

## Congratulations on your selection for a Dignity Vending Machine

Thank you for helping us share the dignity, through the installation of a Dignity Vending Machine at your school. Proudly funded by the Queensland Government, Share the Dignity is providing students in 155 Queensland state and non-state schools with access to free sanitary products through their Dignity Vending Machines. Providing students with free access to sanitary products at school will have a positive impact on students' wellbeing and their readiness to engage at school.

### Arrival of your Dignity Vending Machine and period packs

Within the next 1-2 weeks you should receive 3 boxes, including 1 large box which contains your Dignity Vending Machine and 2 smaller boxes of stock (period packs).

**Once you have received the boxes, please let us know by emailing [dvm@sharethedignity.org.au](mailto:dvm@sharethedignity.org.au)**

**Share the Dignity will arrange the installation of the machine, so please do not install the machine.**

Please place these boxes in a safe location for the Machine Installation Contractor (the Contractor). Please do not open any of the boxes as we require the contractor to do this to ensure there is no damage to the machine.

### Installation of your Dignity Vending Machine

If your school indicated in your application for a Dignity Vending Machine that an electrical power point needed to be installed, please arrange this installation as soon as possible. The *Information for Queensland schools* document on our website provides details of the requirements for the placement of the power point.

If your school needs to confirm that the wall selected for installation of your Dignity Vending Machine is free from asbestos, please have this checked as soon as possible and provide confirmation to Share the Dignity.

The installation of your Dignity Vending Machine will be arranged by the Contractor organised through the company that provides the machines, Vend 24/7. The Contractor will have specific knowledge of the computerised aspects of the machine and will ensure it is properly secured and working before they leave. The Contractor will contact you to arrange a suitable time to complete the installation.

### On the day of installation of your Dignity Vending Machine

When the Contractor arrives, they will measure the selected wall and install the machine. There is an information pack inside an envelope with the machine. The Contractor is required to give this to you. The information pack includes the following:

#### 1. Keys and key rings

Each machine is dispatched with 2 keys and 2 key rings. Please keep these keys in a safe place. If keys need to be replaced this will be at a cost to the school.

#### 2. Stickers

Each machine is dispatched with 2 'Dignity Vending Machine located here' window decal stickers. These stickers should be placed in suitable locations at your school to advertise the location of your Dignity Vending Machine to your students.

#### 3. Instructions for restocking and resetting your Dignity Vending Machine

You will find these guide instructions taped to the inside of the machine door. The instructions explain the restock and reset process of the machine. Each machine is fitted with computerised telemetry inside, which means all stock dispensed is counted by the machine and any machine issues can be fixed remotely via computer. The last step of the reset instructions is to scan the QR code, which will take you to an online form to fill out.

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**IMPORTANT:** For the telemetry to work, when the machine is restocked, the machine **MUST** be reset by following the Instructions for restocking and resetting the Dignity Vending Machine.

#### 4. Instructions for ordering stock for your Dignity Vending Machine

You will find our step-by-step instructions on how to order more stock enclosed in this pack.

#### 5. Instructions for reporting a machine fault or requesting maintenance

These instructions include the process to follow if your machine is displaying an error message and how to inform us of repair or maintenance issues.

#### The machine is installed. What is next?

Once the machine is installed you will be required to fill the machine using the period packs provided. Each machine holds 59 period packs. Each period pack contains 6 tampons and 2 pads. You will have received 2 boxes of stock. Each box contains 200 Period Packs.

Please fill the machine with 59 period packs and follow the reset instructions. Once you have reset the machine, please follow the below instructions.

1. Scan the **QR code**, which is located on the instructions or on the side of the machine.
2. Scanning the QR code will open your phone to a form. This is where you are required to enter the details of the stock e.g. the quantity you placed into the machine.
3. The form will ask you to choose what type of request you are making. Scroll down the options to select **Enter restock notification**.
4. Choose the **State** you are in, the **Machine number**, and **enter your name and contact number**. Then enter your email address.
5. Under **Are you a Shero or Hero?**, select **Work Onsite**.
6. Next select what type of check in you did, e.g. did you visit the machine onsite or call to get an update on the phone.
7. List **number of packs added to the machine**.
8. For **Is the site currently open to the public?** select **No**.
9. Press **Submit**.

This process of refill, reset and QR data collection **MUST** be completed every time the machine is refilled. Even if you only refill it halfway. Just remember how many packs you have put in the machine.

**Please ensure all stock provided is dispensed only through your Dignity Vending Machine, as the machines have telemetry that count stock usage and report this information to us.**

#### Data gathering

Share the Dignity will be required to contact you requesting information regarding the use of the machine, as part of the Queensland Government initiative, and we thank you in advance for any assistance you provide to us in this regard.

We are so grateful for all your help in getting your Dignity Vending Machine installed at your school, and we hope your students will benefit greatly from the machine.

If you have any further questions, please do not hesitate to email the #Pinkbox team at: [dvm@sharethedignity.org.au](mailto:dvm@sharethedignity.org.au)

Share the Dignity

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