



## Volunteer Handbook



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## About GoCo

GoCo is a community care service, auspiced by Gunnedah Shire Council. GoCo has over 25 years' experience in supporting people and their carers living in rural and remote areas with improving their health and wellbeing.

We specialise in providing personalised care and support for people who want the freedom to live independently in the comfort of their own home. We focus on delivering home and community care services in rural NSW, including Gunnedah, Tamworth, Narrabri, Moree, Quirindi and everywhere in between.

GoCo receives funding from the Commonwealth Department of Health, NSW Department of Family and Community Services, and Transport for NSW.

### GoCo's vision

GoCo's vision is addressed to its consumers:

*You are our priority.  
We're here to empower you so that you can live your life the way you choose to.*

### GoCo's mission

*Today we specialise in providing personalised care and support for people who want the freedom to live independently in the comfort of their home.*

### Our philosophy

- We deliver support in ways that recognise and respect each client's networks, goals, needs, culture, experiences, aspirations and lifestyle choices.
- The importance of families, friends and community networks to home and community life is recognised.
- Independence and equitable participation in community life is promoted.
- Each person's confidentiality and privacy is upheld.
- We strive to make our access to our support easy and equitable.

## SERVICES and ELIGIBILITY: Who can use GoCo's subsidised services?

GoCo receives a range of Government funding types which help to provide services to our clients. GoCo provides Services to customers who are eligible under each of the program guidelines. Services are prioritised according to customer needs and available resources. Once eligibility for services has been confirmed, we will let the person know if we can provide the services they need, complete a care plan and risk assessment, and talk to them to make sure that the services we provide are tailored to meet their individual needs.

Once signed up to GoCo's services, we get in touch with clients at least once per year, depending on care needs and circumstances, to review their care plan, and make sure that the supports we are providing are still meeting their needs. There will always be someone available in the office, or over the phone, to talk to clients if their needs change or they have any queries or concerns about their supports or services.

**Below is a brief description of each funding type:**

### Home Care Packages Levels 1-4 (HCP)

Funded by Department of Health, Home Care Packages are for older people who require moderate to extensive help in the home to prevent admission to residential care. There are 4 levels of Home Care Packages, with Level 1 being for people with basic care needs and Level 4 being for people with high level care needs.

People receiving HCP packages are provided with a budget which includes all Government subsidies, as well as a set monthly fee that the client is required to pay, which is determined through a Centrelink income assessment. The services that are available are flexible to meet each client's individual care needs. If clients have special needs, or are experiencing financial hardship, they may be eligible to apply for additional subsidies.

To be assessed for eligibility for these Packages, people or their carer/representative, will need to contact:

#### **My Aged Care**

Ph: 1800 200 422

Website: [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

### Commonwealth Home Support Program (CHSP)

Funded by the Department of Health, CHSP services are available for people over 65 years old, or over 50 years old if Aboriginal or Torres Strait Islander, who are having difficulty carrying out any of the tasks of daily living (eg. dressing, cooking, travelling, showering etc.) including those with dementia. Services are limited for this program, however we do keep a waiting list for programs that are full.

The fees for these services are charged on an hourly, or per service rate. A copy of our Fee Schedule, as well as our Social Support and Transport Activity Schedules will be provided with this Volunteer Handbook.

GoCo is able to provide the following service types through the CHSP program:

- Home and Garden Maintenance
- Social Support – Group (including a variety of group activities and outings)
- Social Support – Individual assistance with shopping
- Transport
- Goods, Equipment and Assistive Technology
- Respite (to give carers a break from their caring role)

- Centre-based respite
- Flexible respite
- Cottage (overnight) respite
- Dementia Carer Support Group
- Elders Group and services specifically for Aboriginal and Torres Strait Islander people.

To be assessed for eligibility for these Packages, people or their carer/representative, will need to contact:

My Aged Care

Ph: 1800 200 422

Website: [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

## Community Care Support Services (CCSP)

Funded by Department of Family and Community Services (FACS), the CCSP program provides funding to people under 65 years old, who have a permanent disability which means that they are not able to carry out tasks of daily living independently (eg. dressing, cooking, travelling, showering etc.).

CCSP eligibility is assessed by GoCo staff using the Client Information and Referral Record (CIARR) and the Ongoing Needs Identification (ONI) Tool, both of which are both nationally recognised tools.

This funding type is being phased out from September 2016, as the National Disability Insurance Scheme is rolled out, and is expected to cease by June 2018.

## National Disability Insurance Scheme (NDIS)

The NDIS is an initiative by the Australian and NSW Governments to provide supports to people under 65 years old who have a permanent disability under an insurance-like framework. GoCo can provide a range of service to people who are registered with the NDIS, including:

- Coordination of Supports
- Transport
- Social Activities
- Capacity building activities (eg. Help to find employment, or increase independence in tasks of daily living)
- Plan Management

To register and be assessed for the NDIS please contact:

National Disability Insurance Scheme

Ph: 1800 800 110

Website: [www.ndis.gov.au](http://www.ndis.gov.au)

## Community Transport Program (CTP)

Clients of GoCo can access transport through HCP, CHSP, CCSP, NDIS, and Veterans Home Care. GoCo is also able to provide Transport to people who are transport disadvantaged due a lack of accessible public transport options available to them. These services are funded by Transport for NSW and are flexible to meet the community's needs. We ask for a small contribution towards these services, which are outlined in our Fees Schedule, and will be provided to you with this Volunteer Handbook.

CTP eligible customer means a person who:

- requires a transport service for a medical, social, recreational or shopping purpose; AND
- is not eligible to receive transport services for that same purpose, under another government program; AND
- has limited or no access to private or Public Transport due to their location, when they need to travel, or their financial resources, physical or cognitive capacities.

Eligibility for this program is assessed by GoCo Transport staff.

## Community Hub

The Community Hub is a position which is funded by the Department of Family and Community Services. This program aims to provide support to residents in the Gunnedah Shire Council area who need assistance to be able to access supports or services. The Community Hub working also establishes partnerships in the local area to help to build social capital and capacity in the local community.

Any resident of Gunnedah Shire is eligible for assistance under this program.

**If you would like more information about any of our Services, or how to be assessed for eligibility for subsidised services, please speak to one of our friendly staff at the office, or on 02 6740 2240.**

## RIGHTS AND RESPONSIBILITIES

Industry Standard: Universal Declaration on Volunteering 1990

### Your Rights as a Volunteer

You have the right to:

- be treated as a co-worker
- a written job description
- sound guidance and direction
- refuse a task or assignment
- determine the hours volunteered and when you will be available for these hours
- be given an assignment suitable to your preference and abilities
- know how the organisation works – its programs, people and policies
- initial and ongoing training which is effective and relevant to your work
- a safe and orderly workplace
- be heard – to take part in planning, to feel free to make suggestions and to be shown respect for an honest opinion
- You have the right to read any personal information about you that is held by GoCo.

### Your Responsibilities as a Volunteer

<b>BE SURE</b>	Examine your feelings and be sure that you really want to help other people.
<b>BE CONVINCED</b>	Do not offer your services unless you believe in what you are doing.
<b>BE ALERT</b>	If you notice changes in client behaviour or circumstances or identify any hazards or dangers report them to your coordinator.
<b>ACCEPT THE RULES</b>	Do not criticise what you don't understand, there may be a good reason you are unaware of.
<b>BE LOYAL</b>	Offer suggestions but don't be critical of decisions. Your promotion of the service is one of our biggest assets.
<b>BE WILLING TO LEARN</b>	Training is essential to any job well done.
<b>KEEP ON LEARNING</b>	Learn all you can about GoCo and your role as a volunteer.
<b>WELCOME SUPERVISION</b>	You will do a better job and enjoy it more if you are doing what is expected.
<b>SPEAK UP</b>	Ask about what you don't understand and offer any useful suggestions. If you feel uncomfortable about any task let your coordinator know.
<b>BE DEPENDABLE</b>	Do what you agreed to do. Don't make promises that you can't keep.
<b>BE A TEAM PLAYER</b>	Respect other team members. It all works better when we work together.

## CODE OF CONDUCT

Each GoCo volunteer is expected to:

- Be committed to achieving GoCo's mission and vision.
- Represent GoCo in a positive and professional way, which does not preclude constructive criticism and identification of improvement opportunities.
- Be punctual
- Treat clients with dignity, respect, courtesy, compassion and sensitivity, and provide services to the best of your ability.
- Observe the rules of GoCo as per this Handbook, and as relevant to your role as Volunteer.
- Not smoke in a consumer's home or presence.
- Not bring other people or pets to a consumer's home while delivering a service without the consumer's permission.
- Refrain from any form of conduct which may cause unwarranted offence or embarrassment or give rise to appearance of improper or inadequate conduct.
- Not consume illicit drugs or alcohol while on duty or on the premises
- Not offering to buy or request to acquire anything a consumer owns (or make any statement which could be construed in such a way)
- Not influence the Will of a consumer, or accept any financial or legal responsibility for a consumer
- Not give advice to clients
- Attend a minimum of one (1) team meetings per annum and one (1) training per annum.
- Not use confidential information improperly or disclose confidential information to people not authorised to receive it.
- Not discuss private and confidential consumer information with people outside GoCo
- Follow GoCo's grievance procedures to resolve any conflict.
- Not abuse or harass, physically or verbally, any GoCo consumers, staff, volunteers

Failure to abide by the above rules may lead to dismissal as a volunteer.

## Duty of Care

'Duty of Care' as a concept falls into the domain of law known as *Common Law*. This means that it is largely determined by factors such as legal precedent and prevailing community attitudes and expectations. This means that there are no precise legislated definitions for Duty of Care.

Basically, a duty of care exists when someone's actions could reasonably be expected to affect other people. It is not limited to community care services, but comes into every aspect of life. While working as a volunteer with a Community Care project you have a duty of care towards the clients, other volunteers and staff. You must take reasonable steps to ensure that no one is endangered as a result of your actions.

Community Care clients are some of the most vulnerable members of the community and care must be taken to protect them. Always follow the Home and Community Care project's policies and procedures.

Remember that you may be the only person that will see the client that day and notify the coordinator if you believe a client is at risk.



## Right of Refusal Policy

### Refusing a service

All volunteers operating a service on behalf of GoCo have the right to refuse service to a client on the following grounds:

- Where the driver considers the client represents an Occupational Health & Safety risk to themselves (the client), other clients or driver
- Where the client is under the influence of alcohol or any other prohibited drug and/or whose behaviour is offensive to other clients and/or driver
- Where the driver feels the clients' medical condition is unstable and they do not feel comfortable/confident to transport them
- Where other people (relatives/friends) are present and the driver has not been advised by GoCo that they are also to travel
- Where the driver is being requested by client/s to deviate from route and/or support type contrary to arrangements made by GoCo
- Or any other unforeseen circumstances the driver finds unacceptable

### What to do if you feel you must refuse to continue a service

- Any driver, who on arriving to pick up a client, chooses to refuse transport shall immediately advise GoCo
- Wherever possible the client will be assisted with alternative transport, the GoCo staff will arrange this as necessary
- An Incident Report shall be completed by the driver as soon as possible and lodged with GoCo

## Feedback and Suggestions for Improvement

GoCo always welcomes positive feedback, constructive criticism and suggestions for improvement. To this end, GoCo aims to complete consumer, staff, volunteer, and other stakeholder feedback surveys at a minimum of every two years.

If you have any feedback or suggestions for improvement please don't hesitate to mention these to the Transport Officer or Community Care Coordinator. Alternatively, you can contact the Quality Improvement Officer on 02 6740 2240 or at [goco@infogunnedah.com.au](mailto:goco@infogunnedah.com.au), with a subject heading of 'Feedback'.

## Steps to Resolving a Grievance

1. The people directly involved should try to resolve any disagreement between themselves.
2. If not resolved, speak to the GoCo Community Transport Officer, or GoCo Community Care Coordinator, who will mediate the situation.
3. If still not resolved within three weeks, please refer to the [Steps to Making a Complaint](#).

## Steps to Making a Complaint

All complaints will be treated as confidential.

- Wherever possible the complaint / dispute is to be resolved at the level at which it arose, according to [The Steps for Resolving a Grievance](#).
- If the matter cannot be resolved on an informal basis the issue should be referred to the GoCo Community Transport Officer, or GoCo Community Care Coordinator, verbally or in writing, as a formal complaint.
- All complaints will be investigated within one working week of receiving the complaint.
- Should the GoCo Community Transport Officer, or GoCo Community Care Coordinator, not resolve the complaint/dispute to the satisfaction of the complainant within 3 weeks the grievance will be referred to the GoCo Manager, Gunnedah Shire Council.
- Complaints shall be put in writing at this stage. Written complaints are to be in an envelope and addressed to Gunnedah Shire Council as:

CONFIDENTIAL COMPLAINT

GoCo Manager

PO Box 63

Gunnedah

NSW 2380

- The Gunnedah Shire Council Complaints Policy will be followed following the receipt of a written complaint. Please see the Council website for a more detailed Complaints procedure: [www.infogunnedah.com.au](http://www.infogunnedah.com.au).

*We hope this Handbook explains everything you need to know. If not, feel free to contact the GoCo Community Care Team Leader, or Transport Coordinator.*

***Thank you for  
Volunteering with  
GoCo***

## Appendix 1: Procedures

### Use of Vehicles and Equipment

#### Vehicles

The following policy applies to the use of GoCo vehicles when providing any services:

- you must have an appropriate current licence before using a motor vehicle
- all vehicles used must be covered by comprehensive insurance
- any vehicle owned by GoCo must be maintained to the appropriate standard by:
  - cleaning the vehicle inside and out on a regular basis (at least once a month)
  - making sure that the vehicle has oil and petrol at all times
  - reporting when the vehicle is damaged, or when repairs are required
  - making sure that the Transport Coordinator is made aware when servicing and maintenance is required.

Please see the GoCo Volunteer Driver Handbook for more details on driver's responsibilities.

#### Motor Vehicle Accident Procedures

If you have a car accident while driving a vehicle on behalf of GoCo, you should follow the procedures outlined below:

- Stop at once
- As much as possible ensure that the vehicle is not posing a further traffic hazard
- Offer assistance to anyone who might be injured
- Get the names and addresses of all witnesses to the accident
- Report the accident to the police.
- If another vehicle is involved make sure you obtain and keep a record of the following information:
  - the owner's name, address, telephone number and insurance company's name
  - the driver's name, address, telephone and driving licence numbers or other identification
  - the make, type and registration number of the car
- Identify yourself to the other driver, together with your name, address and telephone number.
- As much as possible try to recall and write down the detail of the accident while they are still fresh in your mind.
- If personal injury or serious property damage is involved phone the GoCo Service Coordinator at once.
- Complete an Accident Report Form and give it to the GoCo Service Coordinator as soon as possible after the accident.
- If the police attend make sure you:
  - Provide the police officer with all relevant information about yourself and the other driver
  - Obtain and keep a record of the attending officer's name, rank, number and station.
  - Do not discuss the accident with anyone other than the police, the GoCo Service Coordinator or the insurance company representative.

#### Equipment

The following policy applies to all volunteers who are required to use equipment in carrying out their duties:

- the occupational health and safety policy must be followed
- if you are inexperienced in using a piece of equipment, appropriate training must be provided
- any hazards/faults must be reported immediately.

It is your responsibility to ensure that you use equipment appropriately and follow the procedures recommended to protect yourself from muscle fatigue and repetitive strain injury.

## Volunteer Insurance

GoCo has a volunteer insurance policy to insure all volunteers against out of pocket expenses for any injury they may sustain in the performance of their duties.

## Hazards, Occupational Health, Safety and Welfare

GoCo is committed to providing a safe and positive working environment for their volunteers, acknowledging that team wellbeing is a major factor in enabling them to perform their duties to the best of their ability.

You will be trained to identify any health or safety hazards in the client's home, and should report, in writing, any hazards to the relevant GoCo staff member as soon as possible. Please report any "near-miss" incidents as they may identify potential hazards. An 'Accident/Incident and Hazard Report Form' may be obtained from the relevant GoCo staff member.

Consistent with the requirements of the Work Health and Safety Act 2011, GoCo, as an employer, has an obligation to provide safe working conditions and work practices. These include:

- providing or maintaining equipment and systems of work that are safe and without risks to health
- making arrangements for ensuring the safe use, handling, storage and transport of equipment and substances
- providing the information, instruction, training and supervision necessary to ensure the health and safety at work of volunteers
- maintaining places of work under their control in a safe condition and provide and maintain safe entrances and exits
- making available adequate information about research and relevant tests of substances used at the place of work.
- provide representation on matters relating to occupational health and safety.

GoCo will not require you to pay for anything done or provided to meet specific requirements made under the Act or associated legislation. Under the legislation you must take reasonable care of GoCo in their efforts to comply with occupational health and safety requirements.

### You must:

- take reasonable care to protect your own health and safety and the health and safety of others
- co-operate with GoCo in ensuring that the workplace is safe and healthy and report to the GoCo Service Coordinator, any situation at the workplace that could constitute a hazard
- follow the instruction and training provided by your Manager of Community Care, use the personal protective equipment provided and not interfere with anything set up in the interests of health and safety

## Abusive Client Behaviour

You are not expected to put up with abusive or violent behaviour from clients. If a client becomes extremely difficult, you should speak to the Coordinator about the behaviour.

## Stress

GoCo recognises that stress is an occupational hazard and aims to minimise stress for volunteers by:

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

## Smoking

GoCo recognises the dangers of passive smoking and has designated the work environment smoke free. You are not permitted to smoke in a client's home or in a GoCo Vehicle.

## Health, hygiene and infection control

GoCo requires the use by all GoCo staff, volunteers and contracted agencies of strict infection control procedures to minimise the spread of disease and infection and occurrence of cross-infection. To this end, GoCo will:

- train all staff and volunteers in infectious disease and bio-toxic spill safety procedures. Staff and volunteers will always follow these procedures in all interactions with consumers and others. Gloves will always be worn in any interactions where contact with body fluids or medication spills is likely.
- ensure relevant staff have up to date vaccinations (including Hepatitis).
- A person will not be denied a service or excluded due to HIV, Hepatitis C or any other blood borne infections
- The confidentiality of clients and staff with infectious diseases will be maintained and clients with infectious diseases will not be discriminated against.
- keep in GoCo's offices and in GoCo's cars at all time clearly labelled first aid kits, including information and resources for infectious disease safety, Universal Precautions Kit and aids for the management of body fluids.

All spills of medication or body fluids must be handled using universal infection control and spill bio-safety procedures and protective equipment, because of the potential for infection and because of the possibility that consumers may be being treated with cytotoxic medications.

If a volunteer has a **minor infectious illness**, such as cold or flu:

- Where practical, they will avoid close contact with consumers, and in particular those who are frail or in poor health.
- They should inform their supervisor that they may be affected by a minor infectious illness but are still fit for work and where practicable, be offered alternative, suitable duties which are safe and which reduce infection risks.

Staff and volunteers are expected to follow safe health and hygiene procedures, particularly considering their responsibilities to consumers and other staff and volunteers, including:

- Practising universal infection control procedures and good personal hygiene standards (including daily showers; wearing clean clothes; washing hands with soap and water after going to the toilet, cleaning contaminated areas or before preparing food; covering cuts and abrasions with waterproof dressings).
- Wearing protective clothing as necessary (including wearing gloves when handling soiled clothes or linen or when contact with body fluids may be possible).
- If gloves need to be used, changing gloves between consumers or if they are punctured or damaged.
- Treating all blood and human body fluids (including urine, faeces and vomit) as potential carriers of serious disease.
- Prior to the delivery of any service that involves contact with a consumer, washing their hands following the Safe Handwashing Procedures below; and covering any cuts, abrasions, and broken or damaged skin with a waterproof dressing.
- At all times, using Universal Precautions Kit equipment to isolate, remove, cleanse and disinfect any spill of blood or human body fluids.
- Where a staff member, volunteer, consumer or other stakeholder has had an exposure to blood (contact through unprotected cuts, broken skin or damaged skin), reporting this immediately to the responsible GoCo Service Coordinator or Team Leader. This person will immediately contact the appropriate local medical advisor or The Albion Centre HIV Information Line: 02 9332 9700 or 1800 451 600.
- Spillage of blood or body fluids when providing GoCo or contracted support shall be reported in an [incident or hazard report](#).

## First-aid, bio waste and vomit

All volunteers must follow the following **universal infection control procedures** when assisting any passengers and when dealing with any bio waste or body fluid spills due to infection risks and risks associated with cytotoxic medications, and other infectious diseases:

- A first-aid kit, located in the vehicle storage compartment, is equipped with all of the requirements for a response to a minor first aid incident.
- Any passengers needing more care or treatment should be taken to the nearest medical facility, wherever possible, or an Ambulance should be called.
- Bio Waste Spill Kits are also located in the vehicle storage compartments:
- The personal protective equipment and aids in these kits must be used for any body fluid, medication or other bio waste spill.
- If these spill kits are used, the office must be told to obtain information about the incident and to replace the kit.
- Several vomit bags are also located in the storage compartment. As soon as possible after their use, dispose of used bags in a suitable receptacle.

## Hand washing procedure

**All staff and volunteers are to follow these hand washing requirements.**

For routine hand washing:

- Wet hands thoroughly and lather soap
- Vigorously rub hands together for at least 10-15 seconds; rinse under running water
- Dry hands with disposable paper towel
- To minimise chaffing of hands, pat dry rather than rub
- Do not touch taps with clean hands, use dry paper towel to turn taps off.

Hands are to be washed:

- Before eating or drinking
- After going to the toilet or assisting client with toilet
- After contact with blood or bodily fluids
- Before and after use of gloves
- After handling any equipment or laundry soiled with blood or other bodily substance

Gloves should be used as an adjunct to hand washing when contamination of hands with blood or bodily fluids is anticipated. Gloves should be changed and hands washed after each single requirement for use of gloves.

## Safe food handling and menus at group activities

Please note: Participants are consulted about the menu or type(s) of food they would like. Food allergies, dietary restrictions and cultural preferences are recorded and considered in deciding food options.

Food provided at group activities may be prepared by GoCo staff and volunteers using the following safe handling procedures.

### Food handlers should:

- Do whatever is reasonable to prevent their body, anything from their body or anything they are wearing, coming into contact with food or food preparation surfaces.
- Do whatever is reasonable to stop unnecessary contact with ready to eat foods.
- Wear clean outer clothing.
- Make sure bandages or dressings or any exposed parts of the body are covered with a water proof covering.
- Not eat over unprotected food or surfaces likely to come into contact with food.
- Not sneeze or cough near unprotected food or surfaces.
- Follow [safe hygiene](#) and [hand washing](#) procedures
- Ensure that food is maintained at safe temperatures – cold/uncooked disposable food to be kept below 4

### Receiving food

GoCo has an approved supplier program, with a list of approved suppliers kept by the business for audit. Potentially hazardous foods need to be:

- received at the correct temperature and monitored and recorded (see below)
- have all packaging intact
- remain within the 'use by date'
- be placed in an appropriate storage area as soon as possible after being delivered.

### Storage

Potentially hazardous foods must be stored in fridges, freezers or hot boxes capable of maintaining the temperature as follows:

- cold food: 5°C or lower
- hot food: 60°C or hotter
- frozen food: kept hard frozen
- at a time and temperature that will not affect the safety and suitability of the food: eg. 4-hour/2-hour storage rule. Any alternative method of compliance must be documented and will be assessed during audit.

Only packaging that is suitable for contact with food and able to be effectively cleaned should be used to store food. All stock should be rotated to ensure the oldest stock is used first.

Prior to using any food or ingredients, any 'use-by' dates must be checked. The product must be discarded if it has exceeded the stated date.

### Transport

When transporting food from one facility to another, or to a resident or patient using a vehicle/trolley/insulated container:

- potentially hazardous foods must be kept under temperature control
- food transport vehicles must be maintained in a clean and sound condition so that food does not become contaminated
- food transport units should be regularly serviced, and records of maintenance activities should be kept.

## Thawing food

Food should be thawed safely:

- in a refrigerator maintained at a maximum of 5°C, or
- in a microwave, and
- not at room temperature for longer than necessary.

For safety you should ensure:

- thawing food does not contaminate ready-to-eat foods, eg thaw food in a dedicated refrigerator or on a bottom shelf of the refrigerator or coolroom to make sure it does not contaminate ready-to-eat food
- thawed food is used immediately, or stored in the coolroom (for potentially hazardous foods) for no longer than 48 hours
- that food products are entirely thawed before they are cooked unless they can be cooked without thawing according to manufacturer's instructions. Do not re-freeze thawed food unless it is safe to do so (thawed food has a limited shelf life because excessive moisture on the surface will allow more rapid microbial growth).

## Food disposal

The disposal of any food due to a product recall, being past the 'use by' date or not complying with a food safety program should occur in a manner that it cannot be consumed after disposal.

If you have any queries about the above procedure please don't hesitate to ask the GoCo Service Coordinator.

## Dementia Awareness information

GoCo provides services to people with Dementia and as a volunteer of GoCo you will at times assist someone with dementia. This is a short piece of information for you to gain insight into necessary considerations when assisting our clients who have dementia.

### Managing Communication

Communicating effectively with a person who has dementia becomes an increasing challenge as the person progressively loses their memory and their ability to organise and express their thoughts. For many, the loss of recent memory means that the past begins to merge with the present resulting in additional difficulties for family and carers.

Losing the ability to communicate can be one of the most frustrating and difficult problems for people with dementia, their families and carers. As the illness progresses, a person with dementia experiences a gradual lessening of their ability to communicate. They find it more and more difficult to express themselves clearly and to understand what others say.

### Common changes in communication

Each person with dementia is unique and difficulties in communicating thoughts and feelings are very individual. There are many causes of dementia, each affecting the brain in different ways.

Some changes you might notice include:

- Difficulty in finding a word - a related word might be given instead of one they cannot remember
- They may speak fluently, but not make sense
- They may not be able to understand what you are saying or only be able to grasp part of it
- Writing and reading skills may also deteriorate
- They may lose the normal social conventions of conversations and interrupt or ignore a speaker, or fail to respond when spoken to
- They may have difficulty expressing emotions appropriately



## How to aid communication

### ***Caring attitude***

People retain their feelings and emotions even though they may not understand what is being said, so it is important to always maintain their dignity and self-esteem. Be flexible and always allow plenty of time for a response. Where appropriate, use touch to keep the person's attention and to communicate feelings of warmth and affection.

### ***Ways of talking***

- Remain calm and talk in a gentle, matter of fact way
- Keep sentences short and simple, focusing on one idea at a time
- Always allow plenty of time for what you have said to be understood
- It can be helpful to use orienting names whenever you can, such as "Your son Jack".

### ***Body language***

You may need to use hand gestures and facial expressions to make yourself understood. Pointing or demonstrating can help. Touching and holding their hand may help keep their attention and show that you care. A warm smile and shared laughter can often communicate more than words can.

## The right environment

- Try to avoid competing noises such as TV or radio
- If you stay still while talking you will be easier to follow, especially if you stay in the person's line of vision
- Maintain regular routines to help minimize confusion and assist communication
- It is much less confusing if everyone uses the same approach. Repeating the message in exactly the same way is important for all the family and all carers

## What not to do

- Don't argue. It will only make the situation worse
- Don't order the person around
- Don't tell them what they can't do. Instead emphasis what they can do
- Don't be condescending. A condescending tone of voice can be picked up, even if the words are not understood
- Don't ask a lot of direct questions that rely on a good memory
- Don't talk about people in front of them as if they are not there.

Adapted from: Understanding difficult behaviours. By Anne Robinsons, Beth Spencer and Laurie White.

## Consistency is important

GoCo will provide a social history plan on each client at the day center that will ensure the activities are consistent and are suited to the individual need of the person with dementia.

Activities play a significant part in the dealing with changed behaviours. Knowing what helps to calm or divert a person when they are restless or distressed is very important. This can be particularly helpful for us as workers. Mistakes and failures will happen, but don't let the person with dementia feel like a failure. Keep trying.

Retrieved: Alzheimer's Australia

## Appendix 2: Job descriptions

### Job Description – Bus Drivers

#### REQUIREMENTS:

- Any amount of time is appreciated and valued.
- A current Class LR driving license or Public Passenger Authority.
- Understanding of, or willingness to learn about the transport needs of frail aged, and younger people with disabilities and/or their carers & transport disadvantaged.
- Understanding of and ability to maintain client privacy & confidentiality.
- Reliability.
- Ability to work as a team member.
- Good interpersonal and people skills.
- Willingness to undertake other training as required.

#### DUTIES:

- Drive the GoCo Transport project owned bus or hired bus.
- Ensure passenger safety and comfort at all times.
- Check and maintain fuel, oil and water levels at the commencement and completion of each run.
- Maintain vehicle in clean condition.
- Ensure that routes and timetables, as directed by the Co-ordinator, are adhered to as closely as possible.
- Maintain log books
- Report all accidents or incidents to the Co-ordinator, and complete the relevant forms as soon as possible after the event.
- Adhere to road rules as designated by the Roads and Traffic Authority.
- Abide by the Public Passenger (Bus) Transport Act, RTA & NSW Police road rules.
- Comply with GoCo Transport Policies.

## Job Description – Volunteer Car Driver

Mercedes Sprinter Volunteer

### REQUIREMENTS:

- Any amount of time is appreciated and valued.
- A current Class C licence.
- Understanding of, or willingness to learn about the transport needs of frail aged and younger people with disabilities and/or their carers and transport disadvantaged.
- Understanding of and ability to maintain client privacy & confidentiality.
- Reliability.
- Ability to work as a team member.
- Good interpersonal and people skills.
- Willingness to undertake other training as required.

### DUTIES:

- Collect and transport clients as directed by the GoCo Community Transport Officer.
- Ensure passenger safety and comfort at all times.
- Assist clients with mobility problems as required.
- Comply with GoCo Transport policies.
- Report all accidents or incidents to the Co-ordinator and complete the relevant forms as soon as possible after the event.
- Maintain Vehicle in a clean condition.
- Collect client contributions.
- Adhere to road rules as designated by the Roads & Traffic Authority.
- Check and maintain fuel, oil and water levels at the commencement and completion of each trip.

### REQUIREMENTS:

- Any amount of time is appreciated and valued.
- Understanding of, or willingness to learn, about the transport needs of frail aged and younger people with disabilities and/or their carers, or transport disadvantaged.
- Understanding of and ability to maintain client privacy & confidentiality.
- Reliability.
- Ability to work as a team member.
- Good interpersonal and people skills.
- Willingness to undertake other training as required.
- Please give reasonable notice (more than 24 hours if possible) if you are not going to be available so that another volunteer can be arranged to take your place.

### DUTIES:

#### *When assisting a person in a car or bus:*

- Assist passengers from their home to the vehicle and back, according to client need.
- Collect and record client fares or: collect client contributions.
- Monitor passenger safety by assisting clients to negotiate bus stairs and fasten seatbelts as requested.
- Ensure that passengers remain seated whenever the bus is moving.
- Carrying bags for clients as required.
- Report all accidents or incidents to the Co-ordinator and complete the relevant forms as soon as possible after the event.
- Comply with GoCo Policies and Procedures.

#### *In the day centre:*

- GoCo encourages clients to maintain their independence as much as possible – please encourage clients to assist with all aspects of Day Centre activities. This may include serving, setting the table, helping others.
- If clients do not want to assist or join in all activities, this is also okay.
- Sit amongst the clients and offer to help them complete tasks/activities – do not do it for them
- Be patient – allow clients to complete activities and eat at their own pace
- Give input and feedback into activities and crafts – your ideas are welcome!
- Do your socialising with clients, not other volunteers or staff
- Respect and keep confidential participants personal information

#### *Kitchen/meal preparation:*

- Set cups, saucers, spoons, coffee, tea, sugar, etc.
- Serve drinks as participants arrive
- Wash up and put cups back ready to serve at lunch time
- Prepare morning tea; refrigerate perishables (eg. bread, milk, butter)
- 11.45am – Start to prepare lunch. All ingredients will be supplied.
- If any supplies have, or are nearly, run out, please let the GoCo staff member know

*Please let us know if you are feeling overwhelmed or stressed and we will arrange extra assistance.*