



a) **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,
Essendon North, Eynesbury,
Melton Valley, Pt. Gellibrand, Werribee,
West Footscray, Williamstown,
Wyndham and Yarraville

WERN Operating Guidelines for Member Agencies

WERN Warehouse – 23 Westwood Dve., 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 'Guidelines' apply for members wishing to access the warehouse.

1. Membership is restricted exclusively to Support Agencies wishing to access WERN's services each year in support of their clients at no cost to clients. As a Member Program, the access to WERN's services is unlimited with only small additional costs when access levels appropriate to the membership level chosen are exceeded, and membership costs start at a small token fee from \$400.00 per annum (2024-2025, Joining Fees may apply) to assist with the operating costs of the program.
2. Access to the WERN Program is strictly limited to financial memberships of WERN unless the Board or delegated Officers provide prior written approval. To remain current, memberships must not remain unfinancial beyond 60 days and Members may have their Membership cancelled without further notice beyond this period;
3. Not-for-profit Memberships can only apply to a single program, activity or location, multiple programs, activities or locations can only be accommodated with a Corporate Membership (with a maximum of 5 programs, activities or locations), or multiple Not-for-profit Memberships. For Multiple Memberships under the one entity WERN Joining Fees are waived for two or more. Corporate Memberships are available to larger Not-for-profits.
Government or commercial enterprises can only be accepted for Corporate Membership;
4. Member Programs are required to appoint a Program Representative for each Membership they hold who is responsible to notify WERN of any personnel or structural changes to, or within the Membership entity during the currency of membership using the Change of Details Form;
5. Program Representatives are invited to authorise accreditations for Case Managers to access WERN by completing a Request for Accreditation Form and forwarding to administration@wern.org for processing.

Case Manager Accreditation

1. Case Managers must hold accreditation to access WERN before requesting assistance for clients. Accreditation involves nomination and approval from your Agency Program Representative once your program has been accepted for membership by the WERN Board by completing WERN's Request for Accreditation Form and the approved Case Manager's participation in one of our short WERN Induction Sessions. Bookings for Induction can be made by sending a completed and authorised Request Form to administration@wern.org;
2. We offer these Induction 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 all visitors. The sessions are offered most weeks alternating 10.30am or 1.30pm by appointment. Once Induction is complete Case Managers are provided with a unique Personal Accreditation Number (PAN), this number must not be shared with other colleagues at any time;
3. Personal Accreditations can transfer between Agencies and/or Program Memberships if the Accreditation has been issued within the 12-months preceding the transfer of employment;
4. Non-accredited case managers are not able to access WERN at any level without prior approval and should be encouraged to complete their own accreditation;
5. Accredited Case Managers may (at their discretion) choose to sponsor client requests of other colleagues giving consideration of current workloads but must ensure they are available, involved in and manage the whole Order, Selection and Collection process.

Area of Operations:

1. The Municipal Councils in the WERN Area of Operation are: Brimbank; Hobson's Bay; Hume; Maribyrnong; Melton; Moonee Valley; Moorabool; Merri-Bek 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. Clients outside the area of operations may be considered for limited support where WERN at its absolute discretion may consider providing what support it deems necessary and available without impacting its core responsibilities.

Hours of Operation

1. The warehouse is staffed and open to member agency accredited Case Managers 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.

Parking

1. Parking is restricted to the front of the entry to the warehouse building or, if loading / unloading, in the area immediately in front of the roller door;
2. If no warehouse parking bays are free, it may be necessary to find a park on the Westwood Dve. grass verge outside the entrance gate until such a space is available;
3. Members are asked not to park in the drive-through areas or in front of other parking bays.

Entry

1. Access to the WERN warehouse for any reason is by appointment only and the Case Manager's unique Personal Accreditation Number (PAN) provided to the WERN Volunteers on request. To book appointments please email our Warehouse Bookings Officer at orders@wern.org.
2. Appointment wait times are typically 2 to 4 weeks, please allow appropriate planning when requesting appointments;
3. Order Forms should be forwarded to orders@wern.org requesting a Selection Appointment. Order Forms should be completed by the Accredited Case Manager in consultation with the Client and all details provided as requested on the Form. All enquiries regarding selections or collections of orders should be made through this email or by calling 8372 4110. Incomplete Forms cannot be accepted, nor appointments allocated until fully completed forms are received;
4. When emailing request please ensure any preferred days and special requests are listed in the body of the email and special requests are also listed on the Order Form before submission;
5. Following the receipt of WERN's Offers of Appointment and Terms of Access agreement must be provided back to WERN after confirming Client's availability and agreement to the following access terms;

I. Client and Accredited Case Manager are available to attend at appointment time and will arrive at WERN at confirmed appointment time:

II. Client/Member Program confirm the ability to collect selected goods within 7 days of Selection Appointment unless time extension is requested and agreed to by WERN:

III. Client agrees no children will attend WERN as part of their selection/collection process unless prior approval has been provided at time of appointment request:

6. Appointments are not to be considered confirmed until confirmation by WERN email is received in response to Case Manager's Agreement to Appointment time and Conditions of Entry;
7. Any changes or additional requests to the original Order Form must be received at least 24 hours prior to visiting WERN, no further changes can be accommodated after this timeline or on the day of appointment;
8. Clients can only access WERN once in each 12-month period unless prior approval provided by WERN;
9. Case Managers must report to the Duty Warehouse Supervisor on duty via the WERN Showroom on arrival at the WERN Warehouse;

10. Should delays occur to prevent clients or Case Managers arriving in keeping with the appointment time please contact our Warehouse Operations Coordinator as soon as possible. The scheduled appointment may need to be rescheduled subject to available resources on the day. If arrival at WERN is overdue by 15 minutes or more without notice, the appointment may be subject to cancellation and rescheduling will need to be requested.
11. Clients, if attending the warehouse in person, must be accompanied by an accredited Case Managers unless prior arrangements have been made with warehouse staff. Case Managers must supervise and encourage clients at all times during Selection Appointment whilst in the warehouse. No abusive, harassing or threatening language or behaviours will be tolerated at any time. Such actions must be reported to Management immediately;
12. For safety reasons, children under 18 years of age must not have access to the warehouse during Operating Times. We ask that alternative arrangements be made to have them looked after when parents are attending the warehouse. Under no circumstances must children be left in cars or anywhere else on WERN Premises alone or in care during Operating Hours.
13. If no arrangements are available to care externally for children, then Case Managers may attend on behalf of clients and if desired do an online video call to clients during the Selection Appointment;
14. Exemptions to Restricted Access for Children Rules can only be provided to written requests only, for the following exceptions:
 - I. Where adult client requires mobility assistance or translation services, and the child can provide such support;
 - II. Where the child is an enfant requiring the support of a parent and where such child is cared for entirely in the arms of the parent or confined in a pram or pusher at all times on WERN premises;
15. Ours is a working warehouse with heavy furniture and other obstacles and, again for safety reasons, persons visiting the warehouse must have appropriate closed-toe footwear – this does not include thongs or sandals and must wear the provided safety vests while in the warehouse area;
16. The warehouse is a no smoking workplace. If Visitors must smoke, please ensure that they do so outside of the WERN Property entirely.

Referrals

1. If, in an emergency, a client attends unaccompanied he/she must present a request for assistance on member's letterhead, at a pre-scheduled Selection Appointment. In these circumstances, it would be of assistance if any referral letter could also be emailed through to the warehouse beforehand;
2. Whilst it is appreciated that we may not 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.

Selection of Goods

1. 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 the Case Manager in consultation with their client will provide a list of needs to expedite selection of goods. This assessment should be made accurately but fairly for both the client and the WERN Program. Orders must be fully completed with all requested details before an appointment can be made;
2. 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 offered are in good condition and ready for re-gifting, please ensure clients understand exactly what WERN can offer;
3. 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 Manager's request;
4. Electrical goods are not available until they have been checked by one of our resident testers and tagged as safe if required in accord with WERN Policies. Items on the warehouse floor are not to be tagged "subject to testing". Access to the electrical workshop can only occur in the company of a WERN volunteer;
5. The demand for whitegoods usually exceeds supply. There is no waiting list available through WERN for any items available through WERN and any requests are subject to availability at time of Selection Appointment. Please check with Warehouse Operations Coordinator on arrival;
6. All whitegoods are accepted as working donations unless otherwise advised and are put through a range of checks and repairs when identified as required. Goods offered are always second-hand by nature and subject to fair wear and tear. WERN offers a 14-day warranty where goods are repaired or replaced at WERN's expense.

7. 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. 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. Please ensure you contact our Orders Team or Warehouse Operations Coordinator if any extension is required.
8. Please note due to space restrictions no goods can be stored beyond 21 days from date of order. Due to volumes of Orders please do not rely on warehouse staff to call you when the seven days have expired;
9. No Visitor is permitted to remove picking dockets from any items regardless of reason. Refer any queries to our Duty Warehouse Supervisor. Arrangements may have been made for an extension of time for extenuating circumstances;
10. Please do not ask warehouse staff to tag an item for your client when required goods come in as donations. Apart from the fact that what you or the client selects, the items may not be suitable or may be faulty prior to inspection, the widespread use of this practice would add unsustainable demands to the workload of our volunteers with follow up phone calls, etc.;
11. If it is subsequently decided that a particular item selected and tagged is no longer required, please let the warehouse know (8372 4110) so that it can be made available to someone else in need;
12. Due to capacity of the operations WERN must limit the access per client to one allocation of goods per year.

Collection of Goods

1. 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 and included in every emailed Offer of Appointment for your assistance if required;
2. Clients (Case Manager not required), ; commercial carriers or agency staff can attend to collect Orders;
3. Collection Appointments can be pre-booked with the Booking Officer c- orders@wern.org or arranged at time of Selection Appointment with the Client Support Volunteer.

Sale of Goods

1. Goods received must not be offered for resale for any reason nor a cost charged to recipients at any time other than delivery costs which may be applicable when arranged by the Program. Should cases of the above be reported or be found to take place membership cancellation will be considered.

Address: 23 Westwood Dve., RAVENHALL, VIC, 3023

Contacts:

Warehouse Phone: 8372 4110

Email:	Administration	Email: administration@wern.org
	Selection and Collection Appointments	Email: orders@wern.org
	Donations	Email: donations@wern.org
	Warehouse Operations Coordinator	Email: warehouse@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”.