



SERVICE DELIVERY POLICY TT-05

Version Control

Version	Date	Approved By	Description	Review Date
1.0	24 Nov 2022	Management Committee	Approved	Nov 2024

Background

This policy outlines the framework within which Little Things for Tiny Tots ('the charity') provides essential items ('goods') to social services and community welfare organisations ('agencies') for distribution to individuals and families in need.

Context

The charity is sometimes approached or requested to provide goods directly to individuals or families in need. The charity, however, is neither experienced nor equipped to make fair and equitable decisions with regard to determining need within the community. It relies on a number of agencies, approved and registered by the charity, to ensure that materials reach those in need. These professional agencies are best placed to identify at-risk members of the community, targeting disadvantaged, marginalised and vulnerable individuals and families across Western Australia.

Using this model, the charity can also ensure that goods are distributed to individuals and families by agencies that can be responsive to meeting a range of needs.

Definitions

Registered Agencies: Social services and community welfare organisations that have been approved by the charity as suitable to deliver goods to families in need.

Relevant Legislation	Not applicable
Related Policies/Other Key Documents	<ul style="list-style-type: none"> ● Registration of Agencies Policy TT-12 ● List of Agencies ● Checklist for Accepting Agencies



Scope

This policy applies to the charity's Management Committee, operational team members, volunteers and recipients of the service, who may have direct or indirect dealings with individuals or families requesting the provision of materials.

Policy

It is the charity's policy that:

- Goods will only be provided to individuals and families in need via registered agencies.

While the charity undertakes due diligence in choosing the agencies with whom it works, the charity takes no responsibility for the decisions made by each agency in choosing the recipients for the goods, the amount distributed or the location or region to which it is sent.

The charity is also not responsible for the political, religious or other affiliations of each registered agency. Individuals and families that access the charity's materials through registered agencies are required to make their own choices regarding the suitability of the agencies with respect to their own personal views and circumstances.

Related Procedures

In the event that the charity is approached by a member of the public, an individual on behalf of a family or an organisation to provide materials directly to those in need, the charity will, as appropriate:

- Issue a response letter/email
- Provide the List of Agencies from whom goods can be obtained
- Refer to and/or provide a copy of the charity's Service Delivery Policy