



Narrabri
Meals on Wheels
More Than Just A Meal



**Shop 3 Centreway Arcade
129-131 Maitland Street**

Or

**PO Box 361
Narrabri 2390**

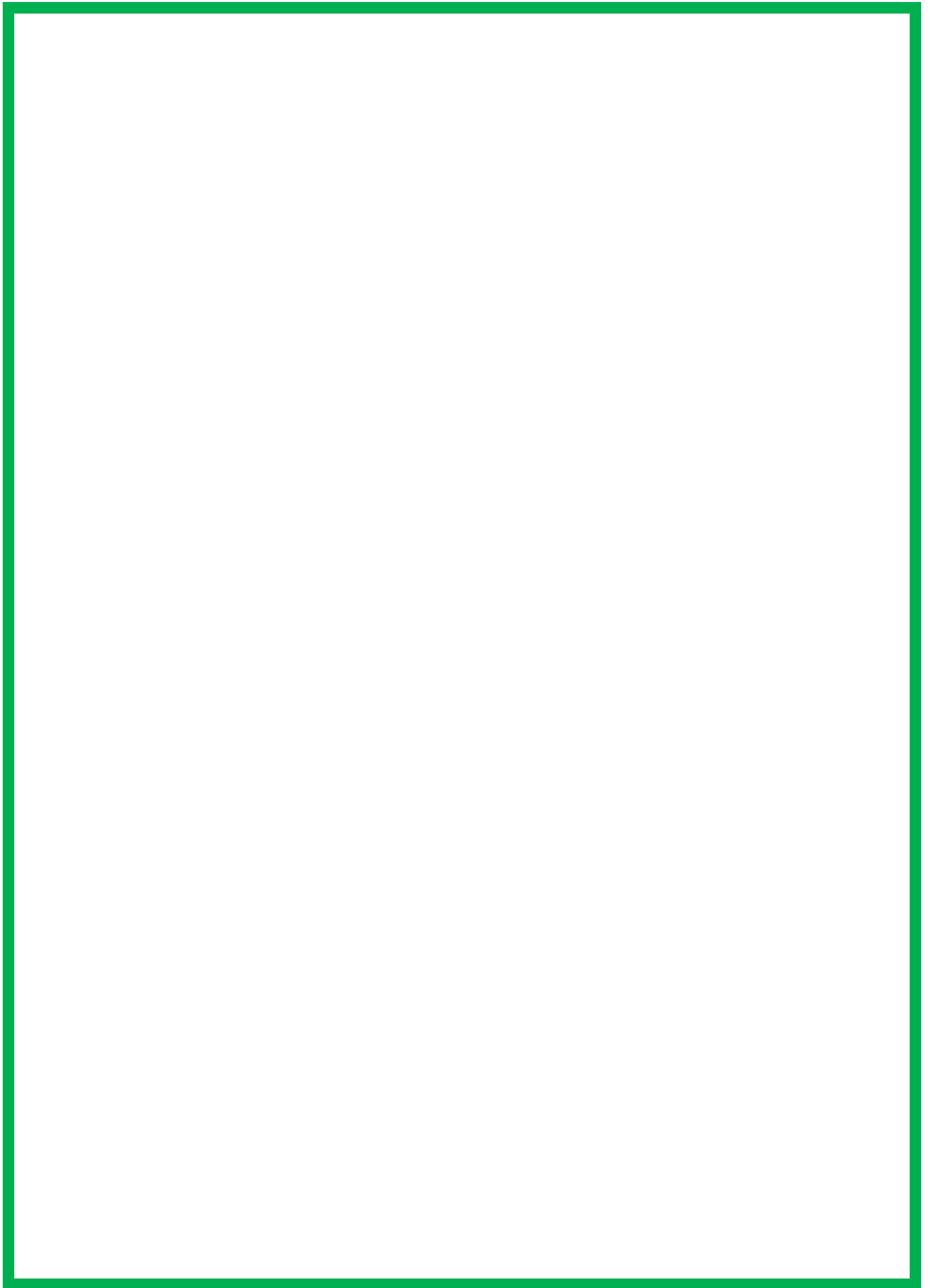
Phone: 67924835 Fax: 67924835

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VOLUNTEER INFORMATION PACKAGE

This booklet contains information and application forms regarding becoming a volunteer for
Narrabri Meals On Wheels





VOLUNTEER JOB DESCRIPTION

Organisation: Narrabri Meals On Wheels Inc.

Job Required: Driver/ Helper for delivery of meals.

Duties:

- 1.** Sign daily register – kept in Whiddon Group meals on wheels waiting room. (Small green building around the back of the kitchen area)
- 2.** Collect meals from Whiddon Group kitchen (rear entrance) and check meal numbers and special diets.
- 3.** Following the directions in the folder, deliver meals to clients.
- 4.** Return empty containers to the Meals On Wheels storeroom/ drop off room at Whiddon Group kitchen and report any problems to the co-ordinator using mobile phones that are supplied in baskets.

Length of commitment: Once every three to six weeks, or emergencies only.

Estimated total hours: Approximately 1 1/2 to 2 hours.

Venue: Whiddon Group Hostel Kitchen

- Qualifications sought:**
- 1.** Knowledge of locality and able to read street maps.
 - 2.** Flexibility and ability to deal with delivering in all types of weather.
 - 3.** Concern and liking for other people.
 - 4.** A sincere desire to help others in need in our community
 - 5.** An understanding of confidentiality regarding information gained through volunteering

- Benefits:**
- 1.** Satisfaction of helping others - instant results.
 - 2.** Fitness, fresh air, a day out.



VOLUNTEER INFORMATION SHEET

Thank you for considering volunteering to help our community service,.

The Narrabri Meals On Wheels Inc. service is supported by financial assistance from the Australian Government.

We assist frail aged people, people with disabilities and their carers in our community with their food needs, so they can live independently in the community.

We offer:

- * A choice of meals (either hot, cold or frozen), 5 days a week with frozen packs for weekends and holidays
- * Support in supplying special dietary needs.
- * The reassurance that someone is calling to see them once a day

We offer all of our volunteers rewarding work and the opportunity to assist people in need.

Our organisation has volunteer insurances which cover volunteers against injury and excess charges on comprehensively insured vehicles used for the meal deliveries.

All volunteer drivers must have a current driver's licence and vehicle registration as well as comprehensive vehicle insurance. Photocopies of drivers licences are kept on file for our volunteer insurance cover. We reimburse driver's expenses with a petrol voucher to the value of \$6.00.

ALL volunteers must undergo a criminal record check before doing any delivery runs.

You can ask to be rostered on a weekly, fortnightly, monthly or 6 week basis or if you don't wish to be tied down to a set schedule you may like to go on the "emergency list". This list means that if a volunteer rings to say they cannot do their rostered run I will check the names on my emergency list and phone and ask if they are available to do a run on the day required. There is no problem if you can't do the extra run, you just tell me no, I thank you for your time and try the next name on the list.

Our volunteers must be reliable and punctual. We also expect all our volunteers to:

- * Treat our clients with respect
- * and maintain confidentiality about each client's circumstances.

Our committee, staff and clients should treat you with the same respect.

We undertake to provide training, advice and support to you as required.

You should contact Donna MacMillan on 67924835 should you have any questions or if you are unable to meet any volunteer commitment (at least 24 hours notice is appreciated).

We hope you enjoy your work with us!

VOLUNTEER RIGHTS AND RESPONSIBILITIES

As a volunteer you have the right

- To be treated as an equal and as a valued member of the team
- To sufficient ongoing training to fully prepare you for your role
- To be given sound guidance and support and access to your coordinator to voice any concerns you may have
- To be given a work assignment suited to your temperament, abilities and employment background with consideration for personal preference
- To reimbursement for certain expenses in relation to your volunteering
- To be covered by volunteer insurance

As a volunteer you have a responsibility to

- Consider volunteering a serious commitment
- To be supportive of the service you are part of
- Maintain confidentiality in all issues pertaining to clients
- Participate in appropriate training sessions
- Be reliable and give adequate notice if unable to fulfill a scheduled duty and/or before terminating your role if unable to continue.



VOLUNTEER APPLICATION FORMS

As Narrabri Meals On Wheels is under a Federal Government funding agreement, we must comply with certain codes of practice . Under this agreement we are asked to keep basic records of all of our volunteers and to run a Criminal Record Check on all applicants every 3 years.

If you have any concerns about agreeing to this please don't hesitate to discuss the matter with me as I may be able to reassure you regarding exactly what is checked.

ALL INFORMATION IS TREATED WITH STRICT CONFIDENTIALITY

Attached are the necessary application forms we are asking all of our volunteers to fill in.

This will enable us to have a complete register of all Meals On Wheels Volunteers, as well as having name tags for each volunteer so the clients can identify them and be happy to allow them into their home.

The information will also make it much easier if I need to contact volunteers about any changes in their roster. At present I only have contact telephone numbers for approximately half our volunteers and for an example - found it difficult during a flood emergency to contact those rostered on to inform them on what was happening.

If you are unsure of the information required or if you would like to talk to me personally please contact me on 67924835.

Yours sincerely

Donna MacMillan
Meals On Wheels Co-ordinator



Please complete the following forms –

***The Volunteer Application Form and**

and return them to the Meals On Wheels office.

Shop 3 Centreway Arcade

129 Maitland Street

(phone 67924835 and check someone will be in office before you go to save a wasted trip)

You will also need to take personal identification to meet the “identification checks” as outlined in the forms. Eg birth certificate, drivers licence, medicare card and bank card

Thank you for your cooperation.

Donna MacMillan

Service Coordinator





**Narrabri
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VOLUNTEER APPLICATION FORM

FULL NAME:.....
ADDRESS:.....
TELEPHONE:..... **MOBILE:**.....
DATE OF BIRTH:..... **EMAIL:**.....

1. IF YOU DRIVE A CAR

Drivers Licence No:..... Car Registration No:.....

Car Registration Expiry Date:.....

Do you have: Comprehensive Car Insurance YES NO

If yes please write your policy number:

and expiry date:.....

2. HOW OFTEN WOULD YOU BE AVAILABLE?

Once a Week Once a Fortnight Once a Month Only with Group

3. ON WHICH DAYS WOULD YOU BE AVAILABLE?

Mon Tues Wed Thurs Fri

**4. WOULD YOU BE WILLING TO DO AN ADDITIONAL RUN
OCCASIONALLY IF NEEDED? YES NO**

5. WOULD YOU LIKE A REMINDER CALL?

YES NO

6. EMERGENCY CONTACT PERSON

NAME:.....

TELEPHONE:(Home)..... (Work).....

7. CHARACTER REFERENCE:

NAME:.....

TELEPHONE:.....

SIGNATURE:.....

DATE :.....

Overview of Narrabri Meals On Wheels Inc.

The Narrabri Meals On Wheels Inc. service is supported by financial assistance from the Australian Government.

Narrabri Meals On Wheels is funded as part of a Federal Program which aims to help the frail aged and people with a disability to live independently in the community, for as long as it is practical, rather than being admitted before they are ready to a Nursing Home or Hostel.

A range of community and government organisations offer support services as part of this program. The Federal Government took on the management of Program Funding for Aged Care in 2012. Many services rely on volunteer workers. Services are usually organised by a Coordinator.

Who may use the Narrabri Meals On Wheels Service?

Anyone who has a functional disability that makes independent living difficult, can apply for assistance with their meals. That is people including those with dementia, who have difficulty in carrying out any of the tasks of daily living (eg dressing, cooking, travelling, showering etc). People using our services are often called clients. Meal services are also available to carers. Carers are the family members or friends who assist the frail aged person or the person with a disability to live independently.

Advocacy

Sometimes clients may have another person speak on their behalf. This person is known as an advocate. Narrabri Meals On Wheels support and encourage clients use of an advocate. We can provide information on advocacy services available.

Assessment

All clients are assessed before starting a meal service. It is usually the service coordinator who assesses people. Usually the assessment takes place in the persons home or in the Coordinators office.

There are a number of reasons for assessment:

- To work out how much service can be offered
- To find out what services the person needs
- To work out when the service will be delivered
- To see if the client is eligible for services
- To work out the cost of the service

Sometimes it may not be obvious to you exactly why someone is receiving services. But you can be assured that there is always a very good reason.

Confidentiality

As a volunteer with Narrabri Meals On Wheels you may have access to personal information about our clients and other volunteers. People have the right to have their privacy protected and breaches of confidentiality may lead to distress or danger. Information should only be shared on a “need to know” basis. This means that only those bits of information needed by a worker or volunteer for safe and effective service delivery will be shared.

Generally, information may only be passed to another worker or volunteer with client consent.

(Duty of Care issues may need to be discussed with your services coordinator, sometimes without the clients consent – see Duty of Care section below)

You have the right to read any personal information about you that is held by the Narrabri Meals On Wheels service.

The types of information that should be treated as confidential include the names and addresses of clients and information about:

- Disabilities or special needs
- Health conditions
- Behavior
- Occupations or lifestyles
- Financial dealings or status
- Family relationships, history or behaviours
- Family members, acquaintances or friends
- Religion/ cultural backgrounds
- Personal details of other volunteers and
- Complaints

While undertaking your volunteer role you may experience things that cause you distress. Narrabri Meals On Wheels recognises the importance of you being able to talk about those situations without breaching client confidentiality. Always remember: if you have any concerns about a clients condition or behavior you should discuss the with the services coordinator.

Criminal Record Checks

As Meals On Wheels clients are often very vulnerable members of our communities the Federal Government has stated that all volunteers should undergo a Criminal Record Check every 3 years. This check will only consider areas that are relevant to your work as a volunteer. You may refuse permission but your volunteer activities may be restricted as a result.

Code of Behaviour for Volunteers

When volunteering for the Narrabri Meals On Wheels service you agree to:

- Abide by the philosophy of the service
- Observe all the rules of the service including those specified in the constitution and any other determined by the management or membership of the service
- Represent the service in a positive way
- Not discuss confidential issues of the service with people outside the service
- Not to be under the influence of drugs or alcohol when on duty or on the premises
- Not ask for, or accept gifts (except garden produce) or ask to have anything done in return for a service
- Follow any grievance procedures set down by the management to try to resolve any conflicts with other staff, volunteers or members of the service
- Not give advice to clients and Treat clients with courtesy, respect and consideration and provide services to the best of your ability

Standard of dress for volunteers

While representing Narrabri Meals On Wheels Inc. each team member shall be responsible for ensuring that their standards of personal presentation are maintained to a level that is appropriate to their responsibilities within the service.

Neat casual clothing should be worn while on duty. This clothing should be appropriate to the Work, Health and Safety considerations of the individual work responsibilities of each team member, for example:

- Sturdy footwear should be worn
- Appropriate protection against sun damage shall be worn whilst working outside and while driving.
- Personal hygiene shall be maintained to a standard that reasonably minimizes any risks or offence to clients or team members. This is of particular importance when preparing or handling food.

Duty of Care

While working as a volunteer Narrabri Meals On Wheels you have a duty of care towards the clients, other volunteers and staff. You must take reasonable steps to ensure that no one is endangered as a result of your actions, or failure to take appropriate action.

Remember that you may be the only person who will see the client that day so notify the coordinator if you believe a client or others are at risk.

Work Health and Safety Act 2011

Service providers must provide a safe and healthy workplace for their employees and volunteers in accordance with relevant Commonwealth and state WHS legislation as well as WHS codes and standards.

In many cases the work place will be the clients homes. Service providers are also responsible for addressing the safety of employees and volunteers delivering services to a client or carer in their homes.

Service providers must also ensure that their employees and volunteers:

- Have adequate WHS training
- Are aware of their WHS responsibilities
- Comply with WHS requirements and instructions regarding the work being performed
- Use the appropriate equipment and
- Identify and report hazards, risks, accidents and incidents

***THANK YOU FOR YOUR VALUED ASSISTANCE
TO OUR SERVICE –
WITHOUT OUR DEDICATED VOLUNTEERS WE
WOULD BE UNABLE TO OFFER THE CARE
AND SUPPORT TO THOSE IN OUR
COMMUNITY THAT NEED IT MOST AND THAT
YOU MAKE POSSIBLE BY VOLUNTEERING.***

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

