

Fundamental requirements when opening new headquarters: standard equipment

Structural requirements and work tools

1. The headquarters

- ✓ Adequate space
- ✓ Central location
- ✓ Easy access
- ✓ Barrier-free
- ✓ Easy to identify from the outside
- ✓ Outside health facilities

Structural requirements and work tools

2. Telephone

3. Fax

4. A computer with an internet connection and an email address

5. Copier machine

6. Wifi connection

Structural requirements and work tools

6. Lockers

(Document storage- Privacy)

7. Databases:

➤ (E)form

➤ Registered mail

➤ Database of regulations

➤ Mailing list (external and internal stakeholders of the organisations, local branches of the organisations, public services)

Minimum standards

Volunteers need to offer continuity of service to citizens.

The service should be guaranteed at least two days a week and at established times.