

## **KITCHEN VOLUNTEER WELCOME & INDUCTION PACKAGE**

### **Welcome**

Soul Café was established in August 2003 to serve hot meals free of charge to the highly disadvantaged of the Newcastle region. Many of whom are homeless, have mental illness, substance abuse issues or live in poverty. Soul Cafe is a community program of Life Church Newcastle administered by LifeShapers Family Services Trust which is a not-for-profit **registered charity** providing real, relative and restorative assistance. We are not government funded and rely on corporate sponsorship, community donations and fundraising.

Soul Café has become a “hot spot” for the homeless and disadvantaged where they know they can not only access a meal on site, but other essential services like our Soul Doctors Clinic, Mental Health Nurse, Legal Aid, Centrelink, Housing, Counselling, Podiatrist, Mental Health Assessments, Smart Recovery (dealing with addictions group), Gamblers Anonymous, Haircuts and referral to other services.

### **KEY CONTACTS:**

Office Phone: 4926 1758  
Email: [admin@soulcafe.org.au](mailto:admin@soulcafe.org.au)  
Kitchen Manager (Sue): 0410 586 543  
Admin Manager (Maria): 0421 973 925  
[www.soulcafe.org.au](http://www.soulcafe.org.au) [www.facebook.com/SoulCafeNewcastle](https://www.facebook.com/SoulCafeNewcastle)

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### **In the Kitchen**

1. Due to Health and Safety Regulations you must ensure you are in good health not experiencing any flu like symptoms or any other health concerns that may result in food becoming contaminated or other people becoming ill.
2. If for any reason you cannot volunteer on your next shift, please notify the office as soon as possible on [admin@soulcafe.org.au](mailto:admin@soulcafe.org.au) or if it is very short notice txt Sue.
3. You must wear closed in footwear and hair tied back.
4. Smoking is not permitted anywhere in the office or café.
5. Soul Café cannot take responsibility for any personal belongings. Please use the volunteer lockers.

### **Duties and Volunteer Information**

#### Food Preparation Service

- Basic food preparation
- Serving meals to café clients
- Tea and Coffee making for clients
- Cleaning of kitchen and café areas
- [Breakfast Team Information is available on our website](#)
- [Sunday Lunch Team is available on our website](#)
- [Weekend Rosters are available on our website](#)
- [Corporate Breakfast Team Dates and Info is available on our website](#)
- [Volunteer Training Resource available on our website](#)
- [How to Wash Your Hands](#) factsheet available on the Soul website [www.soulcafe.org.au](http://www.soulcafe.org.au)
- [Soul Café Volunteer Incident Report](#) available on the Soul website [www.soulcafe.org.au](http://www.soulcafe.org.au)

## Volunteer Guidelines

- On arrival remember to sign in and when you leave sign out
- Volunteers must adhere to the Soul Café Work Health and Safety Policies Provided in this Induction Pack.
- Volunteers are not authorised to speak to the media on behalf of the Café.
- Whilst serving in the Café your supervisor in the kitchen will be the Team Leader.
- Remember you have a responsibility to maintain confidentiality and never be drawn into discussing a guest with someone else except the Team Leader.
- Never give out your personal details including phone number to guests.

If you are unable to attend a shift, please email [admin@soulcafe.org.au](mailto:admin@soulcafe.org.au) or **IF SHORT NOTICE TXT SUE 0410 586 543**

## **AUSTRALIA NEW ZEALAND FOOD AUTHORITY SAFE FOOD AUSTRALIA STANDARD 3.2.2 30 - A GUIDE TO THE FOOD SAFETY STANDARDS SECOND EDITION, JANUARY 2001**

### Hygiene of food handlers

- 1) A food handler must, when engaging in any food handling operation:**
  - a) take all practicable measures to ensure his or her body, anything from his or her body, and anything he or she is wearing does not contaminate food or surfaces likely to come into contact with food;
  - b) take all practicable measures to prevent unnecessary contact with ready to-eat food;
  - c) ensure outer clothing is of a level of cleanliness that is appropriate for the handling of food that is being conducted;
  - d) only use on exposed parts of his or her body bandages and dressings that are completely covered with a waterproofed covering;
  - e) not eat over unprotected food or surfaces likely to come into contact with food;
  - f) not sneeze, blow or cough over unprotected food or surfaces likely to come into contact with food;
  - g) not spit, smoke or use tobacco or similar preparations in areas in which food is handled; and
  - h) not urinate or defecate except in a toilet.
- 2) A food handler must wash his or her hands in accordance with sub-clause (4):**
  - a) whenever his or her hands are likely to be a source of contamination of food;
  - b) immediately before working with ready-to-eat food after handling raw food; and
  - c) immediately after using the toilet.
- 3) A food handler must, when engaging in a food handling operation that involves unprotected food or surfaces likely to come into contact with food, wash his or her hands in accordance with sub-clause (4):**
  - a) before commencing or re-commencing handling food;
  - b) immediately after smoking, coughing, sneezing, using a handkerchief or disposable tissue, eating, drinking or using tobacco or similar substances; and
  - c) after touching his or her hair, scalp or a body opening.
- 4) A food handler must, whenever washing his or her hands:**
  - a) use the hand washing facilities provided;
  - b) thoroughly clean his or her hands using soap or other effective means and warm running water; and
  - c) thoroughly dry his or her hands on a single use towel or in another way that is not likely to transfer pathogenic micro-organisms to the hands.

## **EMERGENCY EVACUATION**

**IN CASE OF EMERGENCY:  
Remain Calm and Don't Panic.**

- R – Rescue and relocate anyone in immediate danger
- A – Alert Fire Warden / Team Leader
- C – Call 000 Fire
- E - Evacuate Immediately (if needed) using STAIRS ONLY THROUGH FIRE EXIT DOORS TO ACROSS THE ROAD TO ASSEMBLY POINT AT THE LOCK UP.

Fire Warden will alert and direction the following people:

**A. Kitchen Manager / Team Leader**

- Responsible to ensure everyone is out of danger
- Direct volunteers to put out fire if required
- Evacuate Kitchen Area (if needed) and collect Sign in Sheets

**B. Runners**

- One Runner to notify Level 1 staff / check toilets and meeting rooms
- Second Runner to notify Westpac Bank staff
- Evacuate and meet at Assembly Point at Lock Up

**C. Floor Team Leader**

- Responsible to ensure everyone is out of danger
- Direct volunteers to put out fire if required
- Evacuate Café via fire exit and staircase (if safe)
- Allocate volunteers check creche / toilets / pantry (if safe)

All Team Leaders to Report to the Fire Warden and notify emergency services of any people unaccounted for once safely at Assembly Point

ASSEMBLY POINT LOCATION:

**Across Hunter Street in front of the 'Lock Up'**

Team Leaders to do a head count of all staff and volunteers, checking off against Sign in Sheets.

**REMAIN AT ASSEMBLY POINT UNTIL EMERGENCY CREWS ARRIVE  
AND GIVE FURTHER INSTRUCTIONS**

### Child Safe Organisation Guidelines

- 1) Two adults present with children (under 16years) always at Soul Cafe.
- 2) No Children unaccompanied by their parent or guardian in the toilet areas.
- 3) Be aware if you are concerned about the welfare of a child in the café area report your concern to the Team Leader.

### Child Safe Code of Conduct

#### Statement of Commitment

Life Church & Soul Café is committed to the physical, mental and spiritual health of its members, staff, volunteers and all persons who belong to or participate in its programs.

Life Church & Soul Café want children and young people who participate in our program to have a safe and happy experience. We support and respect our children, young people, staff, volunteers and students.

#### Codes

Everyone participating in Life Church & Soul Café Programs including staff, volunteers, children, parents and visitors must keep to the following codes of behaviour:

**DO** - Treat everyone with respect and honesty (this includes staff, volunteers, students, children, young people and parents).

**DO** - Remember to be a positive role model to kids in all your conduct with them.

**DO** - Set clear boundaries about appropriate behaviour between yourself and the kids in your organisation. Boundaries help everyone to carry out their roles well.

**DO** - Follow organisational policy and guidelines for the safety of children as outlined in our Child-safe Policy.

**DO** - Always have another adult present or in sight when minors are present.

**DO** - Record and act on serious complaints of abuse.

**DON'T** - Develop any 'special' relationships with children that could be seen as favouritism such as the offering of gifts or special treatment.

**DON'T** - Do things of a personal nature that a child can do for themselves, such as going to the toilet or changing clothes

