



*Enabling People to Live Independently*

# VOLUNTEERS

# ORIENTATION

# KIT

**Beresfield Community Care is registered to provide supports for the National Disability Insurance Scheme**

email: [Cheryl@beresfieldcommunitycare.org.au](mailto:Cheryl@beresfieldcommunitycare.org.au)

[www.beresfieldcommunitycare.org.au](http://www.beresfieldcommunitycare.org.au)

PHONE: 4964 1131

FAX: 4966 2040

## ABOUT BERESFIELD & DISTRICT COMMUNITY CARE INC.

Beresfield & District Community Care Incorporated (BDCC) is an incorporated community organisation formed in 1991 (as Beresfield Meals on Wheels Inc) to provide food services to frail aged and younger disabled people who for various reasons need assistance to maintain an adequate food intake. The areas covered include Beresfield, Tarro, Hexham, Black Hill, and Sandgate.

It is a non-profit organisation managed by a Board of Directors of up to 8 people comprising of:

- Chairperson
- Secretary
- Treasurer
- 5 other Board members.

BDCC is funded under the Department of Health and Ageing (DOHA) and Family & Community Services

### *Services Provided*

BDCC provides the following services:

Chilled Meals

Frozen & Chilled meals for weekends

Culturally appropriate meals

Catering for special diets

Assistance with limited shopping needs

Assistance with cooking instruction

Referral to a Dietician where appropriate

Individual Transport

Social Support

Domestic Assistance

Lawn Mowing (contractors)

Flexible food

Personal Care

Day Care Centre

### *Staff*

BDCC employs the following staff:

- 1 Manager
- 1 Client Service Manager
- 1 Receptionist
- 4 Service Coordinators
- 4 Domestic Assistance Workers
- 2 Community Support Worker

*Volunteer* BDCC recruits volunteers for the following positions:

- Car drivers and runners
- Friendship Club
- Individual Transport
- Kitchen Helpers
- Office Staff
- Flexible Food
- Social Support
- Shopping

**Policy and Procedure Manual  
Section 1**

**BERESFIELD & DISTRICT COMMUNITY CARE INC.**

**STATEMENT OF AIMS**

**Community Care Common Standards  
Standard 1: Effective Management**

***Vision: Enabling People to Live Independently***

***Mission:*** Supporting members of the community by providing a range of services and activities which promote independence.

We are committed to:

- 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 have mobility;
- The right of people to access services on a non-discriminatory basis;
- The right of the community to safe, comfortable and reliable services;
- The right of the community to accountable and responsive services.

***Target Groups:***

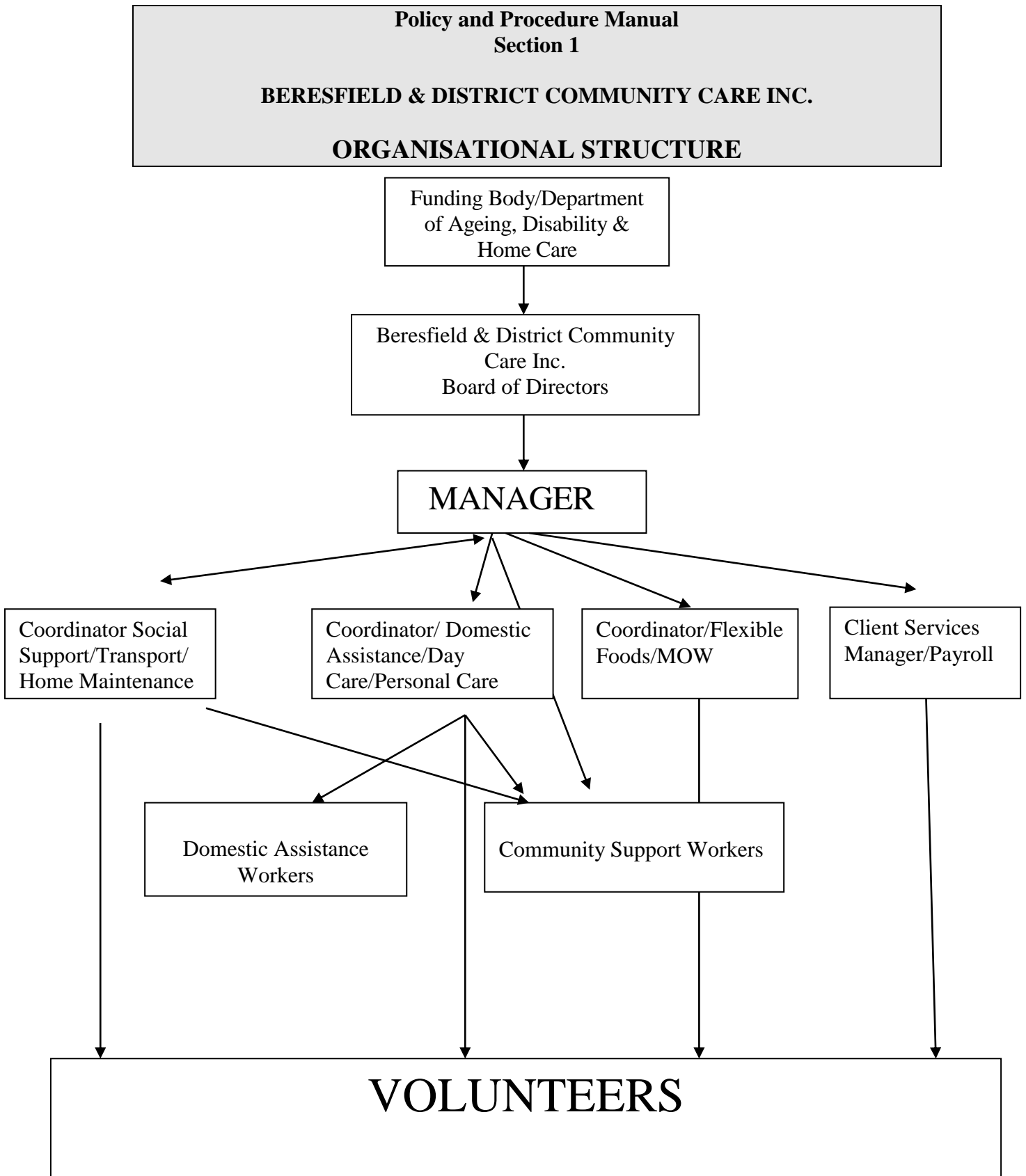
The target groups for specific Beresfield & District Community Care Inc. services are defined by funding and regulatory guidelines. Beresfield & District Community Care Inc. clients include:

- Frail aged people and people with a disability
- People who are at risk of premature or inappropriate institutionalisation
- Carers
- People who are financially disadvantaged
- People who are isolated or are vulnerable or at risk
- People from culturally distinct communities

***Special Needs Groups:***

Beresfield & District Community Care Inc. acknowledges that within our target group there is some special needs groups and within our services we try to meet their specific needs. These special needs clients include:

- People from non-English speaking backgrounds
- People of Aboriginal or Torres Strait Islander heritage
- People who are suffering dementia
- People who are rurally isolated
- People who are financially disadvantaged.



**Policy and Procedure Manual  
Section 1**

**BERESFIELD & DISTRICT COMMUNITY CARE INC.**

**MEETINGS POLICY**

**Community Care Common Standards 2012:  
Standard 1: Effective Management**

***Beresfield & District Community Care Inc. Board of Directors Meetings:***

**1. Frequency and Times:**

Meetings shall be held at a time determined by the Board of Directors members in advance. The Board of Directors will hold a minimum of four (4) meetings per year, as set down in the Constitution.

**2. Attendance and Quorum:**

All Board of Directors members and the Manager shall attend meetings. Guests may be invited to meetings (by the Chairperson) for a specific purpose. Representatives of the funding bodies have the right to attend Board of Directors meetings. The Directors of Beresfield & District Community Care Inc. may attend meetings as ex-officio members.

Any Board of Directors member, who does not attend three (3) consecutive meetings without being granted leave, will be considered no longer a member of the committee.

The Beresfield & District Community Care Inc. Constitution, not including the Manager, has determined a quorum for Board of Directors meetings. The quorum is four (4) Board of Directors members, one of whom must be a member of the executive.

In the absence of a quorum the meeting may be held as a discussion meeting with all matters raised in the Manager's Report being referred to the next meeting of the Beresfield & District Community Care Inc. Board of Directors for ratification.

**3. Agenda:**

Meetings will be conducted in accordance with the Beresfield & District Community Care Inc. Constitution. The agenda for the meetings will be:

- Attendance and Apologies
- Review of Agenda
- Acceptance of previous minutes
- Business arising
- Reports- Financial report
  - Manager's report
  - Any working party report

- Review of Accident, Incident and Hazard Form.
- Review of the staff changes and additions
- Issues /problems / planning and review
- General business
- Targets for next meeting
- Date and time of next meeting
- Meeting close

The chairperson of the Board of Directors in consultation with the Manager shall draw up agenda for the meeting. The agenda, minutes and Manager's report will be circulated to the members at least two days prior to the meeting.

#### **4. Role of the Manager at the Board of Directors Meetings:**

The Manager shall attend meetings to provide advice and information to the Board of Directors to assist it in its deliberations. The Manager will provide a report on operations of the service including outcomes achieved, future plans and any issues, which need to be considered by the Beresfield & District Community Care Inc. Board of Directors (See Accountability Policy).

#### **5. Minutes:**

Minutes of any meeting shall be recorded (including discussion meetings). Minutes shall be an accurate record of all meeting proceedings.

The Board of Directors secretary shall take minutes or nominated replacement (the Manager may not be the nominated replacement). Minutes shall be typed within seven days of the meeting and posted to each Board of Directors member at least two days prior to next meetings.

A copy of the minutes must be filed in the minute's folder.

The secretary is responsible for ensuring that the procedures for minutes are followed.

#### ***Beresfield & District Community Care Inc. Annual General Meeting:***

The Annual General Meeting (AGM) will be held within six months of the end of the financial year, in accordance with the constitution and the Association Incorporation Act 1984 No. 143.

It is usually held in October.

### **1. Agenda AGM:**

The agenda for the AGM will be:

- Acceptance of apologies
- Acceptance of previous year's AGM minutes
- The receipt of the Chairperson's Report
- The receipt of the Treasurer's Report, Audited statements for the previous financial year, together with the budget for the current financial year
- The receipt of the Service Report
- The election of Board of Directors officers
- The appointment of an auditor for the current financial year
- The appointment of an Honorary Solicitor
- The appointment of a Public Officer
- The appoint of the bank account signatories for the coming year
- The appointment of the officers authorised to complete and sign the Department of Fair Trading Annual Statement Returns.
- Any other business placed on the agenda prior to the commencement of the meeting.

### **2. Notice of AGM:**

Notice of the AGM will be mailed out to Association members, agency providing like services including services for people with special needs and interested community members twenty-eight days prior to the AGM.

A public notice will be placed in the local paper giving twenty-eight days notice of the meeting.

### **3. Voting:**

Only financial members may vote at the AGM. The annual fee for membership is \$3.30

### **4. Register of Board of Directors**

A register of the names and address of the Board of Directors will be kept in the office of Beresfield & District Community Care Inc.

**Policy and Procedure Manual  
Section 2**

**BERESFIELD & DISTRICT COMMUNITY CARE INC.**

**CODE OF CONDUCT FOR TEAM MEMBERS**

**HACC Objective 3: Efficient and Effective Management**

**HACC Objective 5: Privacy, Confidentiality and Access to Personal Information**

**Industry Standard COM1: Represent the Organisation**

**Industry Standard COM2: Apply Organisation Policy for Confidentiality**

The following code of conduct outlines the behavior required of all team members and additional areas of responsibility specific to the Beresfield & District Community Care Inc. Board of Directors.

Failure to abide by the Code of Conduct may lead to disciplinary action, dismissal and/or legal action being taken against the team member concerned (see Gross Misconduct).

All Beresfield & District Community Care Inc. team members shall:

- Abide by the philosophy of Beresfield & District Community Care Inc.
- Observe all the rules of Beresfield & District Community Care Inc. including those specified in the constitution, the Associations Incorporation Act, 1984 No 143, the NSW 1990 Passenger Transport Act, and any others determined by the Board of Directors or members of the organisation
- Adhere to all the accounting procedures of Beresfield & District Community Care Inc.
- Observe the policies and procedures set down in the Beresfield & District Community Care Inc. Policy and Procedure Manual
- Represent Beresfield & District Community Care Inc. in a positive way
- Treat clients with courtesy, respect and consideration, act on complaints within the time frame specified within the complaints policy, and provide services to the best of their ability
- Follow all reasonable directives made by authorised team members, the Manager and Care Workers or the Beresfield & District Community Care Inc. Board of Directors (See Organizational Chart Attachment 2.2)
- Not give personal advice to clients
- Not alienate clients from families or carers
- Where practicable, not accept gifts from service clients and ensure that the Manager is informed of all gifts (except home garden produce) and donations, which are received.
- Not consume, or be under the influence of illegal drugs or alcohol while on duty or on the premises
- Not harass or abuse, either physically, sexually, financially or verbally in any form, Beresfield & District Community Care Inc. clients, service users, team members or members of the general public.
- Attend the Board of Directors, and team member meetings whenever possible and as appropriate; and if unable to attend, send an apology



- **Not discuss confidential issues of Beresfield & District Community Care Inc. with people outside the organization**
- **Not act on Beresfield & District Community Care Inc. matters without the consent of the Beresfield & District Community Care Inc. Board of Directors or the Manager, including not interfering with the day-to-day operations of Beresfield & District Community Care Inc.**

**BERESFIELD & DISTRICT COMMUNITY CARE INC.**

**CODE OF PERSONAL PRESENTATION  
FOR TEAM MEMBERS**

**Industry Standard COM1: Represent the Organisation**

Whilst representing Beresfield & District Community Care Inc., each team member shall be responsible for ensuring that their standards of personal presentation are maintained to a level, which is appropriate to their responsibility within the organisation.

Neat, casual clothing shall be worn whilst on duty. This clothing shall be appropriate to the occupational health and safety considerations of the individual work responsibilities of each team member, for example:

- Sturdy footwear shall be worn whilst driving or operating client lifts;
- Hats and other appropriate protection against sun damage shall be worn whilst working outside.
- Hats, gloves and aprons when necessary in kitchen
- Closed in footwear in kitchen

Personal hygiene shall be maintained to a standard, which reasonably minimises any risk of offence to clients or team members.

No item of clothing or accessory shall be worn whilst representing the organisation, which may be offensive to any client or other team member, for example:

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

Beresfield & District Community Care Inc. places general restrictions upon jewellery and hairstyles according to the Health Regulations.

**Policy and Procedure Manual  
Section 2**

**BERESFIELD & DISTRICT COMMUNITY CARE INC.**

## **PRIVACY AND CONFIDENTIALITY POLICY**

**HACC Objective 5: Privacy, Confidentiality and Access to Personal Information**  
**Industry Standard COM2: Apply Organisation Policy for Confidentiality**  
**Industry Standard INF2: Handle Information to Maintain Integrity of Records System**

To ensure that services provide the highest possible level of safety and comfort to people with a range of special needs, and to ensure that the eligibility criteria of funding bodies are adhered to, it is necessary for Beresfield & District Community Care Inc. to collect and hold personal and private information about clients and team members.

Abuse of, or carelessness with confidential information can not only compromise the dignity and independence of an individual client or team member but can in some cases pose a direct threat to their health and safety. Protecting the privacy of clients and team members, and ensuring stored information is properly used at all times is therefore of paramount importance to Beresfield & District Community Care Inc. This policy is designed to ensure that personal information about clients and team members is used only to provide safe and comfortable services to clients and to ensure the efficient administration of Beresfield & District Community Care Inc. Services and activities. See attached Privacy Forms Attachment 2.8

### **Types of Information, which shall be treated as Confidential**

The Beresfield & District Community Care Inc. Privacy and Confidentiality Policy cover information relating to:

- Names and addresses of clients and team members
- Disabilities or special needs experienced by clients
- Health conditions experienced by clients
- Behavioural conditions experienced by clients
- Occupations or lifestyle of clients
- Financial dealings or status of clients
- Acquaintances or friends of clients
- Religion/cultural background of clients
- Client or service user complaints
- Personal details of team members
- Team member disciplinary, appraisal or grievance procedures
- Audiovisual information and images.

**Note: Confidential information can occur in verbal, written, photographic, and audio or computer record form. All information of a confidential nature will be kept in a secure environment, under lock and key. Only paid staff will have access to files. Volunteers will have access to information from files as needed and appropriate to service delivery.**

### **Persons to Whom the Policy Applies**

The Beresfield & District Community Care Inc. Privacy and Confidentiality Policy applies:

- All Beresfield & District Community Care Inc. team members
- Any person who obtains information through the activities of the organisation
- Clients and other service users who obtain information about other clients during their use of a service.

### **Scope of the Policy**

The Beresfield & District Community Care Inc. Privacy and Confidentiality Policy applies:

- In the workplace
- At home
- When talking with other team members
- When dealing with team members of other agencies or institutions
- In social environments
- When dealing with other providers
- When talking with other clients.

### **Team Member Information**

The only information, which Beresfield & District Community Care Inc. shall seek to obtain and retain about team members, shall be that required to:

- Efficiently administer the organisation
- Meet its legal obligations as an employer
- Meet its legal obligations as a provider of HACC services
- Ensure the safe and comfortable delivery of services to clients and service users.

Information regarding team members will be stored in a filing cabinet, which is kept locked when the office is unattended, or in a secure computer database. This information is only accessible to authorised team members.

Team members have the right to read any personal information kept about them by Beresfield & District Community Care Inc. Requests to read personal information or see files may be made either verbally or in writing. Requests from team members to access their files should be referred to the Manager. All requests to view information and files will be noted by the Manager in his/her diary. Arrangements should be made to ensure that assistance is provided for the team member to access information on his/her file within ten (10) working days.

### **Client Assessments**

Where a formal assessment is necessary it should take place in an area, which provides privacy and confidentiality.

The assessment should be between an authorised team member and the client, and with the client's consent, his or her legal guardian or advocate only. The Beresfield & District Community Care Inc. Privacy and Confidentiality Policy will be explained to the client at the time of the assessment via Access Point.

*No information provided to Beresfield & District Community Care Inc. shall be given to another agency or organisation unless the client has signed the Consent Form (Attachment 2.4) or has given verbal approval (which has been duly noted on the Consent Form).*

### **Client Information**

The only information held by Beresfield & District Community Care Inc. about a client would be information required by the funding bodies or necessary to provide safe and comfortable services. Such information will be used only for the delivery of an efficient, safe and comfortable service. Information should be as non-obtrusive and objective as possible, yet relevant and up to date.

The client has the right to withhold information for privacy reasons.

Information about a client will not be shared with another agency without the permission of the client or his or her legal guardian or advocate. (See Policy and Procedure Manual Section 3 Client Advocate Policy for further information).

Information about a client will not be discussed with any person in the workplace except in relation to:

- Ensuring their safety and comfortable use of Beresfield & District Community Care Inc. services
- Organisation incident/accident reporting requirements.

Clients have the right to read any personal information kept about them by Beresfield & District Community Care Inc. Requests from clients to access files should be referred to the Manager who should ensure that assistance is provided for the client to access information in his or her file within twenty-eight days. A team member will be made available to explain any terminology to the client.

Information regarding clients will be stored in a filing cabinet, which is kept locked when the office is unattended, or in a secure computer database. This information is only accessible to authorised team members.

### **Access to and Storage of Records**

The procedure for opening files and file movement to be followed is:

- Confidential records including client and team member files shall be kept separate from general administration files
- An individual record will be created for each client following the initial assessment (both in folder and on the secured database)
- File notes should be kept of client contact which involves
  - Assessment/Review
  - Care Plans
  - Significant contact with clients regarding services being received or changes to services being received
  - Change of circumstances of the client
  - Accidents, incidents or hazards involving clients or their premises
  - Complaints
  - Reports/information from other agencies
  - Requests from the client for any significant change in service
  - Referral made to other services
- Files shall remain the property of the organisation and shall be kept on the organisation premises at all times with the exception of when an authorised team member needs the file at a client assessment or at a case conference
- Files shall be securely stored when not in use
- All incoming correspondence should be sighted by the Manager and/or Care Worker before being filed
- Keys to the filing cabinet and passwords to computer database holding client and team member records will be held by authorised team members. Keys to the filing cabinet holding general administrative files will be held by authorised team members.

### **Length of Time Records are Held**

If a service to a client has stopped being provided, but may be resumed at a future date, information relating to the client will be held in the filing cabinet for a period of three years before being archived. If the service will not be resumed, the client records will be archived at the end of the financial year.

All information regarding clients shall be held for five years after they cease to receive services. At this point the information will be destroyed.

Team member disciplinary records shall be destroyed two years after their date of entry.

### **Electronic Communication Systems**

Each team member shall be responsible for taking all reasonable steps to ensure that confidential information is not broadcast or transmitted via electronic communication systems except in cases of emergency.

### **Disposal of Printed Material**

It is the responsibility of each team member to take reasonable steps to ensure that confidential materials, and in particular client list details, are rendered illegible before disposal.

### **Identification**

All team members will be given a badge identifying them as Beresfield & District Community Care Inc. representatives. This badge should be worn at all times whilst representing the organisation, and in particular, while dealing face to face with clients and service users.

### **Training**

All team members should be aware of and understand the Privacy and Confidentiality Policy and shall receive appropriate training in order to ensure this.

Policy and Procedure Manual  
Section 4

BERESFIELD & DISTRICT COMMUNITY CARE INC

**WORK HEALTH & SAFETY POLICY**

## General Policy

The work health and safety of all persons employed, volunteers and clients within the organisation and those visiting the organisation are considered to be of the utmost importance. Resources in line with the importance attached to occupational health and safety will be made available, to comply with the relevant Acts and Regulations and to ensure that the workplace is safe and without risk to health.

Beresfield and District Community Care Inc is committed to providing a safe and positive working environment for its staff acknowledging that staff well-being is a major factor in enabling them to perform their duties to the best of their ability.

Under the requirements of the Work, Health, Safety and Welfare legislation, Beresfield and District Community Care Inc, as an employer has a general duty of ensuring that employees are not exposed to hazards while they are working. These include:

- provide or maintain workplaces, plant and systems or work that do not expose employees to hazards.

This duty refers to the whole of the working environment, so it covers items like the premises, machinery and methods of work as well as the physical factors (lighting, ventilation, dust, heat, noise, etc.) and intellectual factors (stress, fatigue etc.);

- provide the information, instruction, training and supervision so that employees are not exposed to hazards while they are working. The employer is only required to provide training that is relevant to the health and safety of employees in that workplace;
- consult and co-operate with health and safety representatives;
- provide adequate personal protective clothing and safety equipment whenever hazards cannot be avoided;
- make arrangements for the safe use, cleaning, maintenance, transportation and disposal of substances and plant used in the workplace.

Duties of employees under the legislation include that they must:

- take reasonable care to protect their own health and safety and the health and safety of others;
- co-operate with their employer in ensuring that the workplace is safe and healthy and report to the employer any situation at the workplace that could constitute a hazard;
- follow the instruction and training provided by their employers, use the personal protective equipment provided and not interfere with anything set up in the interests of health and safety.

The legislation also recognises that employees have certain rights with regard to health and safety in their workplaces. These include the right to:

- be informed, i.e. to know about potential hazards;
- to participate in the setting up of safe standards in the workplace;
- to be represented on matters relating to work health and safety;
- refuse to work if they have reason to believe that they are or would be, exposed to risk of imminent and serious injury or illness, without losing pay or benefits.



## **Health and Safety**

In accordance with the requirements of the legislation, information and relevant training will be provided to all staff on the causes and prevention of work related illnesses and injuries.

## **Furniture and Equipment**

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

Beresfield & District Community Care Inc. will purchase furniture and equipment which minimises the risk of injury or strain - particularly for staff working on keyboards. It is the responsibility of staff to ensure that they use equipment appropriately and follow the procedures recommended to protect keyboard users from muscle fatigue and repetitive strain injury.

Photocopiers will be placed in a separate room where possible and/or in a position with good ventilation. Staff should ensure that they protect their eyes from the light emitted by the photocopier, and should take care when filling the machine with toner.

## **Lifting and Client Handling Techniques**

Training on the proper procedures for lifting and handling bedridden or immobile clients will be provided at staff orientation. Refresher courses will be held at regular intervals. Beresfield & District Community Care Inc undertakes not to place carer staff in a position where they may be required to take risks in lifting or moving clients.

## **Stress**

The agency recognises that stress is a work hazard and aims to minimise stress for staff by:

- making good staff working conditions a priority;
- clearly defining job responsibilities and accountability structures;
- establishing support systems for all staff;
- ensuring work plans and timelines are realistic.

## **Abusive Client Behaviour**

Staff are not expected to put up with abusive or violent behaviour from clients. If clients become extremely difficult, they should be referred to a person's immediate Coordinator or to the Manager for attention.

## **Smoking**

The agency recognises the dangers of passive smoking and has made the office a smoke free environment. Staff are not permitted to smoke in a client's home.

Clients are requested to refrain from smoking in their homes while agency staff is present and also to refrain from smoking in service/volunteers vehicles.

## **Hazards**

Staff will be trained to identify any health or safety hazards in the client's home, and should report, in writing, any hazards to the Coordinator as soon as possible. Please report any 'near-miss' accidents as they may identify potential hazards. Home maintenance and gardening staff will receive appropriate training on hazards in the house/garden.

## **Accidents**

An accident report form should be completed by any staff involved in an accident (however minor) at work and given to their supervisor as soon as possible. A copy of the Accident Report Form is included below.

## **Communicable Disease**

Staff should be trained in and observe basic hygiene and infection control measures in their work with clients in order to avoid communicable diseases.

Staffs who suspect that someone in their work place (office or client's home) has a communicable disease should report this immediately to the Coordinator who will advise them of the appropriate action.

### **SAFETY PRECAUTIONS IN SERVICE DELIVERY**

To ensure the safety of clients when receiving Beresfield & District Community Care Inc services the following procedures must be followed:

## **Back Care**

It is important that staff be aware of how to safely carry out their work tasks to protect their backs and to practise good posture while standing, sitting, driving, cleaning, carrying and moving objects.

Staff will receive training after recruitment on proper back care.

## **Health and Hygiene Procedures**

The following basic principles should be adhered to:

Maintain good personal health and hygiene (e.g. washing hands, daily shower and wearing clean clothes).

Wash hands using soap and water

- after going to the toilet or touching your nose, head etc.
- after cleaning contaminated areas e.g. bathrooms and toilets
- before preparing food.

Use a barrier cream to protect hands and cover cuts or abrasions with waterproof dressings.

## **Protective clothing**

Wear gloves over clean hands when

- cleaning bathroom or toilet areas
- to cover broken skin on hands.

. Aprons should be worn once only and then changed.

**BERESFIELD & DISTRICT COMMUNITY CARE INC.  
ACCIDENT REPORT FORM**

Complete and forward without delay to the Manager

To be completed by all team members who are involved in an accident whilst at work. Completion of this form does not constitute a claim for Workers' Compensation. These forms are available from the Manager and are required where medical treatment has been received and/or time is lost from work.

Surname: \_\_\_\_\_ Given Names: \_\_\_\_\_

Position Title: \_\_\_\_\_

Where did the accident/incident occur?

\_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_

What type of accident (e.g. "motor vehicle", "slipped on wet floor")

\_\_\_\_\_

Describe the injuries in simple terms: \_\_\_\_\_

What exactly were you doing at the time of the accident? \_\_\_\_\_

\_\_\_\_\_

What (in your opinion) caused the accident? \_\_\_\_\_

Did you:

Report the accident/incident to the Manager

YES/NO

Date reported: \_\_\_\_\_ Time: \_\_\_\_\_

Go off duty after the accident

YES/NO

Receive medical attention?

YES/NO

If "Yes" Doctor's name: \_\_\_\_\_ Date examined: \_\_\_\_\_

Have a witness to the accident/incident? YES/NO

If "Yes" name and address of witness: -

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
(Signature of Team Member) (Date)

### **MANAGERS REPORT**

Comments on the cause and nature of the accident/incident:

What action has been taken to prevent a recurrence?

\_\_\_\_\_  
(Signature of Manager) (Date)

Sighted at BOD Meeting on \_\_\_\_\_ signed \_\_\_\_\_

## ***POSITION DESCRIPTION FOR VOLUNTEER MEAL DELIVERER***

### ***Purpose of Position***

The Volunteer Meal Deliverer has the responsibility of delivering cold foods directly to the client, with or without the help of a partner and using their own car for transport.

### ***Responsible To***

The Volunteer Meal Deliverer is directly responsible to the Manager.

### ***Duties***

- Pick up meals from the Beresfield kitchen at 8.30am on their rostered days.
- Sign the attendance book on arrival and finish.
- Sign the allowance book after receiving the petrol allowance.
- Check that the meals in the eskies are correct according to the delivery list before departing.
- If rostered on a Friday, collect the client's contributions as marked on their receipts and return the money collected.
- Report any messages or complaints to the Manager. Report to Manager any changes observed in the client, the house or other relevant aspects of the situation;
- If unable to attend on your rostered day, please notify the Manager as soon as possible and preferably no later than the day before your rostered run and during office hours, that is, 8.30am till 2.30pm.
- Other duties as requested by the Manager.

***Qualities we need in our Drivers and Deliverers.***

- The ability to get along with the aged and other housebound people.
- Sympathy and cheerfulness
- To be open minded and accepting of all points of view.
- Reliability in meeting appointments
- Current motor vehicle drivers license and own vehicle comprehensively insured.
- Cleanliness and care in handling food for consumption by others.  
Note: carrying pets in the car when delivering is not hygienic.
- The ability to maintain confidentiality in regards to clients. Any information about clients should not be talked about to anyone outside the organization and gossiping within the organization is discouraged.

***Some things not to do as a volunteer.***

- Talk about your own personal problems.
- Accept gifts or tips except something nominal as a token of thanks.
- Promote your own religious/political beliefs.



**BERESFIELD & DISTRICT COMMUNITY GENERAL INFORMATION  
SHEET FOR ORIENTATION KITS**

For Staff

The pay period ends on the close of business on Tuesday. Wages are electronically paid on Wednesday fortnightly.

Staff meetings are held in the office regularly a date and time to be advised.

BCC closes over the Christmas period for approx 2 weeks. Time for this period will be taken as annual leave if no annual leave accrued it will be taken as leave without pay. Public holidays are paid to permanent part time staff if they occur on your normal rostered days at the contracted hours or average of worked hours.

The Policy and Procedure manual which includes the rights and responsibilities of the service are located in the office as are the awards. They are also electronically available in the Awards folder on the computers.

For Volunteers

Meals on Wheels Drivers will be reimbursed for petrol per run usually via Gift cards  
Transport drivers will be reimbursed by the client fee. The reimbursement is based on kilometres travelled. If the client fee does not cover the amount then BCC will compensate the difference. This fee is to cover the cost of using your own vehicle. Fees that are collected when using the service vehicles are payable to the office.

The client is responsible for any parking costs.

The volunteer is responsible for any fines. Eg speeding, parking.

The Policy and Procedure manual which includes the rights and responsibilities of the service are located in the office.



## ***POSITION DESCRIPTION FOR VOLUNTEER MEAL ASSISTANT***

### ***Purpose of Position***

The Volunteer Meal Assistant has the responsibility of preparation of cold foods for delivery directly to the client in their home.

### ***Responsible To***

The Volunteer Meal Assistant is directly responsible to the Manager.

### ***Duties***

- Arrive at the Beresfield Kitchen preferably at 7.30 am on their rostered days. Alternate starting times should be negotiated with the Manager.
- Sign the attendance book on arrival and finish.
- You may be asked to perform a number of duties. Examples might be:
  - \*follow the kitchen food hygiene guidelines at all times
  - \*wash up,
  - \*wipe down and clean work areas or benches and shelves,
  - \*pack eskies for the drivers or clean out fridges.
- If unable to attend on your rostered day, please notify the as soon as possible and preferably no later than the day before your rostered day and during office hours, that is, 8.30am till 2.30pm.
- Other duties as requested by the Coordinator.

### ***Qualities we need in our Kitchen staff:***

- Ability to get along other people of all ages and disposition.
- Cheerfulness
- To be open-minded and accepting of all points of view.
- Reliability in meeting appointments
- Code of Dress: kitchen staff requires closed in shoes. These need to be kept clean and free of dirt. Hat, gloves and apron will be supplied.
- Cleanliness and care in handling food for consumption by others.
- Ability to maintain confidentiality in regards to clients. Any information about clients should not be talked about to anyone outside the organization and gossiping within the organization is discouraged.

**EMERGENCY PROCEDURE:** Should you arrive for duty on a given day and find the kitchen not opened, then the volunteer should report this to the Manager in the first instance 0421 785 185 and if the Manager is unavailable, then to the Coordinator 0402 841 137. Failing either of those contacts the President; could be notified.

## ***POSITION DESCRIPTION FOR VOLUNTEER INDIVIDUAL TRANSPORT DRIVER***

### ***Purpose of Position***

The Volunteer Driver has the responsibility of transporting clients to various appointments using their own car for transport.

### ***Responsible To***

The Volunteer Transport Driver is directly responsible to the Co-ordinator.

#### **Duties**

- Pick up transport folder from office with clients and appointment details.
- Pick up client from their home on specified date and time.
- Make sure client is secure eg seatbelt
- Take client to destination and assist where necessary. Wait till appointment finished and transport client back to their home.
- Client to sign Expense record and pay service fee to volunteer. This fee is kept by the volunteer to reimburse petrol expenses except when using service vehicles.
- Report any messages or complaints to the co-ordinator.
- Fill in Expense record sheet and return to office for any more reimbursement if required.
- If unable to attend for individual transport please notify the office on 49641131 as soon as possible so another volunteer can be arranged.
- Other duties as requested by the Co-ordinator.

### ***Qualities Needed in our Drivers.***

Ability to get along with the aged and other people in need.

Sympathy and cheerfulness

To be open minded and accepting of all points of view.

Reliability in meeting appointments

Current motor vehicle drivers license and own vehicle comprehensively insured

Cleanliness and care in handling clients. Note no pets in the car.

Ability to maintain confidentiality in regards to clients. Any information about clients should not be talked about to any one outside the organisation and gossiping within the organisation is discouraged.

### ***Some things not to do as a volunteer.***

- Talk about your own personal problems.
- Accept gifts or tips except something nominal as a token of thanks.
- Promote your own religious/political beliefs.

VOLUNTEER/TRANSPORT MONITOR  
FRIENDSHIP CLUB

Role:

Volunteer Transport Monitors have the responsibility to assist the Drivers during the pick-ups and drop offs to and from Friendship Club as well as on occasional outings.

Once at Friendship Club the Volunteer/Monitor is responsible to The Coordinator of Friendship Club.

Duties:

- Meet the Transport at a convenient pick up spot
- When transport reaches clients home, alight and meet the client as they come out of their home.
- Walk with client to the vehicle
- Assist client onto the vehicle
- Assist client with seat belts where required
- If the client uses a walker make sure it is in the correct place on the vehicle
- At the destination assist clients off the vehicle
- Assist clients who have problems with walking, vision etc into the building, or hand over to volunteers who meet the vehicle
- At the end of the day duties are reversed

Duties/carer

- Sign the attendance book on arrival and finish
- Assist serving morning tea and lunch to the clients
- Assist where required in the games and entertainment on the day
- Attend programmed Outings and assist as required on the day
- Other duties as requested by the Coordinator

Qualities:

- Ability to get along with people of all ages and disposition
- Cheerfulness
- A sense of humour
- Open minded and accepting of all points of view
- Reliability
- Ability to maintain confidentiality in regards to clients

Things not to do

- Accept gifts or money from clients apart from something nominal as a token of thanks
- Promote own political or religious beliefs
- Discus personal problems

*POSITION DESCRIPTION FOR*  
**VOLUNTEER FRIENDSHIP CLUB**

Volunteer role.

Volunteers have a responsibility to assist the Coordinator during the day in the care of the clients and the running of the daily centre based activities as well as occasional Outings.

Responsible to:

The Coordinator of Friendship Club

Duties/kitchen/carers

- Arrive at the hall at 9.00 am
- Sign the attendance book on arrival and finish
- Make sure that gloves and hats are used when serving up food
- Set out cups, saucers and plates on kitchen benches ready for morning tea.
- Set out tea, coffee etc supplies for morning tea
- Serve lunches at lunch time
- Ensure kitchen benches are wiped down and clean, also the floor.
- Washing up duties when relevant
- Other duties as requested by the Coordinator

Duties/carers

- Arrive at the hall at 9.00 am
- Sign the attendance book on arrival and finish
- Assist in setting up of hall
- Place tablecloths, glasses, salt and pepper shakers on tables
- Serve morning tea and lunch to the clients
- Assist in the games and entertainment on the day
- Attend programmed Outings and assist as required on the day
- Other duties as requested by the Coordinator.

Qualities

- Ability to get along with people of all ages and disposition
- Cheerfulness
- A sense of humour
- Open minded and accepting of all points of view
- Reliability
- Cleanliness and care in handling food for consumption by others.
- Ability to maintain confidentiality in regards to clients.

Things not to do

- Accept gifts or money from clients apart from something nominal as a token of thanks
- Promote own political or religious beliefs
- Discuss personal problems

**POSITION DESCRIPTION FOR  
VOLUNTEER OUTINGS (including Mens Day Out, Mens Shed)**

***Purpose of Position***

The Volunteer has the responsibility of transporting clients to various outing using the service vehicles or their own car for transport. This maybe with a member of staff

***Responsible To***

The Volunteer is directly responsible to the Manager

***Duties***

- Pick up transport folder from office with clients, venue details and float. Check risk assessment, service vehicle, and fill in log book.
- Pick up client from their home on the specified date and time.
- Make sure client is secure eg seatbelt
- Take client to destination and assist where necessary for the outing/venue then transport client back to their home.
- Client to pay service fee to staff or volunteer. This fee is to be taken back to office. A receipt is available for client.
- Report any messages or complaints to the Co-ordinator/Manager.
- Fill in Expense record sheet and return to office for any more reimbursement if required.
- If unable to attend please notify the office on 49641131 as soon as possible so another volunteer can be arranged.
- Other duties as requested by the Manager.

***Qualities Needed in our Volunteers.***

Ability to get along with the aged and other people in need. Sympathy and cheerfulness. To be open minded and accepting of all points of view. Reliability in meeting appointments. Current motor vehicle driver's license and own vehicle comprehensively insured. Cleanliness and care in handling clients. Note no pets in the car. Ability to maintain confidentiality in regards to clients. Any information about clients should not be talked about to anyone outside the organisation and gossiping within the organisation is discouraged.

***Some things not to do as a volunteer.***

- Talk about your own personal problems.
- Accept gifts or tips except something nominal as a token of thanks.
- Promote your own religious/political beliefs.

---

## **HISTORY OF BERESFIELD & DISTRICT COMMUNITY CARE INC,**

---

On 12<sup>th</sup> February 1973, Mrs Swanson of Tarro arranged for and delivered two meals from the East Maitland kitchen to a needy couple in Beresfield (Mr and Mrs McPhee).

In the next four weeks the request for meals increased to twelve per day. Meals were being delivered to people in Thornton, Millers Forest, Beresfield, Tarro and Hexham. At that time the responsibility of recruiting and rostering drivers and helpers was taken over by Mrs. Freda Dobson, a job she continued to do until the time the present committee took over the task of supplying meals from St. Josephs.

Over the years the number of meals increased to as many as thirty per day. In September 1987 Maitland Meals on Wheels informed Mrs Dobson that because of their commitments to the people in the Maitland area a kitchen should be established in Beresfield to supply the needs of that district.

Mrs Dobson approached Lions Club for their assistance.

Lions Club members attended meeting of Meals on Wheels in Maitland to obtain details and procedures to form a branch at Beresfield.

Public Meeting convened on April 20, 1988 to form Beresfield and District Meals on Wheels committee. From that convened meeting a steering committee was formed to proceed with the formation of a kitchen.

After numerous meetings with family and community care, department of local government, Newcastle City Council, Home Community Care, approval was given to construct a kitchen on this site.

A Fund-raising campaign was organized. Donations amounted to \$51,000, numerous suppliers also made large donations of building materials and the Lions Club provided approx 1100 hours of voluntary labour.

Construction commenced in March 1990 and was completed in February 1991. The kitchen commenced delivering meals on the 11<sup>th</sup> February 1991. Total cost of kitchen approx \$67,000. Funding of approx \$50,000 was approved at a later date to maintain food service delivery. The main office was added in 2001 with a grant administered by Newcastle Council of \$37,000.

In March 2006 approx. \$100,000 in additional funding was received to set up and maintain 4 extra services i.e. Individual Transport, Home Maintenance (Lawns and Gardens) Domestic Assistance and Social Support making a total of funding received \$158,000. To incorporate these extra services, more staff was employed and the Organisation changed its name to Beresfield & District Community Care Inc., to better reflect the services provided.

In late 2006 we also acquired additional funding for our Day Care Centre (Friendship Club).

In 2011 many changes to the NSW Meals on Wheels service and the opening of the Hunter Distribution Centre caused us to close our kitchen as a production kitchen and on the 1<sup>st</sup> June 2011 we commenced as a retail kitchen only. Our service became part of the Reference group for the Hunter region taking Meals on Wheels into the future. We also were invited to participate in a new food pilot called Flexible Food continuing to bring change to the way Meals are delivered. 2011 also saw the birth of our new website [www.beresfieldcommunitycare.org.au](http://www.beresfieldcommunitycare.org.au) -

As a Multi-Service outlet we quickly outgrew our premises in Irving Street Beresfield and so a grant was sought to purchase a building. Early in 2012 a grant was approved for approx. \$450,000 and our new building at Unit 10/16 Huntingdale Drive Thornton was settled on 1<sup>st</sup> March 2012. In we left the kitchen operating as a retail kitchen in Irving Street and moved our Administration into the new premises on April 12<sup>th</sup> 2012.

In June 2012 we added Personal Care to the Multi-Service Outlet making a total of 8 services (including Flexible Food).

On 14<sup>th</sup> September, 2012 our new building was officially opened by the Minister for Environment and Minister for Heritage Hon. Robyn Parker. **If you saw where we had come from you would know there was a reason to**



**Beresfield & District Community Care Inc  
Volunteer Confidentiality Agreement  
(To be read and signed by all Volunteers)  
Privacy Amendment (Private Sector) Act 2000**

This organisation is required to collect information from clients or their representatives in order to provide appropriate services to that individual.

The information we need is referred to as *personal* and *sensitive* information under the new Act. Basically any information which can identify a person is called *personal* information. Specific information about an individual including racial or ethnic origin, religious belief/affiliation or health information is called *sensitive* information.

In the course of your volunteering, you may be involved in the collection of this type of information and you will have access to such information on clients and their families. This information must be kept confidential at all times.

The names of clients, all information about them and information on the services they are receiving must not be disclosed or discussed with other clients, family members or other people not involved in the provision of services to that person.

You may only release information on a client to:

- The client themselves,
- Other health professionals,
- Any family member designated as “*the person responsible*” by the client or their legal guardian.

Permission from the Manager/co-ordinator has to be obtained before releasing any such information.

If further information is required regarding any aspect of the client in order to provide a service, this should be discussed with the Manager and only obtained from the client, the person responsible or appropriate health care professional.

A proven breach of confidentiality is a serious betrayal of trust and may lead to disciplinary action and in some cases civil action. In signing this Agreement you acknowledge that you understand your duties to maintain confidentiality and you agree that you will not obtain, use or disclose information in any way which is contrary to the conditions set out above.

**Acceptance of Beresfield & District Community Care Inc’s . Confidentiality Agreement**

I, .....have read the above information and accept the  
(Please print Volunteer’s name)  
conditions as set out in this Agreement and agree to be bound by them.

.....  
(Signature of Volunteer) (Signature of Witness) Date



**BERESFIELD AND DISTRICT COMMUNITY  
CARE INC.  
APPLICATION FOR A VOLUNTEER POSITION**

Name:..... Telephone: .....

Address: .....

Occupation (current or previous): .....

Interests, skills, hobbies:.....

Languages spoken: .....

Next of Kin.....Phone.....

Have you ever done volunteer work? YES/NO

If yes, please give details:.....

.....  
.....

Organisations of which you are now a member:.....

.....  
.....

What type of volunteer work would you like to do? (Please check below)

Kitchen Assistant

Delivery Driver

Friendship Club

Social Support Ass

Shopping

Individual Transport

Mens Day Out

Mens Shed

How often would you like to help?

.....

Available time/s: Days .....



Current Driver's License No. .... Class ..... Sighted.....

Do you have your own transport? YES/NO

If yes, what is the model/make:..... No. Doors .....

Registration No. ....

Do you have Comprehensive Insurance? YES/NO Sighted.....

Why do you wish to work for our service?:.....

.....

.....

Where did you hear about us?.....

.....

Please provide the name, phone no and address of two referees:

1.: ..... 2. ....

.....

.....

I give my permission for the Manager to contact these people for the purpose of obtaining a reference.

.....  
(Signed) (Date)

I have read the volunteer kit and accept the terms and conditions therein.

.....

