

4.1.14	MOVEMENT AND ASSISTANCE POLICY
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Applies to: Board Members, All Staff and Volunteers	Version: 1
Specific responsibility: CEO	Date approved:
	Next review date:

Policy context: This policy relates to	
Standards or other external requirements	Tasmanian Quality and Safety Standards,
Legislation or other requirements	
Contractual obligations	

PURPOSE Meals on Wheels (MOW) recognises the importance and relevance of volunteers within the organisation, and the reciprocal nature of the relationship between MOW, the individual and the Recipient/Client

Background Volunteers are involved in all areas of MOW's activities. MOW is committed to establishing and maintaining a quality system for involving and managing volunteers. MOW is committed to ensuring that volunteers have work that is safe, significant, fulfilling, and appreciated and that supports the work of the organisation.

Policy While undertaking activities on behalf of Meals on Wheels, employees and volunteers have responsibilities for health and safety. In particular employees and volunteers, through their actions or omissions, are not to place themselves or other persons at risk while undertaking Meals on Wheels related activities.

Under no circumstances should an employee or volunteer assist with any personal care tasks, lift or move clients or administer medication.

PROCEDURE

Should you come across a client that needs assistance, other than medical assistance e.g.; unable to get up from a seat, floor or requires assistance to re-locate around the house, getting dressed. etc

- Please inform your co-ordinator or Branch contact.
- Inform the Client that you are unable to assist due to MOW rules.
- Provide them with the non-emergency ambulance service which can provide assistance to clients and they can be contacted
 - **1800 008 008**

RESPONSIBILITY This policy applies to all employees and volunteers.

DOCUMENTATION

Documents related to this policy	
Related policies	
Forms, record keeping or other organisational documents	

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Annually	CEO	Board

Policy review and version tracking			
Review	Date Approved	Signed	Next Review Due
1			
2			
3			