

# Volunteer along the track April 2026



## MARLINE WHITE RETIREMENT

Thank you for your incredible dedication and generosity over the years. Your time, energy, and kindness have made a lasting difference, and your impact will continue to be felt long into the future.

As you move into this new chapter of retirement, we hope it brings you joy, relaxation, you have truly made a difference, and we are so grateful for everything you've done.

**A BIG Thank you to all  
volunteers who helped out  
over the Easter Season**



**Keep your eye out for events  
coming up to celebrate  
YOU AS A VOLUNTEER  
18<sup>th</sup> - 24<sup>th</sup> of May**

## MEALS ON WHEELS VOLUNTEERS NEEDED:

As Meals on wheels deliveries have increased, we are looking for more volunteers to support this amazing program. If you know of anyone that might be interested in volunteering a few hours a month we would love to hear from them. Please pass on our contact details.

## NAME BADGES

Any volunteer wishing to have their own Volunteer Name Badge, please contact

Abbey and one will be organised for you



## INFECTION CONTROL

Please email your **Immunisation history** to Pennie or Abbey or bring a copy into Admin and ask them to take a copy for our records. Email: [volunteer@mthcs.vic.gov.au](mailto:volunteer@mthcs.vic.gov.au)

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## DO YOU NEED AGE CARE SERVICES?

All people needing aged care services @MTHCS need to have a My Aged Care assessment before services can be commenced. This includes our residential respite and community aged care programs.

Call My Aged Care on 1800 200 422 or get in touch with a MTHCS staff member and we can get you the support you need to complete your assessment.



### Transport hours

**Monday- Friday 9:00am – 2:30pm**

### Volunteer enquiries

**Monday – Friday 9:00am- 5:00pm**

### Delivered meals

**Monday – Friday 9:00am- 5:00pm**



## EDUCATION & TRAINING FIRST AID and CPR COURSE

A requirement for all drivers volunteering for the Transport Program is having a current certificate in First Aid. The next First Aid and CPR course will be:

### Ouyen

**Wednesday the 10th of June**

- 9.30am start
- Ouyen Golf club

The next course will be in AUGUST 2026



Course duration – **6 hours full course. 4 hours update**

Presented by: Mallee First Aid

For bookings please email Abbey or Pennie  
[volunteer@mthcs.vic.gov.au](mailto:volunteer@mthcs.vic.gov.au)

## TRANSPORT STATS:

Volunteers have completed **116 transports** for **MARCH**.

Thank you for continuing to meet the needs of the community.

## DELIVERED MEAL STATS:

Volunteers have delivered **642 meals** during **MARCH**. Congratulations Volunteers on meeting the needs of the community



# Volunteer along the track

## April 2026



## MTHCS Delivered Meals Improvement Plan - UPDATE

### Trialling the New Labels – How Are We Doing?

Over the last couple of months, we've been trialling our new labelling system. During the rollout, we've been gathering feedback from both Volunteers and Kitchen Staff to see what's working well and where we might need to make small improvements. So far, the feedback has been really encouraging and gives us a good snapshot of how the change is performing.

**Volunteer Feedback** Before the new labels were introduced, feedback from Volunteers showed an **81% success rate** when delivering meals. The most common issues reported were **missing or incorrect items** in the bags, or bags being **packed incorrectly**.

Since the new labelling system was rolled out, Volunteers have reported a noticeable improvement. The success rate has increased to **95%**, which shows the new system is helping reduce confusion and improve accuracy.

Volunteers who shared feedback said the new labels are:

- **“Much easier to follow.”**
- **“Saves a lot of confusion.”**

Overall, Volunteers have found the process clearer and easier to work with while out on deliveries.

**Kitchen Staff Feedback** One of the main reasons the new labelling system was introduced was to reduce the amount of time Kitchen Staff spent preparing lids for each meal. Previously, staff had to **handwrite multiple meal modifications, locations, and totals**, which could be very time-consuming.

In some cases, staff reported it could take **up to an hour** to complete this task.

Since introducing the new labels, staff mentioned there was a **small learning curve**, especially when getting used to packing bags according to the run sheet. However, once they became familiar with the process, the time savings were clear.

Kitchen Staff now report the task takes **around 20–25 minutes on average**, representing roughly a **35% reduction in labelling time**.

**Overall So Far** Based on the feedback collected so far, the new labelling system appears to be making a **positive impact for both Volunteers and Kitchen Staff**. Deliveries are more accurate, and staff are spending significantly less time preparing labels.

As we continue using the system, we'll process remains simple, clear, and efficient for everyone involved

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## Volunteer Transport Program – NEW VEHICLES

Our wonderful volunteer drivers, please familiarise yourself with the new vehicles before driving, both Sorento and Tucson are Hybrids. Always prioritize safety using seatbelts and adjusting mirrors



**Ouyen**

## **Community car – Bus Shed – Tucson**

- Push Button start
- Cruise Control
- Climate Control
- Audio Control
- Gear selection – right hand side on steering wheel – twist to place gear push for Park.
- Boot opening button on bottom of boot door – button inside door to automatically close.



## **Underbool – KIA Sorento diesel**

- Push Button start
- Cruise Control
- Climate Control
- Audio Control
- Gear Selection – Centre console twist button
- 
- Boot button under boot handle door

## **KIA Carnival**



From time to time depending on demand we will be using the KIA Carnival from Ouyen – the transport co-ordinator will notify you which vehicle you will be driving.

- KIA Carnival – Petrol
- Key start

## **COMMUNITY TRANSPORT**



**DO YOU NEED HELP TO GET TO YOUR APPOINTMENT'S, SOCIAL OUTING OR GOING SHOPPING? WE HAVE A TEAM OF VOLUNTEERS THAT CAN HELP!**

Access to this service is dependent on vehicle and volunteer availability. However, every effort is made to get you to your medical appointments.

Volunteer drivers will collect people from their home, drive them to their destination and return.

Please give us at least 3 days notice for local appointment and 1 week for long distance trips.

A weekly shopping car is available in Ouyen, Underbool and Murrayville.

All customers requesting this service need to be assessed by My Aged Care or undertake a HACC assessment to ensure eligibility for service under HACC or CHSP and that your needs can be met by volunteers.

New clients will require an assessment which will take 2 weeks before services can be put in place.

TO MAKE A BOOKING CALL US ON  
**0419 371 445**

VISIT OUR WEBSITE  
**WWW.MTHCS.COM.AU**



**SIGN UP NOW**

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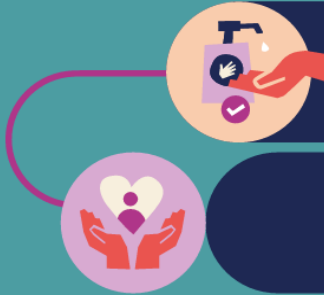
**MTHCS**  
Mallee Track Health  
and Community Service

## Action saves lives

WORLD HAND HYGIENE DAY

5 MAY 2026

*Consumer*



### WHY WASH HANDS?

- About 80% of infectious diseases are transmitted by unclean hands touching contaminated surfaces
- Organisms left on surfaces can survive for minutes, hours, days and even weeks
- Organisms multiply! A single bacterium can multiply into more than 16 million in 8 hours
- Hands encounter around 10 million organisms per day
- Humans have approx. 1,500 bacteria living on each square centimetre of skin on their hands. Underneath fingernails and between fingers can harbour even more
- People touch their face on average 23 times an hour, risking infection transmission to eyes, nose and mouth
- Research shows that if everyone routinely washed their hands, a million deaths a year could be prevented
- The most common microbial contaminants from hands in health care include skin commensals and pathogens - MRSA, CDI, VRE, E. coli
- Unclean surfaces can harbour millions of organisms. Portable medical equipment is a significant source of transmission, as are computer keyboards. Mobile phones are a hazardous microbial platform, housing bacteria, fungi, protists, viruses and bacteriophages

### HOW TO HAND WASH

- WET** hands with running water
- SOAP** your hands and lather up
- RUB** all over your hands, between your fingers and thumbs for 20 seconds
- RINSE** hands under running water
- DRY** hands using paper towel

### HOW TO HAND RUB

- Apply one full pump of ABHR to your palm
- Cover all surfaces of the hands and wrists
- Perform rotational rubbing of fingertips in the palm of the other hand
- Rotational rubbing of both thumbs
- Rub hands until dry

### WHEN

#### BEFORE

- Entering or leaving a healthcare facility, clinic or care environment
- Touching patient/individual
- Touching animals and pets including therapy animals
- Handling medicines
- Preparing/eating food
- Touching your eyes, nose or mouth
- Preparing a bottle
- Donning gloves

#### AFTER

- Removing gloves
- Blowing your nose, coughing or sneezing
- Going to the toilet
- Touching animals and pets including therapy animals
- Changing a nappy
- Assisting another person with toileting/personal hygiene



### HAVE YOU WASHED YOUR HANDS?

To help reduce the risk of infection, its okay to ask your healthcare workers if they have washed their hands when they are caring for you, your family and loved ones.



## Cut off mozzie breeding spots

Empty containers and stagnant water around your home to prevent breeding.



Get vaccinated and protect yourself from **measles.**

Two doses of the measles-mumps-rubella (MMR) vaccine are required for protection.

If you haven't had two doses, or you don't know, get vaccinated.

People aged 20 to 60 years are eligible for the free state-funded MMR vaccine.

MMR vaccinations are offered here.

Ask our medical clinic staff about booking your MMR vacc.



Find out more about the MMR vaccine.



Please join us for the

**STAFF & VOLUNTEERS BBQ**

**Ouyen**  
15 April  
11:30am to 1:00pm  
PAG Courtyard

**Murrayville**  
20 May  
11:30am to 1:00pm  
Courtyard



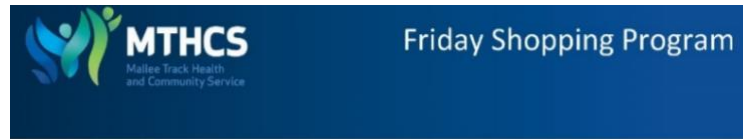
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## THANK YOU EVERYONE!!

We want to sincerely thank you for your incredible dedication and kindness as a volunteer at Mallee Track. Your support in transporting patients, delivering meals, gardening, friendly visits, contribution to community projects and much more makes a huge difference in the lives of those we care for every day.

Your compassion and willingness to help not only brighten the patients' days but also lighten the load for our staff. Because of volunteers like you, our community is a warmer, more caring place



**A shopping program operates each Friday morning in Ouyen & Underbool**

**Pickup at 9.30am & return to your own home.**

**Cost. \$5.00 – Ouyen  
\$10.00 - Underbool**

**For enquires and assistance with your assessment please contact Mallee Track Transport Coordinator  
0419 371 445**

