



Staff and Volunteer Induction Information Manual

Last Updated: 17/07/2023



ABOUT MARGARET COURT COMMUNITY OUTREACH

Margaret Court Community Outreach (MCCO) is a Christian Charity Organization dedicated to serving and supporting those who may find themselves in a time of hardship.

For over 21 years, MCCO has provided food relief to WA's most vulnerable people regardless of race, gender or religion when it comes to helping those in need.

MCCO works from three distribution centres across Perth: *Osborne Park, Kwinana/Rockingham and Forrestfield*. We are currently in discussions for another centre to be opened in the Northern suburbs this will allow us to reach more people in need.

VISION

To be a centre of mercy, love and compassion: a "mercy ship" providing refuge and shelter to those in need.

MISSION

The mission of MCCO is to serve and support the ever-growing number of struggling families and individuals that are suffering some form of hardship in Western Australia.

Here at MCCO, our passion is to go beyond just meeting the need but to continually encourage, empower and equip individuals with necessary life-skills to change their current circumstances, giving them hope for their future.

HOURS OF DUTY

MCCO is delighted to offer a flexible volunteer environment. Having said that, we also have certain goals that need to be achieved each week in order to operate effectively and efficiently in order to bless our community.

1. The hamper program is open to the public on Tuesdays to Friday, between 10 am – 2:30 pm. Much volunteer work is achieved during these hours. There are many duties and programs that run outside of these hours. Please see the Manager for details of when your service is required.
2. Punctuality. Volunteers are asked to arrive on rostered time to work, attend meetings and other organised events.

MEETING OF VOLUNTEERS AND STAFF

1. Daily Staff and Volunteers meeting is to take place daily at 9:30am. MCCO requires you to be in attendance for these daily meetings, where there will be a short briefing for the day.
2. Signing in and out are the most important OH&S requirements when attending our centre whether staff or volunteer. When leaving the site please advise the Manager, in case of an emergency.

VOLUNTEER WORK TASKS AND INSTRUCTIONS

General Duties

1. Kitchen area cleaned and all dishes done
2. All floors mopped
3. All bins emptied
4. All freezers checked and secure
5. Empty pallets and crate into dry storage area
6. Check notice board for ongoing events at MCCO
7. All volunteers and staff to **sign-in and sign-out in book** / and pick up your Name Badges and return them at the end of your shift
8. Please locate a locker; MCCO advises that the Charity is not responsible for your personal items.
9. Agencies and external organizations are **to sign in on Visitor's Sign-in book**. Visitors must wear a reflective (high-visibility/"hi-vis") vest at all times and remains with a Staff Member or a Team Leader.

List of job tasks required to be carried out by volunteers attending the Margaret Court Community Outreach Program

1. Restocking and packing of any produce items for hamper.
2. Checking quality of the produce goods to ensure that any rotten food or expired goods are reported to the Team Leader or Manager.

3. Filling bread racks and shelves and rotating stock where required. Checking with the Team Leaders regarding tasks that are to be carried out as a priority to ensure that shelves are stocked, hampers are made up correctly according to lists provided and operations are running smoothly to avoid disruptions and confusion.
4. **Any items of food needed by volunteers are to be cleared with the Manager before taking.**
5. **Volunteers are not to bring family and friends to the program to visit or work unless it is cleared with the Manager, before attending MCCO.** This is to avoid injury and confusion to who they are and ensure the safety of others, ensure Occupational Health and Safety requirements are met with food handling requirements and that they work according to what is required from them by MCCO.
6. Ensure that we are cleaning as we go, to avoid a cluttered and unclean work space. Knives are not to remain on the work benches, when task completed. Ensure they are returned to the Kitchen.
7. The Manager will advise those that are to be designated to make up the hampers and serve clients. This is to ensure that there are no disruptions to the MCCO program and avoid confusion for the clients and placing people in the appropriate tasks. The Manager will buddy those that feel they would like to do certain tasks and discuss later if this is something they can be allocated as their daily duties. And this will also be coordinated with the Team Leader.
8. **Volunteers that are allocated to making hampers and serving clients are to make sure that they take breaks at separate times to ensure that there is always someone on duty to serve.** Please communicate with Management, if there are any problems, and at times the Team Leader will relieve volunteers to take breaks if there are limited people available.
9. **Volunteers are to avoid giving instructions to other volunteers, this is solely for the Manager, or the allocated Team Leader.** This will maintain uniformity of directions and avoid false or misleading information.
10. All Administration and Pastoral Care Staff are not to give any instructions to volunteers, unless specifically instructed to do so by the Manager.
11. All vehicles and gate keys must be obtained from the Manager, and any use of the MCCO vehicles is only permitted for MCCO related tasks.
12. Please ensure to wear badges and work tops whilst at the Outreach Centre and return badges after your shift to avoid them getting lost or misplaced. Work tops and badges are to be worn only whilst attending the Outreach Centre, unless directed otherwise. Other dress codes and work requirements are as stated in the Staff and Volunteers Manual. Please feel free to discuss codes and work requirements or any other concerns you may have with the Manager.

13. For Manual Handling- there are trolleys available to transport heavy loads at MCCO. There is a step ladder to be used when accessing hard to reach items. Please pick up heavy items with care and in accordance with our policies and procedures.
Please refer to the diagram of good manual handling practice posted in the MCCO Outreach & Logistic Manager's office.
14. Please return any keys to its proper place and other equipment and cleaning items as well, once the job or task has been completed.
15. All entry is to take place through the Warehouse Sliding door and all Volunteers vehicles are to be parked at 5 or 6 Neil Street carpark, or the front of 14A Neil Street, unless otherwise advised.
16. Avoid mobile phone use or texting usage during operations for the safety of others, except when on breaks. Also be aware that a forklift is operated within the warehouse.
17. Due to **COPYRIGHT** – Please refrain from taking photos or filming whilst attending the program unless authorized by Management.
18. When allocated to the Carpark duties, ensure a Reflector Vest is worn at all times.
19. Carpark Volunteers are responsible for all the parking and safety in the carpark and also the returning of hamper trolleys.
20. It is the Policy of the organisation that under no circumstances can anyone volunteering at MCCO; transport any client, in their own car, to/from the client's home. Our Policy endeavours to maintain safety and duty of care for everyone. Exceptions will be only through Management approval.

VOLUNTEER CONDUCT AND COMMUNICATION STANDARD REQUIREMENTS

1. Please ensure to communicate respectfully and courteously to clients and all staff and volunteers at all times.
2. Discuss any problems and issues with the Manager, if you are unable to resolve them.
3. Inappropriate behaviour and conduct will not be tolerated and volunteers may be asked to leave the program, this also relates to those from other organisations including all visitors, staff and volunteers.
4. Always aim to keep a harmonious and peaceable environment at all times.
5. Bad Language – swearing, cursing, and threats - will not be tolerated, and will be removed from the situation by the Manager.
6. Absence - we understand that circumstances arise that mean you are unable to complete your scheduled volunteering commitment. If you could please advise the Outreach &

Logistic Manager or you Team Leader with as much notice of your absence that would be greatly appreciated.

7. Breaks - MCCO recognises the importance of volunteers taking breaks and encourages volunteers to take a lunch break or a tea/coffee break. Please notify the Outreach & Logistic Manager when you wish to take a break. There is a dedicated tea/coffee station in the MCCO kitchen, with tea, coffee, sugar and milk provided, and often with morning tea snack items. Please wash/wipe, dry and put away your cups/plates. This is very much appreciated by us all at MCCO.

Sexual Harassment is illegal in Australia under the Sex Discrimination Act 1984 and is not tolerated in MCCO.

Examples of conduct likely to be considered sexual in nature:

1. touching, cornering or kissing
2. inappropriate staring or leering
3. insults or taunts of a sexual nature
4. repeated or inappropriate invitations to go out on dates
5. requests for sexual favours
6. repeated or inappropriate advances on email or social networking websites
7. intrusive questions about a person's private life or physical appearance
8. sexual gestures, indecent exposure or inappropriate display of the body
9. sexually suggestive comments or jokes
10. sexually explicit pictures, posters, gifts, emails or text messages
11. requests or pressure for sex or other sexual acts
12. inappropriate physical contact
13. stalking, actual or attempted rape or sexual assault.

If you feel in any way uncomfortable about how a fellow team member has spoken or behaved towards you or another fellow team member you should immediately report the matter to the CEO, who will follow up a.s.a.p. You may be required to fill out an incident/complaint form as part of an appropriate response.

WORK ATTIRE POLICY

The purpose of this policy is to promote a dress standard for both staff and volunteers that:

1. is appropriate to the type of work performed
2. meets with Occupational Health and Safety requirements

Policy Statements

A dress standard reflects the image of Margaret Court Community Outreach on the way we are viewed by staff, volunteers, clients and their families, including the general public and visiting dignitaries.

It is strongly suggested that dress standards and personal presentation of all staff and volunteers will:

1. serve as a positive presentation and impression for the general public and clients
2. be appropriate and well suited for the work environment, considering the Occupational Health and Safety requirements

The following dress standards are considered to be **inappropriate** for all staff and volunteers, and may also want to heavily consider the potential negative impact/outcomes, or high risk, of wearing inappropriate clothing or accessories (dangling jewellery/bracelets) whilst actively working within the Margaret Court Community Outreach premises:

1. an exposed midriff
2. an exposed cleavage
3. tank tops, singlets, backless tops or revealing items of clothing
4. transparent or see-through clothing
5. men's pants that expose the buttocks or underwear
6. miniskirts / shorts or tights
7. thongs, sandals or any non-closed footwear (OHS issues and concerns)
8. Clothing that displays inappropriate or racist content (slogans/quotations that are offensive).
9. And anything else that makes Political or Social Statements.

Should staff or volunteers disregard dress code standards for safety regulations the Manager, reserves the right to:

1. Remind the employee/volunteer of the acceptable standard of dress and personal appearance, and why such codes exist.
2. Provide a reasonable period for the employee/volunteer to change their appearance in line with the required standard, taking into consideration any financial limitations or obligations.
3. Ask the person in question to leave the site and not return until compliance is put in place.

This will ensure the safety of all parties concerned and maintain compliance with any regulating body.

PERSONAL PROTECTIVE EQUIPMENT

Margaret Court Community Outreach is committed to ensuring the safety, health and wellbeing of all staff and volunteers. Certain work environments require certain personal protective equipment to reduce the risk of work related accidents and to prevent hazardous situations from occurring.

Footwear:

1. The appropriate footwear for staff or volunteer would be enclosed shoes of the following sorts: sneakers, boots or enclosed shoes
2. Flip-flops thongs are not permitted.

High Visibility (Reflective) Vests:

1. Whilst loading/unloading boxes/crates, or transferring packages/crates/items from one location to another, for safety purposes, fluoro vests are required for the well-being of all volunteers and staff members.
2. These vests must always be worn when going onto any other work sites for pickups and deliveries.

Hats/Sunscreen:

1. Sun Protection: prolonged exposure to direct sunlight can have permanent damage/effects on a human body.
2. During hot weather or sunny days, hats and sunscreen are recommended for personal use to prevent sunburn, heat stroke or exhaustion. Drink plenty of water.

Below are requirements for prevention of food contaminations to ensure all staff and volunteers remain safe:

Gloves:

1. When handling food, liquids or packaging, gloves are mandatory to prevent contamination or transmissions of bacterial infection between staff/volunteer members and clients.
2. Gloves and hand sanitizer are provided for all to use.
3. Hand sanitizer must be used after toilet breaks and before entering the kitchen.

The Manager reserves the right to discuss personal presentation at any time with an employee or volunteer. To ensure that hazardous situations or accidents can be avoided, Margaret Court Community Outreach requires team cooperation from all staff and volunteers.

NOTES

1. **Fire Assembly** area is located at outside gate/fence area, on grassed area, of 14a Neil Street, Osborne Park. Also you must follow the Manager/Supervisor on duty, for the evacuation procedure.
2. **Fire Exit** signs are located at various points throughout warehouse and office areas.

APPLICATION OF MCC WHS POLICY

This policy applies to MCCO and all its operations, which then applies in situations where Workers are required to perform work functions off-site.

Consultation

As per the relevant OSH legislation and Codes of Practice, MCCO understands and is committed to consultation with all its Workers with regard to workplace health and safety. This workplace has Managers who will be the first point of contact for all Workers regarding issues relating to WHS.

Policy Authorised: _____ **Manager:** _____

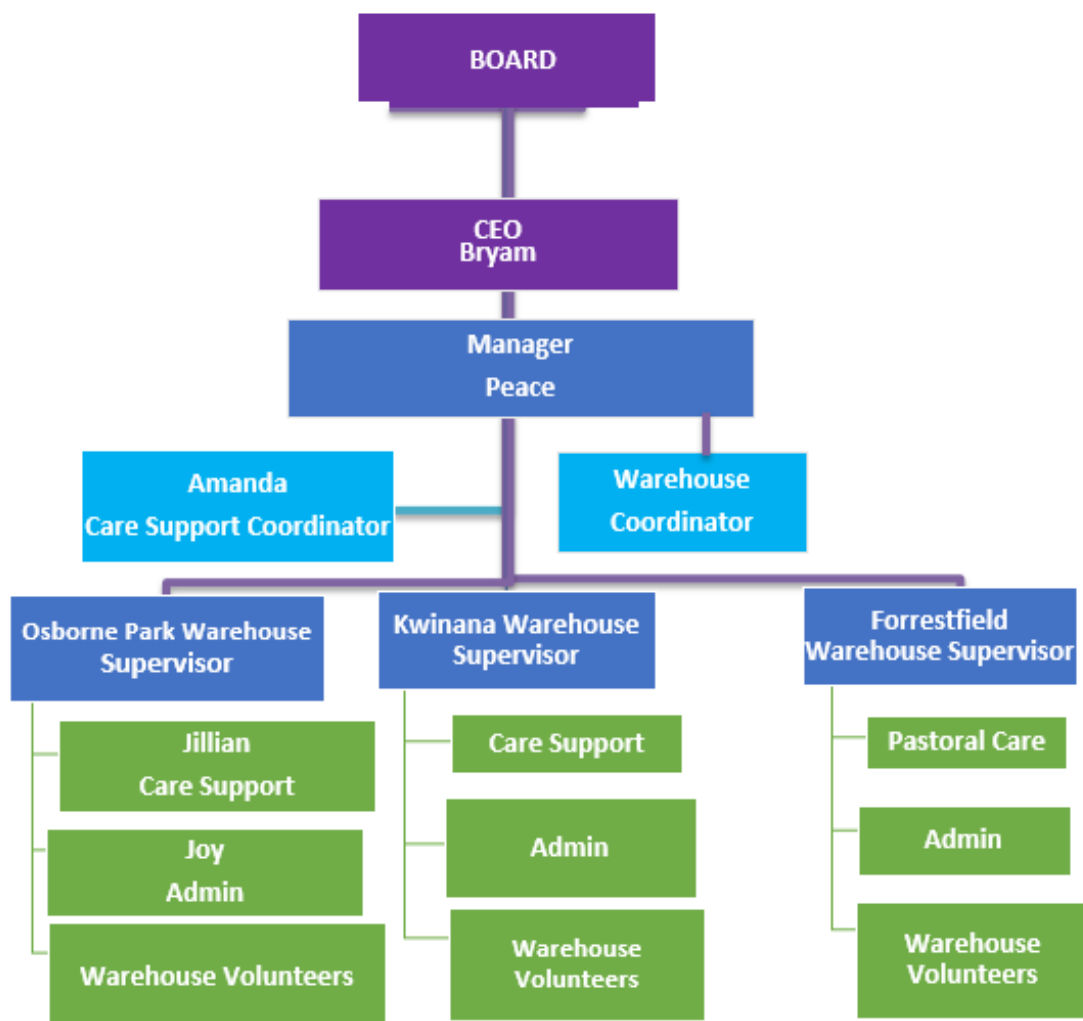
Date: 17/07/2023

Next Date of Review: 17/07/2024 (12 months)

- **Reference: 002 - Management and Legal Responsibilities for WHS**

Margaret Court Community Outreach is subject to the Australian Policies and Procedures.

- **CODE OF CONDUCT POLICY**
- **CHILDREN AND COMMUNITY SERVICES ACT 2004**
- **EQUAL OPPORTUNITY ACT 1984**
- **PRIVACY ACT 1988**
- **WORK HEALTH AND SAFETY POLICY**
- **EMERGENCY POLICY AND PROCEDURE**
- **ETC.**





The Policy, Procedure, Manual etc., are located outside the Admin Office at the MCCO Osborne Park Warehouse.

Please feel free to read at your convenience, as they are available at all times for your access and review.

For any queries, questions or clarifications, please contact MCCO Management.

MCCO Osborne Park

**14a Neil Street, Osborne Park WA 6017
(08) 9202 7128**

MCCO Kwinana

**18 Maydwell Way, Calista WA 6167
(08) 9419 2202**

MCCO Forrestfield

**(Hillside Church Community Outreach)
45 Berkshire Rd, Forrestfield WA 6058
(08) 9359 1777**