



CORRYONG
Health+H

Volunteer Manual

Table of Contents

Introduction and Welcome	3
Occupational Health and Safety	11
Infection Control	12
Volunteer Role Position Descriptions	14
Confidentiality Policy	22
Confidentiality Procedure	24
Code of Ethics and Conduct policy	29
Code of Ethics and Conduct Procedure	31

Introduction and Welcome

Welcome

The Board of Directors, Staff, Residents and Clients of Corryong Health would like to express appreciation and gratefulness to you for your volunteer support.

Corryong Health welcomes volunteers as a way of supporting the health and wellbeing of our community, inside and outside of the health facility setting.

With the support of volunteers, our residents and clients have a greater degree of social interaction, increased focus and attention, all of which contributes significantly to achieving or maintaining their good mental health and wellbeing.

Volunteer Coordinator

Corryong Health has in place a Volunteer Coordinator. The role is to give dedicated support to all volunteers, to ensure that all compliance documentation is in place and to provide volunteer feedback to Management.

Volunteer Procedure

Once an application to be a volunteer has been accepted and a mutually suitable role has been determined, an orientation program will be arranged. The service coordinator or department manager will be responsible for your orientation and coordinating your volunteer role. At orientation you will be issued with:

- Corryong Health Volunteer Manual
- Identification badge
- Relevant position description
- Service information booklet
- Orientation to the Fire Safety procedures in the relevant area

You will also be asked to complete the following and return to your coordinator as soon as possible:

- Volunteer Registration Form
- A signed confidentiality agreement
- An application for a Crimcheck to be carried out (this is at no charge and is then completed by the Volunteer Coordinator on your behalf)
- It is each volunteer's responsibility to ensure the documentation e.g. police checks etc. are current
- Specific roles only may require an NDIS Worker Screening Check

Your Coordinator is responsible for:

- Orientating you to the manual, Corryong Health and explaining your role and providing a position description. You must attend a Corryong Health orientation day when one is held. Your coordinator will arrange this.
- Providing support to work within your position description
- Facilitating a healthy and safe working environment
- Organising reimbursement for out of pocket expenses
- Ensuring that you are aware of emergency procedures.

What is a Volunteer?

Volunteering offers opportunities for people to become involved in their community, meet other people and make a positive contribution. It is a means of enhancing specific skills and talents, personal development and self-esteem. Volunteers are people who provide a service:

- To be of benefit to the community and the volunteer
- Of the volunteer's own free will and without coercion
- For no financial payment
- In designated volunteer position

Benefiting the Community

Volunteering is based in non-commercial settings. It can either be through a non-profit organisation, a sporting club, a church or health service. Volunteering work can be as informal as driving a neighbour to a medical appointment.

Free Will

Volunteer work is freely chosen by a volunteer. A person will generally choose to offer themselves as a volunteer in an area that interests them.

Restriction of Function

It is important for your own peace of mind that you remember that you are not here to solve problems. You cannot and should not attempt to solve problems for clients. You may be able to assist them in exploring alternatives and finding their own solution. Volunteers need to be aware of their role within the Corryong Health 'team' and refer when appropriate.

Public Statements

No one shall represent Corryong Health publicly without the approval of the Chief Executive Officer.

Gifts and Gratuities

Any significant gifts of money or valuables offered to volunteers may only be accepted on behalf of Corryong Health and are to be passed onto the CEO for proper receipt and acknowledgement. Acceptance of personal gifts is discouraged.

Volunteers will not seek or accept gifts or benefits from clients.

Public sector employees, volunteers, students, Board of Directors and subcontractors must comply with the policies of their public sector employer in relation to accepting, declaring and/or recording the receipt of gifts and benefits. Those who are unsure about accepting a gift or benefit should seek advice from their manager.

Attendance and Responsibility

Volunteers should attend to their duties at the times and dates negotiated. The commitment may be negotiable due to unforeseen circumstances. To facilitate continuing support for families, the volunteers should inform the coordinator of absentee periods (e.g. holidays, sick leave etc).

Should there be any issues with a volunteer's performance, Corryong Health will discuss this first and foremost with the volunteer and appropriate follow up will take place. This may result in offering additional support or training, or consideration to move to another area.

Personal Integrity

Volunteers need to maintain the highest standards of personal integrity and professional attitude towards clients. They shall pledge themselves to work for the aims of Corryong Health and contribute toward its development and continuing efficiency.

Resignation

Resignation occurs the same way as for paid workers. The volunteer needs to advise their coordination of their intention. The Volunteer Coordinator also reserves the right to ask a volunteer to withdraw from a program. The reasons for this decision will be provided.

Extreme Heat

Volunteers are not expected to undertake their role on days of extreme heat, or days that have been designated Code Red.

Fire Safety

Volunteers are recommended to become familiar with the fire exits and assembly areas in the relevant settings.

Refresher Training

All volunteers are encouraged to participate in Corryong Health staff, board and volunteer training and undertake training relevant to their role as required. Corryong Health will offer training in the form of workshops on request.

Change in Volunteer Information

It is important for your coordinator to be aware of changes in the volunteer's address, telephone number, training, health or availability.

Respect for People's Lifestyle

Client/ families have a right of freedom to determine their own lifestyle and the type of care they wish to receive. This means that a volunteer's personal lifestyle, philosophy or religious views must not be pressed upon the client.

Meals at a Clients Homes

A volunteer should feel comfortable in accepting the offer of a meal if it seems appropriate.

Smoking

Smoking is not permitted in Corryong Health grounds, buildings or vehicles, or anywhere else the volunteer is carrying out their duties e.g. client's home. All volunteers have a right to work in a smoke free environment when in a client's home.

The Art of Being Non-Judgemental

With a wide range of people who come from different cultural backgrounds, or have different sets of values, different philosophies, attitudes or religious beliefs, we're sure you will agree that if everyone in the world felt and acted the same way, it would be a pretty boring place to live!

Still we are sometimes intolerant of these differences in other people, and we start to form opinions of the total person, based solely on these aspects we least like. A challenge of your volunteer work, and a very important one, is to suspend your judgement when another person says things or acts in a way that you would not. Unfortunately, we find it much simpler to refer to another person as a "no hoper" "weirdo", "poor dresser" etc. than to refer to that person in non-judgemental terms. Yet as soon as we label other people we erect a barrier between ourselves and the client. This can blind us to the good points. We must accept people as they are and respect them as human beings. Certainly this is what we hope others will do for us.

Limits of the Volunteer

The limits of the volunteer's assistance should be discussed with the client/ carer. These limitations may include:

- Frequency of visits or contact
- Length of visits
- Availability outside planned contacts
- Tasks which cannot be asked of the volunteer

Volunteers May Not

- Bring alcohol or drink to a client's home
- Become involved in the management of the financial affairs of the client or accept responsibility for his or her property
- Become involved in the drafting, changing or witnessing of the Will of the client
- Become involved in an inappropriate relationship with the client
- May not use any of the belongings or assets of the clients for personal reasons. For example using the telephone for personal phone calls.

Other Employment

If you are volunteering with Corryong Health and you take up other employment, please make sure that there is no conflict of interest and that both roles can be mutually beneficial to all concerned.

Rights of the Volunteer

As a volunteer you have the right to:

- A clearly written job description
- Be treated as a co-worker, not just free help
- A suitable placement with consideration to personal preference, abilities, education and employment background
- Orientation, appropriate training and continuing education on the job
- Know as much information as necessary about the organisation, including its background, philosophy and structure
- Sound guidance, direction and support
- Feel valued as a co-worker
- Be consulted on issues and policies which directly or indirectly affect the volunteer role
- A healthy and safe working environment
- Adequate insurance coverage
- Say “no” or request a change of job

Responsibilities of the Volunteer

As a volunteer you have the responsibility to:

- Be sure you really want to volunteer and know why
- Be convinced and believe in the value of the volunteer role
- Be loyal to the organisation
- Be dependable and reliable. Arrive on time and notify the organisation when unavailable
- Be willing to learn and participate in any training related to the role
- Welcome supervision and ask for support when required
- Avoid over extension. Recognise personal limitations and don't make promises you can't keep
- Value and support other team members and the function of the paid staff
- Address areas of conflict with your coordinator
- Advise the organisation if you do not wish to continue

Rights of the Client

Clients have the following rights:

- The right to respect
- The right to privacy and confidentiality
- The right to make a complaint and have the complaint resolved to their satisfaction
- The right to information about the scheme's services
- The right to access any of their personal information held by the scheme

Responsibilities of the client using community transport

The client has the following responsibilities:

- The responsibility to provide as much notice as possible (ideally a minimum of two days except in emergencies) of travel requirements when making a booking with Community Transport
- The responsibility to provide as much notice as possible (ideally a minimum of two days' notice except in emergencies) of any changes to travel requirements
- The responsibility to notify the scheme about any special requirements at the time of booking, e.g. pre-existing medical conditions, travel sickness, disability
- The responsibility to contribute financially to the cost of service they receive except where this will cause financial hardship.

Factors important in working with people

Two way communication is essential to the formation of working relationships. When the working relationship emphasises the helping (or enabling) process, non verbal communication is equally as important as verbal communication. Development of positive relationships with people is facilitated by demonstrating:

- Ability to accept criticism
- Ability to maintain confidentiality
- Ability to refrain from imposing personal standards on others
- Acceptance of mistakes made by other people
- Belief in individual capacity to grow and change
- Capability of permitting individuals to solve their problems
- Capacity to admit "I don't know"
- Capacity to admit mistakes
- Care and concern for all people
- Confidence in other's abilities
- Dependability
- High tolerance for ambiguity and confusion
- Honesty and truthfulness
- Patients
- Perception and encouragement of individual strengths
- Positive listening skills
- Readiness to congratulate and comment whenever appropriate
- Realistic awareness for the needs of people
- Respect for the dignity of each individual
- Sense of humour
- Sincerity
- Willingness to help

Recognition and Reward

Corryong Health will recognise volunteers by:

- Addressing volunteers by name
- Smiling at volunteers on greeting
- Offering praise while on the job
- Providing certificates of appreciation
- Recognising National Volunteer Day
- Providing identification badges
- Acknowledging in agency newsletters
- Providing opportunities to broaden skills
- Providing refreshments, snacks etc where appropriate

All volunteers are highly recommended to have a first aid certificate and complete fire safety training. Corryong Health will assist with this.

Why train volunteers

- To allow volunteers to become familiar with the philosophy/ policy of the organisation
- To inform volunteers of their rights and responsibilities
- To ensure volunteer's skills match the needs of the organisation
- To build stronger connections with other skills to meet new needs
- To affirm that the organisation is committed to ongoing learning and service improvement
- To constructively address issues arising
- To raise volunteer's awareness of current issues
- To share experiences
- To alleviate fears of feelings of inadequacy when dealing with different situations
- To revitalise and motivate

Providing training to volunteers is an acknowledgment of their value. Please express interest if you would like training with your coordinator. All volunteers are highly recommended to participate in Certificate I in Active Volunteering and undertake CPR training. Corryong Health will assist with this.

Occupational Health and Safety

Occupational Health and Safety is the management of the health and safety of people in their work environment. All employers have a legal responsibility in accordance with the Occupational Health and Safety Act 2004 to provide a safe and secure working environment.

Management, employees and volunteers have a responsibility to follow OH&S policies and procedures to ensure safe and healthy work practices including the identification, reporting and control of hazards.

Each volunteer has a responsibility to Occupational Health & Safety in the workplace including:

- Taking all reasonable care for his or her own health and safety and the safety of others
- Immediately reporting all injuries, accidents, safety incidents and “near misses” to the Volunteer Coordinator

Reporting Accidents/ Injuries/ Incidents and Hazards

If you are injured whilst undertaking recognised Volunteer activities, please take the following actions:

- Where necessary seek medical attention
- Advise your coordinator
- Complete an incident/ near miss/ hazard report investigation form as soon as practical
- If you experience a near miss advise the Volunteer Coordinator

Emergency Procedure

- If the client is found unwell or injured please follow normal emergency procedure
- Assist if possible, make comfortable and reassure the person
- Do not attempt to lift someone who has fallen
- Keep warm or cool as need be
- Call the ambulance on 000 if necessary and stay with the person until help arrives
- Contact your Volunteer Coordinator or the Director of Community Services immediately following such an incident.

Infection Control

Introduction

It is important to maintain your health and wellbeing while in your volunteer role. There are a number of infection control reminders that will assist you. Please report any open cuts or abrasion to your coordinator as these must be covered with a waterproof protective dressing.

Hand washing

Hand washing is a very important part to reduce the risk of transferring germs (infections) from person to person. Staff will provide guidance if other measures are required. Hands should be washed:

- Before starting work
- Before a meal
- As soon as hands are visibly dirty
- After significant handling of a resident
- After handling any bodily fluids
- After removing gloves
- After handling soiled linen



Volunteer Health & Immunisation

Volunteers must be conscious of maintaining their own health and keep their immunisation status up to date. Volunteers should contact their Coordinator if they experience:

- Fever or flu like symptoms
- Sore throat
- Acute skin eruption for example cold sore, scabies
- Skin infection or wound discharge
- Diarrhoea
- Conjunctivitis- eye infection

Volunteers should withdraw from volunteering if they have any of the above symptoms.

All Corryong Health volunteers must be fully vaccinated against COVID-19, and provide proof of this vaccination to the Volunteer Coordinator.

Volunteer Role Position Descriptions

Community Transport Driver

Title:	Community Transport Driver- Volunteer Role
Reporting to:	Administration Staff
Hours:	As required
Date last updated:	12/01/2022

Purpose of position

The volunteer driver will ensure the safe and comfortable transport of clients of Corryong Health between their homes/ accommodation and their destination.

Description of Service

Community transport is designed to assist frail/ aged or disabled people, living in their own homes, and who are unable to use other forms of transport to access medical and therapy appointments. The program provides information, support and training to volunteers who wish to participate as drivers.

Who can use the service?

People who do not have access to other means of transport and are frail aged/and or their carers, people with disabilities and/or their carers, families on low income requiring transport to medical appointments in Albury/Wodonga.

Skills & Experience Required

- A strong commitment to working with frail aged and people with disabilities
- Current drivers license together with a safe driving record
- Working with Children Check (only required if transporting children)
- Current Police Check (Corryong Health can help to obtain this)
- COVID-19 certificate

Desirable

- Previous experience in this field of work
- First aid certificate
- CPR certificate
- NDIS Worker Screening Check (Corryong Health can help to obtain this)

Day Activity Centre Volunteer Role

Title:	Day Activity Centre- Volunteer Role
Reporting to:	Day Activity Coordinator
Hours:	As required
Date last updated:	12/01/2022

Purpose of Position

The volunteer activities assistance will ensure safety and comfort of clients of Corryong Health during activities and other outings and assist clients while they are participating in recreational activities.

Duties:

- Participate in activities with clients as requested
- Assist with participation of meals requested
- Other duties as requested by the Volunteer Coordinator

Description of Service:

The purpose of the Day Activity Centre (DAC) is to focus on the individual of each consumer and maintain and develop those skills which will assist consumer independence by providing group and communal activities outside the home. Although many older people and people with disabilities are able to remain in their own home given adequate support, it is very easy for them to become housebound, to lose contact with the wider community and for their daily skills to deteriorate. Advancing age, frailty, illness and mobility problems may lead to increasing isolation and greater reliance on the capacity of goodwill of family, friends and neighbours to maintain normal social contacts outside the home. When those contacts are infrequent or unavailable, loneliness may be an additional burden with which to cope.

Skills and Experience Required:

- An interest in sharing personal interests and hobbies such as music, singing, crafts, puzzles and games and general conversation
- A strong interest in working with the frail aged and person with disabilities
- Ability to fulfil the physical requirements of this position
- Ability to work as part of a team
- A National Police Check
- NDIS Worker Screening Check (Corryong Health can obtain this)
- COVID-19 Certificate

Meals On Wheels Volunteer Role

Title:	Meals on Wheels- Volunteer Role
Reporting to:	Hospitality Kitchen Staff
Hours:	As required- based on a roster
Date last updated:	12/01/2022

Purpose of Position:

Volunteers deliver meals to people's homes

Duties:

- Volunteers are requested to report to the hospitality staff by knocking on the kitchen door between 11:45am and 12 noon
- Hospitality staff will be responsible for placing the meals on wheels equipment in the volunteer's car

Description of Service:

Meals on Wheels is a wonderful service that allows for people to be cared for with nutritious and affordable meals in the convenience of their own home. People who receive Meals on Wheels benefit not only from the service provided but also from the regular contact they have with meals on wheels volunteers.

Other Information:

Equipment

- Folder containing a client list including the address and a map
- Volunteers identification
- Three esky's- Main meal in a large sealed foil container, orange juice and sweets in a smaller sealed foil container, soup in sealed foam cups
- Each client receives a main meal, soup, sweet and orange juice unless requested otherwise

Volunteer Identification

Volunteers are encouraged to wear Corryong Health volunteer identification (name badge)

Names and location map

Name and addresses of clients for daily delivery will be provided in a folder at the point of collection. The folder will also include a location map and other instructions for your convenience.

Contact Person

The hospitality staff are the main contact person. If there is no answer at the client's door, please do not leave the meal. On return to Corryong Health inform the hospitality coordinator or reception staff who will then contact the appropriate person.

Food Safety

It is important to transport food properly to prevent contamination. Please read the infection control section of this handbook.

- Please wash your hands with soap and water prior to delivering meals and as soon as you return to your home
- Food must be transported completely separate from chemicals (e.g. detergents, paint, farm chemicals)
- Animals must not be allowed in vehicles that are used to transport meals (own vehicle is used)
- Make sure that time spent in transport is kept to a minimum
- Food which requires refrigeration should be transported in a manner that maintains the food at or below 5°C for the period of 1 hour
- Frozen food should be kept below -15°C
- Hot food should be kept at or above 60°C for the period of 1 hour
- Small quantities of food may be transported in suitable containers such as an esky for a short period of time
- Unwrapped food which doesn't require either refrigeration or to be kept hot should be transported in a suitable container with a lid

Other

Volunteers are requested to find a replacement if they have any illness or injury which may be a risk to themselves or others. For example, fever or flu like symptoms, sore throat, acute skin eruption (cold sores, scabies, skin infection or wound discharge, diarrhoea, conjunctivitis- eye infection and muscular skeletal injuries). Volunteers are requested to report any dangers to their own safety. For example, poorly fitted gates, aggressive pets, steps in need of repair etc.

Requirements

- NDIS Worker Screening Check (Corryong Health can help to obtain this)
- COVID-19 Certificate

Residential Services Volunteer Role

Title:	Residential Services- Volunteer Role
Reporting to:	Nurse Unit Manager
Hours:	As required
Date last updated:	12/01/2022

Purpose of Position

The volunteer is a vital member of the residential care team providing social, spiritual and emotional support.

Description of Service

The role of the volunteer in residential services is to implement the leisure and activity program as directed by the Diversional Therapist/ Activities Officer. Every client under the care of Corryong Health will be involved in the program and it is expected that the volunteers will be all-inclusive.

Our philosophy recognises that ageing is a natural process in life. We provide care for residents based on each person's strengths and developing these to the optimum. This individualised approach ensures quality of life is maintained as well as well-being whilst meeting, physical, intellectual, emotional, spiritual and social needs. Nursing home residents' needs are for high support services and nursing care. Hostel residents are more likely to be able to attend some of their activities of daily living.

Skills/ Training

Skills

- A desire to assist people to meet their full potential
- Good communication and listening skills
- A pleasant manner
- Reliable and punctual
- Be mindful of the dignity and rights of the residents

Training

An initial orientation is provided and ongoing training is available as requested. Volunteers are invited to participate in staff, board and volunteer training days.

Immunisation Requirements

- Annual influenza vaccination
- COVID-19 vaccination

Skills and Experience Required

- NDIS Worker Screening Check (if applicable). Corryong Health can obtain to this
- COVID-19 Certificate

Gym Volunteer Role

Title:	Gym Volunteer Role
Reporting to:	Community Development Manager
Hours:	As required
Date last updated:	12/01/2022

Purpose of Position

This volunteer position is designed to support the gym staff to maintain the cleanliness and tidiness of the centre.

Duties

- Support a clean and tidy environment in the gym
- To interact with the users of the service in a welcoming manner and to promote the gym to potential users

Description of Service

The Corryong Health & Fitness Centre is designed to provide people with access to a range of health promotion, fitness and recreational activity programs in a safe, accessible, friendly, well equipped and community managed environment.

Other

Desirable qualities

- Ability to look after your own health by following safe work practices including manual handling
- Be friendly and reliable
- Showing interest in improving your own health and wellbeing through exercise
- Being smoke free

Volunteer identification

Volunteers are requested to wear Corryong Health identification (name badge)

Immunisation Requirements

- Annual influenza vaccination
- COVID-19 vaccination

Skills and Experience Required

- NDIS Worker Screening Check (if applicable. Corryong Health can help to obtain this)
- COVID-19 Certificate

Mental Health Dinner Volunteer Role

Title:	Mental Health Dinner Volunteer Role
Reporting to:	Clinical Nurse Consultant- Mental Health
Hours:	As required
Date last updated:	12/01/2022

Purpose of Position

The Mental Health Dinner Volunteer supports the safety and comfort of clients attending the dinner by assisting with the meal and social activities.

Duties

- Assist with the dinner
- Assist with social activities
- Other duties as requested by the Clinical Nurse Consultant- Mental Health

Description of Service

People with mental disorders and problems face significant obstacles participating in social activities. The Mental Health Dinners recognise that meaningful activity and social connectedness are important factors that can contribute to people's recovery. The activity aims to improve health outcomes and quality of life for people with severe and persistent mental illness who experience social isolation through the provision of socially based dinner where individuals can participate in social and recreational activities. The Dinner is open to advocates, carers and people who benefit from the activity.

Skills and Experience Required

- An interest in sharing personal interests and hobbies such as music, singing, crafts, puzzles and games and general conversation
- A strong interest in working with people with mental health problems
- Ability to fulfil the physical requirements of this position
- Ability to work as part of a team
- WWCC (if applicable)
- Manual Handling/ Infection Control. This is completed by the Infection Control Officer, and can be arranged by the Volunteer Co-ordinator.
- NDIS Worker Screening Check (If applicable. Corryong Health can help to obtain this).
- COVID-19 Certificate

Community Health Advisory Group Member

Title:	Community Health Advisory Group Member
Reporting to:	Board
Hours:	As required
Date last updated:	12/01/2022

Purpose of Position

The role of the members of the Community Health Advisory Group is to:

- Present the consumer perspective (how users of the health services think and feel)
- Contribute consumer experiences
- Ensure consumer concerns are recognised and addressed
- Provide feedback to the Board on issues affecting consumers
- Ensure accountability to consumers
- Report committee activities to consumers (where appropriate)

Members can draw on their own experience of many things:

- A health condition they are affected by
- Their experience of using health services
- Their experience as a carer, family member or friend of a health service consumer
- Their participation within our local community networks

Description of Service

The Corryong Health Consumer Advisory Group is a group of volunteers who share their experiences as users of the health service meeting a minimum of 6 times per year, with a break over Christmas and winter. Volunteers to this group understand the community's diverse cultures and particular needs, engaging in two way communication and consumer and carer issues and becoming active partners in the planning, evaluation and ongoing needs of Corryong Health. The Community Health Advisory Group reports directly to the board.

Skills and Experience Required

- Commitment to the active role of consumers in health service decision making
- Effective communication skills
- Understanding of the needs, expectations and health care concerns of at least one section of the Corryong Health community
- Ability to commit sufficient time to participate fully in the work of the Community Health Advisory Group (attendance at 75% of meetings)
- Willingness to comply with Corryong Health volunteer requirements, including Code of Conduct, Confidentiality and other relevant policies
- Police Check
- NDIS Worker Screening Check

Confidentiality Policy

Policy Statement

The Health Services Act 1988 section 141 and the Mental Health Act 2014 state that it is an offence to release any information about a person who has been a patient in, or has received health services from a relevant health service. These obligations extend to:

- The relevant health service
- The board and board members of the relevant health service
- The employees of the relevant health services; and
- Independent contractors used by the relevant health service to:
 - Carry out its statutory functions
 - Exercise statutory powers
 - Give information as may be expressly authorised, permitted or required under the *Health Services Act* or any other act.

Policy Applies To

- All staff, students, including work experience and volunteers
- All information relating to a client of Corryong Health whether written, verbal, electronic or other media

Purpose and Scope

Clients using services provided by Corryong Health are ensured of confidentiality and understanding that workers will consider the relevance and usefulness of the information for their work with the client. The client, will where possible, sign a consent form before information is divulged to other team members or any other person involved in their care.

Definitions and Abbreviations

Relevant health service

- A public hospital or denominational hospital
- A private hospital
- A multipurpose service
- A day procedure unit
- A registered community health centre

References, Legislations and Acts

- Staunton P- Nursing and the Law
- Victorian Nurses Council- ANRAC Competency Statements
- Australian Nurses Council- Code of Ethic for Nurses in Australia
- Downie R.S and Calman K.C- Health Respect- Ethics in Health Care
- Privacy and Data Protection Act 2001
- Health Services Act 1988
- Mental Health Act 2014
- Freedom of Information Act 1985

Standards

Standards:	Accreditation section
National Safety & Quality Healthcare Standards V2 https://www.safetyandquality.gov.au/standards/nsqhs-standards	1
NDIS Practice Standards https://www.ndiscommission.gov.au/sites/default/files/documents/2018-07/NDIS%20Practice%20Standards.pdf	1,2
National Aged Care Standards https://www.agedcarequality.gov.au/providers/standards	8
Royal Australian College of General Practitioners Standards (5 th Ed) Key: C=Core Q= Quality G=General https://www.racgp.org.au/FSDEDEV/media/documents/Running%20a%20practice/Practice%20standards/5th%20edition/Standards-for-general-practice-5th-edition.pdf	C6.3

Key Aligned Documents

Confidentiality procedure

Key Aligned Other Documents

Other Relevant Information

Corryong Health actively promotes the benefits of partnering with consumers from diverse backgrounds. The committee has a responsibility to ensure that the diversity of Corryong Health's patient population is addressed when meeting the objectives of the committee. Where required, partnerships are created to support hard to reach consumers or those people who do not usually provide feedback.

Governance

DEPARTMENT:	Agency Wide	PROCEDURE NUMBER:	Prompt Doc No: UMH0049680
PRINCIPAL RIGHTS HOLDER:	Health Information Management Officer	APPROVING COMMITTEE:	Clinical Governance Operations
DATE APPROVED:	15/11/2021	REVIEW & UPDATE BY:	15/11/2024
VERSION NUMBER:	4.0	AMENDMENT:	Document reviewed

Confidentiality Procedure

Description

The Health Services Act 1988 section 141 and the Mental Health Act 2014 state that it is an offence to release any information about a person who has received any services from Corryong Health as either an admitted inpatient or outpatient. There are some exceptions to these rulings.

Confidentiality means respect and reasonable handling of information which relates to our clients and professional judgement in sharing information. Exceptions may be necessary in circumstances where the life of a person or other persons may be placed in danger if information is not disclosed or as required by law.

Procedure Applies To

- All staff, students including work experience and volunteers
- All information relating to a client of Corryong Health whether written, verbal, electronic or other media

Purpose and Scope

Clients using services provided by Corryong Health are ensured of confidentiality and understanding that workers will consider the relevance and usefulness of the information for their work with the client. The client will, where possible, sign a consent form before information is divulged to other team members or any other person involved in their care.

Definitions and Abbreviations

Procedure Standards

To enable the provision of the best possible service, any worker may need to consult with other Corryong Health workers, an external person and/or any referring agency:

- When sharing information, workers will consider the relevance and usefulness of the information for their work with the client
- When personal information is required for teaching, research or quality assurance procedures, care must be taken to protect the person's anonymity and privacy. Consent must always be obtained
- Staff must protect persons in their care against inadvertent breaches of confidentiality by confining their verbal communications to appropriate personnel and settings, and for professional purposes
- Staff who have a moral obligation to adhere to practices which limit access to personal records (whether written or computerised) to appropriate personnel. If in doubt consult Corryong Health Director of Medical Services or delegate CEO.

Information can be defined in a series of levels and each one should be considered carefully before being divulged within the team.

Identification:	Name, address, sex, marital status and primary problem
Medical Information:	Primary problem, extent, treatment, investigations, past history, drug information

Social Information: Housing, work, family, social relationships
Psychological Information: Anxiety, stress, sexual problems, emotional state

This information is stored, presented and shared in a number of ways e.g. reports, case sheets, ward meeting, formal and informal, letters, fax and phone. In the process of sharing this information, the client must consent to this sharing and this information must remain confidential within the team.

Providing policy information to diverse communities

Corryong Health recognises that Australia is ethically, linguistically and culturally diverse. All people regardless of their ethnic background, value their privacy and acknowledge the need for government to collect personal information. The Victorian Information Privacy Act sets standards for the way Victoria State Government organisations collect and handle personal information. It is important that all Victorians understand their privacy rights under this and other laws.

Email and disclaimers

Email is active. The sender consciously communicates within an addressee, often many at once. Email is quick with no chance to retrieve messages once sent. Emails readily spread with recipients often able to copy and to forward to many other recipients who may do the same and so on. It is important that employees of Corryong Health ensure that they are careful with what information is detailed in emails that they are sending- particularly if they are outside the agency. All emails whether internal or external should detail the following disclaimer.

The email contains confidential information intended only for the person named above and may be subject to legal privilege. If you are not the intended recipient, any disclosure, copying or use of this information is prohibited. Corryong Health provides no guarantee that this communication is free of virus or that it has not been intercepted with. If you have received this email in error or have any other concerns regarding its transmission, please notify enquiry@corryonghealth.org.au

Breach of confidentiality

Any breach of confidentiality will be reviewed by Corryong Health as a serious matter and may result in dismissal. On employment staff are to sign a confidentiality clause and undertake mandatory education on confidentiality.

Ownership of medical records

Medical records and other health information are the property of Corryong Health. Records must not be removed from the premises except where authorised by the Director of Medical Services or delegate CEO.

Documentation of Medical Records

All entries are to conform to the standards

Management of Medical Records

The Health Information Management Officer is responsible for all medical records stored in the Health Information area and has overall responsibility for all Corryong Health medical records.

If an employee obtains a medical record from the Health Information area, the responsibility for that record lies with that person to whom it is signed out. If a medical record is moved from one location to another by non-health information personnel, the Health Information Management Officer must

be notified to ensure that the medical record tracking system is updated. Under no circumstances are medical records to be transferred by the internal mail system.

Access to health records

The storage area is to be kept locked at all times, access to be with authorised personnel only, i.e. Nursing, Medical or relevant administrative staff.

Computerised Information

Access to data held on the computer system is strictly controlled. Password/ access codes must not be displayed on computer terminals and must not be disclosed to unauthorised personnel.

Computer terminals are to be logged off when unattended or when access is completed.

Screensavers should be put in place to assist in the process of protecting information

Release of information by facsimile

If information is released by facsimile, the person releasing the information should verify the fax number and advise the intended recipient that the information is about to be faxed. The person releasing the information should then verify the fax has been received. This should be noted on the facsimile cover sheet and then be placed in the medical record in the Correspondence section. All facsimile header sheets should have a statement explaining that the information is confidential and that if misdirected it is to be returned to the Service at the Service's cost.

Other health information

All other health information is to be kept in a secure area where it cannot be accessed by unauthorised staff or any member of the public. Pathology results, patient correspondence may be placed in the internal mail provided it is in a sealed envelope and clearly addressed to the recipient.

Telephone request for information

Requests for verbal information about patients, clients or residents received by way of telephone will not be actioned except when transfer/ requests for information involve other hospitals and the hospital's request has been validated.

Procedure for release of confidential information

A request for the release of confidential health information must be in writing and signed by the patient, client or resident (except where the person is a minor where it should be signed by the parents or guardian), or in the case of a deceased person, their senior living relative or executor. It is helpful to the Service if the person requesting the information can give details of the purpose for which the information is required and the nature and extent of information to be released.

Nevertheless, it is not always possible to obtain this information from the person requesting his or her medical record. The written authorise should include the following:

- The name of the hospital that is to release the information
- The name of the individual or agent that is to receive the information
- The patient's full name, address (or previous address) and date of birth

The person who releases the information should ensure that the written original authorised is placed in the medical record with annotation of what information has been released, the date of release and signature of the person releasing the information (and printed name).

Request for information

Any request for information from a patient, friend or relative of the patient should be directed to the Director of Clinical Services & Nursing (DCS&N) or the patient's treating medical officer (with the exception of Freedom of Information requests). Requests from the police for confidential patient information should be directed to the Director of Clinical Services & Nursing or Chief Executive Officer. A request from a solicitor will only be responded to if a signed original authorisation from the patient, or ex-patient is included. Such requests should be forwarded to the Director of Clinical Services & Nursing or CEO.

Requests for information from other hospitals should be directed to the Director of Clinical Services & Nursing or the Chief Executive Officer. Requests for information from employers should be directed to the treating medical officer. Requests from Social Security Department should be directed to the CEO or treating medical officer. Enquiries from health insurance funds or the Department of Veterans Affairs should be directed to the Health Information Management Officer if the information requested relates to a diagnosis and/or ICD code.

All other enquiries are to be directed to the CEO or treating medical officer. Corryong Health employees are not to make any comments to press, radio, or television about a patient, client or resident. Any requests must be directed to the CEO or delegate. If a researcher wishes to access medical records, the request must be referred to the CEO or delegate and can only proceed after consideration of ethical issues and where indicated Corryong Health Ethics Committee approval. The following requests must be directed to the CEO and will be acted upon by the Health Information Management Officer:

- A subpoena, summons to produce a search warrant
- Requests from the Crimes Compensation Tribunal
- Request from the Coroner

References, Legislations and Acts

- Staunton P- Nursing and the Law
- Victorian Nurses Council- ANRAC Competency Statements
- Australian Nurses Council- Code of Ethic for Nurses in Australia
- Downie R.S and Calman K.C- Health Respect- Ethics in Health Care
- Privacy and Data Protection Act 2001
- Health Services Act 1988
- Mental Health Act 2014
- Freedom of Information Act 1985

Standards

Standards:	Accreditation section
National Safety & Quality Healthcare Standards V2 https://www.safetyandquality.gov.au/standards/nsqhs-standards	1
NDIS Practice Standards https://www.ndiscommission.gov.au/sites/default/files/documents/2018-07/NDIS%20Practice%20Standards.pdf	2
National Aged Care Standards https://www.agedcarequality.gov.au/providers/standards	8
Royal Australian College of General Practitioners Standards (5 th Ed) Key: C=Core Q= Quality G=General https://www.racgp.org.au/FSDEDEV/media/documents/Running%20a%20practice/Practice%20standards/5th%20edition/Standards-for-general-practice-5th-edition.pdf	C6.3

Key Aligned Documents

Confidentiality policy

Key Aligned Other Documents

Other Relevant Information

Corryong Health actively promotes the benefits of partnering with consumers from diverse backgrounds. The committee has a responsibility to ensure that the diversity of Corryong Health's patient population is addressed when meeting the objectives of the committee. Where required, partnerships are created to support hard to reach consumers or those people who do not usually provide feedback.

Governance

DEPARTMENT:	Agency Wide	PROCEDURE NUMBER:	Prompt Doc No: UMH0049681
PRINCIPAL RIGHTS HOLDER:	Health Information Management Officer	APPROVING COMMITTEE:	Clinical Governance Operations
DATE APPROVED:	15/11/2021	REVIEW & UPDATE BY:	15/11/2024
VERSION NUMBER:	4.0	AMENDMENT:	Document reviewed

Code of Ethics and Conduct policy

Policy Statement

Corryong Health vision, mission and philosophy (values) guide our organisational behaviour. Our code of conduct prescribes specific behaviours relevant to our role at Corryong Health. Specifically, Corryong Health embraces the following four ethical principles in all its operations:

- We act with integrity, honesty and with a strong sense of social responsibility, according to the principles of social justice. We provide relevant and timely services and seek to match services to diverse need. Our clients views are valued and used to improve service quality. Our services are administered fairly, professionally and impartially according to the Public Administration Act 2004.
- We support the rights of the individual and the wider community by maintaining privacy and confidentiality, according to the Health Privacy Principles, and supporting people's rights to personal security
- We uphold the values of excellence, as well as efficient and effective service through adherence to legal and organisational requirements, policies and principles and by being responsive and accountable to the community.
- We demonstrate our commitment to high quality health care by behaving according to the Code of Conduct for Victorian Public Sector Employees, volunteers, students, BOM & subcontractors (2007), setting an example to all with whom we deal.
- We maintain public trust by being honest, open and transparent in all dealings and by acting in the public interest. We avoid real or apparent conflicts of interest and report improper conduct, corruption, fraud and maladministration at work.

We work to clear objectives in a transparent manner achieving results through the best use of Corryong Health financial and physical resources and by working effectively with people. We always anticipate and accept the consequences of actions we take or decisions we make.

Policy Applies To

BOM, Staff, Volunteers, Contractors and Subcontractors, and Students

Purpose and Scope

Our customers- clients, staff, visitors, the community and other service providers, recognise Corryong Health ethical principles and code of conduct in everything we do.

Definitions and Abbreviations

References, Legislations and Acts

- Public Sector Standards Commissioner- Ethics Resource Kit 2006
- Code of Conduct for Victorian Public Sector Employees, 2015
- Public Administration Act 2004

Standards

Standards:	Accreditation section
National Safety & Quality Healthcare Standards V2 https://www.safetyandquality.gov.au/standards/nsqhs-standards	1
NDIS Practice Standards https://www.ndiscommission.gov.au/sites/default/files/documents/2018-07/NDIS%20Practice%20Standards.pdf	2
National Aged Care Standards https://www.agedcarequality.gov.au/providers/standards	8
Royal Australian College of General Practitioners Standards (5 th Ed) Key: C=Core Q= Quality G=General https://www.racgp.org.au/FSDEDEV/media/documents/Running%20a%20practice/Practice%20standards/5th%20edition/Standards-for-general-practice-5th-edition.pdf	3

Key Aligned Documents

- Performance Management & Disciplinary Policy
- Bullying
- Staff handbook

Key Aligned Other Documents

Other Relevant Information

Corryong Health actively promotes the benefits of partnering with consumers from diverse backgrounds. The committee has a responsibility to ensure that the diversity of Corryong Health's patient population is addressed when meeting the objectives of the committee. Where required, partnerships are created to support hard to reach consumers or those people who do not usually provide feedback.

Governance

DEPARTMENT:	Agency Wide	PROCEDURE NUMBER:	Prompt Doc No: UMH0049811
PRINCIPAL RIGHTS HOLDER:	Chief Executive Officer	APPROVING COMMITTEE:	Operations Performance
DATE APPROVED:	18/11/2021	REVIEW & UPDATE BY:	31/12/2023
VERSION NUMBER:	8.2	AMENDMENT:	Document reviewed

Code of Ethics and Conduct Procedure

Description

Corryong Health vision, mission and philosophy (values) guide our organisational behaviour. Our code of conduct prescribes specific relevant to our role at Corryong Health. Specifically, Corryong Health Code of Conduct has been developed to assist employees, contractors and volunteers to understand their obligations.

Procedure Applies To

Staff, volunteers and contractors of Corryong Health

Purpose and Scope

This procedure will ensure a high level of client service delivered by Corryong Health by ensuring all new staff have read and agreed to abide by the Code of Conduct. Corryong Health will, via peer review and legislative compliance, exercise their discretion in determining the exact standards for the Code of Conduct appropriate to the work environment.

Corryong Health embraces the following ethical principles in all its operations:

- We act with integrity, honesty and with a strong sense of social responsibility, according to the principles of social justice. We provide relevant and timely services and seek to match services to diverse need. Our clients views are valued and used to improve service quality. Our services are administered fairly, professionally and impartially according to the Public Administration Act 2004.
- We support the rights of the individual and the wider community by maintaining privacy and confidentiality, according to the Health Privacy Principles, and supporting people's rights to personal security
- We uphold the values of excellence, as well as efficient and effective service through adherence to legal and organisational requirements, policies and principles and by being responsive and accountable to the community.
- We demonstrate our commitment to high quality health care by behaving according to the Code of Conduct for Victorian Public Sector Employees, volunteers, students, BOM & subcontractors (2007), setting an example to all with whom we deal.
- We maintain public trust by being honest, open and transparent in all dealings and by acting in the public interest. We avoid real or apparent conflicts of interest and report improper conduct, corruption, fraud and maladministration at work.
- We report improper conduct, corruption, fraud and maladministration at work according to the IBAC notification for suspect fraud guidelines www.ibac.vic.gov.au/notifications

Definitions and Abbreviations

AHPRA

Australian Health Practitioner Regulation Agency

IBAC

Independent Broad-Based Anti-corruption Commission

NDIS

National Disability Insurance Scheme

Procedure Standards

Corryong Health will ensure:

- 100% of new staff will receive the code of conduct for Victorian Public Sector booklet
- All Board members, staff, volunteers, patients/clients and visitors of Corryong Health are aware of the Code of Conduct
- Employees present a professional image at all times and adhere to professional standards, codes and guidelines set by professional registration boards where applicable (including but not limited to AHPRA)
- Employees perform their duties in a friendly, personal manner, ensuring a high level of client service
- That where an employee fails to meet the Code of Conduct, they will be counselled in accordance with the Disciplinary procedure
- That where the ethical principles are not embraced, action is taken to remedy this according to relevant policies and legislations

References, Legislations and Acts

- The Independent Board-Based Anti-corruption Commission Act 2011 (the Act)
- Human Services Standards 1, 2 & 3
- Privacy and Data Protection Act Victoria (2014)
- National Privacy Principles (schedule 3 National Privacy Act 1988)
- Australian Health Practitioner Regulation Agency (AHPRA) codes of conduct for relevant health practitioner boards
- National Disability Insurance Scheme (NDIS) Code of Conduct
- Public Sector Standards Commissioner- Ethics Resource Kit 2006
- Code of Conduct for Victorian Public Sector Employees, 2015
- Public Administration Act 2004
- www.ibac.vic.gov.au
- www.ahpra.gov.au- Codes and Guidelines
- www.ndiscommission.gov.au- The NDIS Code of Conduct Summary for workers

Standards

Standards:	Accreditation section
National Safety & Quality Healthcare Standards V2 https://www.safetyandquality.gov.au/standards/nsqhs-standards	1
NDIS Practice Standards https://www.ndiscommission.gov.au/sites/default/files/documents/2018-07/NDIS%20Practice%20Standards.pdf	2
National Aged Care Standards https://www.agedcarequality.gov.au/providers/standards	8
<i>Royal Australian College of General Practitioners Standards (5th Ed)</i> Key: C=Core Q= Quality G=General https://www.racgp.org.au/FSDEDEV/media/documents/Running%20a%20practice/Practice%20standards/5th%20edition/Standards-for-general-practice-5th-edition.pdf	3

Key Aligned Documents

- Performance Management & Disciplinary Policy
- Bullying, Sexual Harassment, Racial Abuse & Workplace Violence policy
- Staff handbook
- Grievance Resolution policy

Key Aligned Other Documents

Other Relevant Information

Corryong Health actively promotes the benefits of partnering with consumers from diverse backgrounds. The committee has a responsibility to ensure that the diversity of Corryong Health's patient population is addressed when meeting the objectives of the committee. Where required, partnerships are created to support hard to reach consumers or those people who do not usually provide feedback.

Governance

DEPARTMENT:	Agency Wide	PROCEDURE NUMBER:	Prompt Doc No: UMH0049295
PRINCIPAL RIGHTS HOLDER:	Chief Executive Officer	APPROVING COMMITTEE:	Operations Performance
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VERSION NUMBER:	5.1	AMENDMENT:	Document reviewed