

Donated Goods Policy

Ronald McDonald House System Policy

Policy Statement

Ronald McDonald House in Australia is committed to the health, safety and well-being of all individuals who utilise our Programs and appreciate all donations to our Programs. At all Ronald McDonald House Programs, to ensure the safety of our families, we are unable to accept furnishings, linen, soft toys, goods including books and toys which are in pre-loved condition or items that are not compliant with the laws and regulations within Australia, including toys that do not meet the Australian Safety Standards.

(Source: National)

Policy Principles

Ronald McDonald House greatly appreciates all donated goods from guest families and the community. Our Programs will not knowingly accept donations or provide any toys that are not compliant with the applicable laws and regulations within Australia. We strive to ensure our compliance with the toy safety standards, requirements set out by Ronald McDonald House and applicable Legislation.

Before accepting donated goods, the following criteria must be met:

- Toys are required to meet the Australian Safety Standards
- Toys, books, DVD's and craft supplies must be brand new and unopened
- All donated goods are to be non-toxic
- Board games, computer games etc. must have a rating no more than PG
- DVDs that are rated G, PG or M (M rated movies must be viewed in own guest room, not communal areas)
- Art and craft supplies must be non-toxic and non-flammable

The high importance of health, safety and well-being of all individuals results in being unable to accept donations that are in a pre-loved condition, including art and craft supplies, books and toys. Furthermore, for safety reasons, we cannot accept new or pre-loved:

- Toys or books that contain button batteries
- Toys that may have small objects that could be swallowed (e.g. buttons, easy detachable parts, pins etc.)
- Religious related material
- Political related material

- Offensive related material
- Toxic paint / Toxic glue for craft
- Toys that are associated with guns' / war games
- Children's projectile toys (e.g. potential to cause choking, eye injury or flesh wounds)
- Toys that contain lead and other prohibited elements
- Used furniture or baby items

It is imperative that each Chapter regularly and routinely checks the ACCC Product Safety Recall information alerts to ensure all donated goods within the House and Programs do not pose a health and safety hazard to our guest families and visitors.

If an item is found to be recalled, discontinue use immediately. Further information regarding product recalls can be found from <https://www.productsafety.gov.au/recalls>

All of our donations are appreciated and in cases whereby a donation is accepted and found to be non-compliant, it is required in accordance with this policy, that it is to be discarded immediately. Under no circumstances is the item to be sold or donated to another organisation or guest family.

Any items that are collected to be used at fundraising events for the purpose of raising money, are not included in this policy.

Where an interested individual would like to donate and is unsure of appropriate items, gift card donations are a welcomed donation. These can be given to the relevant Program to purchase toys that are compliant with Australian Standards.

Scope & Responsibilities

This policy applies to Ronald McDonald House Programs, which encompasses House, Family Room, Family Retreats, Hospitality Cart and Learning Program. Donated food items are addressed in the Food Safety Policy.

It is the responsibility of managers to ensure employees and volunteers are aware, informed and undertake their duties in compliance with this policy.

Related Policies & Legislation

Associated Legislation

- Australian Consumer Law (Product Safety Provisions)
- Australian Consumer Law (Product Safety Regulations)

Associated policies

- Ronald McDonald House Australia Food Safety Policy
- Ronald McDonald House Australia Infectious Disease Prevention & Control Policy

Tools & Template

Associated information and websites to this policy include:

- Ronald McDonald House Australia Donation Form
- Australian Toy Standards and International Toy Standard ISO 8124-1

- Product Recalls - <https://www.productsafety.gov.au/recalls>
- Australian Product Safety – Mandatory Standards <https://www.productsafety.gov.au/product-safety-laws/safety-standards-bans/mandatory-standards>

Policy Approval & Version History

Version	Description of Changes	Approved By	Effective Date	Next Review
1.0	Creation of Policy	MLG	February 2020	February 2022
2.0	Modification of Policy	MLG	July 2021	July 2022
3.0	Review of Policy	MLG	December 2025	December 2027