



CUMBERLAND
CITY COUNCIL



SENIORS & DISABILITY SERVICES

Volunteer Information Handbook

Updated July 2022





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Introduction

Welcome to Cumberland City Council's Seniors & Disability Services. This handbook is designed to provide you with all the information you need to know about volunteering with Council, and the services provided by our Seniors and Disability services team. Inside you will find information on the programs, your rights and responsibilities and much more.

Please read this handbook thoroughly and if you don't understand something or you need more information, please contact the Volunteer Development Officer on 02 8757 9768.

The most important thing to remember during your volunteering is always ask staff if you have any questions or need assistance.





Vision Statement

Cumberland City Council – Welcome, Belong, Succeed. We welcome everyone. We work hard to foster belonging, and from a position of strength in diversity, we succeed

Through a committed approach towards person centred essential support, Cumberland City Council's Seniors & Disability Services Team aims to promote social inclusion, encourage an enhanced quality of life and increase capacity to participate in the community with confidence.

We are your place for seniors and people with disabilities to access:

- Activities, events and social groups to maintain your overall wellbeing.
- Advocacy
- Carer support
- Information
- Meals
- Shopping assistance
- Transport
- Wellness programs

We are an experienced and educated team of staff and volunteers, displaying compassion and commitment to providing quality services and outcomes for people. We are responsive to the growing and changing needs of our community, the place you live in and enjoy, Cumberland.

Person Centred Approach

Cumberland City Council's Seniors & Disability Services supports and operates under the Person Centred Approach. This means that the customer is at the centre of service planning and delivery. There is a focus on the individual's strengths, needs, interests and goals to ensure they remain an active participant in their community.

The independence of our customers is supported, fostered and encouraged through service delivery.

As part of this approach, volunteers are encouraged to support customers in the following way:

- Do 'with' rather than 'for' a person
- Hold positive assumptions about older people and people with disability and their potential
- Understand that decision-making for his or her affairs rests with the customer
- Plant the seed - offer ideas and options to customers on how they may improve their life and achieve their goals.

Eligibility

Council's Seniors & Disability Services Team offers a variety of community-based services for the frail elderly people aged 65yrs and above, and 50yrs and above for aboriginal and Torres Strait Islander customers and adults aged between 18 and 64 years who have been diagnosed with low to moderate disability.

For further information on eligibility and accessing our services, please refer to Service Development Team on 8757 9041.

Funding

Our services receive funding from the Commonwealth Home Support Program (CHSP) for people aged 65 years and over 50 years for Aboriginal and Torres Strait Islander people. The funding is to assist people that are older and frail, preventing premature admission to a nursing home or other residential care.

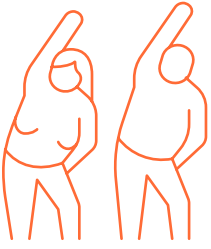
Adults aged between 18 and 64 years who have been diagnosed with low to moderate disability can purchase our services through the National Disability Insurance Scheme. The National Disability Insurance Scheme (NDIS) is how the Australian Government is now delivering support for people with a permanent and significant disability. The scheme is administered by the National Disability Insurance Agency (NDIA).

The NDIS will provide all Australians under the age of 65 who have a permanent and significant disability with access to supports they need to live the life they choose. Each person receives an individual amount of funding and is then able to choose where they wish to purchase their supports.



Services Available





Cumberland Lifestyle & Leisure Links (NDIS)

Support is provided to adults with disability with approved NDIS funding. The service supports customers with intellectual disability, developmental delays, acquired brain injuries, and autism etc. Services available through the NDIS Core Support Funding assist individual goals that:

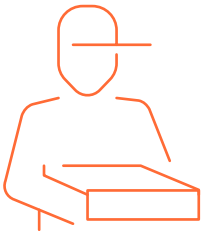
- Increase community participation, recreation, health and wellbeing
- Develop and maintain friendships.

Our customers are central in program development, which equates to a varied program. Activities in the Cumberland Lifestyle & Leisure Links program are held on weeknights and weekends. They provide valuable social support for people 18 to 65 years of age with a disability, as well as respite opportunities for parents and carers.

Our target group are customers residing in the Cumberland LGA (out-of-area access is available by application). Reliable and affordable transport is available for all programmed events. The program offers:

- Group activities
- Weeknight and weekend outings
- Respite for carers.

Volunteers assist in activities and outings with paid staff also in attendance.



Cumberland Nutrition Services

Cumberland Nutrition Services provides:

- Home delivered meals (both hot and frozen)
- Centre-based meals
- Culturally and Linguistically Diverse (CALD) centre-based meals
- A supported meals program for people with dementia.

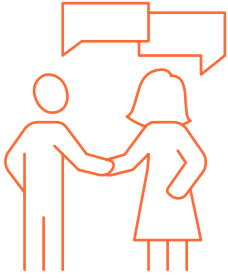
Home delivered meals are available Monday to Friday. Most special diets can be catered for. Meals can also be provided texture modified as required. All meals are delivered daily to the customer's home by volunteers between the hours of 10.30am-1pm (approx). Frozen meals are available for weekends and public holidays.

Volunteers assist in delivering meals to people's homes or in a centre-based group setting using their own vehicle.

Volunteers delivering meals to the home are provided with a mobile phone to use during their shift in case any issues arise.

There is a meal delivery procedure; it includes instructions for mobile phone usage as well as emergencies. This information is included in the 'Run Book' which is taken by volunteers when delivering meals.

Centre-based meals are freshly prepared at the kitchen located at Guildford Community Centre. Volunteer kitchen hands assist the cook with meal preparation, washing dishes, serving meals, clearing and setting tables.



Cumberland Social Inclusion Services

Social Inclusion provides services that are intended to:

- Support the social connection of older people and younger people with disability through outings, centre-based activities and home visits
- Assist with accessing the community through shopping assistance and transport with the aim to stay connected to friends, family and communities - which is vital to healthy ageing.

Volunteers assist via helping out with centre-based activities (e.g. serving morning tea and lunch, clearing away, running activities, providing companionship to customers), outings and transport (e.g. helping customers in and out of vehicles and venues, helping with drinks and meals). Volunteers also do home visits and assist customers with shopping.



Service Development

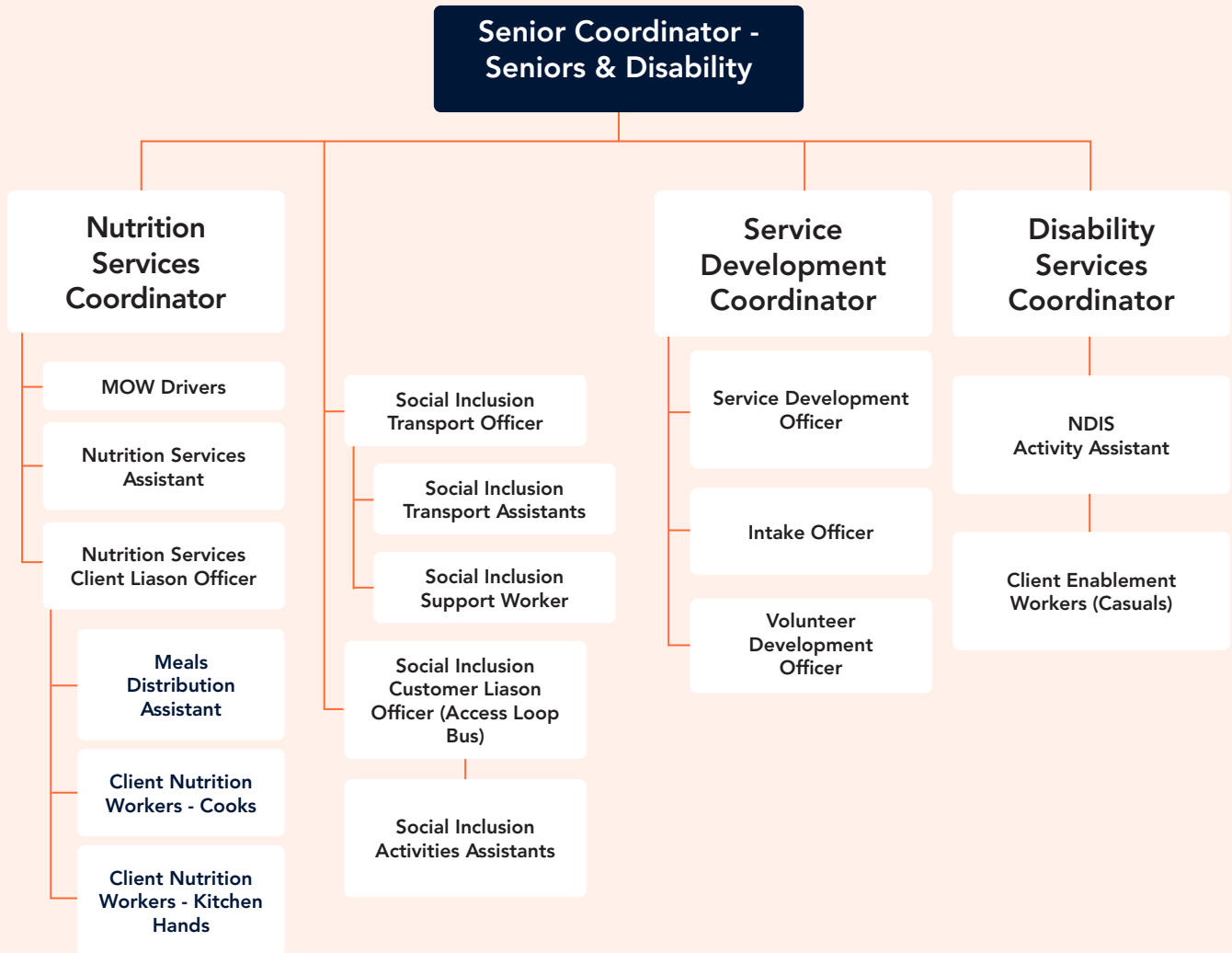
Cumberland City Council's Service Development Team provides:

- Undertakes annual customer surveys, produces newsletters, undertakes promotional opportunities
- Information and guidance on volunteering opportunities within the Seniors & Disability Services Team

- Training for volunteers
- Support to existing volunteers
- Ensuring that all programs are sensitive to the needs of all customers including: Culturally and Linguistically Diverse; Aboriginal and Torres Strait Islander; Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI).



Seniors & Disability Services Team Structure



Structure

The Seniors & Disability Services Team is an integral part of the Cumberland City Council's Community & Organisation Development.

The role of the Seniors & Disability Services Team is to:

- Support customers to remain living independently and participate actively in their community
- Provide services that meet the needs of the individual as well as the wider community
- Assess our customers' needs and develop an individualised goals plan
- Support and train volunteers

- Supervise volunteers
- Provide information and referrals to other service providers
- Network with other service providers, community groups and health professionals
- Provide nutritionally balanced meals
- Support initiatives and positively promote the image of the frail aged and people with disability within the community
- Maintain records relating to the service
- Assist Cumberland City Council to evaluate and plan for future services.

Role of Volunteers

Volunteers are an essential part of the Seniors & Disability Services Team. Volunteers are recruited to support programs in service delivery.

Volunteers will not be used to replace paid workers in the service. The following opportunities are currently available for volunteers:

- Administration Assistant
- Centre Based Meal Program Volunteer
- Driver (both car and LR class vehicles, assisting with delivery of meals, taking customer's shopping and outing)
- In-Centre Activities Assistant (Community Centres/CALD groups)
- Kitchen Hand
- Transport Assistant
- Meal Delivery Assistant
- Shopping Assistant (one on one/van)
- Lifestyle & Leisure Links Program Volunteer
- Home Visitor.

Position descriptions are tailored to meet volunteer preferences and service requirements. For example, some volunteers within Social Inclusion might assist in all areas during their time as a volunteer (home visiting, outings, driving, in-centre activities assistance, administration and assisting customers with shopping) whereas another Social Inclusion volunteer might choose just one of those responsibilities.

Drivers usually use their own car (motor vehicle reimbursements are given). Drivers of vans or mini buses use Council vehicles.

Volunteers spend quality time with customers to enhance their wellbeing. This may involve helping a customer with their shopping, being a friendly familiar face while delivering meals, assisting on outings, or providing companionship to customers at Community Centres or during a home visit over a cup of tea.

For more information on the types of positions available, please contact the Volunteer Development Officer on 02 8757 9768. You can request copies of volunteer position descriptions for a detailed list of volunteer duties.



Volunteer Screening, Induction and Training



Due to the capacity in which you would be volunteering and the vulnerability of our customers, Cumberland City Council follows strict recruitment procedures. All potential volunteers must complete an application form, a criminal record check, a NDIS Worker Check (applies to most of the volunteer positions) and attend an interview.

Once matched with a position, you will be required to sign a Volunteer Agreement and Position Description (which includes agreement to abide by Council's Code of Conduct) and attend an induction. You will be given a volunteer package which includes copies of all your documents, Covid-19 Safe Guidelines, the Essential Guide to Work Health and Safety for Volunteers, contact details for staff members and other useful information.

On your first shift with Seniors & Disability Services you will be taken through a service-specific orientation on-site.

Training sessions for volunteers are held throughout the year both inside and outside business hours. It is strongly recommended that you attend training sessions relevant to your role. On occasion you may be required to attend compulsory training.

Criminal Record Check

All potential volunteers must complete a police check (fees will be covered by Seniors & Disability Services) and provide relevant identification and be willing to undergo a police renewal check every three years to comply with guidelines.

You can complete the Criminal Record Check form online with relevant identification or complete a Consent Form and providing relevant identification with the Volunteer Development Officer in the interview.

Volunteering employment is conditional on satisfactory results from the police check. You need to notify the Volunteer Development Officer if you have a latest criminal record.



NDIS Worker Check

From 1st Feb 2021, the NSW Government has mandated that certain workers delivering supports or services under the National Disability Insurance Scheme (NDIS) are required to have a worker screening clearance. In NSW this is called the NDIS Worker Check (NDISWC).

NDIS Worker Check forms part of the National Disability Insurance Scheme Quality and Safeguarding Framework. As a registered NDIS provider, the Council must ensure workers and volunteers in risk assessed roles have an NDIS worker screening clearance.

There are a number of volunteer positions that match "risk assessed roles" i.e.:

i. a key personnel role of a person or an entity;

*Please note:

- Volunteers DO NOT NEED TO PAY an application fee.
- An NDISWC is valid for 5 years.
- Your NDISWC can be used across Australia, with any NDIS employer and in any NDIS role. You don't have to reapply if you move interstate or change employers or roles.

ii. a role for which the normal duties include the direct delivery of specified supports or specified services to a person with disability; or

iii. a role for which the normal duties are likely to require more than incidental contact with a person with disability.

After undertaking the risk assessment it has been deemed all volunteer positions within seniors and disability services, except the MOW Driver and Administration Assistant, will require the NDISWC.



NDIS Worker Check

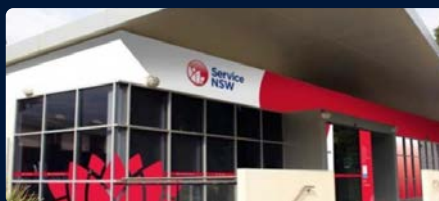
How to apply for it?

Step 1

Lodging an online application.

- Follow the prompts to complete the online form at: <https://www.service.nsw.gov.au/ndiswc>
- When asked to select/nominate employer enter Cumberland City Council Seniors and Disability Services or provider number 4 - 3LLO - 708
- You'll be sent a confirmation email with an application number when you complete the online application.

Step 2



Visit a Service NSW Centre within 14 days (2 weeks). You'll need:

- Your application number (contained in your confirmation email).
- Your original identity documents (not photocopies, photos or scans).
- To have your photo taken.

Please note: You need to notify the Volunteer Development Officer when you complete Step 2.

Step 3

Cumberland City Council, Seniors & Disability Services will verify your application.

- Service NSW will send your application to the Council for verification.
- Once your application is verified you'll receive an email confirming this.
- The assessment process begins and you'll be advised by email of the outcome of the assessment, or if more information is needed from you.



First Aid Training

Volunteers who deliver Shopping Assistant, Home Visitor, Bus Driver, Volunteer Driver and Centre Based Meals Program Volunteer will be required to complete a First Aid Training prior to commencement and commitment to renew every 3 years.

Covid-19 and Volunteering

Cumberland City Council is committed to supporting its volunteers and the community during these challenging times. As we navigate the difficult times ahead, our volunteers must follow the public health directions and make sure that all activities can be carried out safely. It is the council's duty to prepare and implement a COVID Safe Plan.

Cumberland City Council has a COVID-19 Vaccination Procedure, which requires all workers (including volunteers) to have received the full recommended dosage of a TGA approved COVID-19 vaccination as a condition of employment. All volunteers will be required to produce their vaccination evidence as part of engaging in volunteer work with Council.

All Volunteers need to complete a compulsory training- NSW Health COVID-19 Infection Control Training Portal (FREE) at <https://covid-19training.gov.au/login> before/in the Covid-19 Induction and obtain the training certificate.

Volunteers can attend a face to face/phone Covid-19 Induction with the Volunteer Development Officer and sign the checklist.

Induction schedule would comprise of:

- 14 fact sheets from Health NSW which include information about how to use PPE, physical distancing of 1.5meters, hand washing, Covid-19 symptoms, who to call, when need self-isolate, and NSW testing locations.

- Complete compulsory on-line training - NSW Health Covid-19 Infection Control Training Portal (FREE) before/in the induction.
- Introducing the Volunteer Working Procedure during Covid19.
- Verifying volunteers' Covid-19 vaccination evidence.

It is important for Supervisors to complete the screening and check Volunteers' temperature before they commence Volunteering. Volunteers must follow and practise the directives recommended by the NSW Health in order to reduce the risk of spreading Covid-19.

Record Keeping

- Volunteers need to complete volunteer timesheet each day they volunteer.
- Volunteers need to report any problems and concerns about customers to the Volunteer Supervisors.

What is volunteering?

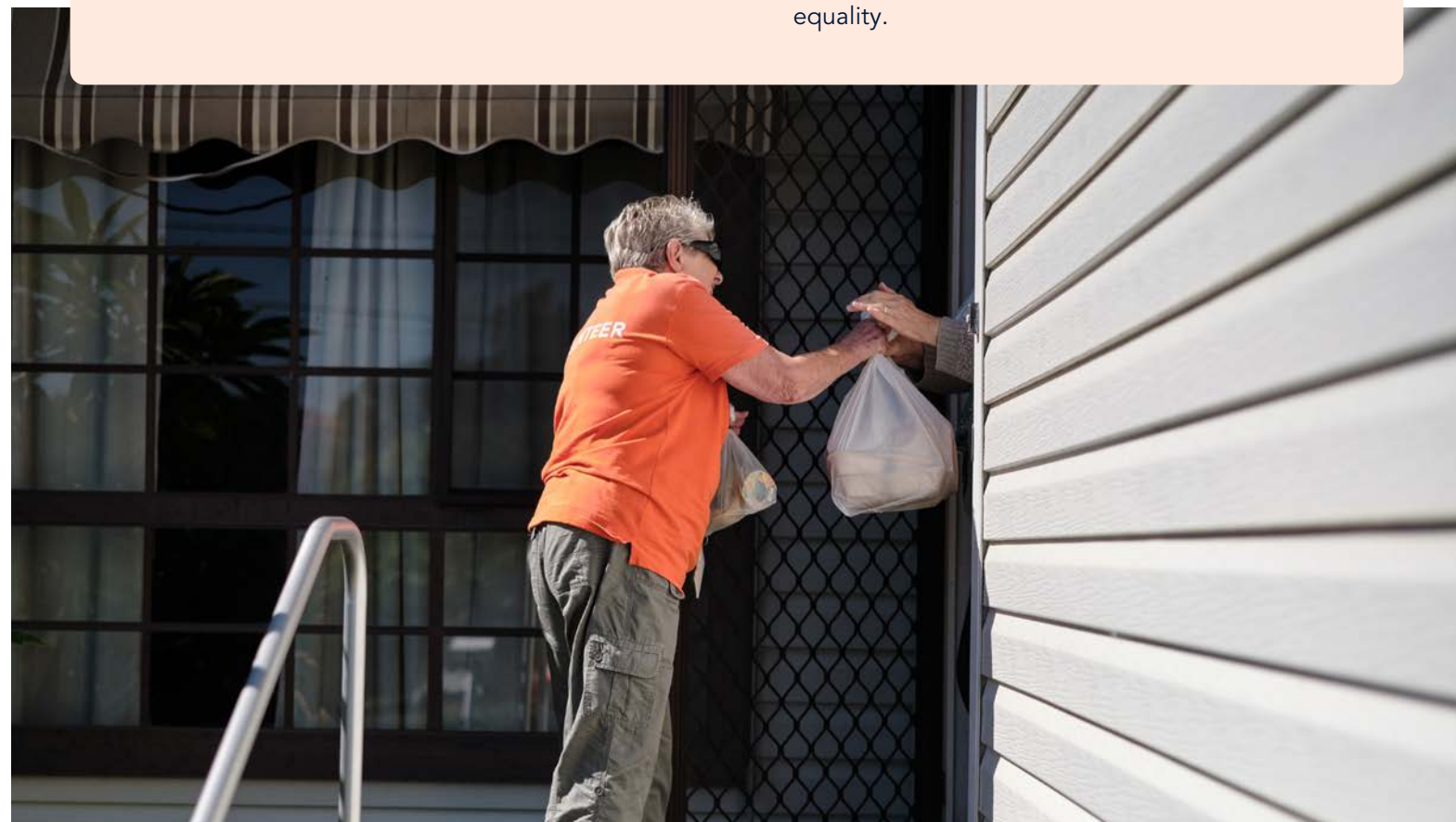
Seniors & Disability Services adheres to the standards, definition and principles set out for volunteering by Volunteering Australia. The definition and principles are set out below. For more information, you can go to volunteeringaustralia.org or contact the NSW Centre for Volunteering on 02 9261 3600.

Formal volunteering is an activity which takes place through not-for-profit organisations or projects and is undertaken:

- To be of benefit to the community and the volunteer
- Of the volunteer's own free will and without coercion
- For no financial payment
- In designated volunteer positions only.

Principles of volunteering:

- Volunteering benefits the community and the volunteer
- Volunteer work is unpaid
- Volunteering is always a matter of choice
- Volunteering is a legitimate way in which citizens can participate in the activities of their community
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs
- Volunteering is an activity performed in the not-for-profit sector only
- Volunteering is not a substitute for paid work
- Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers
- Volunteering respects the rights, dignity and culture of others
- Volunteering promotes human rights and equality.



Volunteer Rights and Responsibilities

The following rights and responsibilities have been adapted from the 'Volunteer Rights & Volunteer Checklist', Volunteering Australia 2003 and from the Centre for Volunteering (volunteering.com.au/for-organisations/managing-volunteers/rights-and-responsibilities - accessed 21/12/2016).

As a volunteer you have the right:

- Be treated as co-workers. This includes clear job descriptions, agreement with agreed working hours and the purpose of the position, equal employment opportunity, occupational health & safety, anti-discrimination legislation and organisational grievance processes.
- Be asked for your permission before any job-related reference, police or other checks are conducted.
- To be allocated a job or task worthy of you, for no more than 16 hours a week on a regular basis in one role.
- To be given accurate information about the organisation for which you are working. Be kept informed of organisational changes and the reasons for the changes.
- Be provided with sufficient training to do the position and receive on-going training relevant to the task assigned.
- To be provided with a place to work and suitable tools for the job.
- To work in a healthy and safe environment.
- To refuse to do a task that you would feel uncomfortable undertaking.
- To have your confidential and personal information dealt with in accordance with relevant privacy legislation.
- To be reimbursed for agreed out of pocket expenses when approved by Volunteer Supervisor.
- Be heard and make suggestions.
- To be adequately covered by insurance.
- To be given a verbal reference or statement of service, if appropriate.

If you feel your rights are not being respected, or if you have any other concerns or complaints about the service, you can try the following:

- Discuss the situation with your supervisor or the Volunteer Coordinators - this may lead to a quick resolution.
- If the above is not appropriate or fails to resolve the issue, contact the Seniors Coordinator-Seniors & Disabilities at Cumberland City Council on **02 8757 9397** or the Executive Manager Community and Library Service at Cumberland City Council on **02 8757 9481**.

As a volunteer you have the responsibility to:

- Be sure you really want to volunteer and know why. To offer your services only if you believe in the value of what you are doing.
- Respect confidentiality and privacy.
- Be punctual, accountable and reliable – Notify the organisation if you are unable to attend. Give notice if your availability changes or you are leaving the organisation.
- Carry out the duties listed in your volunteer position description. Take the job seriously, and behave responsibly.
- Report any injuries or hazards to Volunteer Supervisors that you notice in the workplace.
- Abide by Cumberland City Council policies and Code of Conduct.
- Undertake required training provided observe the Code of Conduct, Work Health & Safety policies and Privacy Law in relation to the organisation, other staff and volunteers.
- Welcome supervision and ask for support when needed.
- Value and support other team members.
- Avoid over-extending yourself, recognise personal limitations and say 'no' when appropriate. Prioritise self-care and not make promises you cannot keep.

Cumberland City Council Rights and Responsibilities

Cumberland City Council has the right to:

- Interview volunteers, decide where the volunteer's skills can best be utilised and assign tasks deemed beneficial to both the volunteer and the designated group.
- Expect volunteers to perform their agreed role with a commitment of professionalism, reliability and dedication.
- Be informed of any changes in agreed arrangements with volunteers.
- Discuss the volunteer's performance and any need for change.
- Release inappropriate volunteers if necessary.

Cumberland City Council has the responsibilities to:

- Recruit volunteers in accordance with equal opportunity and anti-discrimination legislation.
- Interview and screen volunteers.
- Provide volunteers with an information package consisting of a position description, and other information related to their role.
- Provide a safe and healthy work environment.
- Provide support and supervision.
- Provide adequate insurance coverage.
- Brief, train and induct volunteers.
- Provide a grievance procedure.
- Acknowledge volunteers' contributions.





Volunteer Meetings

Volunteer meetings are held quarterly. They are an opportunity for volunteers to be informed of new policies and procedures relevant to their area of work, to offer feedback and to share experiences with other volunteers.

Volunteer Annual Reviews

After 12 months of volunteering, the Volunteer Development Officer will contact each volunteer annually to discuss type is encouraged at any time, this is a formal opportunity for volunteers to raise concerns, reflect upon how satisfying they are finding the role and identify any areas of improvement (for both the service and the volunteer).

These meetings are also an opportunity to discuss other available volunteer roles, assist the staff in planning training and getting ideas for recruiting and inducting new volunteers. For volunteers who drive as part of their role, the Volunteer Development Officer will also need to take a copy of your Driver's Licence (if it has expired since the last check), registration and insurance details.

All volunteers need to complete a Renewal Criminal Record Check application every three years.

Work Health and Safety (WHS)

Volunteers under the Work Health and Safety Act are regarded as workers. As such, when working for Council you will be required to observe the same policies and procedures which are expected of Council staff regarding health and safety.

Volunteers have a legal responsibility to take reasonable care for their safety and others (e.g. visitors, customers). They must cooperate with the Work Health and Safety policies and procedures, use personal protective equipment where directed and comply with any reasonable instruction by Council.

As a volunteer it is very important that you take care of your own safety and that of others. This includes following safe manual handling procedures, refusing to do anything that you believe may be likely to cause you injury or worsen an existing injury and reporting any safety concerns you have regarding your work environment immediately to your supervisor.

Remember safety always comes first, so if you need to discontinue your duties at any time due to safety concerns then simply notify a staff member as soon as possible.

Volunteers must:

- Report all accidents and injuries to the supervisor as soon as possible
- Report near misses as preventative action may be needed
- Fix any safety hazards within their capability and report safety hazards.

By law, Council must consult with volunteers regarding safety matters and provide information and training on safety.



Customer's Homes

Volunteers are not to enter a customer's home unless invited in. If no one comes to the door when you knock / ring then call the office or their supervisor.

Visiting customers or delivering meals to homes can present safety concerns (e.g. the presence of pets, other household members, trip hazards, etc). If you have safety concerns regarding a customer's home you must notify your supervisor. If at any point during volunteering you feel uncomfortable or unsafe, leave the premises and advise your supervisor of your apprehensions.

Sometimes customers can forget what the role of the volunteer is and request the volunteer to help them with tasks other than those agreed on such as changing a light bulb or moving heavy items. Please do not feel guilty about declining inappropriate requests from customers - our services cannot continue without volunteers, so it is vitally important that you put your physical and mental health first. Remember, if you are injured or 'burnt out' then you will not be able to help others, so please speak to your supervisor or Volunteer Development Officer if you have any concerns.

We reassure customers that our staff and volunteers will not go through their cupboards, touch their possessions or help themselves to a cup of coffee without permission, and that we will also respect their right not to discuss issues that they do not wish to.

Duty of Care

Cumberland City Council has a duty of care to customers and volunteers. If you have any concerns about your wellbeing or that of a customer, please report these to your supervisor.

Smoking, Drugs and Alcohol at Work

Cumberland City Council has non-smoking, drug and alcohol policies and no one is permitted to smoke, take drugs or drink alcohol in any Council service, vehicle or building. This also includes when staff and volunteers are visiting customers.

We also request customers not to smoke whilst a staff member or volunteer is visiting him or her.

In the Community

Helping a customer one-on-one in the community (e.g. with shopping assistance) may seem daunting at first but it can be incredibly rewarding.

The Social Inclusion staff will assist you with the following:

- Is there parking close by?
- Are there uneven surfaces and trip hazards - can they be avoided or anything done to minimise risk?
- Where are the nearest toilets?
- Is there suitable access for people with disability or limited mobility? For example - is there a ramp or lift to all areas they will want to visit?

You should carry a mobile phone in case you need to contact the office or vice versa (if you don't have a mobile please talk to your supervisor).



Emergency Situations

An emergency can include any of the following:

- A customer, co-worker or volunteer experiences a medical situation and / or an accident
- A customer or co-worker is in obvious distress
- A customer is behaving in an angry or aggressive manner.

If staff are nearby then alert staff immediately.

If you are off-site:

- Call the office as soon as practical
- If you are in danger then remove yourself from the situation if possible
- If the emergency could be life threatening call 000 for an ambulance and / or police immediately
- Do not attempt to move anyone who is on the floor. If a person is unable to get themselves off the floor - call an ambulance. Do not give them food or drink unless instructed to by a medical professional
- If the situation does not seem life threatening and you cannot contact the office staff, ask the person if you may contact their next of kin, close friend or personal doctor and inform them of the situation
- Stay with the person until help arrives
- Remain calm
- Do not attempt to lift a person (or catch a person if they are falling) as you could injure yourself
- All incidents must be reported to your supervisor, whether major or minor, as soon as possible.



Boundaries

Boundaries are of vital importance when volunteering - these are to protect the volunteer, the customer and the organisation.

At Cumberland City Council we encourage our staff and volunteers to develop a friendly relationship with our customers but to also maintain strong boundaries. Occasionally, the customer may be lonely and become very attached to a volunteer or staff member - under these circumstances being assertive and saying no can sometimes be challenging. Volunteers are strongly encouraged to talk to their supervisor or the Volunteer Development Officer in these circumstances.

Be mindful of what personal information you share with customers. We do not approve of volunteers providing their phone numbers to customers - staff can relay any messages.

It is important that you limit yourself to the duties outlined in your position description. This is for your own safety. You should not agree to assist customers outside the parameters of what is authorised by the service. When volunteers assist customers 'above and beyond' it can set up an expectation where the customer feels entitled to make demands on their volunteer or other volunteers which can then lead to disappointment, or the volunteer getting 'burnt out'. We do not approve of any individual / unauthorised service type of arrangements.

Be careful not to take on too much volunteer work. Your supervisor would rather prefer for you to say 'no' to requests that you aren't sure about or what you don't feel comfortable with. Our services couldn't survive without volunteers, so it is vitally important that volunteers maintain their wellbeing and are happy with their workload and what they are doing.

It's also important that you take holidays / breaks from your volunteering. Please give your supervisor as much notice as possible when you plan to go on holiday.

Ways to say 'No'

- ☞ "I would like to but as a volunteer I'm not allowed to, if I break the rules I could get dismissed."
- ☞ "I won't be able to do ... as I have other commitments at the moment."
- ☞ "No, I'm sorry but I can't do that."
- ☞ "I'm not the best person to help on this however I will try to find out who can."
- ☞ "Let me think about it and I will let you know."



Debriefing

During your volunteer work you may experience a customer you have been assisting going through a difficult time, move to a nursing home or exiting the program.

At these times you may feel upset. This is normal and natural and it can help to

discuss your feelings with your supervisor, or a trained counsellor via the Employee Assistance Program (EAP).

Please always feel encouraged to approach staff or the EAP to talk through your feelings.

Employee Assistance Program (EAP)

Volunteers are entitled to access the Employee Assistance Program which is a Cumberland City Council initiative designed to help employees and volunteers deal with any work related or personal issues which may affect their job performance and overall wellbeing. It is a confidential counselling service offering independent and professional help. Council covers the cost of the service so there is no charge to you.

You can either ring the toll free number 1800 337 068 for phone counselling (available 24 / 7) or visit Council Chambers and other Council sites on Wednesdays.

They are happy to meet with you in a café or in an office area, wherever you feel more comfortable.

Reimbursements

Volunteers can be reimbursed for out of pocket expenses incurred by their volunteering (e.g. phone calls, travel) but these costs must first be discussed with your supervisor and receipts or other documentation must be provided.

What is required when claiming reimbursements?

Please provide receipts for expenses and / or a Volunteer 'Monthly Travel and Statistic Form' for travel reimbursement. These must be submitted monthly.

Travel reimbursement is not provided for driving from your own home to the centre / customer's home or from the centre / customer's home returning to your own home.

Home visits - no travel reimbursement provided.

Meal deliveries - from Nutrition Services and back again.

Shopping services will be reimbursed at \$0.80 per km (to and from the customer's home only, covering travel to the shops) or \$5 per service, whichever is higher. This is capped at \$20/ week for any individual volunteer.

Transport only services will be reimbursed at \$0.80 per km (to and from the customer's home only, covering travel to the required location) or \$5 per service, whichever is higher. This is capped at \$20 / week for any individual volunteer. Please note: If the customer is to remain at this destination for some time and does not require you to stay with them, you can leave and return to collect them at an agreed time however you cannot claim this mileage for reimbursement.

Bus drivers (social outings) - \$0.80 per km (for travel between Guildford Community Centre and Guildford Depot to collect vehicles). Lunch and outing costs for the day will also be covered. This will apply to drivers commencing from 1 July 2017 only.

Bus drivers (centre-based) - \$0.80 per km (for travel between Guildford Community Centre and Guildford Depot to collect vehicles). Volunteer drivers will also be provided morning tea upon return to the Centre.

Transport (social outings using own car) - from the first customer's home to the last customer's home when dropping off at the end of the outing. This will include kilometres travelled when collecting customers, throughout the duration of the outing and then the kilometres travelled to drop all customers home again.

Transport Assistants (outings) - lunch and outing costs for the day will be covered.

Transport Assistance (centre-based) - will be provided morning tea upon return to the centre.

In-Centre Activity Assistants - a meal is provided to volunteers while they are seated with customers engaging them in conversation.

Lifestyle & Leisure Links (NDIS) Program Volunteers will be covered for any out of pocket expenses relating to the program / activity. These costs can / may include: entry costs to venues, meal allowance to enable volunteers to participate and support customers in their preferred activities.



Code of Conduct

As part of your volunteer package you will receive a Code of Conduct for Volunteers brochure. Please read this thoroughly. You will need to agree to abide by Council's Code of Conduct as part of the Volunteer Agreement. Code of Conduct training is also compulsory for Council staff and volunteers.



Insurance

To protect volunteers, Council will provide limited insurance cover for volunteers for the times they are engaged in authorised volunteer activities. For volunteers to be provided with coverage under Council's insurance they must to be engaged in activities on behalf of Council and under the auspice of Council. Volunteers are covered for injury arising from an accident whilst performing authorised voluntary work. Any accident or incident that causes injury to the volunteer or to others should be reported to the Coordinator as soon as possible before the end of the day or before leaving the site, whichever occurs first.

Any incident that causes damage to property also needs to be reported as soon as possible. Generally payments to volunteers will be limited to Medicare and private health fund gap reimbursements and consideration may be given to limited payment of other costs (for example, physiotherapy). Council and its insurers will not make capital benefit payments or reimburse for loss of income.

All claims for reimbursements due to accident or injury should be sent to the Coordinator accompanied by a covering letter explaining the circumstances of the loss, with documents (e.g. quotes or receipts) supporting the claim. These will be managed by Council's Risk Management Coordinator upon receipt of the necessary information.

Vehicle Coverage

Cumberland City Council Seniors & Disability Services Team volunteers who use their vehicles to provide services to residents of the Cumberland LGA are covered by an insurance policy. The coverage is as follows:

The policy will cover the cost of the excess fee charged by your insurance policy (excess is the fee charged for processing your insurance claim)

- You are only covered whilst using your vehicle to undertake volunteer work for the Seniors & Disability Services Team, where you were the driver 'at fault'
- If you were not the 'at fault' driver you must claim against the other driver's insurance
- The policy does not cover you for travel to and from the service outlet where you volunteer.
- The policy does not cover third party property or personal or third party injury. Your comprehensive vehicle insurance covers third party property damage and your CTP (green slip) insurance covers injuries to third parties only
- Volunteers are to notify service Coordinators or the Volunteer Development Officer if their driver's licence has been suspended.

Exclusions

You are not covered for an event occurring when / if:

- You are driving under the influence of, or had your judgement affected by, any alcohol or drug
- Refused to take a legal test for alcohol or drugs or;
- Were not licenced, not correctly licenced or not complying with the conditions of your licence.

Claim Procedure

- 1** Contact your insurance company and follow their instructions for obtaining quotes and lodging a claim.
- 2** Forward a copy of your claim details to the Coordinator of the service you were volunteering for. This may include quotes, receipts or other details depending on how your claim is handled by your insurance company.

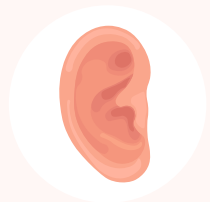
The Coordinator will advise you on what you need to provide.
- 3** The Coordinator will then forward your claim and support you through the claim process.

N.B. - it is important that you understand that if you agree to assist a customer outside the service (e.g. without the knowledge and authority of the service) then you will not be covered by Council's insurance. Therefore if / when a customer asks for your assistance refer them back to the service.



Communicating with Customers

Treat everyone you meet with kindness and respect. Sometimes customers have issues that may require your patience, but taking the time to listen to, learn from, and share in their lives can be incredibly enriching and rewarding.



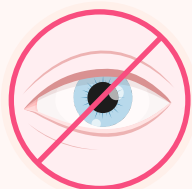
Tips for Communicating with someone with a hearing loss

- Make sure you have the person's attention before you speak
- Speak slightly louder than normal volume. Shouting does not help (a number of people with age-related hearing loss also have abnormal loudness perception and the sound is distorted).
- Avoid areas with high levels of background noise
- Stand in the light so the person can see your face, lips, facial expression and gestures.



Tips for Communicating with someone with dementia

- Make sure you have the person's attention before you speak
- Speak slightly louder than normal volume. Shouting does not help (a number of people with age-related hearing loss also have abnormal loudness perception and the sound is distorted).
- Avoid areas with high levels of background noise
- Stand in the light so the person can see your face, lips, facial expression and gestures.



Tips for Communicating with someone with visual impairment

- Identify yourself - don't assume the person will recognise you by your voice.
- Speak naturally and clearly.
- Name the person when introducing yourself or when directing conversation to them in a group situation.
- Never channel conversation through a third person.
- In a group situation, introduce the other people present.
- Never leave a conversation with a person without saying so.
- Use accurate and specific language when first to check if help is needed. If they require guidance, let them take you by the elbow.

Grief and Loss

Grief is the pain felt due to a loss. Like all of us, many of the people we support may be experiencing grief and loss. Grief can be over the loss of family, friends, mobility, health, independence and skills.

Grief has emotional, physical and behavioural symptoms which can include shock, hopelessness, depression, loneliness, loss of appetite, under or overeating, withdrawal, etc.

As a volunteer you can help by:

- Just being there;
- Listening;
- Showing empathy;
- Letting the person talk about the loss and memories if they want to; and
- Not taking the person's behaviour personally

Let your supervisor know if you are concerned or if the customer needs further support staff if you have any questions or need assistance.

Food Handling

Some Seniors and Disability volunteers assist with food preparation. Please follow instructions from your supervisor regarding safe food handling. Below are some food safety tips:

- Never use the same utensils for raw meats and foods that are ready to eat such as cooked meats unless they have been thoroughly cleaned, sanitised and dried. Cooked food and other food that is ready to eat such as salads should always be placed on separate, clean, dry serving dishes.
- Use tongs and other implements when preparing food that will not be cooked before it is eaten, such as salads and sandwiches. Gloves must be used but remember that they should be used for one task only. When you start the next task, make sure you wear a new pair of gloves.
- Always cook food thoroughly. Do not partially cook food and then warm it up later. Cook chicken, sausages and hamburgers until juices run clear – steaks can be cooked to preference. Thorough cooking will reduce dangerous bacteria to safe levels. But remember that some food poisoning bacteria can protect themselves from cooking, so while they will not be present in enough numbers to make someone sick just after the food is cooked, they can start growing again if the cooked food is left at unsafe temperatures. This is why minimising time food is kept out of the refrigerator or between 5°C and 60°C is so important.
- Sandwiches require a lot of handling which increases the contact time with the person making them. Because of this it is very important that people who are ill do not make the sandwiches and that all food handlers maintain good personal hygiene and safe food handling. Sandwiches are often filled with potentially hazardous food and should be handled and stored like any other chilled high-risk food (kept colder than 5°C). Because of this they should be made fresh as close to the start of the event as possible. If this is not practical they will need to be properly refrigerated to ensure they are kept cold. Sandwiches should be kept under temperature control when they are transported. Alternatively, you may use time, rather than temperature, to keep the sandwiches safe.
- The temperature of cooked foods for cooling must fall from 60°C (or higher) to 21°C (or lower) in less than two hours and be further reduced to below 5°C within the next four hours. This is known as the two hour/four hour rule. Putting food into shallow containers and not overfilling them will help to cool it more rapidly.
- A person must not handle food if they are ill or have an infection, as they can easily transfer harmful bacteria or viruses to food.
- You must take all reasonable precautions to ensure that food or food contact surfaces are not contaminated from their body or anything they are wearing.
- Avoid contact with ready-to-eat food, such as salads and cooked food.
- Always use clean tongs or other implements to handle the food
- Do not taste test food with the same utensil that is being used to prepare the food, unless the utensil is thoroughly cleaned and sanitised between each contact with their mouth and the food.
- Hands and fingers must not be used for taste testing
- Wear clean clothing and change it when it becomes dirty or soiled
- Hairnets must be worn when entering the kitchen and serving/plating food
- Do not eat over uncovered food or equipment (includes utensils and any other food contact surface)
- Do not sneeze, blow or cough over uncovered food or equipment and utensils
- Wash hands thoroughly whenever it is necessary or required.



Manual Handling

It is your supervisor's responsibility to:

- Ensure that manual handling tasks, likely to be a risk to health and safety are examined and assessed.
- Ensure that risk assessment is done in consultation with the employees / volunteers who are required to carry out the manual handling tasks.
- Ensure as far as practicable, that the risks associated with manual handling tasks are controlled.

As a volunteer, it is your responsibility to:

- Disclose existing conditions/injuries to your supervisor
- Use where possible the appropriate training / instructions you have received in safe manual handling techniques and follow procedures Refuse to do anything you feel could cause you an injury or worsen an existing injury (get a staff member)
- Notify your supervisor of any tasks that cause pain or discomfort
- Minimise risk by carrying less (e.g. making two trips rather than carrying everyone at once)

Proper lifting

Do not attempt to lift a customer and do not catch a customer who is falling.
Correct Lifting Techniques:

1

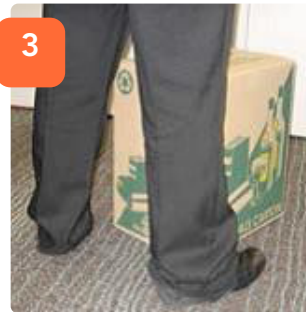
Plan before you lift. Check the area for any trip hazards or slippery spots and make sure that your path is clear.

2



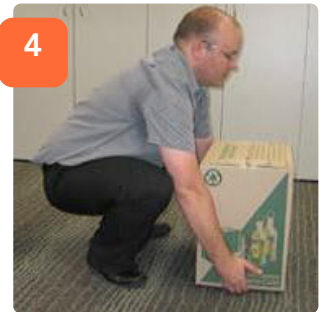
Check the object for any sharp corners, wet surfaces or splinters.

3



Stand close to the object with your feet shoulder width apart.

4



Squat down, bending at the knees (not your waist). Tuck your chin while keeping your back as straight as possible.

5



Get a firm grasp of the object before you begin to lift. Prepare for the lift by looking forward. Don't let the object block your vision.

6



Breathe out as you begin to lift. Slowly lift with your legs by straightening them. Never twist your body during this step.

7

Once the lift is complete, keep the object as close to your body as possible.

8



Correct lowering is as important as correct lifting. Bend your knees to lower the object, and keep your back straight. Breathe out as you begin to lower. Make sure your hands and feet are clear of the object when lowering it.

Volunteering in Inclement Weather

Volunteering outdoors can expose volunteers to extremes of temperature especially during the summer months or smoke.

As a Cumberland City Council volunteer, you have a choice and the right not to attend your regular volunteer duties if you are concerned about your safety, health and wellbeing due to heat or air quality.

If your volunteer supervisor concerns about the safety of you due to weather conditions or air quality they will contact you not to attend your regular activity.

Sun Heat

What is Heat Stress?

- Heat stress occurs when the body is unable to cool itself by sweating.
- Heat stress can lead to heat exhaustion or heat stroke.

Symptoms of Heat Exhaustion?

- Headache, dizziness, light headedness, fainting
- Weakness, clammy moist skin
- Mood changes, irritability, confusion
- Nausea, vomiting

Symptoms of Heat Stroke

- Dry, hot skin with no sweating
- Mental confusion, or loss of consciousness
- Seizures or convulsions
- Can be fatal

Symptoms of Heat Stroke

- Know the signs / symptoms of heat related illnesses
- Wherever possible use fans, air conditioning, or work in shade
- Where possible minimise the time working in full sun at the hottest part of the day
- In high heat drink one cup of water every 15 minutes
- Wear lightweight, light coloured loose fitting clothing
- Wear a broad brimmed sun safe hat
- Wear sunscreen SPF 50+ and reapply every 2 hours

How to Treat Heat Related Illness:

- Seek immediate medical help – call 000 while waiting:
- Move worker to cool shaded area & loosen or remove heavy clothing
- Provide cool drinking water
- Fan and, if possible, mist person with water

Smoke

What is Smoke?

- As Australia's bushfires rage, smoke is posing a growing health risk.
- Bushfire smoke carries PM2.5 particles – which have a diameter of 2.5 micrometres or less – and can cause long-term health problems.
- People with asthma, lung disease or cardiovascular disease, and the young and the elderly, are all at particular risk, and NSW Health advises them to stay indoors and limit exposure on smoky days.

Reducing the Risk?

- Follow your doctor's advice
- Monitor air quality and follow health messages
- Using air purifiers and face masks

How to use Face Masks?

- Surgical and cloth masks don't protect against smoke.
- P2/N95 rated face masks can filter out the fine particles in smoke.
- Wearing a P2/N95 face mask can make it harder to breathe and increase the risk of heat-related illness.
- If you have a heart or lung condition, consult your doctor before using one.
- If you have difficulty breathing, feel dizzy, faint or have other symptoms while wearing a face mask, remove it and go to place with cleaner air quality.

Personal Hygiene

Hand Washing

To minimise the risk of infection to customers/residents and yourself, wash your hands as often as necessary. Use soap and warm water. Lather and wash hands for 15 seconds, covering all surfaces of the hands including the wrists. Rinse thoroughly and pat hands dry on paper towels.

When to wash your hands:

- Before and after your volunteer time.
- Before and after meal breaks.
- Before and after using the toilet.
- When your hands are visibly soiled or you feel the need to wash them.
- Before and after contact with a customer.

Dress Standards

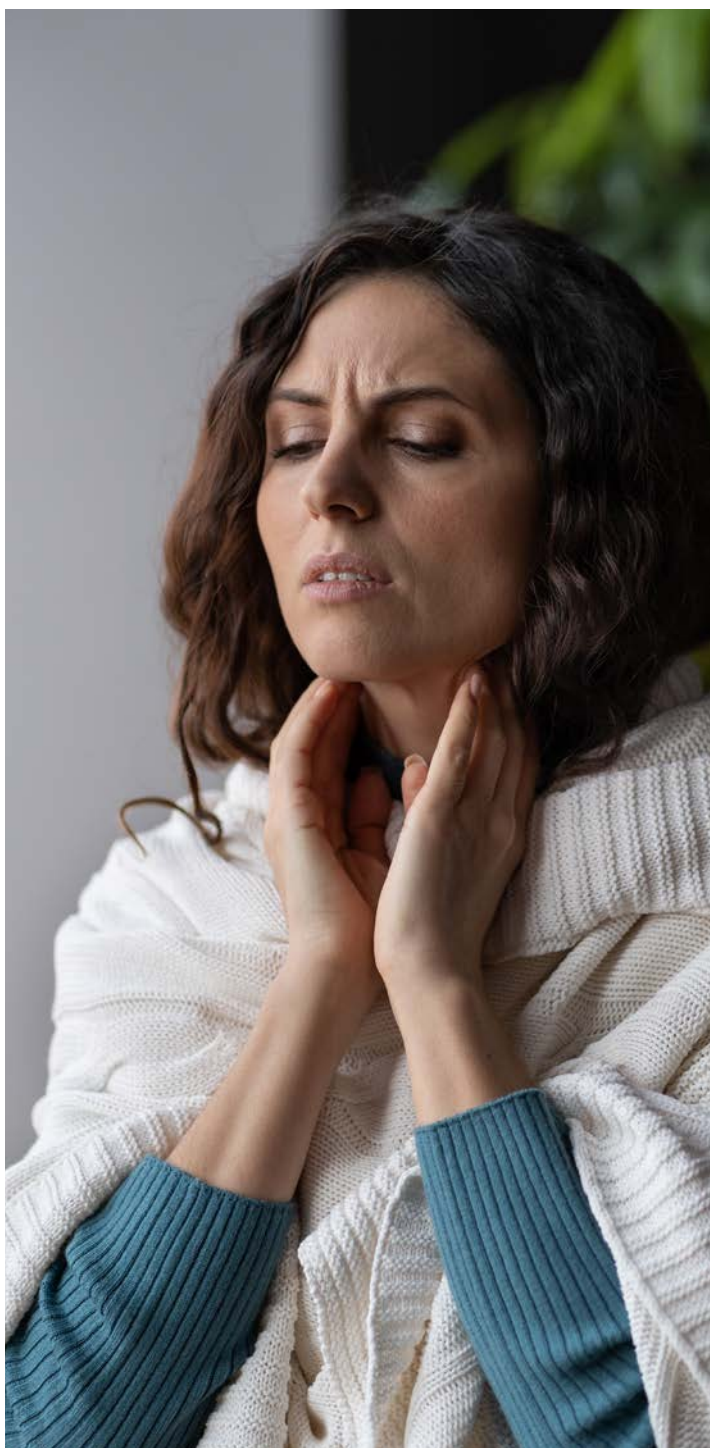
Cumberland City Council encourages all employees (including volunteers) to take pride in their appearance and to wear clothing that is appropriate for the style of work being conducted.

- Employees are well groomed appropriate to their role and workplace
- Footwear is appropriate for the employee's role and is keeping within the standard of apparel or supplied uniform.
- Employees provided with a uniform wear all items in accordance with the relevant guidelines from each department an consistent to the application and colour scheme of Council's Corporate Brand Guideline.



Medication

Volunteers are not permitted to assist a customer to take medication. Volunteers may get a customer a glass of water if asked but cannot give assistance and / or advice regarding medication.



Legal Documents

Volunteers are not permitted to witness the wills of customers or other documentation.

Volunteer Privacy

You have the right at any time to view any information about yourself that Council has on file, and the right to withdraw any consent you may have given to use the information.

Abuse and Neglect

If you suspect that one of our customers is subject to abuse or neglect please report your concerns to your supervisor. For information on what constitutes elder abuse, see myagedcare.gov.au/financial-and-legal/elder-abuse-concerns

Illness

If you are suffering an infectious / contagious illness, we ask that you notify your supervisor and that you do not undertake your volunteer duties until your doctor provides a clearance for you to do so.

Compliments and Complaints

Cumberland City Council's Seniors & Disability Services Team aims to provide a high quality service and encourages you to voice any concerns, suggestions and compliments you have about the service you volunteer for.

A complaint is an expression of dissatisfaction with some aspect of the service or volunteer management. Both volunteers and customers are encouraged to make complaints where appropriate to enable us to improve the quality of our Seniors & Disability Services.

Your volunteering will not be affected if you choose to voice your concerns. This can be done by:

- Meeting with the Service Coordinator
- Meeting or writing a letter to the Seniors Coordinator - Seniors & Disability
- Raising the issue at an annual volunteer planning day
- Email or Telephone the Service Coordinator or Manager
- Face to Face meeting with the Service Coordinator or Manager.

Confidentiality of Complaints and Disputes

As far as possible, the fact that a customer or volunteer has lodged a complaint and the details of that complaint are kept confidential.

The complainant's permission is obtained prior to any information being given to other parties that may need to be involved, in order to satisfactorily resolve the complaint or dispute.

Monitoring Complaints and Customer Feedback

Complaints and feedback processes and systems are regularly audited as part of Council's audit program. Customers and volunteers are encouraged to provide ongoing feedback on issues and areas where improvements can be made.

You should address your feedback or compliment in writing to:

Seniors Coordinator - Seniors & Disability
Cumberland City Council PO Box 42
MERRYLANDS NSW 2160
Phone: (02) 8757 9000

Process for Lodging a Complaint

Complaints may be lodged with Council via

- **Email:** council@cumberland.nsw.gov.au
- **Mail:** Attn: Complaints Management Coordinator, PO Box 42, MERRYLANDS NSW 2160
- **Phone:** Customer Service Centre - 8757 9000
- In person at any Customer Service Centre during regular business hours.
- **Online request form via Council's Website:** www.cumberland.nsw.gov.au

You may also contact:

- NSW Ombudsman
Phone: (02) 9384 4999
TTY: (02) 9384 4984
- Aged Care Complaints Scheme
Phone: 1800 550 552

For more information on Council's Complaint Management process please refer to Council's Complaint Management Policy / Guidelines.

Contact Details

Office Hours

Monday to Friday
8am - 4.30pm

Seniors Coordinator - Seniors & Disability

☎ 8757 9397

Disability Program Coordinator (NDIS)

☎ 8757 9797

Cumberland Nutrition Services

☎ 8757 9033

Cumberland Social Inclusion Services

☎ 8757 9031

Volunteer Development Officer

☎ 8757 9768

Service Development

☎ 8757 9041

Website

🌐 www.cumberland.nsw.gov.au

Locations

Seniors Coordinator - Seniors & Disability

Guildford Community Centre

90 O'Neill Street, Guildford

Cumberland Social Inclusion Services

Guildford Community Centre

90 O'Neill Street, Guildford

Cumberland Nutrition Services

Merrylands Community Centre

17 Miller Street, Merrylands

Service Development Team

16 Memorial Avenue, Merrylands.

Cumberland Lifestyle & Leisure Links

Council Chambers

16 Memorial Avenue, Merrylands

Postal Address

Cumberland City Council

Council Chambers

16 Memorial Avenue, Merrylands

Lined writing area consisting of multiple horizontal lines for text entry.



Cumberland City Council

16 Memorial Avenue, PO Box 42, Merrylands NSW 2160.

T 8757 9000 **W** cumberland.nsw.gov.au **E** council@cumberland.nsw.gov.au

f Cumberland City Council Sydney **@** [cumberlandcitycouncil](https://www.instagram.com/cumberlandcitycouncil)