



DonateLife ACT Volunteer Guidelines

2011

Abbreviations

Australian Bureau of Statistics	ABS
Australian Federal Police	AFP
Australian Institute of Health and Welfare	AIHW
Australian Tax Office	ATO
Council of Australian Governments	COAG
Eurobodalla Renal Support Group Organ Donor	ERSG
Full Time Equivalent	FTE
Gift of Life Incorporated	GoLI
Not for Profit	NFP
Non-Government Organisation	NGO
Occupational Health and Safety	OHS
the Canberra Hospital	TCH
Transplant Australia	TA

“Volunteers build the connections that keep people engaged in the world around them, and you enrich our communities by your gifts of time and talent.”

Senator Ursula Stephens
The Parliamentary Secretary for
Social Inclusion and the Voluntary Sector



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FOREWORD

DonateLife ACT's Volunteer guidelines assists people who would like to make a commitment to organ donation in the ACT region.

DonateLife ACT is a new agency established and funded by the Commonwealth and ACT Governments with a staff of full time doctors, nurses, organ donor coordinators and support administration staff.

In the ACT, I welcome the assistance of non government organisations like Gift of Life Inc and Transplant Australia ACT.

This Volunteer guidelines sets out the strategies, standards and conditions of the DonateLife ACT Volunteer Program.

It also describes the position of Volunteers in relation to DonateLife's goals, recognises their rights and responsibilities, and establishes their role and their relationship to DonateLife ACT staff.

The guidelines provides a code of practice for implementing DonateLife ACT's Volunteer guidelines and establishes a common standard of behaviour and body of knowledge to support both the DonateLife ACT Volunteers and staff.

In volunteering your time in the service of the community you help DonateLife ACT increase the rate of organ donation in the Canberra region and the awareness of donation in the community.

I look forward to meeting with you and thank you for your support of the Volunteering program in the ACT.

Dr Imogen Mitchell
ACT Medical Director of DonateLife ACT

Introduction

It is proposed that DonateLife ACT (formally known as the ACT Organ and Tissue Donation Service, ACT Health) will coordinate a pool of volunteers. These volunteers will participate in community education and awareness raising activities in the ACT and region with support from DonateLife ACT staff.

Members of the local community and individuals from the various community organisations in the organ and tissue donation sector in the ACT and region will be welcome to join the volunteer program. DonateLife ACT volunteers will be ambassadors for the Australian Organ and Tissue Donation for Transplantation Authority (the Authority), reflecting the ACT Health and DonateLife ACT values across the ACT community.

The Canberra Hospital values the following attributes in its staff, its business and its relationships:

Care

Go the extra distance in delivering services to our patients, clients and consumers. Be diligent, compassionate and conscientious in providing a safe and supportive environment for everyone. Be sensitive in managing information and ensuring an individual's privacy. Be attentive to the needs of others when listening and responding to feedback from staff, clinicians and consumers.

Excellence

Be prepared for change and strive for continuous learning and quality improvements. Acknowledge and reward innovation in practice and outcomes. Develop and continue to an environment where every member of the team is the right person for their job and is empowered to perform to the highest possible standard.

Collaboration

Actively communicate to achieve the best results by giving time, attention and effort to others. Respect and acknowledge everyone's input, skills and experience by working together and contributing to solutions. Share knowledge and resources willingly with your colleagues.

Integrity

Be open, honest and trustworthy in communicating with others, and ensure correct information is provided in a timely way. Be accountable, reflective and open to feedback. Be true to yourself, your profession, consumers, colleagues and the government.

The National Standards for Involving Volunteers produced by Volunteering Australia identify that a framework for a volunteer management system is required in order for organisations to ensure the best management of their volunteers.¹ The DonateLife ACT volunteering model will be based on a reciprocal model aiming to ensure that the needs of the volunteer are met.

¹ http://www.volunteeringaustralia.org/html/s02_article/

DonateLife ACT will include an evaluation of the volunteer program, including work satisfaction assessment form and will organise planned activities in order to recognise the contribution made by volunteers in the ACT and region.

It is envisioned that DonateLife ACT volunteers may be involved in various aspects of DonateLife ACT including clinical education or community events. These roles may include:

- staffing the DonateLife ACT “drop-in” office
- training other volunteers
- organising displays in shopping centres/hospitals/events
- assisting with mail-outs and other general administrative tasks
- organisation and support for regular large events such as the Royal Canberra Show, University Open Days, markets and fundraising BBQs
- preparing for community awareness raising events such as compiling showbags, folding letters and handing out communication materials
- speaking at community education events
- non government organisations and peak bodies
- consumer groups.

General Guidelines

This document sets out the strategies, standards and conditions of the DonateLife ACT Volunteer Program.

It also describes the position of Volunteers in relation to DonateLife’s goals, recognises their rights and responsibilities, and establishes their role and their relationship to DonateLife ACT staff.

The guidelines provides a code of practice for implementing DonateLife ACT’s Volunteer program and establishes a common standard of behaviour and body of knowledge to support both the DonateLife ACT Volunteers and staff.

Mission of the Volunteer Program

The DonateLife ACT Volunteer Program (the Program) will recruit, develop and manage a team of Volunteers from the local community. The Program is dedicated to enhancing DonateLife’s mission in the ACT and region.

Background

The National Reform Package on Organ and Tissue Donation for Transplantation (the Reform Package) is currently being implemented in the ACT. As part of this implementation process, the ACT Implementation Plan Working Group has reviewed the processes for community education and awareness raising in the ACT.

ACT Health values the contribution of consumers and recognises that the ACT organ and tissue donation volunteer sector is well established with considerable expertise contributed from multi-skilled individuals and groups.

According to Volunteering Australia the definition of formal volunteering is:

Formal volunteering is an activity which takes place through not for profit organisations or projects and is undertaken:

- to be of benefit to the community and the volunteer;
- of the volunteer's own free will and without coercion;
- for no financial payment; and
- in designated volunteer positions only.²

Organ and Tissue Authority

Organ and Tissue Donation for Transplantation Authority (the Authority) is charged with implementing the nine elements of the Reform Package. Measure Five (coordinated, ongoing community awareness and education) relates to community education. Within this measure the Authority states that its role in the community is to provide ongoing, clear, factual and relevant information about organ and tissue donation for transplantation.³

Measure 5	Build community awareness and knowledge:
Outcomes:	More people when asked about organ and tissue donation will give their consent.
Strategies:	Established strong brand and cause awareness Empower Australians to make informed decisions through education Encourage Australians to discuss and respect each other's wishes Drive awareness via a fully integrated marketing and communications program.

² Volunteering Australia fact sheet 2009 website: www.volunteeringaustralia.org

³ www.donatelife.gov.au/The-Authority/Worlds-Best-Practice-Reform-Package/Nine-measures

The Authority has established a National Communications Framework and Charter (the Communications Charter) which, the Authority states, will provide the platform for a consistent and coordinated approach to enabling Australians to discover, decide and discuss organ and tissue donation for transplantation. ACT Health, Gift of Life Inc (GoLi), Kidney Health Australia, the Renal Support group at TCH and The Eurobodalla Renal Support Group which includes Organ Donor Awareness and Transplant Australia are all signatories to the Communications Charter.⁴

The program also works with the new *National Compact: Working Together* between the Australian Government and community and not-for-profit organisations the groups often referred to as the Third Sector.

The former Prime Minister Kevin Rudd, said that “the interests and responsibilities of Third Sector organisations are diverse, but they are united by a shared commitment to community wellbeing without individual commercial gain - and Government and the Sector need each other.

Government needs the deep reach of Third Sector organisations to be able to connect with people at the grassroots, and in turn, Third Sector organisations need the support that Government can provide to sustain their work.”

This *Compact* is structured around shared principles including:

- recognising the value of the Sector’s work and the importance to national life of a strong, independent and diverse sector;
- authentic consultation, constructive advocacy and genuine collaboration;
- a commitment to enduring engagement with marginalised and disadvantaged Australians, especially Aboriginal and Torres Strait Islander people; and
- a concerted effort to develop an innovative, appropriately resourced and sustainable Third Sector.⁵

4 www.donatelife.gov.au/Resources/Links/Communications-Charter-Signatories

5 Prime Minister - Speech - Launch of National Compact with the Third Sector - Parliament House, Canberra - 17 March 2010

DonateLife ACT

DonateLife ACT staff work on implementing the nationally consistent and agreed protocols and procedures produced by the Organ and Tissue Authority for Organ and Tissue Donation (the Authority). DonateLife ACT reports within ACT Health reporting frameworks providing updates to the ACT Health Chief Executive and Minister for Health on the progress against national targets and regarding local issues.

All DonateLife ACT staff are employed by ACT Health and they provide services across the ACT. They are based in a building on the campus of the Canberra Hospital. The following hospitals operate in the ACT and staff attend:

- the Canberra Hospital
- Calvary Hospital
- Calvary Private Hospital
- National Capital Private Hospital and
- Calvary John James Hospital.

Under the *Civil Law (Wrongs) Act 2002* (ACT legislation), a volunteer is defined as a person who carries out community work on a voluntary basis. The following excerpt from part 2.2. of the Act provides further information that clarifies this definition.

6 Definitions—pt 2.2

In this part: **community organisation** means a corporation that directs or coordinates the carrying out of community work by volunteers.

voluntary basis—a person works on a **voluntary basis** if the person—

- (a) receives no remuneration for the work; or
- (b) is remunerated for the work but within limits prescribed by regulation for this definition.

volunteer means a person who carries out community work on a voluntary basis.

7 Meaning of community work

(1) In this part:

community work means—

- (a) work for any 1 or more of the following purposes:
 - (i) a religious, educational, charitable or benevolent purpose;
 - (ii) promoting or encouraging literature, science or the arts;
 - (iii) looking after, or giving attention to, people who need care because of a physical or mental disability or condition;
 - (iv) sport, recreation or amusement;
 - (v) conserving resources or protecting the natural environment from harm;

- (vi) preserving historical or cultural heritage;
 - (vii) a political purpose;
 - (viii) protecting or promoting the common interests of the community generally or a particular section of the community; or
- (b) work declared by regulation to be community work.

(2) However, work is not **community work** if it—

- (a) involves acts or threats of violence; or
- (b) creates a serious risk to the health or safety of the public or a section of the public; or
- (c) is declared by regulation not to be community work.⁶

Recruitment of Volunteers

All volunteers are initially screened through a volunteer recruitment program at the Canberra Hospital (TCH) that includes undertaking an Australian Federal Police (AFP) check. The ACT Health Canberra Hospital Volunteers Handbook 2010 is at Appendix 2. Volunteers will then complete a DonateLife ACT volunteer training course which will include a half day of training about organ and tissue donation services in the ACT and region.

The next ACT Health volunteer's orientation will be conducted in March 2011 and then again later in the year. These sessions will be held in the auditorium at TCH. All sessions start at 11.00 am and continue for about for about two hours.

Application forms (Appendix 1) are available from the DonateLife ACT office or via email (please contact the Volunteer Coordinator on the email address below).

Information Session

Potential volunteers who have completed the ACT Health Volunteers program can apply to join the DonateLife ACT program. This training session will be available on the national website (www.donatelife.gov.au). The volunteer training session will include:

- a half day training commitment that includes [DonateLife ACT flyers, PowerPoint session with a question and answer discussion. This will be facilitated by the DonateLife ACT Communications Officer and clinical staff.
- tour of the DonateLife ACT office and meeting the DonateLife ACT clinical staff and management.

⁶ *Civil Law (Wrongs) Act 2002 December 2009 see also www.legislation.act.gov.au*

ACT Health Volunteer Team Management

The DonateLife ACT Volunteer Manager and an independent appointed Volunteer Coordinator oversee the Volunteer Program and organise the recruitment, training, guidelines and procedures for volunteers. They are located in Building 6 on Level 1 at the Canberra Hospital. If you have any issues that you feel need to be discussed with the coordinator, please contact him to make a time.

The Volunteer Coordinator contact details are:

Phone: 02 6244 3071

Mobile: 0413 982 224

Email: Julian.Fitzgerald@act.gov.au



ACT Health Volunteer program

The ACT Health Fundraising and Volunteers runs the training of all campus volunteers. The contact officer can be contacted on Phone: 02 6244 2808.

DonateLife ACT

Volunteer Policy Statement 2010

Introduction

The DonateLife network in the ACT, formerly called the ACT Organ and Tissue Donation Service, coordinates all organ and tissue donor activities across the ACT. It works with hospitals and hospital-based organ and tissue donation medical specialists and nurses to provide professional donation services and encourage best practice to increase donation rates in the ACT and region.

DonateLife ACT aims to raise awareness about organ and tissue donation, encourage discussion about donation, offer compassionate support to donor families and manage effective services in organ and tissue donation. Our local area encompasses the entire ACT and we work with the Greater Southern Area Health Service of NSW Health.

The DonateLife ACT Team

Dr Imogen Mitchell is the ACT Medical Director of DonateLife ACT and Dr Greg Hollis is the Deputy Director. The DonateLife ACT Manager is Daina Neverauskas. Dr Samuel Scanlan and Dr Mark Oliver are staff specialist appointments. There are also four Organ Donor Coordinators and a Nurse Educator who work with a range of specially trained nurses that bring a range of skills including critical care, paediatrics, renal, management and education. There is also a Communications Manager and an Administration Officer.

History of the organisation

On 2 July 2008, the Australian Government announced a new national reform package: *A World's Best Practice Approach to Organ and Tissue Donation for Transplantation*.

The aim of the Commonwealth-funded \$151.1 million National Reform Package is to establish Australia as a world leader in best practice organ and tissue donation and transplantation. This Reform Package also aims to achieve a significant and lasting increase in the number of life-saving and life-transforming transplants for all Australians.

The national reform program is built on international best practice and experience, together with the findings of the National Clinical Taskforce on Organ and Tissue Donation, the expertise and recommendations of the Transplantation Society of Australia and New Zealand (TSANZ) and a number of other stakeholders.

The Council of Australian Governments (COAG) endorsed the Reform Package on 3 July 2008 and agreed that the Commonwealth would lead implementation in partnership with states and territories.

The Australian Organ and Tissue Donation and Transplantation Authority (the Authority) was established on 1 January 2009, as part of the National Reform Package. The Authority's role is to establish - in partnership with states, territories, clinicians, consumers and the community - a nationally coordinated approach to organ and tissue donation for transplantation. The Authority is also responsible for administering funds to non-government organisations to provide essential associated services, aligned to its purpose.

Learning from international and national experience, and based on the Australian context and local expertise, the nine measures of the reform package are:

- Measure 1: A new national approach and system - a national authority and network of organ and tissue donation agencies
- Measure 2: Specialist hospital staff and systems dedicated to organ donation
- Measure 3: New funding for hospitals
- Measure 4: National professional education and awareness
- Measure 5: Coordinated, ongoing community awareness and education
- Measure 6: Support for donor families
- Measure 7: Safe, equitable and transparent national transplantation process
- Measure 8: National eye and tissue donation and transplantation network
- Measure 9: Additional national initiatives, including living donation programs.⁷

Contact details:

Organ and Tissue Authority

Street address

Level 5, 51 Allara Street,
Canberra ACT 2600

Postal address

PO Box 295
Civic Square ACT 2600

Office hours

8:30 am - 5:30 pm weekdays
Closed on weekends & all public holidays in the Australian Capital Territory
Phone (02) 6198 9800 Fax (02) 6198 9801

Email: community@donatelifelife.gov.au

Website: www.donatelifelife.gov.au

⁷ For more information about the new national body please refer to the Authority's Annual Report 2008–09 at www.donatelifelife.gov.au/The-Authority/Annual-Report

The DonateLife ACT Volunteer Management Team

The DonateLife ACT Volunteer Management Team will provide Volunteers with:

- appropriate initial training
- a clear duty statement
- effective supervision and support
- recognition for their work and training
- resources which enable them to perform their duties effectively.

Volunteers are expected to perform their duties in a professional manner to the best of their abilities and remain loyal to the values, missions, goals, policies and procedures of DonateLife ACT as set out in this document.

Staff and Volunteers are expected to understand and respect the roles, needs and abilities of one another.

DonateLife ACT values the work of the volunteers and recognises the very important role they play. This document will be reviewed every year to ensure the program is meeting the changing needs of DonateLife ACT, its community engagement obligations and the interactions of the staff with the volunteers.

DonateLife ACT Rights

DonateLife ACT reserves the right to refuse any application for a Volunteer Position or to end the service of a Volunteer which is considered by Management not to be in the best interest of DonateLife ACT.

Confidential information: All information remains confidential to DonateLife ACT and the organ donor families.

Time sheets: If working at TCH you must sign in and out for Occupational Health and Safety (OH&S) and insurance purposes.

Name Badge: A name badge must be worn at all times. This will be supplied by ACT Health and will be an ACT Health photo identification badge marked Volunteer DonateLife ACT. This will also allow some security pass access to the various buildings on the hospital campus.

Dress code

Neat and tidy. We provide T-shirts or Polo shirts and caps/sunhats to be worn occasionally at public events.

- Female: Long, short or ¾ length sleeve shirt, trousers, skirts or sleeved dresses. Closed toe shoes. Sunscreen and hats to be worn if outside at all times.
- Male: long or short sleeve shirts, trousers or tailored shorts. Closed toe shoes. Sunscreen and hats to be worn if outside at all times. Clean shaven appearance or neat trimmed beard.

Probation period

The probation period ends after the first three months of becoming a DonateLife ACT Volunteer.

Change of attendance

If you are unable to attend your shift please inform the Volunteer manager or contact the DonateLife ACT office.

Holiday, Compassionate and sick leave

Please let the supervisor know if you will be away, have fallen sick or require leave.

Exit interview

If you require an exit interview one can be arranged with the manager.

Reference

A verbal reference can be provided from the manager. A statement of volunteer work can also be provided.

Insurance and Legal Liability

ACT Health's Group Personal Accident Policy provides "no fault" coverage for volunteers that are injured whilst acting in an official volunteering capacity with DonateLife ACT. This cover can provide for reimbursement of medical treatment and rehabilitation costs, payments of a lump sum and/or weekly benefits to injured individuals.

ACT Health's Public Liability policy provides coverage for volunteers for any legal liability towards third parties (public) for any bodily injury, death and/or property damage and is subject to the ordinary terms and conditions of the policy.

Volunteers should record their attendance in the DonateLife ACT register and all incidents should be promptly notified to the DonateLife ACT Volunteer Coordinator.

It is also important to note that the *Civil Law (Wrongs) Act 2002* also provides protection to volunteers from personal civil liability as set out by the excerpt from the Act below:

8 Protection of volunteers from liability

- (1) A volunteer does not incur personal civil liability for an act done or omission made honestly and without recklessness while carrying out community work for a community organisation on a voluntary basis.
- (2) However, the protection does not apply if—
 - (a) the liability falls within the ambit of a scheme of compulsory third-party motor vehicle insurance; or
 - (b) the liability is for defamation; or
 - (c) the volunteer's capacity to carry out the work properly was, at the relevant time, significantly impaired by a recreational drug; or

- (d) the volunteer was acting, and knew or ought to have known that he or she was acting—
 - (i) outside the scope of the activities authorised by the community organisation; or
 - (ii) contrary to instructions given by the community organisation.

Civil Law (Wrongs) Act 2002 December 2009 see also www.legislation.act.gov.au

Grievances and Conflict

Any grievances and conflict between Volunteers or/and staff are discussed and resolved according to the ACT Public Service Code of Conduct and Values.

Procedures:

1. In the case of a minor grievance or conflict the Volunteer will inform the Volunteer Management Team who will then speak to all parties concerned in an effort to resolve the situation.
2. If the grievance or conflict is more serious or remains unresolved the Volunteer should inform the Volunteer Management Team, in writing, of the grievance or conflict and request a meeting to discuss the issue and attempt to resolve the issue.
3. If the grievance or conflict remains unresolved at this stage, the matter will be referred to Medical director and HR with the decision being final.

Accident and Injury reporting Procedures:

DonateLife ACT Volunteers are required to complete an accident/incident report form when:

- any (staff, volunteer or other person) reports an accident/incident
- you believe an accident has occurred
- incident, which have or may occur in the centre.

All reports are used by the Occupational and Health and Safety Committee to track hazards, injuries and ensure public safety and for insurance purposes.

Dealing with the public

It is important that staff and volunteers should not put themselves in a position where they become the target of abuse.

Responding to Inappropriate Behaviour

Inappropriate behaviour is any unwanted or uninvited behaviour that makes a person feel humiliated, intimidated or offended. It may have sexual, racial, disability, or age overtones, and includes bullying behaviour. Such behaviour may occur in a single instance or be repeated. It may be perpetuated by one person or a number of people and be directed against one person or a group. Harassment is always unwelcome.

Harassment can take many forms and results in the creation of a hostile and unpleasant work environment. Take action to eliminate and prevent incidents of harassment or discrimination that come to their attention

- ensure that all staff are aware of this policy and encourage staff to attend training on harassment and discrimination
- include information on this policy and our harassment and discrimination grievance procedures during induction of new staff
- treat all complaints seriously and take immediate action to investigate and resolve the matter
- refer complaints to a higher level if they feel unable to resolve the complaint themselves.

Resolution mechanisms

Getting assistance and advice

Any person who:

- believes that they have been harassed or discriminated against,
- is the subject of a complaint, or
- is required to handle a complaint,

May seek information and advice from:

- their supervisor or manager
- a DonateLife ACT Workplace Harassment Adviser (WHA)
- the Team Leader, Operations or HR.

Complaints will be investigated in accordance with procedures for dealing with other breaches of the ACT Public Service Code of Conduct.

Making a complaint

We aim to resolve complaints quickly and usually at the team level. If a person wishes to make a complaint, **within** DonateLife ACT, of harassment or discrimination, they have the following options:

- Deal with the matter themselves and advise their supervisor afterwards
- Request the matter be dealt with informally/formally by the supervisor of the alleged harasser
- Request that the supervisor of the alleged harasser arranges mediation for their complaint
- Make a complaint in accordance with existing procedures for dealing with breaches of the Guidelines.

However, staff and volunteers also have the right to make a complaint **outside** DonateLife ACT if they choose. Therefore, they may also make a complaint to:

- The Commonwealth Ombudsman and
- The Human Rights and Equal Opportunity Commission.

If the behaviour is of a criminal nature, the matter may also be referred to the Australian Federal Police.

Resolution Options

Experience shows that provided complaints are dealt with quickly and effectively, most complainants are satisfied with an apology and a guarantee that the behaviour will stop. However, not all incidents may be dealt with in this manner and therefore other internal resolution options are available. These are:

- Mediation, through the use of an external Alternative Dispute Resolution Practitioner and
- Formal investigation in accordance with our guidelines and ACTPS Best Practice Notes 6.3.

Our preference is for complaints to be mediated where possible.

A complainant who is not satisfied with the management of their complaint has the right to take the matter to a higher level of DonateLife ACT management, or externally to their Union, the Commonwealth Ombudsman or the Human Rights and Equal Opportunity Commission.

Documentation

In order to be able to provide appropriate programs to deal with incidents of harassment and discrimination, we need to collect information on incidents which occur. All staff who handle complaints are to provide details by the end of each calendar month of each complaint to the Team Leader, Operations, People Support and Development in the following manner.

- supervisors who handle complaints informally should provide details of the nature of the complaint and the work area, but omit the names of the complainant and the respondent.
- where a formal complaint has been made, and an investigation conducted, a summary of the complaint, statements of parties, records of interview and a report of the investigation are to be placed on a sealed confidential file held by the Team Leader, Operations, People Support and Development. Access to these files will be on a strict need to know basis.
- where a complaint is found to have been substantiated, a summary of the complaint, the finding and action taken are to be placed personal file found to have harassed or discriminated against another. If, after a period of 12 months, the behaviour has not been repeated, the information will be removed from the staff member's file.

Consequences

The consequences for a staff member or a volunteer found to have harassed or discriminated against a co-worker or DonateLife ACT visitor will depend on a range of factors including the severity and frequency of the behaviour, the employment status of the respondent and the wishes of the complainant. Possible consequences include:

- the requirement to make a formal public apology
- the requirement to attend counselling and training on appropriate workplace behaviour
- reprimand
- transfer to another section
- fine
- reduction in classification or salary and
- termination of employment.

Staff who harass or discriminate against co-workers or visitors may also face civil action from complainants.

Legal Liability

Vicarious Liability

Under some circumstances, DonateLife ACT may be held vicariously liable for acts of harassment and discrimination by staff. This means that if a member of staff harasses or discriminates against a co-worker or visitor, DonateLife ACT can be held legally responsible and may be liable for damages.

However, if we have taken reasonable steps to prevent the behaviour (such as the development of these guidelines and the training of staff), vicarious liability may be avoided, and the perpetrator of the behaviour held personally responsible.

Photo: Brad Rossiter - organiser of the Eurobodalla Renal Support Group.



Personal Liability

Supervisors and managers should also note that they may be personally held liable if, in a civil court action, they are found to have personally contributed to, assisted, or encouraged acts of harassment or discrimination. In such cases, such people should not count on receiving support or indemnity from DonateLife ACT.

False or Malicious Complaints

False or malicious complaints of harassment or discrimination are very rare. However, any staff member found to have made a false or malicious complaint will be subject to disciplinary action.

Relevant Legislation

DonateLife ACT and its staff are subject to the following ACT and Commonwealth Legislation:

Racial Discrimination Act 1975

This Act makes it unlawful to distinguish, exclude, restrict or prefer one person over another on the basis of race, colour, descent, national or ethnic origin.

Sex Discrimination Act 1984

This Act makes it unlawful to harass or discriminate on the basis of sex, marital status, pregnancy, potential pregnancy or family responsibilities. The Act applies to both men and women.

Human Rights and Equal Opportunity Commission Act 1986

This Act allows the Human Rights and Equal Opportunity Commission to investigate and conciliate cases of discrimination on the grounds of race, colour, sex, religion, marital status, political opinion, national extraction, social origin, age, medical disability, sexual preference and trade union activity.

Disability Discrimination Act 1992

This Act makes it unlawful for a person to discriminate or harass another person on the basis of disability. Disability includes mental and physical conditions including diseases.

Racial Hatred Act 1995

This Act makes it unlawful for a person to do an act in a public place which is reasonably likely to offend, insult, humiliate or intimidate another person or group of people, if a main reason for the act is the race, colour, national or ethnic origin of a person. A public place is any place to which the public have access and therefore would include the exhibition areas of DonateLife ACT.

Acknowledgments

These guidelines draws on information contained in a number of sources including the *Human Rights and Equal Opportunity Commission Sexual Harassment Code of Practice*, the *Public Service Act*.

LEGISLATION AND STANDARDS

- *Public Sector Management Act*, Standards and Best Practice Notes 1994
- *Civil Laws Wrongs Act 2002*.

CROSS REFERENCE AND FURTHER READING

These guidelines must be read in conjunction with:

- *Privacy Act 1988* (Commonwealth)
- *Occupational Health and Safety Act 1989*
- *Public Service Management Act 1994*
- Public Sector management Standards and Best Practice Notes
- *Discrimination Act 1991*
- ACT Human Rights Office
- ACTPS Best Practice Notes 6.3 and
- ACT Health Volunteers Guidelines.

Photo: Ben Wiseman Award recipient Holly Northam (middle) with Marguerite and Laurie Wiseman. Marguerite and Laurie are volunteers for Transplant Australia ACT.



DonateLife ACT Volunteer Duty Statement



Title:	DonateLife ACT Volunteer
Team:	Communications Team
Reports to:	Communications Volunteer Co-ordinator
Role:	To assist with community education, public events and increasing the awareness of organ donation in the ACT and region.

Personal Attributes:

- Enjoy working with others and engaging with the public or health care consumers
- Be responsible and reliable
- Show a commitment to DonateLife ACT goals and objectives
- Be open to developing new skills
- Able to commit to a previously agreed time frame of work
- Be prepared to attend training and
- Able to work with people of diverse backgrounds and abilities.

What we expect from you:

- Your time and commitment to attend Volunteer orientation and initial training of about 2 hours
- Attend at least one community event every six months
- Your ideas and suggestions and
- To undertake other duties as negotiated with the Volunteer Coordinator.

What you can expect from us:

- To be part of a vibrant and dedicated team at DonateLife ACT
- To be treated with respect
- To receive ongoing support and
- Opportunities to be involved in project and/or planning activities with non government organisations, consumer groups, health care settings and in the education sector.

Community Awareness

Community education and awareness raising activities in the ACT are currently conducted by various non government organisations, consumer groups and peak bodies in the ACT. DonateLife ACT will be now working with these organisations to further enhance the key communication messages of the Authority. These are to:

DISCOVER the facts,

DECIDE about organ and tissue donation and

DISCUSS and know each other's wishes.

According to the Chief Minister, Jon Stanhope "The ACT – or Canberra – is a city of 360,000, but our hospitals serve the entire southern region of New South Wales. We service through our hospitals 600,000 people. In other words, our hospitals, our health care system, provides for more people than, well for instance, the population of Tasmania. That's the significance of Canberra and the health care that we deliver.

We are a major provider in Australia, providing health care not just for the 360,000 Canberrans, but for an additional, at least, 250,000 within the region, all the way from Eden to Goulburn, all the way from Gundagai to Batemans Bay. 26 percent of all occasions of service in hospitals in the ACT are provided to New South Wales residents. Indeed, 30 percent of our waiting list for elective surgery is comprised of residents of New South Wales".⁸

Media and Promotion

Events

Australian Organ Donor Awareness Week is held yearly in the last week of February.

Zaidee's Rainbow Hairnet Day is held annually in November. Staff, patients and visitors are encouraged to wear coloured hairnets to raise awareness about organ and tissue donation.

World Day for Organ Donation and Transplantation is held annually in October. An international conference is held on this date in a different country.

The above events may be used to raise awareness. Hospital based staff may help promote donation during these events.

Publications/Internet

The hospital will have a range of electronic and hard copy communication tools, which can be utilized to communicate to staff, patients and the wider community.

These include:

- Newsletters
- Hospital website
- Staff Intranet
- The Internet website
- Annual report

8 Chief Minister Jon Stanhope - The Lodge, Canberra - 17 April 2010.

These methods of communication may be used to highlight a key initiative or event, publish a human-interest story or, as with the hospital staff intranet, be used as a central resource for staff about organ and tissue donation including policies and contact details.

More Information

DonateLife ACT can provide branding, media and promotional advice as well as promotional materials.

ACT Calendar of Events

WHAT	WHERE	WHEN
Australia Day	Various	26 Jan
Prime Minister’s XI	Manuka	10 Jan
Tropfest	Commonwealth Park	21 Feb
University Open Days	UNI’s	Feb/March
Royal Canberra Show	EPIC	26-28 Feb
Donor Awareness Week		Feb
Heart To Heart Ball		Feb
Canberra Day		March
Canberra Festival	Various	6-14 March
World Kidney Day in Australia		March
National Folk Festival	EPIC	1-5 April
National Volunteers Week		May
Service of Thanksgiving		15 May
Kidney Week		May
Floriade	Commonwealth Park	Sept-Oct
Australian Transplant Games ⁹	AIS	Oct
Sri Chinmoy Triathlon Festival	Various locations	Oct
World Day for Organ Donation and Transplantation		Oct
Zaidee’s Rainbow Hairnet Day	November	
Other suggested sporting events are:		
Australian Football League	Manuka	Various
Rugby Union-Brumbies	Bruce	Various
Rugby League-Raiders	Bruce	Various
Soccer Kanga Cup	Various	4-9/07/2011
Shopping centre		
School Holiday/shopping centre	Various	Dec/Jan/April/July
Shopping centre DFO	Fyshwick	July

9 An exciting event for Canberra has been planned by Transplant Australia which will hold the Australian Transplant Games in Canberra in October this year. This event has been supported with a grant from the ACT Government and this is a great way for donatelife ACT to incorporate our volunteers in the week long games. 2-10 October 2010.

Governance of the Program

DonateLife ACT Education and Awareness Raising Committee

Membership of the Committee

- Manager, DonateLife ACT
- Medical Director (or delegate)
- Communications Officer, DonateLife ACT
- OTD Nurse Educator, DonateLife ACT
- Consumer representative
- DonateLife ACT volunteer representative and
- Secretariat, DonateLife ACT.

The Chairperson will be the DonateLife ACT Manager.

The Committee* will assist the development, implementation and evaluation of education and awareness raising activities for organ and tissue donation in the ACT and surrounding region.

The Committee will meet monthly for the first six months in order to progress the introduction and implementation of the new community education and awareness raising model in the ACT and surrounding region.

The Committee will report to the DonateLife ACT Executive. Minutes of the Committee will be provided to the DonateLife ACT Executive. Performance of the Committee is to be reported by the chairperson in the DonateLife ACT Annual Report.

Forums may also be held on specific issues if the need arises to obtain greater input from a broader range of stakeholders. The Committee may also seek advice on specific issues from other stakeholders in the ACT and surrounding region organ and tissue donation sector.

Monitoring and the Evaluation of the Volunteer Program

This program will be measured in part against the number of registrations on the Australian Donor Organ Register (the AODR) and the increased number of donor consent rates in the ACT. More information is available below regarding the AODR. In 2010 58,000 Canberra's were listed on the register. The figures will be evaluated twice a year in December 2010 and June 2011.

Table 1 has the breakdown of the ACT number by postcode. Media Monitoring will also be conducted to evaluate the program for an increase in community awareness and this will be sourced from the Authority daily and collated. Also we will monitor the increase in:

- level of awareness of role of family consent
- level of family discussion and
- level of people knowing the wishes of family members.

* Committee members may be eligible for remuneration to attend Committee meetings.

Assessment will also include the number of people attending education sessions, events and sponsored activities. These will be in a community setting or an education facility, government department or agencies and at public events.

Other outcomes will include the number of volunteers trained, success of the community education sessions via feedback forms and discussion with NGO Chief Executive Officers and stakeholders.

Volunteer evaluation forms regarding DonateLife ACT will also be utilised to investigate what is working and what is not working in the best interests of both the Authority, DonateLife ACT, ACT Health and the individual volunteers.

About the Australian Organ Donor Register

In January 2005, Australian Health Ministers agreed that the Australian Organ Donor Register (the Donor Register) would become a register of consent, enabling individuals to record their legal decision to becoming an organ or tissue donor after death. The Donor Register will ensure that your consent (or objection) to donating organs and/or tissue for transplantation can be verified 24 hours a day, seven days a week by authorised medical personnel, anywhere in Australia.

The Donor Register lets people record their decision about becoming an organ and tissue donor for transplantation after their death. The Donor Register is not for recording decisions about donating organs and tissue for scientific research purposes or for the manufacture of biological medical products. You can change your details recorded on the Donor Register, including your consent to donate, by completing a Change of Details form. To get a copy of this form: call 1800 777 203 or visit www.medicareaustralia.gov.au or visit your local Medicare office.

Further information:

Call: 1800 777 203
 TTY: 1800 552 152
 (hearing or speech impaired)
 TIS: 131 450
 (Translating and Interpreting Service)
 Mail: Australian Organ Donor Register
 Reply Paid 711
 Hobart TAS 7001
 Email: aodr@medicareaustralia.gov.au
 Visit: www.medicareaustralia.gov.au



Australian Donor Organ Register Statistics Postcodes January 2010

This will be evaluated again in December 2010 and June 2011.

Table 1

Postcode	Cumulative as at 31 January 2010
0200	34
2540	15717
2600	1452
2601	765
2602	4913
2603	1500
2604	1757
2605	1893
2606	1357
2607	2222
2608	164
2609	135
2610	11
2611	3900
2612	1963
2614	3309
2615	5892
2616	193
2617	3592
2618	474
2620	14214
2900	247
2902	2448
2903	1459
2904	1866
2905	3798
2906	2198
2911	43
2912	562
2913	2690
2914	983

Source: Kathryn Dreyer Medicare Australia Health
Programs and Intermediaries Communication.

Government departments and Community organisations in the ACT and Region

National

Australian Organ and Tissue Authority

The Australian Organ and Tissue Donation Authority (the Authority) is charged with implementing the nine elements of the Reform Package. Measure Five (coordinated, ongoing community awareness and education) relates to community education. Within this measure the Authority states that its role in the community is to provide ongoing, clear, factual and relevant information about organ and tissue donation for transplantation.

The Authority has established a National Communications Framework and Charter which, the Authority states, will provide the platform for a consistent and coordinated approach to enabling Australians to discover, decide and discuss organ and tissue donation for transplantation. ACT Health, Gift of Life Incorporated, Kidney Health Australia and Transplant Australia are signatories to the Communications Charter.

Medicare Australia

Maintains the Australian Organ Donor Register. Sign on to save lives and call 1800 777 203 or visit the web: www.medicareaustralia.gov.au

Volunteering Australia

Is the national organisation for Volunteering in Australia. The National Volunteer Week 2010 is from the 10-16 May. National Volunteer Week (NVW) is the largest celebration of volunteers and volunteerism in Australia, and provides an opportunity to highlight the role of volunteers in our communities and to say thank you to the more than 5 million Australians who volunteer.¹⁰

Volunteering ACT

Volunteering ACT Inc. is committed to supporting the concept of volunteering in the ACT community. Volunteering ACT is also committed to enabling individuals to engage in satisfying and fulfilling volunteer activities, having regard to volunteers' rights and responsibilities, and supporting and resourcing agencies in maintaining best management practice.

Volunteering ACT
55 Chandler Street
Belconnen ACT

Ph: (02) 6251 4060
Fax: (02) 6251 4161



10 Source: www.volunteeringaustralia.org 2010

ACT

ACT Health DonateLife ACT

DonateLife ACT was officially launched by the ACT Minister for Health, Ms Katy Gallagher MLA on Monday 22 February 2010 during Australia Organ Donor Awareness Week.

DonateLife ACT staff work on implementing the nationally consistent and agreed protocols and procedures produced by the Australian Organ and Tissue Donation and Transplantation Authority.

ACT Bone Bank

The ACT Bone Bank is now part of DonateLife ACT and is committed to providing the highest quality bone grafts to the local community and beyond.

The ACT Bone Bank has been established to meet the need for bone grafting in Canberra and the surrounding region. It is located within the Canberra Hospital.

ACT Bone Bank Coordinator is Maria Hartley

Room 68
Level 1
Building 6
Canberra Hospital

Phone (02) 6244 3698

Community NGOs in the ACT

Gift of Life Inc

Gift of Life Inc (Goli) is the peak body for organ donor awareness in the Australian Capital Territory and the surrounding districts.

President:	David O'Leary
Reporting mechanism:	Annual Report
Public relations:	Website, Media releases, media interviews and PR Agency.



Former President of Gift of Life Inc Anne Cahill Lambert.

Main activities in 2010

Organ Donor Awareness Week

- Terry Connelly Walk
- National Launch of AODAW
- ACT Chief Minister's Awards.



Kidney Health Australia

The ACT organisation is assisted by the NSW office.

GPO Box 9993
Canberra ACT 2601
Phone: 02 6282 8605
Fax: 02 6254 7640
Email: act@kidney.org.au

Renal Unit support at the Canberra Hospital

The Renal support groups have an advisory meeting once a month.

Transplant Australia – ACT

Transplant Australia works in the areas of advocacy, awareness and support.



Our objectives are to: Increase the rate of organ and tissue donation; Improve the community's understanding of transplantation; and provide our members with support, education and guidance to improve their health and quality of life.

ACT CEO:	Steve Williams
Reporting mechanism:	Annual Report
Public relations:	Website and they have a National Communications officer based in Sydney.

Main activity in 2010

- Organ Donor Awareness Week and
- The Australian Transplant Games.

An exciting event for Canberra was held by Transplant Australia which staged the Australian Transplant Games in Canberra in October this year. This event was supported with a grant from the ACT Government and was a great way for Donatelife ACT to incorporate our volunteers in the week long games.

Australian Heart/Lung Transplants Association

President:	Peter Wicks
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Volunteer Assessment

The appraisal process provides an opportunity for feedback to staff covering areas such as communication, appropriateness of training and staff support for Volunteers.

GENERAL:

How can the Volunteer Manager be more supportive?

How can the staff be more helpful?

What further training and assistance would I benefit from?

Please circle from 1-5 (1 = strongly disagree and 5 = strongly agree).

1. My volunteer experience at DonateLife ACT has been positive?

1 2 3 4 5

What would you like to be different?

2. I am satisfied with the work that I am asked to do?

1 2 3 4 5

3. If dissatisfied, what type of work would you like to do? If satisfied, is there other work you would like to do?

4. I feel that my skills and talents are being utilised?

1 2 3 4 5

5. What skills and talents are not being used?

6. Are there any skills that you would like to acquire?

7. My supervisor communicates his/her expectations effectively to me?

1 2 3 4 5

Please hand the completed form back to:

Julian Fitzgerald
 Volunteer Coordinator
 DonateLife ACT
 Canberra Hospital
 Yamba Drive
 Canberra ACT 2605

Further Reading

- The ANZICS Statement on Death and Organ Donation, third edition, 2008.
- National Guidelines for Organ and Tissue Donation, Australasian Transplant Coordinators Association (ATCA), fourth edition, 2008.
- National Health and Medical Research Council. Organ and Tissue Donation, After Death, for Transplantation: Guidelines for Ethical Practice for Health Professionals. Canberra: NHMRC 2007. www.nhmrc.gov.au/publications/synopses/_files/e75.pdf TSANZ.
- Organ Allocation Protocols. The Transplantation Society of Australia and New Zealand. www.tsanz.com.au/organallocationprotocols/index.asp.
- *Human Tissue Act 1982*
- *Coroners Act 1985*
- Excell, L., Hee, K., Russ, G. (eds) ANZOD Registry Report 2009. Australia and New Zealand Organ Donation Registry, Adelaide, South Australia.
- White, G., Gillott, J. Family experiences of organ donation: Report of the 5th ATCA national donor family study, 2009.

Contacts & Links

ACT DonateLife Agency Staff, June 2010

ACT Medical Director of Organ and Tissue Donation	Dr Imogen Mitchell
Deputy Director of Organ and Tissue Donation	Dr Greg Hollis
Staff Specialist	Dr Mark Oliver
Staff Specialist	Dr Sam Scanlan
ACT Manager	Daina Neverauskas
Administration Officer	Melissa Dwyer
Communication Manager	Julian Fitzgerald
Organ and Tissue Donation Nurse Educator	Lynne Calman
Organ Donor Coordinators	Karen Oliver
	Shakira Spiller
	Erin Brown
	Allison Schischka
	Brenda Richardson

Dr Greg Hollis

Dr Sam Scanlan

Daina Neverauskas

Erin Brown

Julian Fitzgerald

Lynne Calman



Associations/Organisations/Website Links

Professional Organisations

Australasian Transplant Coordinators Association (ATCA) www.atca.org.au

Australian and New Zealand Intensive Care Society (ANZICS) www.anzics.com.au

Australian College of Critical Care Nurses (ACCCN) www.acccn.com.au

Australian College of Emergency Nursing (ACEN) www.acen.com.au

Australian College of Operating Room Nurses (ACORN) www.acorn.org.au

Joint Faculty of Intensive Care Medicine (JFICM) www.jficm.anzca.edu.au

The Transplantation Society of Australia and New Zealand (TSANZ) www.tsanz.com.au

Transplant Nurses Association (TNA) www.tna.asn.au

Organ and Tissue Transplantation

Australian and New Zealand Dialysis and Transplant Registry (ANZDATA) & Australian and New Zealand Organ Donor registry (ANZOD) www.anzdata.org.au

Australasian Donor Awareness Program (ADAPT) www.adapt.asn.au

Australian Organ and Tissue Donation and Transplantation Authority
www.donatelife.gov.au

Eye Bank Association of Australia and New Zealand (EBAANZ) www.ebaanz.org

National Health & Medical Research Council (NHMRC) www.nhmrc.gov.au

The Australian Organ Donor Register (AODR) www.hic.gov.au/organ

Grief & Bereavement

Bereavement CARE Centre www.bereavementcare.com.au

GriefLink www.grieflink.asn.au

Other

Australian Kidney Foundation (AKF) www.kidney.org.au

Gift of Life www.goli.org.au

Transplant Australia www.transplant.org.au

Application to become a DonateLife ACT volunteer



While working within DonateLife ACT as a volunteer you are expected to:

- Be interviewed
- Attend a DonateLife ACT training session and
- Agree to having a Duty Statement for the position of Volunteer

As a volunteer you also have the right to:

- Be advised of DonateLife ACT standards, guidelines and expectations and
- Be given a clear statement of what you are required to do

I have read the above statements and agree to abide by the Volunteers' Guidelines.

Miss/Mrs/Ms/Mr/Dr:

Address:

Postcode:

Home Phone: Work Phone:

Mobile Phone:

Email:

Why are you interested in volunteering at DonateLife ACT?

Office Use Only

Application Successful

Unsuccessful

Reason:



Fundraising and Volunteers Office

Building 2, Level 2, Canberra Hospital, Yamba Drive, Garran ACT 2605
 PO Box 11 Woden ACT 2606
 Phone: (02) 6244 2808 Fax: (02) 6244 3517
 Website: www.health.act.gov.au
 ABN: 82 049 056 234

ACT HEALTH

Canberra Hospital

Volunteer Handbook 2010

A guide for volunteers at the Canberra Hospital

Volunteers

Contents

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Canberra Hospital Volunteer Services

Welcome

Welcome to the Canberra Hospital Volunteer Coordinator Unit. We hope your volunteer contribution to the Hospital is an enjoyable and fulfilling one and as valuable experience to you as it is to the Hospital.

You are a member of a dedicated team, united in a single aim of doing everything possible for the recovery and well being of the patients at the Canberra Hospital.

This handbook is designed to assist you to become familiar with the Hospital, our policies, procedures and other important information as a team member.

Our volunteers are very important and if you have any concerns or suggestions please see your volunteer supervisor or the Hospital volunteer coordinator.

Hospital Orientation

The Hospital Volunteers' Orientation sessions will be held on a regular basis in a suitable room, usually the Seminar Room in Building 2 on the fourth Monday every three months (February/May/August/November).

Volunteers waiting for a scheduled Orientation session will be encouraged to read their Volunteers' Handbook before commencing their duties.

The importance of infection control, workplace safety and emergency procedures will be highlighted for the new volunteers and that they should be aware of these areas before attending the Orientation session.

Welcome and Introduction

Handbook		
Volunteer Coordinator		10 minutes
Infection Control		
Wendy Beckingham		20 minutes
Emergency procedures		
Michael Warylo		20 minutes
Workplace Health & Safety		
Janet Gahan		20 minutes
History of the Canberra Hospital and Auxiliary		
Volunteer Coordinator		10 minutes
Q&A		
Volunteer Coordinator		5 minutes
Tour of Hospital campus (if possible/ requested)		
Volunteer Coordinator		20 minutes

Infection Control

Aim

The aim of the Infection Control program is to minimise infection for patients, employees/ volunteers and the general public.

What is an infection?

Infection can be defined as an invasion and multiplication of micro-organism in body tissues and may be acute, subacute or chronic, depending on the individual's immune status.

How infection is spread

The spread of infection requires three main elements:

- A source of micro-organisms that is capable of causing disease.
- A susceptible host.
- A means of transmitting, i.e. spreading, the micro-organisms.

Modes of Infection transmission

Contact transmission

Direct contact – direct physical contact that can transfer micro-organisms between one person and another, e.g. turning a patient in bed.

Indirect contact – transfer of micro-organisms via contaminated intermediate objects, e.g. via a dirty shower chair.

Respiratory transmission

Airborne transmission occurs by breathing in droplets nuclei or dust particles containing the infectious micro-organisms. These can remain suspended in the air for long periods, e.g. mycobacterium tuberculosis.

Droplet transmission is similar to airborne transmission, but the droplets are larger and rapidly settle on horizontal surfaces, within one metre from the source, e.g. common cold.

Common vehicle transmission occurs when micro-organisms are spread via contaminated 'vehicles'. These include the following:

- Food e.g. salmonella food poisoning
- Water e.g. enteric viruses
- Drugs e.g. bacteraemia resulting from infusion of contaminated fluids
- Blood e.g. Hepatitis B, hepatitis C

CLEAN environment

CLEAN hands

CLEAN products

CLEAN HOSPITAL

Emergency Procedures

Security guards working on the hospital campus are here to assist us in providing a safe environment for staff, patients and visitors. All suspicious activity should be reported to Security by contacting the hospital switchboard staff by dialling '9'

Some **DOs** & **DON'Ts** that will make things easier and safer for all concerned:

- DO remain mindful of personal safety at all times.
- DO lock your work areas at all times.
- DO lock up your personal belongings at all times.
- DO report defective door operations and security lighting to the Security Office.
- DON'T investigate, challenge or approach suspicious persons yourself.
- DON'T be complacent.
- DON'T think it won't happen in your work environment.

Remember!

Security is everyone's responsibility! Stay Alert! Report It!

The Security office is located adjacent to Main Reception in Building 2. The phone number is extn 42141. To report on-campus incidents: Dial '9' / 6244 2222

For All Emergencies: Dial '8' and report the Code by colour.

Code Blue is a Medical Emergency

Code Red is a Fire Emergency

Code Orange is Evacuation

Code Purple is a Bomb Threat

Code Yellow is an Internal Disaster

Code Black is a Personal Threat

Code Brown is an External Disaster

Evacuation

For fire evacuation all volunteers/ people in the hospital main foyer should leave the building and proceed to the relocation area in the car park behind the National Capital Private Hospital near Palmer Street. For a bomb threat evacuation volunteers/ people should relocate to Garran oval.

For other areas where volunteers are located please check as to your relocation area in case of an emergency and your building has to be evacuated.

Injury Prevention & Management

Under *Working Together Shaping Our future With Our People – A Strategic Plan for Building a Sustainable ACT Health Workforce 2004 -2007* the Injury Prevention & Management unit is responsible for the development and implementation of *Strategic Priority 1: Keeping our Staff Healthy and Safe*. This includes policies, training and reporting related to occupational health and safety and the return to work of ill or injured employees.

Health Safety and Environment (OHS)

The Health Safety Environment advisors co-ordinate the development and implementation of the ACT Health Safety Management System (SMS) and provide technical advice on a range of matters to staff and managers to assist them to meet their legislated OHS responsibilities.

To ensure compliance and to meet the organisations legislative responsibilities regular SMS reports are made to ACT Health executive and management and SMS auditing is conducted throughout ACT Health.

Manual Handling

The Manual Handling advisors co-ordinate the development, implementation and compliance of manual handling in ACT Health.

Early Intervention & Injury Management/ Return to Work

Employees may be entitled to workers compensation cover under the *Safety, Rehabilitation and Compensation Act -1988* (SRC Act), if they have a work related illness or injury.

The Early Intervention officer and Return to Work coordinators coordinate workers' compensation claims, rehabilitation, return to work management and redeployment of injured staff in ACT Health.

What do I have to do if I am injured at work?

- Advise your manager and contact the Early Intervention officer
- Report ALL accidents, incidents and near misses IMMEDIATELY using the Accident/ Incident Reporting system (Paper form or electronically on Riskman)
- If appropriate, forward compensation claims with appropriate Worker's Compensation medical certificate to IP&M at the earliest opportunity, preferably within 48 hours of the incident.

Who should contact the Early Intervention Officer?

Employees with compensable or non-compensable conditions who are:

- injured
- absent from duty for extended periods

More information:

On the ACT Health Intranet, Injury Prevention and Management are under Business Support.

History

The Hospital

The Woden Valley Hospital (now Canberra Hospital) was officially opened in September 1973 by the then Federal Health Minister, Dr Doug Everingham, as a 420-bed hospital. This was only part of the planned hospital, namely, the tower building, entrance and residences. Building 3, the then Community Health facility, with a further 220 beds was opened in May 1974 by Kep Enderby, Federal Member for Fraser.

At the time of planning the Woden Valley Hospital project was thought to be the largest single undertaking of its kind in Australia with a contract price of \$17.9 million.

Woden Valley Hospital was so named because of its location, in the Woden Valley. The valley was named after the property owned by Dr James Murray, who was a medical doctor and first medical superintendent of the Goulburn Hospital in the early 19th century.

The copper and bronze sculpture depicting Woden, the King of the Gods, is located in the foyer of the auditorium. According to mythology Woden was not only the wisest and fiercest of the Gods but with his great knowledge, he could cure illness and prevent injury.

The Woden Valley and Royal Canberra Hospitals were amalgamated in 1991 when the hospital campus underwent major redevelopment. The combined facility was renamed The Canberra Hospital in 1996.

The Canberra Hospital, which has approximately 500 beds, is an acute care teaching hospital, and a tertiary referral centre, that provides a broad range of speciality services to the people of the ACT and surrounding southeast New South Wales. The Canberra Hospital is a teaching hospital of the University of Canberra and the Australian National University Medical School, and affiliated with a range of other tertiary institutions.

Canberra Hospital was awarded ongoing accreditation from the Australian Council of Health Care Standards at the periodic review in March 2009.

Our public hospitals (excluding mental health, cancer, aged care and rehabilitation services) managed over 83,697 inpatients in 2008-09. Bed occupancy for this financial year was 96%. There were more than 273,300 outpatients treated. The number of births were down to 3,407 on the previous year.

Surgical operations at our public hospitals increased by more than five percent during 2006-07 to more than 18,500.

Presentations at Emergency departments in our public hospitals for 2008-09 were over 101,900. Access block, the number of patients admitted from Emergency who wait for longer than eight hours, from the beginning of treatment to admission has been decreasing and is now down to 28%.

The Auxiliary

The Hospital Auxiliary, which is an incorporated body and recognised charity, has been operating within the Hospital since its opening. During this time the Auxiliary has played a very important role in the Hospital, donating a wide range of medical equipment, items of comfort and care of patients and visitors, as well as providing financial support to staff for ongoing professional development and continuing education.

In 1991 the Royal Canberra Hospital closed and a majority of Auxiliary members joined the members from the Woden Valley Hospital Auxiliary.

In 1999 the Canberra Hospital received its \$1millionth donation from the Auxiliary. The next \$1million took only 10 years where the first \$1million took 26 years.

Auxiliary services

The Auxiliary provides services for the comfort of patients, staff and others to whom the activities of the Hospital extend.

The Auxiliary shop operates on a seven-day a week basis:

Monday to Friday	8.30am to 8.00pm
Saturday	9.30am to 4.30pm
Sunday/Public Holidays	10.00am to 4.00pm

The shop is closed Good Friday, Christmas and Boxing days.

Other activities of the Auxiliary include:

- The provision of a free library service for the benefit of patients and staff;
- Administration of funds relating to the Judy Gallagher Memorial Trust and other grants;
- Provide a guide service to escort patients and visitors to various areas within the Hospital; and
- Provide support to the Hospital museum.

The Auxiliary committee and the Hospital management work in close liaison to determine priorities for expenditure of auxiliary funds. All requests for auxiliary funds and sponsorship must be directed through the Hospital Auxiliary.

The Auxiliary shop

Providing support and assisting staff with the sales of goods within the shop

Auxiliary Shop trolley service

The shop provides the trolley service to the wards with magazines, newspapers, and snacks for patients and their visitors.

Mobile library service

Providing the library service to the wards and staff and library provision service in the cataloguing of books in the Auxiliary library.

Volunteer guides

Providing a service for patients and visitors guiding them to specific areas within the Hospital, and assisting reception staff in peak periods.

Canberra Hospital Museum

The Hospital Museum is recording the history of health care in the ACT and surrounding district with guidance from a conservator, volunteers assist with identification and cataloguing historical items as well as preparing for public displays.

Volunteers are encouraged to select areas in which they have an interest or special significance for them.

Canberra Hospital's Values and Statements

Values and service commitment

The Canberra Hospital is committed to providing quality acute care health services. We are also committed to the process of continual improvement in the interests of customer service and patient satisfaction.

Vision Statement

"We will proudly lead Australia in maximising individual and community health and well being"

Mission Statement

"To be an acute care teaching hospital that is valued by the community of the Canberra region and recognised nationally for its excellence in healthcare, education and research"

Our values

The Canberra Hospital values the following attributes in its staff, its business and its relationships:

Care

Go the extra distance in delivering services to our patients, clients and consumers. Be diligent, compassionate and conscientious in providing a safe and supportive environment for everyone. Be sensitive in managing information and ensuring an individual's privacy. Be attentive to the needs of others when listening and responding to feedback from staff, clinicians and consumers.

Excellence

Be prepared for change and strive for continuous learning and quality improvements. Acknowledge and reward innovation in practice and outcomes. Develop and continue to an environment where every member of the team is the right person for their job and is empowered to perform to the highest possible standard.

Collaboration

Actively communicate to achieve the best results by giving time, attention and effort to others. Respect and acknowledge everyone's input, skills and experience by working together and contributing to solutions. Share knowledge and resources willingly with your colleagues.

Integrity

Be open, honest and trustworthy in communicating with others, and ensure correct information is provided in a timely way. Be accountable, reflective and open to feedback. Be true to yourself, your profession, consumers, colleagues and the government.

Volunteer services philosophy

Purpose

The volunteer assists through being supportive and useful, by you being friendly, energetic and effective.

The volunteer service

- Values and is accountable for high standards/ quality of care and outcomes.
- Values voluntary contribution by reward, recognition and motivation.
- Respects the values and beliefs of others in the Hospital community.
- Values the Universal Declaration of Volunteering.

Volunteers commit themselves to:

- Support patients and their families, visitors and staff of the Canberra Hospital.
- Fundraising to meet the needs identified within the Canberra Hospital.
- Promote a friendly and caring image of the Hospital.
- Participate in evaluating and creating opportunities for volunteers.
- Promote and maintain Code of Practice/ Conduct consistent with the guidelines established by ACT Health.
- Ongoing training to maintain quality service provisions.

The Canberra Hospital volunteer programs incorporate the following:

- Recruitment of suitable volunteers.
- Orientation of volunteers to the Hospital and allocated roles.
- Training both on the job and through training workshops.
- Recognition and reward.
- Effective day-to-day management of volunteers and the program.

What is it like to be a volunteer for the Canberra Hospital?

The volunteers at the Canberra Hospital offer a friendly support service, which benefits the patients, their families and the staff of the Hospital. The volunteer program aims to compliment and enhance services of the Hospital through the selfless contribution of volunteers.

The Hospital Auxiliary contributes to the fundraising efforts of the organisation by providing additional resources to purchase equipment and items that benefit patients and staff.

Team spirit with flexibility, commitment and reliability to meet the needs of the Hospital are important characteristics of being a volunteer at the Canberra Hospital.

General principles for use of volunteers

Volunteers will not be utilised where legislative requirements or ACT Health policies and procedures dictate the use of paid or contracted staff.

Volunteers will not be used in positions that are viewed as the domain of paid staff.

Volunteers will not be placed at risk while performing their duties.

In keeping with workplace relation policies, volunteers will not be required to work continuously for more than four hours without a minimum break of a half-hour.

ACT Health Code of Conduct for volunteers

ACT Health's core values are honesty, respect, confidentiality, professionalism and fairness. Our image is directly affected by our actions. The only way to maintain the respect and confidence that ACT Health deserves is to know what is expected of us and accept responsibility for our own behaviour as set out in the *Public Service Management Act 1994*.

We act honestly and with integrity

ACT Health is judged on its employee and volunteers' actions. Acting with honesty and integrity will maintain the respect and confidence that we seek from the community.

We demonstrate honesty and integrity when:

- We treat all people with courtesy and sensitivity to their rights, duties and aspirations.
- We conduct ourselves in an unprejudiced, objective and efficient manner, considering matters on their merits without regard to outside influences or personal interests.
- We do not take improper advantage of our positions in order to obtain a benefit for others or ourselves.
- We do not tolerate dishonest behaviour by our colleagues or others.
- We do not tolerate bullying, harassment, unlawful discrimination or other inappropriate behaviours in any form.
- We do not act in a way, which is intended to harass or intimidate our colleagues.

We value and maintain our professionalism

Professionalism is conduct that fosters and preserves our reputation as individuals, builds the reputation of ACT Health, and supports our duty of care. Professional and ethical conduct by volunteers is integral to the organisation. If we compromise this principle, we will lose the respect and confidence of our colleagues and clients.

Our professionalism is demonstrated when:

- We exercise care, responsibility and sound judgement when carrying out our duties.
- We maintain and strive to improve the skills, knowledge and competencies that are required for us to be efficient in our duties.
- We always maintain a professional relationship with our clients.
- We work together as a team and treat each other with respect and dignity, striving for a safe, harmonious and efficient workplace.
- We provide clients and others with evidence based advice and factual explanations that we are competent and authorised to provide.
- We do not carry out our duties if we are under the influence of alcohol or any other drug that inhibits performance.
- We act professionally at all times and strive hard to maintain a positive image of ACT Health.

We know and respect the law and act accordingly

Compliance with all the laws and statutes that govern us is an essential part of our operations. Violations of laws and regulations can have serious consequences for ACT Health and individual concerns.

This commitment is seen when:

- We respect and abide by all laws, regulations, policies, standards, and documents that direct our operations.
- We comply with all lawful and reasonable directions from authorised persons.
- We work to assist members of the public to understand their entitlements and requirements according to the laws within which we operate.
- We do not unlawfully coerce or harass a member of the public or another volunteer.
- We discharge our duties lawfully and in doing so our signature indicates understanding and authority.
- We only act within our authority/ delegations.

We avoid conflicts of interests

A conflict of interest occurs where a volunteer has a personal or professional interest sufficient to influence, or appear to influence, the objective performance of their duties. A real or apparent conflict of interest can jeopardise confidence in ACT Health. Therefore, we do not participate in activities that could put us in such a position.

Conflicts of interest will be avoided when:

- We do not put ourselves in a position where it could appear that our private interests or activities, including personal relationships, sporting, social or cultural activities are in conflict with our position in ACT Health.
- We do not put ourselves in a position where our personal interests and/ or relationships compromise the therapeutic intent of ACT Health.
- We separate our political views and activities from the performance of our official duties.
- We inform our supervisors/coordinator as soon as we become aware of possible conflicts of interests, including the financial or personal interests of ourselves or of those who we know.
- We declare our conflicts of interests that could occur through our shareholdings, ownership of real estate or being the trusts or beneficiary of a trust.
- We do not accept gifts or benefits without the approval of the supervisor/ coordinator, unless the gift is of little financial value. Volunteers may accept token gifts, e.g. chocolates or flowers, given in gratitude, unless it is intended to influence decisions about how volunteer work is conducted, contracts let or goods purchased.

We respect privacy and do not misuse information

Respect for client privacy and business confidentiality is central to ACT Health's credibility. At all times, we comply with the laws governing disclosure of information and we treat the privacy of our clients, colleagues and business affairs as a high priority.

To ensure confidentiality is maintained and information is not misused:

- We only access confidential information for authorised work related tasks.
- We do not encourage or pressure others to disclose confidential, sensitive or privileged information.
- We do not unlawfully disclose any information we acquire either as a consequence of our employment or by chance.
- We do not take improper advantage of any information or documentation we have access to for our own or any other's benefit.
- We ensure collection, storage and disposal of confidential information regardless of its medium.

We strive to be good citizens and achieve community respect

ACT Health is committed to service excellence and aims to maintain public confidence and respect. This can only be achieved if we are aware of our responsibilities and are accountable for our actions.

This commitment is supported when:

- We are committed to equity and diversity.
- We strive to make a positive contribution to the organisation and the community we serve.
- We consider the broader impact of our decisions on our colleagues, our clients and the community.
- We strive to conserve natural resources and conduct our duties in the best interest of the environment at all times.
- We do not waste, improperly or extravagantly use, the resources of the Territory.
- We report any corrupt or fraudulent conduct in the public sector or any maladministration that we have reason to suspect.

Code of Practice for volunteers in the ACT Public Service

While working within ACT Health as a volunteer you are expected to:

- Be reliable in your commitment to the organisation and its clients;
- Work within departmental guidelines and meet the standards of behaviour expected of paid workers;
- Maintain confidentiality in respect of all information gained in the course of your duties;
- Follow the ACT Public Service Code of Conduct and ethical standards;
- Observe the requirements of the *ACT Occupational Health and Safety Act 1989*;
- Accept and follow directions from your supervisor;
- Ensure that you understand direction given to you and seek clarification if uncertain;
- Ensure that you are capable of performing all tasks given to you;
- Provide feedback to your supervisor on your progress; and
- Report problems as they arise.

As a volunteer you also have the right to:

- Be advised of departmental standards, guidelines and expectations;
- Be given a clear statement of tasks to be performed;
- Receive sufficient training to enable you to carry out your duties;
- Guidance and direction from your supervisor;
- Speak to, and be heard, by a person in authority if you have queries or complaints;
- Be treated as a bona fide co-worker of the regular staff;
- Be listened to by staff and colleagues;
- Receive feedback on your work;
- Be provided with equipment necessary to do the job;
- The opportunity to attend general meetings; and
- Be informed of information regarding proposed changes in the workplace.

I have read the above statements and agree to abide by the volunteers' Code of Practice.

Signed

Date

(Print name) _____

Non-Government Organisations and Community Speaking Notes

HOW TO PREPARE A SPEECH

- Have community/NGO knowledge of the organ and tissue donation sector
- If it helps you with your presentation write your speech out in full and ask DonateLife ACT for feedback. Our Staff can assist you with updated facts and figures (we comment on facts not style)
- Practice at home (it will make you more familiar with the flow and timing of your speech) Be aware of how much time (total) you have available
- If you can (not always possible) know your audience, i.e. ask the person with whom you are liaising if there are any members who have been personally touched by organ donation, the order of proceedings and who will introduce you
- Be aware of audience size and demographics (i.e. age, sex)
- Is it a group with a particular interest such as a church or social group?
- Have a brief background biography about yourself ready to be given to the host.

FIRST IMPRESSIONS ARE IMPORTANT

- Present yourself well (dress neatly)
- Be early, if you can, to meet club/group members
- Introduce yourself to the club president/guest speaker convenor/Chairperson
- Set-up a display banner if planned.

PRESENTATION

- Speak clearly, relatively slowly and loudly, without shouting and modulate your voice. Maintain eye contact and use a microphone if available
- Stand straight – do not lean over or against a lectern or table
- Do not use slang or difficult medical words/terms or words
- Emphasise major points (use gestures) strongly and repeat these to reinforce them.

USING NOTES

- Do not vary from the sequence of your notes, until you feel comfortable
- Read from notes sparingly. It is better to use prompt cards with major points highlighted or underlined.

TIMING

- Keep to the time allowed
- Allow about ten minutes for questions.

USE OF AIDS

- Distribute brochures after your speech, not before or during it
- Determine if you think it is appropriate to use other aids such as videos or overheads. If so, confirm with the organisers so that these can be arranged well ahead of time .

QUESTION TIME

- Invite questions and be sincere with your answers
- Answer questions after your speech – not during it
- If there are any difficult or unexpected questions after a presentation, offer to find the answer and get back to the organisation via a letter or phone call. Call DonateLife ACT to check the details. This is particularly relevant for precise medical questions
- Do not get involved in political/controversial issues. If someone has a “bee in their bonnet”, extricate yourself politely from the debate and suggest they call DonateLife ACT to discuss the issue further.

CONCLUSION

- Leave the audience with the key message – DISCOVER, DECIDE, DISCUSS
- Ensure the audience understands how they become organ donors if they wish – i.e. family discussion and registering with the Australian Organ Donor Register (make certain you always have the 1800 number handy and web address)
- Thank the audience for their attention and the club/group for making time available for you.

REMEMBER:

You will be nervous, it is natural. It will get better as you feel more comfortable with the topic and continue facing audiences.

Guest Speaker Evaluation Form



Name of Speaker	
Name of Organisation	
Date of presentation	
Venue/No. Attended	
Position of person completing this evaluation	

Please provide feedback on the following areas, identifying any issues.

1. How would you describe the manner in which the DonateLife ACT Volunteer conducted him/herself? (Please circle):

Excellent Very Good Good Requires some improvement Poor

2. Did you find the presentation informative? (Please circle):

Yes No

3. Is there anything you would like to know that was not covered in the presentation? (Please circle):

Yes No

If yes, please provide details....

4. How beneficial did you find this presentation and information for your community group? (Please circle):

Very beneficial Mildly beneficial Not beneficial

5. Since hearing today's presentation, has your view on organ donation changed? (Please tick):

Remain committed Will now take action
 Indifferent Less interested/Prefer not to be

6. Please feel free to provide any further comments on this information session.

Thank you for completing this questionnaire and taking time out to think about organ donation. It would be appreciated if you could forward this evaluation form to: Julian.Fitzgerald@act.gov.au

Promotional Materials available for Volunteers

POSTERS

- Discover, Discuss, Decide (A3, A4 size)
- Australian Organ Donor Register (A4 and A3 size).

BROCHURES

- Australian Organ Donor Register – registration form
- DonateLife brochures.

FACT SHEETS

- Organ donation frequently asked questions
- Facts and Statistics
- Organ donation process
- The tissue donation process
- Organ and tissue transplantation
- Organ donation and your religion.

PROMOTIONAL ITEMS

- T-shirts and hats
- Drink bottles
- Heart Magnets
- Sticky notes
- Balloons
- Pens
- Stress hearts.

Note: (All fact sheets can be downloaded from the following website: www.donatelife.gov.au)





www.donatelife.gov.au