



Western Emergency Relief Network (WERN)

ABN: 14996811021 Registration No.: A0062464M



A Community Service Project of the
Rotary Clubs of Bacchus Marsh,
Caroline Springs, Essendon North,
Flemington, Hoppers Crossing,
Melton Valley, Werribee,
Williamstown, Wyndham and
Yarraville

WERN Guidelines for Member Agencies

WERN Warehouse Access – Unit 18, 22 Makland Dve., Derrimut

Given the number of Agency members accessing this emergency aid facility, it is important that proper operating procedures be established and adhered to, to ensure fair and equitable treatment for all. The following “rules” apply for members wishing to access the warehouse.

Membership is restricted exclusively to Not for Profit Welfare Agencies wishing to access WERN’s services each year at no cost to your clients. As a Member Agency the access to WERN’s services is unlimited with only small additional costs when access levels are exceeded and membership costs start at a small token fee of \$100.00 per annum to help with the operating costs of the program.

Area of Operations:

- The Municipal Councils in the WERN area of operation are: Brimbank; Hobson’s Bay; Hume; Maribyrnong; Melton; Moonee Valley; Moorabool; Moreland and Wyndham. The service currently provides free donations of available household furniture, whitegoods and electronics to Agencies or Clients within the program’s area of operation.

Hours of Operation

- The warehouse is staffed and open to members and their clients from 10am to 2pm Tuesday to Thursday (public holidays excluded). Due to other activities of the volunteers access is by appointment only and absolutely necessary.

Parking

- Parking is restricted on the front of the entry to the warehouse building or, if loading / unloading, in the area immediately in front of the roller door.
- There is to be no parking in other marked bays in the vicinity (even for a short period) as these form part of our neighbours’ private property and is not public car park space.
- If no warehouse parking bays are free it is necessary to find a park in Makland Dve. until such a space is available.
- Members are asked not to park in the drive-through areas or in front of other parking bays. This is common property and must be available at all times for use by emergency vehicles, and for access to other users in the complex.

Entry

- Access to the WERN warehouse for any reason is by appointment only and the Case manager’s unique Identification Number provided to the WERN Volunteers. To book appointments please contact our Warehouse Manager.
- Order Forms should be forwarded to orders@wern.org at least 24 hours prior to visiting WERN for a Selection Appointment. Order Forms should be completed in consultation with the Client and all details provided as requested on the Form. All enquiries regards selections or collections of orders should be made through this email or by calling 0491 149 740.

- Member Agency representative(s) must report to the supervisor on duty on arrival at the WERN Warehouse and on request advise the Case manager's unique Identification Number.
- For safety reasons, children under 12 years of age must not have access to the warehouse. We ask that alternative arrangements be made to have them looked after when parents are attending the warehouse. If there is no option but to bring children when visiting us, they must remain with, and be under the strict control of, a parent or Agency worker at all times outside of the warehouse area.
- Ours is a working warehouse with heavy furniture and other obstacles and, again for safety reasons, persons visiting the warehouse must have appropriate footwear – this does not include thongs or sandals and must wear the provided safety vests while in the warehouse area.
- Clients, if attending the warehouse in person, must be accompanied by an accredited representative of the Agency member, unless prior arrangements have been made with warehouse staff. Workers must supervise their clients at all times whilst in the warehouse.
- The warehouse is a no smoking workplace. If clients must smoke, please ensure that they do so outside.

Referrals

- If, in an emergency, a client attends unaccompanied he/she must present a request for assistance on member's letterhead, accompanied by a current WERN Order Form listing specific goods required. In these circumstances, it would be of assistance if any referral letter could also be emailed through to the warehouse beforehand.

Whilst it is appreciated that we cannot always satisfy a client's need on a first visit, we expect a referral to have a life of no more than 2/3 weeks. If a need still exists after that time a fresh referral should be issued.

Case Manager Accreditation

- Case Managers must hold accreditation to access WERN before requesting assistance for clients. Accreditation involves nomination from your Agency management once your program has been accepted for membership by the WERN Board and your participation in one of our WERN Induction Sessions. Bookings can be made by contacting administration@wern.org.

We offer these sessions so we are on the 'same page' in dealing with the often complex support provided to your clients and also to meet our health and safety obligations to you and your clients. The sessions are offered two days per week most weeks at 10.30am or 2.00pm by appointment. Once Induction is complete case managers are provided with a unique Accreditation Number, this number must not be shared with other colleagues at any time.

Selection of Goods

The first point to be made is that the WERN team assumes all persons referred to us have a genuine need and have been properly vetted as to their bona fides before visiting the warehouse. It is also expected that a worker / client will come armed with a list of needs to expedite selection of goods.

- Secondly, goods in the warehouse are usually "recycled" and, therefore, clients cannot expect to receive new furniture etc. Whilst we try to ensure that all goods on the floor are in good condition clients may have to lower their expectations occasionally.
- Furniture not already "tagged" is available to be taken by/for clients, free of charge. All goods taken must be entered on WERN's Order Delivery Slips by the WERN Volunteer assigned to the Case worker's request.
- Electrical goods are not available until they have been checked by one of our resident testers and tagged as safe. Items on the warehouse floor are not to be tagged "subject to testing". Access to the electrical goods room can only occur in the company of a WERN volunteer.
- The demand for whitegoods usually exceeds supply. There is a waiting list in the office and these requests are satisfied in order of receipt. Please check with Warehouse Manager.

- A “hold” tag (dated and naming the member organization and contact person) may be placed on selected items pending arranging necessary transport - this does not apply to whitegoods (see above). All goods must be collected within 7 days (and this should be made clear to clients) unless special arrangements are made with warehouse co-ordinator on duty. Do not rely on warehouse staff to call you when the seven days have expired.
- Do not, or allow your client to, de-tag any items which may or may not have passed the 7 days pick up rule. Refer to a warehouse volunteer. Arrangements may have been made for an extension of time for extenuating circumstances.
- Please do not ask warehouse staff to tag an item for your client when required goods come in. Apart from the fact that what we select may not suit, widespread use of this practice would add to the workload of our volunteers with follow up phone calls etc.
- If it is subsequently decided that a particular item ‘on hold’ or ‘Wait listed’ is no longer required, please let the warehouse know (0476 104 736) so that it can be made available to someone else in need.

Collection of Goods

- WERN does not deliver. Unfortunately we do not have the manpower or time to provide this service. Your clients must make their own arrangements for collection and transport of goods selected. However, to assist in this regard, business cards of a number of carriers who are regularly used by members/clients are available on request.
- Due to capacity of the operations WERN must limit the access per client to one allocation of goods per year.
- **Goods received must not be offered for resale for any reason nor a cost charged to recipients at any time. Should cases of the above be found to take place membership cancellation will be considered.**

Address: Factory 18, 22 Makland Drive, Derrimut, Victoria 3030

Contacts:

Administration	Ph. 0411 228 311 Email: administration@wern.org
Selection and Collection Appointments	Ph. 0491 149 740 Email: orders@wern.org
Donations	Ph. 0476 104 736 Email: donations@wern.org

For the smooth running of WERN’s emergency aid warehouse (for everyone’s benefit) please ensure that all workers/volunteers likely to have a need to access goods are aware of these operating “rules”.

Ross Butterworth
Administration Manager