



Ballarat Health Services
Putting your health first

Volunteer News

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CONGRATULATIONS MARY!



We congratulate our own Mary Jolly who won Ballarat City Council's **Ballarat Senior Volunteer of the Year Award for 2012.**

Mary was nominated by a fellow volunteer at Steele Haughton Unit, which is just one of her BHS volunteering roles. She also volunteers at Gandarra and is the Treasurer of the QE Ladies Auxiliary and has been for many years. Following the award ceremony, she was duly whisked back to the Steele Haughton Unit, where celebrations took place.

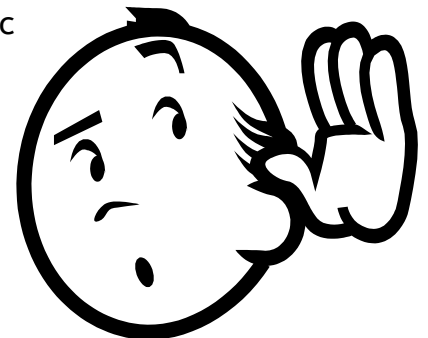
Congratulations Mary from all at BHS!

Volunteer Workshops August and October

Thank you to all the volunteers who took part in the workshops held in August and October. They were most successful and I was really pleased with the attendance. Outlined here are some tips on Listening skills, which were covered in both the workshops. Given the amount of time we, as volunteers spend with patients, clients, residents and families, I feel it is an important communication skill that we should all strive to develop.

FOCUS on LISTENING:

1. Stop talking! Let the other person speak and resist the temptation to interrupt. Allow them to finish what they are saying
2. Show interest in what the other person is saying
3. Listen with your body- eye contact, head nodding, arms open etc
4. Try not to form a response while they are talking
5. Ensure the environment is quiet and there are no distractions
6. Only give advice when it is requested
7. Ask open-ended questions
8. Reflect back to the person- re-phrase what they said to ensure you understood correctly.



...WE CAN ALL BE BETTER LISTENERS...

Basic computer training is offered to volunteers through our training department. Contact Sue if interested. Small charge applies.

Sexual Harassment Laws now apply to Volunteers

On 1 August 2011 Victorian law about sexual harassment extended to include volunteers. Organisations will have a new responsibility under this law to make it clear to their volunteers that sexual harassment is not acceptable.

Rights all round

In the past, sexual harassment laws did not apply in volunteering situations. So if a volunteer was harassed, it was not against the law - even if the same behaviour directed at paid staff might be considered unlawful. All that changed on 1 August 2011 when Victoria's *Equal Opportunity Act 2010* comes into force. Volunteer workers will have **the same rights and protections** as paid employees— even if everyone in an organisation or group is a volunteer themselves.

Of course, this change doesn't just protect volunteers from harassment; it means volunteers too must abide by the law.

On your watch

Under the new legislation, every organisation with volunteer workers will be required to make sure volunteers know sexual harassment is **not OK**.

Organisations will need to do what they can to create a culture in which sexual harassment is not acceptable in any form. This includes setting up processes to respond appropriately if it does happen. Organisations that do this will in most cases meet their responsibilities under the legislation. But if you turn a blind eye and harassment occurs, the organisation and the people in charge may be considered **liable**.

Visit www.volunteeringvictoria.org.au for more information or contact Sue on 5320 6931 / email sueja@bhs.org.au

Current Volunteer Vacancies- September/October

- 'Pool Pals' needed for Midlands Activity Group- Tuesdays and Thursdays
- QE Ladies Auxiliary is still seeking new members- fundraising, knitting etc
- Expressions of interest for people interested in volunteering in the new Cancer Centre

And a word from Sue...

Preparations are underway for the recruitment of volunteers for the new Cancer Centre. If you are interested or know anyone who may be, please give me a call, as I am taking expressions of interest.

As the end of the year is nigh, I would like to take this opportunity to say **THANK YOU** to all our volunteers, once again for a wonderful year's work and contribution to the running of BHS. *Your value is immeasurable!*

Coming soon – Early December- Volunteer Christmas

Lunch at Lederman Hall. Invitations will be sent out soon.

