



St Kilda Mums

Collection procedure and policy

At St Kilda Mums our objective is to respond to as many requests as possible, as quickly as we can.

We are staffed solely by volunteers and for the most part, work from each other's homes.

To make the collection process easy, safe and efficient for both our case workers and our volunteers, we have a few simple guidelines:

- When you make a request to St Kilda Mums, please be as specific as possible about what you need and when you need it by
- Please note, we are not insured to give out any battery operated or electrical equipment (toys, electric breast pumps etc). We can however help with clothes, other toys and most nursery equipment, depending on what is in stock at any given time
- Once your request is received, one of our volunteers will be in touch by email or phone. She will let you know what we have to fill your request and she will arrange a mutually convenient meeting time and place
- This meeting time and place will then be confirmed by email
- If for some reason you cannot attend the arranged meeting, please let the volunteer you are dealing with know as soon as possible. Please call the volunteer directly, as opposed to emailing the SKM gmail address. If you are sending a colleague in your place, please provide the SKM volunteer with your colleague's full name, email address and mobile phone number
- Please ensure all communication with St Kilda Mums and volunteer's personal contact details are kept private and confidential
- Please attend the collection meeting with our volunteers alone. We do not think it is appropriate for your clients to attend these meetings as much of our work is done from our own homes.
- Please return all bags to St Kilda Mums for reuse.
- Please let us know if you have any feedback. We are continually striving to improve our processes.

We look forward to dealing with you, St Kilda Mums