

Margaret Court Community Outreach

**Staff and Volunteer
Induction Information
Manual**



ABOUT MARGARET COURT COMMUNITY OUTREACH

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

For over 25 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 and Forrestfield.

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 who 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 the necessary life-skills to change their current circumstances, giving them hope for their future.

HOURS OF DUTY

MCCO delights itself in being a flexible, volunteer environment. Having said that, we also have to achieve certain goals each week to operate effectively.

1. The hamper program is open to the public on Tuesdays to Fridays, between 10 am and 2 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. The Staff and Volunteers meeting is at 9:30 am daily (except Monday). MCCO requires you to be in attendance for these meetings, where there will be a short briefing for the day.
2. Signing in and out are the most important Work Health and Safety (WHS) requirements when attending our centre, whether staff or volunteer. When leaving the site, please advise the Manager in case there is an emergency.

VOLUNTEER WORK TASKS AND INSTRUCTIONS

General Duties

1. Food sorting and packing: Help sort and pack food donations for distribution.
2. All floors mopped.
3. All bins emptied.
4. All freezers checked and secure.
5. Empty pallets and crates stacked in the appropriate storage area.
6. Check the notice board for ongoing events at MCCO.
7. All volunteers and staff are to **sign in and sign out in the Sign-in book** and pick up their Name Badges and return them at the end of their shift.

8. Please make use of the personal lockers. MCCO advises that the Charity is not responsible for your items.
9. Agencies and external organisations are to sign in on the **Visitor's Sign-in book**. Visitors must wear a reflective vest at all times and remain with a Staff Member or a Team Leader.

List of job tasks required to be carried out by volunteers attending the MCCO Program

1. Restocking and packing of any produce items for the hamper.
2. Checking the quality of the produce goods to ensure that any rotten food or expired goods are reported to the Team Leader or Manager.
3. Rotating stock as needed. Consulting with Team Leaders/Supervisors to prioritise tasks, ensure stock and hampers are assembled correctly according to lists, and maintain smooth operations to prevent disruptions and confusion.
4. Any items of food needed by volunteers are to be cleared with the Operations 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.
6. This is to avoid injury and confusion about who they are and ensure the safety of others, ensure WHS requirements are met with food handling requirements and that they work according to what is required from them by MCCO.
7. Ensure that we are cleaning as we go, to avoid a cluttered and unclean workspace. Knives are not to remain on the workbenches when the task is completed but to be put away safely.
8. The Manager/Supervisors will advise those who are to be designated to make up the hampers and serve clients. This ensures that the MCCO program remains uninterrupted, avoids client confusion, and assigns people to appropriate tasks. The Manager will pair those who express interest in specific tasks and discuss whether these can be allocated as their daily duties. And this will also be coordinated with the Team Leader.
9. Volunteers who 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. At times, the Team Leader will relieve volunteers to take breaks if there are limited people available.
10. Volunteers should refrain from giving instructions to other volunteers; this task is exclusively the responsibility of the Manager, Supervisors, or the designated Team Leader. This ensures consistency in directions and prevents the spread of false or misleading information.
11. All Administration and Care Support Staff are not to give any instructions to volunteers, unless specifically instructed to do so by the Manager.
12. All vehicles and gate keys must be obtained from the Manager, and use of the MCCO vehicles is only permitted for MCCO-related tasks.
13. Please ensure to wear badges and hi-vis vests whilst at the Outreach Centre and return badges after your shift to avoid them getting lost or misplaced. MCCO shirts 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.
14. Manual handling of goods and produce: there are trolley jacks 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 packing warehouse.

15. Please return any keys, cleaning items or other equipment to their proper place once the job or task has been completed.
16. All entries are to take place through the Warehouse Sliding door, and all volunteer vehicles are to be parked inside the gate at the front of 14A Neil Street or at 5 or 6 Neil Street carpark, unless otherwise advised.
17. **Avoid mobile phone use or texting during operations for the safety of others**, except when on breaks.
18. Be aware that a forklift is operated within the warehouse and for safety reasons it is important to stay alert and not to become distracted.
19. Due to **COPYRIGHT**, please refrain from taking photos or filming whilst attending the program unless authorised by Management.
20. When allocated to Carpark duties, ensure a hi-vis, reflective vest is worn at all times.
21. Carpark Volunteers are responsible for all the parking and safety in the carpark, and the returning of hamper trolleys.
22. 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 always communicate respectfully and courteously with clients and all staff and volunteers.
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.
5. Bad Language: swearing, cursing, and threats will not be tolerated, and offenders 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 your 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 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.

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 Work 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. They may also want to heavily consider the potential adverse 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 (WHS 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 well-being of all staff and volunteers. Specific 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 volunteers would be enclosed shoes of the following sorts: sneakers, boots or enclosed shoes.
2. Flip-flops and thongs are not permitted.

High visibility 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 the 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 the requirements for the prevention of food contamination to ensure all staff and volunteers remain safe:

Gloves:

1. When handling food, liquids or packaging, gloves are mandatory to prevent contamination or transmission of bacterial infection between staff/volunteer members and clients.
2. Gloves and hand sanitiser are provided for all to use.
3. Hand sanitiser 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.

FIRE SAFETY

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

SEXUAL HARASSMENT

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 Manager/ Supervisors, who will follow up as soon as possible. You may be required to fill out an incident/complaint form as part of an appropriate response.

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.

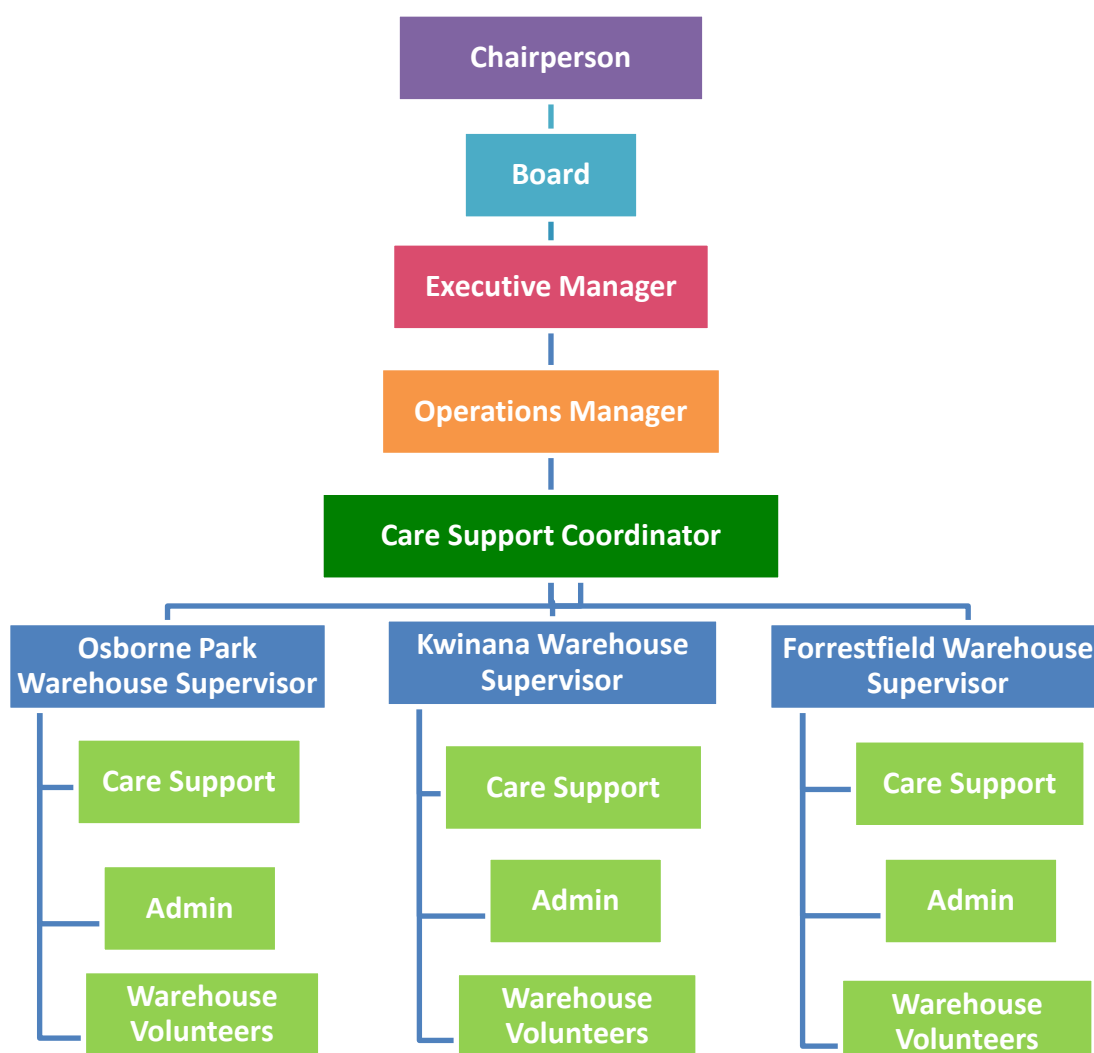
Consultation

As per the relevant WHS 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: Peace Musi (Operations Manager)

Date: 17/08/2025 Next Date of Review: 17/08/2026 (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 Policies and Procedures Manuals are located outside the admin office of the MCCO Warehouse.

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

If you have any questions, please get in touch with MCCO Management for clarification.

Phone: (08) 6319 2727

mcco.org.au



MCCO OSBORNE PARK

14a Neil Street, Osborne Park 6017

MCCO KWINANA

18 Maydwell Way, Calista 6167

HILLSIDE CHURCH COMMUNITY OUTREACH

45 Berkshire Rd, Forrestfield 6058