



# 2013-2014 VOLUNTEER MANUAL

Upper Murray Health &  
Community Services

***The Board of Management, Staff, Residents and Clients of Upper Murray Health & Community Services would like to express appreciation and gratefulness to you for your volunteer support.***

***Upper Murray Health & Community Services welcomes volunteers as a way of supporting the health and wellbeing of our community.***

***Volunteers are asked to complete:***

- ***Registration Form***
- ***Confidentiality Form***
- ***Crimcheck form***
- ***Supply a photocopy of their drivers licence***

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## **INTRODUCTION AND WELCOME**

### **1.1 WELCOME**

The Board of Management, staff, patients and clients of Upper Murray Health & Community Services would like to express heartfelt appreciation and gratitude to you for donating your time, effort skills and experience. Upper Murray Health and Community Services welcomes volunteers as a way of supporting the health and wellbeing of our community, inside and outside of the health facility setting. With the support of volunteers, our residents and clients have a greater degree of social interaction, increased focus and attention, all of which contributes significantly to achieving or maintaining their good mental health and wellbeing.

### **1.2 VOLUNTEER PROCEDURE**

The service coordinator or department head will be responsible for your orientation and coordinating your volunteer role. At orientation you will be issued with:

- UMHCS Volunteer Manual
- Identification badge
- Relevant position description
- UMHCS Service Information booklet
- Orientation to the Fire Safety Procedures in the relevant area

You will be asked to complete the following and return them to your coordinator as soon as possible:

- Volunteer Registration Form
- Sign a confidentiality agreement form
- An application for a crimcheck to be carried out (or provide evidence of a current police check)

Your coordinator is responsible for:

- Orientation to the manual, UMHCS, and your role and position description. You must attend a UMHCS orientation day when one is held, your coordinator will arrange this.
- Providing support to work within your position description
- Facilitating a healthy and safe working environment
- Organising reimbursement for out of pocket expenses
- Ensure you are aware of emergency procedures

### **1.3 UMHCS VOLUNTEERING MISSION AND PHILOSOPHY**

Volunteering:

- Is based on personal motivation and choices, freely undertaken
- Is a way of furthering active citizenship and community involvement
- Takes the form of individual or group activities generally carried out within the framework of an organisation
- Enhances human potential and quality of daily life, building up human solidarity
- Provides answers for the great challenges of our time, striving for a better and more peaceful world
- Contributes to the vitality of economic life, even creating jobs and new professions.

## **Our Vision**

Our vision is for better practices that lead to better health and a sustainable future.

## **Our Mission**

Our mission is to work with our community for a responsible and innovative framework of sustainability that supports our social, economic and environmental health practices.

## **Our Values**

At UMHCS we recognise the importance of understanding our community's needs and for being responsible to meet these needs where possible. In doing so we will demonstrate a capacity to:

- Respect, care and compassion for our clients, their families, our community, carers and staff
- Connection with our community, keeping clients at the centre of what we do
- Innovation and change, continually improving our performance and efficiency and providing quality outcomes for our clients
- Professionalism and integrity, being open, ethical, fair and honest
- Accountability to our clients, our organisation and each other.

UMHCS prides itself on positively addressing diversity in the shire. 'Diversity' encompasses the range of special needs groups, which specifically names the people from culturally and linguistically diverse background, e.g. Aboriginal and Torres Strait Islander peoples, people with dementia, financially disadvantaged people and people in remote or isolated areas.

## **1.4 WHAT IS A VOLUNTEER?**

Volunteering offers opportunities for people to become involved in their community, meet other people and make a positive contribution. It is a means of enhancing specific skills and talents, personal development and self esteem. Volunteers are people who provide a service:

- To be of benefit to the community and the volunteer
- Of the volunteers own free will and without coercion
- For no financial payment
- In designated volunteer positions

### **Benefiting the community**

Volunteering is based in non-commercial settings. It can either be through a non-profit organisation, a sporting club, a church or a health service. Volunteering work can be as informal as driving a neighbour to a medical appointment.

### **Free will**

Volunteer work is freely chosen by the Volunteer. A person will generally choose to offer themselves as a volunteer in an area that interests them.

### **Without Financial Payment**

Volunteer work is never paid. Once a salary or honorarium is offered, the job ceases to be voluntary. Out of pocket expenses, such as travel costs, may be reimbursed.

### **Restriction of function**

It is important for your own peace of mind that you remember that any present problems are the families and not yours. You cannot and should not attempt to solve problems for them. You may be

able to assist them in exploring alternatives and finding their own solution. Volunteers are aware of their role within the UMHCS 'team' and refer when appropriate.

### **Public Statements**

No one shall represent UMHCS publicly without the approval of the Chief Executive/ Director of Nursing.

### **Gifts & Gratuities**

Any significant gifts of money or valuables offered to volunteers may only be accepted on behalf of UMHCs and are to be passed on to the CE/DON for proper receipt and acknowledgement. Acceptance of personal gifts is discouraged.

### **Attendance and responsibility**

Volunteers should attend to their duties at the times and dates as negotiated. The commitment may be negotiable due to unforeseen circumstances. To facilitate continuing support for families, the volunteer should inform the coordinator of absentee periods (e.g. holidays, sick leave etc.)

### **Personal Integrity**

Volunteers need to maintain the highest standards of personal integrity and professional attitude towards clients. They shall pledge themselves to work for the aims of UMHCS and contribute towards its development and continuing efficiency.

### **Resignation**

Resignation occurs in the same way as for paid workers. The volunteer needs to advise their coordinator of their intention. The coordinator reserves the right to ask a volunteer to withdraw from the program if this is necessary. The reasons for this decision to withdraw them from the program will be provided.

### **Extreme Heat**

Volunteers are not expected to undertake their role on days of extreme heat, or days that have been designated Code Red.

### **Fire Safety**

Volunteers are recommended to become familiar with the fire exits and assembly areas in the relevant settings.

### **Refresher Training**

All volunteers are encouraged to participate in UMHCS staff, board and volunteer training and undertake training relevant to their role as required. Upper Murray Health & Community Services will offer training in the form of workshops/ series or workshops on request.

### **Change in volunteer information**

It is important for your coordinator to be aware of changes in the volunteers address, telephone number, training, health or availability.

### **Respect for people's lifestyle**

Clients/ families have a right of freedom to determine their own lifestyle and the type of care they wish to receive. This means that a volunteer's personal lifestyle, philosophy or religious views must not be passed upon the client.

## **Meals at client's homes**

A volunteer should feel comfortable in accepting the offer a meal if it seems appropriate.

## **Smoking**

Smoking is not permitted in Upper Murray Health & Community Services grounds, buildings or vehicles.

## **The art of being non-judgemental**

Your volunteer work will bring you into contact with a range of people who come from different cultural backgrounds, or have different set of values, different philosophies, attitudes or religious beliefs. I'm sure you will agree that if everyone in the world thought, felt and acted the same way, the world would be a pretty boring place to live!

Still we are sometimes intolerant of these differences in other people, and we start to form opinions of the total person, based solely on those aspects we least like. A challenge of your volunteer work, and a very important one, is to suspend your judgement when another person says things, or acts in a way that you would not. Unfortunately we find it much simpler to refer to another person as a "no hoper", "weirdo", "poor dresser" etc than to refer to that person in non judgemental terms. Yet as soon as we label other people we erect a barrier between ourselves and them. This can blind us to their good points. We must accept people as they are and respect them as human beings. Certainly this is what we hope others will do for us.

## **Limits of the volunteer**

The limits of the volunteer's assistance should be discussed with the client/carer. These limitations may include:

- Frequency of visits or contact
- Length of visits
- Availability outside planned contacts
- Tasks which cannot be asked of the volunteer

## **Volunteers may not**

- Provide care that requires the use of considerable physical exertion (If you are requested to help with such tasks e.g. lifting clients, moving beds or furniture, the volunteer has the responsibility to refuse to assist, but to help find appropriate household help)
- Assist with medical treatment
- Initiate the dispensing of any medication
- Cut nails or use any sharp objects in personal care
- Shampoo hair on any client who has a neck appliance, tracheotomy or oesophageal tuning, or who has had radical neck surgery or who had/is having chemotherapy.
- Die or stain hair
- Insert contact lenses, false eyes or false teeth
- Shave any client, except with an electric shaver
- Initiate the use of heating pads, ice or hot water bottles
- Introduce any instrument, swab or object into any body cavity or an appliance of the client (e.g. no removal of wax from the ears). An exception to this would be refreshing the mouth of the client with swabs moistened with water, but only after instruction from a health professional.

Just because volunteers perform an unpaid role, doesn't mean they are void of rights and responsibilities. Ask your coordinator about your rights and responsibilities.

## **Principles of Volunteering**

- Volunteering is always a matter of choice, and should not be connected to the receipt of pensions or benefits.
- Volunteering is performed to the benefit of the community and the volunteer
- Volunteer is not a substitute for paid work
- Volunteering should not be used as a pre-condition of paid employment
- Volunteering is an activity performed in the not for profit sector only
- Volunteering is a legitimate way in which citizens can participate in the activities of their community.
- Volunteering is a way for individuals or groups to address human and social needs
- Volunteering does not interfere with the reasonable expectations and rights of others
- Volunteering does not deprive others of a livelihood or constitute a threat to the security and job satisfaction of paid staff.

## **Rights of the volunteer**

As a volunteer you have the right to:

- A clearly written job description
- Be treated as a co-worker, not just free help
- A suitable placement with consideration for personal preference, abilities, education and employment background
- Orientation, appropriate training and continuing education on the job
- Know as much information as necessary about the organisation, including its background, philosophy and structure
- Sound guidance, direction and support
- Feel valued with contributions recognised and feedback provided
- Be trusted with relevant confidential information
- Be consulted on issues and policies which directly or indirectly affect the volunteer role
- A healthy and safe working environment
- Adequate insurance coverage
- Say "no" or request a change of job

## **Responsibilities of the volunteer**

As a volunteer you have the responsibility to:

- Be sure you really want to volunteer and know why
- Be convinced and believe in the value of the volunteer role
- Be loyal to the organisation
- Be dependable and reliable. Arrive on time and notify the organisation when unavailable
- Be willing to learn and participate in any training related to the role
- Welcome supervision and ask for support when required
- Avoid over extension. Recognise personal limitations and don't make promises you can't keep
- Value and support other team members and the function of the paid staff
- Address areas of conflict with your coordinator
- Advise the organisation if you do not wish to continue

## **Rights of the client**

Clients have the following rights:

- The right to respect
- The right to privacy and confidentiality
- The right to make a complaint and have the complaint resolved to their satisfaction
- The right to information about the scheme's services

- The right to access any of their personal information held by the scheme.

### **Responsibilities of the client**

The client has the following responsibilities:

- The responsibility to provide as much notice as possible (ideally a minimum of two days except in emergencies) of travel requirements when making a booking with Community Transport.
- The responsibility to provide as much notice as possible (ideally a minimum of two days notice (except in emergencies) of any changes to travel requirements
- The responsibility to notify the scheme about any special requirements at the time of booking, eg pre existing medical conditions, travel sickness, disability
- The responsibility to respect the rights of volunteers and other clients
- The responsibility to contribute financially to the cost of the service they receive except where this will cause financial hardship.

### **Factors important in working with people**

Two way communication is essential to the formation of working relationships. When the working relationship emphasises the helping (or enabling) process non verbal communication is equally important as verbal communication. Development of positive relationships with people is facilitated by demonstrating:

- Ability to accept criticism
- Ability to maintain confidentiality
- Ability to refrain from imposing personal standards on others
- Acceptance of mistakes made by other people
- Belief in individual capacity to grow and change
- Capability of permitting individuals to solve their problems
- Capacity to admit "I don't know"
- Capacity to admit mistakes
- Care and concern for all people
- Confidence in other's abilities
- Dependability
- High tolerance for ambiguity and confusion
- Honesty and truthfulness
- Patience
- Perception and encouragement of individual strengths
- Positive listening skills
- Readiness to congratulate and commend whenever appropriate
- Realistic awareness of the needs of people
- Respect for the dignity of each individual
- Sense of humour
- Sincerity
- Willingness to help.

### **Recognition and reward**

UMHCS will recognise volunteers by:

- Recognising and addressing volunteers by name
- Smile at volunteers in greeting
- Offer praise while on the job
- Provide certificates of appreciation
- Recognise National Volunteering day

- Provide identification pins
- Acknowledge in agency newsletters
- Provide opportunities to broaden skills
- Provide refreshments, snacks etc where appropriate

All volunteers are highly recommended to have a first aid certificate and current CPR training. UMHCS will assist with this.

### **Why train volunteers**

- To allow volunteers to become familiar with the philosophy/ policy of the organization
- To inform volunteers of their rights and responsibilities
- To ensure volunteers' skills match the needs of the organization
- To build stronger connections with other volunteers and paid staff
- To ensure volunteers develop new skills to meet new needs
- To affirm that the organization is committed to ongoing learning and service improvement
- To constructively address issues arising
- To raise volunteers' awareness of current issues
- To share experiences
- To alleviate fears of feelings of inadequacy when dealing with difficult situations
- To revitalize and motivate

Providing training to volunteers is an acknowledgement of their value. Please express interest if you would like training with your coordinator. All volunteers are highly recommended to have a first aid certificate, participate in Certificate I – Active Volunteering and current CPR training. UMHCS will assist with this.

# INFECTION CONTROL

## 2.1 INTRODUCTION

It is important to maintain your health and well being while in your volunteer role. There are a number of infection control reminders that will assist you. Please report any open cuts or abrasion to your coordinator as these must be covered with a waterproof protective dressing.

## 2.2 HANDWASHING

Hand washing is very important to reduce the risk of transferring germs (infections) from person to person. Staff will provide guidance if other measures are required. Hands should be washed:

- Before starting work
- Before a meal
- As soon as hands are visibly dirty
- After significant handling of a resident
- After handling of any body fluids
- After removing gloves
- After handling soiled linen
- Before handling clean linen
- After using the toilet, coughing, sneezing or blowing your nose
- After smoking
- After handling animals
- After changing a baby's nappy
- After disposing or handling of waste
- At the end of the shift.

### **Routine Handwashing**

To be done for at least 30 seconds

- Hands are only washed in the hand basins provided, avoid resident wash basins
- Wet hands with warm water
- One depression of the dispenser
- Work up a lather
- Wash palms, fingers, thumbs, nails and wrists- refer to diagram on next page
- Rinse off soap by washing hands under running water for no less than twenty seconds
- Dry with paper towel- do not use clothing
- If there are no elbow foot controls turn off tap after drying hands with paper towel



**Adapted from:** Infection Control Association, 1992, *Standards for Practice*

### 2.3 VOLUNTEER HEALTH & IMMUNISATION

Volunteers must be conscious of maintaining their own health and keep their immunisation status up to date. Volunteers should contact their Coordinator if they experience:

- Fever or flu like symptoms
- Sore throat
- Acute skin eruption for example cold sore, scabies
- Skin infection or wound discharge
- Diarrhoea
- Conjunctivitis- eye infection

Volunteers should withdraw from volunteering if they have any of the above symptoms.

# VOLUNTEER ROLE POSITION DESCRIPTIONS

**POSITION DESCRIPTION for**  
**COMMUNITY TRANSPORT DRIVER- VOLUNTEER**  
**2013**



**1. POSITION IDENTIFICATION**

<b>Title</b>	Community Transport Driver- Volunteer Role		
<b>Reporting to</b>	Support Services Reception Staff		
<b>Hours</b>	As required	<b>Date Last Updated</b>	17/10/2013

**2. PURPOSE OF POSITION**

The volunteer driver will ensure the safe and comfortable transport of clients of Upper Murray Health & Community Services between their homes/ accommodation and their destination.

**3. DESCRIPTION OF SERVICE**

Community transport is designed to assist frail/ aged or disabled people, living in their own homes, and who are unable to use other forms of transport, to access medical and therapy appointments. The program provides information, support and training to volunteers who wish to participate.

**Who can use the service?**  
 People who do not have access to other means of transport and are frail/aged and/or their carers, people with disabilities and/or their carers, families and individuals on low income requiring transport to medical or therapy treatment in Albury/ Wodonga.

**4. SKILLS AND EXPERIENCE REQUIRED**

- A strong commitment to working with frail aged and people with disabilities
  - Ability to work as part of a team
  - Current drivers licence together with a safe driving record
  - Working with Children’s Check (only required if transporting children)
  - Current Police Check
- Desirable**
- Previous experience in this field of work
  - First aid certificate
  - CPR Certificate

Volunteer Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_

POSITION DESCRIPTION for

DAY ACTIVITY CENTRE VOLUNTEER ROLE

2013



**5. POSITION IDENTIFICATION**

Title	Day Activity Centre- Volunteer Role		
Reporting to	Day Activity Centre Coordinator		
Hours	As required	Date Last Updated	17/10/2013

**6. PURPOSE OF POSITION**

The volunteer activities assistant will ensure safety and comfort of clients of the Upper Murray Health & Community Services during activities and other outings and assist clients while they are participating in activities.

**Duties**

- Participate in activities with clients as requested
- Assist with preparation of meals as requested
- Other duties as requested by the Volunteer Coordinator

**7. DESCRIPTION OF SERVICE**

The purpose of the Day Activity Centre (DAC) is to focus on the individual needs of each consumer and maintain and develop those skills which will assist consumer independence by providing group and communal activities outside the home. Although many older people and people with disabilities are able to remain in their own homes given adequate support, it is very easy for them to become housebound, to lose contact with the wider community and for their daily skills to deteriorate. Advancing age, frailty, illness and mobility problems may lead to increasing isolation and greater reliance on the capacity of goodwill of family, friends and neighbours to maintain normal social contacts outside the home. When those contacts are infrequent or unavailable, loneliness may be an additional burden with which to cope.

**8. SKILLS AND EXPERIENCE REQUIRED**

- An interest in sharing personal interests and hobbies such as music, singing, crafts, puzzles and games and general conversation
- A strong interest in working with the frail aged and persons with disabilities
- Ability to fulfil the physical requirements of the position
- Ability to work as part of a team
- A National Police Check

Volunteer Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_

POSITION DESCRIPTION for

MEALS ON WHEELS VOLUNTEER ROLE

2013



**9. POSITION IDENTIFICATION**

Title	Meals On Wheels- Volunteer Role		
Reporting to	Hospitality Kitchen Staff		
Hours	As required	Date Last Updated	17/10/2013

**10. PURPOSE OF POSITION**

Volunteers deliver meals to people's own home providing nutritional and social support.

**Duties**

- Volunteers are requested to report to the hospitality staff by knocking on the kitchen door between 11:45am and 12 noon
- Hospitality staff will be responsible for placing the meals on wheels equipment in the volunteers car.

**11. DESCRIPTION OF SERVICE**

The meals on wheels are a wonderful service that allows for people to be cared for with nutritious and affordable meals in the convenience of their own home. People who receive meals on wheels benefit not only from the service provided but also from the regular contact they have with meals on wheels volunteers.

**12. OTHER INFORMATION**

**Equipment**

- Folder containing a client list including the address and a map
- Volunteer identification x 2
- Three esky's- Main meal in a large sealed foil container, orange juice and sweets in a smaller sealed foil container, soup in sealed foam cups
- Each client receives a main meal, soup, sweet and orange juice unless requested otherwise

**Volunteer Identification**

Volunteers are encouraged to wear UMHCS volunteer identification.

**Names and location map**

Name and addresses of clients for daily delivery will be provided in a folder at the point of collection. The folder will also include a location map and other instructions for your convenience.

**Contact Person**

The hospitality staff are the main contact person. If there is no answer at the clients door, please do not leave the meal. On return to UMHCS inform the hospitality coordinator or reception staff who will then contact the appropriate person.

**Food Safety**

It is important to transport food properly to prevent contamination. Please read the infection control section of this handbook.

- Please wash your hands with soap and water prior to delivering meals and as soon as you return to your home
- Food must be transported completely separate from chemicals (eg detergents, paint, farm chemicals)
- Animals must not be allowed in vehicles which are used to transport meals
- Make sure that time spent in transport is kept to a minimum
- Food which requires refrigeration should be transported in a manner that maintains the food at or below 5°C for the period of 1 hour.
- Frozen food should be kept below -15°C
- Hot food should be kept at or above 60°C for the period of 1 hour.
- Small quantities of food may be transported in suitable containers such as an esky for a short period of time
- Unwrapped food which doesn't require either refrigeration or to be kept hot should be transported in a suitable container with a lid.

**Other**

Volunteers are requested to find a replacement if they have any illness or injury which may be a risk to themselves or others. For example, fever or flu like symptoms, sore throat, acute skin eruption (cold sore, scabies, skin infection or wound discharge, diarrhoea, conjunctivitis- eye infection and muscular skeletal injuries. Volunteers are requested to report any dangers to their own safety. For example, poorly fitting gates, aggressive pets, steps in need of repairs etc.

Volunteer Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_

POSITION DESCRIPTION for

RESIDENTIAL SERVICES VOLUNTEER ROLE

2013



**13. POSITION IDENTIFICATION**

<b>Title</b>	Residential Services- Volunteer Role		
<b>Reporting to</b>	Nurse Unit Manager		
<b>Hours</b>	As required	<b>Date Last Updated</b>	17/10/2013

**14. PURPOSE OF POSITION**

The volunteer is a vital member of the residential care team providing social, spiritual and emotional support.

**15. DESCRIPTION OF SERVICE**

Residential care is for people who can no longer live at home for various reasons, such as illness, disability, bereavement, an emergency, the needs of their carer, family or friends, or just because it is harder to manage at home without help.

Our philosophy recognises ageing is a natural process in life. We provide care for residents based on each persons strengths and developing these to the optimum. This individualised approach ensure quality of life is maintained as well as well being, whilst meeting physical, intellectual, emotional, spiritual and social needs. Nursing home residents' needs are for high support services and nursing care. Hostel residents are more likely to be able to attend to some of their activities of daily living.

**16. SKILLS/ TRAINING**

**Skills**

- A desire to assist people to meet their full potential
- Good communication and listening skills
- A pleasant manner
- Reliable and punctual
- Be mindful of the dignity and rights of the residents

**Training**

An initial orientation is provided and ongoing training is available as requested. Volunteers are invited to participate in staff, board and volunteer training days.

Volunteer Signature \_\_\_\_\_ Date\_\_\_\_\_

Supervisor Signature \_\_\_\_\_ Date\_\_\_\_\_

**POSITION DESCRIPTION for  
FOODBANK VOLUNTEER ROLE**

2013



**17. POSITION IDENTIFICATION**

<b>Title</b>	Foodbank- Volunteer Role		
<b>Reporting to</b>	Health Promotion Officer		
<b>Hours</b>	As required	<b>Date Last Updated</b>	17/10/2013

**18. PURPOSE OF POSITION**

Volunteers are needed to assist with the organisation of food in the foodbank, cleaning, unpacking deliveries and preparing boxes for collection by people in need.

**Duties**

- To maintain a clean and tidy environment
- Packing and unpacking foodstuffs
- Rotating stock
- Assisting with collection and delivery of goods
- To meet and greet users of the service in a welcoming manner, providing social contact and support whilst maintaining confidentiality.

**19. DESCRIPTION OF SERVICE**

The foodbank is designed to address food insecurity in the Upper Murray by providing a welcoming community service for the distribution of good quality, nourishing food, using skilled volunteers to meet the needs of people experiencing hardship in a respectful, equitable and confidential manner. It operates out of the scout hall.

**20. OTHER**

**Desirable qualities**

- Being fit and healthy
- Friendly and confidential
- Current drivers licence
- Food Safety Certificate

**Volunteer Identification**

Volunteers are requested to wear UMHCS identification.

Volunteer Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_

POSITION DESCRIPTION for

GYM VOLUNTEER ROLE

2013



**21. POSITION IDENTIFICATION**

<b>Title</b>	Gym- Volunteer Role		
<b>Reporting to</b>	Health Promotion Officer		
<b>Hours</b>	As required	<b>Date Last Updated</b>	17/10/2013

**22. PURPOSE OF POSITION**

The volunteer position is designed to support the gym staff to maintain the cleanliness and tidiness of the centre.

**Duties**

- Support a clean and tidy environment in the gym
- To interact with users of the service in a welcoming manner and to promote the gym to potential users.

**23. DESCRIPTION OF SERVICE**

The Corryong Health & Fitness Centre is designed to provide people with access to a range of health promotion, fitness and recreational activity programs in a safe, accessible, friendly, well equipped and community managed environment. .

**24. OTHER**

**Desirable qualities**

- Ability to look after your own health by following safe work practices including manual handling
- Be friendly and reliable
- Showing interest in improving your own health and well being through exercise
- Being smoke free

**Volunteer Identification**

Volunteers are requested to wear UMHCS identification.

Volunteer Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_

POSITION DESCRIPTION for

MENTAL HEALTH DINNER VOLUNTEER ROLE

2013



**25. POSITION IDENTIFICATION**

<b>Title</b>	Mental Health Dinner- Volunteer Role		
<b>Reporting to</b>	Clinical Nurse Consultant Mental Health (CNCMH)		
<b>Hours</b>	As required	<b>Date Last Updated</b>	17/10/2013

**26. PURPOSE OF POSITION**

The Mental Health Dinner Volunteer supports the safety and comfort of clients of attending the dinner by assisting with the meal and social activities.

**Duties**

- Assist with the dinner
- Assist with the social activities
- Other duties as requested by the CNCMH.

**27. DESCRIPTION OF SERVICE**

People with mental disorders and problems face significant obstacles participating in social activities. The Mental Health Dinners recognises that meaningful activity and social connectedness are important factors that can contribute to people’s recovery. The activity aims to improve health outcomes and quality of life for people with severe and persistent mental illness who experience social isolation through the provision of socially based dinner where individuals can participate in social and recreational activities. The Dinner is open to advocates, carers and people who benefit from the activity.

**28. SKILLS AND EXPERIENCE REQUIRED**

- An interest in sharing personal interests and hobbies such as music, singing, crafts, puzzles and games and general conversation
- A strong interest in working with people with mental health problems
- Ability to fulfil the physical requirements of the position
- Ability to work as part of a team
- A National Police Check

Volunteer Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_

# UMHCS CONFIDENTIALITY POLICY

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**Title:** Confidentiality  
**Department** Agency Wide  
**Approved by** Quality, Safety & Risk Management Committee

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## **Policy**

The Health Services Act 1988 section 141 and Mental Health Act 1986 state that it is an offence to release any information about a person who has received any services from UMHCS as either an admitted inpatient or outpatient. There are some exceptions to these rulings. Staff at Upper Murray Health & Community Services acknowledge that clients using our services are entitled to privacy and confidentiality. Confidentiality restricts the access to information, and the control of the use and release of personal information, in order to protect client privacy. A copy of the policy will be made available to all clients of our agency.

## **Policy Applies To**

- All staff, students including work experience and Volunteers
- All information relating to a client of UMHCS whether written, verbal, electronic or other media

## **Purpose and Scope**

Clients using services provided by Upper Murray Health & Community Services are ensured of confidentiality and understanding that workers will consider the relevance and usefulness of the information for their work with the client. The client, will where possible, sign a consent form before information is divulged to other team members or any other person involved in their care.

## **Key Aligned Documents**

### **Key Legislation, Acts & Standards**

- NSQHS Standard Reference: 10

### **References**

- *Staunton P. - Nursing and the Law*
- *Victorian Nurses Council-ANRAC Competency Statements*
- *Australian Nurses Council- Code of Ethic for Nurses in Australia*
- *Downie R.S and Calman K.C- Health Respect- Ethics in Health Care*
- *Information Privacy Act 2000*
- *Health Records Act 2001*
- Health Services Act 1988
- Mental Health Act 1986
- Freedom of Information Act 1982

## **Authors/ Contributors**

<b>Name</b>	<b>Position</b>	<b>Service / Program</b>
Shannyn Jarvis	Senior Front Office Clerk	Support Services

# UMHCS CONFIDENTIALITY PROCEDURE

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**Title:** Confidentiality  
**Department** Agency Wide  
**Approved by** Quality, Safety & Risk Management Committee

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## **Description**

The Health Services Act 1988 section 141 and Mental Health Act 1986 state that it is an offence to release any information about a person who has received any services from UMHCS as either an admitted inpatient or outpatient. There are some exceptions to these rulings. Confidentiality means respect and responsible handling of information which relates to our clients and professional judgement in sharing such information. Exceptions may be necessary in circumstances where the life of a person or other persons may be placed in danger if information is not disclosed or as required by law.

## **Procedure Applies To**

- All staff, students including work experience and Volunteers
- All information relating to a client of UMHCS whether written, verbal, electronic or other media

## **Purpose and Scope**

Clients using services provided by Upper Murray Health & Community Services are ensured of confidentiality and understanding that workers will consider the relevance and usefulness of the information for their work with the client. The client will, where possible, sign a consent form before information is divulged to other team members or any other person involved in their care.

## **Procedure Standards**

To enable the provision of the best possible service, any worker may need to consult with other UMHCS workers, an external person and/or any referring agency.

- When sharing information, workers will consider the relevance and usefulness of the information for their work with the client
- When personal information is required for teaching, research or quality assurance procedures, care must be taken to protect the person's anonymity and privacy. Consent must always be obtained.
- Staff must protect persons in their care against inadvertent breaches of privacy by confining their verbal communications to appropriate personnel and settings, and for professional purposes.
- Staff have a moral obligation to adhere to practices which limit access to personal records (whether written or computerised) to appropriate personnel. If in doubt consult UMHCS Director of Medical Services or delegate CE/DON.

Information can be defined in a series of levels and each one should be considered carefully before being divulged within the team.

Identification:	Name, address, sex, marital status and primary problem
Medical Information:	Primary problem, extent, treatment, investigations, past history, drug information
Social Information:	Housing, work, family, social relationships
Psychological Information:	Anxiety, stress, sexual problems, emotional state

This information is stored, presented and shared in a number of ways e.g. reports, case sheets, ward meeting-formal and informal, letters, fax and phone. In the process of sharing this information, the client must consent to this sharing and this information must remain confidential within the team.

### Providing privacy information to diverse communities

Upper Murray Health & Community Services recognises that Australia is ethnically, linguistically and culturally diverse. All people regardless of their ethnic background, value their privacy and acknowledge the need for governments to collect personal information. The Victorian Information Privacy Act sets standards for the way Victorian State Government organisations collect and handle personal information. It is important that all Victorians understand their privacy rights under this and other laws.

### Emails and Disclaimers

Email is active. The sender consciously communicates within an addressee, often many at once. Email is quick with no chance to retrieve messages once sent. Emails readily spread with recipients often able to copy and to forward to many other recipients, who may do the same and so on. It is important that employees of Upper Murray Health & Community Services ensure that they are careful with what information is detailed in emails that they are sending- particularly if they are outside the agency. All emails whether internal or external should detail the following disclaimer:

This email contains confidential information intended only for the person named above and may be subject to legal privilege. If you are not the intended recipient, any disclosure, copying or use of this information is prohibited. Upper Murray Health & Community Services provides no guarantee that this communication is free of virus or that it has not been intercepted or interfered with. If you have received this email in error or have any other concerns regarding its transmission, please notify [enquiry@umhcs.vic.gov.au](mailto:enquiry@umhcs.vic.gov.au)

### Breach of Confidentiality

Any breach of confidentiality will be viewed by UMHCS as a serious matter and may result in dismissal. On employment all staff are to sign a confidentiality clause and undertake mandatory education on confidentiality.

### Ownership of medical records

Medical records and other health information are the property of the UMHCS. Records must not be removed from the premises except where authorised by the Director of Medical Services or delegate CE/DON.

### Documentation of medical records

All entries are to conform to the standards

### Management of medical records

The Senior Front Office Clerk is responsible for all medical records stored in the Health Information area and has overall responsibility for all UMHCS medical records.

### Access to health records

The storage area is kept locked at all times, access to be with authorised personnel only, i.e. Nursing, medical or relevant administrative staff.

### Movement of medical records

If an employee obtains a medical record from the Health Information area, the responsibility for that record lies with the person to whom it is signed out. If a medical record is moved from one location to another by non-health information personnel, the senior front office clerk must be notified in order to ensure that medical record tracking system is updated. Under no circumstances are medical records to be transferred by the internal mail system.

### Computerised information

Access to data held on the computer system is strictly controlled. Password/ access codes must not be displayed on computer terminals and must not be disclosed to unauthorised personnel. Computer terminals are to be logged off when unattended or when access is completed. Screensavers should also be in place to assist in the process of protecting information.

### Release of information by Facsimilie

If information is released by facsimilie, the person releasing the information should verify the fax number and advise the intended recipient that the information is about to be faxed. The person releasing the information should then verify the fax has been received. This should be noted on the facsimilie cover sheet and then be placed in the medical record in the Correspondence section. All facsimilie header sheets should have a statement explaining that the information is confidential and that if misdirected it is to be returned to the Service at the Service's cost.

### Other health information

All other health information is to be kept in a secure area where it cannot be accessed by unauthorised staff or any member of the public. Pathology results, patient correspondence may be placed in the internal mail provided it is in a sealed envelope and clearly addressed to the recipient.

### Telephone request for information

Requests for verbal information about patients, clients or residents received by way of telephone will not be actioned except when transfer/ requests for information involve other hospitals and the hospital's request has been validated.

### Procedure for release of confidential health information

A request for the release of confidential health information must be in writing and signed by the ex-patient, client or resident (except where the person is a minor where it should be signed by the parents or guardian), or in the case of a deceased person, their senior living relative or executor. It is helpful to the Service if the person requesting the information can give details of the purpose for which the information is required and the nature and extent of information to be released. Nevertheless, it is not always possible to obtain this information from the person requesting his or her medical record. The written authorisation should include the following:

- The name of the hospital that is to release the information
- The name of the individual or agent that is to receive the information
- The patient's full name, address (or previous address) and date of birth

The person who releases the information should ensure that the written original authorisation is placed in the medical record with annotation of what information has been released, the date of release and signature of the person releasing the information (and printed name).

### Requests for information

Any request for information from a patient, friend or relative of the patient should be directed to the CE/DON, or the patient's treating medical officer (with the exception of *Freedom of Information* requests). Requests from the police for confidential patient information should be directed to the Director of Medical Services/ CE/DON. A request from a solicitor will only be responded to if a signed original authorisation from the patient, or ex-patient is included. Such requests should be forwarded to the Director of Medical Services, CE/DON, or delegate.

Requests for information from other hospitals should be directed to the Director of Medical Services, CE/DON or NUM. Requests for information from employers should be directed to the treating medical officer. Requests from Social Security Department should be directed to the CE/DON or treating medical officer. Enquiries from health insurance funds or the Department of Veterans' Affairs should be directed to the Senior Front Office Clerk if the information requested relates to a diagnosis and/or ICD code.

All other enquiries are to be directed to the CE/DON, or treating medical officer. UMHCS employees are not to make any comment to press, radio or television about a patient, client or resident. Any requests must be directed to the CE/DON or delegate. If a researcher wishes to access medical records the request must be referred to the CE/DON or delegate and can only proceed after consideration of ethical issues and where indicated UMHCS Ethics Committee approval. The following requests must be directed to the CE/DON and will be acted upon by the Senior Front Office Clerk:

- A subpoena, summons to produce a search warrant
- Requests from the Crimes Compensation Tribunal

- Request from the coroner

### Key Aligned Documents

#### Key Legislation, Acts & Standards

NSQHS Standard Reference: 10

#### References

- *Staunton P. - Nursing and the Law*
- *Victorian Nurses Council-ANRAC Competency Statements*
- *Australian Nurses Council- Code of Ethic for Nurses in Australia*
- *Downie R.S and Calman K.C- Health Respect- Ethics in Health Care*
- *Information Privacy Act 2000*
- *Health Records Act 2001*
- Health Services Act 1988
- Mental Health Act 1986
- Freedom of Information Act 1982

#### Author / Contributors

Name	Position	Service / Program
Shannyn Jarvis	Senior Front Office Clerk	Support Services

# UMHCS CODE OF ETHICS AND CONDUCT POLICY

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**Title:** Code of Ethics and Conduct  
**Department** Agency Wide  
**Approved by** Board of Management

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## **Policy**

UMHCS vision, mission and philosophy (values) guide our organisational behaviour. Our code of conduct prescribes specific behaviours relevant to our role at UMHCS. Specifically, UMHCS embraces the following four ethical principles in all its operations:

- We act with integrity, honesty and with a strong sense of social responsibility, according to the principles of social justice. We provide relevant and timely services and seek to match services to diverse need. Our clients views are valued and used to improve service quality. Our services are administered fairly, professionally and impartially according to the Public Administration Act 2004.
- We support the rights of the individual and the wider community by maintaining privacy and confidentiality, according to the Health Privacy Principles, and supporting peoples' rights to personal security.
- We uphold the values of excellence, as well as efficient and effective service through adherence to legal and organisational requirements, policies and principles and by being responsive and accountable to the community.
- We demonstrate our commitment to high quality health care by behaving according to the Code of Conduct for Victorian Public Sector Employees, volunteers, students, BOM & subcontractors (2007) , setting and maintaining standards of excellence of health care service delivery and setting an example to all with whom we deal.
- We maintain public trust by being honest, open and transparent in all dealings and by acting in the public interest. We avoid real or apparent conflicts of interest and report improper conduct, corruption, fraud and maladministration at work.
- We work to clear objectives in a transparent manner achieving results through the best use of UMHCS financial and physical resources and by working effectively with people. We always anticipate and accept the consequences of actions we take or decisions we make.

## **Policy Applies To**

BOM, Staff, Volunteers, Contractors and Subcontractors, and Students

## **Purpose and Scope**

Our customers- clients, staff, visitors, the community and other service providers, recognise UMHCS ethical principles and code of conduct in everything we do.

## **Key Aligned Documents**

## **Key Legislation, Acts & Standards**

## **References**

Public Sector Standards Commissioner: Ethics Resource Kit 2006

**Author / Contributors**

<b>Name</b>	<b>Position</b>	<b>Service / Program</b>
Maxine Brockfield	Chief Executive/ Director of Nursing	Agency Wide

**Keywords**

# UMHCS CODE OF ETHICS AND CONDUCT PROCEDURE

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<b>Title:</b>	Code of Ethics and Conduct
<b>Department</b>	Agency Wide
<b>Approved by</b>	Board of Management

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## **Description**

Our code of ethics are the values and principles that underpin everything we do (Refer to UMHCS Vision, Mission and Philosophy). Our code of conduct articulates the desired and specific behaviours expected of and by all staff, volunteers and board of management

## **Procedure Applies To**

BOM, Staff, Volunteers, Contractors and Subcontractors, and Students

## **Purpose and Scope**

Ethical values, principles and behaviours underpin our organisational culture and processes.

## **Procedure Standards**

### Current Staff

- Staff are required to familiarise themselves and act in accord with the Code of Conduct. The Code of Conduct is binding on UMHCS employees and a contravention of it may constitute misconduct. The code is available in the following areas : Staff Intranet, Staff Handbook, Volunteer Manual, Contract Agreements.
- Staff position descriptions will refer to UMHCS Code of Ethics and Conduct
- The Community Health and Service Development Committee is responsible for the establishment, maintenance and review of the ethics system.
- Ethics updates are available to service coordinators and teams on request.
- The Victorian Public Sector Standards Commissioner Ethics Resource Kit is available in UMHCS library.

### Pre-Employment

UMHCS will utilise the remedial counselling procedure to deal with false, incorrect or misleading information provided in relation to applications for employment

### Orientation

Service coordinators will ensure UMHCS Code of Ethics and Conduct Policy and Procedure is discussed and understood during orientation.

### Contractors and Consultants

Contractors or consultants engaged in or by UMHCS (including contractors or consultants engaged through an employment agency) are to comply with this Code of Conduct and relevant policies and procedures, where the contractors or consultants:

- supervise UMHCS staff;
- undertake work that is of a similar nature to the work undertaken by UMHCS employees, volunteers, students, BOM & subcontractors at a premise or location generally regarded as a public sector workplace; and
- use or have access to UMHCS resources or information that are not normally accessible or available to the public.

### Professional Codes of Conduct

Certain professions have professional codes of conduct that establish specific behaviours relevant to that profession. This Code of Conduct should be read in conjunction with any professional code of conduct. Relevant employees, volunteers, students, BOM & subcontractors need to be aware of their professional code of conduct as well as the provisions of this Code.

## **1. Demonstrate Responsiveness**

We will demonstrate responsiveness by:

- (i) providing frank, impartial and timely advice to the Government;
- (ii) providing high quality services to the Victorian community; and
- (iii) identifying and promoting best practice.

*(Public Administration Act 2004, s. 7)*

### **1.1 Advising government**

UMHCS officials will provide government with advice in a frank, impartial and timely manner, and with an understanding of its implications on the broader policy direction of the Government. Relevant information is not withheld from the Government.

### **1.2 Remaining apolitical**

We will conduct ourselves in an apolitical manner. UMHCS will implement and administer the policies and programs of the elected government. We will avoid in the course of our work, any participation in activities which support a political party or independent candidates including attendance at fund raising or similar events.

During caretaker periods (which is governed by caretaker conventions relating to the period of the election campaign and sometimes the period immediately after the election) we will maintain the neutrality of the public sector and comply with relevant policies and protocols issued by UMHCS. We will not use our position to support particular issues, parties or candidates in an election campaign.

(See [www.ssa.vic.gov.au](http://www.ssa.vic.gov.au) for ministerial briefings)

### **1.3 Services to the community**

We will continue to provide services to the community in an equitable, prompt and professional manner acting within the within the level of our authority and in accordance with the relevant policies.

### **1.4 Contributing to improvement**

UMHCS is committed to continuous improvement and adopts a best practice approach to the performance of everyday work. We identify and actively promote appropriate strategies, methods and processes that lead to improved performance.

## **2. Demonstrate integrity**

We will demonstrate integrity by:

- (i) being honest, open and transparent in our dealings; and
- (ii) using powers responsibly; and
- (iii) reporting improper conduct; and
- (iv) avoiding any real or apparent conflicts of interest; and
- (v) striving to earn and sustain public trust of a high level.

*(Public Administration Act 2004, s. 7)*

### **2.1 Honesty at work**

We will act honestly in the performance of our duties. We will be open and transparent when making decisions. We will give honest advice based on available facts and data and ensure the advice is up to date.

### **2.2 Using powers at work**

We will use our power in a responsible way. We will not use our power to provide a private benefit to ourselves, our family, friends or associates. We will exercise power in a way that is fair and reasonable, and family or other personal relationships do not improperly influence our decisions. We respect the rights and dignity of those affected by our decisions and actions.

### **2.3 Financial probity**

We will observe the highest standards of integrity in financial matters and comply with the requirements of relevant financial management legislation, policies and procedures. We will maintain a strict separation between work-related and personal financial matters and only use or authorise the use of public financial resources or facilities for work-related purposes.

### **2.4 Official information**

UMHCS employees, volunteers, students, BOM & subcontractors with access to official information will ensure it is only used for official purposes and in an approved manner. Official and personal information is handled according to relevant legislation and public sector body policies and procedures.

We will only disclose official information or documents acquired in the course of public employment when required to do so by law, in the legitimate course of duty, when called to give evidence in court, or when proper authority has been given. In such cases comments are confined to factual information only.

### **2.5 Public comment**

UMHCS employees, volunteers, students, BOM & subcontractors will only make public comment when specifically authorised to do so in relation to our duties, a public sector body, or government policies and programs. Such comment is restricted to factual information and avoids the expression of personal opinion. Public comment includes providing information or comment to any media (electronic and print), the internet and speaking engagements (Refer to UMHCS Policies and Procedures)

When making a comment in a private capacity, UMHCS will ensure comments are not related to any government activity that they are involved in or connected with as a public sector employee and make it clear they are expressing their own view. They ensure personal comments do not compromise their capacity to perform their public sector role in an unbiased manner, and that comments are not seen or perceived to be an official comment.

### **2.6 Reporting unethical behaviour**

We will comply with legislation, policies and lawful instructions in the performance of our work. We will report to our service coordinators workplace behaviour that violates any law, rule or regulation or represents corrupt conduct, mismanagement of public resources, or is a danger to public health or safety or to the environment. UMHCS 'Whistleblower Policy and Procedure informs staff of their rights and responsibilities under 'whistleblower' and similar legislation.

## **2.7 Conflict of interest**

UMHCS employees, volunteers, students, BOM & subcontractors declare and avoid conflicts of interest to help maintain community trust and confidence. A conflict of interest can be actual, potential or perceived. This relates to circumstances where the employee is or could be directly influenced or where it is perceived the employee might be influenced.

We will ensure personal or financial interests do not influence or interfere with the performance of their role and seek to ensure the interests of family members, friends, or associates do not influence or could be perceived to influence our performance in the job.

If an employee is unsure about a possible conflict of interest they seek advice from their manager.

## **2.8 Other employment**

UM HCS employees, volunteers, students, BOM & subcontractors will only engage in other employment where the activity does not conflict with their role as a public sector employee. Employment includes a second job, conducting a business, trade or profession, or active involvement with other organisations (paid employment or voluntary work). Managers or supervisors can assist public sector employees, volunteers, students, BOM & subcontractors to determine if such activities will cause an actual or perceived conflict of interest.

UMHCS employees, volunteers, students, BOM & subcontractors are required to seek approval to engage in any other paid employment.<sup>1</sup> Other public sector employees, volunteers, students, BOM & subcontractors comply with any policies of their public sector employer in relation to engaging in other employment.

## **2.9 Public trust**

We will seek to build and maintain a high level of trust with the Government, community and other public sector employees, volunteers, students, BOM & subcontractors and behave in a manner that does not bring ourselves or the public sector into disrepute.

We will avoid conduct in our private life that may adversely affect our standing as a public official or which may bring UMHCS into disrepute.

## **2.10 Criminal offences**

We will advise our manager if they we are charged with a criminal offence, which is punishable by imprisonment or, if found guilty, could reasonably be seen to affect our ability to meet the inherent requirements of the work we are engaged to perform.

## **2.11 Drugs and alcohol**

We will carry out our work safely and avoid conduct that puts ourselves or others at risk. This includes the misuse of alcohol, drugs or other substances when at work or when engaged in work related activities.

The misuse of alcohol, prescribed drugs, illegal drugs and other substances is an issue for everyone at UMHCS as it impacts on both work and personal life and in some cases the reputation UMHCS.

Staff who are on medication that could affect their work performance or the safety of themselves or others inform their manager or supervisor to ensure any necessary precautions or adjustments to work can be put in place.

### **3. Demonstrate impartiality**

We will demonstrate impartiality by:

- (i) making decisions and providing advice on merit and without bias, caprice, favouritism or self-interest; and
- (ii) acting fairly by objectively considering all relevant facts and fair criteria; and
- (iii) implementing Government policies and programs equitably.

*(Public Administration Act 2004, s. 7)*

#### **3.1 Decisions and advice**

We will make decisions and provide advice that is free of prejudice or favouritism and is based on sound judgement. Before making a decision or providing advice, we will consider relevant information and the impact on the Government, community and other public sector employees, volunteers, students, BOM & subcontractors. Our decisions are not affected by personal influences.

#### **3.2 Gifts and benefits**

We will not - for themselves or others - seek or accept gifts or benefits that could be reasonably perceived as influencing us. Public sector employees, volunteers, students, BOM & subcontractors comply with any policies of their public sector employer in relation to accepting, declaring and/or recording the receipt of gifts or benefits.

Employees, volunteers, students, BOM & subcontractors who are unsure about accepting a gift or benefit seek advice from their manager.

#### **3.3 Acting fairly**

We will deal with issues consistently, fairly and in a timely manner. We will use fair criteria, and consider all relevant information in dealing with issues. Being fair means being just and working within commonly accepted rules.

#### **3.4 Implementing government policies and programs**

UMHS will implement government policies and programs fairly and without bias. Our decisions and actions are consistent with relevant policies and are based on merit and careful consideration of the relevant facts. We will seek to achieve equitable outcomes within the extent of our authority

### **4. Demonstrate Accountability**

We will demonstrate accountability by:

- (i) working to clear objectives in a transparent manner; and
- (ii) accepting responsibility for our decisions and actions;  
and
- (iii) seeking to achieve best use of resources; and
- (iv) submitting ourselves to appropriate scrutiny.

*(Public Administration Act 2004, s. 7)*

#### **4.1 Working to clear objectives**

We understand the objectives of our role. Managers and service coordinators will provide encouragement, support and a clear sense of direction and purpose. Staff who are unclear about their goals discuss this with their manager or supervisor.

#### **4.2 Being responsible for decisions and actions**

We will make decisions and take actions within the scope of our authority that are lawful and consistent with relevant legislation and government policy. We will consider any impact of our decisions or actions on the Government, community and other public sector employees, volunteers, students, BOM & subcontractors.

#### **4.3 Work Resources**

We will use work resources and equipment efficiently and only for appropriate purposes as authorised by UMHCS.

We will seek to achieve value for money and use resources in the most effective way possible. We will identify opportunities for improvement to achieve best possible efficiency and responsiveness.

Work resources include physical, financial, technological and intellectual property. Intellectual property includes copyright, trade marks, registered designs, patents (including patented business systems), semiconductors, circuit layout rights, and trade, business or company names, and all other proprietary rights, and any rights to the registration of such rights, including proprietary rights developed or created by employees, volunteers, students, BOM & subcontractors in the course of their employment. UMHCS retains ownership of all these work resources.

#### **4.4 Open to scrutiny**

We will implement government policy in an open and transparent manner. We will maintain accurate and reliable records as required by relevant legislation, policies and procedures. Records are kept in such a way as to ensure their security and reliability and are made available to appropriate scrutiny when required.

#### **4.5 Ability to meet essential requirements**

Staff will notify their service coordinator of any loss, suspension of, or change to, a registration, accreditation, licence or other qualification that affects their ability to meet relevant essential requirements or to perform their duties.

#### **4.6 compliance with legislation**

UMHCS will ensure staff are aware of and comply with all legislation relevant to the performance of their duties.

### **5. Demonstrate Respect**

We will demonstrate respect for colleagues, other public officials and members of the Victorian community by:

- (i) treating them fairly and objectively; and
  - (ii) ensuring freedom from discrimination, harassment and bullying; and
  - (iii) using their views to improve outcomes on an ongoing basis.
- (Public Administration Act 2004, s. 7)*

#### **5.1 Fair and objective treatment**

We will promote an environment that encourages respect. UMHCS staff will be fair, objective and

courteous in their dealings with the Government, community and other public sector employees, volunteers, students, BOM & subcontractors.

## 5.2 Privacy and confidentiality

We understand the importance of privacy and confidentiality. Confidential information requires special treatment and protection. Those people who provide confidential information to public sector employees, volunteers, students, BOM & subcontractors have the right to expect this information will be treated as confidential. Employees, volunteers, students, BOM & subcontractors with access to confidential information ensure it remains confidential, and at all times act in accordance with legislation and policies relating to dealing with private information.

## 5.3 Maintaining confidentiality

We will receive and manage information in such a manner that its confidentiality will be maintained and that it will not be used to advantage a prospective employer or business, or disadvantage the Victorian Government.

## 5.4 Equity and diversity

We will follow the spirit as well as the letter of the law relating to discrimination, harassment, bullying and victimisation. We will create an environment that is free of discrimination, harassment and bullying.

Valuing and promoting diversity is an important element of demonstrating respect.

## 5.5 Improving outcomes

We will be conscientious and efficient in their work. We will use our knowledge and expertise to deliver a high quality service, as well as identifying opportunities to improve service outcomes. We will contribute both individually and as part of a team and engage constructively with our colleagues on work related matters. We will share information with team members to support delivery of the best and most appropriate service outcomes

## 6. Demonstrate Leadership

We will demonstrate leadership by actively implementing, promoting and supporting these values. (*Public Administration Act 2004, s. 7*)

### 6.1 leading by example

We will model the behaviours based on the public sector values and at all times act in an ethical manner. Leadership is about positive influence, inspiring and empowering others.

Providing sound advice, delivering high quality services and encouraging best practice **demonstrates responsiveness.**

Being honest, using powers correctly, identifying and dealing with inappropriate conduct, avoiding conflicts of interest and developing and maintaining public trust **demonstrates integrity.**

Making decisions that are free of bias, considering all relevant facts and ensuring policies and programs are implemented fairly **demonstrates impartiality.**

Being transparent, responsible, using resources efficiently and inviting scrutiny **demonstrates accountability.**

Treating others fairly, eliminating discrimination, harassment and bullying, and focusing on improving outcomes **demonstrates respect.**

## **6.2 Managing staff**

UMHCS managers and service coordinators will apply the public sector employment principles. We will provide a safe, encouraging and supportive work environment that recognises and values diversity, abilities and contributions. We will give employees, volunteers, students, BOM & subcontractors a clear sense of direction and purpose.

We will set realistic goals, timelines and workloads, and provide adequate resources and appropriate information to complete work. We trust people to manage their work autonomously but also provide them with support when needed. We will address any performance issues promptly, directly and confidentially with the staff member concerned.

We will treat staff fairly and consistently when making selection decisions and allocating work. We will assess performance and provide constructive feedback and development opportunities. We will consult genuinely with staff, and adhere to industrial and legal obligations. We will understand and respond to legitimate concerns, and encourage work arrangements that enable staff to achieve a work-life balance.

## **6.3 Supporting others**

We will work co-operatively with colleagues and other public sector body employees, volunteers, students, BOM & subcontractors. We will support and learn from them and accept differences in personal style. We will respect, and seek when necessary, the professional opinions of colleagues in their area of competence, and acknowledge their contribution. We will provide other public sector employees, volunteers, students, BOM & subcontractors with support and guidance.

## **7. Demonstrate a commitment to human rights**

We will respect and promote the human rights set out in the *Charter of Human Rights and Responsibilities* by:

- (i) making decisions and providing advice consistent with human rights; and
- (ii) actively implementing, promoting and supporting human rights.

*(Public Administration Act 2004, s. 7)*

### **7.1 Understanding human rights**

We will understand human rights as these apply to our work.

### **7.2 Making decisions and providing advice consistent with human rights**

We will ensure our own decisions, advice and policy development properly considers the human rights set out in the Charter, and respects the human rights of others.

### **7.3 Implementing human rights**

We will deliver services and programs and act in a manner that is consistent with the Charter.

## 7.4 Protecting human rights

We will seek to protect the human rights of colleagues, other public officials and members of the Victorian community by raising concerns regarding circumstances that could breach those rights, and reporting any suspected breaches in accordance with procedures established by UMHCS

### Key Aligned Documents

### Key Legislation, Acts & Standards

### References

Public Sector Standards Commissioner: Ethics Resource Kit 2006

Code of Conduct for Victorian Public Sector Employees, volunteers, students, BOM & subcontractors 2007

### Author / Contributors

Name	Position	Service / Program
Maxine Brockfield	Chief Executive/ Director of Nursing	Agency Wide

### Keywords

## **INFORMATION ON POLICE RECORD CHECKS**

### **5.1 WHAT IS CRIMCHECK?**

In Victoria, volunteering organisations with not-for-profit status or who are funded through the Department of Human Services can register to use an automated police checking service called CrimCheck. If your volunteer organisation uses this service the process of obtaining a police check is slightly different to the process for you to get a National Police Certificate.

Where the volunteer organisation qualifies for the [CrimCheck](#) service, they will ask for ID and you will need to fill in a form with some personal information such as your addresses for the last five years, your driver's licence number, passport number or other identifying information. You'll need to produce 100 points of ID, which someone from the volunteer organisation would normally need to see and verify. The process is quick and provides no detail to the volunteer organisation – they just see a line of information on the computer screen to say that the check is okay (or not). The service is quick and offered at a discount.

### **5.2 APPLICATION PROCESS**

- Complete the Crimcheck form (included with this manual in your folder)
- Take the completed form along with 100 points of identification to the main reception at Upper Murray Health
- An authorised certifier is required to sight the documents and sign the form
- Completed application forms are then processed through the CrimCheck electronic system
- Results are generally sent back to Upper Murray Health & Community Services within a few minutes

### **5.3 BENEFITS**

- Organisations submit Police Check Applications online, via the CrimCheck system;
- These applications are batched, encrypted, and uploaded daily directly to the National Criminal History database in Canberra;
- the Police Check Applications are processed, and the results transferred to the CrimCheck system.
- For a "No Match", CrimCheck emails the organisation to advise them that the status of their police check has changed.
- For "Confirmed Matches", the applicant is contacted directly by CrimCheck staff and advised of their options.