



LEGACY WEEK 2025 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 30,000 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 raise awareness and vital funds for our veterans' families.





Key Contacts

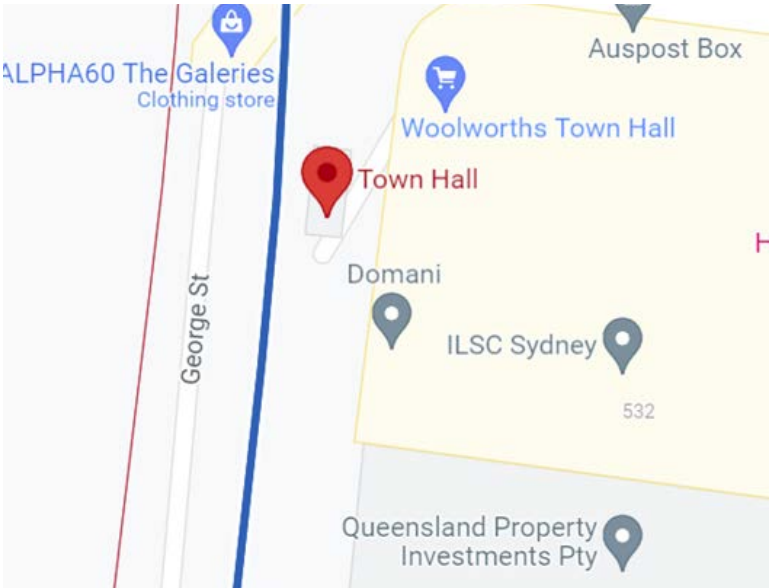
CONTACT POSITION	NAME	PHONE	EMAIL
FUNDRAISING CONTACTS			
Legacy Week Lead	Mia Bacon-Myers	0417 048 846	mbaconmyers@legacyclubservices.org.au
Legacy Week 2IC	Alex Fernandez	0432 160 953	afernandez@legacyclubservices.org.au
Volunteer Manager	Melissa Green	02 9248 9028	mgreen@legacyclubservices.org.au
FINANCE			
Finance Manager	Julie Anggono	02 9248 9060	janggono@legacyclubservices.org.au
Finance Support	Edwina Xu	02 9248 9010	exu@legacyclubservices.org.au
MEDIA			
Media Lead	Melissa Dao	0408 396 069	mdao@legacyclubservices.org.au
Marketing Team	Chloe Arentz	0447 604 975	carentz@legacyclubservices.org.au
RANGER CONTACT DETAILS			
Darling Harbour		02 9240 8601	
Rocks Control		02 9240 8594	

Stall Locations

HERALD SQUARE



TOWN HALL STATION



Key Information

WHERE TO GO

- **Please arrive at the Town Hall site 5 minutes before your shift start.**
- **Shift times are: 10am - 2pm**

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

- Sign-in with a Legacy team member and by scanning the QR code on display and collect a badge tray, volunteer ID card and bum bag.
- Be briefed by a Legacy staff member.

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 Town Hall Site 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:

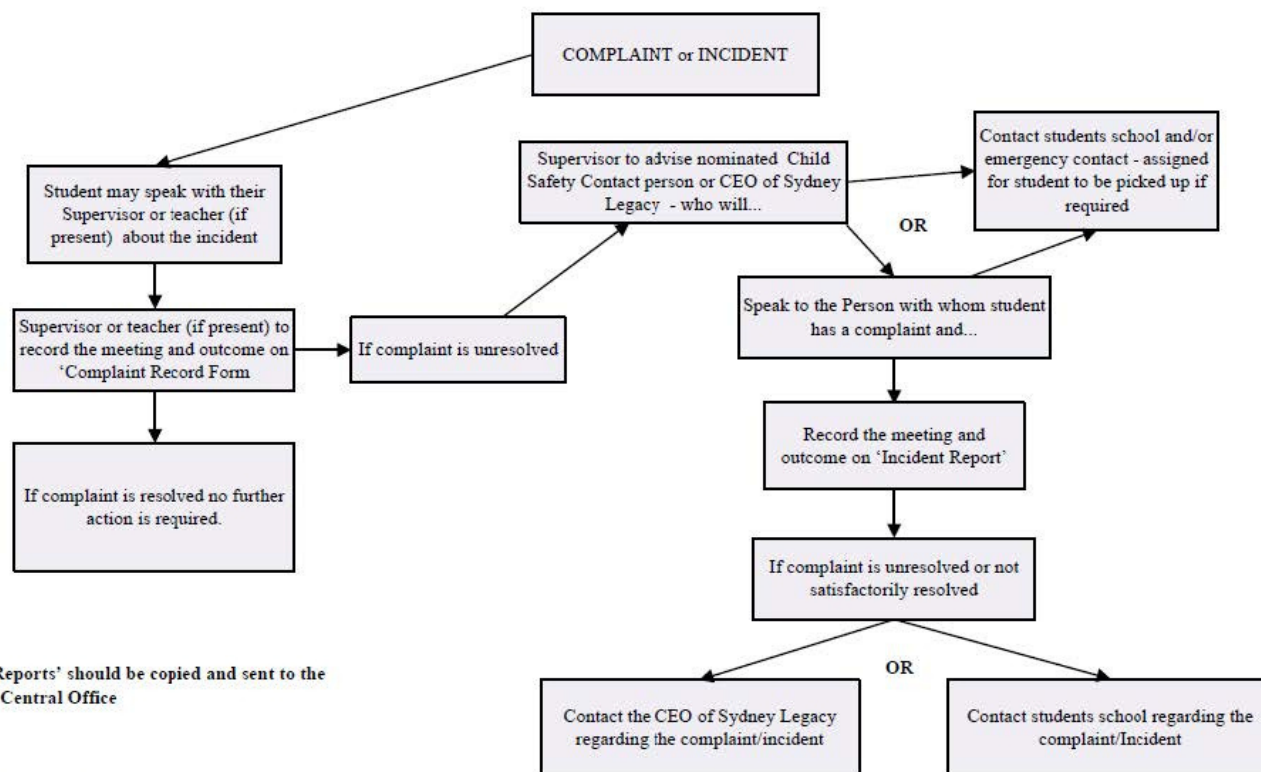
- Incident management and reporting requirements for ADF personnel/units are in accordance with internal ADF requirements
- In the case of an incident involving an ADF member participating during Legacy Week, the ADF member/Unit is requested to:
 - Locally manage the incident
 - Advise the ADF command 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 for supporting
our veterans' families.**