



Meals on Wheels
PALM BEACH

More
than just
a meal



Dear Volunteer,

Thank you for your decision to become a **Meal on Wheels Volunteer** at Palm Beach.

In order for you to become a volunteer, it is necessary for you to complete and return the enclosed forms.

1. Palm Beach Share-N-Care Volunteer application form

Please complete this form and provide a copy of your driver's licence and motor vehicle insurance details.

2. AFP National Police Check (NPC)* form

It is a requirement of the Federal Government that all volunteers complete a NPC form every two years. You will need to provide a minimum of 100 points of identification for Proof of Identity with your application (please see page 4).

**If you have a current NPC form you will not need to complete this form – but you will need to provide this with your documentation.*

3. Meals on Wheels Queensland Volunteer Handbook

This handbook provides tips and an overview of your rights and responsibilities as a volunteer.

If you have any questions regarding any of the above please contact the office.

Kind regards

Meals on Wheels
Co-ordinator

Palm Beach Meals on Wheels 31 Tenth Avenue Palm Beach Qld 4221



mow@palmbeachshareandcare.com.au



07 5553 6036



www.facebook.com/PalmBeachMealsonWheels

10.2019 Dear Volunteer



Meals on Wheels
PALM BEACH



Meals on Wheels
We deliver smiles™

VOLUNTEER APPLICATION FORM

Name: _____

Address: _____

Phone: _____ Mobile: _____

Email: _____

Date of Birth: _____

Vehicle Make: _____ Registration #: _____

Drivers licence number: _____

Comprehensive Insurance: Yes No
(Please provide copy)

Are you comfortable driving a manual delivery van? Yes No

Are you agreeable to be on the emergency call list: Yes No

Availability: Weekly Fortnightly

Monday (kitchen 7:30am – 1pm): _____

Tuesday (deliveries 8am – 12pm): _____

Wednesday (office 8am – 3pm): _____

Thursday (kitchen 7:30am – 1pm): _____

Friday (deliveries 8am – 12pm): _____

Date: ___/___/___ Signature: _____

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09.2019 Volunteer Application



Meals on Wheels

PALM BEACH



VOLUNTEERING CONTRACT

DATE:

PARTIES:

NAME: PALM BEACH SHARE-N- CARE CENTRE INC.

ABN 71 643 380 255

SHORT FORM NAME: EMPLOYER

Notice Details: 31 Tenth Avenue, Palm Beach QLD 4221

Name of Volunteer: _____

Background

- A. Palm Beach Share-N-Care Centre is a not for profit centre established for the over 50s and providing a meeting place and recreational activities and programs including (card games, dancing, chess, scrabble, clubs and meals on wheels) and was established to promote and assist the welfare of the senior citizens of the community of the southern Gold Coast.

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Policy Statement

Volunteers are a valuable asset and will be treated with respect and shown appreciation for their contribution. Within available resources, and having regard to organisational needs, Palm Beach Share-N-Care Inc. will recruit and place volunteers in the type of volunteer work which best suits their skills and interests.

All volunteers will be provided with tasks that are clearly explained to them and which they are comfortable to undertake.

The Management of Palm Beach Share and Care Inc. will ensure that this policy is enforced.

The Workers of Palm Beach Share and Care Inc. will comply with all the policy conditions.

Volunteer information and privacy is protected in accordance with the Privacy Act 1988

Training

All Volunteers will coordinate the briefing of specific training to the particular tasks and areas in which Volunteers will be involved. All Volunteers must read and acknowledge that they have read the Hygiene & Food handling requirements under the Food Safety standard 3.3.2.

Insurance

All Volunteers are covered for injuries that occur at the workplace under the centre's insurance policy. Cover under the policy applies to all those hazards to which the Volunteers is exposed whilst engaging in voluntary work including necessary direct travel to and from such voluntary work on behalf of the Palm Beach Share and Care. Drivers are required to have vehicle insurance.

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Scope

This policy applies to all Workers including the Executive Committee, Staff and Volunteers and any person who may provide a service to Palm Beach Share and Care Inc.

Palm Beach Share and Care Inc. Volunteer Recruitment process is as follows:

- Advertise through the media;
- Make contact with service clubs and other organisations; and
- By word of mouth through Volunteers and Clients.

Engagement

Members of the public wishing to volunteer for Palm Beach Share and Care need to read through the Volunteer Handbook and Hygiene Handling Volunteers policy as well as read through this contract and confirm their Volunteer Agreement by signing this form. All Volunteers must complete an induction, including the briefing of Workplace Health and Safety information prior to commencement of duties. This induction will be conducted by the Manager or Supervisor.

Volunteers will need to possess the following qualities:

- Be available;
- Be reliable – if unable to attend provide minimum 24 hours' notice;
- Be accountable for their actions;
- Have a good presentation/cleanliness standard;
- Be willing to abide with decisions made by the Management Committee;
- Be non-judgmental;
- Be willing to work as a member of the team;
- Be willing to undertake training as required; and
- Be committed to working for the benefit of the frail, elderly, disabled and members of other special needs groups.

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Volunteers agree to:

Responsibilities:

- Observe all the rules of Palm Beach Share and Care including those specified in the constitution and any others determined by the Board.
- Participating in inductions as instructed by their supervisor.
- Complying with instructions directed by their supervisor.
- Reporting any hazards identified or incidents to their supervisor.
- Participating in risk assessments as directed by their supervisor.
- Participating in risk assessments as directed by their supervisor to eliminate or minimise risks at the workplace.
- Volunteers are to record their attendance in the appropriate register at the commencement of each shift.
- Using Personal Protective Equipment as required by their supervisor to eliminate or minimise risks at the workplace.
- Using sun screen and drinking plenty of fluids to keep hydrated during summer.
- Not recklessly interfering with or misusing resources or equipment provided for workplace health and safety.
- Not wilfully placing at risk the workplace health and safety of themselves or any other person.
- Work in a safe and competent manner in accordance with the policies and procedures of Employer.
- Respect the dignity and culture, values and beliefs of all individuals.
- Represent Palm Beach Share and Care in a positive way.
- Wear suitable clothing including closed in shoes, clean and discrete shirt and trousers (or knee-length shorts), jewellery should be kept to a minimum, thongs, singlets and crop tops are not appropriate.
- Appearance must be presentable when on shift.
- Give sufficient notice when you are not able to volunteer on your rostered day.
- Give sufficient notice (2 weeks) before you leave the organisation.
- Follow the correct handling, storage, cooking and distribution policies and procedures of food.
- When delivering meals, volunteers must not use their visits to pursue any personal or commercial interest (eg. Offering to value houses for sale or to buy furniture).

Manual Handling

- Must only lift items if they feel comfortable with the weight load or seek help from a colleague. Heavy loads should be lifted by mechanical means whenever this is feasible.
- Follow the correct lifting procedure outlined in the Volunteer Handbook – page 9.

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Confidentiality

- Not discuss confidential issues of Palm Beach Share and Care with people outside the organisation, regard all information provided to them by a service user as confidential and never disclose personal information to a service user.

Smoking, Drugs & Alcohol

- Not take illegal drugs or consume alcohol when on duty or on the premises.
- Not to smoke inside the building or during delivery of meals to clients.
- Only smoke in the designated smoking area at the centre for use by workers on their break.
- By signing the timesheet on arrival of your shift you are confirming that you will not consume alcohol or other prohibited substances before or while you are commencing work for Palm Beach Share and Care.

Harassment and Discrimination

- Not solicit, demand or request any gifts or benefits, nor accept gifts or benefits either for themselves or another person.
- Not have sexual relationships with service users or take them to their homes or engage in a relationship with service users outside of a professional relationship.
- Follow any grievance procedures set down by the Board to try to resolve any conflicts with other staff or members of Employer.
- Not harass in any form service users, other staff or members of Employer.
- Must not place themselves under any financial or other obligation to any individual or organisation that might reasonably be thought to influence them in the performance of their duties.
- Not abuse, physically or verbally, service users, other staff members of Employer.
- Not indirectly or directly discriminate any service users, other staff members of Employer.
- Not alienate service users from their family.
- Treat service users with courtesy, respect and considerations, act on complaints and provide services to the best of their ability.

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Reputation

You must not act in any way to damage the reputation of the Employer, including but not limited to ensuring that you do not make any statements that are derogatory, offensive or damaging in any other way regarding the Employer, its Executive Committee or members of the Executive Committee, its employees, its officers, its Members or Clients or family members of its service users.

Failure to abide by the above rules may lead to dismissal from Palm Beach Share and Care

Signed:

Volunteer

Date

Employer/ Coordinator

Date

Palm Beach Meals on Wheels 31 Tenth Avenue Palm Beach Qld 4221



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A statutory declaration under the *Statutory Declarations Act 1959* may be made before—

(1) a person who is currently licensed or registered under a law to practise in one of the following occupations:

Chiropractor	Dentist	Legal practitioner
Medical practitioner	Nurse	Optometrist
Patent attorney	Pharmacist	Physiotherapist
Psychologist	Trade marks attorney	Veterinary surgeon

(2) a person who is enrolled on the roll of the Supreme Court of a State or Territory, or the High Court of Australia, as a legal practitioner (however described); or

(3) a person who is in the following list:

Agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public
Australian Consular Officer or Australian Diplomatic Officer (within the meaning of the *Consular Fees Act 1955*)

Bailiff

Bank officer with 5 or more continuous years of service

Building society officer with 5 or more years of continuous service

Chief executive officer of a Commonwealth court

Clerk of a court

Commissioner for Affidavits

Commissioner for Declarations

Credit union officer with 5 or more years of continuous service

Employee of the Australian Trade Commission who is:

- (a) in a country or place outside Australia; and
- (b) authorised under paragraph 3 (d) of the *Consular Fees Act 1955*; and
- (c) exercising his or her function in that place

Employee of the Commonwealth who is:

- (a) in a country or place outside Australia; and
- (b) authorised under paragraph 3 (c) of the *Consular Fees Act 1955*; and
- (c) exercising his or her function in that place

Fellow of the National Tax Accountants' Association

Finance company officer with 5 or more years of continuous service

Holder of a statutory office not specified in another item in this list

Judge of a court

Justice of the Peace

Magistrate

Marriage celebrant registered under Subdivision C of Division 1 of Part IV of the *Marriage Act 1961*

Master of a court

Member of Chartered Secretaries Australia

Member of Engineers Australia, other than at the grade of student

Member of the Association of Taxation and Management Accountants

Member of the Australasian Institute of Mining and Metallurgy

Member of the Australian Defence Force who is:

- (a) an officer; or
- (b) a non-commissioned officer within the meaning of the *Defence Force Discipline Act 1982* with 5 or more years of continuous service; or
- (c) a warrant officer within the meaning of that Act

Member of the Institute of Chartered Accountants in Australia, the Australian Society of Certified Practising Accountants or the National Institute of Accountants

Member of:

- (a) the Parliament of the Commonwealth; or
- (b) the Parliament of a State; or
- (c) a Territory legislature; or
- (d) a local government authority of a State or Territory

Minister of religion registered under Subdivision A of Division 1 of Part IV of the *Marriage Act 1961*

Notary public

Permanent employee of the Australian Postal Corporation with 5 or more years of continuous service who is employed in an office supplying postal services to the public

Permanent employee of:

- (a) the Commonwealth or a Commonwealth authority; or
 - (b) a State or Territory or a State or Territory authority; or
 - (c) a local government authority;
- with 5 or more years of continuous service who is not specified in another item in this list

Person before whom a statutory declaration may be made under the law of the State or Territory in which the declaration is made

Police officer

Registrar, or Deputy Registrar, of a court

Senior Executive Service employee of:

- (a) the Commonwealth or a Commonwealth authority; or
- (b) a State or Territory or a State or Territory authority

Sheriff

Sheriff's officer

Teacher employed on a full-time basis at a school or tertiary education institution



Australian Federal Police National Police Check (NPC) Application Form

Please complete this form by referring to the *Application Completion Guide*.

Office use only

1. Purpose of NPC

Enter the relevant code number from the table at **Section 1: Purpose of NPC** on the *Application completion Guide* (e.g. Fire fighting/prevention = Code No 15)

Code Number:

If a code is not specified this application will be processed as a **Standard Disclosure (Code 30)**.

If the purpose is not listed or you are unsure please ring the AFP Criminal Records Help Desk on 02 6202 3333 for assistance.

2. Applicant Details

Use **BLOCK LETTERS** and **black ink**. Mark check boxes with a cross (X).

Current Family Name					
All Given Names					
Date of Birth (DD/MM/YYYY)	/ /	Gender: Male	<input type="checkbox"/>	Female:	<input type="checkbox"/>

Previous or Other Names by which you are known or have been formerly known must be listed below (eg. maiden, deed poll).

If more room is required, list on separate sheet, sign and send with this application form. Additional information sheet included

Family Name: (Include all name changes and maiden name) **Given Names**

Date of Birth

		/ /	
		/ /	
Place of Birth	Town	State	
Country			
Telephone Numbers: Home	Work	Mobile	
Australian Drivers Licence Number	Issuing State:		<input type="checkbox"/> Copy Attached

Current Residential Address – Complete in FULL

Unit No. Street No. Street Name / Street Type

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Suburb/City

Post Code

--	--

State Country

Residency From

	/ /
--	-----

Previous Residential Address – Complete in FULL

Unit No. Street No. Street Name / Street Type

--	--	--

Suburb/City

Post Code

--	--

State Country

Residency From

	/ /
--	-----

3. Employer/Organisation Details (For use by AFP Account holders only)

Organisation/employer name	Client Code:	Client Reference Number
PALM BEACH MEALS ON WHEELS INC	1416	CF252/2010

4.. Mailing Address for Police Certificate

The National Police Certificate will be posted to the account holder listed at Section 3 of this application.

5. Fingerprints Please note that a fingerprint check is only required under very limited circumstances. Please ensure that you are actually required to have a fingerprint check conducted *before* going to the expense of this level of check by checking with the organisation/department requesting the check.

Is a fingerprint check required? Yes No If yes, fingerprints must be submitted with this form. In addition choose only one of the below statements. For Information on fingerprint checks see Section 5: Fingerprint Checks on the *Application Completion Guide*.

I have attached:

(a) fingerprints taken by another police jurisdiction OR

(b) fingerprints taken by the AFP and not charged when taken OR

(c) fingerprints taken by the AFP and charged when taken - receipt of payment must be supplied with this form

6. Consent

- i. I acknowledge I have read the *Application Completion Guide* for this application form (pages 3 - 6) and I am aware exclusions from spent convictions legislation may apply to some categories of NPCs.
- ii. The personal information I have provided on this form (including fingerprints if supplied) relates to me and is correct.
- iii. I acknowledge the details contained on this form, including fingerprints where relevant, will be forwarded to the AFP, CrimTrac, and/or the Police Services of the States or Territories of the Commonwealth of Australia.
- iv. I consent to the AFP and any other Australian police force extracting details of any convictions, findings of guilt or pending court proceedings relating to me, including in relation to any traffic offence, and providing that information to me or to the Employer/Organisation named in Section 3 above, as approved or to another person agency as named in Section 4.
- v. I acknowledge the information provided on this form will not be used without my prior consent for any other purpose, unless otherwise authorised by law.
- vi. I acknowledge that any information provided on this form or disclosed by the police as a result of the records check may be taken into account by the organisation mentioned in (3) above or any organisation to whom I present the results of the records check in assessing my suitability to receive the entitlement.

Applicant's Signature

Date / /

If you are under 18 years of age please provide consent below from a parent/guardian.

Parent/Guardian Signature

Date / /

Parent/Guardian name printed in full

Criminal Records Vetting -
GPO Box 401
Canberra 2601

Application Completion Guide

BLOCK LETTERS MUST BE USED WHEN COMPLETING THIS APPLICATION MANUALLY

Section 1: Purpose of NPC

Applicants must choose **one purpose only** from the following list. Identify the relevant code and insert in the appropriate box on page 1 of the NPC form.

If the purpose for your NPC is not listed or you are unsure please ring the Criminal Records Help Desk on 02 6202 3333 between 9am and 5pm (Australian Eastern Standard Time).

Code number	Working in the Australian Capital Territory (ACT)	Offences recorded in the ACT that will be released (<i>Spent Convictions Act 2000</i>)
10	Aged Care provider/worker	All offences
11	Brothel or Escort Agency Owner/Operator/Interested party	All offences
12	Child Care provider/worker	All offences
13	Disabled Care provider/worker or Hospital Employment	All offences
14	Explosives/fireworks permit (where an ASIO check is required)	Unspent offences
15	Fire fighting/prevention	Unspent offences and Arson or Attempted Arson offences
16	Firearms Licence/permit	All offences
17	Interactive Gambling Licence/Casino Employee	All offences
18	Judge/Magistrate/Justice of the Peace/ Police Officer/Prison Officer	All offences
19	Child/Aged/Disabled Care provider/worker	All offences
20	Working in a School	All offences
21	Teacher/teacher's aide	All offences
30	Pre employment/standard disclosure, Security Guard	Unspent offences

	Commonwealth purpose/employment	Offences recorded in the Commonwealth that will be released (<i>Part VIIC Crimes Act 1914</i>)
22	Aged Care staff/volunteers	Unspent offences and offences against the person
23	Aged Care Key Personnel	Unspent offences
24	Australian Securities and Investments Commission (ASIC) employee/consultant	All offences
25	Australian Securities and Investments Commission (ASIC) Financial Services Licensing Requirements	Unspent offences
26	AUSTRAC employee/consultant	All offences
27	Care of intellectually disabled persons	Unspent offences and offences against the person
28	Care, instruction or supervision of children	Unspent offences a) a sexual offence; or (b) any other offence against the person if the victim of the offence was under 18 at the time the offence was committed
29	CASA ASSC	Unspent offences
30	Commonwealth department employee	Unspent offences
31	Employee with access to secret or top secret information	All offences
32	Immigration Detention Centre Employment	Unspent offences and offences involving violence
33	Immigration/Citizenship ** Please note that fingerprints are not required by the Department of Immigration and Citizenship (DIAC) unless you are otherwise advised by them	All offences
34	Law enforcement/Intelligence or Security agency employee/consultant (NB NOT private Security Guards)	All offences
35	Overseas employment/visa	Unspent offences
36	Superannuation Trustee/Custodian/Investment manager or Responsible officer of a body corporate that is a trustee, investment manager or custodian of a superannuation entity	Unspent offences and offences in respect of dishonest conduct
37	Care, instruction or supervision of children/ Care of intellectually disabled persons/ Aged Care staff/volunteers	Unspent offences, offences against the person and i) a sexual offence; or (ii) any other offence against the person if the victim of the offence was under 18 at the time the offence was committed
	Other	
30	Pre employment/standard disclosure	Unspent offences

Section 2: Applicant details

Please ensure ALL applicant details are provided including all current and previous names, telephone contact numbers, drivers licence details etc.

If there is insufficient room, please attach a separate sheet, ensuring that it is signed and dated.

Section 3: Employer/Organisation details

This section relates to AFP account holders only and should not be used unless previously advised.

Section 4: Mailing Address of Police Certificate

The National Police Certificate will be mailed to the organisation listed at Section 3.

Section 5: Fingerprint Checks are only required where there is a legislative requirement for such a check to be conducted. The employer or organisation requiring the NPC will advise you if this is necessary.

These fingerprints must be included with pages 1 and 2 of this form at the time of submission.

An additional cost and processing time is associated with this service. Details are available on the AFP website or use the link - http://www.afp.gov.au/business/national_police_checks.html

Fingerprints can be taken by your local police jurisdiction or the AFP. Where fingerprints are taken by the AFP and the AFP charges for this service a receipt must be obtained and supplied to Criminal Records with this application.

Section 6: Consent

This section must be signed by the applicant. If a parent/guardian has signed in the consent section they consent to the AFP conducting a NPC on their son/daughter/ward.

Spent Convictions Legislation

The aim of spent convictions legislation is to prevent discrimination on the basis of certain previous convictions. Spent convictions legislation limits the use and disclosure of older, less serious convictions and findings of guilt.

There are some offences excluded from being spent where the check is required for certain purposes as indicated in the table above – these offences will be released regardless of how old they are.

Where a record exists within an Australian police jurisdiction, relevant spent conviction legislation/policies governing the release of that information for that jurisdiction will be applied. As a result certain convictions will not be released provided this is in accordance with the relevant legislation/policies.

For Commonwealth records the AFP applies the provisions within *Part VIIC of the Crimes Act 1914* and for ACT records provisions within the *ACT Spent Convictions Act 2000* are applicable. If further information or clarification is required please contact the individual jurisdiction where the record is held.

Provision of False or Misleading Information

You are asked to certify that the personal information you have provided on this form is correct. Where your check is for employment related purposes and the result is to be provided to your employer or other organisation, discovery of any false or misleading information may be reported by the AFP and may impact on the decision being undertaken by the employer or organisation.

The AFP provides information, with your consent, to the employer or organisation but takes no part in any subsequent assessment.

Disputed Record Enquiries

If you believe the information provided on your police certificate is incorrect or inaccurate a Disputed Record form (CR 1200) is available from the AFP website. This form should be forwarded to the AFP through the agency or organisation with whom you have lodged your application for a National Police Check.

Include any additional information or documents supporting your enquiry to enable the AFP to more accurately assess your application. In some instances the AFP may require comparison fingerprints to resolve some disputes. Applicants will be notified in such instances.

The Privacy Commissioner is responsible for ensuring the protection of private information relating to individuals. This includes investigating instances where information has been released improperly or incorrectly. An individual who believes the standards dealing with disclosure and use of old conviction information have been breached may apply to the Privacy Commissioner for an investigation of the matter. The phone number is 1300 363 992. The following requirements must be met when submitting an AFP National Police Check (NPC).

Account Customer - Completion Check List

Failure to meet the required standards will result in the form being returned for amendment.

- **Ensure Section 1 Purpose of NPC has been completed**
- **A copy of an Australian driver's licence or other acceptable identification (eg passport, certified full birth certificate, certified marriage certificate) must accompany the application unless you have been otherwise advised. Do not send original documents.**
- Ensure all the necessary details have been completed and the form is **signed and dated.**
- If completing by hand use **BLOCK LETTERS** and **black ink.**
- Mark the appropriate check boxes with a cross (X).
- All previous or other names by which you are known or have been formerly known, including maiden name, must be listed in full on the form or on an enclosed additional sheet.
- Any attachments with additional information must be signed by the applicant.
- The form must be submitted no more than three months after being signed by the applicant.
- If the applicant is under 18 years of age the form must be signed by a parent/guardian.
- Do not send the Application Completion Guide (pages 3 - 6 of this form) to the AFP. Please retain these for your reference.