

# DARA's Van

## Volunteer Guide

## New Team Members



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# Contents

1.	Introduction .....	3
2.	DARA and DARA's Van .....	4
3.	The DARA's Van Community.....	5
4.	Homelessness in Australia.....	6
5.	Homelessness in Newcastle.....	8
6.	Causes of Homelessness.....	9
7.	Mental Health & Homelessness.....	10
8.	Van Assistant Role .....	12
9.	DARA's Van Schedule.....	13
10.	DARA's Van Food.....	16
11.	Food Safety .....	17
12.	Work Health & Safety (WH&S) .....	21
13.	Communication .....	22
14.	Customer Service .....	23
15.	Security .....	25
16.	Referrals.....	26
17.	DARA's Van Policy and Procedures.....	27
18.	FAQ's.....	28
19.	Review Questions .....	30

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# 1. Introduction

Thank you for your interest in volunteering for DARA's Van. The first stage of the training process is to complete this DARA's Van Learning Guide.

You will need to do the following:

- Read and complete activities 1 & 2;
- Complete the review questions on page 30;
- Contact DARA's Van to book into an induction and an orientation session;
- Bring documents providing 100 points of ID (70pts for: birth certificate, citizenship certificate, passport; 40 points for licence, Centrelink or social security card, tertiary student card; 25pts for: Medicare card, rate notice, utility bill, credit card);
- Complete the Orientation Session.

Training starts with this Volunteer Guide to provide flexibility and minimise the amount of time volunteers need to spend in a training room. You need access to the Internet to view videos and websites. If this presents a problem please let us know. People work at different speeds but the Learning Guide should take approximately 1 hour to complete.

To book into the orientation session or if you have any queries about DARA's Van, please contact:

Email: [darasvan@ dara.org.au](mailto:darasvan@ dara.org.au)

Phone: (02) 4979 1339

## 2. DARA

DARA (Development and Relief Agency) identifies, reaches out and supports those in our community who are disadvantaged, marginalised, oppressed or isolated by cultural, ethnic or religious differences. DARA provides practical assistance, an opportunity for socialisation and a pathway to integration via access to educational and vocational programmes.

DARA currently runs two services – Refugee Hub and DARA's Van.



### DARA's Van

DARA's Van provides hospitality and friendship to the marginalised in our community – the homeless, socially isolated, financially stressed and all who are vulnerable.

By offering food and refreshments, DARA's Van is a key outreach service which engages directly with people who may require support and assistance, as well as access to information and other services. DARA's Van is the principal local partner of Orange Sky Laundry in the Newcastle region.

Operated by dedicated teams of volunteers, DARA's Van and Orange Sky Laundry, offers access to mobile hospitality and support as well as laundry facilities five nights a week throughout Newcastle and the Hunter.

### Refugee Hub

Refugee Hub plays an integral role in the settlement of refugees in the Newcastle and Hunter region. By working collaboratively with other service providers, Refugee Hub walks with refugees to support and empower them on their journey to independence.

Refugee Hub operates a comprehensive and individualised intake and referral system, as well as providing short-term casework support for refugees and new migrants to access community services. Utilising Refugee Hub's experienced and professional networks, refugees and new migrants are provided with strong advocacy and referral pathways to utilise the supports they need.

An outcomes-focused service, Refugee Hub also operates English language programmes and facilitates pathways to education, employment and training for refugees and new migrants. Volunteers are integral to Refugee Hub and each brings their own unique talents to help refugees benefit from health, education, social and welfare opportunities.

### 3. The DARA's Van Community

DARA's Van represents a community. A group of people experiencing homelessness and a group of volunteers who want to make a difference, coming together with Orange Sky at night in the streets of the Hunter. Each night DARA's Van provides food and companionship to people experiencing homelessness.

DARA's Van is staffed by volunteers working in teams. By volunteering for DARA's Van, you will:

- Support the most disadvantaged in our community;
- Develop compassion and empathy;
- Improve your communication and teamwork skills;
- Work with a great team of like-minded volunteers;
- Meet interesting people and hear their stories;
- Understand homelessness and poverty, in a way which cannot be learned from formal study alone.



DARA's Van



## 4. Homelessness in Australia

Which of these people do you most associate with homelessness?



## Homelessness in Australia

A common image of homelessness is of an older male, perhaps bearded, sleeping on the street, in a park, or under a bridge. This type of homelessness is known as 'rough sleeping'.

Rough sleepers are the tip of the homelessness iceberg. The Australian Bureau of Statistics (ABS) reported, that of the 105,237 people experiencing homelessness on census night 2011:

- 44% were female
- 60% were under 35
- 17% (17,845) were children under 12.
- 6% were sleeping rough or in improvised dwellings

Do any of these statistics surprise you?

The following 3-category classification of homelessness is useful. It was developed by Melbourne academics Chris Chamberlain and David MacKenzie, and has been used extensively in Australia over the past 20 years.

**Primary homelessness:** people sleeping rough or in improvised dwellings;

**Secondary homelessness:** people moving between various forms of **temporary shelter** including friends, emergency accommodation, youth refuges, hostels and boarding houses. Secondary Homelessness is largest of the 3 homelessness categories.

**Tertiary homelessness:** people living in single rooms in private boarding houses without their own bathroom, kitchen or security of tenure.

People experiencing Secondary or Tertiary homelessness are not 'roofless', but they are homeless.

## 5. Homelessness in Newcastle

### Homelessness in Newcastle

The rate of homelessness is growing in Newcastle.

- 2006          450 homeless people\*
- 2011          667 homeless people\*\*

There are a range of complex issues around homelessness including mental health, addiction, income levels, availability of suitable housing and life circumstances. The private rental market in Newcastle is increasingly unaffordable for the needs of lower income households and some single person households. Anecdotal evidence suggests there is an increase in homelessness or risk of homelessness locally. Local Newcastle homelessness services are reporting significantly increased presentations in 2015.

\*Hunter Regional Homelessness Action Plan 2010-2014, Housing NSW at <http://www.housing.nsw.gov.au/NR/rdonlyres/D1931E67-EDE0-4280-9317-D217929FE936/0/HunterRHAP.pdf>  
\*\*ABS, 2011, 2049.0 Census of Population and Housing: Estimating homelessness, released 2013

Newcastle City Council facilitates the Homelessness Working Group, attended by Newcastle service providers who are experts in this area, to develop coordinated strategies to address homelessness in Newcastle LGA. DARA's Van engages with Hunter Homeless Connect to link homeless people and people at risk of homelessness to vital services such as accommodation and housing, health and wellbeing, legal and financial assistance, employment, study, and other support services.

### Referral Information

DARA's Van volunteers provide customers with information about homelessness services available in Newcastle. This is covered on page 26.



*Street Art, Canada. Rough sleepers are discriminated against in many parts of the world.*



## 6. Causes of Homelessness

People become homeless for many reasons and individual experiences of homelessness are many and varied. In the following videos, 9 people, who have experienced homelessness, share their stories. All could have been customers at DARA's Van. Some of the videos contain adult themes.

### Activity 1: Reasons for Homelessness

As you watch the videos, tick the boxes in the list below for the reasons given by people for their homelessness. Watch, 'More than a Bed' and at least 2 people from 'In Their Words'. Aim to tick at least 6 boxes.



#### More Than a Bed

Emmanuel and Greg describe their routes into homelessness. Google. 'More than a bed video' or visit

<http://www.youtube.com/watch?v=c3wAsbgZIG4>

Length: 7:20



#### In Their Words

7 people who have experienced homelessness share their stories.

Google 'In Their Words Videos' or visit <http://www.youtube.com/playlist?list=PLr6gRc4ty9P2RyQEOxCcM02FiqpSBe7yy>

Length: 7 Videos @ 3:37 to 4:34

- |  |  |
|--|--|
| <input type="checkbox"/> Addiction and substance abuse               | <input type="checkbox"/> Leaving prison                        |
| <input type="checkbox"/> Being cut off from social security benefits | <input type="checkbox"/> Mental health problems                |
| <input type="checkbox"/> Disability                                  | <input type="checkbox"/> Poverty                               |
| <input type="checkbox"/> Domestic and Family Violence                | <input type="checkbox"/> Relationship or family breakdown      |
| <input type="checkbox"/> Eviction                                    | <input type="checkbox"/> Shortage of affordable housing        |
| <input type="checkbox"/> Financial problems                          | <input type="checkbox"/> Trauma following sexual abuse         |
| <input type="checkbox"/> Lack of family or social support networks   | <input type="checkbox"/> Unemployment                          |
|  | <input type="checkbox"/> Young people being thrown out of home |

## 7. Mental Health & Homelessness

The link between homelessness and mental health is well established. Mental health problems can lead to homelessness. Being homeless can cause mental (and physical) health problems. However, the statistics are less straightforward.

At any given time, 1 in 5 or 20% of Australians will be experiencing a mental health problem. For Australians experiencing homelessness, the figure ranges (depending on how mental health is defined and measured) from 30% to 85%<sup>1</sup>. A 2013 survey of 77 customers at the Exodus Foundation food van in Woolloomooloo found that that 54.5% of customers were taking medication for mental health conditions<sup>2</sup>.

DARA's Van volunteers will serve customers who are experiencing mental health problems. Some will also be addicted to drugs or alcohol. The following activity will help volunteers without a background in mental health develop an awareness of the health challenges some DARA's Van customers are overcoming.

### Activity 2: Mental Health

Put the correct term and/or number in the right hand column. The first one has been done for you.

1. Confused thinking
2. Delusions
3. Hallucinations
4. Obsessions
5. Compulsions

Description	Term
The everyday thoughts that let us live our daily lives become confused and don't join up properly;	(1) Confused thinking
The person sees, hears, feels, smells or tastes something that is not actually there.	
A false belief held by a person which is not held by others of the same cultural background;	
Repetitive behaviors aimed at reducing anxiety	
Recurrent thoughts, images or impulses that are intrusive and unwanted	

The answers are in the factsheets on Depression, Anxiety disorder, Bipolar disorder Post-Traumatic Stress disorder and Schizophrenia at <http://www.sane.org/information/factsheets-podcasts>

<sup>1</sup> Homelessness and Mental Health Linkages: Review of National and International Literature. Commonwealth of Australia (2006).

<sup>2</sup> The homeless of the inner-city: A snapshot. The Exodus Foundation (2013)

The table below describes possible symptoms of the following 6 mental health conditions

- Bi-Polar disorder;
- Depression;
- Generalised anxiety disorder;
- **Obsessive compulsive disorder;**
- Post-Traumatic Stress disorder
- Schizophrenia.

Write the number for the mental illness in the right hand column. The first one has been done for you.

Symptoms	Condition
a) <b>A person with this condition will experience obsessions and compulsions</b>	<b>4.</b>
b) A person with this condition might feel extremely sad or tearful; experience disturbances to normal sleep patterns; loss of interest and motivation; feeling worthless or guilty; loss of pleasure in activities; anxiety; changes in appetite or weight; loss of sexual interest; physical aches and pains; impaired thinking or concentration.	
c) 25% of people who experience an event such as physical or sexual assault, war or torture or a serious accident develop this condition, characterised by flashbacks of the event, feeling emotionally numb and anxious. A 2013 survey found that men entering a Mission Australia homeless program in Sydney experienced this condition at rates higher than returned US servicemen.	
d) A person with this condition will experience persistent, excessive or unrealistic worries.	
e) A person with this condition can experience moods which swing from feeling high and over-excited and feeling extremely low, helpless and depressed.	
f) A person with this condition can experience symptoms of psychosis, the characteristics of which are confused thinking delusions & hallucinations.	

### Medication Side Effects

Medication treats and/or controls symptoms, but may have undesirable side effects. This can include blurred vision constipation, diarrhea, dizziness, drowsiness, dry mouth, drooling involuntary movement e.g., of the tongue, jaw, face and body, perspiring, reduced libido, restlessness, tremors and weight gain.

### Physical Health

Higher rates of poor physical health amongst people experiencing homelessness can be linked to poor living conditions, poor nutrition, substance misuse, a lack of awareness about health needs, and where to go for help.

## **8. Van Assistant Role**

DARA's Van provides food, hot drinks, conversation, companionship and referral to other homelessness services. Providing companionship is arguably the most important of these.

Each DARA's Van team has a Team Leader, and at least 3-5 Van Assistants. All are volunteers. The Team Leader is responsible for the safe preparation, organisation and conduct of the night's work and provides Van Assistants with:

- Onsite induction training;
- On the job training;
- Supervision and mentoring;
- Briefing before and debriefing after each shift;
- A positive and rewarding volunteer experience.

As a Van Assistant, your duties and responsibilities will be to:

- Set up equipment at DARA's Van locations;
- Serve food and drinks to friends;
- Clean up at each location;
- Provide information about other community services to our friends;
- Maintain strict adherence to all DARA's Van policy and procedures;
- Maintain close communication with other volunteers and Team Leader;
- Follow any reasonable instructions from your Team Leader.

Further information on the skills and knowledge needed for the Van Assistant role is covered in the following sections.

## 9. DARA's Van Schedule

### Home base

Home base for the Van is 246 Parry Street, Hamilton East.

The DARA's Van base is a 10 minute walk from Hamilton train station and a 5 minute walk from the Parry Street near Selma Street bus station serviced by:

Route 104 – Newcastle to Jesmond

Route 111 – Newcastle to Charlestown

Route 235 – Newcastle to Wallsend

**The schedule for each night of operation is listed below.**

### Monday

All Saints Anglican Church Carpark, 166 Gan Gan Road, Anna Bay

Volunteers meet at the Anna Bay Site address. This site is serviced by Route 130 and a 5 minute walk from the nearest bus stop - Gan Gan Rd before Morna Point Rd.

Schedule		
Arrival Time	Location	Activities
16.40	Home Base	Coordinator /Team Leader and driver meet to load vehicle.
17:30 – 20:00	Anna Bay Site	Volunteers set up equipment and serve food and drinks
20:05 – 20:25	Anna Bay Site	Volunteers pack away equipment, return any unused food to the fridge.
20:30 – 21:30	Home Base	Coordinator/Team Leader unpack and clean van, clean and return equipment to correct areas. Any perishable food is discarded. All other food is returned to the fridge in the kitchen.

### Tuesday

Women only service. Details supplied to rostered female volunteers.



## Wednesday

Bourke Street Carpark, Marketplace Shopping Centre, Raymond Terrace

Volunteers meet at the Raymond Terrace Site address. This site is serviced by a number of buses to a stop outside the Marketplace including- ① 136, 137, 140, 145.

Schedule		
Arrival Time	Location	Activities
16.40	Home Base	Coordinator /Team Leader and driver meet to load vehicle.
17:30 – 20:00	Raymond Terrace Site	Volunteers set up equipment and serve food and drinks
20:05 – 20:25	Raymond Terrace Site	Volunteers pack away equipment, return any unused food to the fridge.
20:30 – 21:30	Home Base	Coordinator/Team Leader unpack and clean van, clean and return equipment to correct areas. Any perishable food is discarded. All other food is returned to the fridge in the kitchen.

## Thursday

Currently under review

## Friday

Tourist Information Centre carpark, Ministers Park, 258 New England Highway and High Street, Maitland

Volunteers meet at the Maitland Site address. This site is serviced by train to Maitland railway station and a 5 minute walk to site.

Schedule		
Arrival Time	Location	Activities
16:40	Home Base	Coordinator /Team Leader and driver meet to load vehicle.
17:30 – 20:00	Maitland Site	Volunteers set up equipment and serve food and drinks
20:05 – 20:25	Maitland Site	Volunteers pack away equipment, return any unused food to the fridge.
20:30 – 21:30	Home Base	Coordinator/Team Leader unpack and clean van, clean and return equipment to correct areas. Any perishable food is discarded. All other food is returned to the fridge in the kitchen.

## Saturday

Islington Park, 151 Maitland Road, Islington

Volunteers meet at the Islington Site address. This site is serviced by buses including - ⑧ 100, 140.

Schedule		
Arrival Time	Location	Activities
15:00	Home Base	Coordinator /Team Leader and driver meet to load vehicle.
15:15 – 18:00	Islington Site	Volunteers set up equipment and serve food and drinks
18:05 – 18:25	Islington Site	Volunteers pack away equipment, return any unused food to the fridge.
18:40 – 19:00	Home Base	Coordinator/Team Leader unpack and clean van, clean and return equipment to correct areas. Any perishable food is discarded. All other food is returned to the fridge in the kitchen.

## Sunday

Site to be determined.

## **10. DARA's Van Food**

Providing nourishment and companionship to people who are homeless is the main aim of DARA's Van. We also support and co-locate with Orange Sky who offer companionship and laundry services to the homeless.

### **What food is provided?**

- A nutritious pre-prepared meal; for example chicken casserole and rice, pies and salad, curry and rice, and a past meal
- A selection of beverages: coffee, tea, Milo, water
- Bread and fruit as available
- Cake and biscuits as available

The Saturday afternoon service at Islington Park provides:

- Barbecue meat, sausages and onion
- A selection of beverages: coffee, tea, Milo, water
- Bread and fruit as available
- Cake and biscuits as available.

We are unable to serve food that has not been loaded onto DARA's Van from the base.

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# 11. Food Safety

Volunteers must adhere to two aspects of food safety.

1. Food Handling
2. Food Storage.

## 1. Food Handling

Volunteers must observe these Health and Hygiene requirements

- If you have symptoms or diagnosis of a foodborne disease, such as vomiting, diarrhea, sore throat, cold or fever, you must report this to your Team Leader and not handle food;
- Ensure clothing is clean;
- If you have a cut, put on a dressing. Then put on waterproof gloves;
- Avoid unnecessary contact with ready to eat food. You must put sandwiches or other ready to eat food in a container, plastic or paper bag or wrap in cling film.
- Do not eat, sneeze, blow, cough, spit or smoke around food or food surfaces.
- Make sure DARA's Van customers don't touch food other than their own food. So if handing out biscuits from a packet, hand to the customer rather than letting the customer take from the packet.



A sneeze can travel 5.2 metres. If you have symptoms of a cold, stay well clear of food. If you are unwell or unavailable to come out on DARA's Van for any reason, please notify your Team Leader so they can organize a replacement

## **Gloves and Hand Washing**

The Australian Food Standards Code does not require food handlers to use gloves. Even when wearing gloves, in many situations it may be preferable to use utensils such as tongs or spoons. DARA's Van Patrol policy is that gloves are not required at the Parry Street base, where correct hand washing as described below should be followed. Gloves are required when serving food without utensils. The following points should be observed.

- Gloves must be removed, discarded and replaced after using the toilet, smoking, coughing, sneezing, using a handkerchief, eating, drinking or touching the hair, scalp or body.
- Gloves must be changed at least every 30 minutes.
- Put on a new pair of gloves at the start of each location.
- Wash hands whenever hands are likely to be a source of contamination, including: before handling food and after using the toilet, smoking, coughing, sneezing, using a handkerchief, eating, drinking or touching hair, scalp or body;
- Wash hands before working with ready to eat food or after handling raw food. This includes where gloves are required.



### **Correct Hand Washing**

Thoroughly clean the hands using soap and warm running water then thoroughly dry the hands on a single use towel. Not washing hands properly or often enough is one of the leading causes of foodborne illnesses.



## 2. Food Storage

Volunteers must ensure that food is refrigerated and stored safely. This includes:

- Keeping 'potentially hazardous food' safe through 'temperature control';
- Not using food past sell by or best before dates;
- Storing food safely.

### Using temperature control for potentially hazardous food

The temperature range between 5°C and 60°C is the 'temperature danger zone' where food poisoning bacteria can grow.

Potentially hazardous food is any food that can support the growth of these food poisoning bacteria.

Examples of potentially hazardous foods are meat, fish, eggs, salad and dairy products (cheese, butter and milk).

DARA's Van volunteers must keep potentially hazardous foods according to the rules in this table.

### Food Storage 2 hour/4 hour rule

Time above 5°C		
0-2 hours	2-4 hours	Over 4 hours
Use immediately or refrigerate below 5°C	Use immediately. Do not put back in fridge.	Throw away

After opening, canned food, which contains potentially hazardous food, this must be kept under temperature control e.g. canned tuna.

### Shelf stable foods

Foods that are not subject to the above temperature control requirements are called, 'shelf stable foods'. These foods can be kept at room temperature for the duration of the shelf life of the food. Examples include:

- Whole fruits and vegetables;
- Canned food (unopened);
- Dried foods;
- Pickled or preserved foods.

### Use by and best before dates

There are 2 date marks on food.

- The 'use by date';
- The 'best before' date.

Foods must be eaten or thrown away by the use by date e.g. milk. Foods are still safe to eat after the best before date as long as they are not damaged, deteriorated or perished e.g. canned foods. However, DARA's Van policy is not to use food after the "use by" date. Volunteers must check labels and throw away food past the use by dates.

### **Storing Food Safely**

If a product requires specific storage instructions to remain safe until its 'use-by' or 'best before' date, manufacturers must include this information on a label. It is important for volunteers to follow storage instructions, such as 'keep refrigerated' and 'store in a cool, dark place'. All food in the fridge should have a label indicating the date that it was purchased and/or the date that it expires. If volunteers are putting something in the fridge, which does not have a 'use-by' or 'best before' date, a label must be made and put on the food with the date of purchase.

## 12. Work Health & Safety (WH&S)



WH&S laws require that DARA's Van ensure the health and safety of volunteers and to consult with volunteers about work health and safety matters.

Volunteers must:

- Follow DARA's Van WH&S policies and procedures;
- Take reasonable care for your own health and safety;
- Take reasonable care to ensure you do not adversely affect the health and safety of others;
- Carry out your tasks in a safe way;
- Follow any reasonable work health and safety instructions given to you;
- Look out for hazards and report them.

A Hazard is a situation or thing that has the potential to harm a person. Water on the floor, poor lighting or boxes in an aisle are hazards, which present a risk of volunteers slipping or tripping. You should report hazards to your team leader and complete a hazard report form. Forms are available in DARA's Van.

Volunteers will receive WH&S training from your Team leader, who will provide orientation to DARA's Van and site, and ongoing supervision and mentoring.

## 13. Communication

To understand customers, to develop empathy and friendship, volunteers must show customers respect, warmth, compassion and set aside any judgement. Some communication tips are provided below. As with other aspects of your role, you should consult with your Team Leader for further guidance.

### Boundaries

All relationships have boundaries. To protect volunteers and friends, relationships between DARA's Van volunteers and customers require very clear boundaries.



Volunteers must not:

- Share personal information such as address, phone number or email;
- Give customers money, cigarettes or anything not part of the DARA's Van service;
- Take photographs of friends;
- Pry for information by asking intrusive questions. If a friend wants to share their stories they will disclose that information to you;
- Raise potentially uncomfortable topics or issues with friends;
- Give advice. Volunteers should aim to be a friendly to friends, not a counselor. However, volunteers are encouraged to provide friends with information about other services. This is covered on page 16.
- Talk about friends to family and friends outside of DARA's Van, in a way which identifies the friend.

## 14. Customer Service

Providing consistent, high quality customer service not only shows respect for DARA's Van customers, but because good customer service reduces the risk of conflict with customers, it improves safety for everyone.

- Treat each customer with the same quality of service, care, attention, and compassion, regardless of your initial emotional response to that person;
- Efficiently meet reasonable customer requests. If you are not sure if a request is reasonable, check with your Team Leader before declining. When declining do so politely, with an explanation, and if you can, with an offer of alternative assistance.
- The occasional customer can be rude. The golden rule on DARA's Van is never to react to rudeness. Always be polite. Never take it personally. If a customer is unhappy with the service, and has a complaint, follow the procedure below.

### Helping an unhappy customer



Get into the right frame of mind. Set aside any feelings you might have that the situation isn't our fault, or that the customer is being unfair. All that matters is that the customer is unhappy with the service, and that it's up to us to do our best to solve the problem.



Once the customer has had time to explain why they're unhappy, repeat their concerns. Speak calmly and use the customer's name.

'Thanks for explaining Dave. I understand the problem, someone has said they can get a sleeping bag from us and we don't have one on the vehicle tonight'.

Show you understand why they're upset and apologise.

'I understand why you're upset Dave. I would be too. I'm very sorry that we don't have a sleeping bag to offer you right now'.

If it isn't working, if you are feeling uncomfortable, if the customer is becoming more agitated rather than less, or is becoming verbally aggressive, involve your Team Leader. They have more experience and will support you in meeting the customer's needs.

The above procedure is not to be used for resolving grievances with customers who are intoxicated, aggressive or in mental distress. Get support from your Team Leader.

## 15. Security

All customer contact roles come with the risk that a customer will be verbally, or in very rare cases, physically aggressive.

Because DARA's Van operates in the street, at night, in an environment where a small minority of customers may be intoxicated, the risk of aggression towards volunteers requires close and careful management, and volunteers must adhere strictly to the following security measures.

- Always be within 10 metres of the vehicle and in sight of your Team Leader.

The Team Leader needs to be able to see you (and vice versa).

If there is an incident in the vicinity, the Team Leader might decide to pack up and leave, and the vehicle can't leave without you;

- Reduce the potential for conflict with customers by providing good customer service;
- Never argue with customers or intervene in arguments or fights between customers;
- Never react to rudeness from customers. Don't take it personally. Always be calm, cautious and polite;
- If a customer is behaving in a way which you find challenging, get the support of your Team Leader. Teams have their own protocol for alerting the Team Leader that backup is needed without alarming the customers, and this will be covered by your Team Leader;
- If a customer is being verbally aggressive and/or you feel there is any possibility of physical aggression, immediately step away from the customer, maintain arm's length to 2 metres distance, alert or return to the Team Leader for support.

## **16. Referrals**

Site specific information is currently being updated and will be included here and in the DARA's Van when available.

## 17. Policy & Procedures

Volunteers will be provided with a copy of DARA's Van Policies and Procedures at the induction and face-to-face training session. Examples of some important policies are provided below.

### **DARA's Van Code of Conduct**

Team Members must:

- Follow any reasonable directions given by the Team Leader;
- Comply with all DARA's Van Policy and procedures;
- Be polite and considerate to customers and colleagues;
- Engage with customers and colleagues in a compassionate, enthusiastic and positive manner;
- Never smoke, use alcohol or drugs on DARA's Van;
- Never engage in violent, aggressive or sexual behaviour on DARA's Van;
- Only administer First Aid if trained.

## **18. FAQs**

### **What should I wear?**

Dress casual and conservative. Wear enclosed slip resistant footwear. Trainers will do. Sandals, open footwear or high-heeled shoes are not permitted on DARA's Van. Dress for the season. It can get cold at night, even in Spring and Autumn. Warm clothing, scarf and a beanie are a must during cold weather. Gloves can be worn during set up, but food-handling gloves must be worn when serving.

### **What should I do with valuables?**

You can lock valuables in the vehicle. However, whilst DARA holds a volunteer accident policy, it does not cover your personal valuables. We suggest you bring a small amount of cash, your mobile phone and warm clothing. Leave the handbag or expensive jewellery at home.

### **What night will I go out on DARA's Van?**

If you have preferences for night or location please indicate these when talking to the Van Coordinator and we will try to meet your needs.

### **Does DARA's Van refuse service to people who are not homeless?**

DARA's Van never refuses anyone who comes for service.

### **Can I bring food or clothing to hand out?**

No. All requirements for the night's service are organised prior to service.

### **Can I bring an associate?**

Only people who are registered, rostered for the shift and have completed training can serve on DARA's Van. If you want to introduce a friend please ask them to contact the DARA's Van Coordinator. Volunteers must be over 18 (over 16 for affiliated school groups) and be of good character.

### **Who do I contact if I have questions?**

DARA's Van Coordinator

Email: [darasvan@dara.org.au](mailto:darasvan@dara.org.au)

Phone: 02 4979 1339



**This is the end of section 1. Thank you for your time so far!**



## **The next steps to volunteering on DARA's Van:**

1. For your own review, complete the Review questions on page 30
2. Complete the Working with Children Check on-line,  
<https://www.kidsguardian.nsw.gov.au/child-safe-organisations/working-with-children-check> OR discuss at your induction session.
3. Book an induction and training session - please contact the DARA's Van Coordinator on Phone: 02 4979 1339 or Email: [darasvan@dara.org.au](mailto:darasvan@dara.org.au)
4. At your induction - Complete ALL the forms in Section 2 – the Volunteer Induction Management Guide.

If you have not completed the working with children check online, please bring documents providing 100 points of ID (70pts for: birth certificate, citizenship certificate, passport; 40 points for licence, Centrelink or social security card, tertiary student card; 25pts for: Medicare card, rate notice, utility bill, credit card);

Thank you

DARA's Van Team

## 19. Review Questions for you

### 1. What does DARA stand for?

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### 2. Homelessness

a) How many people were classified by the ABS as being homeless in Australia on Census night in 2011?

- 15,237 ☐  
105,237 ☐  
1,105,237 ☐

b) Match terms and definitions. Put correct letters in the shaded boxes.

Definitions

- A. People sleeping rough or in improvised dwellings;  
B. People moving between various forms of temporary shelter;  
C. People living in single rooms in private boarding houses.

Primary Homelessness	
Secondary Homelessness	
Tertiary Homelessness	

c) Homelessness (tick the correct box)

Statement	True	False
Most homeless people in Australia are older males		
In 2011, 5% of Homeless Australians were Children under 12		
Night Patrol customer demographics are different to the ABS homelessness averages for Australia.		
The number of rough sleepers in the City of Sydney increased between 2008 and 2012		
The Protocol for Homeless People in Public Places protects the rights of rough sleepers in Sydney		
HPIC is run by The City of Sydney		
Platform 70 helped 70 chronic rough sleepers into housing		
In a wealthy country like Australia, it is possible to end rough sleeping		

d) List between 6 and 10 causes of homelessness

1.
2.
3.
4.
5.
6.
7.
8.
9.
10.

e) Health & Homelessness (tick the correct box)

Statement	True	False
There will probably be a higher proportion of Night Patrol customers with a mental health problem than in the general Australian community.		
Medication for mental health problems can have very unpleasant side effects.		
Rough Sleepers have more physical health problems than people who are not homeless		
Rough Sleepers experience trauma at higher rates than the general population		

### 3. DARA's Van

DARA's Van (tick the correct box)

Statement	True	False
DARA's Van goes out every night of the year		
The Van Assistant role includes cleaning up at DARA's Van site		
DARA's Van serves a nutritious meal		
You can wear sandals on DARA's Van during the summer		
You can bring a friend along to help on DARA's Van		
It's OK to smoke on DARA's Van but you must move 10 metres away from DARA's Van		

### 4. Food Safety

a) Potentially Hazardous Foods (tick correct boxes)

Food	Potentially hazardous	Not Potentially hazardous
A ham sandwich		
A tinned tuna sandwich		

An apple		
An egg sandwich		
Chocolate		
Fresh Milk		
Unopened tin of tuna		

b) Food and Temperature Control (tick the correct box)

Statement	True	False
This Temperature Danger Zone is the temperature range at which food poisoning bacteria can grow.		
The Temperature Danger Zone is any temperature between 5 and 60 degrees centigrade		
It is safe to consume food, which has been kept in the Temperature Danger Zone for 3 hours.		
If potentially hazardous food has been in the Temperature Danger Zone for 3 hours it can be put back in the fridge		
If a chicken sandwich has been at 6 degrees centigrade for 5 hours it is OK serve to DARA's Van customers		
If an apple has been at 6 degrees centigrade for 5 hours it is OK to serve to DARA's Van customers		

c) Food Storage (tick the correct box)

Statement	True	False
Food is safe to eat after the use by date		
Food is safe to eat after the best by date		
Food can be served to Night Patrol Customers after the best by date but not after the use by date		

d) Food Handling (tick the correct box)

Statement	True	False
I need to wear gloves when helping to prepare food at DARA's Van base		
I need to wear gloves when serving out on DARA's Van		
At the DARA's Van base, volunteers should wash their hands after drinking something		
You can wash your hands safely with cold water		

## 5. Communication

a) Boundaries (tick correct box)

It's OK for DARA's Van Volunteers to:	OK	Not OK
Become Facebook friends with a customer		
Provide counseling		
Provide a customer with information about counseling services available to people experiencing homelessness		
Post pictures of you with a customer on your Facebook page		
Give a customer your recommendations on how to handle relationship problems with their ex-partner		
Lend a customer \$20 for a hostel bed		

c) Customer Service

Statement	True	False
It's good customer service to have favourite customers and give them special treatment.		
Good customer service improves safety because it reduces the chance of conflict between customers and volunteers		
If I am not sure if we can meet a customer request, it's best check with the Team Leader before declining.		

## 6. Security on DARA's Van

Statement	True	False
If there is a fight between customers volunteers should get together and pull them apart		
Volunteers should always be within 10 metres of the DARA's Van		
If a customer is rude volunteers should give them a lecture on good manners		
If a customer is behaving in a way which you find challenging you should get the support of your Team Leader		
It's OK to argue with customers when they're clearly in the wrong		
If there is an incident in the area, the Team Leader might evacuate the vehicle to a safe location		

## 7. Policy & Procedures

Statement	True	False
Volunteers must report incidents of suspected child abuse to their Team Leader		
Volunteers can administer First Aid only if trained		