

KITCHEN VOLUNTEER WELCOME & INDUCTION PACKAGE

Welcome

Soul Cafe 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 Cafe 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
Mobile Contact: 0410 586 543
www.soulcafe.org.au 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 via ‘Deputy’
3. You must wear closed in footwear and hair tied back.
4. Smoking is not permitted anywhere in the office or café.
5. Soul cannot take responsibility for any personal belongings. Please use the volunteer lockers.

Duties and Volunteer Information

Kitchen volunteers participate in basic food preparation, serving meals and cleaning of the kitchen and café areas. The below and other volunteer information is found on the Soul Café website under ‘Volunteer Resources’.

- [Breakfast Team Information](#)
- [Sunday Lunch Team Information](#)
- [How to Wash Your Hands](#)
- [Soul Café Volunteer Incident Report](#)

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
- Volunteers are not authorised to speak to the media on behalf of the Café.
- You will be supervised by a Team Leader.
- 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.

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.

**Follow the direction of the Fire Warden and your
Team Leader**

R – Rescue and relocate anyone in immediate danger

A – Alert Fire Warden / Team Leader

C – Call 000 Fire (Ensure the emergency services have been notified)

E - Evacuate Immediately (if needed) STAIRS ONLY THROUGH FIRE EXIT
DOORS to the assembly point on Hunter St directly opposite the Westpac
building.

The Fire Warden will alert and ensure the following:

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Responsible to ensure everyone is out of danger

Ensure emergency services have been notified

Direct volunteers to put out fire if this can be done safely

Check all areas are evacuated and collect sign in and out register

Runner to notify staff on the other two levels of the building

Evacuate and meet at Assembly Point at Lock Up

ASSEMBLY POINT LOCATION:

Across Hunter Street in front of the 'Lock Up'

Remain at assembly point until emergency crews arrive and your name is checked off.

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

FIRE WARDEN Level 2: SUE PROSSER 0410 586 543

FIRE WARDEN Level 1: Front Reception 4927 0736

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

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 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

DEPUTY ROSTERING SYSTEM



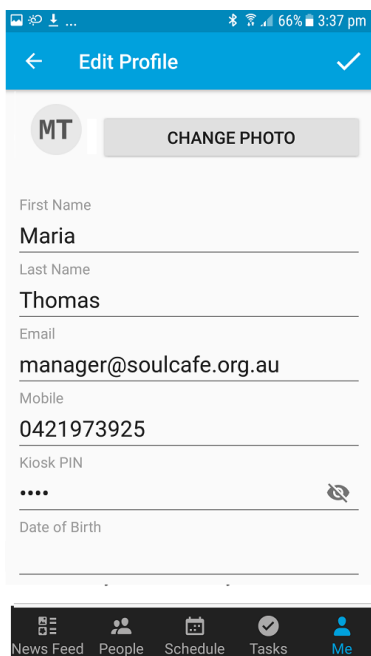
GETTING STARTED WITH DEPUTY

Soul uses the Deputy rostering system for all our volunteers. Once you've completed your trial shift and your induction paperwork you will be added to Deputy. Once you've been added, you'll receive an email invitation from Deputy (please check your junk mail folder if you do not receive this). Please click the link in the email to accept the invitation to join Deputy, this will take you to the Deputy website. Once you have accepted the invite, you'll get another email with your password. Don't delete this email, it might come in handy in future. We encourage our volunteers to use the Deputy app for mobile phones. You can find the Deputy mobile app in the App Store (for iPhones) or Google Play Store (for android phones).

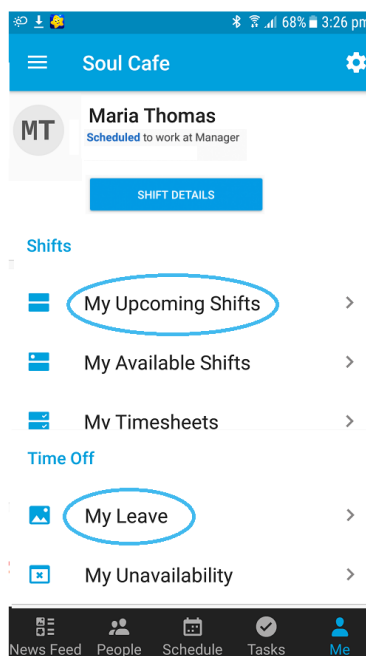
USING THE DEPUTY MOBILE APP

- Your 'Me' screen shows you all upcoming shifts
- You can add / update your profile details at any time
- You can also advise us of any dates that you are on leave
- See notifications and keep up with the latest on the 'News Feed'

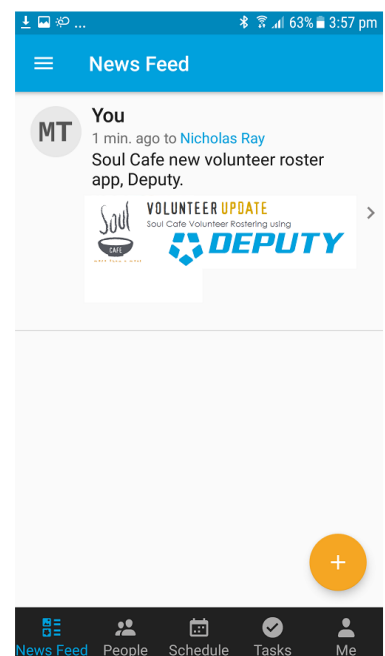
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update your details



check your shifts & notify leave



notifications & all the latest from Soul..

If you have any difficulty loading up or using 'Deputy' give our rostering officer a call on 4926 1758 or email admin@soulcafe.org.au

PART A: HAZARD/INJURY/INCIDENT REPORT (to be completed by the involved worker or manager)

What type of report is this (select or circle the type)?

HAZARD INJURY INCIDENT

Is this a 'Notifiable Incident' (select or circle)?

YES NO

A notifiable incident means: the death of a person, or a serious injury or illness, or a dangerous incident.

DETAILS OF THE PERSON MAKING THE REPORT

SURNAME:		GIVEN NAME:	
POSITION:		DOB:	
MOBILE:		EMAIL:	

WITNESS / OTHER PARTIES INVOLVED - DETAILS

SURNAME:		GIVEN NAME:	
POSITION:		CONTACT DETAILS:	
SURNAME:		GIVEN NAME:	
POSITION:		CONTACT DETAILS:	

DETAILS OF INCIDENT

DATE OF INCIDENT:		TIME OF INCIDENT:	
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LOCATION OF INCIDENT: _____

NAME OF PERSON INJURED *If applicable* _____ **6**

NATURE OF INJURY *If applicable* _____

PART OF BODY INJURED _____

DESCRIPTION OF INCIDENT

DESCRIBE EXACTLY WHAT OCCURRED AND ANY CONTRIBUTING FACTORS (If more space is needed please use the back of this sheet):

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Treatment Outcome (circle)	Nil Required	First Aid	Medical GP	Hospital
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Signature of Person Making the Report	
Date of the Report	
Signature of Team Leader	

PART B: HAZARD/INJURY/INCIDENT REPORT CORRECTIVE ACTIONS

To be completed by the Office Manager

WHAT NEEDS TO HAPPEN to ensure that similar incidents do not occur in the future or to minimise the risk?	BY WHEN	PERSON RESPONSIBLE

PART C: HAZARD/INJURY/INCIDENT REPORT SIGN OFF *(to be completed by the Office Manager)*

Signature of Office Manager	
Date Closed	

PLEASE COMPLETE THE BELOW INDUCTION SHEET AT THE END OF YOUR TRIAL SHIFT

NAME	
DATE OF TRIAL SHIFT	
ROSTER PREFERENCE (DAY & TIMES)	

I have been provided:

- Food Safety Standards Information YES
 - Emergency Evacuation Procedure YES
 - Incident Reporting Form YES
 - I understand that roster communication is via 'Deputy' YES
 - I understand that volunteer policies, training and resource is available on the Soul Cafe website under 'Volunteer Resources' YES
- www.soulcafe.org.au

I have been shown the location of:

- Toilets YES
- First Aid Kit YES
- Fire Extinguisher YES
- Defibrillator YES

(Please Tick) I understand that all Soul Café volunteers are required to keep information about the persons that access Soul Café services confidential. Soul Café staff and volunteers must disclose personal information in special situations, as required by law. These include where:

- The law requires that a report be made to a government agency, such as in the case of suspected child abuse, or to notify infectious diseases.
- It is necessary to prevent or lessen a serious and imminent threat to a person's health or welfare.
- There is evidence that an offence may have been committed and the disclosure is necessary to the functions of a law enforcement agency.
- It is necessary to find a missing person.
- A court order, such as a warrant or subpoena is issued.

(Please Tick) I understand that Soul Café is a Child Safe Organization and agree to abide by the Child Safe Guidelines and Code of Conduct provided.

I authorise Soul Café to use my name and/or photographs of myself taken whilst undertaking volunteer activities for Soul Café in any publications used for promotion purposes **Yes / No**

SIGNATURE OF VOLUNTEER: _____

SIGNATURE OF TEAM LEADER: _____

Date: _____