



Whatever happens, we're here for you

www.pregnancyproblemhouse.com

In-Kind Donation Guidelines

Please read both pages of this document before you contact us about making your in-kind donation.

Hero Mums is an ongoing support program of Pregnancy Problem House which provides free, practical, and emotional support to teens, women, couples, and families who are pregnant and/or parenting in challenging circumstances. The Hero Mums program includes individual and group mentoring, with participation-based incentives that include access to quality maternity and baby items. Clients are also screened to see if they require professional counselling and case management at Pregnancy Problem House, and/or referrals to other agencies or programs.

Out of respect for our clients' privacy, donors are required to make an appointment to drop off in-kind donations and are not allowed to visit centres unannounced or to leave items at our properties outside of operating hours.

All in-kind donations must be in new or like-new condition, completely clean and/or freshly laundered, of good quality and in working order, sorted and clearly labelled. Please carefully check the lists below for the suitability of the items you wish to donate and then contact us for confirmation that we can use those items before we arrange a suitable time for you to bring them to us.

We love receiving BRAND NEW items such as:

- **Pregnancy essentials**, including prenatal vitamins, mints, ginger teabags, small tissue packets, bath bombs, shower gel, shampoo, toothpaste, body lotion, hand creams, healthy snacks with long expiration dates, etc.
- **Items for birthing at a hospital or home**, including a nappy bag, sanitary products, bathrobe, and slippers.
- **Baby items** especially clothing, nappies, bibs, towel and washers, baby blankets, baby wipes, toiletries, dummies, soft and play toys, baby baths, bassinets, newborn prams, car restraints, and keepsakes.
- **First foods items**, including highchairs, dinner sets, large bibs, and baby cookbooks.

We can often accept donations of the following items in new or gently used/like-new condition:

- **Baby wraps and sleeping bags**
- **Baby swings**
- **Bassinets with mattresses** – all bassinets must have a stand (lockable if rocking), and all liners/covers must be removable for washing
- **Books for babies, children, and expecting/new mothers**
- **Bouncers and rockers** – must have a 3- or 5-point harness
- **Changing tables** – folding style only, with safety strap attached
- **Clothing** – size 00000 up to size 2 (without stains, wear and tear); preemie and newborn sizes are in highest demand
- **Cots with mattresses, new mattresses (see safety standards below)**
- **Formula and baby food** – unopened and with 6 mth+ expiry
- **Highchairs (see safety standards below)**
- **Linen** – bassinet and cot sized, mattress protectors, baby towels, wraps
- **Nappy bags and changing mats**
- **Nursing and maternity pads** – disposable only
- **Maternity clothing** – including dresses, tops, pants, jeans, sleepwear, bras, etc.
- **Play mats**
- **Prams (see safety standards below)** – can lay down for a newborn
- **Safety/child protection items** – cupboard locks, corner protectors, outlet covers, etc.

- **Safety gates and play pens**
- **Toys** – newborn to age 2

Please ensure all donations are completely clean/freshly laundered, in working order, sorted, and clearly labelled. Please provide manuals when possible. Please include all parts and accessories and remove any batteries.

Cot Safety Standards

- Items must comply with the Australian/New Zealand Standard AS/NZS 2172:2003 Cots for household use.
- The brand, model, and manufacturer date after 2003 should be clearly identified.
- Mattresses should be clean, stain-free, and the correct size for the cot they are donated with.

Highchair Safety Standards

- Items must comply with AS 4684—2009 Highchairs.
- The construction and framework should be sturdy and have a wide stable base. The seat and backrest should not squeak, sag, and move out of position or collapse.
- Items must be fitted with a five-point harness or any other restraint system that effectively restricts the child from standing up or slipping down from a seated position.
- Items must assemble with ease and have a working lock to prevent them from collapsing.
- If items have four castors fitted, at least one pair (either front or back) must have working brakes.

Prams and Stroller Safety Standards

- Items must comply with Australian/New Zealand Standard AS/NZS 2088:2000 Prams & strollers.
- The brand and model should be clearly identified and a manual supplied, where possible.
- Items must have a 5-point harness in good working order.
- Items must easily collapse and assemble, and brake pedal/s or levers must be red in and in working order.

Items we are unfortunately unable to accept under any circumstances:

- Items that do not meet current Australian safety standards
- Used infant and child car restraints
- Used soft/plush toys
- Used feeding items, e.g., breast pumps, teats, cups, cutlery
- Large furniture and/or items not related to babies or young children, e.g. single beds
- Hygiene products and cosmetics that have been opened
- Nappy wrapper bins and cartridges
- Large toys and outdoor toys (see-saws, swings etc.), bikes, scooters, and helmets
- Cot bumpers and pillows
- Bath seats, aids or stands, potties and toilet equipment
- Cane or soft-sided bassinets and portacots, bassinets with non-removable covers and/or ununlockable rocking stands
- Baby sitting aids such as Bumbo seats, Jolly Jumpers, walkers
- Used cot mattresses without an accompanying cot

Please note: We have limited storage space and sometimes find we have received too many of particular items/sizes. In these situations, we reserve the right to donate items to another charity or to sell these items at various community markets. Please notify us before you make your in-kind donation if you would prefer that it is excluded from possible redistribution or sale.

If you know someone who may need our assistance, please encourage them to contact us by calling 1300 200 406.

To make a one-time or recurring tax-deductible donation towards our ongoing operational costs, please visit www.pregnancyproblemhouse.com/donate or call (08) 9200 7040.