

Volunteer Service Information Booklet

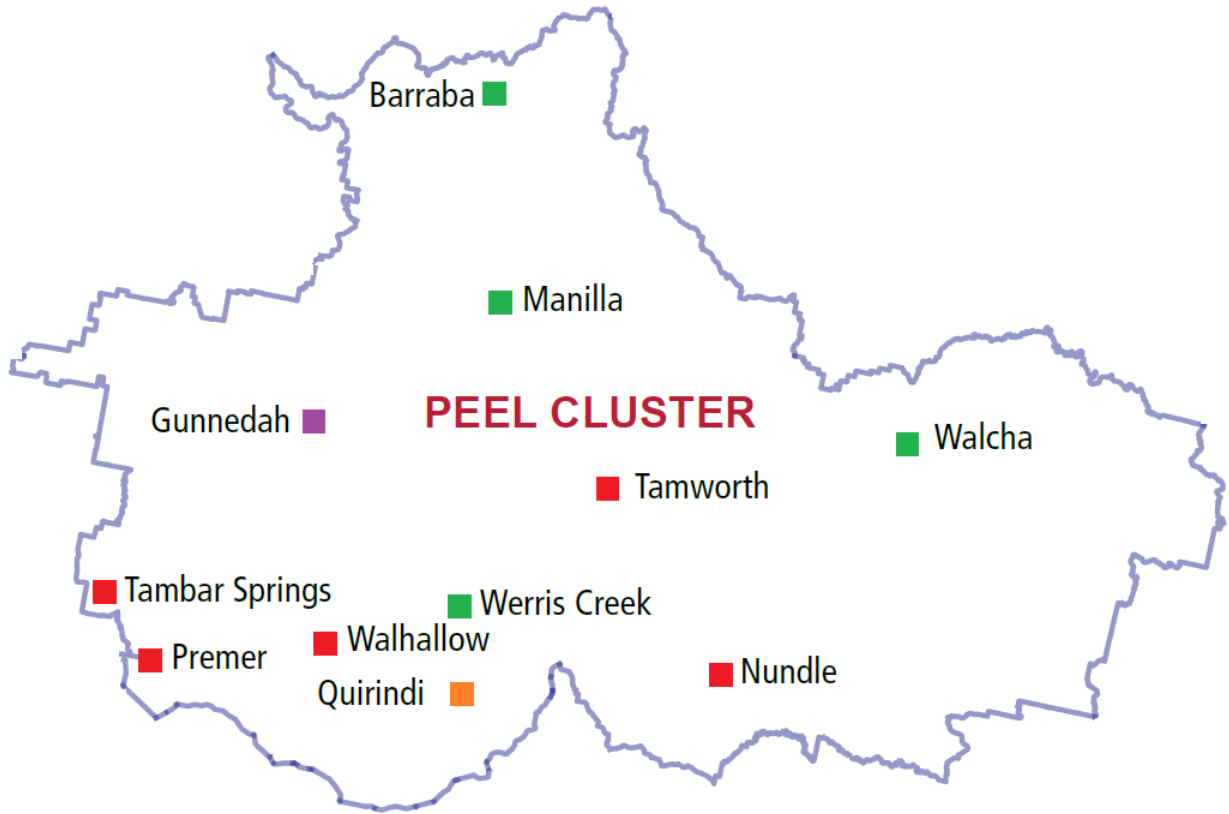
Peel Cluster

Incorporating Barraba, Gunnedah, Manilla,
Quirindi/Premer/Tambar Springs, Tamworth
CHC/Nundle, Walcha and Werris Creek



Health
Hunter New England
Local Health District

Peel Cluster - Map



District Health Service	■
Community Hospital	■
Multi-Purpose Service	■
Community Health Service	■

Peel Cluster – Facilities & Contact Details

Barraba Multipurpose Service Edward Street, Barraba Health Service Manager – Cathy Stein	Ph 02 6782 2500
Gunnedah District Health Service Marquis Street, Gunnedah A/Health Service Manager – Melissa O’Brien	Ph 02 6741 8000
Manilla Multipurpose Service Court Street, Manilla Health Service Manager – Damion Brown	Ph 02 6785 4000
Quirindi Community Hospital and HealthOne Nowland Street, Quirindi Health Service Manager – Sandra Harrison	Ph 02 6746 0200
Tamworth / Nundle Community Health Service Johnston Street, Tamworth Health Service Manager – Cath Hastings	Ph 02 6767 8100
Walcha Multipurpose Service 11 South Middle Street, Walcha Health Service Manager – Kris Smith	Ph 02 6774 200
Werris Creek Community Hospital North Street, Werris Creek Health Service Manager – Sandra Harrison	Ph 02 6768 6600

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Welcome

The Health Services within the Peel Cluster invite you to join our Volunteer Services. We hope you will take the time to read this Volunteer Information Booklet.

Volunteering is an exciting concept. It is a two-way affair. Health Services benefit from the time and talents provided by volunteers, and in return volunteers gain opportunities to use existing skills, to make new friends and sometimes to find extra meaning in life.

The Volunteer Service is open to any member of the community (provided they pass the Criminal Record and Child Protection Check). We would especially like to encourage people from Aboriginal, Torres Strait Islander and Non-English speaking backgrounds.

Thank you for taking the time to enquire about the Volunteer Service within the Peel Cluster. We look forward to welcoming you to one or more of our facilities and I hope you enjoy your volunteer time with us.

Kylie Whitford
Peel Cluster General Manager



All Facilities within the Peel Cluster are Smoke Free Workplaces

Our Philosophy

The Volunteer Service is committed to providing a high standard of volunteer involvement within the Health Service.

The Volunteer Service seeks to humanise, supplement and enhance existing services with trained, caring and responsible volunteers working alongside paid staff. The role of the volunteer is one of assistance, not a replacement of the paid worker.

Volunteers are recognised as part of the Health Service and follow the same policies and guidelines as paid staff.

Our Aim

- ⌘ To utilise the services of active, devoted and informed volunteers to provide an efficient Volunteer Service to our Health Services.
- ⌘ To provide training for volunteers by means of education, seminars, courses and regular meetings.
- ⌘ To enhance the public image of the Health Service through two-way information flow between the Health Service staff and volunteers within the community.
- ⌘ To provide volunteers with practical training to assist staff in areas such as Diversional Therapy, Day Care, Aged Care, United Hospital Auxiliary and general duties on the wards.
- ⌘ To provide an opportunity for volunteers to be involved in areas within the Health Service which are suitable to their skills and abilities.
- ⌘ To ensure the Health Service recognises each volunteer's gift of commitment to the Health Service.
- ⌘ In an effort to measure the effectiveness of the volunteer program and to ensure we meet our aims you may be asked to participate in regular reviews of the volunteer program.

What is a Volunteer?

- ⌘ A volunteer is someone who freely and willingly chooses to undertake an activity.
- ⌘ A volunteer gives his/her time and skill and receives no monetary reward.
- ⌘ A volunteer provides a service which benefits and adds value to the community.

Qualities looked for in a volunteer

- ⌘ Accepting and caring nature
- ⌘ Dependable and reliable
- ⌘ Warm and friendly towards people
- ⌘ Respectful of others' privacy and ability to maintain confidentiality
- ⌘ Ability to communicate with people
- ⌘ Commitment to ensuring a culturally safe environment for Aboriginal staff and patients

Volunteers are asked to complete an application form and attend an informal interview to ascertain their interests and availability. Volunteers are then placed in areas which are best suited to their skills.

Time Commitment

The time commitment that volunteers decide on is entirely a personal matter based on how often they wish to volunteer. Volunteers generally attend either weekly, fortnightly or monthly to ensure that there is continuity of the Volunteer Service. It is important for the commitment from the volunteer to be **regular** and **dependable**.

If, for any reason, you are unable to attend, contact your supervisor or the Health Service Manager.

Volunteer Directory

Volunteers can assist in the following areas:

- ⌘ Medical / General Wards
- ⌘ Surgical Ward
- ⌘ Maternity Ward
- ⌘ Children's Ward
- ⌘ Day Care
- ⌘ Pastoral Care Visitors
- ⌘ United Hospital Auxiliary
- ⌘ Aged Care
- ⌘ Community Health

All Volunteers will be assigned to an appropriately experienced and qualified supervisor, and must complete orientation and/or relevant up-skilling before entering these areas

“Volunteers don't necessarily have the time, but they have the heart”

... Anonymous

Volunteer Roles

Volunteers play an integral role in Peel Cluster Health Services commitment to providing high quality care in an environment that values the uniqueness and diversity of its clients /patients/residents. The assistance provided by volunteers enables the clients / patients / residents to participate more fully in the daily activities that are organised within the facilities. Volunteers may work in one or more areas. The area/s they are allocated to depend on their interests, abilities, time available and the existence of vacancies within that area.

Ward Assistant (Medical / General, Surgical, Maternity & Renal wards)

Volunteers provide the “extra touch” for patients in the wards and assist staff with anything that will help a patient’s stay be more comfortable. Volunteers may assist staff by putting together patient information/ education packages, re-stocking blank forms for staff use, arranging patient flowers, sitting and talking to patients, writing letters or making them a ‘cuppa’. With additional training volunteers may be asked to assist patients at meal times, take phone messages, deliver mail and other items around the hospital, escort members of the public to pathology, outpatient clinic etc.

Pastoral Care Visitors (all denominations)

The Pastoral Care Visitor is accredited by the Health Service to visit and spiritually support patients under the direction of their Pastor/ Priest/Minister. A letter of support/recognition is required from your church prior to being accepted as a Pastoral Care Visitor.

The Pastoral Care Visitor must recognise the authority of Hospital Management and give due respect to directions given by Medical, Nursing and Administrative Staff.

Diversional Therapy and Day Care Services are concerned with the social, mental and physical aspects of wellbeing. Our volunteers support clients in many aspects of wellbeing therapy through a number of social interaction activities such as craft, social outings, by listening and conversing with the clients, and participating in both physically and

mentally stimulating games and activities. Some clients may also need practical assistance during social outings and at meal times.

Day Care (Bus) Drivers collect clients from their homes and bring them to the Day Care Centre either on the Community Disability Bus or in cars, returning them to their homes in the afternoon. Some of our drivers remain during the day care session and assist with the various activities being run on the day.

United Hospital Auxiliary

The ladies in the United Hospital Auxiliary fundraise to assist with the comfort of the patients and their visitors. All the monies raised by the Auxiliary are donated back to the hospital to purchase equipment and furnishings to further enhance the comfort of all.

Did You Know

There are approximately 200 volunteers working across the health facilities in Peel Cluster

Would you like to join them?

Just ask for an application pack, complete the forms and drop them back to the Health Service Manager

Hints for Volunteers

- ⌘ Always wear your identification badge while on duty.
- ⌘ Be punctual and reliable as other team members depend on you.
- ⌘ Contact your supervisor or Health Service Manager to inform them when you are unable to attend, or if you are unable to continue in your volunteer role.
- ⌘ Be helpful, considerate, understanding and calm.
- ⌘ Perform your duties in a quiet and dignified manner, upholding the traditions and standards of the Health Service.
- ⌘ If a patient's bed is screened – **do not enter**.
- ⌘ Volunteers are required to sign a Volunteer Attendance Book on arrival and departure.
- ⌘ Be aware that the Health Service has a policy of NO SMOKING while on Health Service grounds.
- ⌘ Refer social issues (e.g. banking, buying articles) to supervisor or nursing staff.
- ⌘ Check with staff before giving patients food or drinks.
- ⌘ Do not give patients/clients/residents any type of medication.

“A candle loses nothing of its light
when lighting another”

... Kahlil Gibran

Confidentiality

What sort of information is considered confidential?

As a volunteer within the Peel Cluster Health Service you may from time to time hear confidential information regarding patients and/or staff you are helping. Sometimes patients and clients may reveal personal information about themselves to you as they get to know and trust you.

A good rule of thumb is to remember that **no personal information** (this might include information about a person's diagnosis, their admission to hospital, their condition, who is visiting, financial details, etc) **is to be repeated**. Nor should private or personal information about staff members or other volunteers be discussed.

*All staff (including volunteers) will ensure that they keep all information they may obtain or have access to, in the course of their work, private and confidential. **The trust of our patients, clients and residents is paramount.***

Extract from the NSW Code of Conduct - PD2005_626

Should you become a volunteer with HNE Health you will need to complete a copy of the Privacy Undertaking for Volunteer Worker form and provide it to the Health Service Manager as part of your application.

Important Points to Remember

- ⌘ A volunteer is subject to the same code of conduct as staff members.
- ⌘ All information in the patient's/client's/residents medical record is confidential.
- ⌘ All information which may be seen or heard directly or indirectly concerning patients/clients/residents or staff members must be kept confidential.
- ⌘ If you should find a friend/acquaintance as a patient/client or resident please do not inform other mutual friends of their presence at the Health Service.
- ⌘ It is a very serious matter if a volunteer is found to have breached confidentiality. This may result in legal action against the volunteer and/or the Health Service

Bullying / Harassment

Harassment – is any uninvited, unwelcome behaviour involving written, verbal, visual or physical affront against another person.

Bullying – can be defined as 'repeated, less favourable treatment of a person by another person or others in the workplace, which may be regarded as unreasonable or inappropriate workplace behaviour'. It may include, but is broader than, discrimination and sexual harassment. It does not include an argument or one off act of violent outburst, although each of these acts may be inappropriate. Bullying may constitute any behaviour that puts down, scares or offends someone: could put their health, safety or welfare at risk or represents a series of ongoing events.

Compulsory Reporting

All incidents or allegations of sexual or serious physical assault must be reported. A reportable assault means unlawful sexual contact or unreasonable use of force that is inflicted on a person receiving care. If you witness such an assault you must report this incident immediately to the Health Service Manager or supervisor.

General Information

Name Badges

Each volunteer wears a photo name badge when on duty for identification. This enables both staff and patients/clients and residents to recognise you as a volunteer.

Attire/Clothing/Shoes

A volunteer's dress should be clean, neat, tidy and appropriate to the care setting. Comfortable non-slip, fully enclosed shoes should be worn. Short shorts, thongs, scuffs, backless shoes and stilettos are not acceptable. Some sites may provide some form of uniform for volunteers.

Meals

Meals may be ordered from kitchen staff, at a cost which is controlled by NSW Health. Tea and coffee are available free in the staff dining room, where there is also access to a refrigerator and microwave.

Reporting on Duty

Sign the attendance book upon arrival and departure. This book is kept on the counter at the front reception. It is essential for you to sign on and off for each period of duty at the Health Service. This is for insurance cover provided by the Health Service. We also need to know what staff and volunteers are on the premises at any given time in case of emergencies (e.g. fire).

Hospital Motor Vehicles

Volunteers are not to use their own cars to transport clients, unless they have spoken to the Health Service Manager. Volunteers are to provide a photocopy of their licence before using a hospital motor vehicle.

Vaccinations

Dependent on your category, which will be discussed with you on appointment, vaccinations are available for volunteers who have direct patient contact. For further information contact the Staff Health Nurse.

Meetings

Regular meetings are held throughout the year for all volunteers. All volunteers are asked to attend at least once a year. The meetings are informal and informative. It is a time to meet other volunteers and renew friendships.

Education

Volunteers are encouraged to utilise seminars and courses available to them through the Health Service Manager.

Annual Fire and Safety Lectures

Volunteers are required to attend annual Fire and Safety lectures. These may include Manual Handling, Food Safety, Infection Control etc – dependent on the area you are working in.

Reporting of Accidents and Incidents

Volunteers are requested to report all accidents and incidents (however minor and whether they cause injury or not) to their supervisor for recording on the computerised Incident Information Management System (IIMS) program.

Personal Hygiene

To minimise the risk of infection to patients/clients/residents and yourself, wash your hands as often as necessary. Use soap and warm water. Lather and wash hands for 15 seconds, covering all surfaces of the hands including the wrists. Rinse thoroughly and pat hands dry on paper towels.

When to wash your hands:

- ⌘ Before and after your volunteer time.
- ⌘ Before and after meal breaks.
- ⌘ Before and after using the toilet.
- ⌘ When your hands are visibly soiled or you feel the need to wash them.
- ⌘ Before and after contact with a patient / client.

As part of your induction you will attend education on Hand Hygiene and Infection Prevention.

Volunteer Insurance

Injury to Volunteers

If you are injured while actively engaged in voluntary work, you will be covered for **out of pocket medical expenses**, after initially claiming from Medicare and/or private health funds.

Insurance coverage is provided by the Treasury Managed Fund under the miscellaneous section of the Contract of Coverage.

Theft/Loss of Personal Belongings

The Health Service takes no responsibility for your personal belongings. All volunteers must be security conscious and ensure that their belongings are kept in a safe place.

Injury to a Patient/Client/Resident whilst being assisted by a Volunteer

If, in the course of undertaking your duties as a volunteer, a patient/client/resident is injured by yourself or as a result of your actions, cover would be provided by the Treasury Managed Fund under the Public Liability Section of the Contract of Coverage.

It is important that you do not make any admission of liability or offer settlement to any injured patient/client/resident.

Damage to Hospital Motor Vehicle

Volunteers must fill out an incident form if involved in an accident. Damage to a Hospital Motor Vehicle is covered by the Treasury Managed Fund under the Motor Vehicle Section of the Contract of Coverage.

Work Health and Safety

Hunter New England Local Health District is committed to securing the highest level of health, safety and welfare of patients, employees and any other persons within our premises or wherever Hunter New England Local Health District staff may be working, through a risk management approach to work health and safety.

Hunter New England Local Health District is committed to ensuring that resources are made available to enable compliance with all relevant Acts and regulations and will hold managers and supervisors accountable for taking all practical measures to ensure that work areas under their control are safe and without risks to health.

It is expected that all volunteers will:

- ⌘ Co-operate with all reasonable measures implemented to ensure the health, safety and welfare of all people, and work in such a manner as to protect persons who may be affected by your acts and omissions
- ⌘ Notify hazards immediately to the supervisor / Health Service Manager
- ⌘ Report all incidents, with or without injury, to the supervisor immediately and on IIMS (Incident Information Management System)
- ⌘ Participate in consultation processes regarding matters that may affect the health, safety or welfare of people in the workplace
- ⌘ Be responsible and accountable for their compliance with safety requirements

As part of your induction you will attend training on Manual Handling and other relevant WHS topics.

In the event of Fire / Disaster

The following steps are to be adhered to:

DON'T PANIC

- 1 If you are able, report to your department and co-ordinator, if you are unable due to fire/disaster report to the desk of the ward or department you are closest to
- 2 Follow the directions of the person in charge of the area that you are in at the time of disaster
- 3 If you are told to evacuate the building follow the designated routes and stay in the safe area until you have been accounted for
- 4 If you happen to be the only person in an area when a fire is discovered dial **0 000** and inform the operator of the details
- 5 **Do not** place yourself in any danger, if you can, safely remove any person from immediate danger
- 6 If possible contain the fire – close doors and windows
- 7 Extinguish if you are able to do so without endangering yourself
- 8 If you are unable to extinguish the fire, as you leave the area close all doors. When you are safely on the other side of a fire door, prevent others entering the area until the fire officers arrive

As part of your induction you will attend Fire and Disaster Training.

Volunteer Rights

Volunteers have the right:

- ⌘ To receive accurate information about the Health Service and its policy and philosophy on volunteers.
- ⌘ To be seen as individuals, deserving of individual support while performing duties.
- ⌘ To be trusted with confidential information if it is necessary in order for them to carry out their duties.
- ⌘ To initial and ongoing training as well as to on-the-job supervision.
- ⌘ To be covered by insurance.
- ⌘ To choices, to negotiate, to say NO.
- ⌘ To know who they can discuss any problems or concerns with.
- ⌘ To know why, if they are seen to be unsuitable for a task.

Volunteer Responsibilities

- ⌘ To be reliable and notify your supervisor if you are unable to attend on a particular day.
- ⌘ To agree to the Hunter New England Local Health District Policy for volunteers.
- ⌘ To have a non-judgemental approach.
- ⌘ To remember all personal information which you learn while on or off the job is strictly confidential.
- ⌘ To represent the interests of the organisation – not your own.
- ⌘ To be accountable and to accept evaluation.
- ⌘ To recognise personal and external limitations.
- ⌘ To undertake training and have a good understanding of the organisation.
- ⌘ To ask for support when it is needed.
- ⌘ To address areas of conflict with the Health Service Manager.
- ⌘ To inform the Health Service Manager when resigning.
- ⌘ To report all incidents and accidents to their supervisor prior to end of shift.
- ⌘ Do not smoke whilst on health service grounds or in health service vehicles
- ⌘ Will not lift a patient without guidance and assistance from nursing staff

- ⌘ Never give a patient anything to eat or drink without checking with the nursing staff
- ⌘ Be mindful of security at all times and report any suspicious circumstances
- ⌘ Never read patients notes, handle drugs, money or hospital medical equipment.

“We make a living by what we get; we make a life by what we give”

... Winston Churchill

Hunter New England Local Health District Rights

- ⌘ The right to expect enthusiasm, conscientiousness, promptness and commitment by the volunteer.
- ⌘ The right to make a decision as to where the volunteer would be best suited, taking into account his or her preferences and skills.
- ⌘ The right to express an opinion about poor volunteer effort in a diplomatic way to the appropriate people.
- ⌘ The right to maintain confidentiality regarding patients / clients, staff and other volunteers.
- ⌘ The right to release an undesirable volunteer.

Hunter New England Local Health District Responsibilities

- ⌘ To support volunteers
- ⌘ To provide adequate information, education and assistance for the volunteer to be able to meet the responsibilities of his / her position.
- ⌘ To provide supervision, feedback and evaluation in a positive and thoughtful manner.

- ⌘ To recognise the diversity of skills and personalities in volunteers and accept their differences, paying them the same respect as any paid worker.
- ⌘ To ensure volunteers are properly covered by an insurance policy suited to their role.

Our Values

Hunter New England Local Health District aims to be a values-based organisation. Our CORE values are integral to the way we do business. We expect all our employees, volunteers, VMOs and contractors to demonstrate these values and to work with us in creating a healthy and proactive work place and work culture. You will often see or hear the CORE Values referred to within Hunter New England Local Health District.

Collaboration, Openness, Respect, Empowerment

NSW Health - Code of Conduct

Together with the Hunter New England Local Health District CORE Values, the NSW Health Code of Conduct provides a framework for decisions and actions that relate to conduct within Hunter New England Local Health District and is applicable to staff working in any permanent, temporary, casual, termed appointment or honorary capacity.

Your contract of voluntary employment is based upon your compliance with the NSW Health Code of Conduct, so you need to make sure you understand it. As a volunteer, you will be required to read the Code of Conduct Policy and complete all the compliance requirements. A record of your completion for steps three and four (“Statement of Acceptance” and compulsory knowledge assessment) are retained for each employee in the Hunter New England Local Health District employee database.

If you have any questions or issues pertaining to the NSW Health Code of Conduct, please, discuss them with the Health Service Manager.

Excellence – Every Patient, Every Time

It's the ultimate aim of Hunter New England Health and the core of our culture. Excellence is the planned, disciplined approach to doing the right thing for patients and their families, doing it consistently, and doing it with respect.

It's also about making HNE Health a better place to work. By adopting a series of proven tools and techniques to align goals, behaviours and processes, HNE Health is building the capability of our leaders and staff and making sure everyone is working in the best interests of patients and the organisation.

Complaints Management

All feedback is viewed as an opportunity to improve patient care and clinical service delivery. Volunteers are encouraged to provide suggestions and ideas. If a volunteer wishes to make a complaint or receives a verbal complaint from a patient/client/resident volunteers should report this to the Health Service Manager or delegate.

Hunter New England Local Health District has a process for managing complaints and compliments from patients/clients/residents, staff and members of the community.

Two information brochures are available; one is for staff and one for patients.

Accreditation

Hunter New England Local Health District is required to participate in a range of accreditation processes.

Accreditation is conducted at a corporate level as well as each site. Accreditation processes apply to a range of services and functions throughout Hunter New England Local Health District.

The Australian Council on Healthcare Standards (ACHS) conducts accreditation for the majority of facilities and corporate streams.

ACHS is an independent not-for-profit organisation focused on improving the quality of healthcare in Australia, through review of performance, assessment and accreditation.

The standards upon which organisations are assessed are determined by a council drawn from peak bodies in health and representatives of the Commonwealth and State Governments and consumers.

The ACHS National Safety and Quality Health Service (NSQHS) Standards is the framework within which Hunter New England Local Health District is expected to deliver consumer-centred service focusing on the continuum of care.

During your time with Hunter New England Local Health District you will often hear people referring to the NSQHS Standards. These standards provide the basis upon which our organisation is assessed.

Aged Care Accreditation

Accreditation in this area is the responsibility of the Aged Care Standards and Accreditation Agency.

Aged care facilities within Hunter New England Local Health District must meet the standards in order to comply with legislation and continue to receive government funding. In this respect, accreditation for aged care facilities is quite different from that conducted in the remainder of the organisation, although many of the standards are similar. Aged Care accreditation is compulsory.

If you would like further information in relation to Accreditation please discuss with the Health Service Manager.

Cultural Respect

Aboriginal Health

NSW Health gives a high priority to ensuring that service provision has the capacity to respond to the cultural needs of the Aboriginal community.

Hunter New England Local Health District is committed to Closing the Gap in health and wellbeing between Aboriginal and non-Aboriginal people.

It is essential that Hunter New England Local Health District staff understand the diverse nature of the Aboriginal community and be sensitive to the needs of both the individual and the community.

An Aboriginal or Torres Strait Islander person is someone who is of Aboriginal or Torres Strait Islander descent, identifies as an Aboriginal person or Torres Strait Islander, and is accepted as such by the Indigenous community in which he or she lives. Each requirement must be satisfied.

HNE Health greatly welcomes Aboriginal and Torres Strait Islander people to volunteer with services.

Multicultural Health

Hunter New England Local Health District provides services to many patients from a non-English speaking background. The health service aims to ensure the right of equality of access to health care services regardless of a person's cultural origin and language skills.

It is the responsibility of all employees to treat patients in a way that demonstrates the values of Hunter New England Local Health District and respect for patients as individuals.

Should you feel you need more awareness of how to deal with a patient of another culture, discuss this issue with your supervisor.

Volunteer Application

Process

Upon expression of interest in becoming a volunteer with the Peel Cluster, interested applicants will be given an Application Pack.

The Application Pack contains the following, which must be completed and returned to the Health Service Manager:

- [Volunteer Application for Appointment](#)
- [National Criminal Record Check Consent Form](#)
- [100 points identification form](#)
- [Privacy Undertaking for Volunteer Workers form](#)
- If applicable, provide Working With Children Check card

Upon receipt of your application form, the Health Service Manager will organise an informal interview with you to discuss where and why you would like to volunteer.

Criminal Record Check and Working With Children Check

In accordance with NSW Department of Health Policy, Criminal Record Checks and Child Protection (Prohibited Employment) check are conducted for all volunteers. It would therefore be appreciated if you could complete the Criminal Record Check form and bring it with you to the Interview.

You will also need to produce original documentation as proof of identity (refer to back of Criminal Record Check Form). All information is confidential.

If you have any concerns please discuss these with the Health Service Manager.

If you will be required to work around children as part of your duties as a volunteer you will need to provide a copy of your Working With Children Check (WWCC) which can be obtained through the Roads and Traffic Authority. The manager will provide details should you require this.

Appointment as a Volunteer

Following notification that your Criminal Record Check has been cleared, a day and time will be organised for you to have your photo identification processed and for you to commence as a Volunteer, at which time the Health Service Manager (or delegate) will take you through the Volunteer Induction program.

Evaluation

We appreciate you taking the time to complete this evaluation of our Volunteer Service Information Booklet.

The survey has 9 questions and will take approximately 5 to 10 minutes to complete. Your answers will be kept completely confidential.

Question 1 - Did you find the information booklet useful **Yes No**

Question 2 - Can you suggest any additional information which could be useful to improve the booklet in the role of a volunteer?

.....
.....

Question 3 - Do you think this is useful for the new volunteers **Yes No**

Question 4 - Do you have any other skills that may be useful in a volunteer role that are not being utilised at the moment? **Yes (if yes please list) No**

.....

Question 5 - Do you speak more than one language? **Yes (if yes please list) No**

.....

Question 6 - As a volunteer have you found the Health Service to be supportive?

.....

Question 7 - Were you aware of the Health Service No Smoking Policy **Yes No**

Question 8 - In the event of a fire are you aware of the exits and evacuation points at the facility **Yes No**

Question 9

Do you feel comfortable in discussing any problems or concern you may have with the Health Service Manager

.....
.....

Please detach from booklet and return your completed evaluation to the Health Service Manager of the facility in which you volunteer