



VOLUNTEER OUTREACH MANUAL AND TRAINING GUIDE

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1. Introduction

Welcome to the OLR Parish Community Outreach Team. We are so pleased to have you join with us and be part of a group that puts their faith into action to be the hands and feet of Jesus and show God's love and care for those most in need in our local community.

2. Community Outreach Vision

Inspired by the Gospel and especially the words of [Matthew 25:35-40](#) we have a dream that our Service and Outreach ministry will show Jesus' radical love to those in the wider community who may feel marginalised, disconnected, and vulnerable. The ministry facilitates opportunities, for those within the community, to be the hands and feet of Jesus to people in need. Through this ministry we aim to reach out to those most abandoned and in need in our community. To be present with them to offer friendship, fellowship, food and support. To give them the experience of community and a feeling of belonging.

3. Community Outreach Partnerships

To facilitate Outreach work in our community the Parish partners with a number of other organizations. We work to support services provided by both the 'Share-a-Meal' Outreach which takes place at Happy Valley on Thursday evenings and also the 'Rosies – Friends on the Street' Outreach which takes place at Felicity Park on Friday evenings.

The parish does not manage or run these Outreaches directly but partners with these Organizations who do, to provide Volunteers, support and Food services for these Outreaches. This document will provide induction and training for Volunteers participating in these Outreach activities.

4. Code of Conduct

As volunteers in our Community Outreach team we are reaching out to those most vulnerable and in need in our community and representing not only our local parish but the Catholic church, Christianity and Jesus himself. It is thus critical that we uphold a high code of conduct in all of our work during Outreach. We ask that all our volunteers strive to:

- Behave honestly and with integrity in all our work
- Act with care, compassion and diligence to all those we meet during Outreach
- Treat all Patrons of the Outreach Service with respect and courtesy
- Comply with the Law
- Always dress in our Parish Outreach Service Uniform
- Be a positive representation of Christianity, the Catholic Church and the Our Lady of the Rosary Catholic Parish to the wider community especially those most in need

5. Health and Safety

The following policies and procedures are in place to ensure that when an OLR Outreach takes place, it is in a healthy safe and respectful manner. All Volunteers have a duty to:

- Exercise due care in performance of duties to prevent accidents and injury to yourself, other volunteers and patrons.
- Report Accidents, injuries, near accidents and unsafe conditions to staff members and get prompt first aid for all injuries no matter how minor.
- Follow prescribed work policies and procedures and rules for the Outreach.

Standard Workplace health and safety items already covered in the required Archdiocese WHS Induction apply to the outreach but are not repeated in this document. Please refer to the ArcheLearn system to review these items. (<https://archelearnvolunteer.brisbanecatholic.org.au/>).

They include:

- Archdiocese Work Health and Safety Act 2011
- Reporting a hazard, injury or near miss
- Manual Handling and Safe Lifting
- First Aid

5.1 Personal Information

All OLR Outreach service volunteers work on a first name basis. EG: 'John Smith' is known only as 'John' on Outreach. Volunteers should only wear a name badge with their first name listed. Temporary stick on name badges will be available for volunteers. If asked about personal information Volunteers are asked to talk with Patrons only in generalities.

EG: General Direction of where one lives, works, profession etc.

We do not want to give away personal information that may allow a patron to look up where a volunteer lives or works.

Do not give out last name, phone number, place of work or any personal or social media contact details. If these are requested simply advise it is a policy of Rosies and the Parish that these are not provided. Do not arrange to meet up with Patrons attending the outreach Outside of an Outreach in a personal 1-1 setting. If they ask to or are invited to attend a Parish event ensure that you advise your team leader and make arrangements to meet them with other people from the Parish.

5.2 Private and Confidential Conversations

Treat all personal information provided in conversations with Patrons as confidential and private it should not be shared beyond the Outreach team.

Respect people dignity and privacy. Do not pass information to friends or family.

Be aware however that Rosies and the Parish do not have "Professional Confidentiality".

In the event a patron shares information about a crime and the police request information from us, in most instances we do have a legal obligation to answer their questions honestly.

5.3 Infection Control

It is suggested all those participating in Outreach should maintain recommended injections and immunizations.

- Do not share drinks, clothes, food or cigarette with Patrons.

- Regularly use antimicrobial handwash during outreach.
- Always use gloves when administering any type of first aid or working with food.

5.4 Safe Disposal of Glass and Sharps

Broken glass can be used as a weapon, and syringes can transmit disease.

Immediately refer any cases of Broken Glass, Sharps or Used syringes to Rosies Team leader who will take responsibility for resolving this under Rosies protocols.

5.5 Dealing with behavioural Issues on Outreach

5.5.1 Violent or Aggressive behaviour

In the event of any patrons attending the outreach event exhibiting any form of violent or aggressive behaviour – Volunteers should immediately report this to the Rosies Team leader managing the Outreach.

If there is a dispute between patrons do not attempt to break this up – stay out of it. Do not attempt to break up fights or conflicts.

If the Rosies team leader determines any of the following are met:

- Immediate or direct threat to team or team members
- Persistent unruly behaviour where one or more patron is not responding to the requests of the Outreach team leader
- Someone has a weapon or is using drugs and alcohol and refusing to leave the Outreach event.

The team leader will initiate a **“NOW situation”**.

In a “NOW” situation volunteers are to immediately turn off any equipment that is operating (EG: BBQ) and proceed immediately to their vehicle to leave the Outreach location and return to the OLR Church Parish Centre to debrief.

No equipment is to be packed up and taken when a Now Situation is called. Volunteers should simply move to their vehicle as quickly and safely as possible to leave immediately.

The Rosies team leader will phone Police services to attend the site and once the Police have attended and given the all clear the site is safe, Volunteers/Team leaders will then return to site to pack up equipment. Team leaders should ensure that all team members are promptly informed of a ‘Now Situation’ and all volunteers are accounted for when departing the Outreach site.

5.5.2 Drugs and Alcohol Usage

Rosies Outreach has a strict no drugs or alcohol policy. In the event that a Patron is seen to be consuming drugs or alcohol at the Outreach event or displays behaviour consistent with being heavily under the influence of drugs or alcohol this should be reported to the Rosies Outreach team leader.

- The team leader will speak with the individual and ask them to either dispose of the goods safely or alternatively leave the Outreach space. If the patron complies the Outreach will continue as normal.
- If the Patron does not comply the Rosies Team leader will assess whether to call a **“Now situation”** where the Outreach will be stopped, and volunteers will immediately return to the OLR Church Parish centre.

6. Safe Food and Beverage Services

Universal food safety precautions are employed during OLR Outreach activities. Therefore all volunteers must ensure the following:

6.1 Preparation:

- Do not participate in food service or outreach if you are sick have a cold or flu-like symptoms. Simply advise your team leader that you are unable to attend or participate due to illness.
- Thoroughly wash hands and use hand sanitizer before starting Outreach and before commencing food service.
- Always wear food safe gloves when handling or preparing food.
- Ensure you change gloves whenever you they become contaminated, torn, or after handling raw foods, money, non-food surfaces, or switching between tasks.
- Ensure both before and after service all food preparation surfaces are sprayed and wiped down with no-rinse food safe surface sanitizer spray. Leave surface for 60 seconds after cleaning before commencing any service activities.
- Only use clean and sanitary utensils during food preparation and service.
- Ensure all food being served is within its clearly marked use by dates.
- Ensure all food that requires chilling is promptly refrigerated and kept within safe temperature limits (below 5 degrees).

6.2 Service and Distribution:

- Always wash hands, use hand sanitizer and wear food safe gloves before service.
- Rosies Volunteers are not allowed to participate in any service of OLR provided food. This is a stipulation of Rosies as part of the partnership and is done for insurance and liability reasons. All food which the parish serves is to be served by our volunteers only. If a Rosies volunteer asks if they can help with food service politely advise them of this policy.
- Use tongs and trays for healthy distribution of food.
- Do not allow others to pick through food. Once it has been touched it is theirs or must be thrown out.
- Always use fresh cups, plates and cutlery when serving food and beverages
- Avoid touching the eating and drinking surface of cups and plates when serving.
- Hot Food must be kept Hot and Cold Food Cold. Food must be consumed promptly or refrigerated. Do not leave food sitting for extended periods in the danger zone (5 – 60 degrees)
- Do not mix raw and cooked foods. Always use separate utensils and cutting boards for raw and cooked foods.
- For foods cooked on BBQ ensure they are properly cooked and not raw. Visual inspection and the digital food safety thermometer should be used to validate food is properly cooked through and at safe temperatures. ([Link](#))
 - Minced Meat and Sausages: 71 degrees C
 - Steak: 71 Degrees C
 - Poultry: 74 degrees C

6.3 Safe BBQ and Gas Bottle Storage, Transportation and Operation

- Inspect BBQ to identify and control any hazards such as damaged wheels, taps, frames etc
- Use appropriate manual handling when moving BBQ, gas bottles and equipment.
- Gas cylinders checked and date stamped within last 10 years (check neck bottle for date stamp)
- Hoses checked before use to ensure no gas leaks (e.g. If any issues are suspected notify team leader who will spray soapy water on any suspect connections or hose and watch for bubbles. If bubbles appear, do not use hose. Check fitting at either end)
- Cylinders are to stand upright at all times.
- Cylinders not to be exposed to heat or left in an enclosed vehicle in direct sun for an extended period of time. Where possible transport in open vehicle.
- Secure gas bottle to prevent moving during transport

When operating BBQ, ensure:

- **BBQ is on a stable, flat surface:** This prevents tipping and ensures even cooking.
- **BBQ Matt is placed under BBQ:** To protect against oil and fat spillage
- **Adequate ventilation:** Operate the BBQ in a well-ventilated area to avoid the buildup of harmful gases.
- **Non Stick BBQ Grill Covers are on BBQ** These protect the BBQ surface and drastically reduce the cleanup time of the BBQ.
- **Ignition safety:** Light the BBQ with the lid open to prevent gas buildup. Use auto ignition or long matches or a lighter designed for BBQs.
- **Supervision:** Never leave the BBQ unattended while in use.
- **Do not allow patrons behind service area near BBQ.** Ensure all patrons stay in front of service area and ask any patrons who attempting to enter service area to move out of this area for safety reasons.
- **BBQ Chef should wear apron while serving** to protect against spills
- **Proper cooking tools:** Use long-handled tools to avoid burns and splatters.
- **Fire extinguisher:** Ensure the fire extinguisher and Fire Blanket in the Outreach essentials box are close by in case of fire.
- **Turn off gas:** After cooking, turn off the gas supply at the cylinder first, then turn off the BBQ controls to ensure no gas is left in the hose.
- **After service allow appropriate cool down** before attempting to transport.

7 Rosies Friday Night Outreach Process

7.1 Overview

'Rosies – Friends on the Street' (<https://rosies.org.au/>) is an organization started by the Catholic Oblates of Mary Immaculate. They have been operating across Queensland for more than 35 years and in the Sunshine Coast region for over 25 years to provide food, fellowship and friendship to those in our local community.

Our Parish Partners with Rosies Friday night Outreach service to supply hot food services usually in the form of a BBQ or Precooked meals from our Community Cooking Initiative. Note that Volunteers in our Parish Outreach are not directly part of the Rosies organization. Rather our volunteers operate separately as part of the OLR Parish Outreach to support the Rosies Outreach.

7.2 Evangelization and Preaching Policy

Due to issues experienced in the past with aggressive and forceful preaching – Rosies employs a no preaching policy. This means Volunteers are asked not to raise the topic of Faith, Belief in God or attendance and church services **unless it is first initiated by a patron** a Volunteer is conversing with.

Rosies does allow for subtle evangelization actions such as having Christian symbols on shirts and Parish Outreach signs. Displaying Christian messages on signs and they also allow discussions on matters of faith when the patron initiates the discussion. It is simply asked that discussions on matters of faith are not raised with Patrons unless they first initiate them. Also please be aware that all discussions on matters of faith should be done so with care and sensitivity. Many patrons are living in difficult situations and discussions about God can sometimes be difficult for them.

7.3 Before Outreach

The Parish website has a webpage for organization and information for the Community Outreach -> <http://caloundracatholicparish.net/communityoutreach/>

- The Outreach Calendar with a list of scheduled Outreach dates can be viewed [Here](#)
- Signup for rostered Outreach dates can be done with the Outreach Signup Tool [Here](#)

In preparing to attend an outreach be aware of the following:

7.3.1 Clothing

All members participating in Outreach services are required to wear an official Parish Outreach T-Shirt. These will be provided to members when they onboard the team. This requirement serves two main purposes:



1. **Safety:** The T-Shirt ensures team leaders and team members can easily identify other Parish volunteers ensuring a safe and coordinated environment.
2. **Evangelization:** Wearing the T-Shirt subtly communicates a message of faith and that the OLR Parish is supporting and assisting the Outreach efforts and those members attending. Members will also have the opportunity to select a short appropriate favourite bible verse to have added to their shirt which communicates Christian messages of hope and love.

Outside of this volunteers should wear:

- Parish Name Badge (First Name only)
- Strong Enclosed Footwear
- Neet and tidy shorts or long pants/jeans recommended
- Only Essential Jewellery

Try to Avoid:

- Overdressing or expensive clothes and jewellery
- Any revealing or figure-hugging clothing

7.4 Pre-Brief and Setup

All team members should arrive to the Parish Centre at OLR Church (61 Edmund St, Moffat Beach) for 6:00pm start on Friday evening. It is required for the team to gather together at the Church before outreach to prepare equipment to be taken to site and to perform pre-outreach activities. Volunteers should avoid traveling to the Felicity Park Outreach site directly and alone for safety reasons. We do not want volunteers arriving at the site alone and unaccompanied.

7.4.1 Recording Volunteer Role and Assigning Jobs

The assigned OLR Outreach Team leader for that nights outreach will record a role of all attendees participating in the Outreach. The team leader will then assign roles for the night. (BBQ Cook, Food Service roles -Greeter, Buns, Salad, Meat etc, Equipment Loading, Drivers etc)

7.4.2 Food Preparation

Food for the Outreach is to be transferred from the Kitchen in the Parish Centre to transport containers and the Wheeled Esky with telescopic arm. Ice blocks should be taken from the freezer and placed into the Esky. Food which requires refrigeration in the Fridge will be clearly marked and dated with Outreach date. Once placed into the Esky it should be immediately closed to maintain cooling. Other food such as breads etc that does not require refrigeration should be placed in the marked Food transport containers. Team leaders will take time to do "Food Prep" at the Parish center before departing such as cutting roles, cutting tomatoes, separating lettuces etc so they are ready for immediate service at the Outreach site.

7.4.3 Equipment Loading

The team lead will then arrange for equipment to be used for the Outreach to be taken to cars for transportation to the Felicity Park site. The team leader will mark off the equipment checklist as items are loaded. This will include:

- Portable BBQ and BBQ cooking equipment
- LPG Gas Bottles
- Collapsible Tables
- Food Service Equipment
- Plates, cups and cutlery
- Table Clothes
- Esky Containing Food
- Outreach Essential Equipment Box containing Fire Blanket, Fire Extinguisher and First Aid kit.

Ensure when transporting BBQ's and Gas Bottles the [safe transport practices outlined in the health and safety section](#) of the document are followed.

7.4.4 Safe Lifting Practices

When transporting goods safe lifting practices should be used [per health and safety guidelines](#).

7.4.5 Parish Team Leader to connect with Rosies Outreach Team leader

OLR Parish team leader should connect with Rosies Outreach team leader at the Rosies hub before departure. This is to confirm all is well for the nights outreach, to check on any wet weather plans and to advise the team the Parish group are departing to begin setup.

7.4.6 Pre-Outreach Prayer

Before departure the Outreach team leader will lead the team in prayer asking for God's grace, blessing and protection to be over the team while they participate in the nights Outreach.

7.5 Depart as a team for Outreach Site

- Team should aim to depart shortly before 7:00pm for arrival at the Felicity Park Outreach site. [Google-Maps-Link](#)
- All team members should leave at the same time so as to arrive together at the site.
- Team members should not travel individually to the site – and should travel in pairs or larger groups so as to ensure safety in numbers.
- Team should ensure all vehicles both parish and personal used for transportation are in road worthy condition and safe for travel. The team will travel to Felicity Park Outreach site parking near the Council building on Farlow Lane unless otherwise advised by Rosies team leader. [Google-Maps-Link](#)

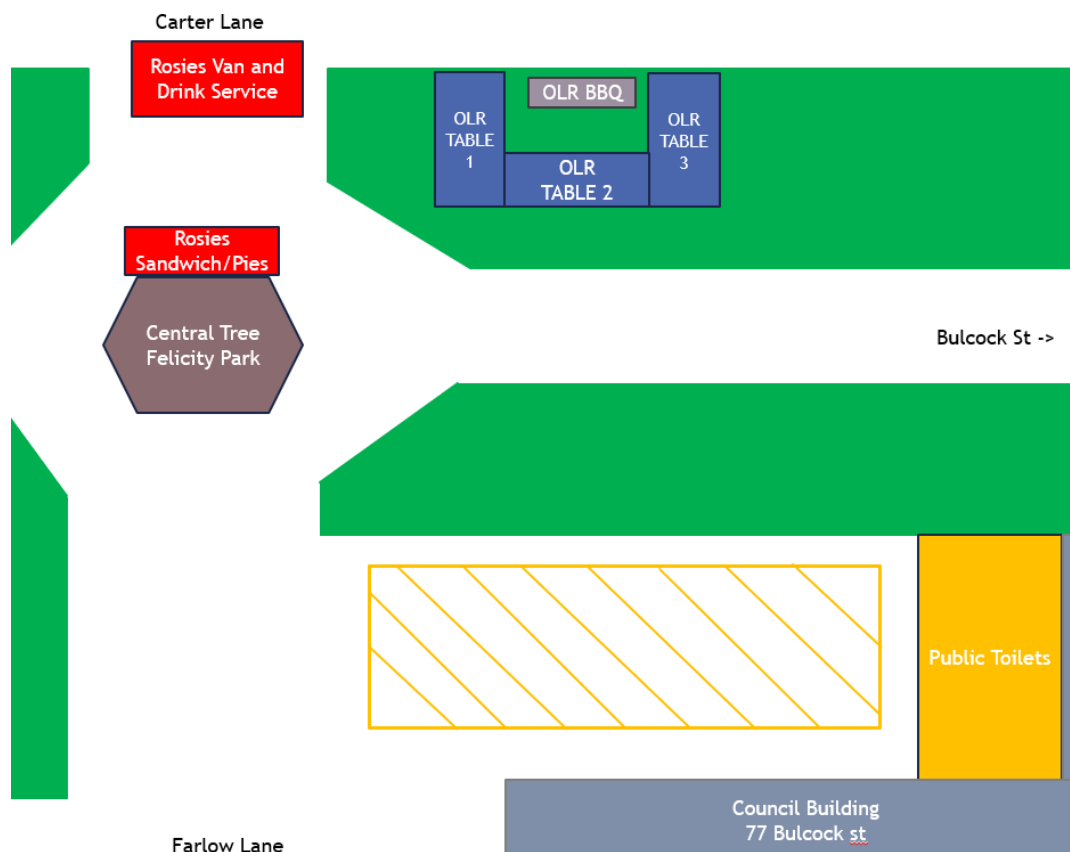


Note that the entrance to Felicity Park on Carter Lane must remain vacant as Rosies will reverse the Rosies van into this location to support Tea and Coffee services from the back of their van.

Those vehicles transporting equipment can pull into the Farlow lane setup area to unload and then move their cars out to the nearby car parks once unloaded.

7.6 Outreach Setup

Team should setup up Tables in a U Shape on bitumen area to the right of the Farlow Lane entrance/exit from Felicity Park. See area marked in the picture below. The BBQ will be positioned in the centre of the U of the tables to ensure it is shielded from Patrons getting too close to the hot surface. BBQ should be placed on a BBQ mat before service. All equipment should be safely unloaded to the back section of the area behind tables to ensure it is separated and not accessible to any outreach patrons. Ensure to use safe lifting practices when moving equipment. See layout design below for instructions on how to setup BBQ and Tables.



7.7 Running the Outreach Food Service

While on outreach all team members should ensure they are friendly and approachable. It is important to foster a positive happy atmosphere for Patrons and safe space where people feel they are valued and cared for. We want people to experience a sense of home and belonging.

During food service all volunteers should be careful to practice health and safety processes regarding food service and safe use of cooking equipment such as BBQ to avoid injury or illness. Please [refer to these guidelines in the document](#) if you have any questions. Ensure hands are washed, food safety gloves are used and changed when needed and all utensils and food service equipment is clean and sanitary.

Only the team members assigned to operate the BBQ should operate the BBQ. Those operating the BBQ will stand at the back of the service area behind the BBQ and should [observe the safe BBQ operation guidance found in this document](#).

Those assigned to front service and delivery of food are responsible for plating of food and delivery to patrons. These will operate in front of the BBQ within the U shaped table setup.

For health and safety reasons its important we do not let patrons enter inside the U Shaped table area close to the BBQ. Patrons should remain on the outside of the tables and receive their food from one of the service team volunteers in an orderly fashion.

7.7.1 Making Contact and Team Goals on Outreach

- We are proactive in our efforts to connect taking the first step to make contact with patrons.
- Greeting people and offering hospitality is really important
- Be safe and welcoming people. Draw people into conversation and community
- Develop friendship and relationships with people in the group. Learn their names and interests and situation.

7.8 Outreach Pack down and return to Parish Centre

Food Outreach is normally expected to run for 1 hour. At approx. 8:15pm the OLR Team leader will advise team that the Outreach service is concluding. Team should end conversations with patrons and wish them well then begin clean up and pack down process to move equipment to cars. The OLR team leader should advise the Rosies team lead of this as the Rosies team will continue to Outreach until 9pm so their team will remain onsite.

- Ensure safe practices and safe lifting techniques are used to pack down and transport equipment to cars. Ensure BBQ has cooled sufficiently to be moved.
- Ensure all rubbish and mess is removed from site and temporary bins are emptied into the Felicity Park bins.
- Ensure any remaining food is either disposed of or if safe kept chilled in the esky or food transport containers.
- Team leader should do a final role of volunteers to make sure all are accounted for before returning to the Parish centre.

7.9 Final Debrief, Prayer and Departure home

After returning to the Parish Centre the team should:

- Unload all equipment and place into assigned locations. Be sure to use safe lifting techniques.
- Ensure plates, utensils and food service equipment is cleaned or placed into dishwasher.
- Ensure any remaining food that needs refrigeration is promptly placed into the fridges and labelled and marked with date opened.
- Empty and wash out esky placing it back next to freezer area.
- Return freezer blocks to freezer.
- Return tables to Parish centre room.

Once all equipment is packed team leader will do a debrief session where each member will report their experiences of the night and record any issues. Team leader to record any significant issues or problems reported by the team to cp.serviceandoutreach@bne.catholic.net.au

Finally, the team leader will conclude with a short prayer over all volunteers and team is free to then depart home making sure Parish centre is locked when leaving.

Volunteer Training Completion and Acknowledgement Form

Volunteer Name: _____

Date of Training Completion: _____

Trainer/Facilitator Name: _____

Acknowledgement Statement

I acknowledge that I have completed the Community Outreach Training provided by Our Lady of the Rosary. I understand the goals, values, and responsibilities outlined in the training guide, including:

- Our commitment to caring, respectful, inclusive, and culturally sensitive engagement
- Completion of all required Safeguarding Requirements
- The importance of confidentiality, safety, and ethical conduct
- Procedures for reporting concerns or incidents
- Completed Training Process for Outreach Setup and Food Service
- My role in representing Our Lady of the Rosary with professionalism, care concern and integrity

I agree to uphold these principles in all outreach activities and to seek guidance when needed.

Signature: _____

Date: _____