

Team Member Orientation Handbook



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INTRODUCTION

This manual is an introduction and a guide for working with MVACTG and is to be read in conjunction with the Organisational Handbook. The manual offers a guide to policy and procedures, not provided in other orientation/handbooks.

Please remember to discuss any problems, large or small, with the Manager.

Definitions

MVACTG – Refers to Manning Valley & Area Community Transport Group Inc.

Team Member – Refers to Employees/Volunteers and Management. We consider everyone an equal member of the Team! So we use the word Team Member where ever possible. If we must differentiate we use the following terms.

Staff/Employee - A person that has completed interview and employment processes and been appointed as a paid employee.

Volunteer – A person that has chosen to give their time to assist MVACTG. They have been interviewed, signed volunteer agreement and appointed to a role as a volunteer within the organisation.

Management – refers to Governance Body Members and/or the Manager depending upon the situation.

Consumer – Refers to all clients

GENERAL INFORMATION FOR ALL

Home Care Standards

MVACTG operates under the Home Care Standards.

Standard 1 Effective Management

MVACTG demonstrates effective management processes based on a continuous improvement approach to service management, planning and delivery.

Expected Outcome 1.1: Corporate Governance

MVACTG has implemented corporate governance processes that are accountable to stakeholders.

Expected Outcome 1.2: Regulatory Compliance

MVACTG has systems in place to identify and ensure compliance with funded program guidelines, relevant legislation, regulatory requirements and professional standards.

Expected Outcome 1.3: Information Management Systems

MVACTG has effective information management systems in place.

Expected Outcome 1.4: Community Understanding and Engagement

MVACTG understands and engages with the community in which it operates and reflects this in service planning and development.

Expected Outcome 1.5: Continuous Improvement

MVACTG actively pursues and demonstrates continuous improvement in all aspects of service management and delivery.

Expected Outcome 1.6: Risk Management

MVACTG is actively working to identify and address potential risk, to ensure the safety of Consumers, staff and the organisation.

Expected Outcome 1.7: Human Resource Management

MVACTG manages human resources to ensure that adequate numbers of appropriately skilled and trained Team Members are available for the safe delivery of care and services to Consumers.

Expected Outcome 1.8: Physical Resources

MVACTG manages physical resources to ensure the safe delivery of care and services to Consumers and organisation personnel.

Standard 2 Appropriate Access and Service Delivery

Each Consumer (and prospective Consumer) has access to services and Consumers receive appropriate services that are planned, delivered and evaluated in partnership with themselves and/or their representative.

Expected Outcome 2.1: Service Access

Each Consumer's access to services is based on consultation with the Consumer (and/or their representative), equity, consideration of available resources and program eligibility.

Expected Outcome 2.2: Assessment

Each Consumer participates in an assessment appropriate to the complexity of their needs and with consideration of their cultural and linguistic diversity.

Expected Outcome 2.3: Care Plan Development and Delivery

Each Consumer and/or their representative, participates in the development of a care/service plan that is based on assessed needs and is provided with the care and/or services described in their plan.

Expected Outcome 2.4: Consumer Reassessment

Each Consumer's needs are monitored and regularly reassessed taking into account any relevant program guidelines and in accordance with the complexity of MVACTG User's needs. Each Consumers' care/service plans are reviewed in consultation with them.

Expected Outcome 2.5: Consumer Referral

MVACTG refers Consumers (and/or their representative) to other providers as appropriate.

Standard 3 Consumer's Rights & Responsibilities

Consumer Rights and Responsibilities Each Consumer (and/or their representative) is provided with information to assist them to make service choices and has the right (and responsibility) to be consulted and respected. Consumers (and/or their representative) have access to complaints and advocacy information and processes and their privacy and confidentiality and right to independence is respected.

Expected Outcome 3.1: Information Provision

Each Consumer, or prospective Consumer, is provided with information (initially and on an on-going basis) in a format appropriate to their needs to assist them to make service choices and gain an understanding of MVACTGs available to them and their rights and responsibilities.

Expected Outcome 3.2: Privacy and Confidentiality

Each Consumer's right to privacy, dignity and confidentiality is respected including in the collection, use and disclosure of personal information.

Expected Outcome 3.3: Complaints and Consumer Feedback

Complaints and Consumer feedback are dealt with fairly, promptly, confidentially and without retribution.

Expected Outcome 3.4: Advocacy

Each Consumer's (and/or their representative's) choice of advocate is respected by MVACTG and MVACTG will, if required, assist the Consumer (and/or their representative) to access an advocate.

Expected Outcome 3.5: Independence

The independence of Consumers is supported, fostered and encouraged.

Getting Better all the Time

We want our service to improve all the time. We want your ideas and feedback about how we can improve. It may just be how a form could be redesigned or it could be an idea for new services – what's important is that you let us know. Fill in an Improvement Request, raise the issue at a team meeting or mention it to your supervisor during supervision.

Part of getting better all the time is listening to Consumers. We expect our Team Members to encourage Consumers to provide feedback, compliments and complaints. If a Consumer gives you feedback make sure it's noted down and passed on. Remember part of being a professional is to learn from our mistakes and to welcome new ideas.

Dress

As MVACTG has a uniform this creates the basis for Team Member's standard of dress. Wearing of the uniform is encouraged. Team Member's behaviour and appearance is to be of a professional nature in all respects. Footwear to be low heeled and closed in to comply with Work Health & Safety.

Whilst representing MVACTG, each Team Member shall be responsible for ensuring that their standards of personal presentation are maintained to a level which is appropriate to their responsibilities within the organisation.

Neat, casual clothing shall be worn whilst on duty. This clothing shall be appropriate to the work health and safety considerations of the individual work responsibilities of each Team Member, for example: sturdy footwear shall be worn whilst operating Consumer lifts.

Personal hygiene shall be maintained to a standard which reasonably minimises any risk of offence to Consumers or Team Members.

Do not wear strong smelling colognes, perfumes or aftershaves as this can upset Consumers on long trips.

No items of clothing or accessories shall be worn whilst representing the organisation which may be offensive to any Consumer or other Team Members, for example:

- tee-shirts with political or religious slogans; or
- badges or jewellery with contentious or potentially inflammatory insignia or symbols.

MVACTG places no general restrictions upon the jewellery or hairstyles worn by individual Team Members except that they must not present a safety hazard.

Uniforms

MVACTG will issue volunteers with a high Vis Shirt and a name Badge

Office staff will be issued with shirts that have company logo and their name embroidered on them.

New shirts will be issued as required, with manager's approval.

All uniforms issued are to be worn only when representing MVACTG and to be returned to the company when you leave.

Smoking in the Work Place

As we ask that Consumers do not smoke in your presence we also ask that you give the same respect. MVACTG is a smoke free environment. At MVACTG an area has been designated outside of the buildings at each office. Please keep these areas clean and tidy.

Medication

Team Members are not to give or pass comment on medication. .

Training

Attendance at training will be **Mandatory** in some cases.

Other training may be offered on an individual basis.

Training will also be given in the form of peer training where Team Members prepare and share information.

Signing On/Off

The Sign on sheet is located in the reception area of each office building.

Signing on and off keeps a record for insurance, Work Health & Safety claims and attendance records.

Office staff have set start and finish times. Any variations to these times have to be approved by the manager. Any office staff that needs to take leave during the day must have prior approval from the manager. Overtime or Time in Lieu must also have prior approval.

Time Sheets

Each Team Member is required to complete a timesheet.

Team Member files

Each team member will have their own personnel file. This file will contain all information/documentation regarding employment/volunteering including agreements, supervision records, performance appraisals, any grievances or dispute. A Team Member may access their file at any time. Team Members may photocopy documents however the originals remain the property of the organisation. If necessary to protect others confidentiality names of other Team Members of Consumers may be "blacked" out.

Social Media

Team Members are not permitted to access or participate in social media during working hours. This includes accessing facebook, my space, chat rooms, dating sites, twitter or text messaging.

Mobile phones

Personal mobile phones are only to be used during work hours in case of emergency.

Theft

MVACTG will not be held responsible for theft of personal property.

Please look after your valuables and store them safely.

Consumer Complaints/Suggestions

If a Consumer, carer or anyone associated with MVACTG has a complaint, grievance or suggestion it can be recorded on a Quick Compliments & Suggestions form or on a Complaints/Suggestions Form. These forms are kept in each vehicle and in the office. If a Consumer gives you a suggestion/complaint thank them because they are giving us a chance to improve our service. Please ensure you are familiar with the Complaints Policy & Procedure.

Team Member Performance Dispute and Grievance Procedure

If you have a problem please feel free to talk to your supervisor about it. If it is not resolved easily please follow the Team Member Performance Dispute & Grievance procedure.

Aggressive behaviour

Violent and/or aggressive behaviour is not tolerated and any evidence of this type of behaviour will result in a requested to leave MVACTG. Team Members are not to tolerate aggressive/ violent behaviour from Consumers or Team Members. Please report all incidences to your supervisor.

Team Members who feel threatened in any way should, if at all possible, remove themselves from the situation immediately and notify the Manager. If this is not possible or the Team Member feels that they are still at risk they must notify the police immediately and let them handle the situation. Team Members should not put themselves in danger.

Conflict between Consumer and Carer

It is important that we support both the Carer and Consumer. Remember there are two sides to every story. Don't get involved in family issues, if you are concerned please let your supervisor know.

If a Consumer fails to answer the door

Ring Manager/Office to alert of the situation. The Manager or Office will inform you of the correct procedure to follow.

STAFF SPECIFIC INFORMATION

Staff Holidays

A Leave Request form for holidays can be completed with, at least, 14 days notice. Team Members should note that each request will be considered and the Manager's decision provided as soon as possible. Holidays cannot be accumulated for more than 18 months without special discussion and approval.

Staff Meetings

Formal Staff Meetings are held approx; every 6 weeks and are compulsory for all paid staff.

Staff in the outer offices will be linked to main office by teleconference.

Wages

Wages are paid fortnightly by direct debit for paid staff.

Reimbursements

Volunteers are reimbursed monthly. Please be aware reimbursements are not processed until all volunteers have submitted their timesheets and run sheets to the offices at the end of each month.

Work cover

Workers Compensation Claims Procedure is as follows:

Within 24 hours of injury the injured worker is to advise the Manager of their injury. The Manager and injured worker are to complete an Accident/Incident Report form. The Manager is to ensure that the Employee Claim form and any Doctors Certificates and Work cover Medical Certificates paperwork is appropriately completed and forwarded to the Workers Compensation Insurer.

Key Control

Keys are kept in the Managers Office Building. Persons accepting a key are responsible for returning it to the office as soon as its use is completed. No key is to be duplicated without permission by the Manager and this action is seen as an offence and may lead to dismissal. Keys are to be handled with great care and are not to be lent or shared. The holder is responsible for the key at all times. Lost keys must be reported immediately. All key holders must be noted on the Key Register.

Repair of Equipment

Before equipment is repaired it must be authorised by the Manager, and a Purchase Order Number is required. A quote must be obtained and accepted before action is taken.



DRIVER SPECIFIC INFORMATION

Transporting Consumers Safely

The main concern in providing transport services to people who are frail aged, younger people with disabilities and their carers is their safety and comfort during transport and at their destination.

Consumers with physical and sensory disabilities will rely on you to ensure that they are safe (including getting on and off the bus or in and out of a car)

Ask Consumers if they "need a hand" and do what the Consumer asks you to- Don't assume you know what help they need.

The process of promoting the dignity and independence of Consumers is dependent upon thoughtful assistance. Tact and subtlety in dealing with inappropriate behaviour is important.

As most community transport services are provided on a door-to-door basis, responsibility for care of the Consumers begins at their front door. Even getting to and from the vehicle can represent major safety hazards for Consumers.

Some examples include:

- strong winds blowing Consumers off their feet;
- slippery or uneven paths or road services causing Consumers to lose their footing; or
- high bus steps or low car doors making the Consumers bend and twist in ways which may cause them discomfort.

Allow Consumers to move at their own pace whenever possible. Rushing people only makes them nervous and increases the risk of accident. Check with the Consumer that they have not forgotten anything (keys, etc).

Don't forget the Consumers on the vehicle when fetching others – summer or winter, keep doors of the bus closed.

When assisting wheelchair users, be smooth and not too fast, asking them what help, if any, they need. Use correct methods to bring the wheelchair up and down kerbs safely and comfortably.

Once on the vehicle other safety issues and potential risks should be considered including:

- Objects that are not secured in the bus can become projectiles and cause injury if the bus stops suddenly;
- Consumers undoing seatbelts and standing up while vehicle in motion;
- Heat in a stationary bus in summer during drop off and pick up of other Consumers;
- Wheelchair restraints on the floor;
- Walking about in a moving bus; and
- Extending hands and arms from the windows of moving vehicles.

Before driving to next stop check:

- Check that all safety belts are securely on. It is a requirement in all vehicles that seat belts be worn at all times. The only exception to this rule is the case where a medical certificate can be produced stating that a Consumer is not required to wear a seat belt. This letter must be carried with the Consumer at all times during transportation and shown to the driver upon request and must be carried by the Consumer whenever receiving service. A copy of this letter must also be attached to the Consumer's file; and must contain an expiry date. There is an email from the RTA in each vehicle with the requirements.
- Driver to check wheelchair belts are secure before moving the vehicle.

Remember

- Document any event while out on bus.
- All loose objects must be secured.
- Ensure safety belts are used and kept on. Report to Service Co-ord any non-compliance.
- Stand to the left of the bus while Consumers are entering or exiting. Make sure the door is secure and be ready to support Consumers if necessary.
- An overly hot or cold vehicle can make the journey very uncomfortable for some Consumers (watch that bus temperature is suitable to Consumers not Team Members).

Pick-up lists and Bus Runs

Run sheets should be given to drivers prior to the Service. Please take time to review these lists and if you notice any inconsistencies or have suggestions as to efficiency please advise the office staff.

On the morning of the Service check you have not been sent an updated run sheet. Collect keys from safe at shed, check phone is turned on and working, and the information folder is in the vehicle. Review sheets for any last minute changes that may have been made and remember to complete your departure check.

Instructions/strategies that are given about a Consumer's condition and ways of assisting them remain unchanged until discussed or reassessed by office staff.

The office gives Consumers an approximate pick up time and drivers must try and keep to it where possible.

Drivers are not permitted to divert from the run sheet. Should a Consumer wish to be picked up from or delivered to a different location from that listed on the run sheet the office must be contacted for instructions.

The decision regarding the change to the usual route of travel will be made with consideration of:

- Impact on other Consumers e.g. will it increase time they are on vehicle;
- Duty of Care to Consumer e.g. does the Consumer have memory loss or other condition that may result in the Consumer being left at an unsafe location without a carer being present;
- The regularity of such requests e.g. should Consumer be reassessed; and
- Impact on service e.g. extra costs associated with destination.

Under no circumstances is the driver to divert from usual run without contacting the office.

Incident Reporting

Any incident that takes place during transport or at a destination must be reported on an Accident/Injury/Incident Report Form. Accident/Injury/Incident Report Forms are located in driver's folders.

Consumers Personal Information

Any paperwork including runsheets or notes that you have with Consumers details are not to be placed in rubbish bins. All paperwork containing any information needs to be returned to the office and destroyed by shredding.

Communication

Mobile phones are in all company vehicles should a driver need to communicate with the office. If you have to use your own mobile phone, call the office and have them call you back.

Air conditioning in the bus

Be aware that air conditioning is for the comfort of the Consumers travelling. When putting air conditioning on, check that it is for the comfort of the majority of Consumers.

Drug and Alcohol usage

MVACTG and the RTA stipulate a 0.0 blood alcohol level for any driver of a Community Transport/Service vehicle. Where high levels of alcohol have been consumed blood alcohol levels can remain elevated for extended periods, for example up to 24 hours. Therefore drivers should be mindful of alcohol consumed the evening prior to undertaking service driving activities.

Smoking

There will be no smoking in any Service vehicles at any time. Team Members are not to smoke in privately owned vehicles during Service activities (including transporting of other Team Members).

Animals

No animals/pets are allowed in our vehicles expect guide dogs.

Eating in Vehicles

There is no eating or drinking in vehicles except for water unless prior approval has been arranged.

Manual Handling

A short video and training is to be completed before driving or assisting with Consumers.

Carry of Mobility Aids and Goods on Vehicles Policy

MVACTG is committed to ensuring the safety and comfort of all its Consumers and recognises the dangers presented by incorrectly or poorly stowed items upon its vehicles. In consideration of this fact the following procedures shall apply:

1. No item shall be carried upon a vehicle in a manner that will allow it to become a missile within the vehicle in the event of sudden deceleration (e.g. an accident).
2. No item shall be carried upon a vehicle in a manner that will allow it to block an entrance, exit, aisle or emergency exit.
3. Wherever practical, items will be carried within designated storage bins or lockers.
4. Mobility aids that cannot be appropriately secured within a vehicle shall not be carried within a Consumer compartment.

First aid Kits

All vehicles used by MVACTG are supplied with appropriate First Aid Kits

Infection Waste clean-up kits

Clean up kits are kept in company first aid kits in vehicles.

Vehicle Breakdowns

All company vehicles are covered by the NRMA emergency breakdown service.

Team Members who use their own vehicles are also required to have NRMA or other breakdown coverage

In the event of mechanical breakdown immediate action will be taken by the Team Members to minimise danger to Consumers and to ensure their comfort.

Such action shall include:

- moving the vehicle to a safe position (away from traffic) where possible. Where the vehicle cannot be moved, assisting Consumers to move to a safe location where appropriate;
- utilizing appropriate safety equipment to minimise risk (where possible), e.g. traffic indicator triangles and hazard lights;
- monitoring the well-being of Consumers;
- keeping Consumers informed of developments; and
- calling the office so assistance and support can be provided.

The Office shall be notified of the breakdown as soon as possible and kept informed of any developments.

Where there will be significant delays, the next of kin, family or carers will be contacted by the office.

Motor Vehicle Accident Procedures

Any persons involved in a motor vehicle accident should follow the procedures outlined below:

- stop at once;
- DO NOT admit liability;
- as much as possible ensure vehicle is not posing a further traffic hazard;
- offer assistance to anyone who might be injured and where necessary contact emergency services; and
- report the accident to police get the names and addresses of all witnesses.
- Fill in an Accident/Incident Report Form. If the police attend, make sure you provide the police with all relevant information about yourself and the other driver;
- Obtain and keep a record of the attending police officer's name, rank, number and station; and
- As much as possible take notes of all information discussed.

Vehicle Evacuation

Following an accident, vehicles should only be evacuated in the case of immediate and extreme danger.

In the case where evacuation is required the following shall apply:

1. No action shall be taken to protect the property of MVACTION or any other private property to the detriment of Consumers or other persons. Ensuring the safety of Consumers shall be the first priority of Team Members.
2. Consumers shall be removed from the vehicle and assisted to safety as swiftly as possible. Priority should be given to those most able to help themselves ahead of those who require more time and assistance to evacuate. This ensures the greatest number of people will be evacuated.
3. All available help shall be enlisted during an emergency vehicle evacuation.

4. The Manager is responsible where necessary for organising counselling and support through an approved agency to Consumers and other personnel traumatised by any accident /evacuation involving MVA CTG.

Mobility Parking Authorities

Mobility Parking Authorities are available from Head Office if required.

Each Parking Authority is allocated to a particular vehicle (see Parking Authority Register).

Each Parking Authority must be entered onto the Mobility Parking Authority Register and all movements of the card entered on the Register so that the card can be tracked at all times. The RTA conducts random audits of this procedure. They are strictly regulated so drivers must be registered to use them and sign for them before use.

VOLUNTEER SPECIFIC INFORMATION

Volunteer Holidays

MVA CTG believes it is important for our volunteers to “have a break”, if you could provide us with as much notice as possible that will help us get someone else to fill in while you are away.

Volunteer Meetings

We try to organise Volunteer Meetings at the different offices from time to time, these are usually informal BBQ's or morning teas but not always possible due to the large demographic area we cover. So we encourage you to attend the Volunteer Christmas party held in November each year.



Why People Volunteer

There are lots of reasons but here's a few:

“It's a great way to meet people and new friends”

“It feels good just to give from the heart in this world where everything is about getting things and technology”

“It's a great way to learn new skills and eventually get employment in the sector”

“I learn so much from MVA CTG Users about history and what's really important in life”

“While I was unemployed it felt good to still be contributing to the place where I live”

“On the pension you have lots of time so it helps to fill my day and make others lives a bit brighter”

Volunteer Positions

Volunteers are recruited for the following positions:

- Governance Body Members;
- Driver assistants;
- Bus drivers;
- Car drivers;
- Passenger attendants

- Basic administration.

As a Volunteer please:

- Have a sense of humour and cheerful personality;
- KNOW YOURSELF - be aware of your own potential and limitations;
- LISTEN allowing the Consumer to lead the way;
- Be perceptive to the Consumer's needs;
- Show empathy, not sympathy;
- Respect the individual's values and attitudes;
- Respect confidence;
- Allow the Consumer freedom of choice;
- Be adaptable;
- Don't push your views or opinions on others;
- Remember there is always TWO SIDES TO EVERY STORY
- Assist the Consumers to live their lives more fully;
- Give SUPPORT and ENCOURAGEMENT; and remember
- Know that you are ALWAYS part of a TEAM. Think about how your actions may impact upon other volunteers. If you bend the rules, Consumers will expect others to do so as well AND THAT IS NOT FAIR.

You have the Right as a Volunteer to:

- **Orientation and Training** - The right to an orientation and introduction to the people you will be supporting. Training for the job will be provided one to one by another more senior Team Member. There may also be training sessions held throughout the year that you will be asked to attend. You also have the right to continuing education - follow up to the initial training, and information about new developments;
- **Enjoy what you do** - The right to a suitable assignment - with consideration for personal preference, temperament, life experience and education;
- **Be Treated fairly** – To be considered and treated the same as the rest of the team;
- **Guidance, direction and regular evaluation** – The right to sound guidance and direction - by someone who is experienced, well informed, patient and thoughtful;
- **Recognition** -The right to recognition - to have a part in planning, to feel free to make suggestions, and to have respect shown for an honest opinion and to be recognised for the work you do;
- **Be informed** - The right to know as much as possible about the organisation, its policies, its people, its programs; and

- **Say No** – You have the right to say no, while we ask you to be dependable we also know sometimes things happen that mean you may not be able to volunteer on a particular day. All we ask is that you give us as much notice as possible so we can fill your shoes. Volunteering also involves a lot of giving; sometimes you may feel you need a break. At times like this let us know and have some time off. We would rather you look after yourself than push yourself and end up giving up volunteering.

Volunteers also have responsibilities:

- **To be dependable** - The person you are assisting has the right to a reliable service. Make sure that you are doing what you really want to do;
- **To be willing to learn and attend training** - find out all that you can about your job, the guidelines and the organisation. Attending training is a necessary part of being a volunteer to learn about the organisation, communication, ageing and much more. If the training times do not suit you, you have a responsibility to communicate the need for another time;
- **To be patient** – people with special needs need as much independence as possible;
- **To keep confidence** – You will learn things both on the job and off the job but this information must be kept to yourself. Concerns and changes in Consumer's circumstances must be reported;
- **To have an open mind**– Accept other people's opinions even if you don't agree with them. Others have a right to their viewpoint without pressure to accept yours; and
- **To know you are part of a team and you must support that team** – This means thinking about other volunteers before you do something. We all need to follow the guidelines and support each other. We are here to encourage independence so it's important that any volunteer be able to step in and provide service to a Consumer - so don't set yourself up to be irreplaceable.

Training

The primary goals are:

- To achieve a better understanding of yourself and of those with whom you do volunteer work;
- To increase confidence in undertaking assigned tasks;
- To learn better communication skills; and
- To become more aware of attitudes and values in yourself and others.

It is the right of a volunteer to receive training and support and it is also your responsibility to make every effort to attend sessions.

Training sessions also allow for debriefing, support, information about other services available and share friendship over a cup of tea or coffee.

As we receive funding from Home and Community Care we are also then accountable to them. Training sessions give us an opportunity to explain what is happening so you in turn can support the Consumers.

Training sessions are also your opportunity to have input into the organisation and services on a regular basis. This is a means of the organisation growing with the needs of the Consumers and being creative and flexible.

Volunteer Monthly Record

On commencement of volunteering you are given a Volunteer Monthly Record. This sheet is for you to record the kilometres you travel, phone calls made, time given and the type of support you provide. At the end of each month we ask that the sheet be returned to the office. Your out of pocket expenses will be reimbursed using the data as an account. The Service uses the information to collect its data. A new sheet will be issued at this time.

Please note, your start time is when you pick up the company vehicle just prior to your run commencing, NOT when you leave home in your own vehicle.

Phone Numbers

It is important that the volunteer does not give their home or mobile number to Consumers. **Please abide by this policy.** It is for your protection as well as the Consumers. Consumers must ring the office.

Benefits

What reimbursements and benefits do volunteers receive?

- Volunteer drivers are reimbursed at \$0.60 cents per km when driving their own vehicle. With a minimum payment of \$10 for a run
- Volunteer drivers both bus and car will be reimbursed at \$0.60 per kilometre to drive to and from their home to pick up project vehicle from depot.
- If the driver lives between 1 and 10 km's from the depot they will be paid a minimum of 10km's regardless, over 10 km's they will be paid for whatever km's they travel by direct route to get to and from the depot.

Reimbursements are for out of pocket expenses and are not an income to support you

Reimbursements for both bus and car drivers are as follows and are for accumulated hours over the day and not per trip.

Short Haul – up to and including 3 hours - \$10

Medium Haul – more than 3 hours up to and including 6 hours - \$25

Long Haul – more than 6 hours up to and including 8 hours - \$32

Extra Long Haul – more than 8 hours \$47, (this is the maximum payment for any one day including overnight trips)

Please note, this does not include travel time in your own vehicle to pick up a company vehicle, as you receive a km reimbursement for this time.

Insurance

MVACTG has insurance to cover you while doing volunteer work. The volunteer insurance comes into effect only when a major injury or event takes place. Please report any injury or event so that MVACTG can support you through this time. As a volunteer there may be support that can be provided without there being a gap in costs.

Your car is not covered by MVACTG if you only have third party insurance.

We ask that you bring a copy of your comprehensive insurance policy to MVACTG then an insurance policy is available to cover your loss of no claim bonus and excess. This is only available when MVACTG knows that you are doing a volunteer task and you are on the most direct path to and from you home and the volunteer's home.

CONCLUSION

Policies, Procedures, Handbooks and Work instructions may be altered from time to time to take into account of changed circumstances or new circumstances. If a Team Member is in doubt as to the appropriate course of action to be adopted in any circumstance the matter should be discussed with their immediate supervisor/manager.

While this handbook is designed to provide practical guidelines for Team Members faced with ethical problems, it is ultimately up to the individual Team Member to recognise the ethical dimension in their sphere of operation and give proper attention to the values and attitudes that should inform their actions or decisions. This task can, and should, be made easier by supervisors who foster an atmosphere conducive to the promotion of integrity in the workplace.

I have read and understand the Team Member Orientation Handbook. I agree to promptly hand back any equipment, keys or other items given to me by MVACTG when I cease employment and will ensure all necessary monies and records be handed in to office.

I realise that MVACTG is committed to maintaining the confidentiality of Consumer information to maintain respect, dignity and privacy of its Consumers. I understand that all information given is confidential and will not be disclosed without manager's permission.

I hereby undertake and agree not to disclose by any means, be it verbal, written or any other form of communication, beyond MVACTG any information with respect to Consumers/other Team Members or any information I may acquire during the course of my service concerning the affairs of MVACTG including but not necessarily limited to information about suppliers, policies, procedures, work methods, corporate affairs, intellectual property or any other information designated by MVACTG to be confidential. (Information contained in any public promotional material may be provided to the general public)

I agree not to disclose any confidential information while working or after ceasing duties with MVACTG. I understand and acknowledge that as part of this Agreement I am not permitted to speak to any media representative on any matter relating to MVACTG and that I will refer any media representative to the Manager.

I understand I must work within the Policies and Procedures of the organisation.

Name: _____

Signed: _____

Date: _____