

MEALS  
ON  
WHEELS

having a  
POSITIVE  
**IMPACT**  
*on your community*

**VOLUNTEER**  
Handbook

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# ABOUT US

*Thank You for volunteering for Newcastle Meals on Wheels, we look forward to a long, rewarding and enriching association.*

At the heart of our organisation is a caring service which enhances the independence & self respect of our Clients as well as supporting the family or other caregivers. Our service could not operate without the many volunteer workers who willingly give their time to pack & deliver meals.

When age & disability reduce people's capacity to get out and about – Newcastle Meals on Wheels helps make it possible for them to stay independent in their homes for longer.

Through our 7 branches, we cover a large portion of the Newcastle / Lake Macquarie area. Our branches are at Boolaroo, Hamilton, Lambton, Mayfield, Merewether, Stockton & Wallsend. Some of these services have been in operation for over 50 years.

It's not just the Clients who value this contact, ask any of our 350 Volunteers and they will tell you reaching out and making a difference in somebody else's day, makes their day too.



*It's simply a nutritious meal and a friendly face arriving at their door.*

More  
than just  
a meal

## OUR MISSION

To provide a quality food service to the frail aged & people with disabilities.

## OUR PHILOSOPHY

Newcastle Meals on Wheels believes in:

- \*\* The right of people to make choices in their own lives
- \*\* The right of people to dignity, respect, privacy and confidentiality
  - \*\* The right of people to be valued as individuals
- \*\* The right of people to access services on a non discriminatory basis
- \*\* The right of the community to an accountable and responsive service



## SUPPORTING OUR SERVICE

*Why not leave a lasting legacy?*

Donations and bequests are a great way of ensuring our service continues to support those in need.

If you are interested in making a bequest or donation then please speak to your Coordinator or post to: - **Newcastle Meals on Wheels**

**273 Brunner Rd, Adamstown 2289**

# HISTORY

Meals on Wheels has had a place in the hearts and homes of Australians for over 60 years. Helping the frail older people and people with disabilities and their carers stay in their homes where most are happiest is at the heart of the matter.

For us it all began for us here in Newcastle in 1963.... every Monday, Wednesday and Friday since a friendly smile, a chat about the weather, a nutritious meal and knowing someone will drop by to say hello, changes the lives of many Novocastrians.

Newcastle Meals on Wheels has come a long way since its humble beginnings in Brown Street Newcastle and we now boast a state of the art Catering Centre, seven Meals on Wheels branches, a Social Support program and a Distribution Centre that ships meals to services throughout the Hunter region.



**Above** : - Volunteers at Brown St, Newcastle in 1963



**Left**: - Our three longest serving Volunteers:- Grace Woolcock, Tom Griffiths and Dulcie Hipwell.

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a meal

# ABOUT OUR SERVICE

## SOCIAL SUPPORT

Our Social Support offers a number of outings each week to Clients who are more isolated. We hold movie mornings, lunches at Grace's Place ( our own function room at Tighes Hill), as well as outings to museums, clubs etc. If, in your delivering of meals, you find a Client who you think could benefit from this Social Support service, please inform the Coordinator.



## MANAGEMENT COMMITTEE

Our Management Committee is a vibrant group of Volunteers who make the overriding decisions and guide our service.

We are sometimes looking for someone to be part of this board. We especially seek people with a wealth of experience be it trained professionals e.g. accountants or those who have run their own business.



If you think you have some great skills you could offer please let the Coordinator know & we will let you know when a position on our board comes available. The Management can be contacted on 49577 097.

## THE MANAGERS

We have a Manager who looks after the overall running of the organisation including employment, finances and policy issues. The Catering Manager looks after the production of the meals and oversees the food safety. They can be contacting by calling 49 577097 (Manager) or 49 622050 (Catering Manager).

# CLIENT SUPPORT TEAM

There are three main components to our Client Support Team & you are a valuable member.

## BRANCH COORDINATOR

The Coordinator is the first point of contact for all day to day enquiries, please contact them if you are unavailable to do your next shift, or any other issues. Contact details on back page.

## VOLUNTEERS

You are may be one of our friendly faces at the Clients door each week or one of the more behind the scenes helper—packing the meals. Whichever position you choose is a valuable one.

Our caring band of Volunteers pack and deliver the meals and collect payment each week. Please bring any feedback regarding the service or Clients welfare back to the Coordinator.



## CLIENT LIAISON OFFICER

Receiving this service is subject to on-going assessment, so once a year, our Clients receive a visit from the Client Liaison Officer upon starting with the service & every twelve months after.

## BEHIND THE SCENES

Behind the scenes there are many other staff keeping the service afloat from the Catering Staff who produce the meals and the Administration Staff who are working to ensure everything else is taken care of.



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# ABOUT OUR MEALS

## FOOD SERVICE

Our Food Service operates three days per week—Monday, Wednesday and Friday. It would be gratefully appreciated if kitchen staff could not arrive before 7.15 ( 8.15 at Boolaroo) as the Coordinator requires some quiet time (just 15 minutes) to check the messages before the people start arriving.

There are two menus available to our Clients – Fresh and Frozen.

## FRESH MEALS

The fresh meals are cooked daily at our Catering Centre at Tighes Hill by 5 trained cooks. The meals are delivered out from Tighes Hill



in our refrigerated /freezer trucks. By the time they arrive to the branches they have been rapidly chilled in a 'blast chiller' which keeps the food within a safe temperature zone and keeps the nutrition locked in.

The meals are delivered in bulk so that the kitchen staff can plate them according to clients requests. Clients are provided with a menu book which gives them a choice of 4-5 meals and 3 desserts per day—these choices can be changed every 3 month.

## FROZEN MEALS

The frozen meals are produced by a number of companies including our own *NuovoChef* brand. These meals are held at our Distribution Centre at Tighes Hill and they need to be ordered in advance as they take around 2 weeks to arrive.

Clients make their selections using the order forms which are returned to the Coordinators via the Delivery Volunteers.



# VOLUNTEER DUTIES

There are three volunteers positions:-

- ◆ **PACKING STAFF** are responsible for the plating and packing of the meals.
- ◆ **DELIVERY STAFF** are responsible for the delivery of the meals.
- ◆ **SOCIAL SUPPORT STAFF** spend more one on one time with the clients taking them to social functions.

## YOUR DUTIES

- ◆ Please arrive at the appointed time.
- ◆ Wash hands on arrival.
- ◆ Delivery Volunteers may be expected to collect money from clients. This is always done through an invoice.
- ◆ If you have used your vehicle to take a client out or deliver meals you will be provided with a petrol voucher. Social Support Volunteers are paid 'out of pocket' expenses including a meal with the client (up to \$10).



## EXTRA INFO FOR DELIVERERS

- ◆ Don't forget to check your delivery sheet against the number of meals in your eski.
- ◆ It is preferred that both the driver and deliverer go into the clients home.
- ◆ If a client is not home when you call, for food safety reasons, meals are **NEVER TO BE LEFT IN ESKIES OR BOXES ETC** - under any circumstances.

## OUT OF POCKET EXPENSES

All drivers will be reimbursed for fuel expenses via a petrol voucher. This can be used at any of the participating service stations listed on the voucher.

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a meal

# PERSONAL PRESENTATION

Neat and clean clothing must be worn whilst on duty. This clothing must be appropriate to the Workplace Health & Safety consideration of the individual work responsibilities of each volunteer.

All staff must wear fully enclosed slip resistant footwear & sleeved clothing. Baseball caps or hairnets must be worn in plating area (beard snoots if necessary). Clean aprons are provided.

## POLO SHORTS AVAILABLE

We have our own service polo shirts with our logo. These come in 2 different styles and are available to Volunteers for \$20 each.

Please see your Coordinator for available sizes.



## IDENTIFICATION

All volunteers who work offsite must wear a lanyard and card identifying them as Newcastle Meals on Wheels representatives. This should be worn when dealing face to face with Clients. It is the responsibility of the volunteer to pick up their lanyard and return it at the conclusion of its use, i.e. meal run.

## VOLUNTEER AGREEMENT

For insurance purposes, all new volunteers must read and complete an application form and Volunteer Agreement before commencing with the service, this also includes a Confidentiality Agreement.

## CRIMINAL HISTORY RECORD

A Criminal History Record Check must also be completed for those Volunteers who come in contact with our Clients to ensure their safety. This is updated every 3 years.

## LAST MINUTE CHANGES

Due to volunteer shortages, changes are made frequently to the roster. Some changes are made only minutes before you arrive. We will make every effort to accommodate your needs and also our client's needs.

Many alterations such as new Volunteers commencing; others taking extended leave for holidays or family commitments result in the restructuring of rosters which may lead to you being changed. When these changes occur Volunteers are requested to accept them with the understanding that a roster is dynamic and ever changing.

## KEEPING THINGS CLEAN

We need to ensure our hygiene levels are maintained & keeping our premises clean is a constant task. So it helps enormously if everyone does their small bit to keep our places clean.

Equipment needs to be returned to its appropriate place & deliverers returning from runs are asked to wipe out their eskies for the next day.

If you are taking food or clients out in your car please ensure that it is clean and tidy.

Thank you for your co-operation in ensuring that our premises remain in a presentable state.

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# OUR CLIENTS

*Our Volunteers are an important link between the Client and the Coordinator as you come face to face with the clients regularly and are able to notice any deterioration of health, appearance or signs of abuse etc. For this reason, we ask you to report any changes in the client's situation.*

Our clients are not only the aged but also people with disabilities and their carers.

Disabilities are not always evident to the eye, as some people have mental and psychological challenges. Please always be aware that clients behaviours may not always be appropriate in your eyes but we ask they you refrain from making judgements.

Please respect each clients right to live as they choose so long as they are not causing harm to others. If you are concerned about a clients or feel uncomfortable about delivering to a particular client please speak to the Coordinator privately.

## *Tips for dealing with people who have Dementia*

Sometimes drivers and deliverers will visit people with dementia, who may be looked after in their homes by carers. The following tips will help.

- always identify yourself, say hello and that you are here with their meals
- be friendly and cheerful
- speak gently and clearly, but don't shout
- don't talk down to people
- explain what you are doing
- stand in front of people when you speak to them. As people may be alarmed if you stand behind them
- listen to what people are saying and pick up past conversations
- don't ask personal questions
- don't talk about people with dementia as if they were not there
- don't invade the person's personal space
- don't argue with people with dementia.



# CODE OF CONDUCT

Volunteers agree to:

- ◆ Represent Newcastle Meals on Wheels Inc. in a positive way;
- ◆ Observe any Policies & Procedures set down in this Volunteer Handbook ;
- ◆ Treat Clients, staff and other volunteers with courtesy, respect and consideration, and pass on any complaints to the Coordinator;
- ◆ Follow all reasonable directives made by staff and Board of Management ;
- ◆ Not discuss confidential issues outside the organisation;
- ◆ Not take illegal drugs or consume alcohol when on duty or on the premises;
- ◆ Not give personal advice to Clients;
- ◆ Not have sexual relationships with service Clients;
- ◆ Not abuse or harass in any form Clients, staff or other Volunteers of Newcastle Meals on Wheels;
- ◆ Not alienate Clients from families or carers
- ◆ Where practicable, not accept gifts from Clients please ensure the Coordinator is informed of all gifts (except home produce) and donations, which are received;
- ◆ Not act on Newcastle MOW matters without the consent of the Board of Management or the Coordinator;
- ◆ Not to hand out any advertising material or other paperwork without the express permission of the service.

*We value cultural diversity and respect your personal beliefs however whilst volunteering for our service they should remain as your own private thoughts. If, in the carrying out of your role with our service, you feel you have been impacted on culturally or personally in a negative way, please discuss this in confidence with your Coordinator.*

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## VOLUNTEER RIGHTS

As a Volunteer, you are entitled to:-

1. Be treated as a co-worker.
2. Have a safe & suitable place to work which is conducive to the work to be done.
3. Be informed about the service.
4. Receive sound guidance and training for your position
5. Share in planning and make suggestions about the service
6. Say "No". A volunteer chooses to give certain times and do certain tasks and saying "no" to times and tasks, which do not suit, are an important right.
7. Be reimbursed for out of pocket expenses, if appropriate and funding available.

## VOLUNTEER RESPONSIBILITIES

1. As our Volunteer we ask you to:-
2. Uphold and respect the policies & procedures of the organisation.
3. Be a team player. Play your part in assisting Newcastle Meals on Wheels to provide the most appropriate service.
4. Exercise care when giving advice to Clients
5. Treat Clients with courtesy and consideration, and to pass on to staff any Client complaints (& compliments) and requests.
6. Meet time / duty commitments, and provide adequate notice so that alternate arrangements can be made.
7. Ask about things you do not understand and be willing to undertake training in order to perform more effectively.
8. Be loyal and only offer constructive suggestions.
9. Be dependable and notify the Coordinator if they are unable to work.

## CLIENT NOT HOME

Many people who use our services both live alone. Our Volunteers may be the only ones alerted to concerns for their welfare.

Therefore the following procedures shall apply when doubt exists regarding the wellbeing of a Client upon calling upon their home and receiving no answer:

- ◆ After receiving no answer from the Client upon calling at the door, and where there is good reason to suspect that the Client is within the home, a 'walk around' of the premises, including discreetly looking in windows, whilst calling the Client, will be undertaken.
- ◆ Do not place yourself at risk—look for signs of forced entry, do not take on an intruder—back off and ring police and your MOW office.
- ◆ If the door is open, it is your decision whether or not you enter and look around for the Client. Identify yourself out loud and remember to check bedrooms and bathrooms, all the while calling out.
- ◆ If necessary, neighbours should be discreetly questioned to establish the possible whereabouts of a Client.
- ◆ Unless there is clear evidence that the Client is within the house and in need of immediate first aid no further action shall be taken.
- ◆ The meal can only be left in a refrigerator, freezer or with a neighbour (pre-arranged).
- ◆ Advise the Coordinator on returning to the office.

## ASSISTING CLIENTS

Sometimes Clients ask Volunteers to do extra little jobs for them such as posting a letter, or picking up some bread & milk. Whilst we don't encourage this practice we understand that this is done out of the kindness of your heart.

Please remember, that your role with Meals on Wheels only involves the delivery of the meal to the client and any extra things that you may choose to do is on your own time and is your responsibility.

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a meal

# DEALING WITH AN EMERGENCY

If you find the Client in need of urgent assistance **DO NOT PANIC**. Use your own judgement in relation to the course of action to follow:-

## DON'T

- ◆ Never pick the Client up or move them if they have fallen unless leaving them where they are puts their life at greater risk ie fire.
- ◆ Never administer medication to the Client. If the client requests, you can only hand them the requested substance.
- ◆ Do not touch blood or body fluids or any cuts, abrasions or skin lesions unless wearing disposable gloves.

**Do not put your own life at risk.**

## DO

- ◆ If the Client can tell you what he/she wants, and if this seems appropriate, follow this request.
- ◆ If the Client is unconscious, fallen or deceased DIAL 000 immediately and ask for an ambulance.
- ◆ Contact the Coordinator once you have the emergency situation under control so relief driver arranged to continue with meal delivery.
- ◆ Stay with Client until our staff, a relative or ambulance arrives.



**Counselling is always available, please speak to Coordinator.**



# WORKPLACE HEALTH & SAFETY

We take your safety seriously and we as an employer have an obligation to provide safe working conditions and work practices. In accordance with the legislation, information and relevant training will be provided to all volunteers on the causes & prevention of work related illness and injuries.

All volunteers are required to cooperate with the WHS Policy and Programs to ensure their own health & safety and that of others in the workplace.

## FURNITURE & EQUIPMENT

Volunteers will be provided with relevant training prior to the use of any equipment.

## ABUSIVE BEHAVIOUR

Volunteers are not expected to put up with abusive or violent behaviour from staff, clients or other volunteers. If a difficult situation occurs, please contact the Coordinator immediately for attention.

## HAZARD IDENTIFICATION & REPORTING

This organization has an ongoing commitment to Hazard Identification & Risk Management. It is the responsibility of all workers to report any possible hazards or incidents to the Coordinator. Please report any 'near miss' accident as they may identify potential hazards.



## ACCIDENTS

An accident report form must be completed by anyone involved in an accident (however minor) and given to the Coordinator supervisor as soon as possible.

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# WORKPLACE HEALTH & SAFETY

## SMOKING & ALCOHOL

All Meals on Wheels premises are smoke free & alcohol free zones. Volunteers are also asked to refrain from smoking while delivering meals to clients.

## COMMUNICABLE DISEASES

Volunteers should be trained to observe basic hygiene and infection control measures in the kitchen and with clients in order to avoid communicable diseases.

## UNIVERSAL PRECAUTIONS & HYGIENE PRACTICE

- ◆ Thoroughly wash hands with soap & water, using paper towels, before & after handling food, containers.
- ◆ Do not touch blood or other bodily fluids.
- ◆ All cuts, skin lesions or abrasions should be covered.
- ◆ Do not handle needles or other sharp instruments.
- ◆ If concerned about delivering to clients with infectious diseases, inform the Coordinator. As a volunteer you have the right to choose not to deliver.

## Germ Farm



## FOOD SAFETY

We are governed by strict food safety laws and both staff and volunteers, must take all practical measures to ensure that the food produced and delivered to our clients is safe to consume. We appreciate your cooperation with this and ask that you make yourself available to any training that is offered.

If you have any sickness, or symptoms of vomiting, diarrhoea, abdominal pain or fever, you must not handle food. Please let your Coordinator know as early as you can that you will not be coming in.

# LIFTING ESKIES



Where possible two people are to lift the large eskies together.

Only one eski should be lifted at a time.

Lift eskies from a low height.



Place your feet apart, bend your knees.

Lift using the handles provided.

Use same method when lowering.



Try not to bend or twist when placing eskies into the boot.

Once the eski is in the boot, minimise movement by sliding it into position.



than just a meal

# INSURANCE

When working at Newcastle Meals on Wheels Inc as a Volunteer you are insured for personal liability, personal accident and death under our current insurance policy.

For insurance purposes, all new Volunteers need to complete an Application Form before commencing with the service, also the Volunteer Agreement must be read & signed before you start.

## CAR ACCIDENTS

If you are working as a VOLUNTEER DRIVER and you have an accident and cause damage to your car for which



you are held responsible, please notify the Coordinator and lodge a claim with your comprehensive insurance company.

*Our insurance will only cover the loss of your **NO CLAIM BONUS** and/or reimbursement of excess.*

**PLEASE NOTE:** There is no cover for vehicles without comprehensive insurance.

## PERSONAL ACCIDENTS

Should you be injured while volunteering for us, our policy does not cover benefits payable by Medicare or your private Health Fund. It will however cover any short-paid benefits under a private Health Fund and those expenses not eligible under Medicare or your fund.

***It is the responsibility of the Volunteer to advise their Motor Vehicle Insurer that their car is being used for volunteer purposes. Not all Insurers will treat this as private usage.***

# CONFIDENTIALITY

Protecting the privacy of Clients and Volunteers, and ensuring stored information is properly used at all times is therefore of paramount importance to us. It is against the law to divulge information about another person without their express permission or if said information is in the public domain.

Any information you become privy to about Clients, volunteers and staff shall be treated as confidential:

The Privacy and Confidentiality Policy applies:

- In the workplace
- At home
- When talking with other volunteers & staff
- In social environments
- When talking with other Clients

When dealing with the health and wellbeing issues of Clients and volunteers, information is treated on a 'need to know' basis. Kitchen staff need to know the dietary requirements of some Clients, drivers need to know some issues regarding Clients so they can deliver safely. Volunteers are required to report to the Coordinators any concerns they have regarding a Client or another volunteer.



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# COMPLAINTS

If you have a complaint or grievance, it is important to discuss it with the Coordinator. The following steps outline our Volunteer Complaint Procedures:

1. If you feel the conflict cannot be resolved by private discussion with the person involved, contact your Coordinator.
2. If the complaint is regarding the Coordinators, or if the Coordinator is unable to assist with your complaint, please have them direct you to the head office or write to:

**Secretary**

**Newcastle Meals on Wheels**

**273 Brunner Rd, Adamstown 2289**



At all times we will endeavour to deal with all complaints fairly, promptly and without retribution. Complaints are seen as feedback to help improve our service.

If a satisfactory resolution still cannot be reached, you may contact the Aged Care Complaints Scheme phone 1800 550 552.

## PROVIDING FEEDBACK

Newcastle Meals on Wheels is committed to continual quality improvement. We are always looking for ways to improve our services.

If you have any suggestions to better serve you please speak to your Coordinator or phone Wendy on 4957 7097.

We encourage you to always complete survey and feedback forms to assist in our quality improvement program.



We extend our gratitude to you for your generosity & support of this service. Without people like you, it would be impossible to continue. We thank you for your community spirit & hope you enjoy being part of our team.

If you have any issues with our service, please speak to the Coordinator/Social Support Officer, the Manager or a Management Committee representative.

## IT ONLY TAKES A MOMENT

It only takes a moment  
to reach out to be a friend,  
but to the one who needs you  
the memory never ends.

A simple act of kindness  
to a person you don't know  
may plant a seed of friendship  
that for them will always grow.

We sometimes lose perspective  
of the difference we can make,  
when we care more of our giving  
and care less of what we take.

So remember that your actions  
may help change a life someday.  
Always think about the person  
that you meet along the way.

For it only takes a moment  
to reach out to be a friend,  
but to the one who needs you  
the memory never ends.

# CONTACT US



<b>BOOLAROO</b>	<b>4958 2560</b>
<b>HAMILTON</b>	<b>4969 4292</b>
<b>LAMBTON</b>	<b>4957 0482</b>
<b>MAYFIELD</b>	<b>4967 2777</b>
<b>MEREWETHER</b>	<b>4963 6386</b>
<b>STOCKTON</b>	<b>4928 2810</b>
<b>WALLSEND</b>	<b>4951 2915</b>
<b>SOCIAL SUPPORT</b>	<b>4961 6116</b>

## Website



[www.mow.net.au](http://www.mow.net.au)