



**Meals on Wheels**  
Tamworth

## **Volunteer Handbook**

**328 Goonoo Goonoo Rd, Tamworth NSW 2340**

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## Welcome

Tamworth Meals on Wheels would like to wish you every success during your employment, whether you recently joined or whether you are an existing volunteer. It is hoped that your experience of working with Tamworth Meals on Wheels is positive and rewarding.

Tamworth Meals on Wheels deliver nutritional meals to people's homes, to suit specific needs. As well as this, we provide a variety of 'other food services' which assist people to remain independent and socially connected in our community. Meals on Wheels provide **much more than just a meal!**

Our professional team of staff and volunteers will listen to people's needs and assist them to develop a support plan which focuses on personal wellness and reablement goals. Our aim is to ensure that each person can achieve optimum health and see improvement in their quality of life. The client support plan is reflected in the client risk assessment, menu and the emergency response protocol in place.

We have combined 180 volunteers and staff currently engaged in our service. Duties are varied and include tasks such as: meal delivery; social support; meal preparation, among others. We recognise the value of staff members and volunteers to our service and our community and make every effort to ensure that they are supported to undertake their role.

This handbook provides an overview of Tamworth Meals on Wheels and a guide for volunteers for the service. We also have a Policy and Procedure Manual which is available in the Meals on Wheels office (or on the website). Please speak with staff if you have any questions or concerns.

## CHSP Funding Acknowledgement

Although funding for this service has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.

## History

Meals on Wheels originated in Britain during the Second World War assisting frail older people who needed help to stay in their own homes.

In Australia, Meals on Wheels commenced in 1952 in South Melbourne with a lady on a tricycle delivering meals. Following this, the Red Cross commenced delivering meals to those in need.

In March 1957 Sydney City Council started Meals on Wheels in NSW. In the first week 150 meals were cooked in the Town Hall for inner city dwellers. The cost of the meal then was two shillings, which is approximately 20 cents today.

From its inception over 70 years ago, Meals on Wheels has grown to become a driving force of care in the community. In a year, more than 78,700 volunteers deliver over 14.8 million meals to about 53,000 recipients Australia wide in cities, regional and rural areas. Of these, 35,000 volunteers in NSW deliver about 4.5 million meals each year.

In Tamworth, Meals on Wheels commenced in February 1963. The organisation is currently managed by a Management Committee, comprised of 9 members of the community with expertise and skills in business management and community service delivery.

## Vision

The vision of Tamworth Meals on Wheels program is to assist frail older people living in the community to maximise their independence and to remain at home as long as they can and wish to do so. Tamworth Meals on Wheels provide an efficient, effective service which is underpinned by a strong focus on reablement and wellness, driven by client choice.

## Values

- Tolerance
- Patience
- Empathy
- Safety
- Client centered
- Client driven
- Value for money
- Safe meal customisation
- Volunteering support

# WELCOME TO THE TAMWORTH MEALS ON WHEELS TEAM

If you are unsure about anything or need further help, please contact us.

**Tamworth Meals on Wheels Inc**  
**328 Goonoo Goonoo Rd Tamworth NSW 2340**  
**PO Box 371**  
**Phone 02 6765 8999**  
**E-mail [voladmin@mow.org.au](mailto:voladmin@mow.org.au)**

## **Staff**

|                               |                  |
|-------------------------------|------------------|
| Manager:                      | Peter Gallagher  |
| Compliance:                   | Meg Armstrong    |
| Administration/Media officer: | Jessie Tyler     |
| Administration:               | Brenda Steadman  |
| Volunteer Coordinator:        | Rochelle Wheeler |
| Kitchen Manager / Chef:       | Michael Herden   |
| Chef:                         | Renato Palomo    |
| Chef:                         | Trent Willis     |
| Kitchen Hand:                 | Janet Hughes     |
| Kitchen Hand:                 | Rebecca Hickson  |

## Aged Care Code of Conduct

- a) act with respect for people's rights to freedom of expression, self-determination, and decision-making in accordance with applicable laws and conventions:
  - Ask and listen to consumers about what they like and what they want to do.
  - Talk in a way that is easy to understand.
  - Help consumers to make decisions when they need support.
- b) act in a way that treats people with dignity and respect, and values their diversity:
  - Respect a consumer's social, cultural, religious, and ethnic background.
  - Work in a way that helps consumers feel comfortable and safe.
  - Encourage consumers to speak up about their likes and dislikes.
- c) act with respect for the privacy of people:
  - Keep personal information of consumers safe in line with provider policies.
  - Be aware of the personal privacy needs and preferences of consumers.
- d) provide care, supports and services in a safe and competent manner, with care and skill:
  - Get the skills and training needed to provide safe, good quality care.
  - Only provide care and service within the scope of the role.
  - Seek out opportunities to develop skills and experience.
- e) act with integrity, honesty, and transparency:
  - Treat consumers fairly and don't take advantage of them.
  - Be honest about previous experience and training.
  - Help consumers understand details about their care and services.
- f) promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services:
  - Know how and what to do if something goes wrong.
  - Speak up and report any concerns to management to reduce risk of harm.
  - Make sure consumers feel safe to speak up or make a complaint.

- g) provide care, supports and services free from:
- (i) all forms of violence, discrimination, exploitation, neglect, and abuse
  - (ii) sexual misconduct
    - Be alert to situations that may hurt, upset, or take advantage of consumers.
    - Know what a restrictive practice is and work with staff to help reduce its use.
    - Help consumers to speak up about concerns if they need to.
- h) take all reasonable steps to prevent and respond to:
- (i) all forms of violence, discrimination, exploitation, neglect, and abuse
  - (ii) sexual misconduct
    - Respond and report incidents or concerns in line with organisational systems and processes.
    - Follow processes to help prevent and reduce risk of harm to consumers.
    - Cooperate with the provider and with any investigation or enquiry.

Breaches of this code of conduct may lead to disciplinary action including Banning Orders from My Aged Care.

## Organisational Code of Conduct

The standards expected of volunteers and employees include:

- Compliance with all Tamworth Meals on Wheels workplace policies, procedures, rules, regulations, and contracts.
- Compliance with all reasonable and lawful instructions given by or on behalf of Tamworth Meals on Wheels.
- To be honest and fair in dealings with consumers, co-workers, volunteers, management, and the public, and to treat them with courtesy and respect.
- To report complaints and provide services to the best of your ability.
- To work in a safe and compliant manner, and to observe all workplace health and safety rules and responsibilities.
- Refrain from any discrimination, bullying, or harassing behaviour toward consumers, clients, co-workers, volunteers, management, and the public.
- To not have sexual relationships with clients or visit clients home outside of regular duties approved by Meals on Wheels.
- To not make any statements about Tamworth Meals Wheels on social media, or any other public platform, that may harm the Association's reputation.
- Immediately disclose any potential, perceived or actual conflict of interest.
- To not come to work while affected by alcohol or prohibited drugs.
- To not make an offer or make suggestion about purchasing/acquiring any property of a client.
- To not request or accept gifts from clients. (see gift policy)
- To not give advice to clients
- To not provide clients with your personal phone number or address.
- To not alienate clients from their family.
- To not discriminate based on personal characteristics including but not limited to sex, race, disability, pregnancy, age, marital status, or sexual orientation.
- To dress in an appropriate manner and to ensure that appearance is presentable, clean, neat, and tidy.
- To maintain both during employment and after termination of employment with Tamworth Meals on Wheels, the confidentiality of any confidential information, records or other materials acquired during employment.
- At all times, behave in a way that upholds Tamworth Meals on Wheels core value and the integrity and good reputation of the Association.
- To not abuse or harass, physically or verbally, other staff members or volunteers or clients of Meals on Wheels.
- Attempt resolution of any disputes and grievances in accordance with Meals on Wheels' Grievance procedure.

- Reporting any conduct of other workplace participants which is in breach of any of the above, or potentially in breach of any of the above, without delay.

## Misconduct

Misconduct may result in disciplinary action, instant suspension or termination. Misconduct includes, but is not limited to:

- Theft of property or funds from the Service
- Willful damage of Meals on Wheels property
- Intoxication through alcohol or other substances during working hours
- Operating company vehicles or equipment under the influence of alcohol or drugs
- Verbal or physical harassment of any other Team Member or Client
- The use of unprofessional speech such as swearing or bad language
- The disclosure of confidential information in respect to the organisation to any other party without prior permission
- The disclosure of information concerning the clients of the organisation other than the information that is necessary to assist clients and to ensure their safety.
- Carrying on private business in an activity similar to that undertaken by the organisation without prior written permission.
- Failure to comply with the Codes of Conduct and Privacy and Confidentiality Policy.
- Falsification of any organisation records for personal gain or on behalf of any other team member/client.

## Volunteer Rights

Volunteers have a right to:

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

## Client Rights

Tamworth Meals on Wheels service understands that each client has rights which must be upheld by the organisation. They also have responsibilities which they must be aware of. The organisation will ensure that the Charter of Aged Care Rights for Home Care is displayed in the facility and is furthermore Signed by all clients upon initial intake/entry to the service. <https://www.agedcarequality.gov.au/older-people/your-rights/statement-rights>

## Dignity of Risk

Under the Age Care Standards consumers have the legal right to make choices even if it involves some risk. It is balanced by the duty of care of aged care providers, who should support and respect the decisions of the individual, as well as provide information of the risk and consequences. Dignity of risk is essential for dignity and self-esteem, as well as autonomy and personhood of older people.

## Committee and Staff

The role of the Management Committee and Staff is outlined in the Constitution and in the organisations Policy Manual. The structure of the organisation is also outlined in the Policy Manual, along with lines of reporting.

## Working with Tamworth Meals on Wheels

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

As a volunteer of Tamworth Meals on Wheels you will be required to undertake a screening process prior to employment. You will be required to undertake the following:

- Meet with Volunteer Co-Ordinator
- Reference checks (if required)
- National Police Check (required to be updated every 3 years).

Furthermore, you will be required to undertake an orientation with the Volunteer Co-Ordinator including emergency procedures; meet other volunteers/staff; overview of policy/procedure manual; provision of Volunteer Handbook. The following policies/procedures are available in the Tamworth Meals on Wheels Office:

- Privacy Confidentiality agreement
- Policy and Procedure Manual.

Tamworth Meals on Wheels will keep a file for each volunteer and staff member including records of their reference checks, any certificates/training, signed forms, National Police Check, copy of license and any other communication required. This information will be stored on a secure electronic database.

The Volunteer Co-Ordinator will communicate regularly with you to ensure that you understand your role and that you are supported to complete your role. If you have a concern at any time, or you are unhappy with any aspect of your work, please speak with the Manager. Volunteers who breach the Code of Conduct or who are unable to complete their duties may be asked to leave the service (at the discretion of the Manager in consultation with the Management Committee).

## Home visiting

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

It is important to always remain observant and to report anything which seems out of character or concerning either to a staff member or recording it on your run sheet. Similarly, it is critical to look out for issues which may pose a safety issue and to report all safety issues to a staff member immediately (for example if you notice steps are cracked/broken or paths uneven and likely to be a trip hazard).

If you attend a client's home and they are not responding to the visit (not answering the door or phone), you must contact a staff member immediately. Do not under any circumstances, enter the home, leave meal at the door or in an esky before speaking with a staff member, as it is against health regulations to leave unattended.

If you receive cash or cheques from a client paying their invoice, please write the amount next to their name as soon as you receive the payment, as this helps staff allocate it to the correct client. Clients may pay via cash, cheque, direct debit and eftpos over the phone.

## Client Decrease Notification Protocol

When you visit a client's home and notice a decrease in nutrition and appetite as well as physical health, please notify a staff member upon return to the office. Once a staff member has been notified there is a specific procedure undertaken.

These concerns can look like; building up of meals in the fridge, unbalanced, weight loss, unable to put sentences together or just a general decline over a period of time.

## **Child Safety**

Tamworth Meals on Wheels is committed to providing a safe, respectful and inclusive environment for all children and young people who interact with our service. Volunteers who would like children and grandchildren to accompany them for deliveries are encouraged for the benefit of the volunteers, the child/grandchild and the clients receiving meals. If those family members accompanying the volunteer are over the age of 16 they will have to undergo the normal volunteer screening process. Meals on Wheels asks that children under the age of 16 to be supervised at all times.

Meals on Wheels has a current Child Safety Policy that can be viewed upon request.

## **Privacy and Confidentiality**

Confidentiality is the preservation of information concerning the Clients, Team Members, Committee and members of Meals on Wheels.

As Team Members of Meals on Wheels there will be information that you will have access to by the nature of your work. Information, phone numbers and addresses of Clients/Team Members are to be kept confidential and must be respected at all times. In the course of your work, you will be privileged to learn about people's lives and some people will disclose personal information to you. As a volunteer you must ensure that you respect the right of each individual to privacy and confidentiality.

Tamworth Meals on Wheels are committed to the Privacy Act 1988 and Australian Privacy Principles (2014). Information collected is used only for the purpose of delivering meals safely and not for any other purposes.

## **Feedback and Complaints**

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

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

- Verbal feedback

- Feedback forms
- Feedback via emails, letters, or social media
- Survey's
- Complaints procedure
- Continuous improvement register
- Complaints register.

Volunteers are encouraged to provide ongoing and regular feedback to the staff via verbal feedback, making a note on the run sheet or completing either the complaints/incidents form or feedback/compliments form. If you have a concern or complaint which you cannot discuss with the Manager, you can put this complaint in writing to the President of the Management Committee. See our Complaint policy/procedure for more information.

Meals on Wheels has an active Whistleblower Policy in place. This is in place to ensure disclosers can raise concerns regarding any misconduct or improper state of affairs or circumstances without being subject to victimisation, harassment or discriminatory treatment. If you would like a full copy of this policy please contact Meals on Wheels, 6765 8999.

## **Eligibility**

Meals on Wheels are funded by the Australian Government under the Commonwealth Home Support Program (CHSP) and eligibility is determined by My Aged Care. Meals on Wheels are also available to people with a disability, eligibility for disability programs is determined by the National Disability Insurance Scheme.

Vulnerable people in our community who are not eligible for funding assistance may purchase meals on a full cost basis.

## **Fees**

Clients are asked to contribute to the cost of the meals. This contribution varies between service types, clients can negotiate the contribution with the service if they are in financial hardship.

## **Reimbursement**

If you deliver meals to the clients, you may be reimbursed for the cost of fuel. If you do not wish to take the money, it will be donated back to the service.

## **Work Health and Safety**

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

To this end Tamworth Meals on Wheels commits to:

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

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

## **Infection Control Procedures**

### **Minimise direct contact with people at risk.**

- If volunteers are unwell, they will not attend work or delivery/kitchen duties.
- If a volunteer is diagnosed with Covid-19 they must isolate immediately and regularly test and stay home until a negative test result is received.
- If volunteers are unavailable due to illness or exposure to an infectious disease, staff without exposure will deliver meals or other services.

### **Minimise direct contact with older people who are most susceptible to infectious disease.**

- When delivering meals, the volunteer is to place the meal on a chair or table near the front door.
- Volunteers will ensure the client has collected the meal.
- Volunteers will not enter the house unless necessary and invited in by the client or instructed to do so on the run sheet.
- Maintain 1.5 meters separation between volunteers and clients if possible.
- Volunteers will not sign the delivery book or touch any hard surfaces in the house.
- Money will need to be placed in an envelope or in the money bag in the folders. Meals on wheels can supply the envelopes if needed.
- Meals are not to be left on tables or chairs unless the client acknowledges the visit.

### **All Volunteers will follow strict hygiene and sanitation guidelines:**

- Food preparation hygiene is always in place.

- Follow signage requirements in all production and admin areas.
- All staff and Volunteers are to complete hygiene training.
- Regularly washing and sanitising hands will be enforced.
- Use of hand sanitisers before handling meal containers in packing and delivery.
- Hands to be sanitised after touching door handles and other hard surfaces.

### **Daily hygiene and cleaning of Eskies:**

Volunteers are to remove the icepacks from the eskies and place them back in the freezer each morning after completion of their run.

All eskies are thoroughly hygienically cleaned by staff each morning after use and before the following days meals are packed into them.

The eskies are wiped out with a wet wipe using a mixture of dishwashing liquid and disinfectant. The eskies are then sprayed with Cleantec CTR Sanitiser No Rinse before being put back into the cool room.

### **Vaccinations:**

Influenza, RSV and Coronavirus can be mild for some but also cause serious illness and even lead to hospitalisation in others. It is important to get vaccinated every year to ensure you are protected against the latest strains. Vaccination against these viruses reduces rates of morbidity and hospitalisation and also reduces the risk of Pneumonia. Meals on Wheels encourages you to receive your annual flu vaccine. For more information on respiratory viruses and vaccinations please speak to a medical professional.

It is a requirement to receive a minimum of 2 covid vaccinations to volunteer for Meals on Wheels.

## **Standards, Guidelines, and relevant Acts.**

Tamworth Meals on Meals is required to adhere to funding body contract agreement as well as the following standards, guidelines, and Acts (among others):

- The Home Care Standards  
<https://www.agedcarequality.gov.au/providers/standards>
- The Commonwealth Home Support Program Manual  
<https://www.health.gov.au/resources/publications/commonwealth-home-support-programme-chsp-manual?language=en>
- The Commonwealth Home Support Program Best Practice Guide  
<https://www.health.gov.au/resources/publications/living-well-at-home-chsp-good-practice-guide>
- The Aged Care Act 1997  
<https://www.legislation.gov.au/Series/C2004A05206>

- Work Health and Safety Act 2011  
<https://www.legislation.gov.au/Details/C2018C00293>
- The Australian Privacy Principles  
<https://www.oaic.gov.au/privacy/australian-privacy-principles>
- State Records Act 1988  
<https://legislation.nsw.gov.au/view/whole/html/inforce/current/act-1998-017#:~:text=An%20Act%20to%20make%20provision,Authority%3B%20and%20for%20other%20purposes.>

Please complete the following online Training.  
Modules available from NSW Meals on Wheels.

- Select Tamworth to link your training records to our service.
- You will need to create a unique user name, but can share an e-mail address.

<https://nswmealsonwheels.org.au/training>



- Results are available to Tamworth Meals on Wheels on the NSW Meals on Wheels website.

## Volunteer Agreement:

Volunteers must maintain current-

- Driver's License
- Comprehensive Car Insurance
- Criminal Record Check – Every 3 years
- Minimum 2 Covid Vaccinations

The processes for volunteer delivery have been explained to me and I acknowledge the need to follow these procedures:

I understand all the information outlined in this Volunteer handbook and agree to abide by the policies and procedures set out by Meals on Wheels.

\* Volunteers under the law are the same as employees.

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Print Name                      Signature                      Date

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

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

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