

PANTRY HOURS

The Pantry is open for shoppers at the following hours:

- Tuesday, Wednesday and Friday—11am to 2pm
- Thursday 11am to 4pm

MOBILE PANTRY

Every month the Pantry goes on the road, taking a selection of goods out to Bemboka. We usually go twice a month, however, check our Facebook page for updates.

VOLUNTEER SHIFTS

In the shop, shifts include before, after and during shopping hours, as well as on Tuesday mornings to unload the goods order, price and stack pantry shelves. You can choose what shifts you wish to work, the length and frequency. Other volunteer activities have different days and hours.



CONTACTS

Pantry Manager:

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SAPPHIRE
COMMUNITY
PANTRY

EST. 2017

VOLUNTEER QUICK START GUIDE



WELCOME TO THE SAPPHIRE COMMUNITY PANTRY

The Pantry was established in September 2017 and is a program of Sapphire Community Projects Inc, a registered charity and public benevolent institution with tax-deductible status.

Our vision is ***“A community where everyone is nourished”***, and our Mission is ***“Supporting people to nourish themselves, their families and their communities”***.

At the Pantry we provide food and other grocery items on a cost-recovery basis to people suffering food insecurity. We also rescue good food and groceries destined for landfill and distribute it to the community. We are also supported by the community—people who donate excess fruit and vegetables; cafes, butchers, egg producers; milk producers and supermarkets.

Thank you for becoming a part of the Pantry. Volunteering is a great way to share your skills with others and it benefits many people, not least the volunteer. You also have the opportunity to learn new skills, or revive old ones. We work hard to make your volunteering experience fun, satisfying and rewarding.

YOUR RIGHTS AND RESPONSIBILITIES

Your rights

- To be appreciated and respected
- To understand what your role is and to have someone to guide you
- To be able to say no
- To take part in the Pantry and how it operates
- To not be out of pocket
- To have safe working conditions
- To be free from harassment, bullying and discrimination

Your responsibilities

- To be reliable and provide notice if you are not available for your shift
- To respect the aims and values of the Pantry
- To treat everyone with respect and serve our customers in a non-judgemental manner
- To respect confidentiality
- To work in a safe manner

RESPECT & CONFIDENTIALITY

Core values of the Pantry include respect and being non-judgemental towards our customers. Everyone is welcome to shop at the Pantry, regardless of personal characteristics, and perceived ability to pay or not pay.

You are expected to exercise your discretion and not to share or discuss personal information about customers and colleagues.

INSURANCE & SIGNING ON

You are covered by Personal Accident and Public Liability insurance while carrying out your volunteer role. Copies of the insurance documents may be obtained from the Manager. All volunteers are required to sign in and out when arriving and leaving. This follows health and safety requirements, ensures you are covered by insurance and also enables us to recognise the hours contributed by volunteers. If you require more information don't hesitate to ask the Pantry Manager.

EXPENSES

We value our volunteers and want to make sure that there are no barriers to volunteering. All reasonable out of pocket expenses will be reimbursed. Expenses not directly attributable to the Pantry's business such as speeding fines etc will not be reimbursed. To claim expenses, please obtain an expenses claim form from the Manager, fill it out (attaching receipts) and submit it to the Manager for payment.

PERSONAL PROPERTY

Please exercise caution to protect your personal property. Purses, wallets or other valuable items should never be left unattended. If an item is lost or stolen, notify the Coordinator. A cabinet is located in the stock room where you can store your items, however, please take care with your personal property.