



Volunteers  
Information Package  
for  
Induction Training

A C Russell  
Manager

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## Volunteers Information Package

Welcome

This booklet is to provide you with information relevant to your role as a volunteer within our Cooperative.

Firstly, I wish, on behalf of the Board to thank you for the time you are giving to the organisation, but more importantly, the time you are giving to vulnerable people within our community. Your efforts can not be underestimated, nor taken for granted.

Secondly, it is important to know where the organisation is going and your part within its development. We have a vision and objectives but one of the biggest contributions we are able to make is the smile we offer our clients each day.

Thirdly, there are systems in place to assist you in making sure your efforts are conducted safely and where there is an issue we have a mechanism to deal with the matter quickly and fairly.

This booklet is to provide some of this information for you and to guide you should you want other facts and assistance.

Please feel free to contact any of us at the office with compliments, complaints, feedback and suggestions so we are able to make our cooperative the best it can be, where compassion and concern for others are foremost.

With thanks and gratitude

*Alan*

Alan Russell  
Manager





**Meals on Wheels**  
Eurobodalla

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## Our purpose

Eurobodalla Meals on Wheels helps make our community stronger by providing services that contribute to the health, well-being and independence of people.

## Our Core Values

The actions of Eurobodalla Meals on Wheels are always based on our Core Values of

### Empathy

We are respectful and caring of our clients, volunteers and staff. We value diversity in our community and aim to maintain the dignity of those we help.

### Honesty

We hold ourselves accountable for our actions. We are trustworthy and discrete in our dealings with others

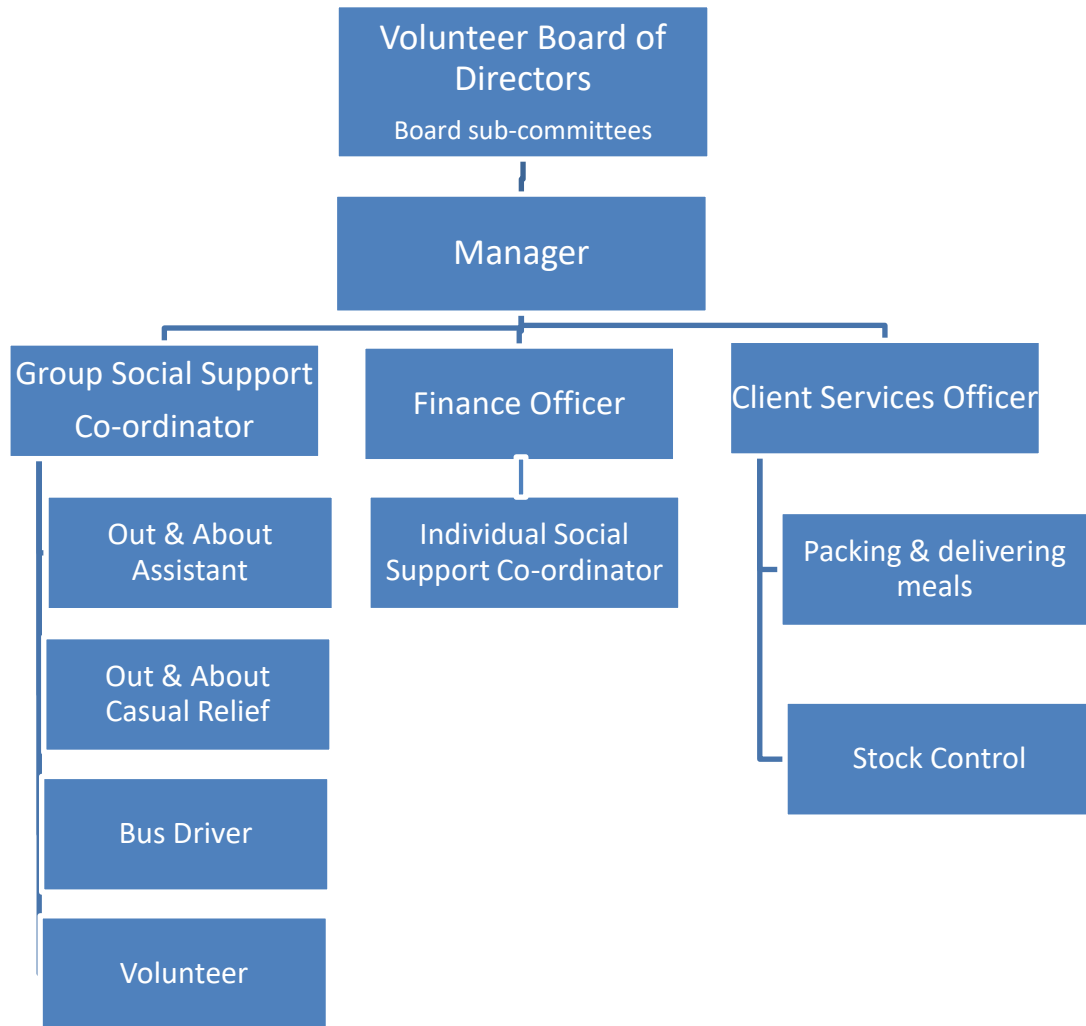
### Commitment

We are motivated to undertake our work in a reliable and professional manner. We are loyal to the organisation and accept responsibility for helping the clients we serve.





## Organisational structure





### **General**

Eurobodalla Meals on Wheels is supported by funding from the Australian and New South Wales Governments. However the changes in the sector see organisations such as ours looking for more and more clients to guarantee funding and more and more volunteers to make sure our services reach those in need.

Our organisation has a structure which has developed as the three centres came together as one entity.

### **Board of Directors**

Eurobodalla Meals on Wheels is overseen by a volunteer Board of Directors. The Board is comprised of seven Directors who are Members of the Cooperative.

Elections for the Board are held each year at the Annual General Meeting attended by Members in October. The meetings move through the three centres.

### **Membership**

Once a worker has performed five hours of volunteer service in a calendar year the worker is eligible to make an application to become a Member with full voting rights of the Eurobodalla Meals on Wheels Cooperative Limited.

Membership forms are available at the office.

### **Paid Workers**

The **Manager** is responsible for the day to day management of the service and to implement the strategic direction as determined by the Board.

The **Client Service Officer**, based at Moruya office is responsible for ensuring meals are delivered to our clients; duties include ordering of food, coordinating deliveries including volunteers' roster and general support to volunteers.

The **Finance Officer**, based at the Moruya Office, supports all financial aspects of EMoW Services.

The **Receptionist**, based at the Moruya office, supports all administrative aspects of EMoW services and the coordination of **Individual Social Support**.

The **Out and About Coordinator** and **Assistant** based at the Moruya Office are responsible for coordinating group social support activities through centre based activities and outings.

### **Volunteer Workers**

You....are the backbone of our organisation.

Without your service we could not assist those who are frail or with a disability.



## Our Services

### Meals

Eurobodalla Meals on Wheels distributes frozen meals weekly to older people, people with a disability and their carers. We operate from three distribution centres:

- Batemans Bay (North) – packing and delivery (6 separate runs) on a Wednesday.
- Moruya (Central) – packing on Tuesday; deliveries in Broulee & Tuross Head on a Wednesday and deliveries in Moruya on a Friday.
- Narooma (South) – packing and delivery on a Friday.

Volunteer tasks include:

- Packing and/or delivery
- Money handling and reconciliation
- Hygiene control e.g. cleaning delivery bags
- Roster coordination
- Packing / delivery support role



### Social Support

Out and About (O&A) is a program of group activities and outings for our clients. Individual Social Support providing assistance such as shopping, light gardening, appointments and a friendly home visit for a cuppa and chat

#### ***Out and About:***

- Centre based group activities are conducted each day
- Lunch About is conducted each Tuesday and Friday in different areas around the Eurobodalla.
- There are day trips take clients out into (or beyond) the Eurobodalla on an occasional Wednesdays.
- Wallaga Elders Social Club meets the first Thursday of the month at the Wallaga Lake Community Centre for activities, lunch and Bingo!
- PALZ meets the first Tuesday every second month at Banksia Village.

#### ***Individual Social Support :***

is tailored to clients' needs and could include:

- companionship over a cuppa, a game or jigsaw puzzle, at the clients' home
- accompanying someone on walks or outings
- helping them do paperwork
- taking them shopping, banking or to the library or to attend an appointment.

Volunteer tasks include:

- Transporting clients to and from activities
- Catering assistance in the kitchen
- Assisting clients during activities
- Clearing and tidying up after activities
- Companionship or friendly visiting
- Taking clients shopping or to appointments



## **Caring for Clients**

One of the largest factors affecting the lives of older people is social isolation.

### **Meals service**

For clients, the human contact of a meal delivery is often as important as the meals themselves. You may well be the only person the client sees that day, and loneliness may be a major problem for that client. Although the time you spend with each person is limited, try not to rush your visit and encourage the client to chat while you are there.

**Please check the delivery run sheet to ascertain if there is information to assist you in delivery.**

For example, most clients give their consent allowing our volunteer workers to enter their premises to deliver meals; the delivery run sheet will indicate where the client has given this approval. Any safety or access issues that you will need to know of are also documented on the delivery run sheet.

### **Social Support**

Social support maximises an individual's ability to continue to live independently at home and assist them in sustaining social contact. Activities, outings and social support for our clients maintain and/or increase each client's social network through participation in meaningful and enjoyable activities which are appropriate to their needs, interests and abilities.

Health, memory deterioration and carer stress can happen quickly in our vulnerable client group. We ask that you be observant of the individual needs of each client and try to gauge if their situation has changed since you last saw them. Should you have any concerns about a client please make a prompt report to a paid worker at either the Moruya office (meals and individual social support) or Out & About (group social support).





### VOLUNTEER WORK ROLES

WORK ROLES	WHEN & TIMEFRAMES	VENUE
Meals Service Packing meals orders	Tuesday morning approx. 1–1.5hours from 9.30am	Moruya Office
Meals Service Packing meals orders	Wednesday morning approx. 1 – 1.5 hours from 8am	Batemans Bay Community Centre
Meals Service Packing meals orders	Friday morning approx. 1 – 1.5 hours from 8am	Narooma Community Centre
Meals Service Meals deliveries	Wednesday morning approx. 2 – 2.5 hours	From Moruya Office to Broulee
Meals Service Meals deliveries	Wednesday morning approx. 2 – 2.5 hours	From Moruya Office to Tuross Head
Meals Service Meals deliveries	Wednesday morning approx. 2 – 2.5 hours	From Batemans Bay Community Centre to Batemans Bay and surrounds
Meals Service Meals deliveries	Friday morning approx. 2 – 2.5 hours	From Moruya Office to Moruya or Bodalla
Meals Service Meals deliveries	Friday morning approx. 2 – 2.5 hours	From Narooma Community Centre to Narooma or Tilba or Dalmeny and Kianga
Meals Service Stock movement & prep Narooma	Thursday afternoon	From Moruya to Narooma
Out & About Support at a variety of locations	Monday to Friday. Start & finish time varies between 8.30am to 3.30pm	Monday at Narooma Tuesday Lunch About Wednesday at Moruya Thursday at Batemans Bay Friday Lunch About
Out & About Bus driver (14 seater) Minimum light rigid driver's license.	Monday to Friday. 8.30am to pick up clients. Between 1.30pm and 2.30pm to take clients home. Time depends on the day.	From Batemans Bay to various locations across Eurobodalla
Individual Social Support	Depends on client needs, usually 1 to 3 hours. Can include accompanied shopping, medical appointments, light gardening or friendly home visit ( <i>CuppaChat</i> )	Offered to clients across the Eurobodalla



## Volunteering with Eurobodalla Meals on Wheels

We acknowledge the large contribution that Volunteers make to Meals on Wheels in our community. We understand that you are making a voluntary commitment to the service and your role is valued and important to clients and to us.

As a volunteer of Eurobodalla Meals on Wheels you will be required to undertake a screening process prior to employment. The National Police Check will be required prior to commencing your employment. You will be required to undertake the following:

- Induction Training
- National Police Check (required to be updated every 3 years).

During the Induction Training we will cover a number of topics including:

- emergency procedures
- meeting other volunteers
- overview of policy/procedures

The Policies and Procedures are available in the Eurobodalla Meals on Wheels Office. This will be discussed and particular policy statements highlighted such as:

- Privacy
- Confidentiality
- Code of Conduct
- Gifts.

Eurobodalla Meals on Wheels will keep a file for each volunteer including a copy of:

- any reference checks obtained
- certificates
- training completed
- signed forms
- National Police Check
- copy of license, and
- any other communication required.

This information will be stored in a secure, lockable filing cabinet (or on a secure electronic data base).

The Manager will communicate regularly with you to ensure that you understand your role and that you are supported to complete your role. Volunteer meetings will occur on a regular basis which will provide information and support.



The organisation will also provide training days throughout the year which will provide education and information about specific topics.

If we have a concern about anything, the Manager will meet with you to discuss the matter.

Volunteers who breach the Code of Conduct or who are unable to complete their duties may be asked to leave the service (at the discretion of the Manager combined with the Board).

If you have a concern at any time, or you are unhappy with any aspect of your work, please speak with the Manager.



## **Reimbursement**

If you deliver meals to clients at home, you may be reimbursed for the cost of fuel. Please speak with the Coordinator regarding this.

## **Home visiting**

When you visit a client's home please remember to not pass judgement on a person's house or the way they live their life. If you have a concern about the condition of a person's house however (due to safety) please speak with the Manager.

It is important to remain observant at all times and to report anything which seems out of character or concerning to the Manager. Similarly, it is critical to look out for issues which may pose a safety issue and to report all safety issues to the Manager immediately (for example if you notice steps are cracked/broken or paths uneven and likely to be a trip hazard).

If you attend a client's home and they are not responding to the visit (not answering the door), you must contact the Coordinator immediately. Do not under any circumstances, enter the home before speaking with the Coordinator.

## **Code of Conduct**

A Code of Conduct (enclosed) provides a framework of professional behaviour, values and principles for employees and volunteers of Eurobodalla Meals on Wheels.

The following values are central to a professional code of ethics:

- |                                     |               |
|-------------------------------------|---------------|
| Integrity                           | Honesty       |
| Respect                             | Justice       |
| Courage                             | Inclusiveness |
| Cultural awareness                  |               |
| Community and social responsibility |               |



## Volunteer Rights

Volunteers have a right to:

- Be supported and guided in their role
- Be treated with respect in the workplace
- Privacy/confidentiality
- Negotiate hours and days of work with the coordinator
- Be reimbursed for out of pocket expenses (approved by the Coordinator in the first instance)
- Training and education which will assist them to better achieve the objectives of their role
- Not be subjected to unsafe conditions in the workplace
- Volunteer in a workplace free from bullying, harassment and/or discrimination
- Make a complaint or provide feedback regarding service delivery or volunteering role
- Provide input and make suggestions freely.

### Volunteer Forums

These are held in the three centres twice a year.

This is your chance to meet with the Manager and other volunteers.

This is your chance to give us your ideas and suggestions on how to improve our service.

Dates will be advised.

## Client Rights

Eurobodalla Meals on Wheels service understands that each client has rights which must be upheld by the organisation. They also have responsibilities which they must be aware of.

The organisation will ensure that the Charter of Rights and Responsibilities for Home Care is displayed in the facility and is furthermore provided to all clients upon initial intake/entry to the service.

## Advocacy

An advocate is a person who (with consent) promotes and represents the rights and interests of the client.

Clients may use an advocate of their choice to negotiate on their behalf. This may be a family member, friend or advocacy service. Advocates will be accepted by Eurobodalla Meals on Wheels as representing the interests of the client. Advocates may be used during assessments, reviews, and complaints or for any other communication between the client and Meals on Wheels.





## Rosters

- Meals - you are provided with a roster every four to six months.
- Out & About - you are provided with a roster every month.
- Individual Social Support - rostered as needed.
- Check that you are available on the days you are rostered.
- If you are not available, please don't leave it until the last minute to change your roster.
- **For our Meals Service**, if you are unable to do your rostered duty, please arrange a swap with another volunteer.  
If you are unsuccessful with this, please advise your Roster Coordinator.  
If you are unsuccessful in this, please advise the office staff.  
**If there are any changes in the Roster the office must be advised.**  
If, on the day of duty, you find you are unable to work, please advise the office staff.
- **For Out & About**, if you are unable to do your rostered duty, please advise the staff at Out & About.
- **For Individual Social Support** please advise the staff at the Moruya Office.

## Identification

Eurobodalla Meals on Wheels issues

- a name badge, and
- a polo shirt to all volunteers.

As a courtesy to our clients, volunteer workers are requested to wear their name badge while engaged on Meals on Wheels activities.

We also issue two magnetic car door signs which must be visible on the delivery car, and returned afterwards!

## Insurance

In line with legislation, Eurobodalla Meals on Wheels holds Public Liability Insurance covering personal injury and property damage.

In addition, all people engaged in voluntary work on behalf of Eurobodalla Meals on Wheels Cooperative Limited are covered by our Voluntary Workers' Personal Accident Insurance.

Volunteer Workers are encouraged to review their own motor vehicle insurance to ensure adequacy of cover. A car accident should be dealt with in the usual way –



obtain details from the other party/ies, report the accident to the police and take up the matter with your insurer.

As an extra protection and to “close the gap” all people engaged in voluntary work on behalf of Eurobodalla Meals on Wheels Cooperative Limited are covered by our Non-Owned Motor Vehicle Policy.

To ensure you are covered under these insurance policies, volunteer workers **MUST SIGN THE ATTENDANCE REGISTER EACH AND EVERY TIME** you perform a voluntary activity.

### **A Client Emergency**

If the door of the client’s home is unlocked, and where we have permission to do so:

- ✓ Enter, calling the clients name.
- ✓ Search for the client.
- ✓ If the client is in trouble, call 000.
- ✓ If the client has fallen, do not move them, try to stay close to them and reassure them that help is on the way.
- ✓ Do not give the client anything to eat or drink.
- ✓ If you are delivering meals, phone the office workers so a back-up delivery team can be arranged to take over the meal delivery while you stay with the client until assistance arrives.
- ✓ If you are picking up a client for social support activities, phone Out & About coordinator at Moruya. Stay with the client until assistance arrives.

### **If the door of a client’s home is locked**

- **DO NOT** leave the meals outside of the client’s home.
- **DO NOT BREAK INTO THE HOME.**  
If you can see through the window that a client has fallen or is in distress, call 000.
- ✓ Do see if one of the neighbours knows the client’s whereabouts.
- ✓ Contact the Moruya Office workers Out & About Coordinator



## **Work Health and Safety**

Eurobodalla Meals on Wheels operates in accordance with the Work Health and Safety (WHS) Act 2011. Under the WHS Act 2011, every person conducting a business or undertaking (PCBU) must ensure the adequate management of work health and safety.

To this end Eurobodalla Meals on Wheels commits to:

- Ongoing management of WH&S
- Consultation with contractors, staff and other stakeholders
- Continuous assessment and management of risk
- Training for staff regarding risks and WHS matters
- Accurate reporting and responses to WHS risks
- Development and review of safe procedures for the carrying out of Eurobodalla Meals on Wheels business
- Maintaining Workers Compensation.

Eurobodalla Meals on Wheels provide orientation and training for staff and volunteers on Work Health and Safety requirements. This will provide information about process for minimising/eliminating risk and reporting of incidents and/or accidents.

## **Basic Hygiene**

As you would expect, you are required to follow food safety guidelines, including good personal hygiene. Hand sanitisers are provided at each of the distribution centres and at Out & About.

## **Smoking**

The Cooperative recognises the dangers of passive smoking. By law, it is a requirement that all distribution centers and offices are smoke free environments. Smoking is not permitted whilst handling food or in the presence of clients.

## **If you are ill**

**You need to stay at home if you are ill, particularly if you are infectious – this includes the flu!**

This is to ensure that our clients are not put at risk of contracting an illness.

## **Infectious Disease**

If you suspect a client or someone in their household or you, have an infectious disease please report this immediately to a paid worker.



## **Privacy and Confidentiality**

Eurobodalla Meals on Wheels are committed to the Privacy Act 1988 and Australian Privacy Principles (2014). Information collected is used only for the completion of a specific project and not for any other purpose.

In the course of your work you will be privileged to learn about people's lives and some people will disclose personal information to you as a Volunteer. As a volunteer you must ensure that you respect the right of each individual to privacy and confidentiality. You will be required to sign the Privacy/Confidentiality agreement and adhere to this. Training will be provided by Eurobodalla Meals on Wheels on Privacy and Confidentiality.

If you feel a client is at risk or there is a risk of harm to others, please report this immediately to the Coordinator.

## **Feedback, Compliments and Complaints**

Eurobodalla Meals on Wheels encourages feedback from clients, volunteers, staff and stakeholders as a way of continuously improving the business and the service it provides.

Continuous improvement is a focus of the organisation and the following procedures ensure feedback and complaints are listened to and managed appropriately:

- Feedback forms
- Annual survey's
- Complaints procedure
- Continuous improvement register
- Complaints register.

Volunteers are encouraged to provide ongoing and regular feedback. Feedback and complaints can also be provided at regular volunteer meetings. If you have a concern or complaint which you cannot discuss with the Coordinator, you could speak to the Manager or you can put this complaint in writing to the President.

