



Toukley Neighbourhood Centre

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TNC is the heartbeat of a connected, supported, empowered, inclusive and thriving community. We partner with the broader community to share what we can and provide a hand up to those in need, so they can Wallamba-bayn (come back) and join us in delivering our vision.

POLICY – GOODS AND DONATIONS

Policy Information

Title:	Policy on Staff and Volunteer Access to SecondBite, OzHarvest, Community Meals, Goods, and Donations
Effective Date:	28 March 2025
Policy Owner:	Executive Officer
Applies To:	All staff and volunteers at TNC
Next Review Date:	March 2026

Change Control

Effective Date	Author	Approver	Comments
28/03/2025	Donna Tudman	Board	Initial policy

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Policy Overview

Purpose

This policy ensures that the distribution of goods from SecondBite, OzHarvest, Community Meals, and donations aligns with TNC's vision of fostering a connected, supported, empowered, inclusive, and thriving community. Our priority is to serve those in need while maintaining integrity, fairness, and accountability.

Context

At Toukley Neighbourhood Centre (TNC), policies are developed in alignment with the [TNC Policy Framework](#).

TNC Policy documents are developed to:

- Assist TNC to meet the objects of the organisation and manage risk effectively
- Assist TNC staff and volunteers in performing their duties
- Outline how TNC will meet governance expectations
- Provide transparency and clarity to TNC staff and volunteers.

TNC is bound by the [Australian Charities and Not-for-profits Commission Act 2012 \(Cth\)](#) and regulated by the [ACNC](#).

Overview

Goods received from SecondBite, OzHarvest, Community Meals, and donations are intended for distribution to individuals and families experiencing food insecurity or for the operational benefit of TNC. Staff and volunteers must adhere to the following guidelines to uphold transparency and fairness:

Review and Compliance: This policy will be reviewed annually or as required. Compliance will be monitored, and any breaches will be addressed in line with TNC's Code of Conduct.

For any clarifications, please contact the Executive Officer.

Definitions

Term	Explanation
ACNC	Australian Charities and Not-for-profits Commission
BoM	Board of Management
EO	Executive Officer
OzHarvest	OzHarvest is an Australian food rescue organisation that collects surplus food from businesses and redistributes it to charities, helping to fight hunger and reduce food waste.
SecondBite	SecondBite is an Australian not-for-profit organisation that redistributes surplus food to community food programs, helping to reduce food waste and alleviate hunger.
TNC	Toukley Neighbourhood Centre

Policy Principles

Policies always contain a set of principles that provide information relating to the rationale for the document. Staff and volunteers must consider and comply with these guiding principles when performing their duties.

Principle 1: Prioritising Community Needs and Organisational Use

- Goods are primarily for clients and community members facing hardship.
- Donations received, including food and other goods, must be used for the benefit of the centre and its operations before any consideration for staff or volunteer access.

Principle 2: Authorisation and Fair Access

- Staff and volunteers may access surplus bread, fruit, and vegetables at the end of their shift, but not during their assigned working hours.
- Community meals are only to be accessed if there are meals remaining after community service.
- Any request by staff or volunteers to access surplus goods beyond these provisions needs to be approved by the Executive Officer.

Principle 3: Retaining Goods for TNC's Benefit

- Donations, including food and resources, are to be retained for the benefit of the centre and its programs before any distribution to staff or volunteers.
- Any goods intended for organisational use (e.g., catering for events, supporting programs, or maintaining stock for future community needs) must not be taken for personal use.

Principle 4: Avoiding Conflicts of Interest

- Staff and volunteers must avoid any situation that could be perceived as self-serving or a misuse of resources, according to the TNC Code of Conduct and Board Charter.
- Any potential conflict must be disclosed to the Executive Officer immediately.

Principle 5: Transparency and Reporting

- Any concerns regarding the distribution of food or goods should be reported to the Executive Officer.
- All records of surplus goods allocation will be maintained for review and audit purposes.

Principle 6: Maintaining Professional and Ethical Conduct

- Staff and volunteers must act with integrity and in the best interests of the community.
- Taking goods without approval may be considered misconduct and could result in disciplinary action.