

VOLUNTEERS NEWSLETTER

TERM 3 – 2014



“I remember when...”

Hi everyone,

On behalf of our Board of Directors, CEO and staff I wish to thank the 70 volunteers who attended the planned Celebration Day and 25th Anniversary of National Volunteer Week in May. It is great to see the interaction between people, sharing both their knowledge and experience - there certainly was some wonderful communication on the day; and stories of the impact volunteers make in enriching our community. Imagine Australia without the POWER of Volunteers! It was also great to see a bigger number of Program Coordinators, Team Leaders and Managers attend to say thank you.

NVW Pins:

For those unable to attend the Celebration Day you will have missed out on picking up your NVW Pin for 2014. I have extra pins; please let me know when you can drop in to pick up your Pin.

Evaluation Survey:

Thank you to everyone who has returned their Evaluation Survey. The information provided is of great value to the Organisation. The information provided is incorporated into our Annual Report and is part of Accreditation. If you have yet to return your Evaluation Survey, please do so as soon as possible, as the opportunity to add to the Annual Report closes in September. If you have misplaced your copy, please let me know and I can arrange for you to receive another copy.

Team 40 update:

In the Term 2 Newsletter I advised you SCHC has commenced our journey towards celebrating the 40th Anniversary in August 2016. In May at our annual Staff Development Day we asked staff to “remember when” which provided us with some happy memories of the early years and the advocacy work which was fundamental for families living in a “Country Town”.

Now we are asking for your input. We are asking Volunteers and members of the Community for your memories associated with the SCHC including the Sunbury Lions Community Aged Care hostel.

If you wish to contribute your memories or be part of our 40th Anniversary project, please fill in and return the enclosed Contribution Proforma.

Accreditation:

Was completed in April/May and after three days of investigation, interviews, document analysis a team of four external quality reviewers completed their review. We received very positive feedback. A huge ‘Well Done!’ to everyone involved was expressed by our CEO Phil Ripper.

This review included our mid-cycle QIC (formerly QICSA) review as well as our first ever, National Safety and Quality Health Service Standards (NSQHSS) for our Dental service as well as our Community Care Common Standards which cover our HACC allied health and planned activity groups.

Of the 100+ elements assessed under the NSQHSS, only 2 elements were assessed as not met. These two elements were quickly remedied and formal accreditation will now be received.

Our HACC program also received extremely positive feedback. We have been assessed as meeting all 18 CCC standards.

The Reviewer congratulated the volunteers and staff from across the organisation, and recognised the “extremely positive” feedback from our clients, volunteers and partners. The reviewers commented that what they experienced at SCHC was truly Community Health at its best.

While we strive every day to improve what we do and how we do it, it is great to receive external validation which recognises that great culture of continuous quality improvement we continue to have. Once again, congratulations to everyone involved.

Healthy Happy Deadly:

Well the dust has settled after the Healthy Happy Deadly event held on Monday 29 June, and the Building Healthy Communities team would like to thank you for your support on the day - our first Aboriginal community event held in Memorial Hall. Whether you attended a stall; came along; or were involved in the planning and organising, you made it a great event for the community. Look forward to seeing you at next year’s event, around NAIDOC week.

Changes within the Agency... Restructure.

Building Healthy Communities and HR Review

As you may know, in early 2013 we undertook a major review of the organisational structure.

The PAG/Respite review has been completed and we are now proceeding with the review of HR, Community Engagement and Marketing. Our new strategic plan has a strong focus on community wellness, community engagement, including volunteering; activism and an internal value based culture. Our Building Healthy Communities team with a strong external focus and our HR team with a strong internal focus are vital units of our organisation and key to the success of our strategy and mission is currently being reviewed.

Client Services Review

Over the past few months Lisa Murray, Manager, Client and Corporate Services has undertaken an internal review of reception and administrative support. Consultation and discussions have taken place with staff to determine; what is working well, what could be improved and possible future structure of the unit.

The review concluded that the team has achieved an enormous amount over the past few years. We consistently receive glowing client feedback around the quality of our staff that are, highly knowledgeable about the Centre and our activities, helpful, friendly and committed. The team has changed considerably over the past few years and team have adapted and embraced this evolution.

The review also concluded that the team’s key function of providing ‘front of house reception’, ‘back of house administration and projects or tasks related to fleet and facilities are not clearly delineated and the team’s ability to undertake it functions in an effective and efficient manner is hampered by the current structure. There is also a need for increased support to maintain, plan and improve the organisation’s buildings, facilities, equipment, fleet and leadership around occupational health and safety.

Comings and Goings

Since our previous Newsletter, we have welcomed:

- Christine Randich –as the new Team Leader - Activity Groups and Respite. Christine comes with significant experience in community support, including recent roles at Macedon Ranges Health Services and the Macedon Ranges Shire.
- Laurel-Lee Holden has re-joined the Activities Groups & Respite team. Welcome back Laurel-Lee!
- Leone Ramage has re-joined SCHC in the new role of Activity Groups and Respite, Assessment and Care Planning Coordinator,
- Beth Dean is commencing now as our Intake Coordinator while Simone Fawcus is taking maternity leave,
- Joeline Young our new international recruit has joined our OT team while Catherine Flynn is taking maternity leave,
- Joan Hardwick commenced as part of the team at Reception, Client & Corporate Services
- Jan Jolly commenced this month in the new role of Senior Customer Service Officer, Client & Corporate Services,
- Congratulations also to Robyn Grant and Shelly Clancy who have taken up the newly created Team Leader roles in the new Health and Wellbeing Team, the name for the newly combined Aged, Disability and Carers Services Unit and the Clinical Services Unit.

Since our previous Newsletter we have farewelled:

- Jenni Miers – Dental Practice Manager.

Signing In/Out Registers:

Thank you to the volunteers who are using the Sign In/Out Register located at Reception, Men's Shed and Hostel. Every year I collate the data collected from within these Registers to form my stats which become part of our Annual Report. I have noticed however that not all volunteers appear on these Registers yet their Program Coordinators have confirmed their attendance. Outside of Hydrotherapy volunteers and Walking Group Leaders who use a Role Attendance Sheet all other volunteers must sign in and out each time they attend.

Please use the Sign In/Out Registers as they are also important if we ever have a Fire Safety drill or Evacuation emergency.

Home & Community Care (HACC) Training opportunities:

It is the responsibility of all HACC funded organisations to ensure employees and volunteers have the necessary qualifications and training for the roles and tasks they undertake. SCHC offers opportunities **for all volunteers to participate in Training** when it is available.

Please see the list below of available courses and training days, fill in your details indicating your interest and **return to me in an envelope by Friday 25 August 2014**

Please be aware of the following conditions:

1. There are limited numbers of vacancies, so not everyone may be successful in attending a specific course.
2. If there are several volunteers attending the same course, we will look at the availability of an Agency vehicle or bus.
3. Please note: **even though training is free to the volunteer**, if you register for a course and fail to attend, without giving 48 hours' notice, a fee per person will be incurred.

	Name of Course	Time and Date	Location	Suitable
1.	Living with Arthritis and other Musculoskeletal (MSK) conditions	10am-1pm Monday 25 August 2014	Footscray	Any Volunteer
2.	Provide basic Foot, Skin and Nail Care	9am-3.30pm Tuesday 14 October 2014	Coburg	Any Volunteer
3.	Provide support for people living with Dementia	9am – 3.30pm Friday 14 November 2014	Broadmeadows	Any Volunteer
4.	Manage Challenging Behaviours	10am – 4pm Thursday 27 November 2014	Preston	Any Volunteer

Yes, I am interested in the following Training

HACC Training EOI Form to be returned to Volunteer Coordinator @ SCHC by Friday 8 August 2014					
Personal Details	HACC Training July – Dec 2013				
First Name:					
Surname:					
Home Phone:					
Mobile Phone:					
Email Address:					
Current Areas/Programs					
				Training Information	Please tick interest
Course Date:	Monday 25 August 2014	Course Name	Living with Arthritis and other Musculoskeletal (MSK) conditions	<input type="checkbox"/>	
Course Date:	Tuesday 14 October 2014	Course Name	Provide basic Foot, Skin and Nail Care	<input type="checkbox"/>	
Course Date:	Friday 14 November 2014	Course Name	Provide support for people living with Dementia	<input type="checkbox"/>	
Course Date:	Thursday 27 November 2014	Course Name	Manage Challenging Behaviours	<input type="checkbox"/>	

Assistance required:

If you are interested or know of anyone interested in assisting as a Bus Driver within our Programs (You require a normal vehicle licence to drive the 12 seater buses, however a Medium Ridged or Heavy Ridged Licence is required for the bigger bus) please complete the EOI Slip below and **return to me in an envelope ASAP.**

EOI Slip – Bus Driver Assist (to be returned to Volunteer Coordinator @ SCHC)								
First Name	Surname	Phone No:	Mon	Tue	Wed	Thu	Fri	All



Change of Details: It is important to stay in touch, if any of your details change during 2013/2014 ie: new phone number, home address, email address etc please advise by use of form below. Thank you.

Change of Details Form to be returned to Volunteer Coordinator @ SCHC	
Personal Details	Please insert NEW details only.
First Name:	
Surname:	
Address: Home/Post Box	
Home Phone:	
Mobile Phone:	
Email Address:	
Program/Area:	
Day Preference: Cross out	Monday am/pm/Tuesday am/pm/Wednesday am/pm/Thursday am/pm/Friday am/pm
Other:	

What's happening in Sunbury and surrounding area:



Daffodil day July – Sept

- ❖ Sunday 7 September - Father's Day – Wishing all our Dad's a great day.
- ❖ Saturday 6 September - Goonawarra Neighbourhood House – Bus Trip. Please ring 9740 6627 to secure a seat.

Malaysian Airlines disaster

I wish to take this opportunity to remember Albert and Maree Rizk. Albert and Maree were well known in the local community, with Albert an active member of the Kangaroos Junior Football Committee. Maree was also a Team Manager for the under 12's. Albert and Maree are sadly missed by many in the community and we send our condolences to their children, Vanessa and James, their extended family, friends and colleagues.

Kind regards,

Fi Corboy
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