



**Laundry Van
Operation Cards**

Version 4.0
January 2021



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.



Orange Sky Tablet

About OS Tablet

The Orange Sky tablet is used to log shift reports. If you are unable to log in, please try these troubleshooting steps.

Please note not all vans have a tablet, if your van doesn't have a tablet use <https://shift-report.orangesky.org.au/> to complete a shift report or you can scan the 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.



1. Check your username and password

E.g. John Test (DOB: 3/11/1989)

Username: j.test

Password: jt3 (initials first & last name + day you were born on).

2. Get another team member to sign in

Using their unique username and password (assigned after completion of volunteer contract).

3. Reset the control box

Access the control box (under passenger seat)

Flick "Power" switch UP and DOWN again – LED light should illuminate green.

4. Restart the tablet

Press and hold the tablet power button.

For a more detailed explanation, please refer to the Troubleshooting guide on page 13. If you are still unable to login please use <https://shift-report.orangesky.org.au/> to lodge a shift report.

Prestart

Check Weather	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 Manager if you are considering cancelling your shift.
Collect Van	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.
Check Van	1. Complete Prestart Check of the van. 2. Check van fuel level. At $\frac{3}{4}$ or less refuel immediately. Refer to Refuel Van (page 9). ! The generator will automatically stop if the fuel level gets too low (at $\frac{1}{2}$ tank).
Sign in	Sign in to the tablet and follow the prompts or navigate to https://shift-report.orangesky.org.au/ to commence the online shift report.
Drive to Shift	• All vehicles are automatic. The system has a start/stop system which switches off the engine when in neutral (eg stopping at traffic lights). • Access the reversing camera view on channel 2 of the screen. • Remember to allow extra stopping distance due to the weight of the fitout of the van.

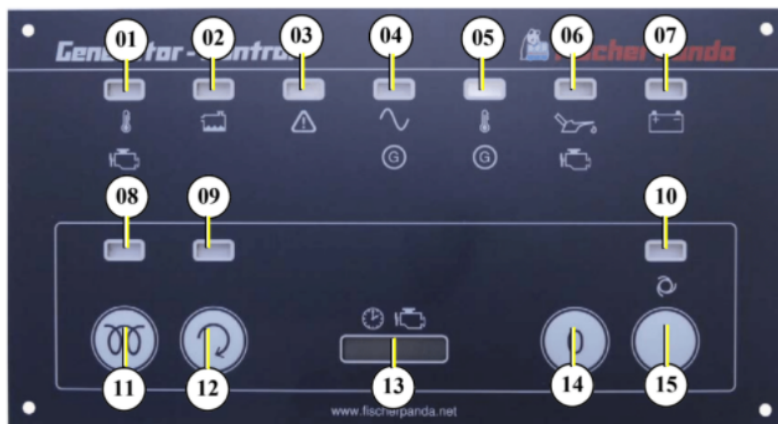
Site Set Up

Access Control Box	The control box is underneath the passenger seat of the van. 1. Lift up the front of the passenger seat. There is no lever or button, just lift the seat straight up. 2. The control box has 6 control switches and one power switch. 3. Control switches are off if in the down position. Power switch is off if it is in the up position (opposite to control switch).
Turn on Lights	If it is dark you can turn on the vans external lights: 1. Access the control box under the passenger seat. 2. Turn on the EXT switch.
Take Out Donation Products	Take out any donations you have brought for our friends and place in a communal area.
Set up Chairs	1. Undo bungee straps holding down chairs on the generator. 2. Remove chairs from van, set up near washers. 3. Remove and set up any other equipment such as bollards for cordon.
Connect Power	For sites using mains power: 1. Take the power cord out of the strap behind the passenger seat and connect to 3-phase power. 2. Cover the power cord in high traffic (pedestrian or vehicle) areas with the trip guards. 3. Turn the Master Isolator switch to Shore. 4. All washers and dryers will now power up.

Site Set Up continued...

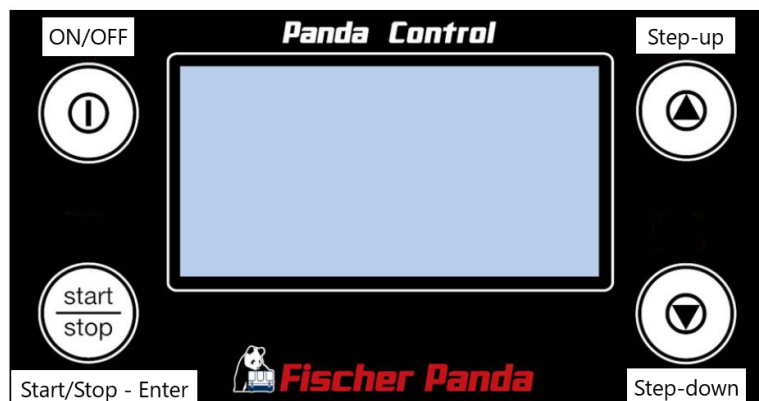
Start Generator

For vans with **analogue** generator control panel:



1. Press button **15** for 3 seconds to turn on control panel.
2. Hold button **11** for 5 seconds to prime generator.
3. Hold button **12** to start generator. Let go of button immediately once generator starts.
4. If you have any issues with starting the generator, contact Service Support on 0488 851 113.

For vans with **digital** generator control panel:



Site Set Up continued...

1. Hold down the **On/Off** button for 3 seconds.
2. Wait 5 seconds for the panel to load.
3. Press **Start/Stop** button to start generator. Do not hold the **Start/Stop** button.
4. The generator will start up within 5-10 seconds.
5. Turn the changeover switch to '**GEN**'.
6. If you have any issues with starting the generator, contact Service Support on 0488 851 113.

Connect Water

For sites using **mains water**:

1. Unreel the **clean water hose** (right-hand hose reel) and connect to **tap**. Hose attachments and tap keys are in the box in passenger door.
! Do not extend hose reel fully, as this can make the hose unretractable.
2. Turn on tap and **squeeze the hose** to confirm there is water pressure.

Start Tank Water

OR for sites using **tank water**:

1. Access **control box**.
2. Turn on the **Control** switch and **Clean** switch.
! If operating using the water tank you will be limited to a maximum of 4-6 loads before refilling the clean tank.

Set up Washers

1. Undo **bungee straps** on washer doors.
2. Remove **clamps** holding washer drums in place.

Washing Instructions

Kill Cycle

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 (add super wash)
- B6 = Button 6 (start)

IMPORTANT – Coin Operated Machines

If your washing machine is the 'coin-Op' model (a metal switch will be present next to the buttons) to kill the wash:

1. Turn the switch **down**. The screen will display 'L9Cl'.
2. Follow steps 4-7 below.
3. Once the door is unlocked, turn the switch **up** to start the next wash.

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 **B1** and **B3** simultaneously. The screen should display '**0**'
2. Press **B2** until '**3**' appears.
3. Press **Start (B6)**. The screen should display '**L9Cl**'
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.

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

1. Clean dryer lint filter.
! Excess lint can cause a fire. Ensure filter is clean for each load.
2. Load clothes into dryer.
3. On the dryer press **top (Hot)** button repeatedly until desired duration is reached.
 - 20 mins – small load, light cotton items
 - 30 mins – medium load, mixed clothing
 - 40 mins – heavy load, bedding and blankets
4. Press **Start** button
! Ensure the passenger side dryer vent is not obstructed by the sliding door.
 - In the last 10 minutes, the dryer enters cooling mode. To maximise dryer efficiency, avoid using the dryer with less than 10 minutes in the cycle.
EG If a 30 min dry cycle is required, start the cycle at 40 mins and remove with 10 mins to go.
 - Consider splitting heavy loads between two dryers
individual items will dry faster in smaller loads.

Site Pack Down

Clean van	1. Empty and clean dryer lint filters. 2. Empty small lint bin. 3. Remove rubbish and rubbish bags from van.
Pack Washers	1. Clamp washer drums. 2. Secure washer doors with bungee cords.
Detach Water	For sites using mains water: 1. Turn off tap and disconnect hose. Return tap key and connections to box in passenger door. 2. Pull on hose reel to release lock and guide hose back onto reel using hand over hand technique.
Stop Tank Water	For sites using tank water: 1. Access control box under passenger seat. 2. Turn off the Control switch and Clean switch.
Detach Mains Power	For sites using mains power: 1. Turn the Master Isolator switch from Shore to off. 2. Stack the 6 trip guards back into the van. 3. Disconnect the power cord from the socket. Carefully coil and secure with the strap behind the passenger seat. ! Ensure that the cable is neatly secured clear of the hose reels to prevent tangling and damage.
Shutdown Generator	For sites using van generator: 1. Turn the Master Isolator switch from GEN to off. 2. On the generator control panel, press the Off button. The generator will stop after a few seconds.
Pack Chairs	Pack orange chairs on top of generator and secure with bungee cords.

Site Pack Down continued...

Pack up Donations	Pack up donations or sanitary wipes into your van.
Final Check	Before leaving check the van for: • 6 x orange chairs. • 6 x trip guards. • Washing baskets. • Both washers are clamped and secure. • All rubbish has been removed, any spills cleaned. ! Ensure van is clean and tidy for the next shift, in the same state you would like to find it.
Complete Pack Down	• Complete the Shift Report on the tablet
Drive to Base	Check fuel level. If you will have less than $\frac{3}{4}$ of a tank by the time you return to base, please refuel the van. Refer to Refuel Van (page 9) for refuelling information.

End of Shift

Refuel Van	If the fuel tank is less than $\frac{3}{4}$ full, the van will need to be refuelled: 1. Go to any service station that is on the way back to base or close to base. ! All vans use diesel fuel only. 2. Fuel cap is located inside the passenger side door. Open the cap and fill up the tank. 3. Pay using the Motorpass card which can be found in the centre console of the van, or underneath the sun visor. The pin is 1945. 4. You do not need to keep the receipts.
Return to Base	Check van supplies for anything that needs to be replenished. • Sharps box (if current one has been used), items in First Aid kit, gloves, etc.
Fill Clean Tank	For sites using tank water: 1. At base, park the van close to the water source. 2. Pull the clean water hose out. 3. Connect to water source using the attachments and top key in the box in passenger door. 4. Turn Control switch on. 5. Turn on tap – the tank is full when water starts pouring from the driver's side of the van. 6. Turn Control switch off. 7. Turn off tap and disconnect hose. Return tap key and connections to box passenger door. 8. Pull on hose reel to release lock and guide hose back onto reel.

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 box**.
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 box**.

Troubleshooting

Problem App Not Working	
During Shift	1. The first priority is to wash clothes for our friends, troubleshoot app issues only if there is time. 2. If unable to resolve app issues quickly use the black cards for manual operation. However, if possible please continue using the app to capture shift information.
After Shift	1. If you have time after the shift, please try using these troubleshooting cards to resolve the issue. 2. In your Shift Report, please list the problems that you encountered and what troubleshooting steps you tried.
Service Support	If you require assistance during shift, you can call service support on 0488 851 113.
Problem Tablet Not Connected	
Symptoms	• Unable to log in to the app
Steps	1. Access control box 2. Turn Master Power switch off for 10 seconds then back on.

Troubleshooting

Problem No Water	
Symptoms	• Washer displays error code 'IE' • Washer minutes not changing, no water in machine
Steps	1. If connected to mains water check that tap is turned on fully and that the hose is not kinked and is firm with water pressure. 2. If operating using tank water, ensure that there is water in the tank, and that Clean and Control switches are in the up position. 3. Press the Start button on the washer to continue
Problem Van Overflowing With Water	
Symptoms	• Water pouring out underneath the rear right hand side of van
Steps	1. If on shift and operating using mains water, check that Clean and Control switches are off. 2. If on shift and attempting to operate using water tanks or if you are finishing your shift and filling the tank this symptom means the water tank is full
Problem Wastewater Overflowing	
Symptoms	• Wastewater is overflowing inside the van.
Steps	1. The Waste Tank has reached capacity and must be emptied. Or the wastewater pump is on and must be switched off or unreel the hose to appropriate location. 2. Empty Waste Tank as instructed on page 11

Troubleshooting

Problem Door Lock Error	
Symptoms	Washer displays error code de1 or de2.
Steps	- Check to see if door of machine is securely closed. - If door is unlocked, open and re-close the door of the washing machine and try starting wash again. - If door appears to be closed correctly and problem persists, lightly push door closed and hold whilst pressing the Start button on the washer - The door lock light should light up and the door should be locked securely in order for the washer to operate correctly.
Problem No Power to Washer/Dryer Machines	
Symptoms	After following Card B (page 5) there is no power to one or multiple washers or dryers
Steps	- Switch the machine's power point off - Check the plug is correctly plugged in and switch it back on. If the machine still does not receive power check the following: - Open the circuit breaker box which is box labelled 'Hager' and directly in front of the dryer. - Check to see if any circuits have been tripped (please note which circuits have been tripped) and turn them back on (up). - Please contact your Vehicle Leader or Service Leader if the issue is fixed regardless.

Troubleshooting

Problem Generator Won't Start (Fuel)	
Symptoms	- Generator won't turn over - Generator starts briefly but stalls soon after. - Fuel level for van has fallen below ¾ full.
Steps	- Ensure that van fuel level is above ¾ full before continuing. - If you are still unable to start the generator, please contact your Vehicle Leader or Service Leader for further instruction.
Problem Washer is Stuck on 'Wash' Cycle	
Symptoms	The washer has not moved into the 'spin' cycle of the cycle
Steps	- Kill the cycle – refer to page 7 for steps to kill cycle manually. - Take clothes out of washer and wring out any excess water. - Place clothes in dryer as normal (refer to page 8).
Problem Washer Displaying 'TE' Error	
Symptoms	Washer is displaying 'TE' and is not functional.
Steps	- The 'TE' error code indicates an error, usually caused by a faulty thermistor. Try resetting the power to the machine. - If the problem persists the machine will require a service. Please contact your Vehicle Leader or Service Leader to report this issue.

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

An Incident Report is to be submitted for all incidents and near misses that occur on shift. Incident Reports can be submitted on the tablet or accessed via the Portal in the **General** section for the side menu.

- If in doubt submit an Incident Report or contact Service Support for advice.

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

Found in Washer, Dryer or on Ground	If volunteer 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.
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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
Awareness 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.	1. Use the Safe Word 'Daphne' to notify other team members about the potential risk. 2. Help the aggressor modify their behaviour if you feel safe to do so. See below. 3. Maintain awareness of the situation. 4. Stay close to other team members.
The threat has increased 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.	1. Move away from aggressor. 2. Remain with other team members (do not become isolated). 3. Notify Service Provide (if safe to do so). 4. Maintain awareness of the situation.
The situation has escalated to a point where the threat is thought to be imminent and/or has occurred	Volunteers observe or experience aggressive or violent behaviour on shift that makes one or more volunteers feel unsafe	1. ALL TEAM MEMBERS MUST GO TO SAFE PLACE. 2. Call Police Assistance Line on 131 444 as required (except in Victoria call your local police station) or for an emergency call 000 3. Contact Service Support (when safe to do so)

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/39mTTAZ> 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/3cdfnSC> 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.