



Western Emergency Relief Network (WERN)

ABN: 14996811021 Registration No.: A0062464M



An Endorsed District 9800 Community Service Project managed by the Rotary Clubs of Bacchus Marsh, Caroline Springs, Hoppers Crossing, East Keilor, Essendon North, Flemington-Kensington, Melton Valley, Werribee, West Footscray, Williamstown, Wyndham and Yarraville

WERN Guidelines for Member Agencies

WERN Warehouse Access – Factory 5, 11 Rockfield Way, Ravenhall 3023

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.

Standard 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 \$175.00 per annum to help with the operating costs of the program. Corporate, commercial or Government Agencies and entities are welcome to apply for a Corporate Membership.

PANDEMIC PROCEDURES

- The WERN Board and Management have adopted Government Regulations and Guidelines in relation to the COVID-19 Pandemic and wish to ensure the health and safety of all stakeholders involved with the WERN program. To this end our Pandemic Procedures and Policies have been produced in consultation with industry and government guidelines and introduced to protect those stakeholders.
- Where there are contradictions or conflicts in the below guidelines the included Pandemic Procedures in the below Guidelines take precedence over the General Operating Guidelines listed below and must be read in conjunction with all other Operating Guidelines. Refer to the WERN Epidemic Pandemic Procedures Manual V3 for further qualification and determination of any conflict.
- The Pandemic Procedures are in place for the duration of any Epidemic/Pandemic the WERN Management determines; the duration of which is determined by the WERN Management.
- All Visitors to WERN must be aware of, agree to and operate within the below Guidelines.
- All Visitors must practice and maintain the WERN - Stop the Spread Policy and Procedures below.

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 Member Agency Clients within the program’s area of operation.

Hours of Operation

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

PANDEMIC HOURS OF OPERATION PROCEDURES – Stage 4 Restrictions

- Only Agency Accredited staff will be permitted to attend and access the warehouse for selection purposes.
- Clients are only permitted to attend WERN for the purposes of collection of goods where deemed necessary by the Agency and accepted by WERN in accord with the Pandemic Collection Procedures below.

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 Rockfield Way 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 Accreditation Number provided to the WERN Volunteers provided on request. To book appointments please contact our Warehouse Bookings Officer at orders@wern.org or phone 0491 149 740.
- 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. Incomplete Forms cannot be accepted nor appointments allocated until completed forms are received.
- Member Agency Representative(s) must report to the Duty Warehouse Supervisor on duty on arrival at the WERN Warehouse.
- 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. No abusive, harrassing or threatening language or behaviours will be tolerated at any time. Such actions must be reported to Management immediately.
- The warehouse is a no smoking workplace. If clients must smoke, please ensure that they do so outside in appropriate areas.

PANDEMIC ENTRY PROCEDURES

- All visiting Agency Case Workers must complete and return the necessary WERN Electronic Pandemic Training Module to the WERN Administration prior to requesting access to WERN.
- All Visitors to WERN must report to the Warehouse Supervisor on arrival at Warehouse entrance.
- All Visitors to the WERN warehouse for the purposes of Goods Selection, Training/Induction Sessions or other purposes requiring lengthy (greater than 30 min.) stays at WERN are required to complete a Health Declaration prior to access and Declaration reviewed/accepted prior to access being granted.
- All Visiting Case workers are required to undergo Temperature monitoring and access may be granted where normal temperature range of 37.6° is recorded. No entry can be permitted where a high temperature above normal is recorded (38° and above indicates a fever).
- Every Visiting Case Worker is required to complete Visitors Registration, recording arrival and departure times, Date and Contact details including Name, organization and phone number.

Referrals (NOT APPLICABLE OR AVAILABLE DURING PERIODS OF PANDEMIC PROCEDURES IMPLEMENTATION)

- 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 Program Representative once your program has been accepted for membership by the WERN Board and your participation in one of our short WERN Induction Sessions. Bookings for Induction 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 most weeks alternating 10.30am or 2.00pm by appointment. Once Induction is complete case managers are provided with a unique Personal Accreditation Number(PAN), this number must not be shared with any other colleagues or persons at any time.

Selection of Goods

- 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 have forwarded WERN's Order request Form 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 or picking slip (dated and naming the member organization and contact person) must 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 supervisor 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.

PANDEMIC SELECTION PROCEDURES

- Agency Clients are not permitted to attend WERN for Selection appointments for the duration of the Pandemic Procedures; the duration of which is determined by the WERN Management.
- Visiting Case Worker must consult with Client on choice of appropriate goods selections where possible and may select goods on behalf of client. The Case Worker should have the ability to engage with their client at time of selection appointment and provide visual demonstration of goods offered to client using facetime, zoom or other similar electronic broadcast system/program/app to seek client approval of selections.
- Every Visiting Case Worker is required to collect populated Picking slips, Pins, Tape and Order Form from Client Support Volunteer before access to warehouse.
- All Visiting Case Workers are required to tag required available furniture where available and in stock with pre-populated Picking Slips by fixing Slips to item with provided tape or pins as necessary (always Pin slips to soft furnishings and material surfaces) unassisted (refer back to assigned Client Support Volunteer with any queries).

- No items within the WERN Warehouse are permitted to be altered, substituted or Picking Slipstampered with in any way.
- Every Visiting Case Worker must report back to and return completed Order Form and any unused Picking Slips to Client Support Volunteer.
- Every Visiting Case Worker must advise transport arrangements and that goods will be collected within 7 days, to Client Support Volunteer prior to leaving. Orders not collected within time frame will have tags removed.
- Every Visiting Case Worker must complete the sign out time on appropriate entry in the Visitors Registration before leaving.

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.

PANDEMIC COLLECTION PROCEDURES

- All Visitors to WERN are strictly by appointment only, late arrivals will be delayed until an appropriate Loading opportunity arises.
- All Visitors to WERN are required to undergo Temperature monitoring and access may be granted where normal temperature range of 37.6° is recorded. No entry can be permitted where a high temperature above normal is recorded (38° and above indicates a fever).
- All Visitors to WERN required to complete Visitor Registration recording arrival time, Date and Contact details including Name, organisation and phone number.
- Attendance and access to WERN for the purpose of Collection of Orders is limited to Loading Areas deemed as appropriate by the Warehouse Manager; Visitors for the purpose of Collection of Orders must be confined to the Loading Areas only and not permitted to any other warehouse areas.
- All collections at WERN for the purpose of collecting goods must be managed independently of WERN volunteers and external assistance provided as necessary for load requirements.
- Only items marked clearly with appropriate Client details can be collected or removed from WERN. No other items are to be removed whatsoever.
- No items within the WERN Warehouse or Loading Dock should be altered, substituted or Packing Slips tampered with in any way.

Sale of Goods

- 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 reported or be found to take place membership cancellation will be considered.

Address: Factory 11, 11 Rockfield Way, RAVENHALL, VIC, 3023

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 WERN's "Operating Rules & Guidelines".

**Ross Butterworth
Administration Manager**



WERN - Stop the Spread

What's the best way you can prevent the spread of novel coronavirus (COVID-19)?

1. Keep your hands clean:

- Washing your hands often and properly for at least 20 seconds means that you can prevent viruses from entering your body. That means washing your hands when you've been out and about, before you eat, and after you use the restroom;
- Use an alcohol-based hand sanitiser if soap and water are not available;
- Remember to then wash your hands with soap and water as soon as possible;
- Avoid touching your eyes, nose, and mouth with unwashed hands.

2. Maintain a social distance:

- Try to stay at least 1.5 metres away from people, and refrain from physical touch such as shaking hands or hugging;
- Avoid contact with anyone who has symptoms such as fever, a cough, sore throat, fatigue, and shortness of breath.

3. Practice good respiratory etiquette:

- Cover your nose and mouth with a tissue or flexed elbow when coughing or sneezing;
- Discard tissue immediately into a closed bin and wash your hands with soap and water

4. Only use a surgical mask if needed:

- Surgical masks are only helpful if you have COVID-19 symptoms to prevent it spreading to others. If you're well, you do not need to wear a surgical mask. Please note: If you are a person who touches their face often, you may consider wearing a mask as a barrier to touching.

5. Keep your environment clean:

- Viruses can live on hard surfaces for up to 48 hours and shorter periods on other materials. Clean and disinfect frequently touched objects and surfaces in the home and work environment.

6. Keep your doctor informed:

- If you are unwell with COVID-19 symptoms, call ahead of time to book a doctor's appointment;
- Tell your doctor about your symptoms, travel history and any recent close contact with someone
 - a. who has COVID-19.

7. Self-isolate when required:

- Stay home if you are unwell. Do not attend work, volunteering, events, or meetings;
- You should self-isolate for 14 days if you have travelled overseas, or if you have been in close contact with a person with a confirmed case of COVID-19.

8. Look after your health:

- Looking after yourself by eating a healthy, balanced diet, getting regular physical activity, sleeping well and reducing stress.