

North Shoalhaven Meals Co-operative Ltd.

***Welcomes
You***

to our

Meals on Wheels Service

Client Co-ordinator

Driver Co-ordinator

Kitchen Co-ordinator

Roster Clerk

North Shoalhaven Meals Co-operative Ltd.

Address: P O Box 4004
East Nowra NSW 2541

Co-operative Co-ordinator: Janet Luxton

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Web Site: www.northshoalhavenmealsco-op.org

Welcome

Thank you for volunteering to assist our Meals on Wheels service.

You are now a valued member of a team which provides meals and nutritional support to frail aged people, people with disabilities and their carers in this community.

We will keep you informed and up to date, and give you as much support as you need to perform your tasks effectively. If and when you encounter difficulties, speak with your Coordinator or a member of your committee.

Please also make suggestions if you see ways in which we could improve our services, either to you or to our clients. Your new ideas and fresh input may be just what we have been looking for.

Please ensure you are registered with your service by completing a **Volunteer Registration Form**, this is important for membership and insurance purposes. You are also required to undergo a **Police check**.

We hope you find this work a rewarding experience.



Your Volunteer Plan

DAY

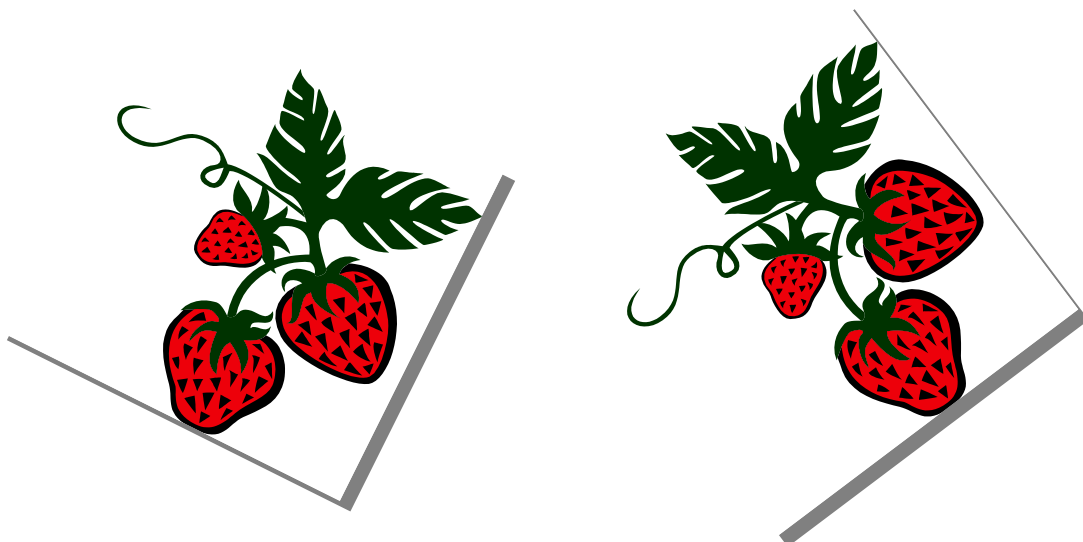
TIME

First Co-ordinating/Cooking/Delivery Date

Please read the section about Rosters on Page 9.
Remember to sign and out for each shift.

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North Shoalhaven Meals Co-operative Ltd.

Member services



Berry

Culburra Beach

Currarong

Huskisson/Vincentia

Jervis Bay

Nowra /Bomaderry

Shoalhaven Heads



Services

The purpose of the North Shoalhaven Meals Co-operative and its member services is to provide a home delivered meal to assist the frail aged and people with disabilities and their carers.

As Meals on Wheels, we provide nutritional support for our clients. For most people, this means a nutritionally balanced, enjoyable, delivered meal. Our meals consist of a main meal and dessert, some Services provide fresh fruit or juice as a vitamin C supplement.

Delivery

Nowra/Bomaderry and Berry MOW deliver meals 5 days a week, Mon—Fri. Culburra Beach, Currarong, Huskisson/Vincentia, Jervis Bay and Shoalhaven Heads Meals on Wheels deliver meals 3 days a week. All services can provide meals for 7 days if required.

Meals

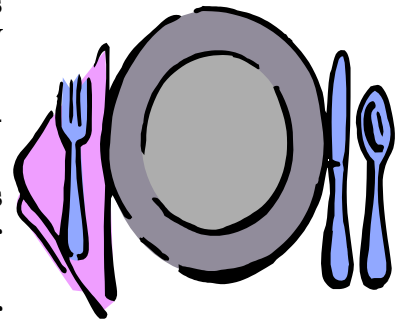
All meals are cooked and prepared on premises that meet the standards set down by the NSW Food Authority.

Berry receives meals from Berry Masonic Village.

Culburra Beach, Nowra/Bomaderry and Jervis Bay (2nd meals only) receive meals from Master Catering.

Each of the other services prepare meals in their local kitchens.

All kitchens meet standards set down by the NSW Food Authority.



Clients

Clients can be referred to MOW by personal referral, family, friends, neighbours, GP's, a hospital, community health worker or other HACC services. The local Client Co-ordinator will visit to determine the client's meal and delivery needs.

The Co-operative's Client Co-ordinator is responsible for completing an assessment of for each client. This is a ADHC (Aged, Disability & Home Care) requirement.

Clients have rights and responsibilities. They have a right to personal privacy and confidentiality, respect and dignity. They should treat volunteers with respect. Each client receives a Client Information Handbook. If you would like to read this handbook please ask your Co-ordinator.

Putting you In the picture

Meals on Wheels Food Services are part of the Home and Community Care (HACC) program, which receives funding from State and Federal Government. HACC Programs aim to enhance an individuals' independence by assisting them to continue living in their own home.

Program Funding covers administration costs including petrol. Clients pay for their meals, and because of our volunteers their meal costs are kept to a reasonable price.

Other HACC services include Community Transport, Community Nursing, Neighbour Aid, Respite Care and Day Care.

Each MOW Service is run by a management committee. Each Service provides two representatives to form the Board of the North Shoalhaven Meals Co-operative. The Co-operative receives and manages the funding provided by State and Federal Governments.

Our Co-operative employs staff to manage the day to day activities of the organisation.

The Co-operative Co-ordinator is responsible for overseeing the management of the organisation across the region by assisting member services, negotiating with government departments and managing policy (including food safety), finance and insurance.

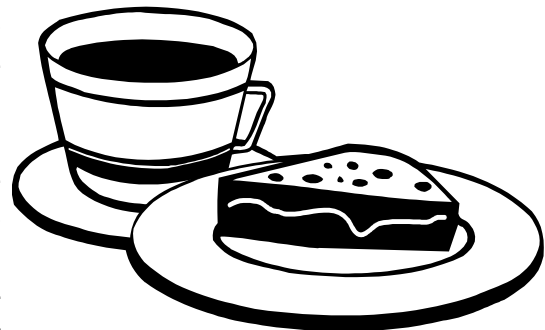
Our Administration / Client Co-ordinator is responsible for coordinating the client management system and supporting the Co-operative Co-ordinator with administration tasks. .

A Kitchen Co-ordinator is located in our Nowra Bomaderry service to assist the committee with the day to day administration of the service. Casual kitchen staff are employed to cover the Kitchen Co-ordinator when she is on leave.

An office volunteer supports the work in the office.

Generally, in the Shoalhaven, we refer to people receiving meals as *clients*. You will also see or hear them referred to as *service users* and *customers*.

They are all real people with real needs.



Role of the volunteer

Meals on Wheels is almost totally reliant on volunteers, so your role is critical to our ongoing success. You, as a volunteer, may have one or more of the following roles:

Cook

Kitchen Assistant

Car Driver/Deliverer

Meal Deliverer

Kitchen or Driver Co-ordinator

Committee Member

Co-operative Director / Deputy Director

As a volunteer for Meals on Wheels there are a number of things you need to know.

These matters are outlined in the information that follows.

If you are unclear about anything please do not hesitate to ask your Co-ordinator or a committee member.



Important Information

Out- of- pocket reimbursements

Your time, effort and willingness to assist this Meals on Wheels service is highly valued. With our thanks, come some reimbursements.

Most drivers receive a reimbursement for petrol. The amount is recommended by the Co-operative but your local committee decides how to distribute it. Ask your Driver Co-ordinator, Roster Clerk or a Committee Member for details.

Committee members who conduct business on behalf of the service can be reimbursed for expenses such as telephone calls, stationery, stamps, mileage etc. The committee determines how the reimbursement is paid.

You are not obliged to accept reimbursements if you do not wish to.

Training

When first starting as a volunteer, you will be shown the tasks and routines of the job, and where everything is by a committee member or experienced volunteer.

From time to time your local service, the Co-operative, or another service provider organises training or information days on such topics as First Aid, special diets, understanding dementia or diabetes and government regulations e.g. food safety.

You will be informed of these by a notice on the notice board, a flyer or by a Committee member.



Delivery Volunteers

If you are a driver your drivers license and insurance details need to be recorded by your service.

An experienced volunteer takes you on your first delivery run and supports you until you have the confidence to do it.

The second and third times you do the job may be difficult because you may have forgotten what you were shown or there may be changes in the program. The Driver Co-ordinator / Roster Clerk is always there to help you and answer any questions.

Don't be afraid to ask.



Kitchen Volunteers

Kitchen cooks and assistants will be shown the routine by the Kitchen Co-ordinator or an experienced volunteer. There's a lot to learn, especially about food safety, please ask if you are unsure as Co-ordinators want to ensure you do your job well.

Each kitchen is audited annually by the NSW Food Authority, they check that correct procedures are being followed and records are kept.

By following instructions you assist your service to pass with an 'A' or 'B' rating.



Come to meetings and social events

Being a committee member is a valuable way to get to know how your service operates and keep the management of your service in the local community. Meetings are open to all volunteers - ask a committee member about attending.

The AGM, volunteer appreciation events and training sessions are other ways to get to know about your service, meet other volunteers and to feel part of the meals on wheels team.

Rosters

You are regularly provided with a roster.

Check that you are available on the days you are rostered.

If you are not available please don't leave it to the last minute to change your roster —unless it is an emergency.

Ask your Coordinator / Roster Clerk about what to do if you are not able to fulfil your rostered duties.



Occupational health & safety

All volunteers and staff are required by legislation, to adhere to good hygiene, safe work practices and safe food handling procedures. If you notice any unsafe work practices, including faulty equipment, please notify a committee member immediately.

Equipment

You will be shown how to use equipment needed in the course of your volunteer work. You are asked to take responsibility for using equipment appropriately and following correct procedures.

Abusive client or volunteer behaviour

You are not expected to put up with abusive or violent behaviour from clients. If a client does become difficult withdraw from the situation as quickly as possible and discuss the situation with your Client Co-ordinator or a committee member so that an appropriate course of action can be decided upon.

Smoking

The co-operative recognises the dangers of passive smoking. By law it is a requirement that all kitchens and offices are smoke-free environments. Smoking is not permitted whilst handling or delivering food or in the presence of clients.

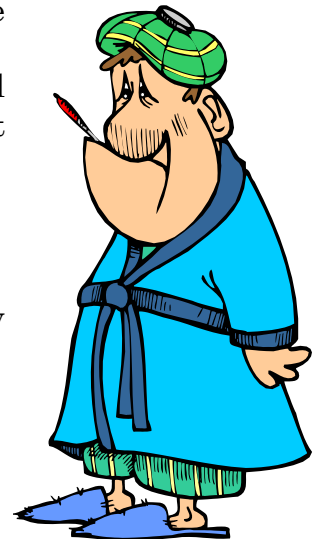
If you are ill

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 unnecessary illnesses.

Your Driver, Kitchen Co-ordinator or Roster Clerk will inform you about the procedure to find a replacement volunteer.

Infectious Disease

If you suspect a client, or someone in their household, has an infectious disease, please report this immediately to the Client Co-ordinator.



Basic Hygiene

As you would expect, you are required to follow food safety guidelines, including good personal hygiene, not wearing jewellery and long hair tied back or covered when preparing meals.

The Kitchen Co-ordinator will ensure appropriate equipment is available to ensure hygienic food handling is practised.

Delivery of Food

There are strict legal requirements about the handling and delivery of food. These include:

- The *Packed On* or *Use By* date needs to appear on each delivered meal.
- Chilled and hot food must be delivered in separate containers and the relevant temperature maintained (>60°C for hot food and <5°C for chilled food).
- The lid on eskies must be kept on throughout the delivery run (except to take the meal out for the client). It is important that meals are kept as hot or cold as possible.
- Do not open sealed meal containers during the delivery run.
- All relevant documentation e.g. temperatures, times, schedules, must be completed.
- The delivery run must be completed within the allocated time (unless there is an emergency). If you consistently run overtime inform your Coordinator.
- Encourage clients to eat hot meals immediately. If they don't want to eat it soon after delivery, place it in the fridge. Chilled / frozen meals need to be put in the fridge / freezer when delivered. Chilled meals should not be frozen.



Hazards and Accidents

It is important you show care in all that you do and that your service provides a safe working environment.

You must report any accident, incident or 'near miss' to the appropriate Co-ordinator or committee member.

This needs to be recorded in the Accident / Incident Book so appropriate action can be taken.

What happens if...

Well placed COMMON SENSE avoids many dangers!

... *the client is not at home?*

- Meals are not to be left if the client is not at home, unless they have arranged for the meal to be left with a neighbour or friend.
- Please ask the appropriate Co-ordinator about the procedure to follow if a client is not at home.

... *I'm worried about a client?*

- Report it to the Client Co-ordinator — we rely on you to inform us if something is wrong so appropriate action can be taken. The Client Co-ordinator will take appropriate action and inform the committee if necessary.
- Do not give the client advice (even if you are a friend!) but tell them you will find out the best thing to do.

... *a client asks me to take them to the doctors, shopping, local club or to get shopping for them*

- It is not your role to do these extra “jobs” for clients. Decline politely and inform the Client Co-ordinator.
- There are other services such as Community Transport, Home Care and Neighbour Aid that can provide these services.

... *the client offers me money or gifts?*

- Refuse politely. You can say that as a MOW volunteer you are not allowed to receive payment or gifts.
- If the client is insistent and becomes distressed, take the most appropriate action and report it to the Client Co-ordinator.



... there is an emergency at the kitchen?

- If it is serious, call 000
- Report the incident immediately to the Kitchen Co-ordinator
- Write it up in the Accident/Incident Book.

... there is an emergency involving the client ?



- During delivery you work in pairs for safety reasons.
- In an emergency with a client or if the client has fallen or is unwell;
 - call 000 for the ambulance, police or fire service
 - continue the run if possible (one volunteer may need to stay with the client).
 - inform the Client Co-ordinator.

... I am involved in a car accident during delivery?

- Follow the normal procedure for a car accident e.g. obtain name, contact, licence number etc.
- The driver must contact the Driver Co-ordinator / Roster Clerk to inform about the accident and to arrange the continuation of the run.

... I'm not happy about the way I am being treated?

If possible deal with the problem yourself, by speaking to the person concerned.

If that is not possible then discuss with:

- The appropriate Co-ordinator.
- The local MOW committee.
- The Co-operative Co-ordinator

If you have a complaint there is a Complaints Procedure to follow.

All complaints are be treated in confidence.

If you have any suggestions to improve the service or are concerned about anything please inform a committee member who will discuss the matter with the committee so appropriate solutions can be found.

If you feel you cannot discuss with a committee member you can contact the Cooperative Co-ordinator.

Rights & responsibilities

Client Confidentiality and Rights

Clients are entitled to the same respect and privacy we would expect from each other.

It is essential that client details are not discussed with anyone not on the committee.

As a Meals on Wheels volunteer you must not offer any advice to a client because you may not have all the facts and the information you have could be wrong. It is important to report any concerns about a client's wellbeing to the Client Co-ordinator immediately.

Remember that a client has the right to determine the service they require. If you feel that a client may benefit from provision of another service, suggest this to the Client Co-ordinator who will take the appropriate follow-up action e.g. talk with the client, discuss with their committee, discuss with one of the Cooperative's Coordinators.

If you continue to be concerned you may directly contact one of the Cooperative's Co-ordinators.

Our Responsibilities to You

1. To operate a well run service with consistent policies and procedures to follow.
2. To listen to your ideas, concerns and suggestions.
3. To respect your privacy.
4. To inform you of any changes in service delivery that affects you.
5. To reimburse your out-of-pocket expenses when incurred directly in your meals on wheels work.

6. To provide you with ongoing training and information so you can do your job effectively and efficiently.
7. To provide the necessary insurance cover.
8. To supply the necessary equipment and provisions to ensure quality service delivery to our clients.

Your Responsibilities

As a Meals on Wheels volunteer you must abide by the policies and procedures of your service and the Co-operative. They are there to protect you and our clients. These procedures include:

1. To be punctual and to sign in and out for each shift.
2. To follow the service's procedures when you are unable to attend on your rostered day.
3. To advise the Client Co-ordinator of any change in the client's overall wellbeing.
4. To be friendly and courteous. You may be the only visitor a client has all day.
5. Not to give advice based on personal opinion, especially not on any legal or medical matter.
6. To respect client and service confidentiality.
7. To observe good personal hygiene and food handling procedures.
8. To accept advice and directions from Co-ordinators.
9. We do not expect you to perform duties beyond the role you have volunteered for.
10. Wear your name tag.

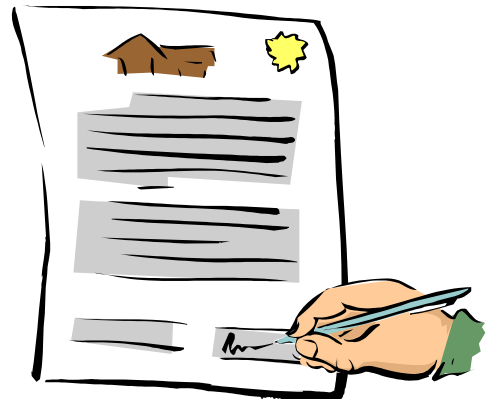


Code of behaviour

for employees & volunteers

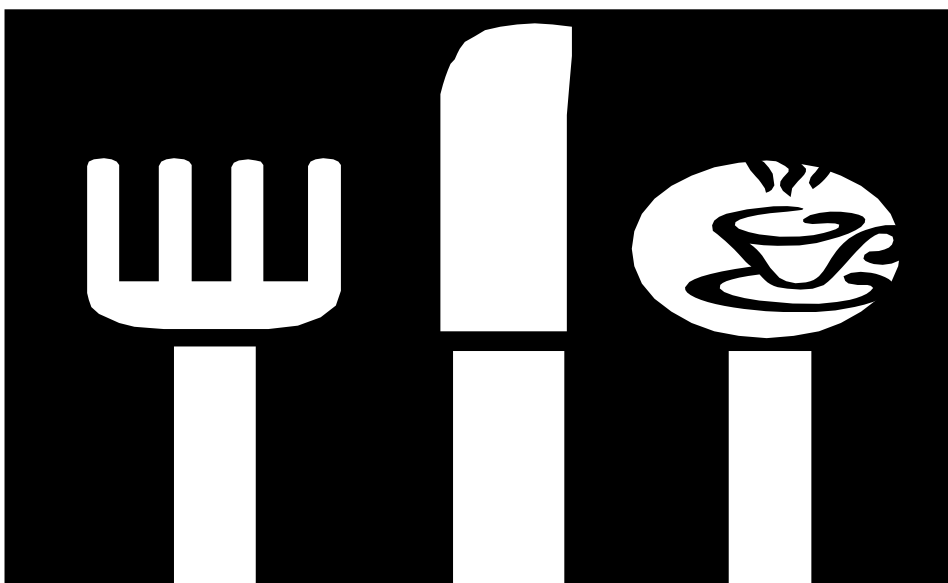
North Shoalhaven Meals Co-operative & Member Services employees and volunteers agree to:

1. Abide by the philosophy of North Shoalhaven Meals Co-operative Ltd.
2. Observe all rules of the Co-operative and its member services, including those specified in the constitution and any others determined by the Co-operative's Board or the relevant member service.
3. Not give advice to clients on matters not relating to the provision of the meals on wheels service.
4. Not discuss confidential issues of the Co-operative or its services with people outside the organisation unless requested to do so.
5. Adhere to all the accounting procedures of the Co-operative and its member services.
6. Represent your service in a positive way.
7. Not take illegal drugs, smoke or consume alcohol when on duty, or present for duty in an intoxicated or drug induced state.
8. Not accept gifts from clients.
9. Not have inappropriate relationships with clients, including sexual, financial or social.
10. Follow any grievance procedures set down by the Co-operative to resolve any conflicts with staff or volunteers of the Co-operative.



11. Not harass in any form clients, staff or volunteers of the Co-operative.
12. Not abuse physically or verbally, clients, staff or volunteers of the Co-operative.
13. Not alienate clients from their family or other community contacts.
14. Treat clients with courtesy, respect and consideration, act on complaints and provide services to the best of your ability
15. Wear neat clothes appropriate to the type of work, including closed-in shoes in the kitchen.

Failure to abide by the above Code of Behaviour may lead to you being asked to leave the North Shoalhaven Meals Co-operative or its Member Services



Insurances

To be covered by our insurance you MUST sign on and off for EACH of your rostered co-ordinating, cooking or delivery shifts.

Your Co-ordinator will inform you of this procedure

Reasonable Care

The Co-operative, meals on wheels committees and volunteers must take all reasonable precautions to prevent or minimise damage or liability whilst organising and conducting meals on wheels business. If you notice any unsafe practices or equipment please notify a committee member immediately.

1. Volunteers Personal Accident Insurance

North Shoalhaven Meals Co-operative and its member services are incorporated and carry a broad range of insurances that provide coverage for amounts we become legally liable to pay for personal injury or damage to the property of others. This coverage extends to include volunteers while engaged in official activities organised by the Co-operative or MOW service.

Voluntary Workers Personal Accident provides cover for registered voluntary workers, over eight years of age, who suffer an injury while engaged in voluntary MOW work, including direct travel to and from the place of voluntary work. 'There are circumstances where the insurer will not pay for claims including 'being under the influence of, or addicted to alcohol'.

Benefits can be paid for any one injury and includes loss of earnings, permanent and temporary disablement and incidental expenses. Please note there are reduced payments for volunteers aged over 75 years and under 16 years.

- 'Incidental Expenses' provides cover for out of pocket expenses incurred as a result of an injury, such as housekeeping, modifications to the home (handrails etc.) and medical expenses (not Medicare) not recoverable from any other source.



- 'Incidental Expenses' DOES NOT cover any portion of expenses for which benefits may not be claimed under Medicare or Pharmaceutical expenses covered by the national Health Act. These costs are excluded whether a claim is made under Medicare or not.
- 'Incidental Expenses' DOES NOT cover the 'gap' between Medicare benefits and the fee charged by the service provider.

2. Volunteers Motor Vehicle Insurance

Your own motor vehicle insurances e.g. Comprehensive Cover, Third Party Cover, cover you for those costs incurred e.g. costs of repairs, personal injury etc., under the relevant cover, should an accident occur.

The Cooperative's Voluntary Workers Motor Vehicle Insurance covers volunteers vehicles while engaged in authorised meals on wheels business. There is a requirement that the vehicle used is;

- owned by the volunteer,
- has a minimum of Third Party Property Damage liability cover and
- the driver holds a current drivers license.



Where a car is covered by a **Comprehensive Insurance Policy** owners can claim for:

- the loss of no claim bonus (one per vehicle per year),
- reimbursement of excess (up to \$500) and
- cost of hiring a 'small' category hire vehicle (if not covered under the driver's own policy).

Vehicles that are not insured:

Our insurers will pay up to \$15,000 or the market value (whichever is the lesser) for loss or damage provided that the vehicle is not covered by any other motor vehicle insurance or the loss or damage is not covered by any other public liability insurance.

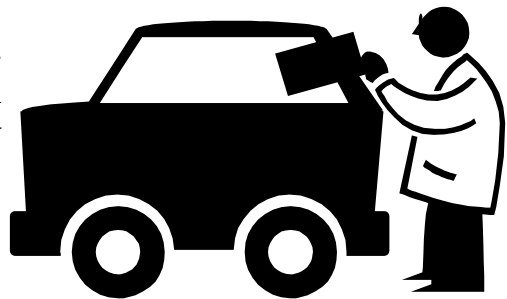
Conditions apply to all insurance coverage and include

- A claim has to have been admitted by the insurer of the vehicle in respect to the loss or damage except where the damage does not exceed policy excess
- All claims are limited to the actual cost incurred and are to be substantiated by documented proof.

Note: Volunteer Appreciation functions and other functions organised by your committee are NOT official business of the co-operative or its member services. Attendance at these functions is on a voluntary basis.

Procedure For Making a Claim After a Motor Vehicle Accident

1. Notify your service's Driver Co-ordinator / Roster Clerk that you have had an accident and you may need to claim.
2. Complete an Incident Report Form.
3. If you need to make a claim your service's Treasurer or the Co-operative Co-ordinator will provide you with the relevant Claim Form.
2. All claims must be forwarded through your service or the Co-operative, not directly to our insurers. The policy number will be added to the document by the Co-operative office.
3. Volunteers and services must advise the Co-op of any claim in the first instance.
4. All claims must be supported by details of comprehensive insurance policy, including policy number, date of expiry and copy of receipt for payment of excess from insurance repairer.





*Thank You
for volunteering with Meals on Wheels*

NOTES: