



FURNITURE REQUEST FORM

Please complete parts 1-4 and press submit or email to warehousemitchell.cg@vinnies.org.au. If you don't have access to email, please phone the Mitchell Warehouse on 6234 7310 to lodge your request.

1. Conference/Program Details

Date of Request		Conference/Program	
Member Making Request		Member's Contact Phone	

2. Companion Details

Name		Contact Phone	
Address			

3. Item(s) of Furniture Requested

Quantity	Description of Furniture

4. Please advise of any obstacles the driver may encounter upon delivery

E.G. flights of stairs, narrow passageways, long distance from roadway, unusual access points or other obstacles that drivers may encounter on delivery of the furniture requested.

5. Mitchell Warehouse to Advise

Companion Reference Number		Delivery Date	
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Please see notes and guidelines over page.

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The Warehouse team will contact the companion, unless otherwise advised by the requester, to arrange delivery. If they are unable to make contact after 2 attempts, the requester will be notified and a new request form may be required. On the day of delivery, the drivers will make contact with the companion/contact listed approx. 30 minutes prior to their arrival.

It is preferable that the companion is in attendance to sign the delivery docket as proof of receipt of items, however also acceptable is a trusted representative such as a case worker/conference member if pre-advised to Mitchell Warehouse. No items will be left at a property if no one in attendance.

Please note: Whilst we endeavour to deliver all items requested, the Mitchell Warehouse may not have all items required in stock or due for donation collection. Unfortunately we do not have the resources to place any items on back order.

Due to Work Health and Safety, deliveries will **not** be made where stairs are present. Please make other arrangements as deliveries will only be made to the ground floor level.

Furniture Process reminder:

Where deliveries have been confronted with issues e.g.: furniture items unavailable, difficulties dealing with or unavailable companion etc, the Mitchell office will make reasonable contact with the conference member by phone/email to discuss the situation, sessions notes will then be noted on the companion's profile on CDS.

Where a delivery is successful, sessions notes are noted on the client's profile via CDS. Please refer to notes for delivery details of date, value, and items listing.

Guidelines for Mitchell Warehouse and Conferences for Supply of Furniture to Clients in ACT and Queanbeyan

The Society, through its members and staff, serve those in need by sharing its resources fairly, efficiently, and at all times respecting the humanity and dignity of those in need by treating them as equals. The following principles therefore apply.

- Conferences may respond to needs of clients by asking Mitchell Warehouse to provide furniture.
- Mitchell Warehouse provides furniture free of charge on request from Conferences if suitable items of furniture are available. Mitchell Warehouse does not provide furniture to clients free of charge without a request from a Conference.
- The type and quantity of furniture requested to be provided free of charge should be related to the specific needs of the client.
- Requests to supply furniture free of charge are managed by Conferences and Mitchell Warehouse in a way that is mutually supportive meets the real needs of clients and makes good use of the Society's resources.
- The Conference will determine the type and quantity of goods to be supplied after assessing the need of the client. It is highly desirable that assessment includes a visit to the home of the client.
- Selection of specific items to be provided is at the discretion of the Mitchell Warehouse manager or delegate, but will always respect the dignity of the client.
- Conferences are free to use other resources to meet needs that cannot be met by Mitchell Warehouse.
- Mitchell Warehouse and Conferences resolve difficulties with provision of furniture consistently with the Society's principles and in the best interest of the Society and the client.
- These guidelines apply in most cases of providing furniture from Mitchell Warehouse. Exceptional cases may require responses outside these guidelines. In such cases the Conference and Mitchell Warehouse will communicate directly to address the specific need.

Goods provided by Mitchell Warehouse

Conferences may request Mitchell Warehouse to provide:

- Kitchen tables
- Kitchen chairs
- Beds and mattresses (queen, double or single)
- Chests of drawers
- Lounge seating (Please advise configuration required)

Mitchell Warehouse will provide the above items from available stock.

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