

## Comments and Complaints

We strive to provide the best possible assistance and service to our residents, patients and clients and have a commitment to continuously improve the service and ensure that quality services are provided.

Most difficulties experienced by residents and/or their families are genuine in that the resident or family member perceives loss or dignity or uniqueness. Should you experience a problem, whether it be of a serious or minor nature, it is the responsibility of staff to do all that is possible to assist you by acknowledging your problem with courtesy and respect.

Your concerns will be dealt with immediately if possible. If you need assistance in providing feedback, staff are able to assist you to fill out the necessary Complaint Form or Compliment Form. Alternatively you might like to speak to the Manager about the feedback.

**Collection boxes** are distributed throughout the health services for compliment and complaint forms. We encourage residents and relatives to make suggestions to aid in the improvement of our facility. If the complaint has not been resolved to your satisfaction, you can contact the Health Services Commissioner on:

**Telephone: (613) 8601 5200 or**

**Toll Free: 1800 136 066**

**By mail:**

Health Service Commissioner  
Level 26  
570 Bourke Street  
Melbourne, Vic 3000

**Online:**

<http://www.health.vic.gov.au/hsc/complaint.htm>



Healthy Community. Local Care.

[www.kyhealth.org.au](http://www.kyhealth.org.au)

# Volunteer Information Brochure

### Kyabram Health

Fenaughty St, Kyabram VIC 3620  
Ph. (03) 5857 2400 Email. [info@kyhealth.org.au](mailto:info@kyhealth.org.au)

### Stanhope Health

35 Birdwood Ave, Stanhope VIC 3623  
Ph. (03) 5857 0451 Email. [comhealth@kyhealth.org.au](mailto:comhealth@kyhealth.org.au)

### Tongala Health

37 Mangan St, Tongala VIC 3621  
Ph. (03) 5857 0245 Email. [chtongala@kyhealth.org.au](mailto:chtongala@kyhealth.org.au)



**KYABRAM DISTRICT**  
HEALTH SERVICE

## Become a Volunteer Today

Thank you for considering Volunteering at Kyabram & District Health Services (KDHS). Volunteering is a way for people to become actively involved in their community while developing their personal potential.

There are a wide range of volunteer positions at KDHS. Many Volunteer positions provide direct support to clients to enable them to participate in a range of Health Service Programs such as:

- Activities Lifestyle Team Support
- Community Health/MSW
- Volunteer Driver
- Entertainment
- Fundraising
- Office Administration

For further details or to arrange an appointment, feel free to contact our Volunteer Co-ordinator:

Thursdays - Ph: 03 5857 0463

## Team Principles

We are committed to improving our team culture by:

### Impartiality:

- All people will be treated equally and fairly, recognizing individuals' abilities and differences.
- All decisions will be made objectively, considering all relevant information.

### Responsiveness

- Acting in a timely manner.

### Respect

- Being courteous and respectful

### Team Approach

- Being open and transparent
- Engaging our people through the process (who needs to know)
- Having common goals
- Support each other
- Everyone's opinion counts
- Actively listening

## Volunteers- Every One Counts

### ➤ Activity Lifestyle Team Support

Providing assistance to Lifestyle staff to enhance the quality of life of consumers and residents by:

- Assisting with activities such as art/craft groups
- Assisting with cooking, music, games, computers
- Reading group activities
- Hand Massages, bingo, concerts
- Gardening
- Taking residents shopping/for coffee/clubs
- Walks

### Location: Sheridan Aged Care/Planned Activity Group (Pat Hayes Centre)

### ➤ Community Health

Helping health professionals in Community Health Centre by:

- Using external templates to print Community Health Brochures for Kyabram and outreach sites.
- Folding of brochures
- Photocopying and collating information packs for clinicians in each discipline.
- Faxing and photocopying.
- Entering statistics on data base
- Maintaining or developing displays for community events
- Assisting in medical records maintenance and filing
- Pulling histories for clinicians
- Deliveries mail/collecting Mail.

### Location: Community Health

### ➤ Office Administration

Helping Administration Staff with:

- Photocopying
- Preparing Newsletters
- Mail outs
- Keeping brochures updated.
- General office duties

### Location: KDHS Administration Dept.

### ➤ Ward Assistant Volunteer

- Report to Kiosk and fill mobile trolley(papers, magazines, lollies, toiletries etc.) collect money tin and visit immobile patients
- Visit patients and assist with any minor tasks (e.g. changing flowers)
- Setting up for lunch/meals(e.g. removing lids, opening satchels)
- Taking inpatients for walks in garden or down the street for coffee etc.
- Reading or collecting books from library etc.
- Sitting and chatting with inpatients.

### Location: MSW (Acute)

### ➤ Driving:

Licensed drivers are needed to:

- Take residents/patients to appointments
- Take residents/patients shopping or to club
- Driving hospital bus for day outings for residents and PAG

Hospital car will be available

### Location:

### MSW (Acute)/Sheridan/PAG/Community Health

### ➤ Fundraising

Volunteers are required in all areas of fundraising to improve the facilities for patients, residents and consumers. Tasks range from:

- Helping set up for community events
- Cooking
- Craft
- Selling raffle tickets
- Handling of Brochures
- Cleaning and packing up after event

### ➤ Entertainment:

Providing quality entertainment to residents and day activity groups.

### Location:

### Sheridan Aged Care/Planned Activity Group (Pat Hayes Centre)

### ➤ Confidentiality

At KHDS all staff (including volunteers) observes the utmost discretion with regard to his or her duties. On no account should unauthorized patient or staff information be discussed within or outside the Health Service. A breach of trust in this regard may involve disciplinary procedure or dismissal.

At NO TIME must information related to a resident/family or staff member be discussed with anyone other than the relevant staff member/care professional providing care/service.

### ➤ Police Checks

All staff and volunteers are subject to a police check prior to commencement at KDHS.

### ➤ Compulsory Training

All volunteers are required to undertake compulsory training. This is conducted annually and is free of charge.

### ➤ KDHS provides Volunteers with

- Uniforms
- Meals
- Training