

**MERSEY COMMUNITY CARE ASSOCIATION (MCCA)  
VOLUNTEER POLICY, PROCEDURE AND  
INFORMATION MANUAL**



***"SUPPORTING THE COMMUNITY"***

**OUR VISION**

Independent Inclusive living

**OUR MISSION**

To provide services to assist aged and disabled consumers to live independently and to participate in their community.

**OUR SERVICES**

Transport, Home Maintenance,  
Domestic Assistance and Social Support Services

**OUR VOLUNTEERS**

Volunteers work at the coal face to provide services to clients and their carers living along the North West Coast of Tasmania

**BUSINESS HOURS**

Our office is open Monday to Friday, from 8.30am to 5.00pm

**VOLUNTEER REPRESENTATIVE**

There is a male and female Volunteer Representative who may assist you with a grievance, or take a suggestion/issue to the Board of Directors

**AFTER HOURS OR EMERGENCY CONTACT**

To contact a staff member for after-hours or emergency support  
phone: **0439 018 883**

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# INFORMATION, RIGHTS & RESPONSIBILITIES FOR VOLUNTEERS

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## DEFINITION OF A VOLUNTEER

One who gives service without reward.

Mersey Community Care Association (MCCA) has worked in collaboration with volunteers for many years and values their important contribution and commitment. Volunteers are drawn from all sections of the community and all share a desire to contribute to making a difference to people's lives.

MCCA is a non-profit, non-government, community-based organisation that provides services in the Devonport, Latrobe, Kentish and Central Coast Municipalities.

MCCA is funded through joint Commonwealth and State Government initiatives called the Community Home Support Program (CHSP) and the Home and Community Care Program (HACC). This manual contains policies, procedures and information about the responsible management of Volunteers. The purpose of this manual is to:

- Ensure that MCCA volunteers understand and adhere to the principles of volunteering as defined by Volunteering Australia. (Reference: [www.volunteeringaustralia.com.au](http://www.volunteeringaustralia.com.au))
- Ensure that the Volunteer Program operates within the guidelines of community development principles.
- Provide a clear statement about the roles and responsibilities of the volunteers and the organisation.

## PHILOSOPHY

Mersey Community Care Association values the contribution made by volunteers and recognises that by:

- Acknowledging that the relationship between volunteers and MCCA is a reciprocal one.
- Acknowledging that volunteers exercise free choice in committing to MCCA.
- Acknowledging that volunteers are of equal status and deserve to be treated the same as paid employees, and that MCCA expects the same standards of its volunteers as it expects of its paid employees.
- Acknowledging the contribution of volunteers in documentation and recording hours worked.
- Providing an opportunity for the development of skills and experience.
- Providing support in the form of policies, procedures and guidelines and training to ensure volunteers are well equipped to provide services to people with whom they work.

## APPLICATION AND INTERVIEW

All potential volunteers meet with the Volunteer Coordinator to:

- Discuss their interest in volunteering and why they wish to volunteer for MCCA.
- To complete their application form.
- Discuss any expectations about their volunteer role.
- Determine their availability.
- Receive information on the background and culture of MCCA.
- Discuss the services that they can work in and the type of work that they can do.
- Discuss the commitment expected from volunteers.
- Discuss limitations MCCA should be aware of.
- Complete application for a Schedule 1 National Police Check.

- Complete application for a Working with Vulnerable People Check.
- Discuss suitability for MCCA and MCCA's suitability for them.
- Provide contact details for character references.
- Show a current Tasmanian driver's licence.

If information provided in the checks indicates that an applicant may not be suitable for volunteer work, the Volunteer Coordinator will discuss their concerns with the applicant, before deciding if their application will be accepted. New volunteers are sometimes placed on a probationary period and some offences can automatically preclude an applicant from becoming a volunteer of MCCA.

## **POSITION DESCRIPTIONS**

A copy of each Position Description is provided in this manual.

## **INDUCTION**

Induction is compulsory for all new volunteers and must be completed prior to starting work for MCCA.

## **SUPERVISION**

- Volunteers should expect to receive support and supervision in their role.
- Volunteers will receive support and direction from the Program Coordinator that they are working with and can receive support from the Volunteer Coordinator and the Program Manager.

## **CONFIDENTIALITY**

- All volunteers must read and sign the Volunteer Confidentiality and Non-Disclosure Agreement.
- Any breach of this agreement can result in a disciplinary procedure or dismissal from MCCA.

## **PRESENTATION**

- Appropriate footwear must be worn at all times. Thongs, scuffs and sandals with no heel strap are not considered appropriate footwear.
- Please be aware that strong perfumes and body colognes can cause discomfort, allergies or nausea for other people travelling in the vehicle. It is recommended that volunteers refrain from wearing perfumes and body colognes when driving MCCA vehicles.
- Volunteers can purchase and wear the MCCA badged Polo Shirts, High Vis Top or Vest.

## **INSURANCE**

All volunteers are covered by Mersey Community Care's public liability and personal accident insurance.

- The policy covers volunteers for all work that has been authorised by and is under the control of MCCA. This includes direct travel to, from or during voluntary work, as approved by a Program Coordinator.
- Volunteers using their own vehicle to take a client shopping must have **Full Comprehensive Insurance**.
- The original insurance policy must be presented to the Volunteer Coordinator, who will keep a copy in the volunteer's personnel file.
- It is recommended that volunteers inform their insurance company that they are using their car for volunteer work.

- Never agree to transport a client in your own car without the authority of a Program Coordinator.
- Volunteers using their own vehicle for duties authorised by MCCA, who sustain damage to their vehicle may have their insurance excess compensated. Approval and the amount of excess to be compensated is decided by the Mersey Community Care Board of Directors.

### **INCIDENT/ACCIDENT REPORTING**

- Volunteers must report any risk, injury or accident to their Program Coordinator immediately, who will support the volunteer to access and complete this process, as directed in the procedure.

### **RECORDING AND VOLUNTEER HOURS**

- Volunteers are expected to maintain a record of their hours and are responsible to ensure their availability when working for more than one service within MCCA. This assists the Program Coordinator to identify, monitor and manage the volunteer's workload. A record of volunteer hours is needed for statistical reporting purposes.
- Each service will require volunteers to complete documents that are used for recording data, statistics and other information.
- Your Program Coordinator will advise you about the information that you will be required to record.

### **REIMBURSEMENT POLICY AND TRAVEL EXPENSES**

- Program Coordinators approve all out of pocket expenses that volunteers receive reimbursement for.
- Receipts must be provided before reimbursement is provided.
- Volunteers must complete a Travel Reimbursement Form and return it to the Program Coordinator for authorisation before reimbursement can be paid.
- Volunteers who use their own vehicle to take clients shopping are entitled to claim reimbursement.
- The MCCA Travel Expenses Claim Form must be completed accurately before your claim can be approved. These records are required to calculate your reimbursement expenses.
- Travel Expenses Claim forms are available from the Administration Office.

#### **7.18.3 POLICY REIMBURSEMENT OF COSTS**

### **RESIGNATION**

It is recognised that due to changing circumstances a volunteer may need to resign from their voluntary position with MCCA. Volunteers are required to give as much notice as possible to their Program Coordinator. The Program Coordinator or the volunteer should then inform the Volunteer Coordinator.

MCCA is committed to improving the quality of service provision and all feedback regarding a volunteer's experience at MCCA is appreciated. If the volunteer is leaving due to issues encountered at MCCA or dissatisfaction with MCCA it would be beneficial to be informed of these reasons. Confidentiality will be maintained in all matters relating to this issue.

All volunteers who resign, or who are terminated, cannot continue to have contact with MCCA clients under the auspices of a MCCA volunteer identity.

Some sections of the Human Resource Management are provided below. The full Human Resources Management Policy can be provided to volunteers upon request.

## **HEALTH POLICY**

MCCA is committed to providing a safe and healthy working environment for volunteers and achieves this through ensuring compliance with the Workplace Health & Safety requirements for employees.

Volunteers are required to sign the Health Policy, prior to starting work with MCCA.

## **MOBILE PHONES**

- Each vehicle has a mobile phone allocated to it, to be used during a driving shift.
- MCCA employees should pull over and stop their vehicle when they are required to talk on the phone. This includes using a hands-free kit. Failure to do so may result in you receiving a fine and loss of points. Volunteers are responsible for any fines incurred.
- Mobile phone use should be kept to a minimum and it is recommended that incoming calls are diverted to voicemail and messages checked when it is safe to pull over.
- The mobile phone can be used in emergencies, or to contact the Transport Coordinators or your family in the case of an emergency.

## **TRAINING**

- MCCA provides volunteers with opportunities to access ongoing training.
- To enrol in training, contact the service that is advertising the training.
- If you require additional training to assist you in your voluntary role, please inform your Program Coordinator.

## **FEES**

- It is a Government requirement that MCCA collects client fees.
- Volunteers receive information about the client fees to be collected from their Program Coordinator.

## **DONATIONS AND GIFTS**

- Some clients wish to show their appreciation by offering money or a gift to either a volunteer or to MCCA. We try to discourage clients from making donations, as they could be placing themselves in financial difficulty. Please talk to a coordinator if you are unsure.
- Under no circumstances must donations be solicited.
- If a client insists on donating, hand monies received to your Program Coordinator.
- The amount received is to be receipted to the client.
- Please acknowledge gratefully any donation made.

## **MANUAL HANDLING**

- Volunteers are not trained in manual handling and should never attempt to lift a client who has fallen or lift or push a client in or out of a vehicle. Some clients are frail and may sustain a severe injury from being forcibly moved.

## **ADMINISTERING MEDICATION**

- Under no circumstances are volunteers to administer any kind of medication.
- If required, phone an ambulance and your Program Coordinator immediately.

## **PRESCRIPTIONS**

- The client must always sign for their own prescriptions.
- If the client is unable to go into the chemist, you can take the script out to the client or ask the chemist assistant to bring the script out to the car, for the client to sign.

## **DONATING BLOOD**

- If you are a regular blood donor, it is a requirement that you do not drive an MCCA vehicle for 24 hours after donating blood.

## **VEHICLE MAINTENANCE**

- If you are concerned about any aspect of an MCCA vehicle's safety or maintenance, please inform the Program Coordinator and complete a Green Form immediately.
- If you use your personal vehicle to transport MCCA clients, you must ensure the safety and maintenance of your vehicle.
- Please ensure that the vehicle is left in a clean and tidy condition when you're driving shift is finished.

## **BREAKDOWNS**

- In the event of a breakdown contact the Program Coordinator immediately. The Program Coordinator will advise you of what action to take.
- A 24-hour RACT Roadside Assist Card is in each MCCA vehicle.
- If the vehicle breaks down outside of office hours, please use the RACT Roadside Assist Card and phone the after-hours mobile number for MCCA.

## **ACCIDENTS**

- Ensure the vehicle is not posing a further traffic hazard.
- Assess the accident scene and ensure your own safety, before rendering assistance to injured persons. Do not attempt to lift or move injured persons.
- Dial 000 to contact the emergency services.
- Contact the Program Coordinator as soon as possible.
- Write down names and addresses of all witnesses to the accident.
- Basic First Aid kits are in the glove box of each vehicle.
- In any situation involving damage or a collision, please complete the Vehicle Crash Report, located in your driving folder.
- An Incident/Accident Report must be completed when you return to MCCA.

## **ILLNESS OR MEDICAL EMERGENCY**

- If a client becomes ill during service provision, assess the situation and if the client requires an ambulance, ensure that you have the client's permission before ringing one.
- If the client is unconscious, call an ambulance immediately and then inform the Program Coordinator. Do not attempt to lift or move the client.
- Vomit bags are in the door pockets of each MCCA vehicle.

## **FUEL**

- A Fuel Card is supplied and is in the console of each vehicle.
- The fuel card can only be used at Caltex Service Stations.
- Vehicles should be refuelled when the tank is half-full or less.

## **STORAGE**

- All loose items, including walking frames, walking sticks, groceries, packages, umbrellas and other items, must be placed behind the cargo barrier of the vehicle when in transit.

## **SMOKING**

- MCCA does not permit smoking on our premises, or in, or near MCCA vehicles.

## **CLIENT BOOKINGS**

- Please never accept a booking on behalf of a client.
- If the client is unable to and you are with the client, you can phone on a client's behalf. However, encourage the client to ring themselves.

## **NO RESPONSE PROCEDURE**

- Please inform the Program Coordinator immediately if a client does not respond when you attend their property.
- The Program Coordinator will activate the Client No Response Procedure.
- Do not break into a client's home, forced entry is unlawful.

## **ANIMALS**

- MCCA is not permitted to transport animals in the vehicles, apart from Special Needs Dogs.

## **CLIENT RIGHTS AND RESPONSIBILITIES**

- It is the duty of all MCCA volunteers to acknowledge and respect the basic rights of our clients.  
(A copy of the Clients Rights and Responsibilities can be provided upon request)

## **CHANGES TO CLIENT CARE PLANS**

- If you go over the time recorded in the Client Care Plan, please notify your Program Coordinator as soon as possible.
- If you or your client change the day or time of the support, please contact the Program Coordinator, to ensure that you are covered by MCCA Insurance.
- If you visit your client outside of the hours recorded on the Client Care Plan, you will not be eligible for travel reimbursement and will not be covered by MCCA insurance.

For more information please speak to your Program Coordinator



## EQUAL EMPLOYMENT OPPORTUNITY

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Our organisation chooses the best person for the job regardless of:

- Race
- Physical, intellectual or psychological impairment
- Gender
- Age
- Sexual orientation
- Marital status
- Family status and responsibility, including pregnancy
- Religious or political beliefs, activities or practices
- Spent convictions.

Equal opportunity principles are followed in all areas of staff management. Individuals are appointed based on their ability to meet criteria that is consistent with the role and position description.

Information and training, when appropriate, on equal employment opportunity and staff recruitment processes is provided to all staff and board members involved in staff recruitment.

## **STAFF PERFORMANCE DISPUTE PROCEDURE**

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The following is the procedure for supervisors to deal with a staff performance dispute not involving misconduct. Misconduct is action by staff that results in instant dismissal. In this procedure, the term employee refers to both staff and volunteers. Supervisor refers to the Program Coordinator, Manager or Board representative as appropriate.

### **Step 1: Seek Advice**

Supervisors should seek advice from a senior management if unsure whether the issue with the staff member or volunteer is a performance issue and are unsure of how to deal with the issue. If necessary, obtain advice from MCCA's industrial relations advisors, Jobs Australia. If required, the employee should consider seeking advice from their union or another independent body.

Unless advised to the contrary the following steps apply:

### **Step 2: Verbal Warning**

The employee is told as soon as possible of the issue, complaint or about their work performance and is provided with an opportunity to discuss the complaint. The Program Coordinator or Program Manager, in consultation with the employee, outlines how the employee must improve their performance. The employee is offered the assistance and support needed to improve their performance. A timeframe to review the employee's performance is agreed to. Consideration is given to providing adequate time for the person to resolve the issue. Any risks to the organisation are also considered.

### **Step 3: First written warning**

If the employee's performance is still unsatisfactory at the end of the review timeframe, there is further discussion with the employee. This will include the employee, a representative of their choice (optional) and the Program Manager and/or the General Manager. The complaint against the employee and plans for improvement are recorded in writing and a copy is provided to the employee, clearly outlining that a lack of improvement by the date agreed to, will result in a final written warning.

### **Step 4: Final Written Warning**

If the employee's performance has not improved by the date agreed to, a meeting will be arranged to issue a final written warning. This meeting includes the employee, a representative of their choice and the Program Manager and/or the General Manager. Plans for improvement are recorded in writing and a copy given to the employee clearly stating that a lack of improvement by a specific date will result in termination.

### **Step 5: Termination of Employment**

If the problem persists after the date set in the final written warning, the employee may be terminated. The termination must be approved by the General Manager. If the termination is not approved an alternative process for managing the performance issue is developed.

**Detailed notes of performance dispute management are recorded on a record of staff counselling interview form.**

## STAFF GRIEVANCE PROCEDURE

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In this procedure, the term employee refers to both staff and volunteers. Supervisor refers to the Program Coordinator, Managers or Board representative as appropriate. If an employee has a grievance related to their employment or concerning another employee, the following process applies:

1. The employee should register their complaint in writing on the Mersey Community Care Association complaints form and forward it to their Supervisor.
2. The complaint is to be registered in the compliments and complaints folder.
3. The General Manager is responsible to ensure that an investigation into the complaint and attempt to resolve the complaint is completed.
4. If the complaint involves the General Manager and the employee making the complaint feels that it cannot be resolved fairly, the complaint is to be directed to the President of the Board of Directors of MCCA.
5. All discussion should be case noted, and a copy is to be given to the employee making the complaint.
6. If the General Manager is unable to resolve the complaint, it is then to be referred to the Board of Directors.
7. The Board will then appoint one or more of their members to investigate the complaint (hereafter referred to as a sub-committee).
8. All written information will then be given to the sub-committee. The employees involved in the complaint may also address the sub-committee.
9. The sub-committee will then attempt to resolve the complaint to achieve a fair outcome for the employee/s making the complaint.
10. If no resolution can be reached, the sub-committee is to report back to the Board of Directors who will then advise what action to take.
11. After the complaint has been resolved, a full record of the proceedings will be submitted to the Board of Directors, to be presented at their next meeting. A copy is kept on file.
12. The Board of Directors will decide on the issue and advise the employee of their decision within 7 days. The decision of the Board is final.

## MISCONDUCT

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Misconduct includes very serious breaches of our organisation's policies and procedures or unacceptable behaviour that warrants the dismissal of an employee.

Examples of misconduct include:

- Theft of property or funds from MCCA
- Willful damage of the organisations property
- Intoxication through alcohol or other substances during working hours
- Verbal or physical harassment or discrimination of another employee or client
- The disclosure of confidential information about MCCA to any other party without prior permission
- The disclosure of client information, other than information that is necessary to assist clients and to ensure their safety
- Conducting a private business from MCCA's premises or using the organisation's resources for private business without the permission of the Board of Directors
- Falsification of any records
- Failure to comply with the Code of Behaviour for staff and volunteers.

The General Manager is responsible for all issues relating to misconduct and ensures that there are two representatives from our organisation present at the meeting to discuss the misconduct.

The employee involved is encouraged to bring a support person with them for the interview. A record of staff counselling interview is completed and signed by all parties and a copy is provided to the employee and a copy filed in their personnel file. The General Manager advises the Board if an employee is terminated due to misconduct.

# CODE OF BEHAVIOUR

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All employees are required to comply with the Code of Behaviour for staff and volunteers which encapsulates the respectful, safe and professional delivery of support to our clients, representatives, contractors, the community and any other stakeholders.

Employees are required to sign a Code of Behaviour form on commencement. Disciplinary action may be taken if employees not abide by the Code of Behaviour.

Staff/volunteers agree to:

- Abide by the philosophy of Mersey Community Care Association (MCCA).
- Observe all the rules of our organisation including those specified in the Constitution and any others determined by the Board of Directors.
- Adhere to all the accounting procedures of MCCA.
- Work in a safe and competent manner in accordance with the policies and procedures of MCCA.
- Respect the dignity, culture, values and beliefs of all individuals.
- Represent MCCA in a positive way.
- Wear suitable, clean clothing including shoes appropriate to the role.
- Not discuss confidential issues of MCCA with people outside the organisation. Regard all information provided by a service user as confidential and never disclose personal information to a service user.
- Not take illegal drugs or consume alcohol when on duty or on the premises.
- Not accept gifts or purchase any items from clients (except small gifts of home garden produce).
- Not have sexual relationships with clients, take them to your private residence or engage in a relationship with a client outside of a professional relationship.
- Follow grievance procedures set down by the Board of Directors to try to resolve conflicts with other employees or members of MCCA.
- Not harass clients, volunteers, or staff members of MCCA.
- Not abuse, physically or verbally, clients, volunteers other staff members of MCCA.
- Not give advice to clients or diagnose the condition of a client's health. If requested by the family as to your thoughts regarding the condition of a client, refer them to their Medical Practitioner or hospital.
- Not to alienate clients from their family.
- Treat clients with courtesy, respect and consideration, act on complaints and provide services to the best of your ability.
- Abide by the policies and procedures for all employees to complete their roles safely and effectively.
- Read the policies and procedures relevant to your role.

# WORKPLACE BULLYING

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This policy applies to all relationships within Mersey Community Care Association. (MCCA) MCCA will not accept workplace bullying or violence by staff, volunteers, clients, contractors or members of the public.

Behaviour of this nature is unacceptable and will not be tolerated under any circumstances.

This also applies to any workplace bullying or violence in any work-related context including conferences and work functions.

It is MCCA's policy to provide an environment where employees:

- Are treated with dignity, courtesy and respect
- Can work without distress or interference caused by workplace bullying or violence.

Workplace bullying is repeated, unreasonable behaviour directed towards an employee or group of employees, that creates a risk to health and safety.

Bullying types of behaviour, where they are repeated or occurring as part of a pattern of behaviour can include, but are not restricted to:

- Verbal abuse
- Excluding or isolating an employee
- Psychological workplace bullying and violence
- Intimidation
- Assigning meaningless tasks unrelated to the job
- Deliberately changing work rosters to inconvenience an employee
- Inappropriate practical jokes
- Deliberately withholding information that is vital for effective work performance.

## REPEATED BEHAVIOUR

Repeated behaviour refers to the persistent, consistent nature of the behaviour, not that the behaviour is the same type each time.

- Behaviour is considered 'repeated' if an established pattern can be identified.
- It may involve a series of different incidents including verbal abuse, deliberate damage to personal property and unreasonable threats of dismissal.

## SINGLE INCIDENT

- According to the definition, a single incident of bully-style behaviour does not constitute workplace bullying. However, MCCA does not condone this and is required to take the appropriate action to ensure that the inappropriate behaviour is not repeated.
- The behaviour may be considered as harassment or discrimination.

## WHAT IS NOT WORKPLACE BULLYING?

It is important to note the difference between a person's legitimate authority at work and workplace bullying. As an employer, MCCA has a legal right to direct and control how work is performed, and Managers have a responsibility to monitor workflow and give feedback on performance.

Reasonable management actions include, but are not limited to:

- Performance management processes
- Disciplinary actions
- Action taken to terminate an employee's employment
- A decision not to provide a promotion in connection with the worker's employment
- Allocating work in compliance with systems, policies and procedures
- Managing injury and illness processes
- Business processes, such as, workplace change or restructuring.

If an employee has obvious performance or behavioural issues, these will be identified and managed in a constructive way that does not involve personal insults or derogatory remarks.

## **WORKPLACE VIOLENCE**

Workplace violence is any incident where an employee is physically attacked or threatened in the workplace.

Acts of workplace violence can include, but are not limited to:

- A threat to harm an individual or group
- Striking, kicking, scratching, biting, spitting or any other type of direct physical contact
- Throwing objects
- Pushing, shoving, tripping, grabbing
- Any form of indecent physical contact
- Attacking with a weapon.

Some types of workplace bullying, and violence may be considered an offence under criminal law e.g. physical assault or threat of assault.

# **FLEETS SAFE & SAFER DRIVING POLICY**

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The Mersey Community Care Association (MCCA) fleet management and safer driving policy is based on research and programmes that are effective in reducing the number and severity of road crashes. The policy will be reviewed annually in accordance with the audit and accreditation requirements for MCCA. In that review, new information that contributes to road safety and safe driving will be included in this living document, and as a result will be integrated into the driver induction and safe use of vehicles education programme.

The following important points frame the fleet management and safer driving policy:

- Road safety is paramount to the on-going success of MCCA's volunteer driver transport service. It is managed using a systems approach to fleet safety and safe driver management.
- MCCA continues to improve its service through its external accreditation process. The internal process of sharing responsibility and developing partnerships for road safety enhances and revitalises this quality endorsement.
- A range of fleet safe strategies that contribute to the safety of volunteer drivers, staff, and clients, flow from this policy. With this at the fore, this policy and background information document leads to the MCCA's driver induction and education programme.
- The driver induction and education programmes support this policy for total quality management purposes.

## **SHARING RESPONSIBILITY**

MCCA Board of Directors, staff and volunteers agree to share responsibility in developing a road safety culture within the organisation and with the wider community. The Tasmanian State Government's road safety strategy and action plan supports this, with the aim of reducing fatalities and serious injuries on Tasmanian roads.

The organisation agrees to:

- Provide policy and clear action plans for driver behaviour
- Manage the fleet for safety
- Provide access to safe vehicles
- Manage the driver induction and safe driving education programme
- Support all staff and volunteers in respect of road, vehicle, passenger, and driver safety
- Continuously improve the fleet management for safer driving policy in conjunction with the organisation's overall quality assurance accreditation.

The driver agrees to:

- Practise safe driving behaviour
- Sign the safer driving policy acknowledgement form
- Adhere to all MCCA driving regulations as set out in the driver induction programme
- Ensure that the organisation's expectations relating to vehicle care for safety are fulfilled
- Provide the organisation with accurate and timely reporting of all incidents relating to this policy.

Setting targets:

- Target 1 – reduce the social and economic costs of road crashes and injuries
- Target 2 – specific reduction in road crashes



- Target 3 – develop performance indicators related to reducing speed, increasing seat belt usage and in creating a safe driving volunteer culture
- Target 4 – contribute to Tasmania’s road safety strategy / vision
- Target 5 – continuously improve through regular fleet management meetings and review and evaluate the organisation’s agreed shared responsibilities.

#### Building partnerships:

Department of Infrastructure Energy and Resources, (DIER) – a community road safety partnership where two-way communication and support for road safety issues and projects occur in the MCCA service area.

- Health organisations – promote fleet safety policy to similar organisations and share resources to develop and improve road safety for all involved.
- Industry – purchase safe vehicles that are tested by the Australasian New Car Assessment Program (ANCAP) and encourage local vehicle suppliers to promote the same.
- Community – encourage and promote a whole of community approach to local road safety by practising and modelling safe driving techniques, by participating where possible in road safe activities, and by sharing information about the core principles of the fleet management for safe driving policy, its procedures and subsequent programmes.
- Local council – through the local government safety committee, make recommendations for road safety promotion and activities that affect the whole community.

### **FLEET MANAGEMENT FOR SAFER DRIVING POLICY BACKGROUND**

MCCA holds a position of ‘safety first’ for drivers and passengers of MCCA vehicles, and when volunteers’ vehicles are used for MCCA business. Safety first is achieved by MCCA applying the following procedures:

- Systems approach to fleet safety.
- Driver induction and safe driving education policy and programme.
- Monitor, review, evaluate and continuously improve the fleet management for safer driving policy in conjunction with the organisation’s overall accreditation programme.

This fleet management for safer driving policy is based on the principle of a proactive approach to fleet safety. A proactive approach to fleet/work related road safety involves continuous updating to prevent incidents from occurring, and typically utilises multiple fleet safety interventions. A systems approach to fleet management involves a core understanding and adaptation of the underlying principles about the factors and phases of road crashes.

A (Haddon’s) systems approach seeks to identify and rectify the major sources of error or design weaknesses that contribute to fatal and severe injury crashes, as well as to mitigate the severity and consequences of injury by:

- Reducing exposure risk.
- Preventing road traffic crashes from occurring.
- Preventing the severity of injury in the event of a crash.
- Reducing the consequences of injury through improved post-collision care.

### **SAFER DRIVING POLICY**

#### **SPEEDING**

*What the policy states:*

- MCCA policy states that drivers are required to drive within the speed limit at all times.
- MCCA policy states that drivers are required to drive to the conditions at all times, this includes:

- Reducing speed in inclement weather,
- Slowing the vehicle when high use road activity is apparent, and
- Observing safe and lawful driving practices at work sites, schools, town centres, and all other locations that advise a change of speed limit.
- Drivers who attract speed infringement notices and fines are personally liable for their own fines and demerit points.

*Why the policy states this:*

Speed is a major contributing factor to fatalities and serious injuries on Tasmanian roads. During the period 1996 – 2005, speed contributed to 12% of all serious casualties in Tasmania. By applying a reduction in speed, you can reduce the risk of being involved in a crash. A 5km/h reduction in speed has the potential to achieve a 15% reduction in road crashes.

## **RESTRAINTS**

*What the policy states:*

All persons in MCCA vehicles are required to wear seatbelts or use the Australian standard approved restraint. A person is not required to wear a seatbelt or restraint if they are in possession of a certified exemption issued by the Tasmanian registrar of motor vehicles.

- All persons in the vehicle are required to be restrained before the vehicle moves in either a forward or reverse motion. Each driver is required to reinforce this with passengers and not move the vehicle off until adhered to.
- All cargo is to be stored behind the onboard cargo barrier. Any loose items must be stored in a secure location to prevent personal injury in the event of a crash.

*Why the policy states this:*

A contributing factor to fatalities and serious injuries on Tasmanian roads is failure to use approved restraints, including fitted seatbelts. As a matter of safe driving practice, the driver of a vehicle should ensure that all passengers are wearing the appropriate restraint. Seatbelts are known to dramatically reduce the risk of death and serious injury in the event of a crash. Research indicates that seat belts may reduce fatalities by up to 50%. Loose cargo and unsecured equipment can represent immediate danger in the event of a crash. Even small lightweight objects can become lethal when subjected to high changes in momentum.

## **ALCOHOL, DRUGS AND DRIVING**

*What the policy states:*

- MCCA drivers are required to drive with a zero-blood alcohol limit at all times.
- MCCA drivers are required to disclose whether they are taking prescription medications and self-medications that may affect their driving, to the MCCA Transport Coordinator. The Transport Coordinator will make an assessment using the national guidelines for medications as to the effect of drivers' medications on volunteer driving activities, if required. As soon as an MCCA driver starts taking a new medication that may affect their driving, that person must disclose the information to the Transport Coordinator. In some cases, a person may require a medical certificate to state that they are able to drive whilst taking a certain medication.
- Drivers who attract drink/drug-driving convictions are personally responsible and liable for their own fines and demerit points.

*Why the policy states this:*

Alcohol and drug related road trauma is related to a significant number of all crashes on Tasmanian roads. As well as being inappropriate to drive under the influence of alcohol or drugs when on duty as a volunteer driver, MCCA takes the position that a zero BAC will lead to less road trauma on Tasmanian roads.

Research shows that drivers are twice as likely to crash with a BAC of 0.05%, 7 times as likely with a BAC of 0.08% and 25 times more likely to crash with a BAC of 0.15%.

Some medications can seriously affect a person's driving ability. These medications need to be accounted for when acting as a volunteer driver for MCCA. MCCA's insurance is only active when the safer driving policy is adhered to. In the event of a road crash, should a volunteer driver be found to have a bac limit higher than zero, or have other medications found in a toxicology report that have not been reported to and assessed by the MCCA Transport Coordinator, liability for that road crash will be the responsibility of the driver.

## **INATTENTION AND FATIGUE**

*What the policy states:*

- MCCA volunteer drivers are required to pay attention and avoid distractions when driving.
- MCCA drivers are required to take a ten-minute break after every two hours of driving to avoid fatigue and must take a break when signs of fatigue are apparent.
- MCCA drivers are required to stop the vehicle if the driver is distracted. This includes stopping the vehicle to use a mobile phone, to discuss with passengers ceasing in-car distractions, and to change cd's, or to complete a major adjustment to vehicle control elements.
- Stopping the vehicle in a safe location is a vital consideration when pulling over.
- MCCA employees should pull over and stop their vehicle if required to talk on the phone, even if utilising a hands-free kit. Mobile phone use should be kept to an absolute minimum. It is advised that calls should be diverted to voicemail and messages checked when it is safe to pull over.
- MCCA drivers are required to keep two hands on the driving wheel in the correct position at all times, keep their eyes on the road, and be concentrating on driving whilst the vehicle is in motion.
- Drivers who are convicted of using a mobile phone while driving are personally responsible and liable for their own fines and demerit points.

*Why the policy states this:*

Inattention/driver distraction accounted for 21% of all serious casualties on Tasmanian roads during the period 2003-2007. Fatigue is the major contributor to inattention. Driving whilst fatigued can be as dangerous as driving under the influence of alcohol or drugs.

Fatigue is the result of inadequate rest, leading to a markedly reduced ability to carry out a task. Employee drivers and their supervisors should plan realistic schedules, be rested before departure, stop for appropriate rest breaks (at least every two hours, even if not feeling tired) and avoid driving during normal sleeping hours.

If a driver is fatigued they should be encouraged to find a suitable location to pull off the road and take a "powernap" for 10 minutes or more. Research shows that a powernap can significantly reduce the risk of fatigue related crashes. A preventative powernap before the journey is also effective.

It is an offence to drive a vehicle while using a hand-held mobile phone. The use of mobile phones whilst driving can lead to criminal conviction.

The use of mobile phones, even with hands-free phone kits, has been found to be associated with increased crash risk. Research indicates that impairments associated with using a mobile

phone, either a hand-held or hands-free mobile phone, while driving can be as profound as those associated with driving while drunk (blood alcohol concentration of 0.05).<sup>1</sup>

## **COMPLYING WITH TASMANIAN ROAD RULES**

*What the policy states:*

If you are driving an MCCA vehicle, or you are using your own vehicle for MCCA business you must:

- Hold a current driver's licence.
- Carry your licence on you at all times.
- Adhere to all Tasmanian road laws / rules.

*Why the policy states this:*

Any speeding fines, or other driving or parking related fines are the responsibility of the driver. By adhering to the MCCA safer driving policy our drivers will not incur any fines or lose demerit points on their personal licence.

## **COURTEOUS DRIVING**

*What the policy states:*

- MCCA encourages courteous driving and promotes Tasmanian road safety. An MCCA volunteer driver is required to drive to the road conditions and extend a high level of courtesy and consideration to other road users.
- A safe travel distance between road users is an important feature of courteous driving, and MCCA drivers are required to keep a minimum three-second-count gap between road users, to avoid tailgating.
- In situations where the driver feels unsafe, such as the road user behind an MCCA vehicle not observing a safe distance between vehicles, we ask that you keep safe by pulling over in a safe location and resume your journey when safe to do so.

*Why the policy states this:*

A Tasmanian road safety culture is demonstrated by using all of the techniques described in this safer driving policy. As drivers, we all have a responsibility to obey the road rules and to be courteous to other road users. By adopting the techniques described in the safer driving policy, during both professional and private driving, MCCA drivers can contribute towards a road safety culture in Tasmania.

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<sup>1</sup> Strayer, D, et al, (2006) A Comparison of the cell Phone Driver and the Drunk Driver, Human factors, Vol 48, No. 2, Summer , pp. 381-391: University of Utah.

# SUN PROTECTION POLICY

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Mersey Community Care Association (MCCA) has a Sun Protection Policy which aims to provide support to reduce employee exposure to solar UVR (ultra violet radiation), and work situations where exposure to solar UVR occurs.

This policy includes employees of MCCA, in particular the home maintenance service employees, who predominately work in the outdoor environment.

Over-exposure to UV (ultraviolet) rays causes sunburn, skin damage and increased risk of cancer. Some skin exposure to the sun's UV rays is needed for the production of vitamin D, vital for maintaining healthy bones, teeth and general good health.

Being sun smart means using sun protection when the UV rating is 3 and above (mid-September to mid-April), and safe sun exposure for vitamin D (mid -April to mid-September).

## Objectives

- To protect all employees from harmful UV exposure.
- Minimise risk to the health and well-being of employees who may be exposed to harmful UV exposure.

## Strategies

- Employees are encouraged to check the UV alert on a daily basis.
- The UV alert can be checked at [www.cancertas.org.au](http://www.cancertas.org.au) or,
- A UV index is located outside the home maintenance coordinators office and is updated daily.

When the UV ratings is 3 and above employees are required to use the following combination of sun protection measures when working outdoors:

## Clothing

- It is recommended that employees wear long pants and long-sleeved shirts with a collar.
- Light weight clothing is recommended as it is important to keep the body cool during hot conditions.
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## Sunscreen

- Mersey community care provides SPF 50+ broad spectrum sunscreen. It is recommended that sunscreen be applied twenty minutes before going outdoors and every two hours thereafter.

## Hats

- Mersey community care provides a sun protective hat, which covers the face, ears and back of the neck, to all employees working outside.
- Caps are not considered suitable.

## Sunglasses

- It is recommended that all employees wear close fitting wrap-around sunglasses that comply with Australian standards as1067:2033(category 2,3 or 4), during daylight hours when working outdoors.

## **Shade**

- It is recommended that employees, who are working outdoors, work in shaded areas or temporary shade where possible.
- Where possible, Mersey Community Care will provide indoor or shaded areas for rest or meal breaks.
- Where possible, employees are advised to rotate between indoor or shaded areas to avoid long periods of exposure to solar UVR.
- When levels of solar UVR are strongest, indoor or shaded work tasks will occur where possible.
- If possible, scheduled outdoor work tasks will occur when levels of solar UVR are less intense, such as earlier in the morning or later in the day.

### **Training**

- Training will be provided to new and existing employees to enable them to work safely in the sun.
- Sun safe resources are provided to all employees, as stated above.

## **Employees**

- Will cooperate with all measures introduced by Mersey Community Care Association to minimise the risks associated with exposure to solar UVR.
- Must comply with advice in regard to the use of sun protection control measures.
- Have a duty of care to maintain their own sun protection practices.

Mersey community care volunteers are required to sign the volunteer agreement, agreeing to adhere to policies and procedures including the sun protection policy.

# MERSEY COMMUNITY CARE POSITION DESCRIPTIONS

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## **POSITION TITLE**

Clippie - bus assistant

## **DIRECTION/SUPERVISION**

This position receives direction from the Transport Coordinator or Bus Driver and is responsible to the Program Manager.

## **FUNCTION**

To provide services for the care of older people and younger persons with a disability and their carers.

## **PRIMARY TASKS AND RESPONSIBILITIES**

1. Perform bus assistant tasks and duties as directed by the Program Coordinator or Bus Driver.
2. Load equipment and resources as directed by Program Coordinator or Bus Driver.
3. Adhere to directions provided on the job sheet.
4. Collect fee as directed on the run sheet.
5. Ensure client comfort.
6. Adhere to all MCCA policies and procedures.
7. Adhere to workplace health and safety policies and procedures.
8. Maintain confidentiality.
9. Attend all compulsory training as directed.
10. Other duties as directed.

## **ESSENTIAL**

1. A current Schedule 1 National Police Certificate.
2. A current Working with Vulnerable People Card.
3. Commit to a minimum of 4 hours voluntary work per month.
4. Commitment to work the hours that the organisation requires.
5. Ability to carry out the inherent duties of the job.
6. The ability to function as an effective member of an interdisciplinary team.
7. Excellent communication skills.

# MERSEY COMMUNITY CARE POSITION DESCRIPTIONS

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## **POSITION TITLE**

Driver

## **DIRECTION/SUPERVISION**

This position receives direction from the Transport Coordinators and is responsible to the Program Manager.

## **FUNCTION**

To provide services for the care of older people and younger persons with a disability and their carers.

## **PRIMARY TASKS AND RESPONSIBILITIES**

1. Perform transport tasks and duties as directed by Program Coordinator.
2. Load equipment and resources as directed by Program Coordinator.
3. Adhere to directions provided on the job sheet.
4. Collect fees as directed on the run sheet.
5. Ensure client comfort.
6. Provide a receipt for service as directed.
7. Adhere to all MCCA policies and procedures.
8. Adhere to workplace health and safety policies and procedures.
9. Maintain confidentiality.
10. Report all vehicle damage or defects to the Program Coordinator as soon as possible.
11. Attend all compulsory training as directed.
12. Other duties as directed.

## **ESSENTIAL**

1. A current Schedule 1 National Police Certificate.
2. A current Working with Vulnerable People Card.
3. A current Tasmanian driver's licence.
4. Commit to a minimum of 4 hours voluntary work per month.
5. Commitment to the hours that the organisation requires.
6. Ability to carry out the inherent duties of the job.
7. The ability to function as an effective member of an interdisciplinary team.
8. Excellent communication skills.



# MERSEY COMMUNITY CARE POSITION DESCRIPTIONS

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## **POSITION TITLE**

Home Maintenance

## **DIRECTION/SUPERVISION**

This position receives direction from the Home Maintenance Coordinator or the Home Maintenance Service and Assessment Coordinator and is responsible to the Program Manager.

## **FUNCTION**

To provide services for the care of older people and younger persons with a disability and their carers.

Perform home maintenance tasks and duties as directed on the job sheet.

## **PRIMARY TASKS AND RESPONSIBILITIES**

- Load/Unload equipment and resources.
- Collect fees as directed on the job sheet.
- Provide a receipt for service as directed.
- Minor repairs and carpentry jobs.
- Minor plumbing and electrical repairs.
- Replace smoke alarms and some alarm batteries.
- Pressure cleaning.
- Gutter cleaning.
- Window cleaning,
- Painting to cover repair work or small areas.
- Garden maintenance and lawn mowing.
- Conversion or garden re-design to improve accessibility and to minimise maintenance.
- Rubbish removal.
- Cleaning of work area after jobs are done.
- Filling out and submitting green forms where needed
- Assisting with the maintenance of MCCA grounds
- Any other duties as directed.

## **ESSENTIAL**

1. A current Schedule 1 National Police Certificate.
2. A current Working with Vulnerable People Card
3. If driving a current Tasmanian driver's licence.
4. Commit to a minimum of 4 hours voluntary work per month and a shift of no less than 3.5 hours daily.
5. Ability to carry out the inherent duties of job.
6. Ability to function as an effective member of an interdisciplinary team.
7. Excellent communication skills.

# MERSEY COMMUNITY CARE POSITION DESCRIPTIONS

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## **POSITION TITLE**

Social Support

## **DIRECTION/SUPERVISION**

This position receives direction from the Social Support Coordinator and is responsible to the Program Manger

## **FUNCTION**

To provide services for the care of older people and younger persons with a disability and their carers.

## **PRIMARY TASKS AND RESPONSIBILITIES**

1. Perform social support duties as directed by the Program Coordinator.
2. Adhere to the directions provided on the Client Care Plan.
3. Adhere to all MCCA policies and procedures.
4. Adhere to workplace health and safety policies and procedures.
5. Maintain confidentiality.
6. Report all feedback to the Program Coordinator.
7. Attend all compulsory training as directed.
8. Any other duties as directed.

## **ESSENTIAL**

1. A current Schedule 1 National Police Certificate.
2. A current Working with Vulnerable People Card.
3. A current Tasmanian driver's licence (if transporting clients).
4. Full comprehensive insurance (if using personal vehicle to perform work on behalf of the organisation.)
5. Commit to a minimum of 4 hours voluntary work per month.
6. Commitment to work the hours that the organisation requires.
7. Ability to carry out the inherent duties of job.
8. The ability to function as an effective member of an interdisciplinary team.
9. Excellent communication skills.

## **INSURANCE**

All volunteers are covered by Mersey Community Care's public liability and personal accident insurance.

# EMERGENCY EVACUATION PROCEDURE

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YOUR ASSEMBLY AREA IS LOCATED AT:

## MAIN ENTRANCE (OFF STEELE STREET)

### EVACUATION

- On being given a signal to evacuate...**
1. Follow instructions as directed by a warden or through the building communication system.
  2. Leave building via the nearest safe exit.
  3. Proceed to the assembly area and remain there until otherwise advised by a warden or fire officer.

### FIRE

1. Assist any person in immediate danger **ONLY** if safe to do so.
2. Close the door.
3. Call the fire brigade on **000**.
4. Attack fire **ONLY** if safe to do so.
5. Evacuate to assembly area.
6. Remain at assembly area until you are accounted for.

Funded by the Australian Government Department of Health  
Visit the Department of Health website for more information:  
[www.health.gov.au](http://www.health.gov.au)

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