email with specific details and we will endeavour to replace that item.

We do anticipate that you support your clients in the best way to use and maintain our items. We cannot guarantee that we will be able to replace an item in the event of damage due to the misuse or mishandling.

Documentation

We will email you a PDF summary of the items dispatched with each request.

Communication

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

Photography

Our organisation has a strong social media presence which allows us to network effectively in the community to source essential material aid in a timely manner. You may be asked to pose for a photograph, and tell us something about your work, your family or your day as a case study. We will ask your permission to do so. We understand that in some instances this may not be possible or you are required to get permission from your organisation and we ask you to simply explain this to us.

Terms and conditions for items obtained from Footscape

You agree;

1. To use the items solely to support our work to care for persons in need.
2. That the items will not be used to further or with the intent to commit a terrorist act(s) or to associate with any criminal or terrorist activities.
3. That the items may not be transferred, sold, given or assigned to any other organisation or entity and that the items must be received and stored at a business location and not a personal residence.
4. That you will not sell, trade, barter or otherwise transfer the items in exchange for money, property or services.
5. That the items may not be used in conjunction with any fundraising activities and that you will not accept voluntary, recommended or required cash donations in direct or indirect exchange for the items.
6. That items may not be given to or taken by you or your volunteers, officers, directors, or employees, for personal use and that the items will not be returned to the original donor or returned to the donor's retail store.
7. To maintain adequate books and records of any items that obtained (as required by applicable tax law and regulations), and to make such records available upon request.
8. To provide adequate substantiation of distribution of the items promptly upon request.
9. To adhere to a non-discrimination policy in accordance with applicable state, territory and/or federal law.

Non-adherence to these terms of service

If you do not comply with these terms of service, we have the right to temporarily suspend or permanently revoke your ability to access the Material Aid Project.

Privacy

Footscape will use submitted information for the purposes stated and for no other purpose. Information will be destroyed when it is no longer relevant for the organisation. Footscape complies with Commonwealth and Victorian Government privacy legislation.

Notification

We may amend or update the Material Aid Project policy from time to time. When we do this we will notify you in writing.