



POLICIES & PROCEDURES

PADDY'S KITCHEN

ST PATRICK'S PAKENHAM
142 Princes Hwy, Pakenham, 3810

OCTOBER 25, 2019

TABLE OF CONTENTS

WELCOME	2
MISSION STATEMENT	2
MEDIA	2
REQUIREMENTS FOR WORKING AT PADDY'S KITCHEN	
WORKING WITH CHILDREN CHECK	2
OBLIGATIONS OF STAFF AND VOLUNTEERS CONCERNING SAFEGUARDING CHILDREN AND VULNERABLE ADULTS	2
INSURANCE	3
SUPPORT AND SUPERVISION	3
ACCESS TO CONFIDENTIAL INFORMATION	3
VOLUNTEERING AT PADDY'S KITCHEN	
ORIENTATION AND TRAINING	3
VOLUNTEERS RESPONSIBILITIES	4
VOLUNTEER RIGHTS	4
OUR CLIENTS	4
GUIDELINES WHEN DEALING WITH CLIENTS	5
VOLUNTEERS UNDER THE AGE OF 18 YEARS	5
SIGNING IN AND OUT ON ROSTERED DAY	5
ATTENDANCE AND PUNCTUALITY	5
DRESS CODE	6
VOLUNTEER ROSTER	6
COVID 19 RESPONSE	6
BEHAVIOUR AND THE WORKPLACE	
DISCIPLINE AND DISMISSAL	6
EQUAL OPPORTUNITY	6
DISCRIMINATION, HARASSMENT AND BULLYING IN THE WORKPLACE	
ILLEGAL ACTIVITY	7
DISPUTE RESOLUTION	7
HEALTH AND SAFETY	
OCCUPATIONAL HEALTH AND SAFETY	7
FIRST AID	8
ALCOHOL AND DRUGS	8
SMOKING	9
FOOD SAFETY	9
EMERGENCY SITUATIONS	
MEDICAL EMERGENCIES	9
IN THE EVENT OF AN EMERGENCY – FIRE SAFETY	9
FIRE ORDERS	10
ROBBERY	11
PROPERTY AND EQUIPMENT	
LOST PROPERTY	11
YOUR PROPERTY	11
USING PADDY'S KITCHEN PROPERTY	11
APPENDICES	
A PADDY'S KITCHEN ORIENTATION INFORMATION	12
B ROSTER SAMPLE	16
C COVID SAFE PLAN FOR PADDY'S KITCHEN	17-20

Welcome to Paddy's Kitchen

"Do not withhold good from those to whom it is due, when it is in your power to act." PROVERBS 3:21. Welcome to Paddy's Kitchen and thank you for making the commitment to support the people who are vulnerable in our community. Paddy's Kitchen is a parish community initiative, serving home cooked 2 course dinners to those in need. As our banner reads, "free meals to anyone in need, or those finding life difficult at the moment". We welcome anyone irrespective of religion, race, ethnicity, gender or age, without judgement.

Mission Statement

Paddy's Kitchen's purpose is to make a difference in people's lives, by providing a fresh, healthy nutritious meal in a friendly and welcoming environment.

Media

We ask that any volunteers do not make public statements or provide information that relates to Paddy's Kitchen to any media outlet. Please refer any approaches from the media to contact the Paddy's Kitchen Co-ordinator.

REQUIREMENTS FOR VOLUNTEERING AT PADDY'S KITCHEN

Working with Children Check

As a volunteer for Paddy's Kitchen, you are registered as a volunteer of St Patrick's Parish. As a volunteer of St Patrick's Parish, Pakenham you are expected to actively contribute to a parish culture that respects the dignity of its members and affirms the Gospel values of love, care for others, compassion and justice. You are required to have read and to observe the principles and expectations as set out in the Parish Policy for the Care, Protection and Safety of Children and the Pastoral Care of Vulnerable Adults. This is published on the Parish Web Site, www.stpatrickspakenham.com.au and can be found on the drop down list from the **Parish Code of Conduct** tab. Printed copies of the Policy are available from the Parish Office or from the Parish Safety Officer at safetyofficer@stpatrickspakenham.com.au

Obligations of Staff and Volunteers Concerning Safeguarding Children and Vulnerable Adults

Prior to commencement of your volunteer role for Paddy's, you must gain a Working with Children Check (WWCC) as a volunteer at St Patricks or add the Parish to your existing WWCC. If you do not have a WWCC, please go to the Victorian Government Working With Children Check website to apply for one, <https://www.workingwithchildren.vic.gov.au/individuals/applicants/how-to-apply>. Once this has been done the Parish Safety Officer will notify you of your clearance to be a volunteer. You are also to provide a signed copy of Obligations of Staff and Volunteers Concerning Safeguarding Children and Vulnerable Adults. This is published on the Parish Web Site www.stpatrickspakenham.com.au, and can be found on the drop-down list from the **Parish Code of Conduct** tab. This can be printed directly from the website. Printed copies are available from the Parish Office or from the Parish Safety Officer at safetyofficer@stpatrickspakenham.com.au.

Insurance

All volunteers are covered under St Patrick's Parish General Public Liability insurance, covered by Catholic Church Insurance. The scope of cover includes the legal liability in relation to personal injury made by third parties up to the limit of \$20,000,000 as a result of an accident or incident occurring within activities run by Paddy's Kitchen, through the Parish centre.

All volunteers share responsibility for taking prompt action to eliminate and reduce the risk of injury. Any incident that results in an injury to yourself, other volunteers or clients should be reported immediately to the team leader. If you are involved in an accident when volunteering, that results in personal injury requiring medical attention, and you are seeking to raise a claim, you must:

- have all relevant medical and/or hospital reports available
- A copy of the original signed incident report you and your group leader completed at the time of the incident. Copies can be found in the Paddy's Kitchen green orientation folder.
- Arrange a meeting with St Patrick's Parish Secretary, with the above paperwork, to initiate the claim. From this point, the Parish Secretary will be your point of contact for you claim

Support and Supervision

As a valued member of Paddy's Kitchen, you have the right to access appropriate levels of support and guidance through a suitably experienced team leader.

Access to Confidential Information

As a Paddy's Kitchen volunteer, you could have access to information regarding clients and other volunteers. Such information must be treated as confidential. Do not disclose it to any person including clients, other volunteers, friends or family. For instance, you may recognise someone you know accessing our services. Please respect their privacy and treat this as confidential.

VOLUNTEERING AT PADDY'S KITCHEN**Orientation and Training**

If you are new to Paddy's Kitchen, your team leader for your first session will spend some time with you prior to the commencement of your session to orient yourself with our processes. Prior to your first session you will:

- Have read Paddy's Kitchen Procedures and Policies to familiarise yourself with the required procedures to ensure your safety and that you have the best experience.
- Contact your team leader of your first session, to let them know you are new and will be working in their group. Contact details of your team leader are on the roster.
- Arrive 15-20 minutes before your rostered time. In this time the team leader will explain to you how a dinner session runs and you will have an opportunity to go through the green orientation folder. Orientation information can also be found in **Appendix A** of this document. Your team leader will also introduce you to the group of volunteers you are working with.
- Ask questions. No question is too silly. Better to learn the correct way to do something rather than assume how you are doing it is right.

Paddy's Kitchen encourages its volunteers to try different roles each time they volunteer for a dinner session. If you would like to try a new role, please put yourself on the roster for that role and let your team leader for that session know. There are the other volunteers fulfilling that role who will orientate you through it. We have a wonderful group of friendly encouraging volunteers, and we are all here for the same reason.

Volunteer Responsibilities

As a volunteer of Paddy's Kitchen, you have a responsibility to:

- Believe in the service provided by Paddy's Kitchen
- Conduct yourself in a professional, ethical and lawful manner
- Work harmoniously with team leaders, volunteers and clients of Paddy's Kitchen.
- Refrain from gossiping or other divisive behaviours
- Be punctual and reliable
- Work as part of a team
- Carry out all jobs as outlined in the job description of your role and timeslot
- Be open minded to other people's views and not impose your personal values and beliefs on others
- Discuss with your team leader any problems that may arise and seek guidance if and when required
- Enhance and respect the dignity of all people
- Avoid becoming over involved with clients. Identify yourself by first name only
- Maintain confidentiality of fellow volunteers and clients
- Notify the team leader as soon as possible if you are unable to attend your rostered session

Volunteer Rights

As a volunteer you have the right to:

- Work in a healthy and safe environment
- Be adequately covered by insurance. To ensure entitlement volunteers must work within policies and procedures
- Be given accurate information about the operation of Paddy's Kitchen
- Be given a copy of Paddy's Kitchens policies and procedures
- Be given guidelines and an orientation to Paddy's Kitchen
- Have your personal information remain confidential in accordance to the principles of the **Privacy Act (1988)**
- At times, photos may be taken by your team leader of volunteers at work. Please advise your team leader if you do not want your photo taken
- Please know that you are appreciated and valuable to Paddy's Kitchen

Our Clients

- The people who use our service are important and every one of them deserve to receive the very best we are able to provide.
- They are human beings with feelings and emotions like our own and are the very purpose of our work.
- They deserve to be treated with respect, sincerity, non-judgemental, quality, caring service at all times.

Guidelines when dealing with our clients:

- Volunteers are not to give money, medication or rides to our clients. If asked, politely respond that you cannot. All requests for assistance should be referred to your team leader.
- Volunteers should never deal with an angry or confrontational guest alone. Immediately report the situation to your team leader who will work to diffuse the situation or ask the client to leave the premises.
- Volunteers should identify themselves by their first name only. Do not give out personal information to our clients, or allow contact through social media.
- The meal we provide for our clients is a "dine in" experience. We provide a 2-course meal, and if available, a 2nd serving of mains. We do not provide take away meals. If you are personally asked by our client for a take away meal, please direct them to your team leader who will provide them with additional services such as contact information of other outreach services or St Vinnie's brochures.

Volunteers under the Age of 18 Years

Paddy's Kitchen is open to children and teenagers volunteering their time to help. Because of their age and vulnerability there are strict guidelines for all volunteers under the age of 18, in order to ensure their safety and wellbeing.

- All volunteering children under the age of 18 must be accompanied by 1 adult who has a duty of care to that child. The accompanying adult must have a valid Working with Children Check and must complete all requirements as outlined under **REQUIREMENTS FOR VOLUNTEERING AT PADDY'S KITCHEN** in this document
- The accompanying adult must sign themselves and their child in and out, in the sign in book for their session
- Children under the age of 18 are not allowed in the kitchen at any time, so they can only choose roles outside of the scope of food preparation, and serving
- If the volunteering child requires to use the toilet, they must be accompanied by the adult who has a duty of care to them
- If the volunteering child would like to sit at a table with the clients, it is at the discretion of their accompanying adult. This adult also has an obligation to sit with their child they are responsible for.

If a child under the age of 18 has volunteered through a school initiative, they are still required to be accompanied by an adult who has a duty of care to that child. The school or class teacher does not take responsibility for the safety and wellbeing of the underage child, and all of the above points are applicable in this situation.

Signing in and out at your rostered duty

For your safety and to adhere to our policies and procedures, it is essential that you sign in when you commence work for your shift and sign out when you leave.

Attendance and Punctuality

To keep Paddy's meal service running to schedule and minimize inconvenience to other volunteers, please arrive for work at your rostered time. Last minute cancellation makes it very difficult to find a replacement for your role. Please provide as much notice as possible if you are unable to attend your rostered time, by contacting your team leader.

Dress Code

- Dress appropriately for your role
- Closed flat footwear to be worn at all times, for all roles.
- Long hair to be tied back

Volunteer Roster

An email is regularly sent out to all Paddy's volunteers, from the Paddy's Kitchen Coordinator, with the rosters attached. All Volunteer rosters are located on Google Docs. In order to access them you will be required to set up a Google Account, if you do not have one already. All rosters have the allocated team leader's name and contact details on it, if you need to contact them.

When you open up a roster via Google Docs, you will be able to add your name to the timeslot and duty you would like to help in. If you need to remove yourself from a roster, go back into to Google Docs, locate your roster and delete your name from it. If you need to remove yourself from the roster less than 2 weeks before the session, please also contact the group leader for that session so they are aware and can organise a replacement for your role. Please see **Appendix B** in this document for roster sample.

Covid 19 Response

The priority for Paddy's Kitchen is to keep our volunteers and our guests safe. In line with current Victoria Government Regulations and protocols for Covid 19, Paddy's Kitchen has developed a Covid Safe Plan, which has been and will continue to be implemented for all 2021 meals, until further notice. The Covid Safe Plan can be found in Appendix C of this document. Paddy's will follow the Victorian Governments guidelines for the use of masks, and will advise all rostered volunteers of changes when required. All volunteers are to familiarise themselves and demonstrate the requirements of the new protocol while on duty, until otherwise advised by the Paddy's Kitchen Co-ordinator or your Group Leader.

BEHAVIOUR AND THE WORKPLACE

Discipline and Dismissal

All volunteers must accept the directions given to them by the team leader. In case of misconduct, a case for dismissal is last resort and will be decided by Paddy's Kitchen Co-Ordinator in conjunction with the team leader. Instances that may result in termination of your involvement as a volunteer include (but are not limited to):

- Conduct that threatens the safety or wellbeing of Paddy's Kitchen's clients and volunteers, including physical or verbal assault or abuse
- Breaches of Paddy's Kitchen OH&S Policies and Procedures, or Sexual Harassment and Workplace Bullying Policies and Procedures
- Neglect of duty
- Breaches of confidentiality
- Dishonesty
- Divisive behaviour including malicious and/or repeated gossiping

Equal Opportunity

Paddy's Kitchen is committed to the principles of access and equity, and supports the right of every individual to participate in our volunteer program. Discrimination occurs when a person is denied fair and equal treatment on the grounds other than those relevant to the job requirement.

As a volunteer, you have the right to make a complaint in instances of discrimination and are entitled to have the matter dealt with in a prompt, confidential and impartial manner.

Discrimination, Harassment and Bullying in the Workplace

Harassment and bullying in all forms are unacceptable and unlawful. Paddy's Kitchen supports a "zero tolerance" work environment to discrimination, harassment and bullying. Harassment is defined as behaviour or conduct:

- That is unwelcome or unsolicited
- That may reasonably be said to offend, humiliate, intimidate or distress the person(s) who is (are) the target of the behaviour.

Bullying is repeated unreasonable behaviour directed towards a volunteer(s) that creates a risk of health circumstances, would expect to victimize, humiliate, undermine or threaten. Bullying can occur wherever people work together. Bullying is not always intentional. Sometimes people do not realise that their behaviour can be harmful to others. However, intention may be relevant in assessing the severity of the conduct.

If you believe you are a victim of discrimination, bullying or harassment, contact your team leader and Paddy's Kitchen coordinator immediately for resolution.

Illegal Activity

Volunteers must not knowingly participate in or allow Paddy's Kitchen to become involved directly or indirectly in any illegal activity. Any suspicion of fraud or illegal activity must be immediately reported to your team leader and Paddy's Kitchen coordinator. Volunteers found to have undertaken illegal activities will be subject to dismissal and potential legal action.

Dispute Resolution

Volunteers have the right to fair and equitable treatment of grievances and complaints in a timely and professional manner. Please raise any concerns you have initially with your team leader. If you are not satisfied with the team leaders' response or feel it is inappropriate to discuss the issue with this person, please contact the coordinator of Paddy's Kitchen.

HEALTH AND SAFETY

Occupational Health and Safety

As a volunteer organisation, solely run by volunteers, Paddy's Kitchen is not under legal obligation to comply with the **OHS Act (2004)**. Paddy's Kitchen believes the health and safety of Paddy's volunteers is of utmost importance. In order to maintain everyone's safety, it is important all team leaders and volunteers are able to identify the actions we need to take, to remove, or control the health and safety risks associated with our work at Paddy's Kitchen. Our risk assessment control involves:

1. IDENTIFY THE HAZARDS -Think of all possible causes of injuries or illness

2. ASSESS ALL HAZARDS TO UNDERSTAND THE RISK – Risks are the likely consequence of exposure to the hazard
3. CONTROL THE RISKS – Eliminate the risks where possible and reduce the risk to others

It is the responsibility of all volunteers to take prompt action to eliminate and reduce the risk of injury.

An accident that results in a near miss or an injury to yourself, other volunteers or clients, should be reported immediately to your team leader and an incident form completed immediately. Incident forms can be found in the back of the green orientation folder.

Unacceptable work conditions include:

- Slippery / wet floors
- Blocked doors, aisles or corridors
- Poorly lit areas and burnt out globes
- Dangerously stacked supplies
- Tripping hazards
- Blocked or missing fire extinguishers
- Equipment being incorrectly used
- Exposed electrical wires
- Leaking water, oil or other liquids
- Verbal abuse or aggressive behaviour
- Drug and alcohol affected people
- Any incident where you feel threatened
- Not having suitable protective clothing / equipment to wear / use for your role
- Using a particular piece of equipment / machinery that you have no experience with

You must also take reasonable care of your own safety and the safety of others affected by you.

This includes:

- Walk – don't run and wear closed non-slip footwear
- Perform your role in the safest manner possible
- When lifting goods, lift with your legs and not your back
- Ask for help when lifting heavy items
- Use and store equipment safely
- Do not operate equipment you have not been trained to e.g., meat slicer
- Do not leave flammable items near burners
- Only volunteers with a kitchen related role are to enter the kitchen area

First Aid

First aid kits are located in the kitchen of Paddy's Kitchen. If you need to use the first aid kit for a work related injury, please inform your team leader and fill out an incident report. Incident reports can be found in the back of the green orientation folder.

Alcohol and Drugs

Volunteers are not permitted to bring alcohol onto the premises of St Patrick's Parish. Drugs are also not permitted except for medication which has been prescribed by an authorised medical practitioner, or drugs which are legally purchased without a doctor's prescription e.g. Panadol, aspirin. Volunteers suspected to be under the

influence of drugs or alcohol will be asked to leave Paddy's Kitchen and termination of volunteer activities will occur.

If there is a risk to volunteers or clients, immediately advise your team leader. With the assistance of a volunteer, the team leader will escort the affected client/volunteer off the premises. If they refuse to leave and or becomes aggressive, contact the Police by **dialling 000**.

Smoking

Smoking is not permitted during your rostered time. Paddy's Kitchen, St Patrick's Parish and St Patrick's Primary School is a smoke free zone. There is no smoking allowed within the boundary of the parish and school grounds.

If any of our clients are found to be smoking in the school or parish grounds, please advise them these areas are a smoke free zone and direct them outside the school and parish grounds.

Food Safety

Keeping food safe and fit for consumption is an important part of Paddy's Kitchen operations. By following correct handling, personal hygiene and preparation techniques we can stop cross contamination and reduce bacterial growth in the food we serve.

All kitchen volunteers involved in food preparation and / or serving are required to:

- Hands must be washed with soap on arrival and prior to commencing your role. Hands must be washed after using the toilet and blowing your nose
- Wear disposable gloves. Gloves are to be changed between meat preparation and vegetable preparation to avoid cross contamination
- Use appropriately colour chopping boards as shown in the kitchen poster, for the food item you are preparing
- Immediately refrigerate food items requiring refrigeration
- All long hair to be tied back
- Ensure refrigerators are regularly cleaned to avoid mould
- If you cut or injure yourself, immediately advise your group leader. You will not be able to continue with your role until healed

EMERGENCY SITUATIONS

Medical Emergencies

If people who use our service or a volunteer is involved in a medical emergency, please follow these steps:

- Remain calm
- Ensure your safety and that of others
- Give basic first aid if qualified or locate the help of a qualified person
- Provide reassurance to the injured person
- Do not move the person unless they are in medical danger
- Remain with the injured person
- Arrange for appropriate medical attention or **dial 000** and follow the operator's instructions

Fire Safety

The kitchen and parish centre are fitted with manual firefighting equipment including: Fire Blanket; Fire Extinguishers and Hose Reels. In case of a fire, keep calm, ensure others are notified and ensure the following **'FIRE ORDERS'** are complied with. All Team Leaders and Volunteers should be familiar with the locations of all

exits, and are to be given the opportunity to be trained in fire safety, including evacuation procedures and the safe use of firefighting equipment.

'FIRE ORDERS'

ANYONE FINDING A FIRE SHOULD:

- 1. Assist anybody in immediate Danger**
- 2. Close the door(s) - (Isolate the fire)**
- 3. Raise Alarm**
 - a. Ring Fire Brigade on '000'**

Our address is: 142 Princes Highway Pakenham.
Nearest cross Street is: The Avenue
 - b. Alert all other persons in Building - move away from danger**
- 4. Consider Fire Attack only if SAFE to do so**
- 5. Evacuate to Emergency Assembly Area - if necessary**

(Front Footpath – outside fence line along Princes H'way)
- 6. Remain at Assembly Area and ensure everybody is accounted for.**

'Fire Orders' Guidelines and Procedures

These procedures are a team effort – work together. **Do not put yourself at risk.**

When a fire is discovered:

- Close the immediate door this will isolate the fire
- Help prevent the rapid development of the fire
- And reduce the spread of smoke throughout the building

Fighting the Fire:

- A small fire in its early stage of development can often be safely extinguished
- Only attack the fire if safe to do so
- Only attack the fire after considering the risks
- If attacking the fire have another person standby/assist with additional firefighting equipment

When evacuating:

- Ensure the toilets and other rooms are clear of people
- Ensure ALL clients and volunteers assemble at the Assembly Area
- Assist others as required
- If time permits take sign in book to Assembly Area

At Assembly Area:

- Ensure everyone is accounted for
- Do not allow anyone back into the building
- Have someone available to liaise with Fire Service upon their arrival
- Advise location and type of fire
- Advise if any persons missing or if all persons are accounted for

Robbery

Procedures to follow if a robbery takes place to you personally:

- Do not resist – give the money freely
- Do not argue or plead – do exactly as you are told
- Stay calm – do not become hysterical
- Try to avoid eye contact, but still try to get a description e.g. size, age, hair colour, clothing etc. As soon as the ordeal is over, call the Police and Paddy's Kitchen Co-ordinator to debrief with the team leader.

PROPERTY AND EQUIPMENT

Lost Property

All items found at the end of a meal service should be reported to your team leader. Note exactly where and when the item was found, what was found and the name of the person who found the item. Lost property such as clothing items, drink bottles, toys, glasses etc, are to be placed in the red PADDY'S LOST PROPERTY BASKET, located in the kitchen store room. Valuable property such as wallets, bags, items of identification etc to be given to the Parish Secretary for safe keeping in the Parish Office, until the item can be returned to its rightful owner.

Your Property

Please adhere to the following guide lines:

- Do not bring large sums of money or valuables to work
- If personal/valuable items cannot be kept on you, ensure such property, e.g. handbags, jackets etc are stored in the kitchen store room, behind the store room door.
- If you observe any person demonstrating strange or unusual behaviour, advise the team leader immediately.
- Do not remove property from the building without prior consent from your team leader.

Using Paddy's Kitchen Property

As Paddy's Kitchen is not the only group that uses the facilities at St Patrick's Parish, we are accountable for our responsible use of resources and property. All items found in the kitchen are of the property St Patrick's Parish and must remain in the kitchen after use, where it was found. There must be no items removed from the Parish Kitchen. All items and equipment used from the Parish kitchen, must be thoroughly washed and dried, and ready for use by other parties. Please treat all items with respect and avoid damaging property and equipment. Where necessary report any damage to your team leader.

Appendix A



ORIENTATION INFORMATION

PADDY'S KITCHEN

ST PATRICK'S PAKENHAM
142 Princes Hwy, Pakenham, 3810

Roles for Volunteers

Thank you for offering to help at Paddy's Kitchen. Remember to sign in and out and inform team leader when you are leaving. Have fun.

2pm- 6:00pm. Cooking Team. (3 Volunteers)

- Turn ovens onto maximum temperature 250. Turn the top knob to the right 7 clicks. Bottom knob is for the temperature.
- Turn on dishwasher, as per instructions on machine.
- Please note appropriate coloured chopping board per food item, as per signage above board cupboard.
- Wear blue disposable gloves when preparing food
- Place meat into one metal tray.
- Prepare vegetables: Peel and chop them and put them in dish/saucepans.
- Head cook will oversee the cooking times and making of gravy, applesauce etc.
- Head cook will commence carving the meat about 5:00pm cover with foil and place in oven to keep warm.
- 3 trays can fit in one oven.
- Don't place dishes on the bottom of the ovens as the food will burn, must be on a tray.
- All knives must be stored away once all food preparation and cooking are complete and prior to roller shutters opening



NOTE: If you cut yourself during food preparation, you will not be able to continue food preparation until your wound has healed. Please advise your group leader immediately to organise a replacement.

4:30-6:00pm. Set up Team (2 Volunteers)

Overall duties are: as kitchen hands, set up hall and clean up after the cooks.

- Wipe tables.
- Use metal trolley for dirty dishes, place along wall in Hall, place plastic bucket for cutlery and scrapes. Guest encouraged to clear their own plates.
- Required number of tables (check with Team Leader) to be moved to top end of room and set up as per green folder.
- Set up according to Picture in the **green folder**.
 1. 9 tables of 7 people per table.
 2. Doilies are in the draws under the kitchen bench.

3. Water Jugs are in the meeting room end of corridor in the cupboard (room could be locked, see your team leader for access).
 4. Flowers, salt and pepper, in the pantry.
 5. Glasses are under the bench.
 6. Serviettes are in the draws under island bench.
- Set up an Urn, cups for tea and coffee, sugar bowl and milk jug and teaspoons on the servery on the RHS in the Halls so guests can help themselves. Plug the cord into the power point on the inside of the kitchen cupboard (not in the hall). May take 45 minutes to heat, turn down to 90 degrees when boiled. Put out minimal supplies and top up throughout the evening. Left overs need to be thrown out.
 - Place mats and tongs on the bench ready for serving as the dishes with food are HOT. Set up according to Picture in the **green folder**.
 - Bread (if using) sliced and onto trays and left on bench other side of roller door.
 - Wash up dishes used in the cooking preparation in the kitchen. Ensure all plates and cutlery are scraped down well before loading in dishwasher
 - Cut up desserts. Check with chef re bench space. Option to plate up desserts if necessary.

5:15- until finished. Welcome Team (4 Volunteers)

Overall duties are: as hosts, hostesses, “meeters and greeters” (the face of Paddy’s Kitchen)

- At 5:30 go out in small groups (**Never Alone**). to meet and welcome clients arriving at entrances, front gate or back carpark, come back in about 6:00-6:10pm
- Show clients to the hall and see them seated and briefed on timings, process and toilets.
- Be the helpers once serving starts and even sit at the tables with the clients.
- Encourage guests to put plates and crockery on metal trolley in hall, and prepare tables for dessert.
- Farewell clients.
- Help with clean-up.

5:30 till finish. Serving and Clean Up Team (3 Volunteers including one dishwasher)

Overall duties are: to serve the meal, clean up and return the hall and kitchen to their original state

- Have Dinner Plates ready to use
- Keep Roller doors closed until serving begins at 6pm.
- Start in kitchen by helping to serve the meal
- Ensure you are wearing disposable gloves when serving.
- Concentrate on serving and being friendly and only wash up when opportunity arises.
- Ovens turned down may have food inside covered with foil to keep warm.
- Dishes placed on mats on counter with tongs about 5:50.
- Have desserts ready.
- Open servery when ready to do first serving, close and make up 10 meals in containers for any late comers, announce second serving then close servery. Left overs are not to be given out but placed in freezer for distribution by the Parish during the week.
- Serve dessert – either plate up or allow guests to choose (depending on quantity).
- Tidy up and clean up using all remaining volunteers. Ensure all plates and cutlery are scraped down well before loading in dishwasher
- **Ensure all tables and chairs returned to bottom end of Hall, keep top end free for weekly activities.**

NOTE: If you cut yourself during food serving, you will not be able to continue with serving until your wound has healed. Please advise your group leader immediately to organise a replacement.

If you are unclear on any of the procedures for your role, please speak to your team leader immediately. Thank you for your support and commitment to Paddy's Kitchen and the community we serve.

Appendix B

Paddy's Kitchen Volunteer Roster

Date

<u>TEAM LEADER</u>			
<u>ROLE</u>	<u>DESCRIPTION</u>	<u>TIME</u>	<u>VOLUNTEER</u>
Cook	Cook and prepare vegetables	2pm - 5.30pm	1.
Cook's Helpers	Assist cook and prepare vegetables	2pm - 5.30pm	1.
			2.
Hall Set Up etc.	Check toilets, set up and sanitise furniture, assist with seating of guests (observe social distancing) and serve tea, coffee and water	4.30pm – 6.00pm	1.
			2.
Greeters	Welcome at the entrances, register guests using QR code or manual record, mingle with guests, remove used crockery etc., serve drinks and assist with clean-up of hall	5.15pm until finish	1.
			2.
			3.
			4.
Servers	Serve the dinner to guests and then help clean up the kitchen	5.30pm until finish	1.
			2.
			3.
Dishwasher	Operate the dishwasher and hand wash	5.30pm until finish	1.
Emergency Replacements	Be on standby in case someone is not able to come on the day.	Whenever required	1.
			2.
Desserts	Drop off before 5.30pm		1.
			2.
			3.

Appendix C

Covid Safe Plan for Paddy's Kitchen

1. Priority considerations

- Keeping our volunteers safe from each other and safe from our guests
- Keeping our guests safe from each other and from our volunteers
- Following all the regulations and protocols issued by the Vic Government

2. The Regulations

	The Regulations	Impact on Paddy's Kitchen
Capacity	<ul style="list-style-type: none"> ● Venues over 50 square metres: patron limit subject to density quotient of one person per two square metres, ● Patrons should be seated or standing so they are 1.5 metres away from any patron from an adjacent group, ● Density quotient limit does not apply to workers in kitchens within the workplaces, however staff working in the kitchen must practise physical distancing where possible. 	<ul style="list-style-type: none"> ● Paddy's Kitchen whole venue is greater than 50 Sqm so overall density could probably be allowable at 50. ● Separation of 1.5 Metres could perhaps allow for 6 tables of 5 for families or groups and then 6 tables of 3 to allow social distancing. ● Volunteers in the Kitchen could be 5 at any one time but we aim to limit to 3.
Record keeping	<ul style="list-style-type: none"> ● Electronic records (e.g. QR code system) are required in hospitality venues if a density quotient of one person per two square metres is applied. 	<ul style="list-style-type: none"> ● Provide QR Code for registration for both staff and guests with manual registration for others. ● Registration tables at Entrances. ● Manual record to be completed by Greeter and secured in Parish Office at the end of the dinner. Privacy of guests to be maintained at all times. Pens should not be shared.
Face masks	<ul style="list-style-type: none"> ● Face masks must be carried at all times. ● Face masks are strongly recommended whenever physical 	<ul style="list-style-type: none"> ● Masks are to be worn by all volunteers and guests except when seated. Extra masks need to be onsite for use.

	distancing of 1.5 metres from others cannot be maintained.	<ul style="list-style-type: none"> • Guests discouraged from moving around except to the toilets. • Disposable gloves to be worn by all those dealing with guests.
Signage	<ul style="list-style-type: none"> • Must display signage at each public entry to each indoor space indicating maximum capacity, face mask restrictions COVIDSafe hygiene and physical distancing requirements. 	<ul style="list-style-type: none"> • Posters need to be displayed with the rules that apply in the dinner hall. Posters on washing hands correctly displayed.
Cleaning	<ul style="list-style-type: none"> • Shared spaces and public spaces are cleaned with disinfectant regularly, with high-touch surfaces cleaned twice each day. 	<ul style="list-style-type: none"> • Set up should include cleaning of all tables and surfaces in use by guests. • All surfaces to be cleaned at the end of the dinner including doorhandles
Hygiene	<ul style="list-style-type: none"> • Hygiene practices be adhered to. 	<ul style="list-style-type: none"> • Gloves should be worn by all who have contact with guests. • Hand sanitiser stationed at each entrance. • Hand soap and paper towels in all bathrooms. • Rubbish bins available for paper towel disposal.
Create Work force bubbles	<ul style="list-style-type: none"> • Limit the number of people that workers are in prolonged close contact with. This means: <ul style="list-style-type: none"> ○ Keep pools of workers rostered on the same shifts ○ Avoid overlap in shift changes ○ Limit or decrease the number of visitors or workers attending multiple worksites where possible. 	<ul style="list-style-type: none"> • Create bubbles: <ul style="list-style-type: none"> ○ <u>Cooks</u>. To prepare and cook dinner. ○ <u>Servers and Dishwasher</u>: To serve the dinner. One dedicated person to wash up. Serve behind Perspex guard. No contact with guests. ○ <u>Set up</u>: to set up hall including sanitise furniture. To serve tea, coffee and water. Assist with seating and maintaining social distancing. ○ <u>Greeter</u>: To provide reception and registration. To serve tea, coffee, water and remove used dishes to trolley/rubbish bins. To clean up and sanitise afterwards.

Other	<ul style="list-style-type: none"> • The number of condiments available on tables should be minimised where possible. Reusable cups or glasses should be offered with water jugs where possible. • Where possible: enhance airflow by opening windows and adjusting air conditioning. • Venues may continue to use their cutlery, crockery and beverage containers with appropriate hygiene, cleaning and sanitation processes in place. Disposable serving ware is not required. 	<ul style="list-style-type: none"> • All Sliding doors to the Hall be opened to allow for good air flow. • Choice of crockery & cutlery or disposable. <ul style="list-style-type: none"> ○ If crockery, then used items should be placed on a trolley and taken in for washing in bulk. ○ Cutlery to be wrapped in serviettes and collected by client with meal. ○ If disposable, then adequate bins need to be provided.
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3. Arrangements:

Tables

- Reception tables outside at entrance
- Sanitisation stations around Hall
- Perspex guard at servery
- Set up 6 tables with 5 chairs for families or groups
- Set up 6 table's s with 3 chairs for individuals.

Posters and markings

- Social distancing marks on the floor near serving area.
- Posters to be displayed covering:
 - Social distancing and mask reminders.
 - Hands sanitising reminder.
 - Families and Groups can sit together on tables of 5, individuals on tables of 3

4. Duties

Group Leader

- Overall responsibility and supervision of operating Covid Safe Plan.
- Ensure building is secure and toilets open.
- Wear mask and gloves at all times.
- Remain outside Kitchen wherever possible.
- Ensure doors are open for air flow.
- Unlock hall doors into church foyer after 6pm to allow access to toilets.
- Orchestrate the call up of guests for dinner.
- Secure the building on completion.
- Secure guest register in Parish Office at completion of dinner.

Kitchen Group

- a. One lead cook and 2 Helpers
- b. Duration is 2pm until 5.30.
- c. Maintain social distancing where possible.
- d. All to wear gloves
- e. This group remains in Kitchen area and has no contact with guests
- f. Perspex screen in place over first opening

Server Group

- a. Place food on counter and serve and place plate at second window.
- b. Desserts to be plated ready for collection.
- c. Ensure cutlery wrapped and pepper/salt sachets
- d. Washer to take trolley of used crockery.
- e. Kitchen area to be sanitised on completion.

Set-up Group

- a. Two Volunteers.
- b. Set up arrangement needs to be determined to allow for families, social groups and individuals.
- c. No Cutlery or other table dressing. Wrap cutlery in serviettes ready for collection with meal.
- d. Tables and chairs to be sanitised.
- e. Seat guests depending on their needs. Family or social groups at the large tables and individuals otherwise.
- f. Serve tea, coffee and water.

Greeters

- a. Four volunteers in this group to register guests and then help services the dinner.
- b. Duration 5.15pm to close.
- c. Must wear masks and gloves at all times
- d. Direct guests entering from the rear carpark to the front of the church. Entrance to be the door closest to the highway and the exit the door closest to the rear of the hall. All guests to be registered using QR Code or manual attendance sheet. One volunteer to remain at registration to catch stragglers. Protect the privacy of all guest by completing the registration and avoid sharing pens.
- e. Serve tea or coffee as required.
- f. Distribute water in plastic bottles.
- g. Collect and stack dirty dishes and cutlery on trolley/rubbish bins.
- h. Sanitise all surfaces on completion.