



Happy Boxes Project

Coordinator Obligations





Hey! Welcome to the team! Thank you for agreeing to be one of our many coordinators throughout Australia.

Without our wonderful coordinators based in communities, the Happy Boxes Project would not be possible.

Over the past 5 years we have received positive feedback on how Happy Boxes have been used by our coordinators to enrich programs and empower women. We don't doubt you will experience the same.

We have worked really hard to ensure taking on a Happy Box Coordinator role is as simple and effective as possible. Please read all the information provided in this guide carefully and do not hesitate to contact us if you have any questions or concerns.



Our Why

Women in our own backyard are going without basic toiletries. Accessibility to simple items like deodorant, shampoo and soap prove challenging when the closest store can be up to 1000km away. Some communities are at the end of 750km of harsh, red dirt roads. Others can be cut off by flood waters for months at a time. Some are only accessible via boat or plane. Whilst communities may be lucky enough to have a small store, they quite often can't afford the item's hefty price tag.

We believe this is unacceptable.

Our Aim

Strong women are the backbone of our communities, Mothers, Sisters, Aunties, Grandmothers; all trying to support their families in adverse circumstances, quite often pouring from an empty cup. If just one Happy Box can fill one person's cup, then what we do is more than worthwhile.

The Happy Boxes Project aim to:

- Support the empowerment of women through alleviating the barriers of accessing basic needs,
- Provide opportunities for women to build capacity for individual and community development,
- Provide opportunities for women to share story and create connection to nurture positive mental health.

THE HAPPY PROCESS

SPREAD THE HAPPY



STEP 1:
Gather products



STEP 2:
Make parcel



STEP 3:
Contact Us

STEP 5:
Mail your parcel



STEP 4:
We provide
an address



STEP 6:
Delivered to
Coordinator



STEP 7:
Dispatched to
communities



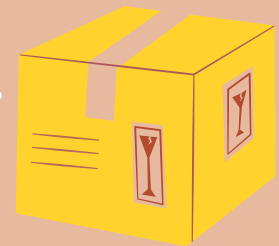
How it all works

We gather and distribute Happy Boxes to you in two ways.

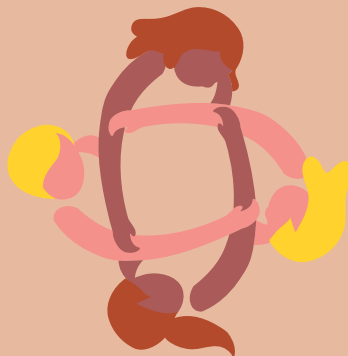
- Happy Boxes sent by individuals of the public
- Happy Boxes by the HBP



HBs sent from individuals of the public



HBs sent from our Hub



Our coordinators in community



Happy Boxes sent by individuals of the public

Individuals of the public love to create Happy Boxes. The website provides them with a guideline, but ultimately it is up to them how many, and what products they put in each Happy Box.

These lovely individuals send Happy Boxes directly to you, by getting an address from our website. Individuals register their sent Happy Box via a form on our website so we can keep track of it. The featured community is changed regularly to ensure an even share of Happy Boxes.

Why do we ask for photos and testimonials?

Market research has indicated that individuals are more inclined to become repeat donors if there is a complete cycle to the process of donating. This includes a notification when their Happy Box has arrived, along with feel-good stories about the smiles they have ignited. They are more likely to trust our charity and recommend us to their friends and family. Which hopefully equals more Happy Boxes for your community.



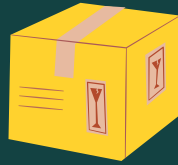
Your responsibilities

Happy Boxes donated directly by the individuals do not pass through our Quality Control. This final control check is the coordinators responsibility (you). It is pretty simple, if it isn't appropriate, if it's damaged or you wouldn't use it, then you must dispose of it responsibly. This rarely happens but from time to time people donate items that aren't suitable for women in our communities or products that have been used. You know your community best, we trust you will know what should and shouldn't be handed on. If you would like more information on how to dispose of items in a sustainable manner please do not hesitate to reach out.

What you need to know about this process

When your community is being featured on our website, you will get an influx of packages. It is vital that you keep track of who the packages are from- the easiest way to do this is to take a quick photo of the sender address. Once you have been sent approximately 25 packages we will share a spreadsheet with you that will detail the people who have sent packages and any love notes they have left you.

HBs sent from our Hub



In 2021 we will be doing things a little bit differently at Happy Box HQ. We will be conducting two major drives a year with the goal of gathering 1000 Happy Boxes for each drive. The Happy Boxes will be curated by us, using donated products from brands and items we have purchased. They will all arrive individually packed in a tote bag for easy distribution at your end.

You won't need to worry about any spreadsheets for these donations as we will have collected all the data at our end. If we hand deliver, we hope to gather testimonials and photographs whilst we are there. If they arrive via post we would ask that you provide testimonials and photographs. With our bigger company partnerships, as per contracts we are required to feedback a certain amount of footage. If this is needed, we will contact you before sending the parcels to ensure you are in a position to help us with this.

Pros and Cons of the new process

The **pros** of this new system is that you will no longer receive Happy Boxes randomly. You should receive 2-4 'outbursts' of loving throughout the year. Another pro is that they should be bigger donations and it should hopefully make less work for you in that you can plan specific events and days around the supply of your Happy Boxes. It also requires less frequent communication with us. Now the **cons**... Oh actually there are none!

If you need Happy Boxes outside the deliveries or if you run out before your next shipment, Please fill out our Happy Box Request Form



Photo Guidelines

We have developed guidelines that we ask you to follow when taking photographs to share with us.

Follow our three rules



Keep It Simple



Be Respectful



Be Empowering

Our motto is 'done is better than perfect'. Don't feel like you have to stage the perfect shot. In fact, the more candid the better. But we must insist on smiles!

If you are struggling to find a willing participant you could always capture them with a Happy Box covering their face, or holding it up in the air with a landscape background, or simply their hands holding the product. If you live where there is red dirt, pop that HB in amongst it, our donors aren't used to seeing red dirt so will love it! If you are near native bush, perfect- use that as the perfect backdrop. Sitting on the bonnet of a troopy is also a great way to show our supporters their HB has survived the journey.

We can not emphasise this point enough. Our aim is to empower women, the last thing we want to do is make anyone feel uncomfortable or for their privacy to be disrespected.

Please make sure before you take photos you have permission. This means telling the women where the photo will end up and why it is being used. Make sure they understand our cause and are happy to be featured as someone who has benefited from the Happy Boxes. If they have Instagram encourage them to follow us, so they can see where their photo may end up. If you sense that they DO NOT feel comfortable please don't proceed.



If you **do** have someone who is happy to be photographed and are confident to have their beautiful, smiling face front and centre then we ask for one extra favour. Could you please accompany the photo with a sentence or two about this person OR their community and why they are amazing and so deserving of a Happy Box.

For example:

"This young mum is such an inspiration, always going above and beyond to lift up others around her"

"This strong and beautiful woman works for ____, an organisation making a positive impact on the community by ____"



Meeting Attendance

The Happy Box board and members meet once a month to share updates, brainstorm ideas and make decisions about our operations. Everyone who attends is a volunteer who donates their time to keep the HBP cogs turning. We LOVE when one of our coordinators join us at the start of the meeting (usually a Monday at 7pm AEST via zoom) to share their experience with the Happy Boxes. This is a very informal chat where you can provide a bit of feedback on how the Happy Boxes have been received in your community, the impact they have had and any areas you feel we could improve. It is no longer than a 5 minute conversation but it is really valuable and important to our members. It allows us to feel connected and to ensure what we are doing is aligned with what is needed in our communities. We will contact you to invite you to one of our meetings via email. There is no pressure but we hope that every coordinator will join us once throughout the year.

Correspondence

From time to time we will contact you via email, asking if you are interested in side projects that we have running. There is never any pressure to be involved with these projects but we do ask that emails that require answers are done so in a timely manner.





The legal stuff

Before we can start sending you donations we need you to agree to your Coordinator Obligations. We make this easy by sending them to you in an email, which you just have to respond to and formally accept (no printing, signing and scanning necessary). If for some reason you have not received this email, please let us know ASAP.

The obligations are below

I understand the Happy Boxes Project (HBP) aims and am committed to working towards these aims in my role as HB Coordinator. Everything I action on behalf of the HPB will be aligned to these aims

I agree to following the HBP guidelines for sharing photography of my community and its members

I agree supply at least 5 photographs of my community to help the Happy Boxes Project when featuring on the website

I agree to conducting Quality Control on the products that are sent to me by individuals of the public

I agree to record the parcels I receive and feed this information back to the HBP in a timely manner

I agree to share testimonials of the impact the HBs have in my community