



Ballarat **Health** Services  
Putting your health first

# Volunteer News

Spring 2014

## Where do you need to go?

Since Yuille House closed its doors in September, all BHS pedestrian traffic has been re-directed through the new Sturt Street entrance. This will be the main entrance to BHS, with the only other public entrance being the ED (for ED patients only), until the completion of the new building in 2016. There will be a drop off point near Radiology when the car park opens.

As a consequence, there has been a great deal of work done in assisting visitors find their way around the whole facility, with as little inconvenience as possible.

Most people have noticed the new signage, both inside and outside the buildings, maps and clear instructions about locations of departments.

Part of the strategy has included the installation of volunteers at our main entrance to assist, direct, guide and escort visitors to their destinations. A hastily brought-together group of current volunteers have made this assistance possible, and without their help, especially early on, many people would have struggled to find their way.

This service is working to complement the assistance given by reception staff, and the two have gelled together as a great team. I would like to thank them for their support with this program. I would also like to thank and congratulate Lee-Anne Sargent and Sally Kruger for their vision in making this service a reality. And of course, a huge *THANKS* to the group of volunteers for giving even more of their time to the organisation. I hope we can continue this valuable

volunteer program into the future, and develop it into a real 'Concierge' service for BHS.





Andrew Rowe, CEO of BHS would like to congratulate and thank staff and volunteers for a job very well done after receiving the following email.

*"I just wanted to let you know of my great experience of BHS as a customer. My 8 year old daughter was admitted last night with suspected appendicitis and from the wonderful, wonderful volunteers in ED waiting room right through to now being in the children's ward has been extraordinary and very caring.*

*Thank you to you and the wonderful volunteers and staff! "*

## What is Person Centered Care?

"Person Centred Care is health care that is respectful of, and responsive to, the preferences, needs and values of patients and consumers'." – *Australian Commission on Safety and Quality in Health Care, 2011.*

It is also known as:

- Patient Centred Care
- Patient Centred Practice
- Client Centred Care

## Why is Person Centred Care important?

- When you get to know the patient well, you can provide care that is more specific to their needs and therefore provide better care
- By promoting and facilitating greater patient responsibility, patients are more likely to engage in treatment decisions, feel supported to make behavioural changes and feel empowered to self-manage.

*'Ballarat Health Service aims to provide a person centred approach to health that is responsive to individual differences, cultural diversity and the preferences of the people receiving care. This means placing the person at the centre of their own care and considering the needs of their family or carer. It is our aim to provide a Person Centred Health Care experience.'*

*Ballarat Health Service, Person Centred Care Policy, 2014*



## Mandatory Fire and Emergency Training

By now, you would all be aware that *ALL* volunteers are required to update their Fire and Emergency Training every 12 months, and we congratulate all those volunteers who have taken this upon themselves. Some volunteers have also participated in presentations at group meetings.

***Not everyone is compliant and we need everyone to be updated by the end of January.***

So, to ensure you are covered, you will need to complete ONE of the following:

- Attend one of my sessions, run on the last Wednesday of each month from 2-3pm in the QEC Education Centre (phone to confirm attendance)
- Attend one of Don's sessions at different sites around BHS (phone to confirm)
- Complete the online version - again phone to register
- Complete booklet - read and answer questions, and return to office.
- **Please contact the office to book your place or for more information- Sue on 5320 6931 or Gayle on 5320 3789.**

### Next Session:

**2pm Wednesday  
26<sup>th</sup> November  
Level 1, QEC.**

Note: No session on  
Wednesday 31<sup>st</sup> December



## Victorian Community History Award



Volunteer, Brett Weinberg has been pouring over the records of the *Ballarat Benevolent Asylum Registers of Inmates 1860-1880*, which are kept under lock and key at the QEC.

He has spent many hours over the past 18 months electronically recording these 'inmate' details after initially wanting to find some history of a family member.

This information is available on the Ballarat Historical society website and the Public records office of Victoria website.

In recognition of this important historical work, Brett has received a Victorian Community History Award from the Public Record Office Victoria.

**Congratulations Brett!**



## Volunteer Training has a whole new look!

Over the past 12 months, we have been developing and trialling a one-day workshop for all volunteers new to BHS. This replaces the online induction, a requirement for all new staff and volunteers.

Volunteers now spend a day together learning about important policies and procedures, the scope of the volunteer role, some communication skills practice, as well as wheelchair practice and talking about what to do in the event of an emergency. This is interspersed with lots of opportunities for questions and discussion. Volunteering can be a solitary activity, with not a great deal of contact with other volunteers.

The workshop gives new volunteers an opportunity to meet others, which in turn, helps them to feel more a part of the organisation. It also helps them to be better prepared for their role.

We will be running this training on a quarterly basis, and all current volunteers who may like to update their skills and knowledge are more than welcome to attend as well. Just let us know and we will send you an invitation to the next session.

# Volunteer Vacancies

October 2014

- Do you like collecting data and surveying people? - the Governance and Risk Unit at the Base hospital require volunteers to assist with surveying patients for data collection- perfect role for students!
- 'Buddies' needed to visit patients at the QEC in the afternoons to read, chat, play games, puzzles, etc. with the patients.
- WB Messer Hostel in Ballarat North is seeking some volunteers to join in and assist with fun activities with residents.
- Volunteers needed for Elizabeth Brown Day Centre to help with activities on a Monday, Thursday or Saturday.

Please note:

Volunteer Services will be closed

22<sup>nd</sup> December and

re-open 19<sup>th</sup> January.

We hope you have a safe and happy

Christmas.

From Sue and Gayle.



Below: Training our new and existing volunteers

