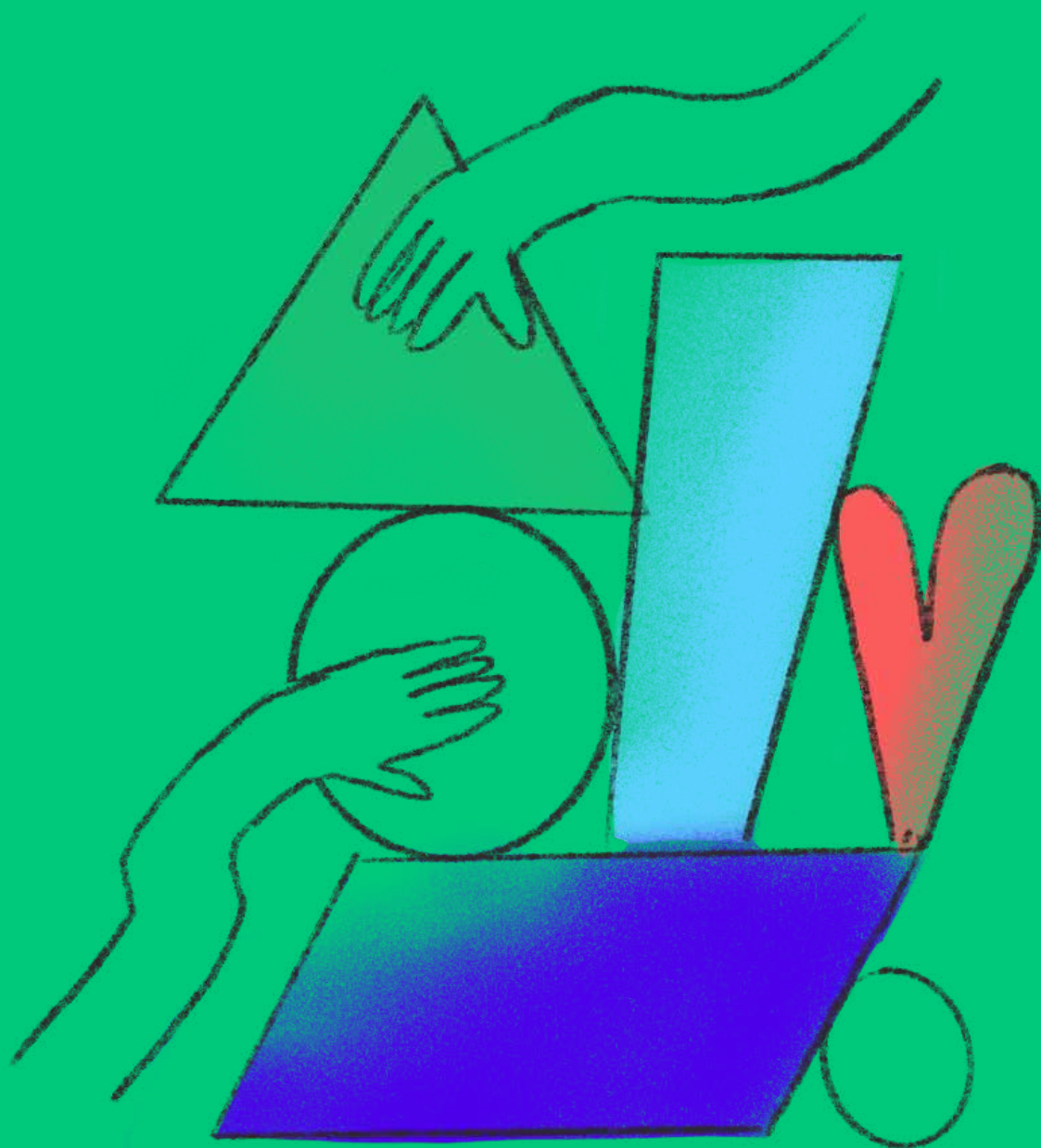# Want to help? We've got you.

**A MUST READ GUIDE
FOR CREATIVES**

How to use this site:

1. Register as a member.

Sign up with your email, and fill-up your profile information. Include a cover image, your profile photo/logo, a description of what you do and a URL for organisations to find out more.

2. Head over to the Project Board.

Browse projects available in the different forum categories.

3. Choose a project to work on.

When you've found something that interests you, simply reply with a comment, then DM the organisation to offer your email contact.

4. Clarify any doubts.

If you require more information about the brief, comment on the post with questions you have, so that other creatives can see the answers as well.

5. Alternatively, volunteer directly.

If you're looking for a longer-term volunteering relationship, visit "Adopt a Charity" to volunteer with Non-profits directly, more regularly.

Site Guidelines
& Rules of Use

WHAT PROJECTS SHOULD I TAKE ON?
We currently allow any organisation or community that's working for social good to look for volunteers here. However, it is up to you to do your own research on the entity before deciding to take on any project.

If you believe in the cause, would like to donate your time and are sure that you can meet the project requirements then go for it! If the brief is unclear, do clarify it in the project forum before committing to any project.

PROJECT SIZE/DURATION
To qualify for your pro-bono volunteer help, each creative project should be short-term and ad-hoc, and should not require more than 20 hours of work within a span of 4 weeks each.

Examples include designing a poster, social media posts or simple infographics, short copy-writing, copy-editing, a consultation session or workshop, laying out a short brochure or handbook under 16 pages, designing a logo, or creating an illustration for a campaign.

For longer projects that span a few months, like detailed annual reports, a full rebrand or extensive research and writing, we recommend organisations give a 10 – 20% of project value as a token of appreciation to you as a volunteer.

Do discuss this with the organisation and get the agreement down in writing. For projects with payments involved, we recommend planning payment milestones with the organisation, for e.g. a down-payment. Note, we are unable to settle payment-related disputes.

For any further questions or advice on determining project value, feel free to write in to us via the contact page.

PROVISION OF PROPER BRIEF
Before embarking on a project, ensure you have received a clear brief and requirements before commencement. If in doubt, always seek clarifications and ask as many questions as you need to. Request for materials, content and brand guidelines (if applicable) ahead, so you do not get surprised by scope creep or other variations that you didn't agree to down the road.

If you're unsure of how much creative freedom the brief has, please ask. Do your homework by looking at similar projects they've done in the past, or by sharing a visual mood board or examples beforehand to ensure you're on the same page with the organisation.

REQUIRED SKILLSET
Properly analyse the brief before taking it on. If you lack past experience in a similar project, voice it out from the very beginning and discuss with the client to receive guidance.

This is especially important when it comes down to print or digital projects that have specific requirements. For example, if you are unfamiliar with preparing final artwork for print or handover, get help to learn or pick up the skill before embarking on any of such projects.

CLEAR, CONSOLIDATED FEEDBACK
Clients often receive feedback from multiple colleagues and may have to go through various levels of approvals. Therefore, do insist that they consolidate their feedback to reduce making unnecessary revisions on your end.

RECOMMENDED TIME-FRAME FOR TURNAROUNDS
From the start of the project, be upfront about your turn-around time. We recommend you ask for at least 2 days notice for small edits and 1 week for bigger changes.
If you're willing or able to work faster due to a time-crunch, feel free to do so at your own discretion.

PLAGIARISM
Plagiarism by either party will not be tolerated. If we come across any instance of plagiarism by a creative or a non-profit requesting for such work, the party in question will be banned from further usage of this service.

We are not liable for any inadvertent or purposeful violation of copyrights. Please check your content such as stock images beforehand to ensure compliance to any copyright laws.

FILE A COMPLAINT
If you encounter any members in violation of the guidelines set forth in this PDF, do not hesitate to reach out to us and file a complaint. We will conduct investigations and members will be issued a warning and advised to correct their actions. If they fail to comply, the member in question will be banned and blacklisted. Making Meaning reserves the right to delist, ban any members without notice.

COMMON QUESTIONS:

Why volunteer as a creative?
Volunteering is not the same as the dreaded "working for exposure" because you're providing a service to help others, not for self-promotion purposes. Volunteering is not for everyone, but sharing your time/skills is a good alternative if you're looking for ways to give back beyond monetary donations.

I'm a student / not a professional creative. Can I still help?
Of course! If you're not a professional, you're still welcome to lend a hand! However, if you're unfamiliar with software or industry best practices, please write in to us to clarify any questions you may have beforehand. Also be upfront with clients from the beginning so they are aware of your skill levels, to avoid mismatched expectations further down the line.

How do I ensure I don't get taken advantage of?
If you follow the guidelines above closely, this is unlikely. Ensure all expectations are clear beforehand to protect yourself and always get agreements/edits in writing so it's easy to track should a dispute occur. If something still goes awry, write in to us to make a complaint and we'll help you as best as we can (e.g. assist you in terminating the relationship).

How to Write an Email to a New Client

Hi [Their Name]

[Introduce Yourself]

I'm really excited to work on this project.

Here are some questions that I have about the brief:
[Questions about the brief. Get as much detail and info as you can, like specifications, dimensions, and their preferences.]

I'd also like to request for the following materials before I can commence work: [Content, Brand Assets & Guidelines, etc.]

Before we begin, I'd like to recap some guidelines for our work together. Let me know if this works for you!

- I'm able to commit [Number of hours/week on X days]
- I'll require X days notice for small edits and X days for bigger changes.
- I'm willing to do up to X rounds of edits, so please consolidate your comments!
- At the end of the project, I will handover [Deliverables]
- If there are added requirements halfway through the project, I may have to charge a small token for my time.

By the way, [Any important information about your skillset or their requirements that they need to know.]

If the above works for you, let's discuss what a good timeline would be and I can share when I can come back to you with the first draft. If you have any questions or thoughts about the above, let's talk about it as well.

Looking forward to working with you!

Cheers,
[Your Name]

Making/Meaning