

# OrangeSky

— Australia —

## Laundry Pod

### 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 through the link <https://portal.orangesky.org.au/guide> or you can scan the below QR code by opening the camera function on your phone and positioning it over the below image. Your phone camera will need to have capability to scan QR codes for this to work.

You will be required to login using your Orange Sky portal login details to access the articles.



# Prestart

**Check  
Weather**

Check the local weather report. If storms or other severe weather is forecast, you can consider cancelling your shift. Please contact your team members and Team Leader if you are considering cancelling your shift.

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**Check  
Pod**

Walk around the pod and ensure there are no signs of damage.

# Site Set Up

## Unlock Pod

1. Unlock padlocks for front and back doors using appropriate lockbox code (if unsure call Service Support)
2. Open doors by pressing in on the middle part of the handle (where the padlock was originally connected to)

Back door can be closed again for the duration of shift once the pod is set up.

## Check System Power

The **power cable** is located in the back of the pod. It can be found attached to the left rear door, next to the pod's water hose. Remove it from the door, plug into the pod, and into the power source.

## Connect Clean Water

1. The blue clean water hose reel can be accessed via opening the back door and feeding through the hatch at the back of the pod.
2. Unreel the hose and connect to the designated council tap.
3. Turn on the clean water tap connected to the pod.
4. Squeeze the hose to confirm that there is water pressure.

! If required, a tap key can be found inside the pod.

## Connect Waste Water

1. Remove the black water hose from the pod. It can be found attached to the left rear door next to the pod's power cable.
2. Connect one end to the pod's waste hose by feeding through the access hatch and connecting to designated point (above the blue clean hose reel).
3. Run the hose to the designated waste water point.

<b>Check Fuel</b>	<p>Check fuel level of connected fuel tank. If below half full, advise Team Leader and monitor throughout the shift.</p> <p><b>! Note:</b> One spare fuel tank should be present to attach if needed – call Service Support if required and advise your Team Leader if changed over during shift.</p>
<b>Check Detergent</b>	<p>Check the detergent level. If near empty, change over the drum with spare ones available. Notify Team Leader if changed during shift.</p>
<b>Turn On Lights</b>	<p>The <b>system switch</b> is located inside the front door of the pod on the right-hand side. This will turn on both the lights and all machines.</p>
<b>Set up chairs</b>	<ol style="list-style-type: none"><li>1. Remove chairs from the front of the pod and set them up.</li><li>2. Remove and set up washing baskets and any other relevant items.</li></ol>

# Washing Instructions

Below references buttons from top to bottom on the washing machine. Some machines vary with the label assigned to the button, but the cycle process is identical in button order, top to bottom.

- **B1** = Button 1 (hot or whites)
- **B2** = Button 2 (warm or colours)
- **B3** = Button 3 (cold or delicates)
- **B4** = Button 4 (delicates or perm press)
- **B5** = Button 5 (spin cycle)
- **B6** = Button 6 (start)

## Kill a wash

If a friend has left some items in their clothing or needs to add an item, a washing load can be killed manually:

1. Press and hold **start (B6)** to kill cycle.

Alternatively:

1. Press **B1** and **B3** simultaneously. The screen should display **'0'**
2. Press **B2** until **'3'** appears.
3. Press **Start (B6)**. The screen should display **'L9C1'**
4. Press **B2** until **'hILL'** appears on the screen.
5. Press **start (B6)**. The screen should display **'0'**
6. Press **B2** until the screen reads **'17'**
7. Press **start (B6)**

The machine will end the cycle, drain the machine and unlock the door. To restart wash see steps on next page.

## Spin Cycle

Once cycle has ended:

1. Press **B5**. The screen should display **'no 1'**
2. Press **Start (B6)**. The screen should change to **'11'** and an eleven minute spin cycle should begin.

# Washing Instructions continued...

## Wash Clothes

### CAUTION - Sharps/Needles

**Be careful to avoid sharps incidents. Ask friends to check all pockets** for papers or valuables in front of a volunteer as they load their own clothes into a washer. If a sharp is found, inform the team and refer to the Sharps fast facts.

1. Ask friends to check **all pockets** for valuables in front of a volunteer as they load their own washing into a machine.
2. On the washer press **B1**.
3. Press **Start (B6)**.

## Dry Clothes

- Clean dryer lint filter.
- ! **Excess lint can cause a fire. Ensure filter is clean for each load.**
- For best dryer performance, preheat dryer before use. Start a 10 min drying cycle by pressing **Top (HIGH)**, and then the **Start** button.
- Load clothes into dryer.
- On the dryer, press **Top (HIGH)** button repeatedly until desired duration is reached, then **Start**.
  - 20 mins - small load, light cotton items
  - 30 mins - medium load, mixed clothing
  - 40 mins - heavy load, bedding and blankets
- The Waru Dryer has a 2 minute cool down period. To maximise dryer efficiency, the full drying cycle time should be completed before opening the door. If the cooling down cycle isn't completed, the inside of the dryer will still be hot when opening door, so take care when doing so.
- Consider splitting heavy loads between two dryers or cycles. Individual items will dry faster in smaller loads.

# Site Pack Down

<b>Clean Pod</b>	<ol style="list-style-type: none"><li>1. Empty and clean dryer <b>lint filters</b>.</li><li>2. Empty small <b>lint bin</b>.</li><li>3. Remove <b>rubbish</b> and <b>rubbish bags</b> from pod.</li></ol>
<b>Pack Washers</b>	<ol style="list-style-type: none"><li>1. Wipe out washers using sanitary spray.</li><li>2. <b>Leave washing machine doors open</b> to reduce the occurrence of mould.</li></ol>
<b>Detach Water</b>	<ol style="list-style-type: none"><li>1. <b>Turn off tap</b>. Return tap key and connections to box inside pod if used.</li><li>2. Disconnect clean and waste water hose.</li><li>3. Retract the clean hose, and hang the waste water hose up inside the pod (left rear door).</li></ol>
<b>Pack Chairs</b>	Return chairs (secure with strap), washing baskets and any other relevant items to the pod.
<b>Close and Lock</b>	Close and lock <b>front and back doors</b> with the supplied padlocks. <b>Ensure to scramble the padlock</b> .
<b>Final Check</b>	Before leaving site, check the pod for: <ul style="list-style-type: none"><li>● 6 x <b>chairs</b></li><li>● <b>Washing baskets</b></li><li>● All <b>rubbish</b> has been removed, any <b>spills</b> cleaned.</li></ul>
<b>Complete Pack Down</b>	Complete the <b>Activity (Shift) Report</b> through Volaby <a href="https://osa.volaby.org/volunteering/activity-report">https://osa.volaby.org/volunteering/activity-report</a> 

# Troubleshooting

Problem    No Water	
Symptoms	<ul style="list-style-type: none"><li>• Washer displays error code '<b>IE</b>'</li><li>• Washer minutes not changing</li><li>• No water in washing machine</li></ul>
Steps	<ol style="list-style-type: none"><li>1. 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. Press the <b>Start button</b> on the washer to continue.</li></ol>
Problem    Door Lock Error	
Symptoms	<ul style="list-style-type: none"><li>• Washer displays error code <b>de1</b> or <b>de2</b>.</li></ul>
Steps	<ol style="list-style-type: none"><li>1. Check to see if door of the washing machine is closed <b>securely</b>.</li><li>2. If door is unlocked, open and re-close the door of the washing machine and try starting wash again.</li><li>3. If door appears to be closed correctly and problem persists, <b>lightly</b> push the door closed and press the start button on the washer.</li><li>4. The <b>door lock light</b> should light up and door should be <b>locked</b> securely in order for the washer to operate correctly.</li></ol>
Problem    No Power to Washer/Dryer Machines	
Symptoms	<ul style="list-style-type: none"><li>• After following the instructions on page 3 there is no power to one or multiple washers or dryers.</li></ul>
Steps	<ol style="list-style-type: none"><li>1. Please contact <b>Service Support</b> to report this issue.</li></ol>

# Troubleshooting

Problem Washer is Stuck on 'Wash' Cycle	
Symptoms	<ul style="list-style-type: none"><li>The washer has not moved into the '<b>spin</b>' cycle of the cycle</li></ul>
Steps	<ol style="list-style-type: none"><li>Once completed, put clothes on <b>spin only cycle</b>. (refer to page 5)</li><li>Place clothes in dryer as normal (refer to page 5).</li></ol> <p>! If the cycle takes a long time or gets 'stuck' - refer to how to do a kill cycle on page 5.</p>
Problem Wastewater Overflowing	
Symptoms	<ul style="list-style-type: none"><li>Wastewater is overflowing inside the pod.</li></ul>
Steps	<ol style="list-style-type: none"><li>The plumbing at the rear of the pod has failed. Contact <b>Service Support</b> to report the issue.</li></ol>
Problem Washer Displaying 'TE' Error	
Symptoms	<ul style="list-style-type: none"><li>Washer is displaying '<b>TE</b>' and is not functional.</li></ul>
Steps	<ol style="list-style-type: none"><li>The '<b>TE</b>' error code indicates an error, usually caused by a faulty thermistor. Try resetting the power to the pod (this will kill all cycles so must be attempted when no washing cycles are occurring).</li><li>If the problem persists the machine will require a service. Contact <b>Service Support</b> to report the issue.</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 on the front page of this document.

# 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 Found in – Washer, Dryer, on Ground

**If volunteer is injured with needle refer to next page NEEDLESTICK INJURY first.**

If no injury, continue below:

1. Alert ALL volunteers
2. Ask a volunteer to stand in front of machine so no one puts hands in or stand over the needle if on ground.
3. Another volunteer puts on gloves & takes the sharps disposal container to the area & rests it on a flat surface.
4. Ask volunteer to step aside.
5. If in machine – slowly pull washing items aside so needle is in full view.
6. Pick up needle from centre point and place into sharps container point down.
7. Place lid on securely but **do not seal until end of shift**, in case another is found.
8. Continue to slowly pull other washing items out until machine is empty.
9. Turn barrel to determine no other needles or foreign objects remain.
10. If on ground, ensure area is clear of other needles.
11. At end of shift, seal the container.
12. Remove gloves, place in plastic bag and dispose gloves only in bin.
13. Call Service Support for information on disposal points.
14. Complete Incident Report.

# 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 Leader or 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
<p><b>Awareness</b> of aggression/violence that has the potential to affect the safety of team members or others on shift.</p>	<p>Volunteers observe or experience signs of annoyance, raised voices, indecent or unwanted language or physical contact.</p>	<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>
<p>The threat has <b>increased</b> and it is possible that the threat may affect team members or others on shift.</p>	<p>Volunteers observe or experience signs of aggression or violence such as verbal threats, physical gestures.</p>	<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>
<p>The situation has escalated to a point where the threat is thought to be <b>imminent</b> and/or has occurred</p>	<p>Volunteers observe or experience aggressive or violent behaviour on shift that makes one or more volunteers feel unsafe</p>	<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.

# Waru Dryers – Best Practice Tips

## How to get the best performance from your Waru Dryers

We are really excited to start rolling out our new Waru Dryers. With the removal of the diesel generators, our innovation team has needed to get creative to ensure we can still run our dryers in a solar powered vehicle. Waru dryers utilise a diesel heater to create heat. As part of designing these heaters we have also developed ***the following tips to put to use while on shift:***

- Preheat the dryers for at least 20 minutes before the first load goes in
- Shake out all items and loosely place in the dryer
- Do not overfill the dryers
- Set the dryer cycle for at least 30 minutes, and leave it to complete the cycle un-interrupted. **Opening the door puts the heater into cool down mode, meaning it then requires more time to reach maximum heat again**
- If you are able to, once a load has finished washing, run it through a spin only cycle to remove excess moisture
- **Always** clean lint filters after each load
- When both dryers are running, the right dryer will heat slightly faster as it is intaking the warmer air from dryer one's exhaust

It is also important to note that on very cold days, or days where there has been recent rainfall, when the dryers are first started they will produce a moderate amount of smoke/steam. This is the heaters' burning off the moisture in the exhaust pipe, and is completely normal, although it can be alarming the first time you see it. Best thing to do is keep running the dryers at full capacity.