Meals on Wheels™
Bega Valley

VOLUNTEER HANDBOOK
2026

Bega Valley Meals on Wheels Co-operative Ltd

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About Bega Valley Meals on Wheels

Bega Valley Meals on Wheels

Bega Valley Meals on Wheels (BVMOW) is a legal entity registered under the Co-operatives National Law (NSW). BVMOW is governed by a volunteer Board of Directors. The Co-operative was established in 1980 to provide meals to the Bega Valley and is funded by the Australian Government through the Department of Health, Disability and Ageing (DOHDA).

Mission of the Co-operative

Mission:	To provide consumer-centred services that make a difference to the health, social wellbeing, and quality of life of our diverse community.
Identity:	A trusted community organisation, working innovatively and collaboratively with others in the interests of our consumers.

Philosophy

Bega Valley Meals on Wheels believes in:

- The right of people to make choices in their own lives
- The right of people to dignity, respect, privacy, and confidentiality
- The right of people to be valued as individuals
- The right of people to access services on a non-discriminatory basis
- The right of people of the community to accountable and responsive services

Acknowledgement of Country

Bega Valley Meals on Wheels acknowledges the Yuin peoples as the Traditional Custodians of the land on which we work and deliver services in the Bega Valley. We pay our respects to Elders past, present, and emerging.

The Universal Declaration on Volunteering

This declaration supports the right of every woman and man to associate freely and to volunteer regardless of their cultural and ethnic origin, religion, age, gender, and physical, social, or economic condition. The Universal Declaration on Volunteering was adopted by the Board of the International Association for Volunteer Effort (IAVE) in January 2001.

Volunteer Roles and Responsibilities

Volunteer Definition

Volunteering Australia defines volunteering as time willingly given for the common good and without financial gain.

Volunteer Roles

- Board of Directors
- Flexible Respite
- Kitchen Assistants
- Kitchen Hands
- Meals on Wheels Deliverers
- Social Support Drivers
- Office Assistants
- Group Social Support
- Individual Social Support

Volunteers' Rights and Responsibilities

BVMOW recognises the valuable contribution made by volunteers and actively encourages their participation because it:

- Enables volunteers to contribute to their community
- Provides opportunity for work experience and development of new skills
- Enhances the range of services available and allows for wider community participation

Statement of Principles for the Recognition of Volunteers

- This organisation demonstrates a commitment to best practice in volunteer management
- Our volunteers are involved in the life of the organisation and included in decisions that affect them
- This organisation provides volunteers with clarity about their roles and expectations
- Our volunteers respect the roles of everyone in the organisation
- This organisation recognises and celebrates the contribution of volunteers
- Our volunteers are provided with training and professional development for their roles
- This organisation provides all our people with the opportunity to resolve disputes with respect and dignity

Aged Care Obligations Under the Aged Care Act 2024

From 1 November 2025, the Aged Care Act 2024 applies to all volunteers delivering services to consumers. As a volunteer with BVMOW, you are an aged care worker under the law.

Aged Care Code of Conduct

The Aged Care Code of Conduct (the Code) describes how volunteers must behave and treat people receiving aged care. The Code is legally enforceable. BVMOW is required by law to ensure all volunteers understand and comply with it. You are required to:

- Act with respect for individuals' rights to freedom of expression, self-determination, and decision-making
- Treat individuals with dignity and respect and value their diversity
- Act with respect for the privacy of people receiving aged care
- Provide services in a safe and competent manner with care and skill
- Act with integrity, honesty, and transparency
- Promptly raise and act on concerns about matters that may impact the quality and safety of care
- Provide care free from all forms of violence, discrimination, exploitation, neglect, abuse, sexual misconduct, and any use of restrictive practices without consent
- Take all reasonable steps to prevent and respond to violence, abuse, and unsafe practices

The Code applies to all conduct including online and social media activity. Breach of the Code is a serious matter and may result in the ending of your volunteer engagement and referral to the Aged Care Quality and Safety Commission: 1800 951 822.

Code of Conduct training is required at induction and at least annually. BVMOW will provide regular refresher information to ensure you remain current.

Statement of Rights

Under the Aged Care Act 2024, every consumer has rights set out in the Statement of Rights. As a volunteer, you must understand and uphold these rights at all times. Consumers have the right to:

- Be treated with dignity and respect, and have their identity, culture, and diversity valued
- Make decisions about their own care and be supported to do so
- Receive safe and high-quality services
- Be free from abuse, neglect, and exploitation
- Make a complaint at any time without it affecting their services
- Have a registered supporter or advocate present at any meeting, assessment, or discussion about their services
- Have important people in their life, including volunteers, recognised and respected

Serious Incident Response Scheme (SIRS)

The Serious Incident Response Scheme (SIRS) requires that certain incidents involving consumers are reported to the Aged Care Quality and Safety Commission. As a volunteer, you must report any of the following to the Co-ordinator/Manager immediately:

- Unexpected death of a consumer
- Serious injury to a consumer
- Abuse (physical, sexual, psychological, financial, or emotional) of a consumer
- Neglect of a consumer
- Unexplained absence of a consumer from a service
- Inappropriate use of a restrictive practice
- Theft or financial abuse involving a consumer
- Any other incident that causes or could cause serious harm to a consumer

Never attempt to manage a serious incident alone. Always notify the Co-ordinator/Manager immediately. It is the Co-ordinator/Manager's responsibility to assess and report to the Commission. Your job is to report promptly and accurately.

Whistleblower Protections

Volunteers who raise genuine concerns about the conduct of BVMOW, a responsible person, or a worker are protected under the whistleblower provisions of the Aged Care Act 2024. You cannot be penalised, dismissed, or treated adversely for raising a concern in good faith. You can also report concerns directly to the Aged Care Quality and Safety Commission at any time.

Mandatory Training Requirements

Under the Aged Care Act 2024, the following training is required:

- Aged Care Code of Conduct: at induction and at least annually
- Statement of Rights: at induction and when there are changes
- Complaints and feedback procedures: at induction and at least annually
- Whistleblower protections: at induction and when there are changes
- Privacy and confidentiality obligations: at induction
- SIRS obligations: at induction and when there are changes

Role-specific training (food safety, manual handling, safe home visiting) will be provided as applicable. BVMOW will advise you when refresher training is due.

Registered Supporters and Supported Decision-Making

Some consumers have a registered supporter. This is a person registered through My Aged Care who is authorised to help them with decisions about their aged care services. When interacting with a consumer who has a registered supporter:

- Treat the registered supporter with respect and include them in relevant conversations, with the consumer's consent
- Do not make commitments about services or programs to a registered supporter; refer them to the Co-ordinator/Manager
- If a consumer or their registered supporter raises a concern or complaint, note it carefully and report it to the Co-ordinator/Manager promptly

Financial Boundaries

Volunteers must never:

- Handle, accept, or manage consumer money, payments, or contributions
- Accept gifts from consumers of a value exceeding $10 without prior approval from the Co-ordinator/Manager (refer to the Code of Behaviour)
- Make any financial commitment on behalf of BVMOW
- Sign any documents on behalf of BVMOW

If a consumer offers you money or a significant gift, politely decline and advise the Co-ordinator/Manager. This protects both you and the consumer.

Conflict of Interest

A conflict of interest arises when your personal interests could influence, or appear to influence, the way you carry out your volunteer role. You must:

- Declare any actual or potential conflict of interest to the Co-ordinator/Manager as soon as you become aware of it
- Not allow personal relationships, financial interests, or other commitments to influence your decisions or actions in your volunteer role
- Step aside from any matter where a conflict of interest has been declared until it has been managed appropriately

This is particularly important for Board member volunteers who are involved in governance and financial decisions.

Volunteer Agreement, Screening and Records

Volunteer Agreement

All new volunteers must complete a Volunteer Application Form and Volunteer Agreement before commencing. A Privacy and Confidentiality Agreement is also required. These forms are included in the Appendix.

Worker Screening

A mandatory National Police Certificate (NPC) must be completed for all volunteers before commencing unsupervised work with consumers. This is renewed every 3 years. Alternatively, a current NDIS Worker Screening Clearance (renewed every 5 years) is accepted.

Before your screening result is received, you may commence work under appropriate supervision only. All volunteers will be checked against the ACQSC banning orders register before commencing.

Volunteer Records

BVMOW is required under the Aged Care Rules 2025 to maintain accurate records about all aged care workers, including volunteers. Records kept about you include:

- Your application form and contact details
- Your police check or NDIS Worker Screening Clearance
- Your signed Volunteer Agreement, Privacy Agreement, and any role-specific agreements
- Your training records, including Code of Conduct training completion
- Any incidents, complaints, or conduct matters involving you

All volunteer records are stored securely and treated as confidential. You have the right to access records held about you. Speak to the Co-ordinator/Manager if you wish to access or correct your records.

Privacy and Confidentiality

Protecting the privacy and confidentiality of consumers and volunteers is of paramount importance. Volunteers must maintain the privacy and confidentiality of information about consumers or team members obtained whilst in their role. This obligation applies in the workplace, at home, and in all social and online environments.

Volunteer Supervision

All volunteers will be provided with regular supervision by telephone or in person. Your Co-ordinator/Manager is your primary contact for support, guidance, and supervision.

Volunteer Rosters

Volunteer rosters are produced quarterly. If you are unable to work on a rostered day please notify the office as soon as possible.

Program Overview

BVMOW is funded by the Australian Government through the Department of Health, Disability and Ageing (DOHDA). Programs support frail and aged people, people with a disability, carers, and veterans to continue living in their own home and access their community.

Program	Description
Food Services	Deliver meals and food supplements to eligible consumers in their homes.
Individual Social Support	Assists people with low to moderate needs. May include outings, shopping, home visits, and companionship.
Flexible Respite	Provides social and companionship-based support to consumers while their carer takes a break. Social support only, not personal care tasks.
Group Social Support	Provides a supported social outing on a weekly basis in a centre-based environment.

Code of Behaviour

The Code of Behaviour outlines standards of acceptable behaviour while working with consumers. Failure to abide by the Code may lead to the discontinuance of your volunteer role. If circumstances arise not covered by these guidelines, consult the Co-ordinator/Manager before acting.

Volunteers agree to:

- Abide by the philosophy and rules of BVMOW and the Aged Care Code of Conduct
- Treat consumers with courtesy, respect, and consideration
- Not discuss private and confidential issues of BVMOW with people outside the organisation
- Not take illicit or illegal drugs or consume alcohol when on duty or on the premises
- Inform the Co-ordinator/Manager of any gifts over the value of $10 before accepting
- Not have sexual relationships with consumers
- Not take consumers to volunteers' homes
- Not harass or abuse in any way consumers, other volunteers, staff, or members of BVMOW
- Not give advice to consumers; refer all queries to the Co-ordinator/Manager
- Not alienate consumers from their family, carers, or registered supporters
- Make no commitment to the provision of any other service or program for a consumer
- Not undertake home visits outside of duties agreed upon with the Co-ordinator/Manager
- Never handle consumer money or financial contributions
- Declare any conflict of interest to the Co-ordinator/Manager immediately
- Use BVMOW vehicles only if registered in the volunteer program with a signed Vehicle Usage Agreement
- Follow the complaints and disputes procedure to resolve any conflicts

Code of Dress

Neat and clean clothing appropriate to WHS requirements must be worn on duty. Fully enclosed slip-resistant footwear is required when providing services. Hairnets must be worn in the kitchen at all times. Clean aprons and gloves are provided.

Volunteer Recognition

BVMOW celebrates volunteers every year. A volunteer function is held to recognise all volunteers' contributions to the community.

Safety, Psychosocial Wellbeing and Anti-Discrimination

Safety in Service Delivery

BVMOW has a responsibility under the Work Health and Safety Act 2011 (NSW) to provide a safe work environment, both physical and psychological, and safe systems of work. You should not undertake any task until trained to do it safely. If unsure, speak to the Co-ordinator/Manager.

Psychosocial Safety and Wellbeing

BVMOW recognises that volunteers may be exposed to psychosocial hazards including distressing situations during home visits, isolation, and work-related stress. BVMOW will provide support and debriefing after any difficult or traumatic incident. If you experience anything distressing, contact the Co-ordinator/Manager. You are not alone in your role.

Anti-Discrimination and Equal Opportunity

BVMOW will not tolerate any form of discrimination in the workplace or in the provision of services, whether direct or indirect. If you have concerns about discrimination, speak to the Co-ordinator/Manager. Every complaint will be fully investigated.

Equipment, Insurance and Vehicles

Equipment and Social Media

The Aged Care Code of Conduct applies to all volunteer conduct including online conduct. Volunteers must not make false or disparaging comments about consumers, staff, volunteers, or the organisation through social media or any online platform. Never post information or photographs that could identify a consumer without their explicit written consent. A breach of consumer privacy through social media may be a SIRS reportable incident.

Insurance

BVMOW holds Public Liability Insurance and Voluntary Workers' Personal Accident Insurance. Volunteers must sign the attendance register or report form each time they perform a voluntary activity to ensure insurance coverage.

Motor Vehicles, Licences and Insurances

Only volunteers with current drivers' licences and a signed Vehicle Usage Agreement may drive on behalf of BVMOW. Volunteers using their own vehicle to transport consumers must have it insured to at least third party property level. BVMOW vehicles, including the bus, are insured under BVMOW's motor vehicle policy and can be driven on a Class C (car) licence. Any fines or infringements are the sole responsibility of the driver. Notify the Co-ordinator/Manager immediately if you lose your licence.

Mobility Parking Scheme (MPS) Permits

BVMOW holds MPS Permits for its vehicles for use when transporting eligible consumers. All volunteers using an MPS permit must sign the Organisational Conditions of Use. Penalty for illegal use exceeds $500.

Complaints, Feedback and Mandatory Reporting

Volunteer Complaints and Disputes Procedure

Step 1	Approach the Co-ordinator/Manager for discussion. Confidential. You may put concerns in writing and have a support person present.
Step 2	If unresolved, put the issue in writing to the Manager. A decision will be communicated within 7 days.
Step 3	If still unresolved, the complaint may be referred to the Board Chairperson.
Step 4	Contact the Aged Care Quality and Safety Commission: 1800 951 822 | www.agedcarequality.gov.au

Mandatory Reporting of Abuse and Serious Incidents

All volunteers have an obligation to report concerns about consumer safety or wellbeing. You must report the following to the Co-ordinator/Manager immediately:

- Any suspected or witnessed abuse, neglect, or exploitation of a consumer
- Any unexpected death or serious injury to a consumer
- Any unexplained absence of a consumer from a service
- Any conduct by another worker or volunteer that appears to breach the Aged Care Code of Conduct
- Any safety hazard or incident during service delivery

You will never be penalised for making a good-faith report. Reporting concerns protects consumers and is a legal requirement under the Aged Care Act 2024.

Providing Feedback

BVMOW is committed to continual quality improvement. If you have suggestions, please speak to your Co-ordinator/Manager or complete any survey or feedback forms provided.

Working with Consumers

Duty of Care

All persons must take reasonable care to ensure others are not put at a foreseeable risk of injury, loss, or damage. BVMOW is bound by this Duty of Care and the Work Health and Safety Act 2011. If you have any concern about the safety or wellbeing of a consumer, raise your concerns with the Co-ordinator/Manager immediately.

What Makes a Good Volunteer?

- Arrives on time and introduces themselves
- Addresses consumers by their proper name until asked otherwise
- Is trustworthy, respectful, patient, and friendly
- Encourages consumer independence and avoids creating dependency
- Does not impose personal beliefs or attitudes onto the consumer
- Raises issues of concern about a consumer with the Co-ordinator/Manager
- Politely refuses a task if not physically capable or ethically comfortable
- Asks the consumer what needs to be done rather than assuming

Working Alone and Entering Consumers' Homes

If you arrive at a home and the consumer does not answer the door (and this is unusual):

- If the door is unlocked, open it and call out
- If there is no response, call the office on (02) 6492 4146
- If the consumer is injured or unconscious, call 000 immediately
- Stay at the home until emergency services arrive

If the consumer has had a fall: do not attempt to lift them. Remain calm, check for injuries, and call 000 if injured or unable to get up. Always call the office.

An unexpected death or serious injury during or following a visit is a SIRS reportable incident. Always notify the Co-ordinator/Manager immediately after any critical incident.

Meal Delivery and Good Food Handling Practices

- All meal deliverers must complete the I'm Alert food safety module at induction
- Damaged meals or food that is not frozen solid must not be delivered; contact the Co-ordinator/Manager
- Where the consumer is not home, contact the Co-ordinator/Manager immediately
- Food is never to be left in bags or eskies
- Food deliverers must sign the run sheet for insurance purposes

Position Descriptions

All position descriptions include the requirement to comply with the Aged Care Code of Conduct and the Aged Care Act 2024 as a condition of the volunteer role.

Board Member

Reports To	The Board
Estimated Hours	Monthly, approx. 2 hours; additional work may be required outside of hours
Scope of Role	Setting organisational policies; financial management; oversight of program planning, development, and evaluation; organisational leadership
Special Requirements	Board members are responsible persons under the Aged Care Act 2024 and are subject to suitability requirements and the Aged Care Code of Conduct
Special Conditions	Volunteer Induction completed; National Police Certificate every 3 years; financial member of BVMOW voted onto the Board of Directors; Aged Care Code of Conduct training at induction and annually
Benefits	Reimbursement for km travelled and agreed out-of-pocket expenses; professional indemnity, public liability, and personal accident insurance

Flexible Respite

Reports To	Social Support Co-ordinator
Location	Consumer's home or in the community
Estimated Hours	Variable depending on availability, consumer need, and appropriate matching
Program Description	Flexible Respite provides support to carers. The volunteer spends time with the consumer (the person the carer supports) so the carer can take a break. Consumers live in the community and have an unpaid carer.
Scope of Role	Social and companionship-based support ONLY. Volunteers do NOT provide personal care tasks such as assistance with bathing, dressing, medication, or any task requiring a health qualification. If a consumer appears to need personal care, notify the Co-ordinator/Manager.
Key Tasks	Provide in-home social support and companionship; ensure consumers have opportunities to access their community; one-to-one support matched carefully to individual consumer and carer needs
Volunteer Requirements	Capacity to understand the needs of frail aged people or people with a disability and their carers; ability to display empathy; capacity to develop appropriate personal boundaries; understanding of and commitment to confidentiality
Special Conditions	Volunteer Induction completed; National Police Certificate every 3 years; Aged Care Code of Conduct training at induction and annually; completion of I'm Alert module where meals may be involved
Benefits	Reimbursement for km travelled and agreed out-of-pocket expenses; public liability and personal accident insurance

Kitchen Assistant

Reports To	Food Services Co-ordinator
Estimated Hours	Monday, Wednesday, Friday, 10:00am to 2:00pm
Scope of Role	Assisting in the kitchen: cooking, serving, cleaning, and safe food handling
Special Conditions	Volunteer Induction completed; National Police Certificate every 3 years; I'm Alert food safety module; Aged Care Code of Conduct training at induction and annually
Benefits	Reimbursement for km travelled and out-of-pocket expenses; public liability and personal accident insurance

Kitchen Hand

Reports To	Food Services Co-ordinator
Estimated Hours	As rostered with the Food Services Co-ordinator
Scope of Role	Washing up and cleaning kitchen equipment, crockery, and utensils
Special Conditions	Volunteer Induction completed; National Police Certificate every 3 years; I'm Alert food safety module; Aged Care Code of Conduct training at induction and annually
Benefits	Reimbursement for km travelled and out-of-pocket expenses; public liability and personal accident insurance

Meals on Wheels Deliverer

Reports To	Food Services Co-ordinator
Estimated Hours	Variable; most runs completed within 2 hours
Scope of Role	Delivering meals across the region; collecting and distributing menus where applicable
Special Conditions	Volunteer Induction completed; National Police Certificate every 3 years; I'm Alert food safety module; current driver's licence and at least third party property insurance on vehicle used if driving; ability to carry bags up to 10kg; Aged Care Code of Conduct training at induction and annually
Benefits	Reimbursement for km travelled; public liability and personal accident insurance

Social Support Driver

Reports To	Social Support Co-ordinator
Estimated Hours	Variable; most runs completed within 2 hours
Scope of Role	Transporting consumers to and from appointments, outings, shopping, and social activities; assisting consumers safely in and out of the vehicle
Special Conditions	Volunteer Induction completed; National Police Certificate every 3 years; current driver's licence and at least third party property insurance on vehicle used; Aged Care Code of Conduct training at induction and annually
Benefits	Reimbursement for km travelled; public liability and personal accident insurance

Office Assistant

Reports To	Co-ordinator/Manager
Estimated Hours	Monday to Friday, 9:00am to 3:00pm
Scope of Role	General office duties: filing, telephones, consumer services support
Special Conditions	Volunteer Induction completed; National Police Certificate every 3 years; Aged Care Code of Conduct training at induction and annually
Benefits	Reimbursement for km travelled; public liability and personal accident insurance

Group Social Support

Reports To	Social Support Co-ordinator
Estimated Hours	Monday, Wednesday, Friday, 10:00am to 2:00pm
Scope of Role	Providing assistance and social support to consumers in a centre-based environment in Bega, Merimbula, and on outings, including driving the BVMOW bus to transport consumers where required
Volunteer Requirements	Current Class C (car) driver's licence and a signed Vehicle Usage Agreement if driving the BVMOW bus
Special Conditions	Volunteer Induction completed; National Police Certificate every 3 years; Aged Care Code of Conduct training at induction and annually
Benefits	Reimbursement for km travelled; public liability and personal accident insurance

Individual Social Support

Reports To	Social Support Co-ordinator
Location	Consumer's home or in the community
Estimated Hours	Variable depending on availability, consumer need, and appropriate matching
Key Tasks	Assistance with shopping; home or social visits and companionship; household support such as reading and writing letters; assisting at social and recreational events; transport where required for the above activities
Volunteer Requirements	Current driver's licence and at least third party property insurance on vehicle used if driving consumers; capacity to understand the needs of frail aged people or people with a disability
Special Conditions	Volunteer Induction completed; National Police Certificate every 3 years; Aged Care Code of Conduct training at induction and annually
Benefits	Reimbursement for km travelled; public liability and personal accident insurance

Appendix: Volunteer Induction Checklist and Forms

Volunteer Induction Checklist

All volunteers must be inducted before commencing work with consumers. The Co-ordinator/Manager will complete this checklist with the volunteer at induction. Code of Conduct training must be refreshed at least annually.

Task	✓ or ✗	Comment / Follow up
Screening and Documentation		
National Police Certificate (NPC) received (issued within last 3 years)		
NDIS Worker Screening Clearance (if held, accepted in lieu of NPC)		
ACQSC banning orders register check completed		
Volunteer Application Form completed		
Volunteer Agreement signed		
Privacy and Confidentiality Agreement signed		
Aged Care Obligations (Aged Care Act 2024): Required at Induction and Annually		
Aged Care Code of Conduct explained, understood, and acknowledged		
Statement of Rights explained		
SIRS (Serious Incident Response Scheme) obligations explained		
Mandatory reporting obligations explained		
Whistleblower protections explained		
Complaints and feedback procedures explained		
Financial boundaries explained (no handling of consumer money)		
Conflict of interest obligations explained		
Registered supporter / supported decision-making explained		
Role and Operational Documents		
Volunteer Handbook provided and explained		
Position Description provided		
BVMOW Policy Manual location explained		
Volunteer roster and rostering process explained		
Code of Behaviour explained		
Emergency and non-response procedures explained		

Task	✓ or ✗	Comment / Follow up
Role-Specific Requirements (complete as applicable)		
I'm Alert food safety module completed (meal delivery / kitchen)		
Safe food handling practices explained (meal delivery / kitchen)		
Safe home visiting procedures explained		
Manual handling training provided (if applicable)		
Fuel Reimbursement Agreement signed (if applicable)		
Vehicle Usage Agreement signed (if applicable)		
Mobility Parking Scheme Conditions of Use signed (if applicable)		
Additional items		

Volunteer's Name	
Volunteer's Signature	
Conducted By (Name)	
Conducted By (Signature)	
Induction Date	

Volunteer Application Form

First Name	Last Name
Preferred Name	
Address	
Email	**Date of Birth**
Phone (Home)	**Phone (Mobile)**
Emergency Contact Name	**Relationship**
Emergency Phone (H)	**Emergency Phone (M)**
Health conditions we need to be aware of	
Driver's Licence? ☐ Yes ☐ No	**Type of Licence**
Do vou have a car? ☐ Yes ☐ No	**Licence Number**
Type of car	**Car Insurance: ☐ Full ☐ 3rd Party Property**

Do you agree to allow Bega Valley Meals on Wheels Co-operative Ltd (BVMOW) to take and publish photographs and/or video footage of you taken during your activities as a volunteer? Such images or footage may be used on the BVMOW website, Facebook page, and other social media platforms, as well as in newsletters, promotional materials, and other publications produced by BVMOW, for the purposes of promoting the organisation and its services to the community.

You may withdraw this consent at any time by notifying BVMOW in writing. Withdrawal of consent will not affect any images already published prior to the date of withdrawal.

☐ Yes, I consent to BVMOW photographing/filming me and publishing such images as described above.

☐ No, I do not consent.

Print Name	
Signature	
Date	

Volunteer Agreement

As a volunteer you have a number of rights and responsibilities. If you have any questions, speak to your Co-ordinator/Manager in the first instance.

I _____ understand that:

- Volunteering is a mutual arrangement. Either party may terminate the arrangement at any time by notification to the other party.
- I will be reimbursed a set amount per kilometre travelled and agreed out-of-pocket expenses. No payment will be made for volunteer activity.
- Volunteering does not create any right or expectation of future paid work.
- I am under an ethical responsibility to undertake the activities I commit to, but under no legal obligation to attend.
- If I am unable to complete any assigned task, or unsure how tasks are to be performed, I will seek clarification from my Co-ordinator/Manager.
- I am expected to be courteous at all times and provide sufficient notice when I cannot attend.
- Under the Work Health and Safety Act 2011, I must follow reasonable safety directions and take reasonable responsibility for my own health and safety and that of others.
- Any property or equipment provided for use during my placement remains the property of BVMOW at all times.
- I will be indemnified by BVMOW Public Liability Insurance for injury or damage caused by my actions, other than where I wilfully or deliberately cause that injury or damage.
- Should I suffer any injury I must notify my Co-ordinator/Manager immediately.
- I am required to comply with the Aged Care Code of Conduct as a volunteer worker under the Aged Care Act 2024, including completing Code of Conduct training at induction and at least annually.
- I must never handle consumer money, contributions, or payments, and must declare any conflict of interest to the Co-ordinator/Manager.

Print Name	
Signature	
Date	

Volunteer Privacy and Confidentiality Agreement

This agreement ensures that personal information about volunteers, consumers, and team members is only used to provide services and ensure efficient administration of BVMOW. Protecting privacy is of paramount importance.

Types of information treated as Private and Confidential:

- Names, addresses, telephone, and email
- Health conditions and behavioural conditions
- Financial dealings or status
- Religion and cultural background
- Complaints or disputes
- Audio-visual information and images

This Agreement applies in the workplace, at home, and in all social and online environments.

As a volunteer/team member of BVMOW, I understand and agree that:

1. I may learn facts about people that are of a highly personal and confidential nature.
2. I will not disclose such information about a person to any other person without their express consent.
3. A breach of these conditions may result in disciplinary action, ending of the volunteer relationship, or civil proceedings.
4. If I breach an individual's privacy and confidentiality, that person is entitled to sue me for damages, and BVMOW will not indemnify me for such damages.

Print Name	
Signature	
Date	

Volunteer Fuel Reimbursement Agreement

Volunteers incur fuel expenses in carrying out their duties. This is reimbursed at the current rate approved by the Australian Taxation Office (ATO).

I wish to be reimbursed by direct deposit into my bank account: ☐ Yes ☐ No

Bank Name	
Bank Account Name	
BSB Number	
Account Number	
Print Name	
Signature	
Date	

Volunteer Vehicle Usage Agreement

As a volunteer for Bega Valley Meals on Wheels I understand that my safety and the safety of others is important. I agree to:

1. Provide evidence of my current driver licensed status on a yearly basis.
2. If using my own vehicle, provide evidence of my current registration and insurances on a yearly basis.
3. Comply with all laws concerning driving including seat belts, parking, mobile phone use, and speed limits.
4. Not drive under the influence of alcohol, drugs, or medication.
5. Be responsible for any fines or parking infringements, and repairs resulting from reckless or deliberate misuse.
6. Notify the Co-ordinator/Manager of any traffic infringement notices I receive.
7. Comply with all BVMOW policies and procedures and any directions provided.
8. Promptly notify the Co-ordinator/Manager of any hazards, vehicle defects, or road conditions affecting safety.
9. When driving a BVMOW vehicle, use it only for authorised BVMOW activities and report any damage or defects to the Co-ordinator/Manager immediately.
10. If involved in an accident, complete an Incident Hazard Report and cooperate with Police, BVMOW, and BVMOW insurers.

I acknowledge that when I drive my own vehicle as a volunteer driver, my personal motor vehicle insurance applies to any accident involving my vehicle. When I drive a BVMOW vehicle, BVMOW's motor vehicle insurance applies.

Vehicle(s) I will drive: ☐ My own vehicle ☐ BVMOW vehicle

Print Name	
Signature	
Date	