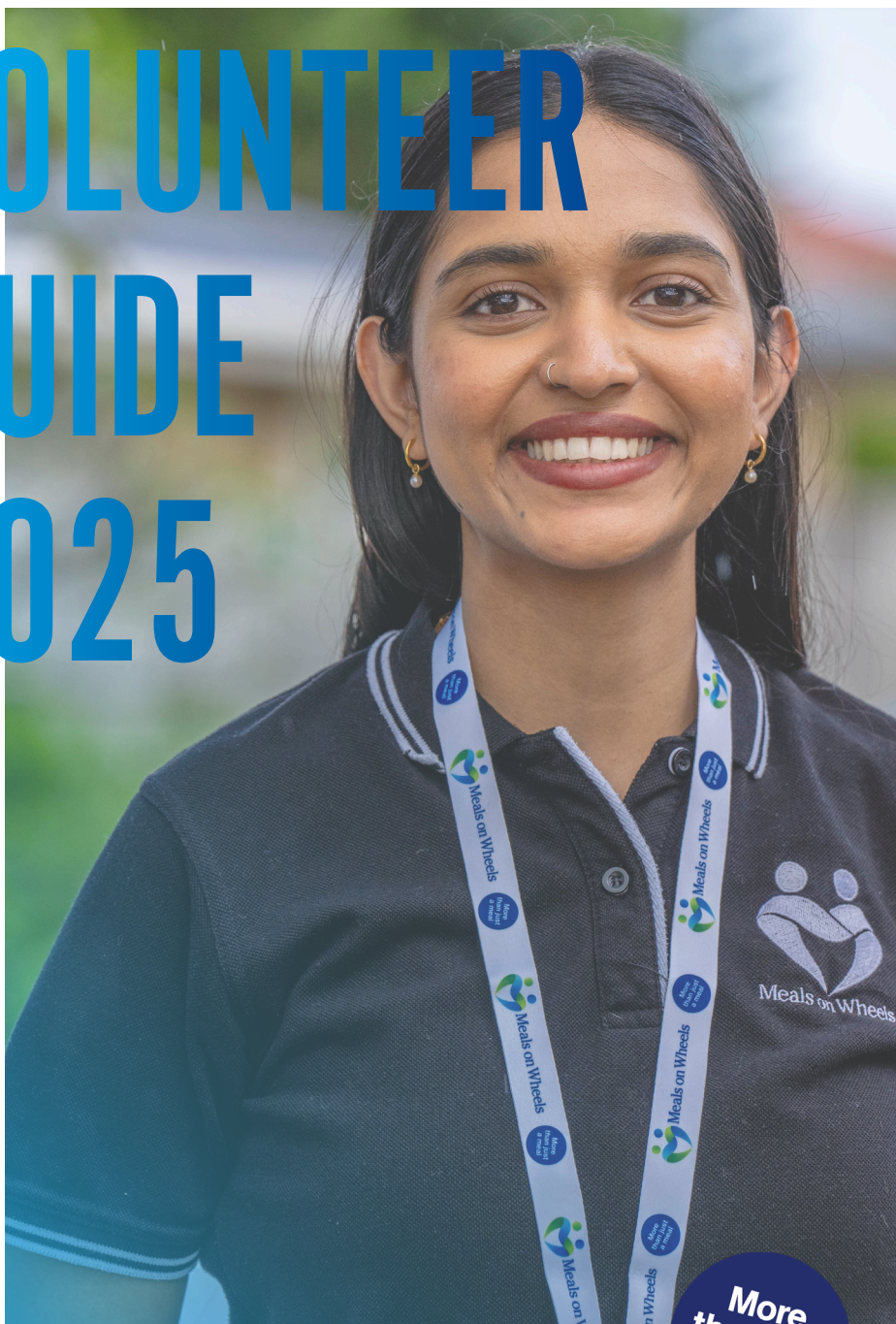


VOLUNTEER GUIDE 2025



Meals on Wheels™
Queensland

More
than just
a meal™

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Service Name
Service Address
P | Phone Number
E | Email Address

About Meals on Wheels

Meals on Wheels™ has been operating in communities for more than 70 years. Founded in Queensland in 1956 by the late Rhoda Cameron, who saw a need in her local community for a meals delivery service.



Meals on Wheels™ in Queensland, operates in over 140 communities, delivering on its core promise of More Than Just a Meal™, providing our clients and their families with peace of mind, a genuine sense of community, companionship and a regular check on their welfare with every nutritionally balanced meal delivered.

Meals on Wheels™ is an inclusive organisation, which aims to support all members of the community.

Our Vision, Mission and Values

Vision: Build independence to nourish the lives of the elderly and vulnerable within our communities.

Purpose: To enable people to continue to live independently by providing meals, social contact and services that support their wellbeing, health and safety.

Values:

- Demonstrate Integrity
- Work with Accountability
- Be One Team
- Inspire Trust
- Innovate and Adapt

The Importance of Volunteers

Meals on Wheels™ in Queensland is built upon the commitment and dedication of our volunteers, binding our communities together and truly making a difference to 22,000 Queenslanders each day of operations.

Meals on Wheels™ Services operate in over 140 locations across Queensland, so the opportunity to participate with our inclusive and diverse network has never been greater.

Meals on Wheels™ Queensland (MOWQ) recognises the pivotal role that volunteers play within the community. Volunteering is an essential community resource which promotes active citizenship and social inclusion. Volunteering extends value to our communities to make them safe, robust, inclusive and culturally rich as volunteers come from all walks of life and come together to achieve a common goal for their volunteer organisation.

Volunteering provides a vehicle for individuals or groups to address human, environmental and social needs. Volunteering is often thought of in terms of the benefits it brings to others, however, it also benefits the individual. Volunteering provides an individual with increased social interaction, self-awareness and confidence; benefits mental health; helps to achieve personal objectives; enhances skills and extends experience in various working environments and more broadly the Aged Care sector.

The economic value of volunteers is enormous. Their hard work and dedication equating to large volumes of unpaid work. If our volunteers were to only give one hour of their time each week, this equates to approximately \$16.4 million annually.

The amazing support of our 6,500 volunteers across Queensland makes it possible for our service to be provided to all our clients. Even just a few hours a week, or even a month, can help support our clients and give them the ultimate gift – the ability to continue living in their homes for as long as possible with the independence and dignity they deserve. Volunteers help make it possible for Meals on Wheels Queensland to provide a vital service within communities, at an affordable price for our clients.

Our Wellness and Reablement Approach

Every day a friendly smile, a chat, a nutritious meal and knowing someone will drop by to say hello changes the lives of many Australians.

Independence is something we all value and to have that taken away through not being able to go to the shops for groceries or to cook regular meals should not be an obstacle to autonomy. While meals can be delivered to suit each client's specific needs, our not-for-profit service is more than just a meal. As well as nutritional support, Meals on Wheels™ volunteers provide important social contact and can monitor a client's well-being, health and safety.

Admiring photos of grandchildren or discussing the latest book release may not be part of a job description for a volunteer, but these little things add up to a very big thing in a client's life – having someone share part of their day.

Testimonial from a Volunteer

“Recently retired and with our children grown, my husband and I look forward to our weekly rounds to drop in on our regulars who have now become more than ‘clients’ but friends. Knowing you are brightening someone else’s day is the best part of our day.”

Jo



Testimonial from a Client

“I’ve lived here for forty years and as the saying goes, “Home is where the heart is.” Meals on Wheels means I can continue to enjoy my home and live my own life with a little help from my friends.”

Ada

Jo and Ada echo the thoughts of so many Meals on Wheels™ volunteers and clients who value the feeling of being associated with an organisation that in many ways can be seen as an extended family. Serving the community as part of a nationwide family is a unique opportunity.

Volunteer Role Statement and Agreement

Volunteer Role Statement

Meals on Wheels™ is dependent upon volunteer workers who are essential in helping Meals on Wheels operate and ensuring the safe preparation and transportation of meals to service users.

The purpose of this Volunteer Role Statement is to outline the functions and expectations associated with the role of volunteer at Meals on Wheels™.

Essential for all Volunteer Roles

- A strong commitment to working with older people, people with disabilities and other vulnerable groups
- Ability to work as part of a team
- Ability to undertake the duties as listed in the job description.

Duties for Volunteer Drivers and Aides

- Drive and deliver meals to service users (C or CA class driver's license and use of own vehicle for those undertaking the role of driver)
- Encourage safety by following service workplace health and safety requirements and guidelines
- Communicate respectfully with all individuals within Meals on Wheels™ and the community
- Contribute to continuous improvement through involvement in staff meetings, planning days and feedback
- Participate in education and training activities
- Other duties as requested by the supervisor/s.

Duties for Volunteer Kitchen Hands

- Preparation and presentation of the menu, as published and directed by the Kitchen Supervisor
- Complies with the kitchen cleaning program and completion of relevant documentation
- Complies with food safety requirements
- Complies with infection control policies and procedures as documented
- Ensures the use of personal protective equipment (PPE) and complies through appropriate use of PPE
- Reports maintenance issues when identified and implements hazard controls as necessary

- Accesses current material safety data sheets (SDS) for all products used and applies and complies with any recommendations within the SDS
- Follows policies and procedures relating to their position as documented
- Provides input into the development of procedures and practices
- Undertakes other tasks as appropriately directed by the Kitchen Supervisor.

Volunteer Management Committee

A management committee is responsible for the governance of your local Meals on Wheels Service. Elected roles include:

- President
- Secretary
- Treasurer
- Committee members.

Duties of Volunteer Management Committee:

My Governance Journey has been designed by Volunteering Queensland to help you enjoy the experience of volunteering in a governance role in an organisation that means something to you. It provides starting-level information about questions you're likely to have regarding your roles on small volunteer, not-for-profit organisations.

www.volunteeringqld.org.au/about-my-governance-journey/

President

- Preside over all meetings held at the Meals on Wheels™ service
- Make decisions if and when required and where necessary, seek ratification at the next relevant meeting
- Sign cheques and approve payments electronically as required
- Supervise and liaise with members of the Management Committee
- Ensure that all staff comply with the Work Health and Safety Act 2011
- Represent Meals on Wheels™ in any legal affairs
- Become familiar with the various laws and provisions that affect the Meals on Wheels™ service.

Secretary

- Attend to all correspondence/meetings
- Prepare agendas for meetings
- Sign cheques and approve payments electronically as required

- Maintain an accurate record of minutes in the official minute book
- Record the minutes of all meetings and arrange the documentation and distribution of recordings to the minute book and other arrangements
- Maintain a storage system for all correspondence.

Treasurer

- Receive all income and pay all accounts – and then record these transactions on a ledger or other documentation i.e. MYOB program
- Keep current records as well as maintain an audit trail for all transactions
- Protect Meals on Wheels™ against fraud and theft
- Ensure the safe custody of all financial records and assets
- Ensure Meals on Wheels™ complies with tax law and processes, such as GST, payroll tax and fringe benefits tax
- Review annually, at least, all internal processes and reporting methods
- Advise the Committee on financial strategy
- Prepare and approve payments.



Volunteer Agreement

This Volunteer Agreement is intended to affirm that your services as a volunteer are valued and appreciated and to indicate our commitment to make your volunteer experience productive, rewarding and enjoyable.

Upon completing a volunteer application form you will be issued with a name badge. This badge should be worn while undertaking your volunteer duties to identify that you are from the Meals on Wheels service.

To support its volunteers, Meals on Wheels™ commits to:

- Providing information, training, further opportunities and assistance for volunteers that will enable the responsibilities of their role to be met
- Providing volunteers with a healthy and safe workplace environment
- Providing volunteers with appropriate insurance coverage
- Recruiting volunteers in accordance with human rights legislation
- Protecting volunteer information and privacy in accordance with privacy laws
- Offering volunteers opportunities reflecting their skills, experience and aspirations
- Defining volunteer roles and job descriptions
- Treating volunteers as valuable team members and providing meaningful and adequate support and recognition for their rights and contributions
- Providing opportunities for volunteers to participate in decision making on issues relevant to their work
- Communicating with and informing Volunteers through regular meetings, newsletters and notice boards
- Seek to obtain a current suitability check for volunteers
- Providing volunteers with copies of policies and procedures including grievance and disciplinary procedures
- Reimbursing volunteers for approved out of pocket expenses incurred on behalf of Meals on Wheels™
- Ensuring volunteer activities complement but do not undermine or replace the work of paid staff.

As a volunteer you agree to abide by and commit to:

- Performing your volunteer duties to the best of your ability with courtesy, integrity and respect for others
- Participating in ongoing training where provided, in order to meet the requirements of the role
- Adhering to the policies and procedures including code of conduct, record keeping requirements and confidentiality of Meals on Wheels™ and client information
- Acknowledging that all work produced through activities performed on behalf of Meals on Wheels™ remains the property of Meals on Wheels and is protected by copyright laws
- Providing excellence in customer service to all internal and external stakeholders
- Meeting time and duty commitments and, where this is not possible, providing adequate notice so that alternate arrangements can be made
- Adhering to dress code requirements
- Acting at all times as a member of a team responsible for accomplishing Meals on Wheels™ aims, including valuing and supporting other team members and staff
- NEVER offer to sign as Power of Attorney or be a will recipient for a client, in accordance with government legislation
- Helping Meals on Wheels™ achieve the Aged Care Quality Standards by:
 - Treating clients with inclusivity, respect and dignity whilst helping them to remain independent and keeping their privacy intact
 - Delivering meals with positive social interactions ensuring that these interactions promote clients' health and wellbeing
 - Delivering meals in a friendly but professional manner, to ensure clients feel safe and comfortable whilst also remaining approachable to encourage client feedback
 - Ensuring that you remain up to date on all training and knowledge about the current services and meals, to help answer clients' questions and help make them feel like they are in caring and capable hands.

General Information

Engagement - Becoming A Volunteer

Members of the public wishing to volunteer for Meals on Wheels™ need to read the volunteer role statement, and then confirm their volunteer agreement through completing the volunteer application/personal details form. All engagements for volunteer positions need to be approved by the service's authorised representative.

All volunteers must complete an induction course prior to commencement of duties. This induction will be conducted by the Service's nominated person.

Training

Supervisors of volunteers will co-ordinate the briefing of specific training relevant to the particular task/s and area/s in which volunteers will be involved.

Volunteers are expected to undertake training as required by the Meals on Wheels™ Service. Ongoing training is compulsory to meet government obligations.

Online Training Modules

Meals On Wheels™ online training modules are managed by Allara Online Learning and cover a wide array of topics. If you feel confident to undertake this online training yourself please visit mow.allaraonline.com and complete the form to register within the system. Choose your service name as your venue, your username will be your email and needs to be unique for each person. The system is best accessed using Google Chrome.

If you would like to complete the training on your smart device, you may do so via the app Go.Learn. The app will ask you for a platform to log onto, please enter ttg.education.

There are 11 courses (*see image below*), some of these are compulsory to all volunteers, whilst others are applicable to specific roles. Your service will nominate which modules to complete.

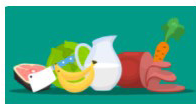
At the completion of each module, you will be sent an email with a link to download a certificate. Please provide a copy of these certificates to the nominated person at your Service.

If you have already completed the mandatory training through Rosterfy, you do not need to complete the Allara training.
<https://qmow.rosterfy.com.au/register>

Allara Online Training Modules



1. Basic Knife Skills



2. Food Safety and Hygiene



3. Food Transport



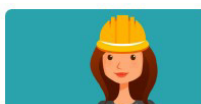
4. Harassment and Discrimination



5. Kitchen Training



6. Workplace Bullying



7. Workplace Health and Safety



8. Aged Care Quality Standards



9. Code of Conduct for Aged Care



10. SIRS Awareness Training



11. Volunteers and the Code of Conduct for Aged Care

Compliance

As a care provider operating in the Aged Care and Disability sectors, we are obligated to meet a number of Quality Standards for each sector, along with complying with current health regulations. As a volunteer, you must understand how we meet these obligations through our operations. You may be asked to explain how we meet these standards when an audit is undertaken of our service.

Aged Care Quality Standards - <https://www.agedcarequality.gov.au/resources/aged-care-quality-standards-fact-sheet>

NDIS Safeguarding Framework - <https://www.dss.gov.au/disability-and-carers/programs-services/for-people-with-disability/ndis-quality-and-safeguarding-framework-0>

Complaints and Feedback about Your Service

Meals on Wheels™ encourages all clients, staff and volunteers to provide feedback on the service provided to ensure that clients receive the best possible service. This process can be found in your Service feedback policy, a copy of which can be supplied upon request.

In general, if you would like to give feedback about the service in any way, you can follow the procedure below:

- Contact your supervisor in the first instance with the feedback
- If you are not satisfied with your supervisor's response, contact the Management Committee or Manager of your service.

Insurance

Meals on Wheels™ Member Services hold insurance appropriate to their business model that may cover volunteers for injuries that occur at the workplace and the reimbursement of the excess payable on your personal vehicle insurance should you have an accident whilst undertaking volunteer duties for Meals on Wheels™.

All volunteers have a responsibility to ensure that they are undertaking their duties in the safest way possible to reduce risk and the likelihood of injury. This includes but is not limited to:

- Participating in inductions as instructed by their supervisor
- Complying with instructions directed by their supervisor
- Complying with all government mandates
- Ensuring all food items remain within safe temperature range. Never leave meals unattended in eskies at client's home as the risk of contamination is too high, they may only be left in a working refrigerator or freezer
- Reporting any hazards identified to their supervisor documenting appropriately
- Participating in risk assessments as directed by their supervisor to eliminate or minimise risks at the workplace
- Using personal protective equipment as required after being instructed in its proper use
- Not recklessly interfering with or misusing resources or equipment provided for workplace health and safety
- Not wilfully placing at risk the health and safety of themselves or any person
- Not transporting clients in vehicle's unless prior approval from supervisor has been obtained.

Confidentiality

All volunteers who have access to, or are in possession of, private and confidential information, have a responsibility to ensure that confidential information is not inappropriately released, discussed outside of or taken from Meals on Wheels™ services.

Personal information may only be released with the prior approval of the client and Meals on Wheels™ management committee.

Performance of Volunteers

Volunteers are required to perform their assigned duties in a diligent, timely and professional manner and adhere to the Meals on Wheels™ code of conduct and any other relevant policies, procedures and guidelines.

The performance of all members of our workforce is regularly reviewed to ensure quality, safety and compliance.

Attendance

Volunteers are to record their attendance in the appropriate register at the commencement of each volunteer shift or activity. Where a volunteer is unable to attend a rostered shift, they should provide as much notice as possible.

Professional Boundaries

It is important to understand that volunteers are only covered when undertaking duties listed within their position description. Whilst it may be attractive to assist clients in other ways such as transporting to appointments, this is considered outside of our professional boundaries.

Smoking, Alcohol and Drugs

At no time should a volunteer present to a Meals on Wheels™ service under the influence of drugs or alcohol. Smoking is not permitted inside the building/s. Each service will have its own policy on smoking, e.g., designated areas. Please ask your supervisor for more details if required. Illegal drugs are not permitted on the premises. Alcohol is only permitted during organised events, e.g. volunteer functions.

Dress Code

Meals on Wheels™ values good public relations and recognises that the appearance and behaviour of a volunteer reflects on Meals on Wheels™ public image. It is important therefore that a volunteer assist Meals on Wheels in maintaining a positive public image by taking care of their appearance and wearing clean and appropriate clothing/footwear for

the role they are performing. For further clarification please contact your supervisor.

Reimbursement

Volunteers will be reimbursed for pre-approved out of pocket expenses incurred on behalf of Meals on Wheels™.

Breaches against Code of Conduct

The following acts or behaviours are perceived by Meals on Wheels™ as severe breaches of our code of conduct and may result in dismissal:

- Damage to Meals on Wheels™ property
- Theft from Meals on Wheels™, fellow members and clients
- Being in a workplace under the influence of alcohol or a non-prescribed drug
- Unexplained absenteeism and malingering
- Neglect of duty - failure to follow written work instructions or to carry out a specific duty, or follow a directive from a supervisor
- False declaration of any nature
- Endangering others
- Harassment, bullying or physical abuse
- Violation of hygiene and safety programs, company policies or government regulations
- Breach of confidentiality and client rights.

Resignation

Volunteers may withdraw their services at any time; however, provision of at least one week's notice would assist supervisors in maintaining rosters.

Termination

Where a volunteer's behaviour or performance is determined by the management committee/manager to be unsatisfactory, verbal warnings may be given prior to termination of the volunteering arrangement. In cases where behaviour or performance is determined by the committee/manager to pose immediate and/or significant danger or harm to others or is regarded as significantly inappropriate or contrary to the code of conduct, termination may be made immediately.

Key Policies and Procedures

Code of Conduct for Aged Care

When providing care, supports and services to people, I must:

- A. act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- B. act in a way that treats people with dignity and respect, and values their diversity
- C. act with respect for the privacy of people
- D. provide care, supports and services in a safe and competent manner, with care and skill
- E. act with integrity, honesty and transparency
- F. promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services
- G. provide care, supports and services free from:
 - a. all forms of violence, discrimination, exploitation, neglect and abuse
 - b. sexual misconduct
- H. take all reasonable steps to prevent and respond to:
 - a. all forms of violence, discrimination, exploitation, neglect and abuse
 - b. sexual misconduct.

<https://www.agedcarequality.gov.au/resources/code-conduct-aged-care-worker-fact-sheet>

SIRS (Serious Incident Response Scheme)

Serious Incident Response Scheme (SIRS) has been rolled out to all Aged Care Services as of the 1 December 2022 with the intention that the scheme will help to prevent and reduce incidents of abuse and neglect in Aged Care Services.

SIRS builds upon responsibilities and obligations under Aged Care Standard 8 for providers to have in place effective risk management strategy systems and practices that enables us to manage and prevent incidents to our consumers and our workforce.

SIRS introduces the need to report specific incidents that occur "in connection with the provision of service" that are caused by the actions or inactions of the workforce. Reportable incidents under SIRS are:

- an incident that has occurred, or is alleged or suspected of having occurred, in connection with the provision of care to a consumer
- the incident has caused harm, or could reasonably have been expected to have caused harm, to a consumer, and
- the incident is one of the following types of incidents:
 - unreasonable use of force
 - unlawful sexual contact or inappropriate sexual conduct
 - psychological or emotional abuse
 - unexpected death
 - stealing or financial coercion
 - neglect
 - inappropriate use of restrictive practices, or
 - missing consumers.

We should all have a system in place to manage and prevent incidents within our service. This will include injury reporting, hazard or near miss identification and processes to investigate such incidents. This will work to prevent or reduce the likelihood of re-occurrence through our continuous improvement and risk management processes. Incident management does contribute as part of a workplace health and safety obligations as well.

We should be operating with a culture that allows anyone to freely express concerns they may have that could cause harm to themselves, other volunteers, staff, clients or the general public with the goal we can stop any negative impacts on people entrusted with our care by following incident management associated processes.

All members of our workforce, our clients and their representatives need to have an understanding of how they may report their concerns which may include feedback processes and incident reporting forms or other verbal or written communication methods.

SIRS will influence reporting obligations that happen within that process. Examples of what are and what are not SIRS incidents are provided below as a guide only:

SIRS:

- A volunteer is told by a consumer that the volunteer who delivered yesterday took a valuable piece of china from their home.
- A consumer expresses that the person they spoke to on the phone caused them distress yesterday about their menu due to the nature in which they were spoken too.
- Consumer passes due to an anaphylactic reaction after being given the wrong meal.

Not SIRS:

- A consumer to whom we are providing a subcontracted service through their Home Care Package with another provider tells a volunteer that their cleaner is stealing from them. We are obligated to follow our processes to record the incident, report it to the other provider and participate in their investigation processes. They will then be responsible for reporting the incident within the My Aged Care Portal.
- A volunteer injures themselves on a broken step at a consumer's house. We are responsible for following our procedures in reporting, investigating and putting in place strategies to ensure this is prevented from happening.
- We suspect a consumer is the victim of elder abuse by a neighbour. This would need to be reported through the appropriate authorities.

When your Service is advised of an incident that falls under SIRS, you need to respond within the required timeframes depending on its priority under SIRS. This may also involve incidents where another provider raises an incident about our own service provision. The priorities are listed below:

- Priority 1 - must be reported within 24 hours of becoming aware of the reportable incident:
 - that caused, or could reasonably have been expected to have caused, a consumer physical or psychological injury or discomfort that requires medical or psychological treatment to resolve
 - where there are reasonable grounds to report the incident to police

- involving unlawful sexual contact or inappropriate sexual conduct inflicted on a consumer
- that is an unexpected death of a consumer, or
- where a consumer goes missing in the course of provision of home services.
- Priority 2 - must be reported within 30 days of becoming aware of any reportable incident that does not meet the Priority 1 criteria as outlined above.

As a volunteer, we ask that you report any incident as soon as practicable to ensure we meet our obligations and respond in a timely manner.

Harassment and Discrimination

Meals on Wheels™ recognises the rights of individuals and actively supports the anti-discrimination and human rights acts as applicable in each State or Territory. Volunteers will be able to work in an environment that recognises their skills with all persons treated fairly and equally in a workplace free of harassment or discrimination.

What is Harassment?

Harassment is an action either direct or indirect, physical or verbal that is directed at a volunteer and results in the volunteer having a perception of being discriminated against, offended, humiliated or intimidated.

Types of harassment can include:

- humiliation through teasing
- telling of inappropriate jokes
- intimidation to volunteers
- derogatory reference to another's country of origin
- impeding or deriding the efforts of a person with a disability.

What is Discrimination?

Discrimination is an action that is direct and/or indirect. A volunteer is discriminated against if he or she is treated less favourably than another volunteer on the basis of personal characteristics or because they belong to a certain group.

Direct discrimination occurs when a volunteer is treated less favourably on the grounds of a personal characteristic, such as gender, race, age, marital status, pregnancy, sexuality, religious appearance, dress or disability.

Indirect discrimination occurs when a neutral, or seemingly harmless, policy, rule or practice has a discriminatory effect against a certain group of people.

Volunteer Grievance Procedure

In the event of an incident that involves harassment and/or discrimination, the below steps are a general guide. A copy of your service's procedure can be requested at any time.

Step 1: Discussion

The volunteer may approach the relevant supervisor for discussion and advice on the issue. The discussion is confidential.

Step 2: Seek Advice

Supervisor will work to resolve the issue and seek advice if unsure about how to deal with a volunteer's grievance.

Step 3: Management Committee/Senior Management

If the proposed resolution is not acceptable to the volunteer, they may request consideration of the issue by the Management Committee/Senior Management. They will make a decision on the issue and advise the Volunteer of their decision within 7 days.

Resolution

A resolution may be reached at any point of the process if all parties involved agree to an outcome.



General Workplace Health and Safety Procedures

Our aim is to provide a safe work environment to minimise the risk of any work related injuries for all persons in the service and to maintain the integrity of the food items handled.

You owe it to yourself, those close to you and your work colleagues, not to place yourself in a position where unnecessary risks are taken at work. You play a vital role in protecting yourself and others from hazards and hazardous situations by following safe procedures and correct work practices.

We need to work together to achieve these goals and the purpose of a workplace health & safety manual is to help you do so, providing you with important information and guidelines for health and safety in your volunteer work environment. To view a copy of the workplace health & safety manual, please speak to your supervisor.

All workplaces in Queensland are protected by the Workplace Health and Safety Act 2011 and associated Regulations, Industry Codes of Practice and Advisory Standards.

It does not matter if someone is working full time, part time or on a casual basis, on contract, consulting or volunteering, they are still covered and must comply with this legislation.

This means as a volunteer you must:

- Conduct yourself and your work in a safe way and follow the procedure compiled for the work
- Report any hazards or unsafe conditions to the nominated person
- Report any incidents, injuries, illnesses and close calls (near misses).

Hazard Identification Reporting

- A hazard is something that could cause injury, damage or loss
- Risk is the chance of something happening that may impact on your health and safety.

As you go about your work, you will identify hazards that could present a safety risk to yourself, other workers or the general public.

To insure your safety in the job, you need to assess any risk of possible injury, considering the consequences and likelihood of something happening.

If you are unsure how to conduct a particular activity or task in the safest way, ask your supervisor.

Manual Handling

Manual handling is sometimes involved in work performed in Meals on Wheels™ e.g. storing kitchen supplies, loading eskies in cars, moving tables for functions, etc.

Manual handling must be conducted in a manner that enables you to avoid sprain and strain injuries, especially to your back.

Injuries happen through:

- Incorrect lifting or handling practices
- Poor habitual postures
- Bad working habits such as bending, twisting, slouching, arms raised, carrying a load too far from your body, repetitive work and vibration.

Lifting Manually

Step 1 - Plan for the lift
<ul style="list-style-type: none">• Decide where the load is to be placed• Make sure your path of travel is clear
Step 2 - Prepare for the lift
<ul style="list-style-type: none">• Assess the weight of the load• Decide how it is to be handled
Step 3 - Determine the technique
<ul style="list-style-type: none">• Stand close to the load• Adopt a balanced stance• Avoid twisting, bending and reaching
Step 4 - Starting the lift
<ul style="list-style-type: none">• Bend your knees• Ensure a firm grip
Step 5 – Lifting
<ul style="list-style-type: none">• Lift with your legs• Let the leg muscles do the work• Maintain your natural back and lift smoothly
Step 6 - Moving
<ul style="list-style-type: none">• Keep load close• Maintain the natural spine position• Don't twist your back, move your feet instead
Step 7 – Lowering the load
<ul style="list-style-type: none">• Use your leg muscles to lower the load• Bend in a semi squat, don't twist your body

Team Lifting

If an object is awkward and you believe it is too heavy for you to lift:

- Ask a co-worker for assistance
- Select people of equal stature to carry the object
- Lift the object together
- Talk to each other when lifting and lowering to ensure co-ordination.

Electrical Safety

The following requirements are to be adhered to

- Electrical equipment must not be used unless it has been inspected, tested and tagged by a qualified electrical worker
- Faulty electrical equipment is to be tagged with an 'Out of Service' tag
- Avoid use of loose power leads across office or kitchen floors
- Piggy back plugs or double adaptors are not to be used
- Be aware of overhead and underground electrical power lines and cables.

Fire Safety

Be aware of the location of fire extinguishers in the office and kitchen, and of the fire blanket in the kitchen. If you discover a fire:

- Alert other persons to the fire
- Contact the Fire Services - ring 000
- Attend to those in immediate danger, if say to do so
- If safe, attend to the fire
- Do not risk personal safety in an effort to protect property.

Emergency Evacuation

Emergency evacuations will be directed by Meals on Wheels™ nominated persons. Procedures and maps are posted in the kitchen and office.

Generally, emergency evacuation procedures are:

- Follow instructions given to you by the nominated persons
- Leave the area by the designated exit
- Go to the designated assembly area
- Do not run or crowd exits
- Do not return to the area unless instructed.

Car Accidents

In the event of an accident during your delivery run, please maintain your own safety at all times, and:

- If the accident involves you:
 - Call the office as soon as possible
 - Complete the form in the Accident Glove Box Guide, available in the Members area of qmow.org
- If you come across an accident and are willing to help:
 - Call the police and/or ambulance if necessary (000)
 - Set up warnings for any approaching vehicles if necessary
 - Stop and render assistance to the injured persons
 - Call the office as soon as possible – it may be possible for someone else to take over the meal deliveries
 - If practical, record the names and addresses of as many witnesses as possible.

Health & Hygiene

Ensure personal hygiene by:

- Cleaning and covering all cuts and abrasions
- Washing your hands thoroughly with soap and water especially
 - Before conducting any work
 - After contact with chemicals or contaminated materials
 - Before and after first aid treatment
 - After toileting
 - After eating, drinking or smoking
 - After coughing, sneezing and/or touching your face
- Store food or drink where they will not be contaminated by chemicals or substances
- Do not use other workers' personal protective equipment.
- Maintain food handling standards as per training modules
- Do not attend if unwell in any way

First Aid

You need to:

- Know who your First Aid Officer is and the location of the First Aid Kit
- Inform the office of any injury and complete injury report
- Inform appropriate personnel if the first aid equipment is running low.



Incident / Accident Reporting

All incidents and injuries, including minor injuries and near misses, must be reported by completing the Incident Form available from your supervisor.

Reportable Incidents

As a service provider, we are obligated under legislation for Aged and Disability Care to report certain incidents as we are made aware of them. Within the legislation, the following types of incidents may be reportable:

- Unreasonable use of force – like kicking, punching or rough handling
- Unlawful sexual contact or inappropriate sexual conduct – like stalking, making sexual advances, unwanted sexual touching, or grooming of the person for sexual activity
- Psychological or emotional abuse – like yelling, name calling or ignoring
- Stealing or financial coercion by a staff member – like stealing money or pressuring you to give money
- Neglect – like not giving you the care you need to stay well
- Inappropriate use of restrictive practices – like using physical force or medication to restrict your freedom or movement
- Missing consumers – where a care recipient goes missing during service delivery
- Death or Serious Injury

Should you become aware of one of these incidents happening within our service provision, you are obligated to notify your supervisor as soon as possible so that we may follow our incident management process which includes:

- Report incident using the correct form
- Investigation of the incident
- Notification of incident to appropriate authorities

- Rectification of the identified root causes
- Communication of outcomes to all involved and the service as a whole.

For more information please visit:

- Aged Care Quality and Safety Commission - <https://www.agedcarequality.gov.au/resources/reporting-responsibilities-providers-and-their-staff-sirs-home-services>
- National Disability Insurance Scheme - <https://www.ndiscommission.gov.au/providers/providers-complaints-and-incidents>

Slips, Trips & Falls

The risks of slips, trips and falls can be reduced by:

- Keeping walkways clear of hazards
- Wearing closed in boots or shoes with good treads
- Using walkways, stairs and handrails when provided
- Observing safety barricades, edge protection and signs
- Cleaning up spills immediately
- Checking that ladders and the like are in good condition
- Using the safety equipment provided.

Accidents

If you witness an accident:

- Stay calm
- Never place yourself in danger
- Call for assistance
- Do what you can to assist the injured person
- If a person with authority gives you instructions, follow them
- Inform the office you witnessed the accident
- Co-operate with the persons conducting the accident investigation.

Sun Safe

Don't forget our tropical sun can be deadly. We recommend you wear a hat and sunscreen while on delivery runs and stay hydrated.

Hazardous Substances

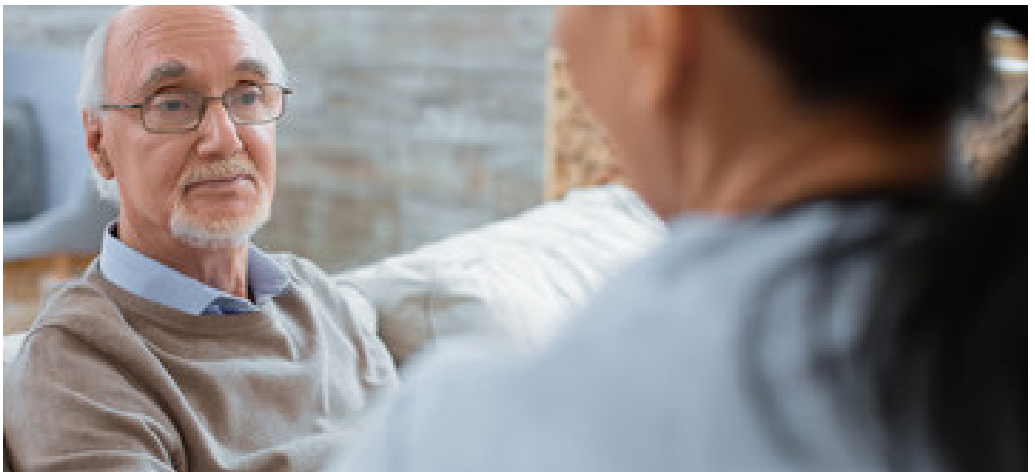
Meals on Wheels™ Services use some hazardous substances for cleaning and pest control. Any use of chemicals or hazardous substances will be supervised by a person appropriately trained. Volunteers are not to mix, decant or utilise any chemical unless they are appropriately trained.

Workplace Health & Safety

Your Service will nominate a person/s to act as the Workplace Health & Safety (WHS) representative at a Meals on Wheels Service and they will welcome your observations and input.

The duties of the WHS representative are to:

- Advise the Management Committee about the overall situation of health and safety at workplaces
- Report hazards and recommend actions to remove or control these hazards
- Identify and establish training programs
- Investigate any incidents, injuries, accidents and events at the workplace
- Advise on the purchase, use, maintenance and replacement of personal protective equipment.





The NDIS Code of Conduct

The NDIS Code of Conduct applies to all NDIS providers, registered and unregistered, and all persons employed or otherwise engaged by an NDIS provider.

In providing supports or services to people with disability, a person covered by the Code must:

- act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- respect the privacy of people with disability
- provide supports and services in a safe and competent manner, with care and skill
- act with integrity, honesty and transparency
- promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- take all reasonable steps to prevent and respond to sexual misconduct.

Anyone can raise a complaint with the NDIS Quality and Safeguards Commission about providers or workers who breach the NDIS Code of Conduct.

Find out more

To find out more about the Code of Conduct or to report a breach:

- go to www.ndiscommission.gov.au
- email feedback@ndiscommission.gov.au
- call 1800 035 544

NDIS and Meals on Wheels™

The National Disability Insurance Scheme (NDIS) is a way of providing funding to over 100,000 Queenslanders, who have permanent and significant disability. For many people, it will be the first time they receive the disability support they need.

Through the NDIS, Meals on Wheels™ has an opportunity to provide meals to many more people with disability than we currently do. Meals on Wheels™ is a well-known, trusted brand with the experience and values to provide an outstanding service to NDIS participants around the state.



What is different about providing meals for NDIS participants?

While the meal preparation and delivery functions will remain largely the same, your Meals on Wheels service will have to make some administrative adjustments to meet NDIS Practice Standards.

These Standards reflect the underlying objectives of the NDIS, which are a little different from the aged care system. With the NDIS, there is a much stronger focus on ensuring that the people you provide meals to are actively involved in making decisions about their service. This is because allowing people choice and control over their lives is a fundamental principle of the NDIS. There are also some tighter rules around managing incidents and reporting issues.

As a volunteer, what do I need to do?

1. Understand the philosophy of the NDIS

The most important thing is to understand that the NDIS is all about giving those with a disability choice and control over their daily lives. This understanding needs to guide the behaviours, communication and decisions made by all people working with NDIS participants.

2. Understand and comply with the NDIS Code of Conduct.

All staff and volunteers must understand and comply with the NDIS Code of Conduct.

3. Learn about Incident Management procedures

Staff and volunteers need to understand, be alert to and report any incidents that have, or could have, caused harm to a person as per our Incident Management policy.

The Meals on Wheels Incident Management policy and procedures are available upon request at your Service.

Disability Etiquette

Some people are concerned that they will embarrass themselves or a person with disability by saying or doing the wrong thing. Though these concerns usually come from a good place, it is entirely unnecessary. The most important thing to remember is to treat each person equally and with respect.

The tips in this fact sheet are based on what is currently broadly accepted in Australia. It is important to remember that everyone is different and will have their own preferences. When communicating with a person with disability, you should ask the person what works for them, and respect their wishes.

Basic tips

- Avoid asking personal questions about someone's disability.
- Be considerate of the extra time it might take for a person to do or say something
- Be polite and patient when offering assistance, and wait until your offer is accepted. Listen or ask for specific instructions. Be prepared for your offer to be refused
- Relax. Anyone can make mistakes. Offer an apology if you feel you've caused embarrassment. Keep a sense of humour and be willing to communicate.

Speaking or writing

- Refer to a person's disability only when necessary and appropriate. Refer to the individual first, then to their disability (for example, "person with disability," rather than "disabled person")
- The following terms should be avoided because they can have negative meanings: invalid, able-bodied, wheelchair-bound, victim, crippled, defect, suffers from, handicap, a patient
- Avoid terms that imply that people with disability are overly courageous, brave, special, such as "inspirational". The late Stella Young addresses this idea in her 2014 TED Talk *'I'm not your inspiration, thank you very much.'*

(https://www.ted.com/talks/stella_young_i_m_not_your_inspiration_thank_you_very_much)

For more information on speaking or writing, read our Inclusive Language factsheet. (<https://www.and.org.au/pages/inclusive-language.html>)

Face to face communication

- Use a normal tone of voice when welcoming a person with disability. Do not raise your voice unless you are asked to
- Shake hands even if the person has limited hand use or wears an artificial limb. A left-hand shake is acceptable. If the person cannot shake hands, acknowledge them with a smile and a spoken greeting
- When planning a meeting or other event, think about specific accommodations a person with disability might need. If a barrier cannot be avoided, let the person know ahead of time
- Look and speak directly to the person with disability, not just to the people accompanying them, including interpreters
- Don't patronise or talk down to people with a disability. Treat people with respect and dignity
- Be patient and give your undivided attention, especially with someone who speaks slowly or with great effort
- Never pretend to understand what a person is saying if you don't. Ask the person to repeat or rephrase, or offer them a pen and paper
- If requested to by the individual, offer a person who is blind or has low vision your elbow or shoulder, to guide rather than propel them
- It is okay to use common expressions like "see you soon" or "I'd better be running along".

Mental illness

People with mental illness may, at times, have difficulty dealing with the tasks and interactions of daily life. Their condition may interfere with their ability to feel, think or relate to others. One of the main obstacles they face is the attitudes that people have about them. Because it is a non-visible disability, chances are you will not even realise that the person has a mental health condition.

- Stress can affect a person's ability to function. Try to keep the pressure of any given situation to a minimum.
- People with mental illness may have different ways of coping with their disability. Some may have trouble picking up on social cues; others may be overly sensitive. One person may be very hyperactive, while someone else may appear lethargic. Treat each person as an individual. Ask what will make them most comfortable and respect their needs to the maximum extent possible.

Access to Translation Services

Australia is a multicultural and diverse country. If you come from a culturally diverse background, speak a language that is not English, or have particular needs such as vision or hearing, you are not alone. There is support available for people of different backgrounds and situations.

Language

My Aged Care can help you access aged care information in other languages. Information is currently available at myagedcare.gov.au in 22 languages. All consumers and providers have access to the Translating and Interpreting Service (TIS National) for support you to talk to My Aged Care and providers.

For the cost of a local call:

- Call TIS National on 131 450
- Tell the operator the language you speak
- Ask the interpreter to call My Aged Care on 1800 200 422.
- You may need to wait on the line for the interpreter, or the operator may need to call you back when an interpreter is available.

When you are speaking with the interpreter, they will call My Aged Care for you and interpret your conversation. You can also visit National Accreditation Authority for Translators and Interpreters (NAATI) for more translation and interpretation services.

Support for Hearing and Vision Impairment

Information that is accessible for people with particular needs, such as hearing or vision impairment can also be provided. If you are deaf, deafblind, or hard of hearing, My Aged Care can be accessed via Auslan Connections. They can provide in-person sign language interpreting and Video Remote Interpreting services.

If you are visually impaired, you can access information through the My Aged Care contact centre staff and My Aged Care assessors. You can also request information in large print or braille by contacting My Aged Care.

People who have a hearing or speech impairment can contact My Aged Care through the National Relay Service in three easy steps:

- Visit the National Relay Service website
- Select your preferred NRS access point
- Provide the My Aged Care number - 1800 200 422.

If you are deaf, deafblind, or hard of hearing, you can access up to 40 hours of free interpreting services each year, through Auslan Connections. This service is available for people who don't have access to interpreting services through aged care programs or the National Disability Insurance Scheme (NDIS). You don't need an aged care assessment to access this service. To make a booking, call 07 3892 8552 or email interpreter.bookings@deafservices.org.au well in advance to ensure an interpreter is available.

Thank you for choosing to volunteer with Meals on Wheels

We hope that you enjoy your time with Meals on Wheels™ and thank you for your ongoing support. If you have any questions, or need more information about anything you have read, please do not hesitate to contact the Office. Happy volunteering!

This image shows a blank sheet of white paper designed for taking notes. At the top left, the word "notes" is written in a dark green, serif font. Below this header, the page is filled with horizontal grey lines, providing ample space for writing. The lines are evenly spaced and extend across the width of the page.

This image shows a blank sheet of white paper designed for taking notes. At the top left, the word "notes" is written in a dark green, serif font. Below this header, the page is filled with horizontal grey lines, providing ample space for writing. The lines are evenly spaced and extend across most of the width of the page.

Run by the community for the community

**More
than just
a meal™**

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Meals on Wheels™
Queensland