



Foodbank NSW & ACT

Corporate Volunteering Terms & Conditions

Corporate volunteers are vital to helping Foodbank NSW & ACT (FBNA) distribute food to charities across NSW & ACT. Corporate volunteers pick orders, sort donations, and label or package food to make it available to charities aiding people who would otherwise go hungry.

1. Requesting a corporate volunteer booking means committing your team to the day.
 - a. Requesting a booking indicates your acceptance of these terms and conditions, and of any information provided to you prior to your booking request being submitted.
 - b. You should only request bookings if you have the authority to commit the team to the day, and all team members should be entered via the link to your booking as soon as possible (no later than 3 weeks prior to the volunteering date) to secure your booking.
 - c. Corporate volunteering with FBNA may not be readvertised outside of the team you are responsible for, or to external third parties, without prior consent of FBNA.
 - d. FBNA reserves the right to reduce or cancel your booking if your team members are not registered in our booking system.
2. Corporate volunteering generally involves assisting in FBNA's Glendenning distribution centre. This is a fully functioning warehouse environment, so volunteers must:
 - a. Be at least 15 years of age,
 - b. Be able to complete physical work, including lifting, manual handling, and standing for long periods of time,
 - c. Wear fully enclosed footwear that covers the whole foot at all times on site,
 - d. Be able to understand safety and task instructions provided in written and verbal English.If you are uncertain about your team members' suitability for warehouse volunteering, please discuss with FBNA's Volunteer Coordinator before requesting a booking.
3. Late cancellations or shortfalls can significantly affect our ability to distribute food and might affect our ability to accept future bookings from your organisation. If team members on your booking are unable to attend, it is your responsibility to organise a replacement staff member or team. Changes to your volunteer booking can be made via volunteer@foodbanknsw.org.au.
4. Our corporate volunteering shifts have set start and finish times, shown in the online booking system or advised in the activity description. All volunteers must undergo site safety induction on arrival, so it is a requirement that all volunteers arrive at the advised start time. FBNA generally does not have the capacity to conduct multiple inductions, so volunteers arriving late may be turned away at the discretion of FBNA management. FBNA plans tasks for the whole day to meet

the needs of our partner charities, volunteers should only register if they can commit to the whole day and not plan to leave early.

5. FBNA carries public liability and volunteers' insurances to cover the activities carried out by corporate volunteers, copies of these policies and our relevant safe work methods statements (SWMS) are available on request. Supervision is provided by FBNA staff, and corporate volunteers must comply with all reasonable directions while volunteering with FBNA. Volunteers who repeatedly ignore or fail to comply with directions from FBNA staff may be removed from the volunteering activity and required to immediately leave the site.
6. To support timely and appropriate responses in the unlikely event of an emergency, it is the responsibility of the booking contact to collect and hold emergency contacts details for all corporate/group participants. As our team does not collect this information, it is more appropriate for someone with the group - who knows the individuals involved - to make any necessary contact.
 - a. If the booking contact is not attending, they must ensure this information is passed to a nominated participant who will be present on the day.
7. Corporate volunteering teams are welcome to share their experiences by taking photos and videos of their volunteering activities, providing all safety procedures are satisfied. Corporate volunteering teams will be advised of their achievements and likely impact at the end of the volunteering day. You are encouraged to share your important contribution via social media and in print to promote your engagement in volunteering. FBNA may use any information and photos from the day to recognise your team and promote volunteering.
8. Information specific to your corporate volunteering day will be provided via email throughout the booking process and is to be read in addition to these terms and conditions. Any enquiries can be made by contacting volunteer@foodbanknsw.org.au .