

A close-up photograph of a woman with dark hair, wearing a dark jacket with a white strap, kissing a baby on the forehead. The baby is wearing a red garment and has a clear medical tube connected to their head. The woman's eyes are closed, and her expression is tender. The background is dark and out of focus.

heartfelt

**VOLUNTEER RETOUCHER
APPLICATION 2020**

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The work of a Heartfelt retoucher is unique, demanding, challenging, confronting and also profoundly rewarding.

We are looking for very special retouchers who are willing to donate their time, skill and heart to help families in need of our services.

There are many benefits to becoming a Heartfelt retoucher. A recent member survey highlighted the most enjoyable aspects of volunteering for Heartfelt included a strong sense of belonging or fellowship with other members, helping families and giving back, a sense of making a difference and being able to use or enhance creative skills.

If you would like more information about becoming a Heartfelt retoucher, we have FAQs on our website.

APPLICATION CHECKLIST

1. CODE OF CONDUCT

Heartfelt is a not for profit association which operates to provide professional quality photography services to families who meet our criteria in a caring and compassionate manner. The circumstances in which we provide our services are often very sensitive. All members must agree to comply with the Heartfelt Code of Conduct. [Please read here.](#)

2. PREPARE YOUR PORTFOLIO

The work we do is of a very sensitive nature, with most images being of babies who have died before, during or shortly after birth. Babies in these circumstances may have very damaged skin and mottled, blotchy complexions.

We are required to do very complex skin recreation, often from only a very small sample area, recreating facial features, cloning out tubes and tapes on the babies or other medical equipment etc.

Heartfelt retouchers need to have strong retouching skills, significantly beyond basic processing in the following areas:

- background removal
- remove/minimise medical or distracting backgrounds

- skin reconstruction
- remove/minimise of tubes, cords, tapes
- remove/minimise significant skin blemishes
- control over B&W conversions
- flexibility to adjust the conversion for various skin colour and tones
- spot, contrast and colour control
- ability to recover images from files

As part of your application, you will receive an email requesting samples of your retouching. Providing suitable images for review is an important part of the application process. We need to be able to assess your competency in this delicate work; to do this we need to ask you to provide samples - including both before and after images.

We can provide you with images to retouch as a demonstration of your work if required. Please be aware the images, whilst not the worst we can be asked to work on, can be considered quite confronting. A family has generously given us permission to use these images and they must be treated with the utmost confidentiality and respect.

Once we receive your images, the membership team will review your application and advise if you have been successful.

When it's time to submit your application, you do so through the online form on our website. You will be required to pay the membership fee online at this time.

Not for you?

If your retouching skills do not meet these requirements, and you have professional capability photographic skills; please consider joining us as a Heartfelt photographer.

NEED MORE HELP?

We understand that you might have more questions about the work. For any further questions regarding photographer or retoucher membership please contact our Secretary, Vivian Hayles at secretary@heartfelt.org.au or 0439 933 923. If you are enquiring from New Zealand, please contact Emma MacDonald on 0800 583 768.

Please also follow our Facebook Heartfelt page.

Thank you, and we look forward to welcoming you into our Heartfelt community.