

Volunteers Newsletter



"Weaving a stronger social fabric"

CEO Update

Phil advised at our September Staff meeting that the Board recently endorsed the long term Aged Care Strategy and its implications to the Sunbury Lions Community Aged Care facility. The strategy reaffirms commitment to remain a provider of residential aged care in Sunbury and continuing to serve those who need us most.

Members of our Community Reference Group recently conducted our annual Client Satisfaction Survey, which provided some great results. The final recommendation has been made which will be forwarded to the SCH Exec Management Team.

"A comprehensive service review tool has been developed. This tool includes client participation in the review process, either through client representation on the review working group and/or through client satisfaction surveys. It is expected that all Sunbury Community Health services will undergo service review on a 3-5 year cycle. As service reviews will provide more comprehensive and service specific information regarding client satisfaction, it is recommended that the tri-annual Client Satisfaction Survey be

discontinued in its current format and included in the Service Review."

Good Guys Giving Program - SCH selected as local charity partner, which will have flow on effect to groups within our community.

Sunbury Says no to Violence – supporting Shop-a-docket campaign via IGA, Big W and Woolworths

Active Service Model (ASM) and Diversity Plans implementation is being reviewed and finalized.

Vale Mrs Julie Berkeley

It is with sincere sadness that I announce the passing of a valued community engaged volunteer.

Mrs Julie Berkeley, who passed away suddenly in late September.

Julie was the eldest of five – a big sister and helper to her parents.

Julie married at 20 and raised her family (two daughters) living on the Mornington Peninsula – Rosebud area, where she

worked and connected with her community.

As a mature aged student Julie studied and achieved the role of Nurses Aid working in Aged Care for nearly 15 years.

Julie moved to Sunbury in 2007 to remain close to her family – daughter and grandchildren.

Julie loved catching up with friends, travelling both around Australia

and overseas, and connecting with her new community: quickly joining Probus and volunteering with SCH as a Medical Appointments Driver.

Even with her own health issues Julie would continue to put others and their needs before her own.

Two weeks prior to her passing with her daughter visiting from UK and her local family Julie took



a trip down memory lane in all her old haunts. Julie **loved** to reminisce of all the fun times they had together.

Julie will be sadly missed by all who have been blessed to know her.

Important Centre Dates

Sunbury Community Health will be closed from 12.00 noon on 24 December 2015 until 8.30 am on Monday 4 January 2016

Upcoming Events in Sunbury and surrounding area

**PND Celebration
Wednesday
11 November – SCH**

Calling all past Volunteers to attend the PND Support Group “Mother to Mother” Reunion. See page 4 for further details.

**St Andrew’s Car Boot
Day Saturday
21 November**

Village Green, Brook Street, Sunbury

From Orientation Plans to Role Agreements

Recently it was decided to ease the confusion regarding the orientation of volunteers within Program areas.

After ensuring all the relevant paperwork is completed and reviewed, and the volunteer is confirmed in their new role, the volunteer will be asked to sign a Role Agreement. This used to be called the Orientation Plan (OP).

This is simply a change of wording and not the entire document. It seeks to separate the actual ROLE of the volunteer with their orientation in to the Centre.

Role Agreements will encourage Program Coordinators to better describe the role which volunteers undertake. Volunteers will be asked to sign Role Agreements to ensure they under-

stand what is expected of them.

Over the next few months or as the opportunity arises, all OP’s will be updated to Role Agreements. If there are substantial changes Program Coordinators or Team Leaders and Managers, may choose to hold “Group sessions” with volunteers in their Program areas to bring them all up to date with the changes.

Changes to toilets within SCH—Macedon Street

As a result of the Lesbian Gay Bisexual Transgender Intersex (LGBTI) training that recently took place at SCH a Quality Improvement Form (QIF) was submitted to propose that all of the toilets at SCH be made unisex. This QIF has been considered and approved for action. Work safe have been

contacted and have advised that there are no regulations preventing this from occurring.

As of 2 October 2015 all toilets throughout the building will become unisex and will be signed appropriately. The signs will also comply with the Disability Discrimination Act indicating the appropriate use and have braille included.

The pictures below provides an example of what the signs will look like.

For your information, and so you can inform anyone who may ask, the LH and RH that you will see on several of the signs indicates to individuals that the help rails are situated on the wall to the left or right of the toilet pan.



Announcing the 2015 Victorian Public Healthcare Awards Finalists

I'm pleased to let you know that we have been selected as one of two finalists for the 2015 Premier's Primary Health Service of the year (the other being Banyule CHS). This is a pretty big deal as dozens of services from across Victoria are eligible for the award. Being selected as a finalist is some official recognition for the amazing efforts, hard work and dedication of everyone within the organisation...Well done us!

Fingers crossed for the 18th!

Congratulations to our resident artists



Just to let you all know how creative our residents are. They won all of the prizes in the drawing competition at the Sunbury Show on Saturday 10 October 2015.

Our resident Ernie conducts an art class weekly teaching the other residents how to draw.

Ernie won 1st and 2nd prizes in the open section in drawing landscape.

In the special needs section, Thelma and Sylvia came first, Don, Glenda and Wendy came second and Jenny came third.

A great effort from all residents.



Important Visitors



It was great to have both the Hon Jill Hennessy MP Minister for Health and Minister for Ambulance Services and Josh Bull MP for Sunbury drop in early September.

Service Name Change

Due to some confusion from clients and health professionals, it has been decided to alter the name for a vital service provided by our volunteer drivers – those who kindly provide driving support to accompany clients to Medical appointments outside of Sunbury. This role has now been renamed to Medical Appointment Driver Service (MADS).

PND Support Group 'Mother to Mother' Reunion



**WEDNESDAY 11 NOVEMBER
10AM-12 NOON
SUNBURY COMMUNITY HEALTH
12-28 MACEDON ST, SUNBURY**

If you attended, or were one of the many volunteers who supported this group, please come & help us celebrate 24 years!

Share your stories & ideas for the future of perinatal support for local women, families & children.

**BOOKINGS
ESSENTIAL FOR
CATERING
PURPOSES.
PLEASE CONTACT
TERRIE
HOLLINGSWORTH
9744 4455.**



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Change of details

It is important to stay in touch, if any of your details changed in 2015/2016 ie: new phone number, home address, email address etc. please advise using the 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/Postal	
Home Phone:	Mobile:
Email Address:	
Availability: Please circle	Monday am/pm/Tuesday am/pm/Wednesday am/pm/Thursday am/pm/Friday am/pm
Alter information regarding Program:	