



Community Lunch Manual



“The nurturing aspect of eating together is age old.”

– Ron Moore
former Community House manager

© Castlemaine Community House 2016.

The contents of this manual are copyright. Reproduction in any form, hard copy or electronic, is allowed only with the permission of Castlemaine Community House. Use by city and shire councils for the purpose of setting up their own lunches is permitted and encouraged.

Written and compiled by Nikki Valentini
Edited by Sandra Goldbloom Zurbo
Photos by Nikki Valentini

Contents

About us	1
Statement of values	1
The purpose of the <i>Operations Manual</i>	2
The story of the lunch	2
Maldon Community Lunch	3
CCH management structure	4
Important contacts and their contact details	5
Volunteers	5
Roles and responsibilities	6
Food safety	7
What class event are you running?	7
Volunteer and staff training opportunities	8
Castlemaine lunch procedure	9
Maldon lunch procedure	17
Thanks	23
Appendices	
Appendix 1: Community lunch manager position description	xx
Appendix 2: Community development coordinator position description	xx
Appendix 3: Castlemaine and Maldon lunch suppliers	xx
Appendix 4: Bendigo Food Share supply list	xx
Appendix 5: Castlemaine food and equipment inventory	xx
Appendix 6: Maldon equipment inventory	xx
Appendix 7: Volunteer registration form	xx
Appendix 8: Castlemaine Community House first aid record form	xx
Appendix 9: Tarrengower community worksite protocols	xx
Appendix 10: Castlemaine Town Hall hire agreement	xx
Appendix 11: Sample invoice for subcontractors	xx
Appendix 12: Maldon lunch tally sheet	xx

About us

Castlemaine Community House

Castlemaine Community House was established in 1985 following lengthy consultations and lobbying within the local community. With the aid of a small grant, the pilot neighbourhood centre provided an easily accessible meeting point for everybody in the local and broader Castlemaine area.

The House has since grown to provide a host of educational, community and social services. It operates as a learning centre, a meeting place, a drop in centre, an information network, and is a supportive and welcoming place for all.

Statement of values

Principles and practices

Castlemaine Community House (CCH) works in a community development framework. We encourage change and growth in order to improve the social, environmental and cultural infrastructures within the local community and among individuals. CCH seeks to be inclusive and supportive of people from diverse backgrounds and varying abilities via our commitment to

- social justice and democracy at all levels
- progressing environmental issues
- lifelong learning
- developing programs to meet the needs of the isolated and marginalised.

Our staff, volunteers and management are bound by the following statement of values.

Respect

We value the inherent dignity and equality of all people, regardless of their circumstances.

Justice

We value equality of opportunity, social inclusion and consistency of outcome for all.

Commitment

We value our responsibility to the community and the environment in line with our mission and vision.

Integrity

We value consistency between word and deed.

Accountability

We value the acceptance of personal responsibility.

Cooperation

We value working together towards our goals.

The purpose of the *Operations Manual*

The purpose of this manual is to share the experiences and processes of the Community Lunch with other organisations as a way to encourage and assist other communities who are interested in running the same sort of lunch events. It is also to provide a step-by-step guide to running the lunch as an induction tool for the lunch coordinators.

The story of the lunch

The Castlemaine Community Lunch began over 20 years ago as a result of enthusiastic community members getting together to share a meal as a way to foster and build community relationships. At the time, the meal was prepared and shared by all participants.

Ron Moore, who became the manager of the Community House at the time of the early community lunches, saw change over the years from a small gathering of people to the large numbers who attend today. The community lunch complements the community development focus of the Community House by providing a meal that is affordable, nutritious and accessible to everyone. The lunch also provides a space to bring community members together.

In 2005, when the Community House occupied the School of Mines building, the lunch grew to serve approximately 30–40 meals per week. The lunch grew to the extent that it required a coordinator and some enthusiastic volunteers to prepare the food and serve to community members, who paid by donation. This was really the beginning of the community lunch as we see it today. As he reflects on the lunches, Ron says that ‘The reason it [became] a success was that all the good things that happened started small and developed over time. There was no big budget, just camaraderie and a space where everyone was valued.’

Today, with more than 100 lunches served every Tuesday (except during school holidays and on Cup Day), we continue to engage new volunteers each week, including the women from Tarrengower Correctional Facility who participate as volunteers at the Castlemaine and Maldon lunches.

Our generous volunteers not only help with food preparation and set up, but some also have had the opportunity to plan menus and recipes, which means that our lunches are always varied. CCH, through the community lunch and through our education program, has enabled some of the volunteers to go on to further training in catering.

Starting originally in Castlemaine, community lunches are now also run in Maldon and Newstead. With support from Mount Alexander Shire Council, these two lunches have grown from the Castlemaine model. We hope to inspire and enable many more communities to begin their own community lunches with the use of this manual.

After several months of refurbishment at the Town Hall, 2015 saw us back there again. We thank Mount Alexander Shire Council for giving us continued permission to use this wonderful space.

In order to engage with and acknowledge the different cultures in our community, the Castlemaine community lunch has hosted a number of themed lunches. The Sudanese lunch saw a record number of 180 people attend. Two women from the Sudanese community run the lunch; they were backed up by the lunch coordinator and the volunteer team. We have also held a delicious Vietnamese lunch, which was prepared by six Vietnamese women who were acknowledged for their cultural contribution to the area. These lunches are a great addition to the usual lunch celebration.

You can view our community lunch film at www.youtube.com/watch?v=RWGcAtd9T0s.

Maldon community lunch

Following the success of a 10 week trial in April 2014, the Maldon community lunch had its first official lunch on 16 July 2014.

Based on the successful Castlemaine community lunch model, the Maldon community lunch was initially introduced as a trial to ascertain if there was enough interest in Maldon to have a local community lunch.

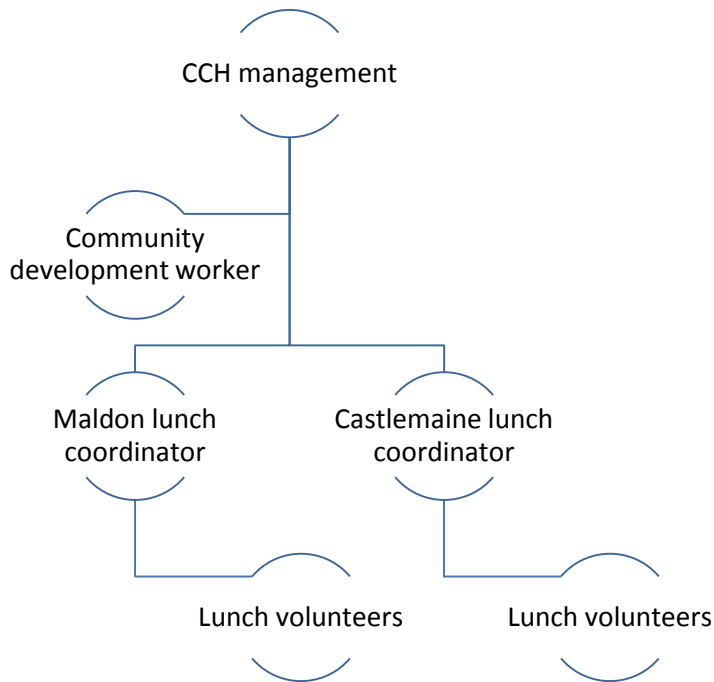
Mount Alexander Shire Council's interest in trialling Castlemaine's community lunch model together with the existing Maldon Senior Citizens lunch was to find a way to invite everyone in the community to come together to share food and connect. The Maldon lunch, which has gone from strength to strength, now caters a healthy, freshly cooked and affordable two course meal for between 40 and 50 people every week.

Feedback has been very positive. Maldon community members say that they have been enjoying the opportunity to come together each Wednesday since this time because it offers them a friendly, social setting. Like Castlemaine, the focus is on sourcing local produce.

As was intended, the lunch complements the existing seniors' lunch in that it extended the event to the broader community, in keeping with the aims of the Healthy Active Living Mount Alexander project.

The Healthy Active Living initiative was funded through the Australian government's Healthy Communities Initiative, which is also a partnership between Castlemaine Community House, Tarrengower Women's Prison and Mount Alexander Shire Council.

Castlemaine Community House management structure



Important contacts and their contact details

Mount Alexander Shire Council Civic Facilities Coordinator

Natalie Parsons, info@mountalexander.vic.gov.au, or phone 5471 1700

Castlemaine Community Lunch

Every Tuesday except during school holidays and Cup Day
Castlemaine Town Hall, cnr Lyttleton and Frederick Streets, Castlemaine
(entry via Frederick Street)

Maldon Community Centre

Every Wednesday except during school holidays
2 Francis St, Maldon
Contact Glenn Roy, 0407349104

Mount Alexander Shire Council offices

Cnr Lyttleton and Lloyd Streets, Castlemaine

Castlemaine Community House

65 Templeton Street, Castlemaine
5472 4842

Volunteers

The community lunch would not run without the generous contribution of volunteers. We encourage the involvement of volunteers, skilled or otherwise, and are grateful to those who have volunteered their time over the years. We encourage new people to volunteer, which can be done via our website and social media.

Volunteers are required to help with food preparation, setting up and packing away chairs and tables, serving, clearing and washing up, general delivery of the lunch and to enjoy themselves. Some members of the community who come to the lunch have an array of disabilities; assistance with accessibility is always appreciated and welcomed.

How to volunteer at community lunch

- Contact the lunch coordinator at community@cch.org.au or via reception at CCH on 5472 4842.
- Community members wanting to volunteer must complete a volunteer registration form, available in the kitchen (see Appendix 7).
- Volunteers must arrive at the Town Hall kitchen on time to receive a short induction from the lunch coordinator.

Code of ethics for volunteers

This code forms part of the volunteer registration.

As a volunteer, I realise that I am subject to a code of ethics similar to that which binds professionals in the field in which I work.

- I will assume responsibility for the tasks I undertake and will keep private information about the organisation and its users confidential.
- I understand *Volunteer* to mean that I have agreed to work without compensation in money except for any agreed reimbursement of personal expenses.
- Having been accepted as a volunteer I undertake to do my tasks in a professional manner, with an attitude of open-mindedness and genuine interest.
- In order to achieve my full potential, I will consider the information and training programs that are available.
- I accept that I have an obligation to my work, to those who direct it, to other colleagues, to the recipients with whom I am involved and to the community.

I have read and accept the Code of Ethics, and agree to follow it mindfully and attentively.

I have received and read the *Volunteer Information Kit* and agree to abide by the policy and procedures of the *Organisation*.

I agree to work within the boundaries of the position description, and respect the privacy and confidentiality of all personnel associated with the *Organisation*.

Volunteer induction

Volunteers are a valued part of the lunch. A thorough and clear induction for volunteers often makes happier and more productive contributors.

- Introduce yourself and the other volunteers to new volunteers.
- Show the new volunteers where the facilities are, such as hand washing basin, toilets and equipment, and, if it is their first time, get them to fill out a Volunteer Registration Form (see Appendix 7).
- Ask all volunteers to tie back their hair and run through some other food safety guidelines, such as regularly washing hands, washing chopping boards and knives after each task; demonstrate basic lifting procedures.
- Give volunteers a rundown of the day and tell them what will be cooked.
- Provide clear instructions about what will be required of them.
- Provide clear and manageable tasks.
- Each person must remain responsible for their knife at all times until it is returned to the storage container.
- Explain rubbish disposal systems.
- Provide a food safety brief (raw and cooked meat handling procedures, for example).

Roles and responsibilities

Community lunch coordinator

The role of the lunch manager is to

- oversee weekly ordering, and the buying of perishables and essential items
- liaise with the Community Development Coordinator to purchase bulk dry goods as needed; purchases must be kept within the current weekly budget
- maintain and update the kitchen inventory (utensils, kitchen equipment, etc.) and regularly update the stock list
- train and manage volunteers in a collaborative and supportive manner and uphold safety guidelines and emergency protocol
- liaise with community lunch coordinator to ensure that issues are managed as they arise
- ensure that the Town Hall Hire guidelines are adhered to (see Appendix 10)
- ensure and maintain a safe working environment for staff and volunteers
- deliver a healthy lunch on time (see Appendix 1 for complete position description).

CCH community development coordinator

The community development coordinator's role is to

- ensure that the lunch coordinator has what is needed to deliver the lunch
- liaise between CCH management, the lunch coordinator, Tarrengower Correctional Facility, other volunteers, local Council and our lunch partners
- ensure that the Town Hall booking is confirmed with the civic facilities coordinator at the end of each term for the following term
- assist with the management of bulk buying and storage of perishables as well as the purchasing of equipment for Castlemaine and Maldon lunches as needed
- ensure that CCH reception staff play a supportive role to the lunch coordinator and the community development coordinator
- oversee any staffing issues or disputes that may arise
- manage any issues that arise regarding operations, staffing, volunteers (including Tarrengower), food supplies, equipment, etc.
- direct anything outside of operations, including contracts and wages, to the CCH manager
- organise training opportunities for key staff and volunteers, including food safety training, first aid training (see Appendix 2 for a complete position description).

Food safety

- Check your lunch classification with your local council. At Castlemaine, we serve vegetarian food, at Maldon meat is served. Each lunch requires different levels of handling and is classified differently (see link below for Food Safety Guidelines and classification checklist).
- Upon arrival ensure that the temperature of meat and dairy is checked and recorded in the record book provided in the kitchen.
- Always wash your hands and clean up your workspace after each task and remind others to do so as well.
- If applicable, tie back your hair.

Food Handler's Certificate

It is important to have a qualified food handler on site to oversee the handling, preparing and cooking of food. Certificates can be obtained through local training organisations.

Occupational health and safety

- Make sure volunteers understand that, before they begin work in the kitchen, they must wear sturdy shoes that fully cover their feet.
- Let people know of any hazards, such as a slippery floor, spills, cooking with oil.

- Instruct volunteers how to lift in the correct safe way (demonstrations are good). Volunteers should not lift anything they are uncomfortable with; it is better to seek assistance where required.
- Encourage volunteers to communicate thoroughly with each other in the kitchen, for example, let someone carrying a hot pot know that you are behind them.

What class of event are you running?

Below are two Victorian government links that will assist you to determine what class type the event you will be holding is classified as. It is important to know which class your event is so it can be safely handled and registered. Your local council can be consulted to help identify which class your event belongs to.

This link is specifically for class 2 events.

https://www2.health.vic.gov.au/getfile//?sc_itemid=%7bAE70679C-5300-4624-B630-BB1E0815C5CD%7d

This one is for class 3 events.

https://www2.health.vic.gov.au/getfile//?sc_itemid=%7bF10D9032-9BFA-487C-82AE-C82AED7451A2%7d

Volunteer and staff training opportunities

As a commitment to improving the quality and standard of service, CCH offers training opportunities to staff members. Acquisition of Food Handling and Food Supervisor's Certificates is specific to the lunch coordinator. Other training opportunities may include first aid training and mental health first aid. The community development coordinator will book any such training through Castlemaine Continuing Education (CCE) or Castlemaine District Community Health (CDCH). Any other relevant training offered in hospitality will also be considered.

Castlemaine community lunch – general lunch procedure

Organisation

Sunday

- On Sunday evening, Rob Kirby from Harvest sends the Castlemaine and Maldon lunch coordinators a list of the week's donated produce. The produce is kept in the coolroom where his business and donated produce are stored.
- The storeroom is accessible on Mondays for lunch coordinators to pick up produce. Donated produce is located on the right of the door.
- Decide on menu plan based on donated produce and, if required, look at Bendigo Food Share list for donations. Bendigo Food Share delivers Tuesdays and Thursdays. (*Note:* There are not many items we source from BFS; it's mainly pasta, rice, etc., when available.)
- The current weekly food budget for Castlemaine is \$100. The lunch manager is expected to regularly maintain and update the kitchen inventory and dry goods stock list to ensure that the budget is not exceeded by excess purchases.

Monday

- Contact Castlemaine Fresh to order any missing items essential for the following day's lunch. Confirm Tuesday pick up time (see Appendix 3 for suppliers contact details).

Tuesday, prior to 9.15

Setting up and food preparation

- Pick up produce from Harvest, Castlemaine Fresh (including donated bread) and other small items needed for the day.

Tuesday, prior to 9.15

CCH reception staff

A CCH reception staff member will do the following.

- Pick up the key (swipe card) for Town Hall from Council reception; a signature will be requested.
- Using the access card, swipe outside sensor on the left of the auto door at Frederick Street entry to open door. Be aware that this will turn off the security alarm. You do not need to use the swipe key to leave venue.
- Once inside, turn left and press the automatic door switch, which is located at approximately hip height. Turn the key to AUTO position. This will ensure that the venue is still closed to the public.
- Unlock rear kitchen door (located next to dishwasher) to enable access for lunch manager. This door is to remain unlocked at all times while kitchen is in use.
- Open switchboard access door located on opposite wall to entry doors to turn on all related lights (all switches are named – Foyer, Town Hall, Heaters, External entry, Balcony, etc.).
- Open metal cupboards with keys (kept in metal cash box at CCH) and leave keys in designated area to left of urn.
- Clean tea towels and aprons are delivered to CCH. Bring them to reception on Mondays.

- Place the A-frame lunch sign, located in serving area next to kitchen, out on the footpath.
- Bring any bulk food stored at CCH to kitchen as requested by the lunch manager.

Tuesday, prior to 9.15 am

Lunch coordinator

- 1 The lunch coordinator must arrive at the Town Hall with the produce by 9.15am.
- 2 Park car in parking areas near the back door of kitchen.
 - Place the 'Community Lunch' parking permit on the dashboard of your car.
 - The permit is kept in the metal cabinet with the donation bowl and produce donor signs.
 - As we do not have a permanent parking permit, this permit is used to let parking officers know that you are working in the kitchen. The permit allows only 2 hour parking.
 - Alternative places to park are the all day parking behind the CCH building in Templeton Street and the eastern end of Templeton Street.
- 3 Check supplies in the cupboard and crosscheck against the food inventory on the door of the metal cabinet. The inventory lists what food is in storage in the kitchen and what is available in bulk storage at CCH.
- 4 Check that all EXIT lights above all the double exit doors on either side of the hall, under the balcony and on the stage are working. All emergency exit doors are fitted with panic bars. If you are unfamiliar with how the doors work, test each door to understand how they work. *Note:* All exit doors open only from the inside; if the foyer doors are closed you can only access the hall through the kitchen.
- 5 Greet the Tarrengower women on their arrival at 9.30. They will arrive by mini bus with a correctional officer. Please adhere to all protocol in regards to working with the Tarrengower women (see Appendix 9).
- 6 Volunteers must fill out a volunteer registration form before commencing work (see Appendix 7 for a sample volunteer registration form). Send all new volunteers to CCH before they commence work.
- 7 Orient new volunteers to exits, toilets (located at the back of the kitchen), refreshments and general protocols.
- 8 Instruct volunteers to
 - tie back their hair (if necessary), and thoroughly wash their hands and nails
 - wear an apron, which must be taken off when going to the toilet
 - cough into their inner elbow, not into their hand or onto others
 - wash their hands after going to the toilet, touching their face or hair, or having a cigarette (due to regulations, the women from Tarrengower are not allowed to smoke while on the premises)
 - wash their hands regularly throughout the day.
 - It is the lunch coordinator's responsibility to minimise contamination of food wherever possible.
- 9 Occasionally, members of the public may want to enter the kitchen for one reason or another. Members of the general public are not allowed into the kitchen or hall prior to lunch service. Ensure that this is adhered to. If someone needs assistance outside of community lunch service, send them to council reception.

- 10 The lunch coordinator must be familiar with the standards set down by the health department and must make routine checks to ensure that all food safety procedures are being carried out.
- 11 It is crucial that the exhaust fan is switched to ON at all times. The ON/OFF switch is located beside light switches in the kitchen. If the smoke alarm goes off during service, CCH may be liable for a fire brigade callout and the costs involved.
- 12 All gas ovens have pilot lights.
- 13 Instructions for how to use the dishwasher are hanging on the wall beside the dishwasher.

The CCH community development coordinator

The community development coordinator's role is to

- ensure that the lunch coordinator has what is needed to deliver the lunch
- liaise between CCH management, the lunch coordinator, Tarrengower Correctional Facility, other volunteers, local Council and our lunch partners
- ensure that the Town Hall booking is confirmed with the civic facilities coordinator at the end of each term for the following term
- assist with the management of bulk buying and storage of perishables as well as the purchasing of equipment for Castlemaine and Maldon lunches as needed
- ensure that CCH reception staff play a supportive role to the lunch coordinator and the community development coordinator
- oversee any staffing issues or disputes that may arise
- manage any issues that arise regarding operations, staffing, volunteers (including Tarrengower), food supplies, equipment, etc.
- direct anything outside of operations, including contracts and wages, to the CCH manager
- organise training opportunities for key staff and volunteers, including food safety training, first aid training (see Appendix 2 for a complete position description).

Food safety

- Check your lunch classification with your local council. At Castlemaine, we serve vegetarian food, at Maldon meat is served. Each lunch requires different levels of handling and is classified differently (see link below for Food Safety Guidelines and classification checklist).
- Upon arrival ensure that the temperature of meat and dairy is checked and recorded in the record book provided in the kitchen.
- Always wash your hands and clean up your workspace after each task and remind others to do so as well.
- If applicable, tie back your hair.

Food Handler's Certificate

It is important to have a qualified food handler on site to oversee the handling, preparing and cooking of food. Certificates can be obtained through local training organisations.

Occupational health and safety

- Make sure volunteers understand that, before they begin work in the kitchen, they must wear sturdy shoes that fully cover their feet.
 - Let people know of any hazards, such as a slippery floor, spills, cooking with oil.
- 14 urn is mounted on the wall to your left as you enter the kitchen. The power switch is located on the left hand side of the urn. However, as we do not provide tea or coffee, it is unlikely that the urn will be needed.
- 15 Allocate food preparation jobs to volunteers; provide instruction and safety measures as needed.
- 16 There are 30 folding plastic tables stored at the back of the hall that are to be used for the lunch. Ask volunteers to set up tables and chairs in the main hall and set up a table in the entry area near the hall door for money collection.
- 17 There are plastic and padded chairs available for use. Use the plastic ones as they are more manageable. Take care not to scrape chairs along the floor as per the hall hire agreement; we are liable for any damage to the floor.
- 18 Set up crockery and cutlery collection area at the front of the hall to the right of the serving area.
- On a folding table, place three blue plastic tubs – one for scraps, one for crockery, one for cutlery.
 - Ferry dirty crockery and cutlery back to kitchen for washing.
- 19 Set up service area.
- Place a folding table just outside the kitchen exit door.
 - Stack 100 plates on the end closest to the kitchen.
 - Put cutlery on the other end of the table
 - Depending on the number of hot dishes on the menu, place boards to stand hot pots on when food is being served so as not to mark the table.
- 20 Take a tea break at 11am. Ensure that all volunteers are offered a cup of tea and a moment to have a break.
- 21 The lunch menu is to be written up on the whiteboard and placed near the entrance of the hall. Advise people when there is a gluten free option.
- 22 Prior to service, demonstrate to volunteers the portion sizes for each part of the dish. Encourage speed and efficiency, as we often have a long line of hungry people waiting to be served.

12.30pm Service

- 23 The doors of the hall stay closed until the lunch coordinator instructs that they be opened to let in the diners.

- 24 Prior to opening the doors, member of CCH staff will
 - collect the cash box with the \$100 float and set up at the table in the entry area at 12.15pm
 - collect the entry fee, which, as of April 2015, is \$5; diners pay prior to entry into the hall
 - as per a requirement of CCH and Tarrengower Correctional Facility, manage the money
 - collect the black bowl kept in the metal cupboard for money collection
 - place the CCH donation sign, partnership laminated posters, flyers and programs for upcoming workshops and courses at CCH on the entry table.
- 25 Diners will form a line along the street side of the hall in front of the serving area.
- 26 While lunch is being served, check on dessert and make sure all volunteers are served a meal. Volunteers are rotated from serving and washing up to ensure that everyone gets to enjoy their lunch.
- 27 Volunteers do not pay for their meals.
- 28 Dessert is prepared in the kitchen, served into bowls, brought out on large serving trays and a trolley and placed on the serving table. Spoons are to be placed at the far end of the table.
- 29 Diners line up in the same manner to pick up their dessert.
- 30 Kitchen managers can be reimbursed from the float in the tin for small amounts that have been spent to make purchases on the day. Receipts must be kept for this purpose and given to the staff member managing the entry table. Larger amounts are reimbursed through the CCH manager.
- 31 At 1.30pm, after any receipts from lunch manager have been reimbursed, CCH staff will take the money tin back to the office.
- 32 CCH staff are not to walk alone back to CCH with the cash box.

Cleaning and packing up

- 33 Bring in the A-frame lunch sign from outside and return it to the small bar room next to the kitchen.
- 34 Depending on the number of people attending, there can be left over food. All excess food is to be brought back to CCH or dispersed among volunteers.
- 35 The kitchen and hall must be left tidy and clean. At the completion of each lunch, it is the responsibility of the hirer (CCH) to clean and replace all furniture items to their original storage. CCH, as the hirer, is responsible for any loss of or damage to any property. It is important that all staff and volunteers remain mindful of this (see Appendix 10 for further information).
- 36 A trolley containing cleaning products is located in the north end storage room of the kitchen. Mop, bucket and safety signage are provided for cleaning the kitchen floor and mopping of any spills in the hall.
- 37 All tables are to be cleaned and replaced after use. All folding tables and chairs are to be returned to the back of the hall. Chairs are to be neatly stacked in stacks of ten.

- 38 All cooking implements, utensils, crockery and cutlery must be cleaned and packed away in designated areas in cabinets and adjoining shelving units.
- 39 If the gas cookers have been used, check that all gas dials or timing dials are switched to OFF. Ensure that the stovetop is pulled apart and cleaned.
- 40 Turn off the exhaust fan.
- 41 Ensure that the dishwasher has been properly cleaned and the power turned off; the OFF button is located at about knee height under the dishwasher.
- 42 If the urn has been used, turn it off; also turn off the double-door fridge if it has been turned on. The three-door fridge can be left on for CCH use, but ensure that it is turned off at the end of each term.
- 43 All CCH food left in storage in the kitchen must be securely and neatly packed. Make sure all lids are secure.
- 44 All shelves are to be wiped clean of spilled food.
- 45 Take note of food stocks and adjust food inventory list accordingly; the list is located on door of metal cabinets. Notify the lunch coordinator of items that are running low and that may be needed for next week so the coordinator can follow up orders.
- 46 Metal bowls, oven trays and other more expensive items are to be packed into metal cabinets for safekeeping. Ensure that space is well utilised. The kitchen is hired out to others throughout the week so it is important to ensure that equipment is secure.
- 47 Both metal cabinets must be locked before leaving the premises. The doors can be difficult to close, so ensure that the top and the bottom of the doors are firmly pressed before gently turning the key.
- 48 Kitchen floor must be thoroughly swept and mopped clean. The hall floor doesn't require mopping, but any spills or dropped food should be removed and the area cleaned.
- 49 Check that all external doors are closed and locked, including the kitchen door.

2.30pm

Leaving the premises

- 1 The Tarrengower women are picked up at 2.30pm. Under no circumstances is the lunch coordinator to leave the premises until the women have left.
- 2 Turn off all kitchen lights and fan; the switches are located next to kitchen/hall (No Entry) door. A security light above the double-door fridge remains on at all times.
- 3 Ensure that the automatic door is turned back to LOCK. You do not need the swipe key to lock or leave the venue.
- 4 Exit via the automatic door.
- 5 The swipe key is to be returned to council reception and signed back in.
- 6 Dirty tea towels, aprons, keys to the metal cabinets and compost buckets are to be returned to CCH reception.
- 7 No rubbish or recyclables are to be left on the premises. All rubbish is to be removed or disposed of before leaving the venue. There are two skips (one for rubbish, one for recycling) to the right of the back kitchen door as you exit. Rubbish can be disposed of here.

- 8 Any compost that has been created from the lunch must be taken by staff or volunteers. Alternatively, there is an area behind the CCH building in Templeton Street where compost can be dropped.
- 9 Notify the community development coordinator of any breakages, damages or non-working appliances, including the stove. It is their role to liaise with council.

Money handling

- It is the delegated reception staff member's job to receive the money and count it.
- Once money is received it is to be and locked in a relevant safe-keeping location
- Money is to be counted and banked; the \$100 float remains in the tin for the next week.
- Money is banked on Wednesdays and is taken to the bank by two staff members. No member of staff is to take the money on their own

Evacuation plan

Lunch managers are to familiarise themselves with the following procedures, which are to be used in the event of an emergency.

- The lunch manager is responsible for moving all staff members and volunteers to the nearest exit.
- Endeavour to maintain calm as you move all staff and volunteers to exits in an orderly fashion.
- Once the staff and volunteers have exited, gather staff and volunteers together and have a roll call to determine if everyone has been evacuated.
- Ensure that emergency vehicles have clear entry.
- All staff and volunteers must be familiar with every exit in their workplace and understand that doorways and exits be kept clear at all times.

Maldon Community Lunch

Lunch procedures

General organisation

The current weekly food budget for Maldon lunch is \$130.

In the week before the lunch

- Check the temperature in the coolroom and record it.
- Stocktake what is in the coolroom, freezer and pantries.
- Make a note of what you have plenty of and what you are running low on.
- Start with the ingredients you have a lot of to create your menu.
- Wash, dry and fold tea towels. Pack clean towels into a box or basket and store them with the clean plastic containers used for leftover food.
- Empty and wash out the compost buckets.

A day or two before the lunch

- Check what the weather conditions will be.
- In the event that the Country Fire Authority (www.cfa.gov.au) issues extreme, severe or code red warnings, Maldon lunch will be cancelled as most of the community members attending Maldon lunch are elderly. As CCH is responsible for this decision, it is to notify all parties concerned by the Friday prior to the Wednesday lunch.
- A notice explaining this protocol is to be displayed at the venue.
- The lunch manager is Philippa Calwell at Mt Alexander Shire Council. She can be contacted by email at p.calwell@mountalexander.vic.gov.au.
- There will also be Facebook posts about the status of the lunch.

In preparation for the lunch

- Contact Rob Kirby at Harvest on Sunday night to ascertain what fruit and veg will be available.
- When you plan your menu, include a list of ingredients required for the dishes you will be preparing.
- Check to see if Castlemaine Fresh or Bendigo Food Share have any appropriate produce needed to fill the gaps in your ingredients list and order anything extra from them.
- Order meat from Angel Organics; meat is to be delivered on the morning of the lunch.
- Do the grocery shopping at Maddern's IGA, Castlemaine, or you can purchase items from Maxi IGA. Include reimbursement information (receipts) with your Invoice.
- Pack any requisite utensils you need for food prep, such as knives, bowls, chook buckets, electric beater, etc., and bring them with you.
- Remove bread from the freezer. Two loaves is enough for 40 diners.

Food preparation and cooking

On the day of the lunch

Opening and setting up

- Park your car along the side of the building; make sure not to block the laneway.
- Open up the building, and turn on the lights in the kitchen and dining area.
- Store your bag under the bench.
- In winter, switch on the heater in the dining area.
- Place the tea and coffee table and cutlery table in position near the kitchen.
- Place the brown trolley in the correct position with the money tin and advertising material on display.
- Check that the toilets have adequate paper.
- Turn on the wall urn.
- Unlock all the cupboards.
- Put the lunch sign out on the street.
- Turn on the dishwasher and the water tap under the sink.

- Open the windows either side of the sink.
- Take out the radio, place it on top of microwave and switch it on.
- Place the tea towels on top of the microwave.
- Have a basket placed near the freezer room door for dirty linen.
- Have a clean bucket of water for dirty cutlery to soak in.
- Put a rubbish bag in the bin.
- Get the utensils, trays, pots, etc., out and ready to use.
- Light the oven.
- Set up the chook buckets and the prep stations. Provide each station with a chopping board, knife, relevant bowls, apron and food to be prepped.
- When Steve arrives with the Sprout Bakery bread donation. update him on any changes to the lunch, for example, school holiday break.
- Sharpen knives if you have time. If not, do it at the end of the day.
- Write up the menu on the blackboard supplied.
- Between 9.30am and 10.15am, three to five women from Tarrengower Correctional Facility will be brought to the kitchen by a correctional officer, usually Leo King, who can be contacted on 5479 8200.

Volunteer procedures

- On arrival instruct the volunteers to
 - where appropriate, tie back their hair
 - clean their nails
 - wash their hands
 - take off their aprons when they go to the toilet
 - cough into their inner elbow
 - wash their hands after touching their nose, hair.
- Remind the volunteers to wash their hands throughout the day.
- Demonstrate to the volunteers how the food is to be prepared.
- Cook the day's meal.
- At 11.00am, once the food is cooking, offer the volunteers a coffee break.
- At 11.20am, set up the dining area, start slicing and buttering the bread, and place plates of buttered bread on the tables.
- Demonstrate the food portion size you want the volunteers to serve.

Service set up procedure

11.30am – 12.10pm

- Set up the service area with mats for the pots to sit on.
- Get serving spoons, tongs, gloves, and whatever else the volunteers need to serve the food with once it is ready on the service bench.

- Count the number of diners who are attending the lunch and set out the appropriate number of plates or dishes. Set aside three or four plates for the Tarrengower women and another two or three for latecomers.
- At 11.50am, put out a teapot of hot water and a jug of cold milk.
- Check the oven and the pots on the stove. Taste the food and, if needed, season.
- At 12.00pm, greet people and take their money; write receipts if requested.
- Once diners have paid, let them into the dining area where they fix themselves a tea or coffee, and then find a seat. Once they are settled, ring the service bell, make any announcements that need to be made and announce that lunch is being served.

Other service procedures

- While service is happening, tidy up in the kitchen, assist the servers if necessary, check on dessert and cut up food in trays ready for serving.
- Decide upon a time to close the kitchen and finish serving; 12.45 is thought to be appropriate.
- While the volunteers are on their lunch break, get out the dessert crockery. Also, serve the main meal to the latecomers and those who approach for seconds. Set aside the main course pots, crockery and cutlery and cooking utensils and set up for dessert.
- Put out a second jug of milk.
- When the volunteers have finished eating, one or two will set up the washing area; the others will collect dirty crockery and cutlery.
- When most of the diners have eaten their main meal, demonstrate to the volunteers the correct portion size to serve for the dessert. Usually, only one or two volunteers are needed to serve dessert. Announce that dessert is being served.
- Refresh and fill both teapots with hot water from the wall urn and put them out on tea and coffee table.
- In winter, check to see if the dining room is too warm; if it is, turn off the heater.

Closing procedure

- Start decanting leftover food into plastic containers ready – label and date – for freezing or to take home. Do not give leftovers to the public. Under the current Food Safety laws, it is illegal to do so.
- Assist the Tarrengower volunteers with collecting dirty dishes, water jugs, packing up the tea and coffee, etc.
- Wipe tables and stack chairs.
- Tarrengower volunteers leave between 1.15pm and 1.30pm. Remember to thank them for their efforts.
- Put compost buckets outside ready to load into your car.
- Organise and take note of what is left in the coolroom, freezer and pantries.
- Collect money tin, count money and record the total on the tally sheets provided. Remember to leave a \$50 float in the money tin.
- ^a When everyone has gone

- turn off lights
- turn off the heater
- turn off the urn
- wipe down benches

- turn off and empty the dishwasher, put away its contents and return the water tap to a horizontal position under the sink
 - close the windows
 - put away the radio and knife sharpener
 - put dirty linen in the basket
 - pack all of the above and any equipment you brought from home into the car
 - lock up the cupboards and drawers
 - sweep and mop kitchen floor
 - turn off the coolroom light
 - lock the door.
- Deposit the money, minus the float, at Maldon Bendigo Bank.

General work protocol

As representatives of Castlemaine Community House we require that staff and volunteers adhere to our mission statement.

The health and safety of all staff and volunteers are extremely important to CCH. Your safety and that of those around you must be of the highest priority to your as well. Our guidelines are as follows.

- If there is an emergency such as fire, injury or threat, call 000 as appropriate and request assistance
- Remove yourself and others from the risk of harm if safe to do so.
- In an emergency, immediately contact the lunch coordinator or CCH manager.
- All staff and volunteers, with assistance from the lunch coordinator, are to familiarise themselves with where the exits and first aid kit are.
- No staff or volunteer is to smoke in the kitchen. If they smoke, they must do so at least 5 metres from the kitchen door when doing so. Recent national changes to the smoking policies in correctional facilities mean that the women from Tarrengower are not permitted to smoke while in the care of CCH.
- All staff and volunteers are to familiarise themselves with the Tarrengower Protocol for Behaviour (see Appendix 9).
- If any staff or volunteer injures themselves while on the premises, the lunch manager is to complete a first aid incident form and report the incident to the lunch coordinator (see Appendix 8).

First aid kit and emergency procedures

It is imperative that you familiarise yourself with the fire regulations and emergency evacuation plan for the hall.

Thanks to our supporters



x

Appendix 1: Community lunch coordinator position description

Preamble

Castlemaine Community House (CCH) is one of over 350 community houses in Victoria. Also called neighbourhood houses and learning centres, these local organisations provide social, educational and recreational activities for their communities in a welcoming environment.

CCH operates out of several sites, with a head office in the township of Castlemaine. It is staffed by paid and voluntary workers and encourages the participation of all members of the community. More than 300 people attend programs and activities at the house, including

- pre-accredited training
- a range of community development programs and activities
- consultations with a local Centrelink and Medicare agent
- No Interest Loans Scheme
- Public Internet Access Program
- occasional childcare
- environmental program (Growing Abundance).

Principles and practices

CCH works in a community development framework to encourage change and growth that will improve the social, environmental and cultural infrastructures within the local community as a whole, as well as for individuals. CCH seeks to be inclusive and supportive of people from diverse backgrounds and abilities by means of our commitment to

- social justice and democracy at all levels
- progressing environmental issues
- lifelong learning
- developing programs to meet the needs of the isolated and marginalised.

All staff, volunteers and management are bound by the following statement of values.

Respect

We value the inherent dignity and equality of all people, regardless of their circumstances.

Justice

We value equality of opportunity, social inclusion and consistency of outcomes for all.

Commitment

We value our responsibility to the community and the environment, which is in line with our mission and vision.

Integrity

We value consistency between word and deed.

Accountability

We value the acceptance of personal responsibility.

Cooperation

We value working together to achieve our goals.

Position requirements

Report to Community Development Coordinator.

Supervise A group of women from Tarrengower Prison who are undertaking supervised community service work, and other volunteers from within the community.

Hours Castlemaine: 6 hours per week (Tuesdays, except in school holidays and on Cup Day).

Maldon: 6 hours per week (Wednesdays, except in school holidays).

Term Subcontracted by negotiation.

Key selection criteria

- A commitment to the Statement of Purpose and Values of Castlemaine Community House and the community lunch programs.
- A proven capacity to coordinate catering for large numbers of people (between 50 and 100 people at each lunch).
- Demonstrated ability to innovate meals based on raw materials and available produce.
- Proven skills in managing a team of paid and volunteer staff in a collaborative and supportive manner.
- Demonstrated ability to liaise and negotiate with a wide variety of donated produce suppliers.
- Time management skills, with the ability to work within short timeframes and under pressure.
- Capacity to stay within a budget for the weekly lunches.
- Capacity to engage with the community, to address the special needs of the community and to work with people who have challenging behaviours.
- Willingness to undertake food safety training.

Highly desirable skills

- Some knowledge and appreciation of the community development sector.
- The ability to work collaboratively with stakeholders, including Mount Alexander Shire Council, produce suppliers and donators.

Position objectives

Plan, manage and deliver nutritious meals to the community in accordance with our mission statement.

Key responsibilities

Task	Key performance indicators
Liaise and work in partnership with producers and suppliers to obtain produce and raw materials	Adequate available supplies of produce and raw materials are ensured Relationships and ongoing partnerships with donated produce suppliers are maintained
Creatively plan and prepare daily lunch based on produce in hand	Nutritious, delicious two-course meals are created Attendance numbers are retained or improved
Coordinate cooking lunch and serving of meals within the specified timeframe	Lunch is delivered within the specified timeframe
Manage and supervise staff and volunteers with tasks, including food preparation and facilities set up	Orderly production of meal Staff and volunteers work productively together
Coordinate food storage, waste disposal, and kitchen and hall facilities cleaning	Clean and orderly facilities maintained
Work collaboratively with Castlemaine Community House staff and other stakeholders to ensure the smooth running of the lunch	Ongoing relationships with stakeholders maintained
Manage food budgets and ordering within the budget	Continued financial viability of the lunch
Equipment maintenance	All kitchen equipment is audited and maintained in good condition
Liaise with community development coordinator to plan community lunch events, such as cultural food days	Cultural food events will be held occasionally throughout the year
Perform monthly stocktakes of bulk food in hand	Regular supply of base ingredients will be available

Appendix 2: Community Development Worker position description

Preamble

Castlemaine Community House (CCH) is one of over 350 community houses in Victoria. Also called neighbourhood houses and learning centres, these local organisations provide social, educational and recreational activities for their communities in a welcoming environment.

CCH operates out of several sites, with a head office in Castlemaine. It is staffed by paid and voluntary workers and encourages the participation of all members of the community. More than 300 people attend programs and activities at the house, including

- pre-accredited training
- a range of community development programs and activities
- Centrelink advice from the local agent
- No Interest Loans Scheme
- Public Internet Access Program
- occasional childcare
- environmental program (Growing Abundance).

Principles and practices

CCH works in a community development framework to encourage change and growth that will improve the social, environmental and cultural infrastructures within the local community as a whole, as well as for individuals. CCH seeks to be inclusive and supportive of people from diverse backgrounds and abilities by means of our commitment to

- social justice and democracy at all levels
- progressing environmental issues
- lifelong learning
- developing programs to meet the needs of the isolated and marginalised.

All staff, volunteers and management are bound by the following statement of values.

Respect

We value the inherent dignity and equality of all people, regardless of their circumstances.

Justice

We value equality of opportunity, social inclusion and consistency of outcomes for all.

Commitment

We value our responsibility to the community and the environment, which is in line with our mission and vision.

Integrity

We value consistency between word and deed.

Accountability

We value the acceptance of personal responsibility.

Cooperation

We value working together to achieve our goals.

Position requirements

Report to CCH manager

Liaise with ACFE education coordinator, sessional tutors, subcontracted chefs, volunteers and selected stakeholders

Hours 7.6 hours per week (Tuesdays)

Term 10 February – 30 June 2015 (fixed term, part time)

Key selection criteria

Applicants must demonstrate

- a capacity to develop and deliver programs and courses in line with a community development framework
- organisational and time management skills in an operational setting
- a capacity to build relationships at all levels
- excellent written and other communication skills
- responsive and adaptable responses with a considered approach
- an ability to effectively work with staff and volunteers
- an ability to identify and attract opportunities from within the sector
- commitment to community development principles
- commitment to the *Statement of Purpose and Values* of the organisation.

Position objectives

- Coordinate and deliver fee for service education classes and programs in line with the organisation’s mission, vision, strategic plan and budget.
- Coordinate and promote community lunches in line with *Communications Style Guide*, mission, vision, strategic plan and budget.
- Coordinate the requirements of the Peace Choir in line with the organisation’s mission, vision, strategic plan and budget.
- Deliver and acquit those 2015/16 community grants from MASC that relate to the community lunch, Peace Choir and Spring Ball

Specific tasks

The key result areas, expected outcomes and performance indicators are outlined below. These form the basis of performance appraisal.

Key result area	Expected outcomes	Performance indicators
Fee for service program coordination	Deliver fee for service courses and programs in line with CCH budget	All courses delivered in line with CCH budget and at a net profit
Fee for service program coordination	Establish and use approved frameworks to set appropriate and approved pricing, cost and minimum booking numbers required to deliver programs at a net profit	All courses delivered in line with CCH budget at a net profit
Fee for service program coordination	Develop new fee for service programs for the next term in line with CCH budget	Program for the next term planned and marketed in a timely manner
Fee for service program coordination	Develop and coordinate student enrolment and financial data for all fee for service operations	All student enrolments professionally managed and recorded and financial data collected and reported as required

Castlemaine Community Lunch coordination	Effectively work with and support subcontractors, volunteers, Tarrengower Prison staff and prisoners and venue provider to ensure that the program operates without incident and within budget constraints	Community lunch effectively and safely delivered to meet the community needs and within the budget constraints
	Coordinate the relocation of Castlemaine community lunch back to the Town Hall when this venue is available	Community Lunch effectively relocated to Town Hall as appropriate
	Develop an operations manual that covers community lunch work practices and procedures in line with MASC grant funding requirements	Operation manual developed and reviewed for community lunch in line with MASC grant budget and requirements (grant acquitted prior to release of 2015 MASC grants)
Peace Choir	Deliver the Peace Choir operation plan in line with the 2014 MASC grant	Grant acquitted prior to release of 2015 MASC grants
Spring Ball	Deliver the Spring Ball Upgrade Project in line with the 2014 MASC grant	Grant acquitted prior to release of 2015 MASC grants
Planning and external relations	Develop and maintain professional and strategic relationships with key stakeholders	Positive relationships secured with key stakeholders with demonstrated strategic benefits
Marketing and brand management	Market and promote allocated programs in liaison with appropriate CCH staff and volunteers (web team and ACFE education coordinator)	Printed and electronic media used to deliver maximum outcomes within organisation's requirements and budget constraints
Finance management	Work with CCH manager to develop budgets for all allocated programs	All budgets accurately prepared and in a timely manner
Finance management	Use sustainable profit model to deliver fee for service programs in a profitable manner	Fee for service cost centre operates at a net profit

Leadership	Provide positive and effective representation of CCH at all times	Demonstrated delivery of positive and appropriate modelling to internal and external stakeholders
------------	---	---

Reporting	Provide monthly operations report to CCH manager for CoM meetings	Timely provision of reports to CCH manager as requested
-----------	---	---

Appendix 3

Castlemaine lunch suppliers

Supplier	Contact	Product	Payment
Harvest	Rob Kirby 0458 705903 kirby@gcom.net.au	Fruit and veg; list emailed on Sunday night	Donation
Sprout Bakery	Paul Demche 0432 567 313	Bread; donated and left at Castlemaine Fresh for pick up	Donation
Bendigo Food Share	5444 3409 Factory 2, 43A Havilah Rd, Long Gully Vic 3550 admin@bendigofoodshare.org.au	Dry goods; subject to availability Tuesday or Thursday	Donation
Castlemaine Fresh	5472 2793 Mostyn Street Castlemaine	Fruit, veg, bread and dry goods	Account
Maddern's IGA	5472 1140 241 Barker St, Castlemaine	Incidentals	Account
Green Goes the Grocer	Eva Bodno 5470 5511 29a Templeton St, Castlemaine eva@greengoesthegrocer.com.au	Bulk conventional goods at wholesale prices, plus donation of rice and/or pulses with order	Payment on delivery

Maldon lunch suppliers

Supplier	Contact	Product	Payment
Harvest	Rob Kirby 0458 705903 kirby@gcom.net.au	Fruit and veg List emailed on Sunday night	Donation
Castlemaine Fresh	5472 2793 Max for bulk orders Alex for shop orders	Fruit, veg, honey, herbs, cheese, vinegar	Account with CCH

Angel Organics	Jo Hortin 0428 300 685	Organic beef and lamb	Pay direct from lunch money tin
Sprout Bakery	Paul (owner) 0432 567 313 Steve (delivery) 0422 484 001	Bread	Donation
Maddens IGA	5472 1140 241 Barker St, Castlemaine	Groceries	Account with CCH Quote number
IGA Maldon	5475 2458 11 Main Street, Maldon	Groceries	Reimburse purchaser from lunch money tin
Maldon Butchers	5475 2271 19 Main Street, Maldon	Sausages, chicken	Reimburse purchaser from lunch money tin
Bendigo Food Share	5444 3409 Factory 2, 43A Havilah Road, Long Gully Vic 3550 admin@bendigofoodshare.org.au	Subject to availability Dry goods Tuesday or Thursday	Donation

Appendix 4: Sample Bendigo food share list

Date taken _____ Client _____ Client # _____			
Date delivery required _____			
Dry goods			
	Size	Limits	Taken
Tomatoes (canned)	410 g	10 cans	
Fruit (cans)	410 g	6 cans	
Baked beans	410 g	6 cans	
Iced tea	12 x 500 mL	2 slabs	
Cream of mushroom soup (cans)	12 x 405 g	1 slab	
Fruit juice	12 x 32 oz	1 slab	
Muesli	6 x 650 g	1 box	
Lemon and spring herb stuffing	8 x 7 x 110 g	1 box	
Signed for and on behalf of _____			
Print name _____			
Packed by (print name) _____			

Appendix 5: CCL food and equipment inventory

Food	Quantity			
	/ /2015	/ /2015	/ /2015	/ /2015
Spices				
Chilli ground	1 kg			
Paprika	200 g			
Ground white pepper	50 g			
Star anise	10 g			
Vegetable stock	2 x 170 g			
Cardamom pods	200 g			
Citric acid	85 g			
Pulses and grains				
Mung beans	500 g			
Green split peas	2–3 k			
Chick peas	0.5 k			
Red lentils	150 g			
Pearl barley	500 g			
Flour				
P/M plain flour	10 k			
Plain flour	7.5 k			
Vinegars and sauces				
Apple cider vinegar	600 mL			
White vinegar	600 mL			
Balsamic vinegar	1 L			
Thai sweet chilli sauce	1 L			
Tahini	1 L			
Sweet soy	750 mL			
Soy sauce	1 L			
Mirin	350 mL			
Polenta, pasta and rice				
Polenta	4 k			
Lasagne sheets	12 x 25 g			
Instant cannelloni	5 x 250 g			

Oil				
Miscellaneous oil	1.5 L			
Romano olive oil	2 L (4 L can)			
Extra virgin olive oil	125 mL			
Sesame oil	150 mL			
Other				
Salt	1 k			
Raw sugar	10 k			
Baking powder	1 k			
Icing sugar	1.5 k			
Potato starch	250 g			
Almond meal	150 g			
LSA	200 g			
Sultanas	5.5 k			
Raisins	200 g			
Dates	500 g			
Desiccated coconut	5 k			
Shredded coconut	3 k			
Organic coconut milk	x 12			
Coconut milk	20 x 100 mL			
Oats, rolled	12 k			
Vegemite	500 g			
Honey	1.5 k			
Pappadams	3 pks x 20 ea			
No egg	150 g			
Massel veg stock	340 g			
Equipment	2			
Two-burner stove	3			
LPG cylinders	1			
Pizza ovens	2			
Hobs for gas	8			
Baking trays	1			
Shallow baking trays	6			
Wooden cutting board	1			
Plastic cutting board	1			
24" wok	1			
Cutting board holder	1			
Large pot	2			
Medium pot	2			
Small pot	2			

16" colander	2			
Medium colander	1			

Appendix 6: Maldon equipment inventory

Item	Quantity	Date	Date	Date	Date
Large wooden spoon	1				
Masher	1				
Stainless steel spoon	2				
Slotted spoons	2				
Short wooden spoon	1				
Ladle	1				
Peeler	1				
Paring knife	1				
Serrated-edged knife	1				
Cook's knife	2				
Large baking tray	4				
Medium baking tray	1				
Tongs	4				
Colander	1				
Mixing bowls 4 quart	1				
“ “ 8 quart	2				
“ “ 16 quart	2				
Measuring jug	1				
24 L pots	2				
Bread knife	1				
Chopping boards	3				
Aprons	5				

Appendix 7: Volunteer registration form

Name (pls print) _____

Address _____

Phone _____ Mobile _____

Email _____ Date of birth _____

Name of emergency contact (1) (pls print) _____

Phone _____ Mobile _____

Relationship of contact to you _____

What skills and/or in what area do you want to volunteer?

Authorisation

In the event of an emergency, I authorise the staff to seek medical, hospital or ambulance care for me. Y / N

Signature _____ Date _____ / _____ / _____

Castlemaine Community House respects your right to information privacy.

Information about learners, community members using our facilities and services, volunteers and committee members, which we collect and hold, is kept in accordance with information privacy laws. Contact us if you would like any further information about our privacy policy.

Tell us a bit about yourself

Why have you selected the Castlemaine Community House?

What has motivated you to do volunteer work?

What are your key skills and/or interests?

Are you computer literate in any of these programs? (circle which ones)

Outlook Express / Excel / PowerPoint / Access / Publisher / InDesign / MS Word / other

How many voluntary hours can you offer?

Days per week _____ Hours per week _____

Which day(s) (circle)

Monday Tuesday Wednesday Thursday Friday

Provide the name and phone number(s) of two referees (please print)

Appendix 8: Castlemaine Community House first aid record form

Date of illness or injury _____ Time of injury or illness _____

Date reported _____ Time reported _____

Name of person receiving treatment _____

Address _____

Phone _____ Email _____

Description of injury or illness (signs and symptoms)

What happened?

Describe first aid treatment given

Has the injury/incident involved any of the following? (circle any/all)

First aid Ambulance Hospital Time off work

First aid attendant's name (pls print) _____

First aid attendant's signature _____

Injured person's signature _____

Names of witnesses (if any present; pls print)

1 _____ Phone _____

2 _____ Phone _____

3 _____ Phone _____

Appendix 9: Tarrengower community worksite protocols

- 1 All community agency volunteers are to receive an orientation program, *Working With Prisoners*.
- 2 Community volunteers are **not** to permit prisoners to use office equipment / telephones for their personal use.
- 3 Volunteer organisations are **not** to conduct enquiries on behalf of prisoners (direct them back to prison authorities).
- 4 Volunteer organisations are **not** to conduct prison-related business on behalf of prisoners.
- 5 Prisoners are **not** to receive mail while at a community worksite (any mail received should be handed by non-prisoner volunteers directly to prison authorities).
- 6 Prisoners working at community worksites are **not** to receive visitors while at work.
- 7 If a medical or security concern that involves a prisoner is raised, the prison is to be contacted immediately (5479 8200). **Note:** no medication is to be issued or administered to prisoners.
- 8 It is important to maintain only a professional rapport with prisoners. Their position is to aid in community service. There can be no conflict of interest.
- 9 Prisoners are **not** to access email or the internet on community work sites.
- 10 Prisoners are **not** to be transported in any vehicles other than Departmental unless otherwise advised.
- 11 Participation at community work will generally be during business hours.

If community volunteers have any concerns they should contact the prison immediately.

I agree to abide by the above community worksite protocols.

Community worksite _____

Worksite coordinator _____

Signature _____ Date _____

Prisoner name _____

Signature _____ Date _____

Appendix 10: Castlemaine venue hire agreement

Interested readers will find details of this agreement at www.mountalexander.vic.gov.au. It is recommended that readers who are considering setting up a community lunch in their location also investigate the public venue hire arrangements of their own city or shire council.

Appendix 11: Sample invoice for subcontractors

Invoice No.1, 2014 Maldon Community Lunch

Insert name here

1st line of address

Township / suburb and postcode

email address

Phone number

TO Attention : Martyn
Castlemaine Community House

Date **/**/**

Payable to Insert name

ABN ** **** ** *

Sole trader

BSB ***_***

Account *** ** *

Bank Insert name of bank

Details Maldon Community Lunch – insert date

Activity	Hours	Rate	Total
Labour	Insert hours	\$xx per hour	\$xxx
Reimbursements	Shop / trader name		\$xx.xx
	Shop / trader name		\$xx.xx
			<hr/>
		Subtotal	\$ xx.xx
		Total	\$ xxx.xx

GST not applicable

Thank you.

Appendix 12: Sample income tally sheet (Maldon)

<h3 style="margin: 0;">Lunch tally sheet</h3> <p>DATE _____</p> <p>LOCATION _____</p>

No. of cheques Total \$ _____

Notes	100s	x	=	\$
	50s	x	=	\$
	20s	x	=	\$
	10s	x	=	\$
	5s	x	=	\$
Total \$				_____

Coins	\$2	x	=	\$
	\$1	x	=	\$
	50¢	x	=	\$
	20¢	x	=	\$
	10¢	x	=	\$
	5¢	x	=	\$
Total \$				_____
Total deposit				\$ _____