

## Congratulations on registering for a Dignity Vending Machine

Thank you for helping us share the dignity, through the installation of a Dignity Vending Machine (DVM) at your school. Proudly funded by the Queensland Government, Share the Dignity is providing all Queensland state schools, outdoor and environmental education centres, and student residential facilities the opportunity to have a Dignity Vending Machine, which will provide students with access to free period products. Providing students with free access to period products at school will contribute to students' wellbeing and improve their readiness to engage at school.

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

Share the Dignity will confirm via email when the Dignity Vending Machine is expected to arrive onsite. This may vary, subject to your location. In some instances, the Contractor who installs the machine may bring the machine and stock with them. For more regional locations, the machine and stock may be freighted directly to your school. If this occurs, you will receive 3 boxes, including 1 large box which contains the 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 the Dignity Vending Machine

If your school indicated in your registration for a Dignity Vending Machine that an electrical power point needs to be installed, please arrange this installation as soon as possible. At the time of registration, schools were informed of the following location requirements for DVM installation readiness:

- Identified location is discreet and easily accessible to **all** students who may reasonably need to access period products (consider the need for students of all gender identities to be able to access the DVM)
- Available wall space of 910mm (H) x 600mm (W)
- The wall where the DVM is to be installed must be free from asbestos
- There must be permanent access to an electrical power point within 1.5m (preferably above DVM location). Please note the power cord extends from the bottom right hand side of the Dignity Vending Machine.
- There must be adequate space on the wall to allow between 900mm and 920mm from the bottom of the DVM to the floor
- Given the door is hinged to the RIGHT-HAND SIDE of the DVM, there must be space for it to be opened without obstruction for restocking.

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 Share the Dignity or one of their approved contractors. 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. Share the Dignity &/or the Contractor will contact you to arrange a suitable time to complete the installation.

### On the day of installation of the 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 which the Contractor is required to give to you. The information pack includes the following:

#### 1. Keys and key rings

Each machine is dispatched with:

- 2 keys
- 2 key rings
- 1 x NAYAX card

Please keep these keys and NAYAX card in a safe place. If they need to be replaced this will be at a cost to the school.

## 2. Stickers

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

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

You will find the instructions taped to the inside of the machine door. These will explain the restock and reset process of the machine. Each machine is fitted with computerised telemetry, which means all stock dispensed is counted by the machine and any issues with the machine 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.

**IMPORTANT:** Once the machine is restocked, it **MUST** be reset by following the instructions for restocking and resetting the Dignity Vending Machine. If the machine is not reset properly, the telemetry will not work.

## 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 DVM is installed. What is next?

Once the DVM 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 two 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 Share the Dignity.**

### **Data gathering**

As part of the Queensland Government initiative, Share the Dignity is required to contact you requesting information regarding the use of the machine - 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 Dignity Vending Machine team at:  
[dvm@sharethedignity.org.au](mailto:dvm@sharethedignity.org.au)

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