

SUPPORTING  
LOCAL ASYLUM  
SEEKERS



## Donation Guidelines

At West Welcome Wagon we strive to uphold the dignity of our clients by only giving clean and quality items, in good, working condition, free from breakages, blemishes, and stains, and where required comply with Australian safety standards. Whether you're wanting to help out by giving kitchen items, adult or children's clothes, or whitegoods, have a read of these guidelines so you know that your donation will be accepted by us, and appreciated by those who receive it.

Please note that at times, due to overwhelming generosity of donations, we will be unable to accept some or all items. Our wonderful Donations Team, all volunteers, will advise if we are able to accept the items you are offering.

***Rule of thumb: Don't donate something you wouldn't be happy to receive yourself.***

### Kitchen Items

Appliances: For safety reasons, it is imperative any appliances have been carefully checked and cleaned, are fully working, have no frayed cords or damage, and are less than 10 years old.

We accept:

- complete dinner sets
- mugs
- drinking glasses
- cutlery sets (knife, fork, spoon, teaspoon)
- cooking utensils (e.g.: vegetable peeler, egg flip, serving spoon, wooden spoon, ladle, tongs, spatula)
- tea and coffee pots
- tea sets (cups and saucers)
- saucepans (various sizes)
- frying pans
- toaster
- kettle
- storage containers
- wooden chopping boards
- salad bowls
- serving platters and large bowls
- oven tray
- roasting tin
- casserole dish or lasagne style dish
- colander/strainer

- chopping board
- sharp knives – small, medium, large
- bakeware (cake, muffin tins)

Unfortunately, we do not have demand for nor accept the following items:

- bread makers
- slow cookers
- electric frying pans
- novelty kitchen appliances (such as popcorn makers)
- espresso, shot, beer, wine glasses, or champagne flutes
- clothes dryers
- juicers or mixers
- hair dryers or straightening irons

Chipped, cracked, dirty, stained and broken items are NOT accepted. If you do not have time to clean your kitchen goods before donating, it would be appreciated if you could please keep them or donate elsewhere.

### **Linen**

We accept the following:

- Single, Double, Queen size sheet sets (fitted and flat).
- Pillowcases.
- Single, Double, Queen size doona cover sets.
- Towels, bathmats, hand towels, face washers.
- Single, Double, Queen size doonas – must be in excellent as new condition with no stains or rips.
- Single, Double, Queen size blankets.

**All items must be clean and free of rips and stains.**

***Rule of thumb: Don't donate something you wouldn't be happy to sleep on or use yourself.***

### **Children's Items**

We have stringent safety requirements for children's donations. Our priority as an organisation is to ensure the safety of all our refugee and asylum seeker clients that we assist.

### **Car seats/capsules:**

- Must have red safety standard sticker AS/NZS 1754.
- Must be under 8 years old.
- Date of manufacture should be printed on a sticker somewhere on the side or base of the seat.
- We do not accept booster cushions.
- **We do not accept any seat that has been in a car accident.**
- Please remove and wash the cover.

### **Highchairs and booster seats:**

- Must have all restraint straps.
- If it has wheels / castors they must lock.

- Please take the time to ensure that the entire chair is clean.

#### **Prams and strollers:**

- Must have all restraint straps
- Brakes and wheels must work
- Prams and strollers that lie back are preferred.
- Please take the time to ensure that the entire pram/stroller is clean.
- Must be less than 8 years old and must have a safety standard sticker.

#### **Cots:**

- Must be less than 10 years old, ensure you include the original assembly instructions and all parts (bolts, screws, etc) to assemble the cot. They must not have any broken areas.
- Cot mattresses must be free of stains and rips. If donating a mattress by itself please provide the size as listed on the label.
- If donating a cot without a mattress, please provide the manufacturer's recommended mattress size which will be found stamped on the cot somewhere.

#### **Bassinets:**

- Must have breathable sides and no excessive fabric in the sleeping area.
- Bassinets must have a properly fitting mattress.
- **We do not accept Moses baskets.**

#### **Change tables:**

- must have either a restraint strap or 100mm sides.

***Rule of thumb: Don't donate something that doesn't meet the stringent Australian safety standards set down, and that you wouldn't be comfortable using for your baby or child.***

#### **Adult and Children Clothing and Shoes**

- **Clothing** – sizes 00000 to adult. No stains or tears. All clothing should be freshly laundered. Please sort clothing by gender and size and label bags accordingly. Underwear and children's socks must be brand-new. Clothing mustn't mention a family member nor have a holiday or inappropriate theme.
- **Shoes** – baby to adult. New or near new in excellent condition. Please clean before donating.

**We do not accept** used underwear and socks, maternity clothing, coat hangers, school uniforms, sporting teams/uniforms, Holiday themed clothing (Christmas/Easter), snow gear (including boots).

***Rule of thumb: Don't donate something you wouldn't be happy to wear yourself.***