Welcome and thank you for choosing to volunteer with Far West Local Health District (Far West LHD). Our Board, Chief Executive, Management and Staff are an extraordinary team of professionals who work together to make Far West LHD an outstanding organisation.

As part of our Volunteer Team your voluntary contribution to our organisation will enable our staff to provide better services to the communities across the area. Your time, unique talent and skills that you willing give and share with our staff and clients will improve the quality of service we offer which will result in better health outcomes for our community.

We thank you for volunteering the gift of your time and look forward to a long and happy association.

“Volunteers are unpaid, not because they are worthless, but because they are priceless”

Author Unknown
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*Far West LHD Chief Executive, Stuart Riley – Certificate Presentation National Volunteer Week Acknowledgement Lunch – 10 May 2016*
The Hon Jillian Skinner, NSW Minister for Health, with a few of the Friday Kiosk Team of Volunteers

To assist in your volunteering role with Far West LHD we have taken this opportunity to expand on a few topics that often raised by volunteers. Should you wish to obtain further information please do not hesitate to contact the Volunteer Manager on 08 8080 1256.

What is Volunteering?

Definition of Volunteering

“Volunteering is time willingly given for the common good and without financial gain”

Responsibilities of Volunteers

- To be committed to the volunteer role you have chosen to undertake.
- If you are unable to report for your volunteering duties, give as much notice of your unavailability as is possible.
- Conduct yourself with integrity.
- Maintain and respect confidentiality.
- Treat everyone you are in contact with, be it staff, clients or fellow volunteers, with respect.
- Do not judge a person’s capabilities by their intellectual or physical disabilities.
- Be willing and take advantage of training and education opportunities offered to you.
- Carry out your role according to the Volunteer Position Description and Position Guidelines.
- Comply with Far West LHD Code of Conduct and Policy and Procedures
- Endeavour to attend volunteer team meetings or staff meetings if invited.
- Ask for support when you need it. Please be open and honest with our organisation, if you share your comments with us we will be able to improve our volunteer program and better support all of our volunteers.
- Value and support other volunteer team members.
- Report any accidents, incidents to your immediate supervisor, as we all need to participate in making our working environment safe for ourselves and our clients.
- Give as much notice as possible if you decide to leave the organisation.
- Remember you are a valuable volunteer of Far West LHD, and the general public will establish their perception of our organisation based on your behaviour, so please remember and implement our CORE Values:

  Collaboration
  Openness
  Respect
  and
  Empowerment

Commitment to Volunteer Rights

Far West LHD endorse and adopt the Statement of Principles for the Recognition of Volunteer Rights:

- This organisation demonstrates a commitment to best practice in volunteer management and all our people respect and supports this commitment.
- Our volunteers are involved in the life of the organisation and are included in decisions that affect them.
- This organisation provides volunteers with clarity about their roles and is clear about expectations and policies that impact on their roles.
- Our volunteers respect the roles of everyone in the organisation.
- This organisation recognises and celebrates the contribution of volunteers.
- Our volunteers are provided with training and professional development for their roles.
- This organisation provides all our people with the opportunity to resolve disputes with respect and dignity.
Volunteer Application Process

Anyone wanting to volunteer with Far West LHD will need to complete a Volunteer Application Form and the related forms for the pre-volunteer checks.

Pre-Volunteer Checks Required

As part of the Volunteer Application Package, all Far West LHD volunteers must have the following checks carried out prior to becoming a volunteer:

- A National Criminal History Record Check (paid for by Far West LHD)
- Aged Care Check - Dependent on area of volunteering (paid for by Far West LHD)
- NSW Volunteer Health Assessment
- Working With Children Check (dependent on area of volunteering, this check has to be completed by the volunteer prior to commencement of role, information may be obtained from the following website: www.kids.nsw.gov.au/Working-with-children/New-Working-with-Children-Check)
- Volunteer Declaration Form
- Two Referees
- Current First Aid Certificate (dependent on area of volunteering)
- All volunteers are requested to sign a Media and Photo Consent form. This consent authority forms part of the declaration you sign in the Far West LHD Application Form

The following additional checks are required for Volunteer Drivers: (for further information refer to NSW Transport – driver safety framework 2015)

- Hold a full current Australian Drivers Licence
- Volunteer Drivers must pass a health assessment, equivalent to a bus and taxi driver, to be verified by a general practitioner every three years
- Provision of RTA Driving Record, to be verified every three years (reimbursement costs may be claimed from the relevant HACC Manager).
- If a volunteer is using their own vehicle, they must have full comprehensive insurance coverage; a copy of their insurance cover to be provided on request.

**Note:** Volunteer Drivers must also notify their immediate supervisor and the Volunteer Manager if their licence status changes.

If you would like to recommend volunteering with Far West LHD to a family member, friend or colleague you can refer them to the Far West LHD website detailed below for more information:

fwlhd.health.nsw.gov.au
Confidentiality

As a Far West LHD Volunteer you may have access to personal and confidential information about your co-workers/volunteers, patients, clients and consumers. Everyone has the right to have their confidentiality respected and, when you signed the NSW Health Code of Conduct, you agreed to uphold this confidentiality. No information about co-workers / volunteers, our patients / clients / consumers / participants (including their identity) should be given to any person or agency outside of Far West LHD without their permission. The only exception is where there is a legal requirement to do so and these matters must be discussed with your Direct Supervisor/Manager or the Volunteer Manager prior to any disclosure.

Far West LHD Volunteers cannot, during their time with the organisation or after leaving the organisation, discuss, disclose or use any confidential information about your co-workers/volunteers, our patients/clients/consumers or participants.

It may be necessary at times to have a discussion or to share information about co-workers/volunteers, our patients/clients/consumers or participants with your Direct Supervisor/Manager or Volunteer Manager and it is essential that consideration be given to the privacy and security of the environment in which the discussion takes place.

Far West LHD takes very seriously any breach of its Code of Conduct and any breach could result in disciplinary action or dismissal. This may result in no insurance coverage for the volunteer if injuries are sustained due to their own acts or omissions of noncompliance of the Code of Conduct and Far West LHD Policy and Procedures.

Discipline and Breaches of Guidelines

Far West LHD takes very seriously any breach of protocol and guidelines. Our staff is committed to obtain all details and information surrounding complaints and to give all parties a fair hearing. Volunteers found to be in breach of our protocols and guidelines will be required to face the consequences of their action.

For serious incidents (such as theft, abuse or breaches of our Code of Conduct) volunteers will be dismissed and court action may be taken. Less serious incidents are dealt with using a “one warning” system which in turn will be followed by the cessation of your volunteering role if the warning is disregarded or breached. Further details regarding disputes, complaints or breaches of protocols and guidelines can be found in the Far West LHD Volunteer Policy and in accordance with the NSW Health Policy PD2010_007 Grievance-Effective Workplace Resolution.

A copy of the Code of Conduct and Volunteer Policy can be viewed on the Far West LHD website:

fwlhd.health.nsw.gov.au
Customer Service

In your role as a volunteer many of your daily dealings will relate to others and the service you provide to them can be viewed as “customer service”.

As volunteers, there are customers to whom we provide a service and these include:

- The public
- Patients
- Hospital staff
- Home based clients we work with (or visit)
- Other volunteers

Our aim at Far West LHD is to provide the best possible service to enhance the health outcome of our patients/clients and the experience of the community utilising all aspects of our Health Service.

By treating others with respect and courtesy, and in the manner in which you would like to be treated, is a great rule of thumb. A smile costs nothing and it may enhance someone’s day.

Talking to Patients and Clients

In your role it may be necessary to talk with patients and clients and you are asked to remember and consider the following suggestions:

- Position yourself so that you are eye to eye with the client.
- Do not make an assumption or judgement about what the client is saying, they are telling you what they think and even if you disagree with what they are saying, the client has a right to their own opinion.
- If you feel concern for some reason or realise that a client is experiencing a problem, please tell a staff member as soon as possible.
- If a client is distressed, angry or making a complaint, politely excuse yourself and report the situation immediately to your immediate supervisor.

Please remember you are part of a team and your observations, opinions and feedback are important to us, so please discuss these or any concerns with your immediate supervisor or the Volunteer Manager.
Emergency and Evacuation Procedures

Follow instructions of staff during any emergency.

Remember that each area of the hospital has different assembly areas in case of an Emergency. A copy of the Assembly Areas for the Broken Hill Hospital is attached.

Should you need to report an emergency or require assistance with an emergency (for example a Fire, Medical, Bomb or Arson threat, Internal, Personal, External Emergency or Evacuation), alert the switchboard by dialling 77.

Dial 77

*remain calm - clearly and briefly explain the emergency situation*

Smoking Policy

All of Far West LHD facilities, including grounds, with the exception of the designated area, are Smoke Free Environments.

No smoking is permitted in any Far West LHD vehicles.

Please consider your own health and the health of others if you do choose to smoke.
General Information

Public Comment – whilst all of our Volunteers are encouraged to share their opinions with our staff, we stress that your opinions do not/may not reflect those of the organisation and that you are bound by your agreement to abide by our Code of Conduct. If you are asked by the media, ie newspapers, radio, television, social media, to make comment on our organisation/patients/clients we ask that you refrain from doing so and refer the enquiry to Branko Licul – Communication/Public Affairs: 08 8080 1402 or 0411 119 592.

Work Health and Safety – Far West LHD takes its duty of care to its volunteers very seriously. In turn all Far West LHD volunteers have a duty to take reasonable care for his/her own health and safety and all other workers and visitors at place of work. Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of others. All persons at the work place must comply, so far as is reasonably able, with any instruction that is given by their Supervisor/Manager or the Volunteer Manager. It is all of our responsibility in encouraging others to create and maintain safe and healthy work practices and environment. Any breach of the above could result in offences and penalties under the Work Health & Safety Act 2011 No 10 and may result in no insurance coverage for the volunteer if injuries are sustained due to their own acts of omissions of noncompliance with the above.


Trial Period – all Far West LHD volunteers commence their role on a three month trial period, during or after which time your services can be terminated or changed, should they be deemed not suitable to the area in which you are volunteering.

Change to Personal Details – it is important for us to have a record of your personal information and In Case of Emergency (ICE) contact details. We ask that you remember to notify us of any changes to this information; eg change of address, new phone numbers. Please contact the Volunteer Manager on 08 8080 1256 with any changes.

ID Badges – all Volunteers are asked to wear the ID Badge issued to them while on duty. Should you lose your Badge please notify the Volunteer Manager. It is the
responsibility of the volunteer to return your ID Badge when you resign from your role.

**Sign In/Sign Out** – we require all our volunteers to sign in and out when at any Far West LHD facility. This requirement enables us to meet our duty of care and our requirements for insurance and for Work Health & Safety reasons.

**Illness** – if you are ill or unable to attend please advise your immediate supervisor. Illness such as flu, colds, diarrhoea and vomiting should keep you away from duty and it is recommended that you should not return until you have been symptom free for at least 48 hours.

**Resignation** – if you intend to resign, or to take an extended break, please inform your immediate supervisor and the Volunteer Manager. It would be appreciated if you could give as much advanced notice as possible.

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**Acknowledgements:**

Wentworth Hospital HACC Volunteers Information

Lyell McEwin Regional Volunteer Association

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**Thank You**

Thank you for volunteering and being part of our Far West LHD team. Our staff are always happy to assist you and answer any relevant enquiries you have.

If you are thinking of volunteering we hope the information contained in this Handbook has been of assistance.

Your comments about volunteering for our organisation are of value to us and the Volunteer Manager welcomes your feedback.

For further information about volunteering or to refer anyone interested in volunteering with Far West LHD please contact the:

Volunteer Manager on 08 8080 1256

Or visit our website

fwlhd.health.nsw.gov.au/
### Far West Local Health District

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<th>Corner of Chloride Street and Thomas Street</th>
<th>Chloride Street Entrance</th>
<th>Hospital Car Park Western Side</th>
<th>Roadway near Ambulance Bay</th>
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<td>Medical Ward and Mental Health Unit</td>
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### Location and allocation of Assembly Areas:

**Assembly Areas**

Patients, visitors and staff should be assembled in predetermined locations within the facility grounds or in close proximity to the facility.

**Debriefing**

Debriefing shall be conducted as soon as possible after every fire alarm. The intention to hold a debriefing should be communicated when the “all clear” has been given.
Far West LHD Volunteers and Participants - Physical Exercise Groups

In Action:

Tai Chi Leader Gail Turner and Exercise Group at South Broken Hill Golf Club

Aqua Exercise Group

And at play enjoying themselves:

Below: Aqua Leader Eleanor, Jacinta (YMCA), Aqua Leader Ann, Shirley and Shane (YMCA)

& Aqua Participants enjoying Morning Tea
FAR WEST LHD CONGRATULATES ALL OF ITS NOMINEES IN THE 2016 NSW VOLUNTEER OF THE YEAR

INDIVIDUAL NOMINEES:
- Elaine Johns – Kiosk Auxiliary
- Cheryl Meuret – President Kiosk Auxiliary
- Carrie Oakley – Kiosk Assistant Secretary; Domestic Violence Committee
- Judy Prenzel – Kiosk Volunteer
- Lesley Sumsion – DDPC Volunteer

Elaine Johns    Cheryl Meuret    Carrie Oakley    Judy Prenzel    Lesley Sumsion

TEAMS:
- Kiosk Auxiliary Team
- BH Tai Chi Team

A few of the many Kiosk Auxiliary Volunteers

Betty den Haan and Gail Turner – Tai Chi Leaders
FAR WEST LOCAL HEALTH DISTRICT CONGRATULATES
OUR REGIONAL WINNERS
2016 NSW VOLUNTEER OF THE YEAR AWARD

Broken Hill Hospital Kiosk Auxiliary
2016 Regional Team of the Year
Accepting Award on behalf of the Kiosk Volunteers: L: Mary, Carrie Oakley, Darriea Turley, Mayor Broken Hill, Cheryl Meuret, Kiosk President, Charmaine Collins, Judith Prenzel, Stephen Bennetts and Elaine Johns

Lesley Sumson 2016 Regional Senior Volunteer of the Year
Darriea Turley, Mayor Broken Hill, Lesley Sumson, Volunteer with the Dementia/Delirium & Palliative Care Volunteer Program
FAR WEST LHD VOLUNTEERS AT 2016 NSW VOLUNTEER OF THE YEAR AWARDS

Mary, Betty Sammut with Paula Duncan AM

Eleanor Blows and Paul Duncan AM

Lesley Sumsion and Betty Sammut
2016 NSW PREMIERS RECOGNITION PROGRAM

Broken Hill Volunteers receives certificates from Kevin Humphries MP, Member for Barwon at celebratory afternoon tea on 9 February 2017

Back Row: Karen Kemp; Charmaine Collins; Margaret Tonkin, Kevin Humphries MP; Cheryl Meuret; Eileen Crowhurst; Pat Peter; Lesley Sumison; Samuel Breiter; Mary (Volunteer Manager)
Front Row: Elaine Johns; Judy Prenzel; Dot Hanley; Faye Weinert; Amelia Butler; Claire Bright; Diane Whetters and Sue Tonkin: Absent Carrie Oakley; Gail Turner and Christine Simons

Far West LHD Chief Executive, Stuart Riley, presents Wentworth Volunteers with Certificates in the 2016 NSW Premiers Recognition Program during morning tea celebrations on 19 April 2017

Stuart Riley presents Certificates to Barbara Bone, Dareton Tai Chi Leader and to Laurel Bell, Wentworth Senior Activity Volunteer
FAR WEST LOCAL HEALTH DISTRICT CELEBRATES ITS VOLUNTEERS DURING NATIONAL VOLUNTEER WEEK

BROKEN HILL – 6 MAY 2017

Albert Lansdown, Balranald MPS Volunteer accepts the Far West LHD & Pamela Lord Volunteer of the Year Award

L: Albert Lansdown and Mrs Pamela Lord

Below: Finalist in the Far West LHD & Pamela Lord Volunteer of the Year Award – Fundraising Team. L-R: Margaret Tonkin, Eileen Crowhurst and Catherine Hyde

National Volunteer Week Celebration Cake cut by: R-L: Albert Lansdown, Mrs Pamela Lord and John Leehane, Far West LHD Director of Finance and Corporate Services
Broken Hill Hospital Kiosk Auxiliary

On 14 June the Broken Hill Kiosk Auxiliary continued their long tradition of donating hospital equipment to the Broken Hill Base Hospital. The donation for the Financial Year 2016-2017 totalled $176,500. A presentation of the final cheque was made to Lindy Harkness, Director of Nursing and Midwifery, by Kiosk President Betty Sammut and Kiosk Treasurer Stephen Bennetts:
2017 AUSTRALIA DAY

Josephine Peter, State Winner Local Hero Award and NSW Representative in National Local Hero Australia Day Awards 2017

Cheryl Meuret – Winner
Broken Hill 2017 Citizen of the Year

Lesley Sumption, Cheryl Meuret and Karen Kemp
With their 2017 Australia Day Broken Hill Citizenship Awards
FAR WEST LHD CELEBRATES TWO VOLUNTEERS NAMED 2017 CITIZENS OF THE YEAR

Balranald Citizen of the Year
Albert Lansdown
Volunteer at Balranald Health Service

Broken Hill Citizen of the Year
Cheryl Meuret
Far West LHD Volunteers embrace ‘Live Your Best Life!’

Cheryl Meuret, Broken Hill Citizen of the Year and Josephine Peter, NSW Local Hero, both of whom volunteer with the Broken Hill Hospital Kiosk Auxiliary, joined the Live Your Best Life! campaign and were featured on the banners used at the Live Your Best Life! launch across the District in May 2015:

Cheryl and Josephine also feature in a video about Live Your Best Life, which includes a variety of community members talking about what live your best life means to them. The video can be viewed on the Far West LHD website at http://fwlhd.health.nsw.gov.au
Finally I would like to share a message that was placed in a card to me from one of our volunteers, but I feel she was talking about our Volunteer Program as a whole and the wonderful people who contribute and share their time with our organisation:

People will forget what you said
People will forget what you did
But people will never forget how you made them feel

1 Volunteering Australia Definition of Volunteering July 2015