



— Australia —

**Shower Van  
Operation Cards**



**SERVICE SUPPORT**  
**0488 851 113**

# How to use this document

## About Van Ops Cards

Contained in this document is the necessary information to assist you in the safe operation of your shift. For further troubleshooting we recommend calling **Service Support** on 0488 851 113 or using the resources on the **Orange Sky Help Centre**.

## Orange Sky Help Centre

## About OS Help Centre

The **Orange Sky Help Centre** is an online knowledge bank of articles that has been designed to help you troubleshoot issues on shift.

Access the Help Centre by logging into Volaby and navigating to 'Resources' in the menu. Scroll down to find the link to 'Orange Sky Guide'.

You can alternatively scan the QR code on this page.

You will be required to login using your **volaby** login details to access the articles.



# Prestart

<b>Check Weather</b>	Check the local weather report. If storms or other severe weather is forecast, you can cancel your shift. Please contact your team members and Service Leader if you are considering cancelling your shift.
<b>Collect Van</b>	The designated driver for the shift is required to collect the van from the base. Please ensure two volunteers pick up and drop off the van whenever possible.
<b>Check Van</b>	<ol style="list-style-type: none"><li>1. Complete Prestart Check of the van.</li><li>2. Check towels, shower mats and toiletries (soap, shampoo) have been replenished.</li><li>3. Check shower and hand basin are clean. If not please clean prior to leaving and record it in the end of shift comments in the Driver report.</li><li>4. Check van fuel level. At <math>\frac{3}{4}</math> or less refuel immediately. Refer to <b>Refuel Van</b> (page 9).</li></ol> <p><b>! The shower water heaters will automatically stop if the fuel level gets too low (at <math>\frac{1}{2}</math> tank).</b></p>
<b>Drive to Shift</b>	<ul style="list-style-type: none"><li>• All vehicles are automatic.</li><li>• The reversing camera will turn on automatically when the ignition is on.</li><li>• Remember to allow extra stopping distance due to the weight of the fitout of the van.</li><li>• Remember to allow extra clearance due to the height of the shower van <b>3.4m</b>.</li></ul>

# Site Set Up

<b>Access Control Panel</b>	<p>The control panel is located on passenger side of the van.</p> <ol style="list-style-type: none"><li>1. Open the front of the passenger door.</li><li>2. Ensure the battery is above 30% If it is lower than 30% run the ignition while initially heating showers.</li><li>3. The control panel has 5 switches with red covers.</li><li>4. Lift the red cover. The switch is <b>off</b> if it is tilted towards the floor.</li></ol>
<b>Turn on System</b>	<ol style="list-style-type: none"><li>1. Access the control panel via the passenger side.</li><li>2. Turn on the <b>System</b> switch.</li></ol>
<b>Turn on Front Shower</b>	<ol style="list-style-type: none"><li>1. Access the control panel via the passenger side.</li><li>2. Turn on the <b>Shower</b> switch.</li></ol>
<b>Wait 2-3 Minutes</b>	<p>Waiting 2-3 minutes will allow the van to recharge and be ready to heat the <b>Rear Shower</b>.</p>
<b>Turn on Rear Shower</b>	<ol style="list-style-type: none"><li>1. Access control panel via the front passenger side.</li><li>2. Turn on the <b>Rear</b> switch.</li></ol>
<b>Take Out Donation Products</b>	<p>Take out any donations you have brought for our friends and place in a communal area.</p>
<b>Set up Chairs</b>	<ol style="list-style-type: none"><li>1. Remove <b>chairs</b> from rear of the van, set up near shower 1 to the side of the van.</li><li>2. Remove and set up any other equipment such as <b>bollards</b> for cordon.</li></ol>

## Site Set Up continued...

<b>Remove Towels</b>	Remove all towels and cleaning supplies from the showers.
<b>Ensure all Exhaust Fans are on</b>	<ol style="list-style-type: none"><li>1. Ensure all exhaust fans are <b>on</b></li><li>2. If they are <b>off</b>, flick the switch in the centre of the fan to turn it <b>on</b>.</li></ol> <p><b>! They are located on the ceiling of the shower.</b></p>
<b>Ensure Both Drains Work</b>	Run each shower, if water starts to pool in the shower turn on <b>drain override</b> switch on the control panel.
<b>Ensure all Doorbell Alerts Work</b>	<ol style="list-style-type: none"><li>1. Press each doorbell inside the cubicle to ensure they are all functional.</li><li>2. Press each doorbell outside the cubicle to ensure they are all functional.</li></ol> <p><b>! The Green doorbell should be used as notification that the shower time has ended.</b></p> <p><b>! The Red doorbell should be used as a notification that an emergency is occurring and the friend should exit the shower immediately.</b></p>

# Shower Operations

<b>Friends</b>	<p><b>IMPORTANT</b> – if friends <b>have not</b> used the shower before ensure they have read and understand the conditions of entry prior to getting into the shower.</p> <p><b>IMPORTANT</b> – Ensure friends know where the <b>distress doorbell</b> and <b>door handle</b> are located.</p>
<b>Shower Starts</b>	Make note of the time when the friend starts their shower and begin the <b>10 minute</b> timer.
<b>10 Minute Mark</b>	<p>At 10 minutes inform our friend they have 5 minutes.</p> <ol style="list-style-type: none"><li>1. Press the <b>Top Doorbell</b>. This will play an audible song that our friend can hear indicating the end of their shower.</li></ol>
<b>15 Minute Mark</b>	<p>At 15 minutes inform our friend that they have run out of time and their shower will end.</p> <ol style="list-style-type: none"><li>1. Press the <b>Top Doorbell</b>.</li><li>2. Knock on the door and ask “<b>ARE YOU OKAY?</b>”</li><li>3. Go to the front passenger side.</li><li>4. Switch the shower <b>off</b>.</li></ol>
<b>No Response After 15 Minutes</b>	<ol style="list-style-type: none"><li>1. Inform all team members.</li><li>2. Second volunteer to help assist and check.</li><li>3. Knock on the door.</li><li>4. Assess the situation if necessary contact emergency services (Ambulance/Police) –000.</li><li>5. Once everyone is safe, file an incident report.</li></ol>

# Shower Operations Continued...

## Cleaning the Shower

**CAUTION** – Be careful to avoid **sharps injuries**. Ask friends to check they have collected all their belongings from the van. ***If a sharp/needle is found inform the team and refer to SHARPS procedure on pg 16.***

1. Put on **gloves** and take cleaning products to the shower.
2. Ensure all water in the shower is removed.
3. Wipe down all relevant surfaces with cleaning solution.
4. Rinse the areas.
5. Ensure there is no water in the cubicle or pooled on the floor of the shower.
6. Place the used towel in the appropriate container.
7. Dispose of gloves and return cleaning products.

## Flushing the System

At the end of shift run the shower and basin for 1-2 minutes to flush clean water through the system. This will help to prevent blockages in the drains.

## Cleaning Safety Tips

- ! ***Ensure the shower door remains OPEN***
- ! ***Ensure the exhaust fan is ON***
- ! ***Always wear gloves while cleaning the shower***


Use the hand-held squeegees to remove excess water

# Site Pack Down

<b>Clean van</b>	<ol style="list-style-type: none"><li>1. Remove all rubbish and rubbish bags from van.</li></ol>
<b>Detach Water</b>	<p>For sites using <b>mains water</b>:</p> <ol style="list-style-type: none"><li>1. Turn <b>off</b> tap and disconnect hose. <b>Return tap key</b> and connections to box in passenger door.</li><li>2. Pull on hose reel to release lock and guide hose back onto reel using hand over hand technique.</li></ol>
<b>Stop Tank Water</b>	<p>For sites using <b>tank water</b>:</p> <ol style="list-style-type: none"><li>1. Access <b>control panel</b> via passenger door.</li><li>2. Turn <b>off</b> the <b>Tanks</b> switch.</li></ol>
<b>Showers are Clean</b>	<ol style="list-style-type: none"><li>1. Check all showers are clean.</li><li>2. Place all dirty towels and cleaning products into the appropriate containers.</li></ol>
<b>Shutdown System</b>	Go to the passenger side door and switch off <b>all</b> the switches.
<b>Pack Chairs</b>	Pack orange chairs back into the storage box and place them in rear of van.
<b>Pack up Container/Donations</b>	Pack up any containers, including donations into the van and place them into the front shower.



# Site Pack Down continued...

<b>Final Check</b>	<p>Before leaving check the van for:</p> <ul style="list-style-type: none"><li>• 6 x orange chairs.</li><li>• Towel containers.</li><li>• Cleaning products.</li><li>• All rubbish has been removed, any spills cleaned.</li></ul> <p><b>! Ensure van is clean and tidy for the next shift, in the same state you would like to find it.</b></p>
<b>Complete Activity (shift) Report</b>	<p>Complete the General Volunteer Activity (Shift) Report through Volaby <a href="https://osa.volaby.org/volunteering/activity-report">https://osa.volaby.org/volunteering/activity-report</a></p> <p><b>NOTE:</b> Driver Activity (Shift) Report should be completed by the driver once they have returned to van base.</p> 
<b>Drive to Base</b>	<p>The van must be refuelled after each shift. Please refuel the van on the way back to base. Refer to <b>Refuel Van</b> (page 9) for refuelling information.</p>

# End of Shift

Refuel Van	<ol style="list-style-type: none"><li>1. Go to any service station that is on the way back to base or close to base. <b>! All vans use diesel fuel only.</b></li><li>2. Fuel cap is located inside the passenger side door. Open the cap and fill up the tank.</li><li>3. Pay using the <b>Motorpass</b> card which can be found in the centre console of the van, or underneath the sun visor.</li><li>4. You <b>do not</b> need to keep the receipts.</li></ol>
Return to Base	<ul style="list-style-type: none"><li>• Check van supplies for anything that needs to be replenished: Sharps box (if current one has been used), items in First Aid kit, gloves, cleaning supplies, PPE etc.</li><li>• Complete the Driver Activity (shift) Report</li></ul>
Fill Clean Tank	<p>For sites using <b>tank water</b>:</p> <ol style="list-style-type: none"><li>1. At base, park the van close to the water source.</li><li>2. Pull the clean water hose out.</li><li>3. Connect to water source using the attachments and top key in the box in passenger door.</li><li>4. Turn <b>Tanks</b> switch <b>on</b>.</li><li>5. <b>Turn on tap</b> – the tank is full when water starts pouring from the driver’s side of the van.</li><li>6. Turn <b>Tanks</b> switch <b>off</b>.</li><li>7. <b>Turn off tap</b> and disconnect hose. <b>Return tap key and connections to box</b> passenger door.</li><li>8. Pull on hose reel to release lock and guide hose back onto reel.</li></ol>

## End of Shift continued...

### Empty Waste Tank

The **Waste Tank MUST** be emptied at the end of each shift:

1. Wearing gloves take the waste hose out of van and place in an appropriate location (this can be done on site if you have permission or back at base).
2. Access **control panel**.
3. Turn **on** the **Waste** switch and leave on until Waste Tank is empty.

The Waste Tank is empty when there is no more water left in the tank sight gauge at the rear of the vehicle.

4. Once the Waste Tank is empty, pull on the hose reel to release lock and guide hose back onto reel.
5. Turn **off** the **Waste** switch on **control panel**.

### Washing the Towels

The towels must be washed after the end of each shift.

This can be done using three methods:

1. **While on Shift** – If there are no friends using the washing machines the towels can be washed by the Laundry van  
**! We should always prioritise the washing of friend's clothing over the washing of towels.**
2. **Back at Base** – The towels can be washed back at base after shift in the Laundry van
3. **Taken Home by a Volunteer** – Volunteers have the option of taking towels home to wash at their residence. If this occurs the volunteer must return the towels to the van as soon as reasonable possible, and they must leave their contact details in the shift report.

# Troubleshooting

Problem      No Water	
Symptoms	<ul style="list-style-type: none"><li>• No water in the shower.</li></ul>
Steps	<ol style="list-style-type: none"><li>1. If connected to mains water check that <b>tap</b> is turned on fully and that the <b>hose</b> is not kinked and is firm with water pressure.</li><li>2. If operating using tank water, ensure that there is water in the tank, and that the <b>Tanks</b> switch is on.</li><li>3. Press the <b>Start</b> button on the washer to continue.</li></ol>
Problem      Van Overflowing With Water	
Symptoms	<ul style="list-style-type: none"><li>• Water pouring out underneath the rear left hand side of van in front of rear wheel.</li></ul>
Steps	<ol style="list-style-type: none"><li>1. If operating using mains hose water, check that: <b>Tanks</b> switch is <b>off</b>.</li><li>2. If on shift and attempting to operate using water tanks OR if you are finishing shift and filling the tank this symptom means the water tanks are now full.</li></ol>
Problem      Wastewater Overflowing	
Symptoms	<ul style="list-style-type: none"><li>• Wastewater is overflowing left hand side the van.</li></ul>
Steps	<ol style="list-style-type: none"><li>1. The Waste Tank has reached capacity and must be <b>emptied</b>. Or the wastewater pump is <b>on</b> and must be switched <b>off</b> or unreel the hose to appropriate location.</li><li>2. Empty Waste Tank as instructed on page 10.</li></ol>

# Troubleshooting

Problem Shower Fan Not Working	
Symptoms	<ul style="list-style-type: none"><li>• System switch is ON but fans are not on.</li></ul>
Steps	<ol style="list-style-type: none"><li>1. Locate the fan <b>Power</b> switch located in the centre of the fan.</li><li>2. Ensure the fan Power switch is on '1'.</li></ol>
Problem Shower Not Heating	
Symptoms	<ul style="list-style-type: none"><li>• Water has been running for 30 seconds – 1 minute and there is no warm water.</li><li>• The <b>Shower</b> switch has been on for over 5 minutes but there is no warm water.</li></ul>
Steps	<ol style="list-style-type: none"><li>1. Open both rear doors of the van to reveal left hand side of van.</li><li>2. Locate the large white rectangular switch box mounted in the rear on the passenger side wall at about eye level.</li><li>3. Check if the orange light is flashing or steady.</li><li>4. If the light is off or flashing turn the <b>Shower</b> switch off and on to see if this fixes the issue.</li><li>5. File an incident report.</li></ol>
Problem Shower Not Draining	
Symptoms	<ul style="list-style-type: none"><li>• Water pooling in shower and not draining away.</li></ul>
Steps	<ol style="list-style-type: none"><li>1. Check nothing is clogging the drain. If you feel comfortable wearing gloves remove the blockage.</li><li>2. Press <b>Waste Pump Fail</b> button on control panel. This will activate manual drain in the shower.</li></ol>

# Troubleshooting

Problem Doorbell Not Working	
Symptoms	<ul style="list-style-type: none"><li>● Outside doorbell green button is pressed but no doorbell sound is produced.</li></ul>
Steps	<ol style="list-style-type: none"><li>1. Check if the orange light adjacent to <b>Power</b> at the rear of the van is illuminated.</li><li>2. If it's illuminated, please file an incident report.</li><li>3. If not, run generator or connect to shore to charge the van</li></ol>
Problem Smoke Coming From Van	
Symptoms	<ul style="list-style-type: none"><li>● Smell of smoke around the shower van.</li><li>● The <b>Shower</b> switch has been on for over 5 minutes but there is no warm water.</li></ul>
Steps	<ol style="list-style-type: none"><li>1. Check if smell is originating from underneath the back-left corner of shower van. Most likely this smell is coming from the diesel heaters which will produce a diesel smell. This is a <b>normal</b> function of the shower van. Please monitor and continue to help our friends.</li><li>2. If smoke can be seen from inside the van, calmly alert friends of the incident and remove everyone from the vicinity of the shower van. If safe to do so, turn all switches off. Cease use of van and contact Service Support or emergency services immediately.</li></ol>

# Safety

## Safe Places

Every shift has **two** Safe Places:

1. The **first** Safe Place is with the **Service Provider** such as inside a community centre or alongside a food van.
2. The **second** Safe Place is in a different location from the first Safe Place.

If an incident occurs at one Safe Place the team can revert to the other Safe Place. Ask your TL where your Safe Places are if unsure.

## Safe Word

Every service across Australia has the same specific safe word. This word can be used on shift to notify the team there is a risk or an inappropriate situation. The Safe Word is ***Daphne***.

## When to Pack Up

- If inclement weather prevents you from operating safely.
  - If there are less than **three (3)** volunteers attending the shift.
  - If you do not feel safe on shift for any reason.
  - If at any point you pack up a shift early contact your Service Leader or Service Support.
- ! ***Remember to complete an Incident Report.***

## Incident Report

Service Support should be called in the event of an incident and an Incident Report should be submitted for all incidents and near misses that occur on shift. Incident Reports can be submitted via Volaby in the **Incident Report** section from the side menu or by scanning the QR code on Page 21.

# Safety

## Safe Manual Handling Technique

It's important you are aware of the correct way to perform manual handling tasks to avoid injury. Awkward postures may occur when loading or unloading the machines or cleaning the shower. High force may be involved when lifting or carrying baskets of laundry.

**Safe lifting techniques include:** Standing close to the object with a good stable stance – Bend your knees not your back – Get a good grip and use your legs to lift up. Take some time now to ensure the team understands the safe lifting technique.

## Slips, trips and Falls

Slip, trip and fall hazards can be hard to spot and can happen in seemingly safe environments.

**Slips** – surfaces can become slippery when wet or contaminated with a spill. Be sure to clean up spills straight away.

**Trips** – can occur because of uneven ground, hoses, washing baskets, and clutter. Always use trip guards and remove clutter from walkways.

**Falls** – injuries can occur at any height. When entering the front or side of the van always have **3 points of contact** as you climb up and down.

## Wearing Gloves on Shift

Volunteers must wear disposable impermeable gloves if they need to handle friends' washing, when cleaning showers and when handling any of the following – sharps/needles, chemicals (cleaning products) waste bins/sanitary bins (including their contents) wastewater (including when handling the waste hoses).



# Safety

## Disposing of Sharps on Shift

<b>Found in Washer, Dryer or on Ground</b>	<b>If volunteer injured with needle refer to next page NEEDLESTICK INJURY first. If no injury, continue below:</b> <ol style="list-style-type: none"><li>1. Alert ALL volunteers</li><li>2. Ask a volunteer to stand in front of machine so no one puts hands in or stand over the needle if on ground.</li><li>3. Another volunteer puts on gloves &amp; takes the sharps disposal container to the area &amp; rests it on a flat surface.</li><li>4. Ask volunteer to step aside.</li><li>5. If in machine – slowly pull washing items aside so needle is in full view.</li><li>6. Pick up needle from centre point and place into sharps container point down.</li><li>7. Place lid on securely but <b>do not seal until end of shift</b>, in case another is found.</li><li>8. Continue to slowly pull other washing items out until machine is empty.</li><li>9. Turn barrel to determine no other needles or foreign objects remain.</li><li>10. If on ground, ensure area is clear of other needles.</li><li>11. At end of shift, seal the container.</li><li>12. Remove gloves, place in plastic bag and dispose gloves only in bin.</li><li>13. Call Service Support for information on disposal points.</li><li>14. Complete Incident Report.</li></ol>
--	---

# Safety

## First Aid Procedure for Needle Stick Injury

**If a volunteer experiences a needle stick injury follow the steps below:**

1. Calm injured volunteer.
2. Another volunteer to put on gloves.
3. Wash the area with soap ASAP.
4. Run under water for 3 minutes.
5. Apply antiseptic & band-aid from first aid kit.
6. Arrange with injured volunteer to go to Emergency Dept or Doctor.
7. Other volunteers should refer to previous page for **disposal process**.
8. Call Service Support.
9. Complete Incident Report via and include as much detail as possible.

# Safety

## Trigger Action Response Plan (TARP) for aggressive behaviour on shift

Trigger	Examples	Action
<b>Awareness</b> of aggression/violence that has the potential to affect the safety of team members or others on shift.	Volunteers observe or experience signs of annoyance, raised voices, indecent or unwanted language or physical contact.	<ol style="list-style-type: none"> <li>1. Use the Safe Word '<b>Daphne</b>' to notify other team members about the potential risk.</li> <li>2. Help the aggressor modify their behaviour if you feel safe to do so. See below.</li> <li>3. Maintain awareness of the situation.</li> <li>4. Stay close to other team members.</li> </ol>
The threat has <b>increased</b> and it is possible that the threat may affect team members or others on shift.	Volunteers observe or experience signs of aggression or violence such as verbal threats, physical gestures.	<ol style="list-style-type: none"> <li>1. Move away from aggressor.</li> <li>2. Remain with other team members (do not become isolated).</li> <li>3. Notify Service Provide (if safe to do so).</li> <li>4. Maintain awareness of the situation.</li> </ol>
The situation has escalated to a point where the threat is thought to be <b>imminent</b> and/or has occurred	Volunteers observe or experience aggressive or violent behaviour on shift that makes one or more volunteers feel unsafe	<ol style="list-style-type: none"> <li>1. ALL TEAM MEMBERS MUST GO TO SAFE PLACE.</li> <li>2. Call Police Assistance Line on <b>131 444</b> as required (except in Victoria call your local police station) or for an emergency call <b>000</b></li> <li>3. Contact Service Support (when safe to do so)</li> </ol>

# Safety

## Steps to help Modify Behaviour

**1** Say to friend something along the lines of “We’d really like to sit down and have a chat but it’s hard to talk to you when you’re calling us those names – do you think you can stop saying those things so we can have a chat?” Refer to the Standards of Behaviour sign were possible.

**2** If they choose not to modify their behaviour, then volunteers could respectfully say something like, “We’re just here to do [the washing, showers etc.] and have a chat. Perhaps you’d like to come back and have a better conversation with us another time?”

**3** If the behaviour continues, then volunteers could say something like, “That kind of behaviour isn’t acceptable at our service and it’s making us feel uncomfortable. Please leave our service”. Reference the Standards of Behaviour again if safe to do so.

**IMPORTANT:** If at any time during an incident a team member feels threatened or unsafe, EVACUATE.

# Training New Volunteers

## First Shift Checklist

When a new volunteer joins your shift you will need to complete on shift training with them. We want our volunteers to be as hands on as possible from their first shift. This checklist covers shift operations from start to end. **You should demonstrate the task first and then ask the volunteer to perform it.**



Access the **First Shift Checklist** through the link <https://bit.ly/3pyVURP> or scan the **QR code** by opening the camera function on your phone and positioning it over the QR image. Your phone needs to have capability to scan QR codes for this to work.

## Second Shift Assessment

This second shift assessment is designed to identify any gaps in volunteers knowledge to safely operate a shift. **TLs will ask volunteers to demonstrate the task.** If volunteers are unable to use the incorrect technique/process the TL will demonstrate the task and ask the volunteer to repeat. The role of the TL is to mentor the volunteer through this process.



Access the **Second Shift Assessment** through the link <https://bit.ly/3TdFUIB> or scan the **QR code** by opening the camera function on your phone and positioning it over the QR image. Your phone needs to have capability to scan QR codes for this to work.

# Quick Resources

## QR Code

Use your phone to scan the QR Code to quickly access some of our most frequently used resources including:

- Shift (Activity) Reports
- Incident Reports
- Weekly Vehicle Check
- Van Service Form
- COVID-19 Resources
- Ask Izzy
- VESP

