



Street Mission Incorporated
P.O. Box 491,
Brookvale NSW 2100
Registered Charity No: CFN 16516
Telephone: (02) 8901 0679
Email: admin@streetmission.com.au
ABN: 477 064 35904
Website: www.streetmission.com.au

STREET MISSION

POLICY & PROCEDURES MANUAL FOR VOLUNTEERS AT STREET MISSION

CONTENTS PAGE

History of Street Mission	Page 1
Street Mission Policy and Procedures	Page 2
Street Mission Rights and Responsibilities	Page 3
Guidelines for interaction with Street Café consumers	Page 4

HISTORY OF STREET MISSION

Street Mission was conceived by the writer, Alan Clarke, almost 18 years ago, but for me the launch of such a project always seemed to be just a few more years away, probably because I was so heavily committed looking after a wife, four children, business and a mortgage.

I had been involved in charity work as a student, & even received a letter of commendation, but no money, from the English Prime Minister of the day, Harold Wilson. But that's another story.

In 1998 my personal circumstances changed. My wife and I divorced. It seemed to be a 'now or never' situation. I didn't want to be looking back on my life at 70 years of age, and thinking "WHY DIDN'T I?" Street Mission began operations in 1998.

The purpose of Street Mission is to provide food and other 'life essentials' for those in real need. Financial support is granted to three local charities working with disadvantaged people. Street Work, The Burdekin Association and Manly Community Centre all receive funds for specific programs relating to food and life essentials. In return, these organizations provide committee members who bring a wealth of talent and experience onto the Street Mission Committee.

At the end of 2003, we began planning a 'STREET MISSION CAFÉ' to feed homeless and disadvantaged people in the Manly area on Friday evenings. This became a reality in July 2004, and has grown steadily in popularity. Chicken & fried rice are served to our clients, along with sandwiches, pies and muffins with hot and cold drinks.

The atmosphere at the CAFE is quite wonderful. There are friendly volunteers serving delicious food and talking to people, poetry recitals by two local poets, and a referral system to those who need it.

We have gained the trust of local people, and hope we can continue to help them as much as possible.

POLICY AND PROCEDURES

- To provide a secure and safe work place to all personnel and clients
- Confidentiality of clients and volunteers to be strictly adhered to.
- Smoke free environment policy if force.

- No abusive or offensive language or behaviour on premises.
- No alcohol or drugs to be consumed whilst on duty.
- Emergency contact numbers to be displayed.
- Emergency action procedures to be adhered to.
- Honesty in the work place; do not take anything without the permission of the coordinator.
- No telephone numbers of volunteers, staff or clients to be given out under any circumstances. Direct all enquiries to the coordinator.
- The above policies and procedures will be strictly enforced.

RIGHTS AND RESPONSIBILITIES

- Expect conscientious work performance, punctuality and reliability.
- Volunteers should be enthusiastic with a belief in the works of the organisation.
- The Street Mission has a responsibility for the best placement of the volunteer.

- The Street Mission has the right to express opinions about poor work performance in a diplomatic way.
- The Street Mission has the right to expect loyalty.
- The Street Mission has the right to expect open and honest communications from its volunteers.
- The Street Mission has the right to release an inappropriate volunteer.
- The Street Mission expects and demands that any sensitive and personal information that you may acquire as a volunteer be treated with *complete confidentiality*.
- The Street Mission will ensure you attend orientation programs.
- All volunteers and staff are to sign the *compulsory* privacy and confidentiality forms.
- It is *compulsory* that everyone complete the child protection form, which will be submitted for vetting.
- REMEMBER THAT THE STREET MISSION IS A MANDATORY REPORTING AGENCY. *IF YOU SUSPECT, NEGLECT OR ABUSE, SEE THE CO-ORDINATOR IMMEDIATELY.*
- The Street Mission will make sure you receive from time to time training to help you fulfill your role with us.

GUIDELINES FOR INTERACTION WITH STREET CAFÉ CONSUMERS

- Interact with the consumers in a caring, *non-judgmental* manner.
- Listen rather than talk. If you listen carefully, your response will hit the mark better and the talking you do will be better received. We always aim to encourage the consumers to take control of their own lives and offer appropriate referrals.
- Make yourself known to the clients. First names are used.

- Allow the client to have their own experience and to speak of it in their own way.
- Self-disclosure should only occur if appropriate.
- Any concerns or reports of inappropriate behaviour should be immediately passed onto the Street Mission Street Café Manager on Duty. Street Mission will focus on the unacceptable behaviour, not the person.
- If you observe anyone in the possession of illegal drugs or medications, alcohol, drug implements or weapons, or have suspicions in this area, inform Street Mission Street Café Manager on Duty immediately.
- We expect that the rights of everyone using Street Café will be respected -that each will be able to have the space they need. If appropriate, conflicts may be negotiated, never settled with physical contact.
- If a problem occurs the POLICE should be immediately called, don't try and deal with the situation your self. The safety and comfort of all involved is the "bottom line".
- Confidentiality is very important in our relationships with consumers. Information shared by consumers must not be disclosed to other consumers. If necessary information from consumers, where appropriate may be shared with other Street Café volunteers and the Street Mission Street Café Manager on duty. i.e. a threat to safety or life or a requirement by law. Privacy and other legislation must be adhered to at all times. (See Street Mission Street Café Manager on Duty for more information on Privacy legislation).
- Social contact with clients is not acceptable.
- Offering or giving rides, especially in private vehicles is not permitted.
- Money is NEVER to be loaned or given to clients.
- Phone numbers, addresses of volunteers and staff are NOT to be given to clients. Details of volunteer/staff personal lives are not normally shared with clients.

VOLUNTEERS OH&S POLICY

The responsibilities of volunteers are:

- To be committed to creating and maintaining a safe and healthy work environment
- To be familiar with OH&S policies, procedures and regulations pertaining to the workplace
- To comply with safety instructions of supervisors
- To take reasonable care in the performance of work so as to prevent work-related injuries to themselves and others
- To report work-related injury to their supervisor as soon as possible

VEHICLES

- The Street Mission van may be driven by staff over 25 years old as delegated by staff
- Staff on Street Mission business with approval can use private vehicles
- Approval depends on the Co-ordinator sighting a current drivers license, registration, insurance policy and appropriate restraints in the vehicle

REPORTING INJURIES

- All injuries are to be reported to staff. Work Cover procedures will be followed as required.

HANDLING FIRST AID

- Staff are the official first aides – **2 Trained First Aid Officers**
- Volunteers administer first aid as delegated by staff
- Always wear gloves
- General first aid is only given
- In more serious situations call an ambulance
- **Update First Aid Kit monthly.**

OVERDOES SITUATION: CALL AN AMBULANCE

- Check client is unconscious by calling name, pinching
- If unconscious, place in recovery position with head tilted back
- If not breathing, give artificial respiration using face mask
- If no pulse, begin CPR
- Monitor breathing and pulse until ambulance arrives

HANDLING NEEDLES

- Wear gloves and handle from syringe end only
- Do not recap or remove needle from syringe
- Discard into SHARPS BIN
- Volunteers should notify staff who will handle the situation

CRISIS INTERVENTION PROCEDURES

- The aim is to maintain the physical and emotional safety of Street Mission.

- Staff will take up positions where situation can be supervised and allow clients to resolve their own conflict if possible
- If intervention is needed, attempt to separate and calm the people involved. Discuss the issues with clients involved
- If the situation escalates, staff should offer both clients the choice of calming down leaving the van
- If they do not respond, tell clients that if they do not calm down or go, staff will have to call for assistance- police
- If there is a physical threat, intervene in a safe position and stand fast.
- Tell the client staff will have to call for assistance if they do not stop

VIOLENCE AGAINST STAFF

- Aim: to ensure maximum safety of staff on physical, emotional and psychological levels by working with Street Mission
- In all violent incidents another staff member should be *involved immediately* or as soon as safely possible

OH&S TRAINING AND EDUCATION

- During their induction all new personnel shall be aware of Street Missions OH&S policy
- Induction will include provision of the information listed. All personnel will be given a copy of the work site OH&S program
- All personnel will receive OH&S training appropriate to their role and the nature of the work they engage in
- The OH&S program should contain provision for review of training needs

WORKPLACE TRAUMA-DEBRIEFING STAFF

- Where a significant incident occurs in a workplace and staff are upset, management should take action to ensure that staff are properly debriefed
- In most cases of debriefing a qualified psychologist should be engaged
- Failure to properly debrief staff after a serious incident could result in staff losing time off work due to sick leave or Workers Compensation.
- Co-ordinator should always arrange for the debriefing

CRITICAL INCIDENT

Book kept in Van. When written up needs to be witnessed.

