

Volunteer Information Handbook

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Welcome to Maitland Community Care Services

MCCS has been a valued provider of services for the aged and people living with disability and their carers, for over 30 years. We take pride in the quality of service we provide to enable people to remain living at home independently and connected to their community.

The services are provided with the combined effort from Staff and Volunteers, working as a team.

This handbook has been developed as a reference tool as well as an induction handbook and outlines the duties and responsibilities MCCS necessitates to be followed in the provision of quality care services.

All staff are required to read the information contained in this handbook and ensure that it is understood. If you are hesitant about any duties you have read please ring the office and you will be directed to the appropriate person to assist you.

We hope you enjoy your work with us, and we look forward to having you as part of our team!

Megan Smith

General Manager

About Maitland Community Care Services (MCCS)

Meals on Wheels has been delivered in Maitland for around 50 years and MCCS formally commenced life in 1998 as a not for profit organization called Maitland Community Transport Inc.

Since those early days, MCCS has grown to provide a diverse range of services to support people to remain living in their homes in the Maitland Local Government Area and surrounding suburbs.

The team at MCCS is passionate about making a difference in people's lives. Our Client Service Advisors, Client Support workers, Drivers, Office support staff and volunteers support our mission of being an organization that is

Here to help

Purpose

Here to help ...

Vision

...every client to live their best life.

Our Values



Excellence



Client Focused



Integrity



Respectful



Professional

MCCS is a not for profit organization whose reason for being is to deliver a comprehensive range of practical support to our community. MCCS is based at Telarah, with hundreds of local staff and volunteers helping local residents to stay at home living independently.

MCCS Contact Information

Maitland Community Care Services operates at:
Unit 3 - 6, 27 John Street,
Telaar 2320.

Email: mail@mccs.org.au

Website: www.mccs.org.au

Phone:

General Enquiries: 02 4932 5755

Fax: 02 4932 5800

After Hours phone number for emergencies: 0408 229 801

Organisation Office Hours:

Office open from 7.30 am to 5.00 pm

Meals on Wheels Office open from 8.00 am to 1pm

Office phones answered between from 7.30 am to 5.00 pm (an answering machine is available at all other times)

If you phone when the answering machine is on, please leave a message and we will return your call.

We are governed by a Board of Management who meets monthly and also volunteer in various roles.

All Policy, Procedures, Work instructions and Forms are accessible for staff electronically on e-Key.

Services Provided by MCCS

Community Transport services:

- Day Care
- Shopping
- Medical & appointments
- Visiting
- Social

Personal Care services:

- Assist with toilet & showering
- Assist with medication
- Assist with mobility
- Assistance with heating meals
- Monitoring wellbeing.

Social Support:

- Assisted shopping and bill paying
- Social visiting & companionship
- Companionship
- Social outings and groups
- Information and referral
- Classes including:
 - Craft classes
 - Art classes

Domestic Assistance:

- Household chores
- Hanging out and bringing in washing
- Changing bed linen
- Shopping by list or bill paying

Meals on Wheels:

- Delivered meals
- Shop Front Frozen meals

Home Maintenance services:

- Minor home maintenance chores (tap washes etc.)
- Voucher system to assist with lawn mowing.

The Recruitment Process

If you are interested in becoming a volunteer you will be given a Volunteer Information Pack which contains:

- Code of Conduct Policy & Agreement
- Application form
- Driving, licence & vehicle information form
- Police Check form
- Working with Children Check information
- Identification list for the 100 points check
- Personal or Service Release form
- Volunteer Information Handbook

After reading through the pack ring the Volunteer Coordinator to make an appointment to submit your application. If you are unable to complete the paperwork before you come, we can do it at the meeting.

A current Police Check is the first step to becoming a valued member of the MCCS team. You will need to complete the Police Check form and bring in the original 100 points of ID for verification.

Once that is cleared we will invite you to observe roles you are interested in. You may select a number of different roles to try before deciding which area you prefer or participate in all.

The next step is completing a role specific orientation and a period of on-the-job training (buddy system) before carrying out unsupervised client services.

All new team members must complete the Induction Program and refresher sessions are held annually.

Due to postal and printing costs all correspondence will be emailed. If you do not have access to email, a copy of flyers and notices will be placed on the notice board or in pigeon holes in the volunteer lunch room.

MCCS is aware that the majority of our volunteers are retired and wish to enjoy this time by travelling for extended periods. If for any reason you are no longer able to assist the Organisation for an extended period i.e. more than 12 weeks, please note that all resources must be returned i.e. shirts, ID badges etc.

This doesn't mean you can no longer be a volunteer and when you return from your break and you'd like to recommence duties, we're more than happy to welcome you back. Please contact the Volunteer Coordinator, HR Officer or anyone in the office.

Forms and Paperwork

Although there may seem to be large amounts of paperwork, it is important and required by our funding bodies for auditing and accreditation purposes e.g. WHS reporting forms, copies of licenses, volunteering reimbursements sheets and timesheets to name a few.

All forms have been developed to enable our systems to run smoothly. It may seem daunting at first, but you will find that you only use a small number of the forms and reports on a regular basis. If in any doubt, talk to your volunteer coordinator.

Reimbursement Arrangement

You are entitled to reimbursement for out-of-pocket expenses incurred while carrying out service provision for MCCS. To claim reimbursement a reimbursement sheet must be completed and submitted either daily when working from the premises or weekly for volunteers who do not come in as regularly. Reimbursements are inputted into our computer system weekly and must be received by the Volunteer Coordinator by Friday at 4pm each week. If you are unable to bring your form into the office, you may scan and email the form or phone through the details and send the form in at a later date, but we are unable to backdate any late reimbursements. Payments will be deposited into your nominated bank account each fortnight.

You will be required to supply your BSB and Account number for direct deposit into your account.

If you are attending social bus trips we will reimburse your lunch cost to the value of \$15.

NOTE: No alcoholic drinks are to be consumed on social bus trips.

Uniforms and ID

When you are representing MCCS, your presentation must be in accordance with our Code of Personal Presentation.

A polo shirt displaying our logo will be issued to you and is expected to be worn while volunteering, as this enables our clients to identify our team members easily as well as promoting the Organisation in the community.

Reflective Safety Vests are provided for certain roles and are mandatory to be worn whenever you are on duty.

All volunteers are required to wear flat, non-slip, enclosed footwear and comfortable neat, clean clothes for ease of movement while performing your roles while adhering to WHS principles.

You will be issued with a photo ID badge which must be worn at all times while providing service on behalf of MCCS.

Items of clothing or accessories which may be offensive to any client or other team members shall not be worn while representing the Organisation such as:

- Tee-shirts etc. with political or religious slogans
- Badges or jewellery with contentious or potentially inflammatory insignia or symbols

Photo Identification badges and volunteering shirts are issued to all volunteers and are to be worn only when providing services on behalf of the Organisation. They remain the property of MCCS. You will be required to return all MCCS property when you leave.

Personal Hygiene

Many people suffer from allergies to strong perfumes. For this reason, volunteers need to refrain from applying large amounts of perfume, body sprays or after shave.

On the other hand it is necessary to be mindful of personal hygiene and to ensure that body odour is not offensive to clients or other team members including the smell of smoke.

If a team member presents for duties with inappropriate attire i.e. unsafe or offensive clothing or poor personal hygiene which is likely to effect the comfort of the clients and other team members, they will be informed of the reasons for their unsuitability and replaced for the shift.

Mobile Phones

Mobile Phones are provided in each Project Vehicle and are bluetooth compatible. No driver is to use the mobile phone while their vehicle is moving, unless the bluetooth capabilities are connected.

If you need to make a call or answer a call you need to move to the side of the road safely, turn the ignition off and remove the keys, placing them on the dash, before answering or dialing.

If you are unable to answer the call before it goes to message bank, call the office as soon as you safely stop.

Mobile phones are NOT to be used for private calls or for accessing information lines, unless it is an emergency. The Office should be notified if the phone has been used for a call other than work related.

Unavailability

If you are nominated to provide a service and you are unable to carry through with this, we ask that you let the office know as soon as so rescheduling is possible. Office staff will replace any volunteers who are unable to work. **For after-hours cancellations please contact 0408 229 801.**



Fridge magnets are available for you so you can remember the numbers easily. Please speak to your volunteer coordinator if you require another one.

We may need to call you after hours to check your availability (e.g. if another volunteer is unable to meet their obligation). This is the only time you will be contacted out of office hours.

If you are not available to work for any period of time, please let the Volunteer Coordinator or office know and your unavailability will be noted on our records.

Insurance Cover

It is important for volunteers to take particular care when carrying out services for MCCS to follow WHS and reporting processes. All volunteers are covered by our Volunteer Personal Accident Insurance, however this is only able to provide limited coverage.

If you are using your own vehicle to carry clients or delivery assistants, you will need to have either Comprehensive or Third Party Insurance cover. Passengers in your vehicle are covered by our insurance only if they are registered as a client with our organisation. If you have passengers in your vehicle who are NOT registered while carrying out services for us (e.g. Children), they will only be covered by your own Vehicle Accident Insurance.

For this reason we ask that you do not carry passengers who are not registered clients whilst you are providing services for MCCS.

We recommend that you let your vehicle insurer know that you are providing volunteer assistance to our Organisation.

Financial Processes

Some volunteer roles require you to handle client contributions and write receipts. You will be shown the processes for doing this thoroughly before you begin providing services.

Please note: MCCS Code of Conduct stipulates you are not to accept gifts of any Description including but not limited to cash, lottery tickets, loyalty cards, items.

Volunteer Appreciation

MCCS is aware that a volunteer gives of their time without expecting any remuneration or accolades, however we feel it is important our loyal volunteers are honoured for the work they do.

MCCS shows its appreciation to loyal volunteers including the Annual Volunteer Appreciation Week in May.

As unpaid staff, volunteers are also welcomed at other social events held during the year.

Training & Information Sessions

To enable you to continue to provide safe and confident service to our clients, we try to keep you all abreast with the latest information relating to your work.

There are some training sessions that are a requirement of our funding and some that previous volunteers have found extremely helpful. Some of the topics we have presented are:

- Safe Manual Handling
- Infection Control
- Understanding Dementia
- Grief and Loss
- Stroke Awareness

The information gained from these sessions helps to understand the clients you are providing services to. We ask that you attend as many of these as you are able as they are offered during the year.

Volunteer Rights and Responsibilities

As a volunteer, you have the right:

- Receive accurate information about the organisation.
- Receive a clearly written job description you can understand.
- Have an understanding of lines of accountability.
- To be supported while performing your role.
- Receive proper information & training.
- To know who to turn to with issues and concerns.
- Have your work valued by the organisation.
- Regularly receive constructive feedback.
- To be trusted with confidential information if it is necessary to carry out your job.
- Covered by Insurance.
- Be able to negotiate.
- Reimbursed for out-of-pocket expenses incurred while on the job.
- Be informed and attend meetings to consult on matters which affect you or your work.
- Not to be asked to undertake any role that makes you feel uncomfortable or untrained for.

As a volunteer, you have responsibility:

- Be reliable.
- Arrive on time.
- To notify the office if you are not available or running late.
- Respect the privacy of clients.
- Respect the rights of clients and other workers in the organization.
- Have a non-judgement approach.
- Carry out your specific job description.

- Give feedback, communicating relevant and important information.
- To be accountable and accept feedback from the Coordinators.
- Recognise personal and external limitations on commitment.
- Acknowledge decisions made by staff
- Attend meetings/undertake training to ensure that skills and information are current.
- Address areas of concern with the Coordinators or HR Officer
- Ask for support or clarification when it is needed.

Code of Conduct & Ethics Agreement

The Code of Conduct and Ethics outlines the professional conduct expected at Maitland Community Care Services (MCCS). The Code reflects the vision, purpose, core and supporting values, and environmental commitment, and applies at all times when on duty or representing MCCS externally.

Staff, volunteers, brokered workers and brokers must comply with all local, state/territory and federal laws and behave in a non-discriminatory manner at all times.

Objectives:

1. A common understanding of the Standards of Professional behaviour expected of the Board, staff, volunteers, brokered workers and brokers is in place.
2. The Board, employees, volunteers, brokered workers and brokers take responsibility for their own conduct and are accountable for their actions.
3. The Code of Conduct and Ethics is understood, promoted and upheld by everyone who is bound to it.

Principles:

1. MCCS promotes an organisational culture that values high ethical standards and behaviours.
2. MCCS will not condone any behaviour or actions that may reasonably offend, insult, humiliate, or result in the risk of violence to another person or group of people or puts MCCS reputation at risk.
3. Disciplinary action will be taken against anyone found to be in breach of this Code.
4. Decisions regarding any allegation of behaviour that do not uphold this Code are made fairly, transparently and consistently.
5. Employees who report genuine concerns and wrongdoing will be supported.

1. Client relationship

The Board, staff, volunteers, brokered workers and brokers will not establish or develop a social, sexual or financial relationship with any MCCS client.

An Individual must not ask clients to give, lend or bequeath money or gifts that will benefit the individual directly or indirectly.

2. Conflict of Interest

Situations in which personal interests might reasonably be thought to conflict with MCCS duties are to be avoided.

Situations likely to compromise an individual in the conduct of their duties will be disclosed immediately to the relevant Supervisor, Manager. Refer to Conflict of Interest Policy. Situations in which an individual stands to gain because of their affiliation with MCCS are to be avoided. Such activities include:

3. Commercial Exploitation

Soliciting or accepting gifts or money.

Taking commercial or other advantage of clients arising from the delivery of services to them.

Promoting their own business through business cards, unsolicited electronic transmissions, verbally or by any other means.

4. Confidential Information

An individual will not knowingly access confidential or personal information unless such information is issued directly to that individual or required by the individual in the course of their duties.

Confidential information received by an individual in the course of their duties must not be disclosed, or allowed to be disclosed, except as authorised by policy or in compliance with relevant legislation.

5. Commitment to Continuous Improvement

All individuals have a responsibility, with regard to their roles, to maintain and develop their professional skills and knowledge.

6. Diligence

All individuals are expected to carry out their duties in a professional, responsible and conscientious manner, and to be accountable for their conduct and decisions.

7. Duty of Care & Work Health and Safety

Everyone has a responsibility to provide services in a safe and ethical manner.

Individuals will observe and uphold MCCS duty of care to all persons working with MCCS or accessing MCCS's services, premises and facilities.

Everyone has a responsibility to comply with Work Health and Safety (WHS) legislation and MCCS WHS policies and procedures, including working safely, cooperating with WHS programs, controlling and reporting hazards and wearing appropriate personal protective equipment (PPE).

Everyone must adapt standard precautions for the control of infection in the course of providing treatment or care.

An individual who has been diagnosed with a medical condition that can be passed on to clients must ensure that he or she practises in a manner that does not put clients at risk.

Without limiting subclause (e), an individual who has been diagnosed with a medical condition that can be passed on to clients must take and follow advice from a suitably

qualified registered health practitioner on the necessary steps to be taken to modify his or her practice to avoid the possibility of transmitting that condition to clients.

An individual must not work or provide care to clients while under the influence of alcohol or unlawful substances.

An individual who is taking prescribed medication must obtain advice from the prescribing health practitioner or dispensing pharmacist on the impact of the medication on his or her ability to practise and must refrain from working or caring for clients in circumstances where his or her capacity is or may be impaired.

8. Ethical Decision Making

When making decisions in the course of their work, individuals should ensure that decisions are consistent with MCCS's vision, purpose and values, and are in line with the Code of

9. Personal and Professional Behaviour

Appropriate personal and professional behaviour is demonstrated by:

- The upholding of MCCS's vision, purpose, values and following organisational policies and procedures;
- Courteous and respectful treatment of others;
- A workplace that is inclusive and free from bullying or harassment;
- The reporting of risks, maladministration, serious or substantial waste, fraud, behaviour that is not consistent with this Code, or any unwelcome and/or unsolicited behaviours to the relevant Supervisor or Manager.

An individual must not provide care to clients while suffering from a physical or mental impairment, disability, condition or disorder (including an addiction to alcohol or a drug, whether or not prescribed) that places clients at risk of harm.

Without limiting subclause (9b), if an individual has a mental or physical impairment that could place clients at risk, the individual must seek advice from a suitably qualified health practitioner to determine whether, and in what ways, he or she should modify his or her practice, including stopping practice if necessary.

10. Sexual Harassment and Bullying

Sexual Harassment and bullying are unlawful and will not be tolerated. Sexual harassment and bullying is prohibited at the workplace, during working hours, at work-related activities such as training courses, conferences, field trips, work functions and work Christmas parties.

Sexual harassment is unwelcome conduct of a sexual nature, which makes a person feel offended, humiliated and/or intimidated where that reaction is reasonable in the circumstances. Sexual harassment in employment is unlawful under the Sex Discrimination Act.

Sexual harassment in the workplace can take various forms. It can involve unwelcome touching, hugging or kissing; suggestive comments or jokes; unwanted invitations to go out on dates or requests for sex; insults or taunts of a sexual nature or sexually explicit emails or SMS messages.

A worker is bullied at work if a person or group of people repeatedly act unreasonably towards them or a group of workers and, the behaviour creates a risk to health and safety. Unreasonable behaviour includes victimising, humiliating, intimidating or threatening.

Whether a behaviour is unreasonable can depend on whether a reasonable person might see the behaviour as reasonable in the circumstances. Bullying at work is illegal under the Fair Work Act 2009 and the Work Health and Safety Act 2011.

Examples of bullying include:

- behaving aggressively;
- teasing or practical jokes;
- pressuring someone to behave inappropriately;
- excluding someone from work-related events or
- unreasonable work demands.

Reasonable Management Action:

A Manager can make decisions about poor performance, take disciplinary action, and direct and control the way work is carried out. Reasonable Management action that is carried out in a reasonable way is not bullying. Management action that is not carried out in a reasonable way may be considered bullying.

Sexual Harassment and bullying are unlawful and will not be tolerated. Sexual harassment and bullying is prohibited at the workplace, during working hours, at work-related activities such as training courses, conferences, field trips, work functions and work Christmas parties.

11. Public Comment

Only those authorised by Management to speak on behalf of MCCS for a specific purpose or occasion may do so.

Individuals will not engage in public comment, including with social media, which may bring discredit upon the organisation.

12. Use of Company Property

Individuals have a responsibility to safeguard, properly use and care for MCCS's resources, which are only to be used for MCCS business unless otherwise authorised.

Employees with Laptops are not to leave them in the passenger area of a vehicle whilst unattended.

13. Reporting Unethical Behaviour

Individuals have a responsibility to report to an appropriate manager workplace behaviour that a reasonable person would suspect violates any law, is a danger to health or safety or to the environment, or amounts to misconduct.

Individuals who are potential witnesses or are otherwise capable of assisting, will actively cooperate and assist with any investigation into the suspected or alleged conduct of another individual that, if proven, would amount to misconduct and any other processes relating to the Management suspected or alleged conduct.

14. Failure to Comply with this Code of Conduct and Ethics

If you do not comply with this Code of Conduct and Ethics, you may be subject of action, which could include:

- Disciplinary action;
- Action under your contract;
- Termination of your contract.



Acknowledgement

All staff will on Engagement and each 3 years sign a document to acknowledge they have read, understand and will respect the organisations Code of Conduct and Ethics procedures.

Acceptance of Maitland Community Care Services Code of Conduct & Ethics Agreement

I acknowledge that I have read, understood and will uphold the MCCS Code of Conduct and Ethics. I understand that if I breach this Code of Conduct and Ethics I may be subject to disciplinary action up to and including dismissal.

Privacy and Confidentiality

MCCS is committed to ensuring that details about Clients and Team Members are kept confidential, and only disclosed with the persons permission. This is aligned to the Principles of the Privacy Act.

The purpose of this agreement is to ensure information regarding the various aspects of service delivery where privacy & confidentiality are essential is respected.

The information we collect is referred to as personal and sensitive information under the Privacy Act. Any information which can identify a person is personal information.

Specific information about an individual including race, ethnic origin, religious, gender, sexuality or health information is sensitive information. Any information you collect which relates to a client and their services is to be kept confidential at all times. At no time is it acceptable to discuss any client's details, including via any social media.

Any information you become aware of in relation to other employees or volunteers is also confidential information. At no time is it acceptable to discuss any staff or volunteer details or to share personal contact information, including via any social media.

Any release of information in emergency situations should occur in conjunction with your supervisor and only obtained from the client with their permission at each instance unless unable to do this due to medical issues.

You may only discuss information about a client to the client directly. If discussing with other staff or volunteers this must be in a work environment and only discussed with those staff or volunteers directly involved in the delivery of services.

The client may also have designated Legal Guardians, Carees, significant others and advocates, this will be contained in the client consent information.

Permission from your supervisor must be obtained before discussing any aspect of care or releasing information. The client is able to withdraw their consent at any time and with each instance of sharing information permission must be obtained.

A breach of confidentiality is a serious issue and may lead to disciplinary action which may result in dismissal or the client could initiate civil action.

In signing this agreement, you acknowledge you understand your responsibility in regard to confidentiality and will abide by the organization's expectation that you will maintain confidentiality at all times.

General Information

Security

Security Gates and Alarms are controlled by designated staff. You will be instructed by your coordinator in the process if you are required to enter or leave the premise outside of normal hours.

Evacuation

In the event of a fire or other reason to evacuate the buildings, a 3 short sharp air horn will be heard. Please make your way calmly to the nearest exit and proceed to the emergency evacuation area on the grassy verge next to the driveway. Do not stand on or close to the driveway – this will allow emergency vehicles to access to the property quickly.

Car Park

There are designated car parks, please refer to diagram in the back of your book. There is a speed limit of 10Klm (walking pace) in the car park and ensure you enter and leave the ramp at this speed also. When leaving the car park, stop at the **STOP** sign at the top of the ramp and check in the mirror opposite for entering traffic and if clear, proceed down to the road. Be mindful of people and vehicles moving about when driving and going to and from your car.

Sign in

All volunteers must sign the Attendance Book when arriving or leaving the premises. This is located in building 5 – 6. Visitors are required to sign the Visitors Book in reception. This is a safety regulation for your protection in the event of an emergency or evacuation.

Lockers

These are located in the Volunteer – Staff lunchroom. Valuables must be kept there while at work. Please replace locker key in lock when removing items at the end of shift. Do not leave personal items or perishables in the locker indefinitely.

Newsletters

Each quarter a newsletter will be distributed with information regarding upcoming events, volunteer and staff announcements and updates. All volunteers are encouraged to contribute by submitting ideas to the volunteer coordinator.

Principles for General Safety

In all places where services and activities are undertaken including offices, vehicles, homes, and where possible, destination venues, the following will apply:

- All team members will apply a risk assessment processes to all their work activities.
- No team member will undertake, or be expected to undertake, an activity which, in good faith, they believe May presents a hazard to any client, other team member, and member of the general public or private property.
- It will be the responsibility of each team member to identify safety hazards and to minimize risk by undertaking alternative courses of action.
- All hazards, and situations where action has been taken to avoid or minimize risk, will be promptly reported using the Hazard Identification Form.
- Appropriate safety equipment, including first aid kits, Spills kits and fire extinguishers, are made available and their location and purpose is made clear to all team members.
- Appropriate training will be provided to all team members who are or may be required to use specialist equipment or technology in their work.
- Appropriate training will be provided to all team members who are or may be required to undertake manual handling activities in their work.

Infection Control and Standard Precautions

Due to the vulnerability of the clients of MCCS, team members are asked to notify the office for a replacement if effected by an illness (e.g. cold or flu), or if suffering from any other conditions that may be likely to cause a spread of infection (e.g. skin conditions, sore eyes etc.).

If, in the course of your work with us, you encounter a situation involving the need to deal with blood or human body fluids the following Standard Precautions should be followed:

1. All blood and human body fluids e.g. including urine, excrement and vomit, should be treated as potential carriers of serious infectious disease.
2. Spills Kits are provided in all vehicles and should be used to isolate, remove, cleanse and disinfect the area.
3. If you have had an exposure to blood (contact through unprotected cuts, broken skin or damaged skin), this should be reported immediately to staff.
4. Any incident involving spillage of blood or body fluids should be reported using the appropriate WHS procedure.
5. You will be given training in how to deal with situations involving the above but feel free you ask your coordinator if you are unsure of the procedure or where to find a spill kit.

Risk Assessment

The principles of risk assessment underpin the organisation's approach to maintaining healthy and safe services in the workplace.

All team members are responsible for identifying hazards and risks and for taking all reasonable steps to avoid harm or injury occurring in any aspect of the organisation's activities.

Accident and Hazard Identification and Reporting

In order to maintain an appropriately safe workplace, team members need to ensure that all accidents, hazards and incidents with safety implications are promptly and fully reported, both verbally to the appropriate staff member and by using the organizations reporting and recording system I-Key.

Reportable incidents include:

- Accident which have resulted in injury.
- Accident which has resulted in damage to property.
- Incident which may have led to injury or damage to property (near misses).
- Hazard which you may reasonably believe presents a risk to any client, team member or other person in the organisation.

Manual Handling and Lifting

In the day-to-day provision of services, you may be required to undertake a range of routine lifting and manual handling activities. Your position description will list the weight and the physical movements the role requires.

These activities may include the general handling of vehicle and mobility equipment, skies and meal delivery equipment, client's shopping bags, boxes of supplies or cleaning equipment.

Only minimal manual handling of clients can be administered. In other words, if the client cannot weight bear, you cannot assist them.

No Lift Policy

MCCS has a No Lift policy because the risk of further injury to the client or worker can be explained under Duty of Care.

This means if a client has fallen or is falling, you are not to bear the weight of the person to assist them up.

The clients should be made as comfortable as possible, left where they are (unless in immediate danger) and call for medical assistance, to minimise the risk of further injury occurring. If you have been trained in First Aid and are willing to assist, you can administer first aid for example skin tears, pressure bandage to bleeding. If the Client chooses to try to stand a chair can be provided to assist them.

Assisting Clients Who Use Wheelchairs

A full assessment will occur on the manual handling requirements for assisting a person with a disability to access a vehicle and the transporting of the wheelchair. Clients will need to be able to transfer from the chair to the vehicle independently.

Sometimes you may be asked to push a client in a wheelchair for a short distance e.g. from the entrance of a facility to the appointment destination or within a shopping centre. As with all tasks, risk assessment principles must be applied.

Smoking

MCCS is a non-smoking workplace. It is not permitted to smoke:

- In the office or in the vicinity of the premises
- In any vehicle being used to deliver a service (regardless of whether a client is on board or not)
- In a client's home or near a client when attending a social activity or delivering a meal.

Clients have been asked to refrain from smoking while a service is being provided in their home. If they fail to comply, leave and call your Coordinator as soon as possible.

It is not permissible to smoke while rostered to provide service.

For the comfort of clients and other team members, smokers must recognize the issues around residual smoke odors following smoking and wash hands thoroughly after a cigarette break before returning to work.

Vehicle Related Information

Project Vehicles

MCCS vehicles should be treated like any hire vehicle with a "walk around" conducted each morning and afternoon. The Organization is aware that some damage may occur that you are not aware of e.g. while parked and away from the vehicle and that is why it is essential that before and after use checks be carried out.

If you find damage to the vehicle and you are not sure whether it has already been reported, consult the Vehicle Damage Register, located in the Driver's Lunchroom. If the vehicle damage has not been previously reported, see the WHS officer or your supervisor to complete a vehicle damage report.

These reports will determine whether there is an issue with the vehicle, Driver or location. If vehicle damage is reported in the morning (before leaving the depot) it will be determined, unless other information comes to hand, that the damage occurred the previous day and the Organisation will have no alternative than to record the damage against the driver from the day before.

Project Vehicle Breakdowns

Despite the organisation's best efforts, vehicles do from time to time suffer from mechanical breakdowns. The priority in the case of a vehicle breakdown must always be the safety and wellbeing of any passengers on board.

In view of this fact, the following procedures shall apply:

1. In the event of mechanical breakdown immediate action will be taken to minimise danger to passengers and to ensure their comfort, such action shall include:
 - Moving the vehicle to a safe position (away from traffic) where possible.
 - Where the vehicle cannot be moved, assisting passengers to move to a safe location.
 - Utilizing appropriate safety equipment to minimise risk.
 - Monitoring the wellbeing of passengers.
 - Keeping passengers informed of developments.
2. You need to notify the office as soon as is practicable and then keep them informed of any further developments.
3. If you identify any defects in vehicles or equipment this must be reported as soon as identified or when back at the office if the defect is not affecting the safe handling of the vehicle.

Volunteer Owned Vehicles

Volunteers driving their own vehicles carrying out services for MCCS, should follow the same procedures for accidents.

Vehicle Accidents

In the event of a road traffic accident involving a vehicle delivering a service, the highest priority is to ensure the safety of clients and team members.

In view of this the following procedures shall apply:

1. In the event of an accident however minor, the vehicle should be immediately and safely stopped.
2. Where an accident has been very minor and involved no other person or damage to third party property, the vehicle should be checked for damage and/or roadworthiness before proceeding.
3. Where the accident is more significant, you need to take all necessary steps to minimise risk to yourself, passengers and other road users, including:
 - Moving passengers to safety where necessary and appropriate, and
 - Clearing the roadway of debris where safe to do so.
4. The safety and wellbeing of all passengers needs to be assessed and monitored at all times.
5. First aid only to be administered if required.
6. In the event of serious injury the Ambulance Service and Police need to be contacted immediately.
7. Notify the office of the accident as soon as possible.
8. Obtain the names and contact details of witnesses where possible.
9. If another vehicle is involved, a record of the following information needs to be gathered:
 - the owner's name, address and telephone number;
 - the driver's name, address and driving license number or other identification;
 - the name of the owner's insurance company;
 - the make, type and registration number of the vehicle.
10. You should identify yourself to the other driver, together with the name and address of the organisation and registration number.
11. If the police attend you need to:
 - provide all relevant information about yourself and other parties
 - (including the other driver where appropriate);
 - Ask for and record the attending police officer's name, rank, number and station.
12. If the accident is relatively minor i.e. no medical treatment is required and vehicle/s are drivable, the police will not attend the scene. An Accident Report Form should be filled out at the nearest Police Station within 24 hours.
13. You must not admit liability for an accident or make statements or comments that could be interpreted as an admission of liability. Do not discuss the accident with anyone other than the police, the office staff or the organisation's insurance company representative.
14. Remain calm, do not react to an accident situation in a manner which may bring the organisation into disrepute (regardless of perceived fault).
15. Talking to the media is not permitted.

Road Rage

There is an increasing incidence of unacceptably aggressive driver behavior, commonly known as "Road Rage". Road Rage is a driver's angry or frustrated reaction to another driver's actions. It frequently leads to dangerous driver behavior and can range anywhere between inappropriate gestures and abuse to driving with the intent to antagonize, and in the worst cases to actual bodily harm.

It is important if you are confronted by an aggressive act by another driver, to remain calm and try not to overreact. Adjust your driving style to accommodate the behavior of the other person, maintain defensive driving style and avoid eye contact with the aggressor. Reaction to the other person's aggressive behavior with a similar response is not only likely to further inflame the situation but place you in breach of the organisation's Code of Conduct.

Drive cautiously, remaining aware of the other driver's actions. Failure to confront the other person in an aggressive style may allow the situation to return to normal. If possible, safely take down the license plate number of the vehicle.

If necessary call for assistance. If it is a risk to stop the vehicle to use the telephone, drive to a safe, populated place (such as a police station or shopping Centre) and, if necessary, use the horn to attract attention. Do not get out of the vehicle and do not go home.

Client Related Information

Once a client is assessed as eligible to receive our services, they are contacted and staff will either discuss their needs over the phone or arrange to visit the client in their home. If a volunteer is going to be entering the client's home, a WHS safety check is carried out before this occurs.

Sometimes our volunteers may be the only regular contact with the clients for a period of time and therefore we value your feedback regarding them.

Meal Delivery Drivers and Assistants provide feedback to the office on any issues you might come across when leaving the clients meal in their refrigerator, e.g. other meals still there. You can note these issues on your Feedback form from each run.

For all volunteers roles you may become aware of dramatic changes in personality or behavior, a change of living arrangements or bodily markings.

Please report these observations to the office at the end of the shift but do not attempt to resolve any issues yourself.

Client Rights and Responsibilities

Clients have the right to:

- Access all information about themselves held by Maitland Community Care Services. Be made aware of all service options available to them and any associated costs.
- Be provided with safe and reliable services which respect the dignity and
- Independence of the client, are responsive to the social, cultural and physical needs of the client and the needs of the career.
- Complain or comment about the service they are receiving at any time, without fear of retribution or loss of service.
- Have their complaint dealt with fairly, promptly and without retaliation.
- Have an advocate of their choice to represent their interests.
- Have involvement in the planning and evaluation of the service provided.
- Privacy and confidentiality.

Clients have the responsibility to:

- Provide reasonable notice if the service is not required.
- Adhere to the agreed service provision arrangements and negotiate with staff if changes are required.
- Utilize vehicle safety devices as directed by authorised team members.
- When assisting people with a transport service, remember the following:
- Seat belts must be worn by all clients unless a certificate is presented.
- Some clients may have difficulty with their seat belts but always ask if help is required before assisting, then talk to the client explaining what you are doing.
- When clients are getting into cars, encourage them to turn and enter backwards (as per SOP).

Client Incidents or Injuries

Many clients of MCCS are frail and consequently at risk of trips, falls and injuries. It should be remembered that clients also need to continue to actively participate in normal life for their wellbeing as staying at home and immobile can exacerbate illness and further restrict mobility.

Clients should be cared for as you would your elderly parent, relative or neighbor using care, respect and common sense.

If a client suffers a fall, an injury or becomes ill during the service:

- A Coordinator should be notified as soon as possible.
- Reassure and make the client comfortable. Don't leave the client unless it is absolutely unavoidable. E.g. you need to call an ambulance and there is no other person able to do this.

- If a client is orientated and stating that they are not dizzy or experiencing pain, make the person comfortable and allow them time to recover from the shock of the incident.
- Assist the client to a sitting position after they have been assessed.
- If the client is able to assist and weight bear, assist client to their feet. If the client is unable to weight bear, call for the ambulance service.

Any further (non-emergency) first aid can then to be administered. If the client continues with the service, closely supervise them for the remainder of their journey. The next of kin or nominated "emergency contact" of the affected client will be contacted by office staff and advised of developments. Appropriate personnel of the destination location must be advised of the incident i.e. Receptionist at medical appointment or supervisor at a Day Centre.

Ensure all required documentation is completed i.e. incident report, injury register.

On Transport Services - Lost Clients

Where clients do not present themselves or are late for scheduled return services the following procedure will be followed:

- The Transport Scheduler/s should be notified immediately of the lost client situation and then kept informed of any further developments.
- All reasonable attempts to locate the client should be made only in consideration of any other clients in the vehicle.
- Do not leave other passengers alone in order to search for the lost client.
- The Scheduler will advise the most appropriate course of action to follow i.e. Client may just be running late and will usually contact office.

Client Emergencies

No-one home

Many people who use our services both live alone and are frail. It is an unfortunate reality that such people occasionally meet with accidents and may be isolated and immobile within their homes and unable to summon help. It is also unfortunately not unheard of for a team member to be the first person to become aware of, or suspect this has occurred, which may require prompt action to ensure the wellbeing of the client concerned.

If you are delivering meals, the client **MUST** be home to receive the meal. Otherwise the meal is to be returned to the kitchen. Clients sometimes make alternative arrangements for their meals if they are not going to be home. This will be written on your run sheet e.g. Leave meal with neighbor at 13 Brown Street.

The following procedures apply when doubt exists about the wellbeing of a client when you have called at their home and received:

No Answer

If you receive no answer from the client after knocking at the door and there is good reason to suspect that the client is within the home (e.g. radio or television on), a “walk around” of the premises, will be undertaken (the client may be in the back yard).

Where practicable, neighbors should be discreetly questioned to establish the possible whereabouts of the client e.g. perhaps client was seen leaving or taken to hospital etc. be aware of client confidentially and do not disclose personal details about the client.

Call a Coordinator immediately and notify them of the situation. The Coordinator will begin a process of contacting next of kin to locate the client.

- The Coordinator will advise you of the next process for you i.e. wait until called back or go on to other duties.
- Unless there is clear evidence that the client is inside the house and in need of immediate first aid no further action will be taken.
- If the client can clearly be identified inside the house and in distress, call an ambulance immediately and then notify the office. If you are worried about entering the home request your coordinator to attend for support.
- Wait with client until ambulance arrives or support from the office arrives, providing only the assistance you are qualified to give.

Do not call for emergency services without contacting your Coordinator first as the client may only be out or at a prior appointment.

Grievance Procedure and Disciplinary Action

Breaches of Maitland Community Care Services Policies and Procedures may warrant the rejection of a volunteer's services.

Breaches may include but are not limited to:

- Theft of property or funds from the organisation and/or Clients
- Willful damage of property belonging to the organisation and /or Clients
- Willfully or negligently endangering the safety of a service user, team member or any member of the general public.
- Intoxication through alcohol or other substances during working hours.
- Verbal or physical harassment of any other team member or service user, particularly in respect of disability, race, gender, sexual orientation or religion.
- The disclosure of confidential information regarding the organisation to any other party without prior permission.
- Carrying on a private business from the organisation premises or using the service's resources for private business.
- Falsification of any organisation records for personal gain or on behalf of any other team member.
- Failure to comply with the organizational Code of Conduct.

Volunteers should be aware of their rights and responsibilities while volunteering with Maitland Community Care Services.

Any Issues you may have should be dealt with quickly for effective resolution and to preserve a positive work environment. Contact your Coordinator if you have any issues with another team member alternately request a support person if you feel your Coordinator will not provide the support you feel you require.

