



# LEGACY WEEK 2024 VOLUNTEER HANDBOOK

Little Badge. Big Impact.



Legacy Week

# About Legacy

Since the Legacy promise was made by a soldier to his dying mate in the trenches of WW1 to "look after the family," Legacy has supported Australian Defence Force families in times of great need.

Today, Legacy supports 34,000 partners and children of veterans who gave their lives or health while serving our country.

Our work can mean a child gets an education and a fair go, a widow/er is not disadvantaged or alone and a family is not torn apart by the effects of post-traumatic stress or other psychological injuries.

During Legacy Week, volunteers and supporters sell badges, bears and other merchandise and host events to generate awareness and support for Legacy's work.

## Thank you.

Thank you for dedicating your time and energy to volunteer for Legacy. We are very grateful for your willingness to volunteer to raise awareness and vital funds for our veterans' families.



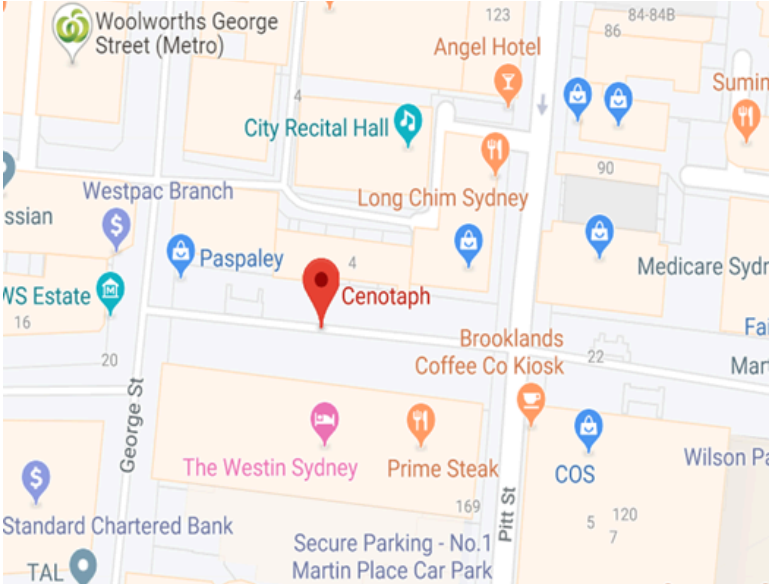


## Key Contacts

CONTACT POSITION	NAME	PHONE	EMAIL
<b>FUNDRAISING CONTACTS</b>			
Legacy Week Lead	Mia Baldic	0417 048 846	<a href="mailto:mbaldic@legacyclubservices.org.au">mbaldic@legacyclubservices.org.au</a>
Legacy Week 2IC	Jacqueline English	0406 435 944	<a href="mailto:jenglish@legacyclubservices.org.au">jenglish@legacyclubservices.org.au</a>
Volunteer Manager	Melissa Green	02 9248 9028	<a href="mailto:mgreen@legacyclubservices.org.au">mgreen@legacyclubservices.org.au</a>
<b>FINANCE</b>			
Finance Manager	Julie Anggono	02 9248 9060	<a href="mailto:janggono@legacyclubservices.org.au">janggono@legacyclubservices.org.au</a>
Finance Support	Edwina Xu	02 9248 9010	<a href="mailto:exu@legacyclubservices.org.au">exu@legacyclubservices.org.au</a>
<b>MEDIA</b>			
Media Lead	Melissa Dao	0408 396 069	<a href="mailto:mdao@legacyclubservices.org.au">mdao@legacyclubservices.org.au</a>
Chloe Arentz	Marketing Team	0427 609 333	<a href="mailto:carentz@legacyclubservices.org.au">carentz@legacyclubservices.org.au</a>
<b>RANGER CONTACT DETAILS</b>			
Darling Harbour		02 9240 8601	
Rocks Control		02 9240 8594	

# Stall Locations

## MARTIN PLACE



## BARRACK STREET

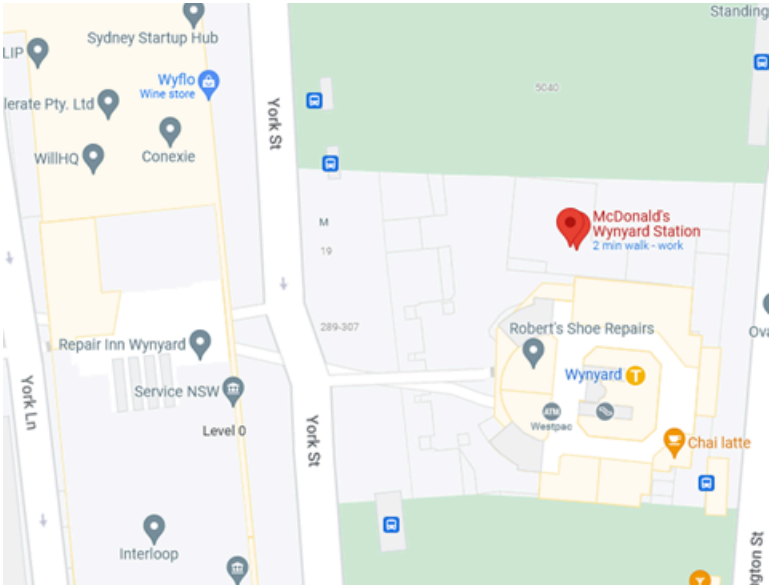


# Stall Locations

## HERALD SQUARE

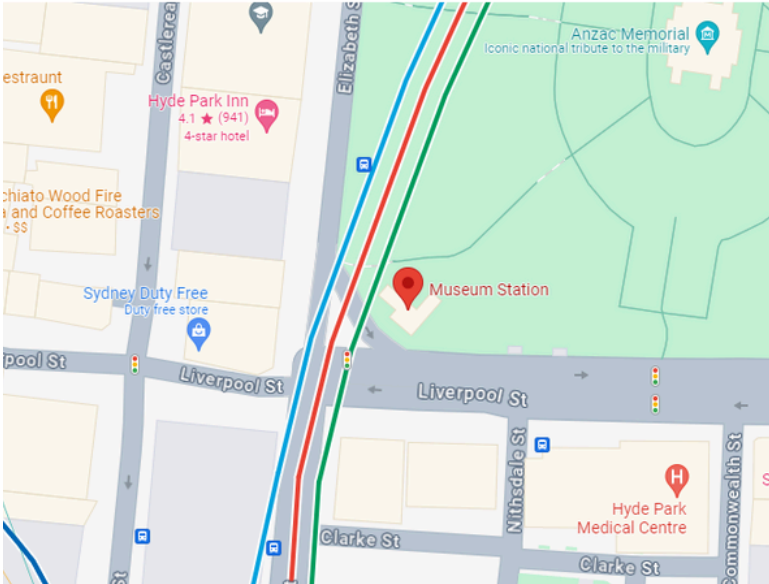


## WYNYARD STATION



# Stall Locations

## MUSEUM STATION

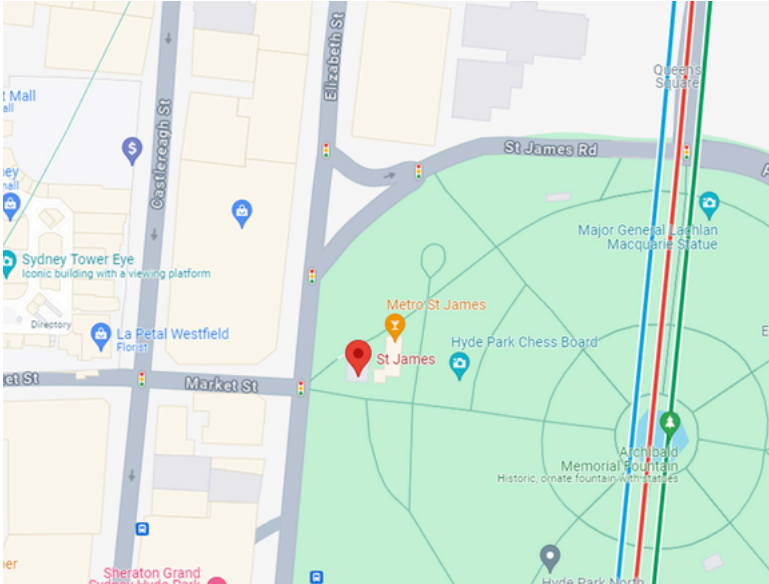


Museum has an internal and external location, weather dependent.



# Stall Locations

## ST JAMES STATION



St James has an internal and external location, weather dependent.



# Stall Locations

## TOWN HALL



Exit 2





## Key Information

### WHAT TO BRING

- Wear comfortable clothes and shoes (preferably clothes that do not have large logos).
- Stay hydrated with a water bottle.
- Hat.
- Print off your free public transport sheet (or have it readily available on your phone to show transport staff).
- Your mobile phone so our stall manager can contact you.
- A positive attitude :)

### SET UP

- Arrive on time at your site and help set up if required.
- Sign-in with a Legacy team member and collect a badge tray, volunteer ID card and bum bag.
- Be briefed by your Legacy stall manager.

### GET VOLUNTEERING!

- Select your preferred area. It is recommended to stand stationary to allow the public to come up to you to make a donation/purchase merchandise. Roaming is not encouraged.
- Greet all members of the public and ask them if they'd like to buy a badge to support Legacy and veterans' families. Do not be forceful.
- Always thank members of the public, even if they don't make a purchase!
- Empty your tray as much as possible before returning to your stall.
- Take breaks every two hours. Your stall manager will have water and snacks available for you at the stall.

### BANKING & CASH HANDLING

- Cash must be kept in your bum bag. Please do not leave cash unattended.
- Please feel free to visit your stall to drop off cash if you feel uncomfortable and/or exchange denominations.

### ENDING YOUR SHIFT

- Return to your stall by your allocated time, to give our Legacy team member time to sign you out.
- Hand back your badge tray, volunteer ID card, bum bag, and payment device.
- Please make sure you sign out before you leave for the day.

# Stall Manager Information

## STALL SET UP

- Set up a your marquee/tables and cover each trestle table with a Legacy tablecloth.
- Set up a few full badge trays on the table, and sit a few bears up.
- Turn on your EFTPOS machines and other payment devices.
- Showcase a few brochures on the table.

## BRIEFING VOLUNTEERS

- Welcome all volunteers and thank them for volunteering their time to support our veterans' families.
- Provide background about Legacy and Legacy Week
- Sign them in and allocate them a tray, a few bears, bum bag and payment device.
- Explain the different types of merchandise (e.g. tax- and non-tax deductible items.)
- Explain how to use the payment device/s.
- Ask them to come back every two hours to replenish stock, have a rest and drop off any cash.
- Advise volunteers of their designated locations
- Remind volunteers to stand still and not wander too frequently.

## CASH HANDLING

- The stall manager must handle cash management for the stall.
- When a volunteer returns their bum bag when their shift finishes, follow the following steps:
  - Fill in a deposit form with the tray number and volunteer name/organisation and put this in the bum bag
  - DO NOT COUNT THE CASH AT THE STALL – THIS IS DONE LATER IN A SECURE LOCATION BY THE FINANCE TEAM.
  - Discretely review the denominations of cash in the bum bag and exchange notes if needed to ensure the stall has lower denominations (i.e \$5 and \$10 notes)
  - Cable tie the bum bag shut and place this in the designated collection bucket in the stall container.
- If a volunteer returns to the stall asking to exchange notes (i.e a \$50 note for smaller denominations), crouch down so you are not visibly displaying money in front of the public and exchange cash between the bum bags, ensuring the value remains the same (i.e 1 x \$50 for 5 x \$10 notes).
- The runner may visit for a cash deposit collection. This is the only collection during the day.
- The remaining cash will be returned with the stock/equipment from each stall at the end of the day and finance will count all deposits.

## ACCIDENTS & INCIDENTS

- Remind volunteers that should volunteers feel threatened or unsafe, find the nearest police station or return to the stall immediately.
- Advise the grievance procedure should an incident occur.
- Advise volunteers that if they are feeling unwell, they should return to the stall.

# Stall Manager Information

## INCIDENT MANAGEMENT

For ADF:

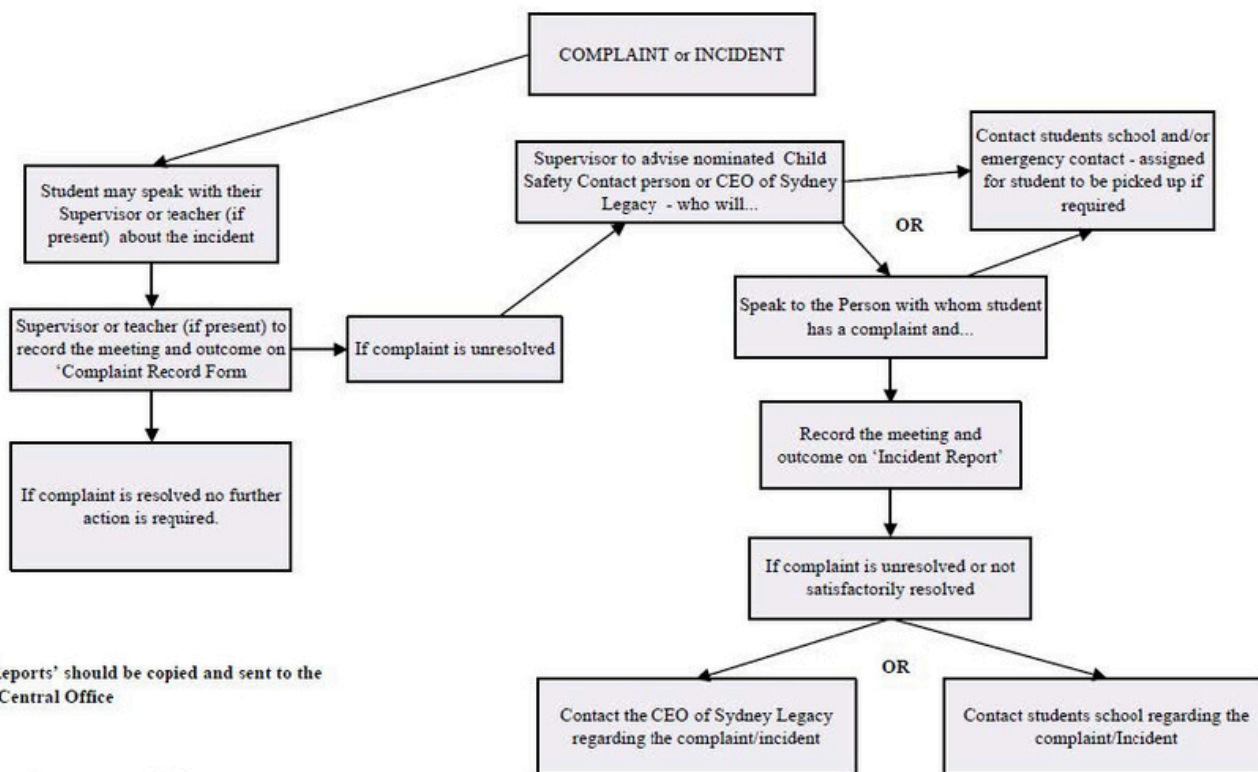
- Incident management and reporting requirements for ADF personnel/units are in accordance with internal ADF requirements
- In the case of an incident involving an ADF member participating during Legacy Week, the ADF member/Unit is requested to:
  - Locally manage the incident
  - Advise the ADF command chain
  - Advise the local Legacy Stall Manager as soon as practical
  - Assist the Legacy Stall Manager to complete an Incident Report

For non-ADF volunteers and Legacy staff:

- Incidents should be reported to the stall supervisor immediately
- An Incident Report must be completed

For students:

When a student feels uncomfortable, unfairly treated, frustrated or they see behaviour inappropriate they may firstly choose to talk with their supervisor or they may contact someone from their school.



: note:

Incident Reports' should be copied and sent to the Manager HR, Central Office

## Stall Manager Information

### END OF SHIFT

- Ensure each volunteer signs out and hands back ALL equipment, cash and ID cards.
- Follow the cash handling process.
- Call a volunteer on their mobile if they have not returned by the end of the shift. You must not leave your location until all volunteers have returned.
- Pack down your stall and return items to storage/wait for pick up.

### BANKING & CASH HANDLING

- Cash must be kept in your bum bag. Please do not leave cash unattended.
- Please feel free to visit your stall to drop off cash if you feel uncomfortable and/or exchange denominations.

### ENDING YOUR SHIFT

- Return to your stall by your allocated time, to give our Legacy team member time to sign you out.
- Hand back your badge tray, volunteer ID card, bum bag, and payment device.
- Please make sure you sign out before you leave for the day.

Thank you.

Thank you for supporting our  
veterans' families.