



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 can use those items before we arrange a suitable time for you to bring them to us.

Items we love

Hero Mums is passionate about championing battling mothers, and as such we love to encourage them with brand new items. Some mothers in our care may miss out on a baby shower or a generous family to help them prepare for a baby.

You can help us empower them by donating 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 high chairs, dinner sets, large bibs and baby cookbooks

Gently used (still like new) items we can usually accept (you MUST call us first to confirm):

- **Baby wraps and sleeping bags**
- **Baby swings** – in clean, working order including straps and manuals
- **Bassinets with mattresses, see safety standards below** – in excellent, clean, working condition; all bassinets must have a stand (lockable if rocking) and all liners/covers must be removable for washing and be freshly laundered
- **Books** for babies, children and expecting/new mothers, in good condition
- **Bouncers & rockers** - must have a 3 or 5-point harness in working order
- **Changing tables** – folding style only, with working safety strap attached, no tears in mat etc.
- **Clothing** – Size 00000 up to size 2 – new or like new (without stains or wear and tear), freshly laundered, sorted into labelled boxes or bags with gender & size. Preemie and newborn sizes are in highest demand
- **Cots with mattresses in excellent condition, 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, freshly laundered and sorted
- **Nappy bags & changing mats** in new or like-new condition (no stains or rips)
- **Nursing and maternity pads** – disposable only
- **Maternity clothing** – including dresses, tops, pants, jeans, sleepwear, bras etc, freshly laundered please
- **Play mats**—with all toys/accessories included and batteries removed, if applicable
- **Prams**-- that can lay down for a newborn in excellent, clean, working condition, see safety standards below
- **Safety/child protection items** - cupboard locks, corner protectors, outlet covers etc.
- **Safety gates & play pens** - please include all parts, screws and manual/instructions
- **Toys** - newborn to age 2 - please include all pieces, clean and sorted before donating.

Cot Safety Standards

- Must comply with the Australian/New Zealand Standard AS/NZS 2172:2003 Cots for household use
- Brand, model and manufacturer date after 2003 should be clearly identified.
- All parts must be included with small parts taped to the base in a plastic bag, including a manual when possible
- In good working condition with no damage or splintered wood, working castors (if fitted) etc.
- Mattresses should be clean, stain-free, and the correct size for the cot they are donated with

Highchair Safety Standards

- 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
- 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
- Assembles with ease and the lock works to prevent it from collapsing
- If it has four castors fitted, at least one pair (either front or back) must have working brakes.
- It must be clean and free from any food, mould, rust, rips, tears or significant wear

Pram Safety Standards

- Must comply with Australian/New Zealand Standard AS/NZS 2088:2000 Prams & strollers.
- Brand and model should be clearly identified and a manual supplied, where possible
- Must have a 5-point harness in good working order
- Please ensure it easily collapses and assembles and brake pedal/s or levers are red in and in working order
- Clean and free from any food, mould, rust, rips and tears or significant wear

Items we are unable to accept under any circumstances:

- Items not meeting current Australian safety standards
- Used infant and child car restraints
- 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
- Used soft/plush toys
- Used feeding items including breast pumps, bottle teats, sippy cups, toddler cutlery sets
- Cot bumpers
- Bath seats, aids or stands
- Potties and toilet equipment
- Cane or soft-sided bassinets, bassinets with non-removable covers and /or unlockable rocking stands
- Baby sitting aids such as Bumbo seats, Jolly Jumpers, walkers
- Portacots
- Used cot mattresses without an accompanying cot



Please note: While we always strive to meet the needs of our current and future clients first, we have limited storage space and sometimes find we have received too many of particular items/sizes, and/or that items have been donated that we cannot distribute through our programs. In these situations, we reserve the right to donate these items to another charity, or to sell these items through our Hero Mums Markets and/or at various Community Markets. This strategy increases awareness of our programs while raising funds which help us to continue providing our free services to anyone in need. 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 monetary donation towards our ongoing operational costs, please visit www.pregnancyproblemhouse.com/donate or call (08) 9200 7040 during business hours.