



**Dhelkaya
Health**

Volunteer Handbook





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Welcome to Dhelkaya Health Volunteering



On behalf of everyone at Dhelkaya Health, I would like to extend a warm and heartfelt welcome to all of our new volunteers. We are incredibly grateful that you have chosen to be a part of our team. Your dedication and commitment to supporting our community make a significant difference, and we are excited to have you on board.

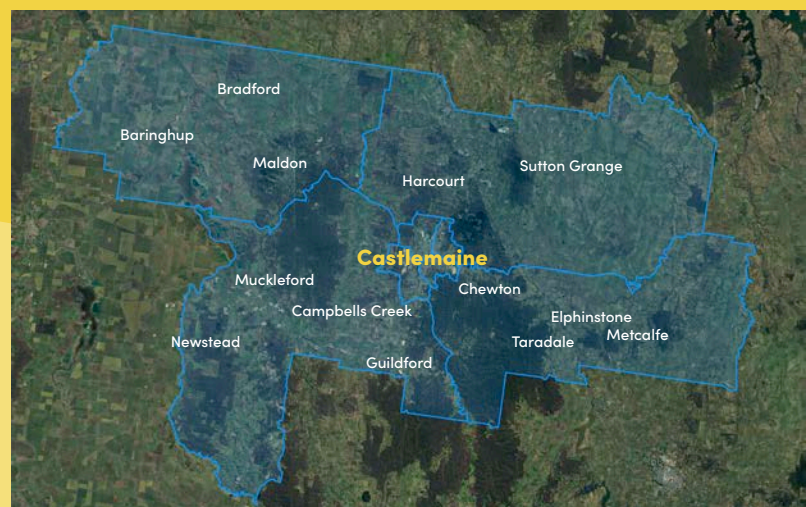
Sue Race, Dhelkaya Health CEO

Volunteering at Dhelkaya Health offers more than just an opportunity to contribute—it's a chance to be a part of something greater. Our volunteers play an essential role in enhancing the care and support we provide to our patients, residents, clients and our community. Whether you're assisting with administrative tasks, supporting patient care, or helping in community outreach, your work will have a lasting impact. Volunteering here provides personal rewards, including gaining new skills, building connections, and experiencing the fulfillment that comes from making a positive difference in people's lives.

At Dhelkaya Health, we celebrate diversity in all its forms. We offer a wide range of roles that suit different interests, skills, and backgrounds, ensuring that every volunteer can find a position

that is meaningful to them. From healthcare services to behind-the-scenes support, there are countless opportunities for you to engage with our mission in ways that resonate with your strengths and passions.

Once again, thank you for choosing to volunteer with us. Your contribution is deeply valued, and we look forward to working alongside you in our shared goal of improving the health and wellbeing of our community. Welcome to the Dhelkaya Health family!



Who We Are

Dhelkaya Health was created on 1 March 2022, the result of an amalgamation between Castlemaine Health and Maldon Hospital, and previous amalgamation with CHIRP Community Health.

Dhelkaya means 'being healthy' in the language of the Dja Dja Wurrung people, so we are delighted to have the ultimate goal of 'Healthier Together' at the heart of this strategy. It is both an ambition and a collaboration with our community, our clients and residents, for nothing we aim for is achieved in isolation from the communities we serve.

We are a community-oriented health service with an integrated hospital, primary care service, residential aged care and a wide range of community health services.

Dhelkaya Health is predominantly a nurse and allied health-led service supported by locally credentialled General Practitioners and Visiting Medical Officers.

Dhelkaya Health provides a comprehensive range of low to moderate complexity services to a population of more than 20,000 people. We also work with Bendigo Health to provide a range of high quality, integrated healthcare services.

We are a member agency of the Loddon Mallee Health Network, Loddon Mallee Shared Services (LMSS), and the Loddon Health Service Partnership.





2.1 Dhelkaya History

The Gold Rush (1853)

The Castlemaine District Hospital opened its doors on May 24, 1853, less than two years after discovering gold at Mt Alexander in Central Victoria. The hospital, located on Gingell Street, Castlemaine, provided essential medical and nursing care.

A place of refuge (1860)

Separately and after extensive fundraising, the Castlemaine Benevolent Asylum was established in Cornish Street on July 4th, 1860, following a severe winter. The Asylum gave refuge to those needing food, shelter and clothing. It changed focus to the care of the frail, aged and disabled following the turn of the century and was later renamed 'Alexander'.

Move to Halford Street (1939)

In 1939, the hospital was relocated to new buildings on Halford Street. The original Gingell Street hospital building was demolished, but the residence of the chief surgeon remains a private house.

Mount Alexander Hostels (1959)

The Mount Alexander Hostels, previously the Castlemaine Benevolent Asylum, commenced operation on the site of 'Alexander' in Cornish Street between 1959 and 1962. The hostel provided alternative accommodation for the elderly and frail.

Mount Alexander Hospital (1986)

On July 1, 1986, the Castlemaine & District Community Hospital and 'Alexander' amalgamated to become Mt. Alexander Hospital. A major building program commenced in 1994, and all facilities and services were consolidated on the Cornish Street site on December 22 1995, as Castlemaine Health.

Castlemaine Health (1995)

In 1995, the hospital service was renamed Castlemaine Health. Castlemaine Health ran an acute and subacute in-patient facility on the Cornish Street site and a residential care facility. In 2000, the 'community services' arm of Castlemaine Health registered as an independent organisation called CHIRP Community Health. Twenty-one years later in 2021, Castlemaine Health amalgamated with CHIRP Community Health. The community health service, operating from Mostyn Street, relocated to Cornish Street.

Dhelkaya Health (2022)

In 2022, Castlemaine Health amalgamated with Maldon Hospital. The organisation was renamed 'Dhelkaya Health', which means being healthy in the Dja Dja Wurrung language. The service now runs from Cornish Street in Castlemaine and Chapel Street in Maldon.

Workspace Australia now occupies the Halford Street building as a business incubator. The Old Nurses Quarters, part of the hospital buildings, were demolished in 2023.

2.3 Our purpose, values and promise

- Healthier together
- We engage and empower individuals and communities

2.4 Our values

Our 'Breakthrough Values' are beliefs that are shared, and visible as behaviours, and that propel us to our desired future. These are:

- Empathetic: We are caring, compassionate and kind
- Inclusive: We are welcoming, trustworthy and warm
- Professional: We are dependable, expert and ethical
- Transformative: We are curious, progressive and creative

2.5 Our promise

- We're here for you
- We listen
- We respond to change
- We aim for best results every time

2.6 Where we work

Dhelkaya Health is located in Central Victoria on Dja Dja Wurrung country in the Mount Alexander Local Government Area (LGA).

Our two main campuses are located in Cornish Street, Castlemaine and Chapel Street North, Maldon. Dhelkaya Health also operates a Community Health Information Hub co-located with Castlemaine Community House in Templeton Street, Castlemaine.

Dhelkaya Health provides a comprehensive range of services for residents of Mount Alexander Shire, as well as sub-regional community services for residents of Mount Alexander, Mount Macedon and Goldfields Shires. This makes Dhelkaya Health a significant partner in delivering care to the Loddon Mallee regional population.

With more than half of Dhelkaya Health's patient population coming from the Mount Alexander Shire, our health service plays an essential role as a community hospital. Our geographical situation also gives our local population excellent access to Bendigo, Ballarat and Melbourne based tertiary health care facilities.





2.7 Organisational commitments

Our volunteer workforce is a vital and valued part of the success of our organisation and a part of an important reciprocal relationship with our local community and we acknowledge that the remarkable commitment of our volunteers has made a tangible impact on our patients, our staff, and the overall functioning of our hospital.

Volunteers play an integral role in every aspect of our operations at Dhelkaya Health. From assisting in patient care to providing vital administrative support, and extending our outreach into the community, our volunteers ensure that we can provide the highest level of care and service.

2.8 Our commitment to reconciliation

Our Reconciliation Action Plan is a statement of our commitment to stand with First Nation Peoples. Healthy futures should belong to Australia's First Nation Peoples.

We acknowledge the importance of connection to Land, culture, spirituality, ancestry, family and community for the health and wellbeing of all Aboriginal and Torres Strait Islander people.

As the primary provider of health and wellbeing services to the people of the Mount Alexander Shire, we have an enormous responsibility to leverage our services to address the determinants that impact on health outcomes.

2.9 Our commitment to child safety

Dhelkaya Health and its staff are committed to valuing, empowering, and providing a safe environment for all children.

Dhelkaya Health is a Child Safe Organisation and adheres to our responsibilities under our Child Safe Policy and the 11 Child Safe Standards.

2.10 Our commitment to inclusions

At Dhelkaya Health we recognise that gender equality is a fundamental human right and essential to the health and wellbeing of our staff and the communities we serve.

We are a proudly inclusive organisation with Rainbow Tick Accreditation achieved in 2024.

Rainbow Tick is a quality framework that helps health and human services organisations show that they are safe, inclusive and affirming services and employers for the LGBTIQA+ community.

We strive to be a safe and accessible health service for people with disability as well as those from culturally or ethnically diverse backgrounds.

Dhelkaya health is an actively anti-racist organisation and we acknowledge and pay respect to Aboriginal and Torres Strait Islander peoples, their ancestors and the Elders past, present and future from the different First Nations across this country.

Volunteering with Dhelkaya Health

Dhelkaya Health provide volunteer opportunities that improve the care offered whilst supporting the needs of the volunteers. Volunteers are engaged to add value, not to replace the services provided by paid staff.

3.1 Understanding Volunteering

Volunteering Australia, Australia's peak body, adopted the following definition in 2015.

"Volunteering is time willingly given for the common good and without financial gain."

The new definition of 'volunteering' covers a wide range of activities, including:

- Formal volunteering that takes place within an organisation (including institutions and agencies); and
- Informal volunteering (volunteering that takes place outside of an organisational setting).

Source – © 2015 Volunteering Australia



3.2 Principles of Volunteering

The principles of volunteering are the result of a national consultation undertaken in 1996 with a wide range of stakeholders;

- Volunteering benefits the community and the volunteer;
- Volunteer work is unpaid;
- Volunteering is always a matter of choice;
- Volunteering is not compulsorily undertaken to receive pensions or government allowances;
- Volunteering is a legitimate way in which citizens can participate in the activities of their community;
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs;
- Volunteering is an activity performed in the not for profit sector only;
- Volunteering is not a substitute for paid work;
- Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers;
- Volunteering respects the rights, dignity and culture of others; and
- Volunteering promotes human rights and equality.

Source – © 2018 Volunteering Australia

3.3 Benefits of volunteering

- Helps you feel part of your community
- Builds new or uses existing skills
- Helps you meet new people and bring fun and fulfillment to your life
- Helps you to improve your health and wellbeing through social connection
- Gives you a sense of satisfaction, pride and accomplishment
- Participate in fulfilling activities, groups and programs



3.4 Choosing a volunteering role

There are many different volunteer experiences available within Dhelkaya Health. The key to choosing the right volunteering role is to find a volunteer position that you would enjoy and are capable of doing.

To help you to decide, consider the following questions:

- Would you like to work with people?
- How much time are you willing to commit?
- How much responsibility are you ready to take on?
- What skills can you build on or bring to a volunteer role?

Our roles are well defined and documented. We provide position descriptions for each role. Our aim is for volunteers to be engaged in a meaningful role which contributes to the organisation's purpose, goals and objectives.

3.5 Volunteer recruitment and selection

All volunteers complete a registration or onboarding process that clarifies rights and responsibilities, code of conduct, confidentiality and privacy. This process helps us ensure that legal and ethical obligations are met, and that the safety of volunteers, patients and residents are protected. There are also background checks such as NDIS, Police Checks and Working with Children Check. Police or NDIS checks are mandatory.

The minimum age for volunteers is 18 years. Reliability and commitment to regular involvement for a minimum of six months is essential.

You will need to:

- Attend an interview
- Complete and sign a volunteer application form and volunteer agreement form
- Be given a position description with details of the role
- Undergo police or NDIS check, if applicable, a Working with Children check and referee checks
- Supply a Vaccination History Statement (1 current flu vax)
- Be given a Volunteer handbook
- Complete pre-induction cultural awareness and LGBTIQA+ training sent via email
- Complete an induction to the organisation and / or volunteering

As part of being a volunteer with Dhelkaya Health we offer ongoing training, support, social events and yearly free flu vaccinations.



3.6 Volunteer induction and orientation

Induction

Upon starting as a volunteer, the volunteer coordinator will ask you to nominate a date to attend an induction session. During this time, you will get the opportunity to learn about:

- Dhelkaya Health
- Quality
- Corporate risk
- Infection Prevention and Control

After the induction training we have an informal catch up over morning tea for you to ask any questions you may have.

Orientation

Each program will hold orientation sessions independently. This will be organised through the program lead.

3.7 Training

As part of being a volunteer you will be asked to complete both mandatory and optional training to support you in your volunteering. The type of role you have will determine the training you will need to complete, for example, if you volunteer in Aged Care, you will need to complete the NDIS training module.

Volunteer Rights and Responsibilities

4.1 Rights

As a volunteer, you have the right to:

Volunteer Rights

- Adequate insurance cover and a healthy, safe work environment
- Orientation within your program
- Recognition as a valued team member
- Clarification of your role (through the position description)
- Access to training to perform duties to the standard required
- Information and consultation on matters directly or indirectly affecting you and your duties
- To have role/ task satisfaction
- To be treated with respect
- To have support and supervision in your role
- To understand the organisation's feedback and grievance procedure
- Reimbursement of out of pocket expenses
- Freedom of choice
- Holiday breaks
- To request a change in volunteer involvement
- Access to relevant information about Dhelkaya Health volunteer policies and procedures
- To withdraw from volunteering with Dhelkaya Health.

As a volunteer, you accept that Dhelkaya Health have the right to:

- Select the candidate who best matches the role profile criteria
- Require you to complete background checks at the beginning or during your volunteering
- Require you to complete mandatory training, which may change from time to time
- Suggest alternative roles or respectfully ask you to vacate your role if you can no longer meet the role requirements
- Alter or make the volunteer role redundant if there are organisational changes which impact on the role.

4.2 Responsibilities

As a volunteer, you are part of Dhelkaya Health and have certain responsibilities which are outlined here.

Volunteer Responsibilities

- Fulfil your role/task as outlined in your volunteer position description responsibly and ethically
- Participate in Dhelkaya Health Volunteer Induction within 6 months of acceptance
- Be punctual and reliable
- Notify in advance of any changes to your availability
- Accept responsibility for your actions and behavior
- Report any accident or incident related to your volunteering
- Abide by Dhelkaya Health volunteer policies
- Deal with complaints in the appropriate manner
- Respect the rights and privacy of others
- Respect client/patient/resident confidentiality, and their personal views
- Advise the volunteer office of changes to your contact details, health, inability to meet volunteering commitments
- Support other team members and ask for support when needed
- Give advance notice before leaving Dhelkaya Health
- Volunteers are not to accept payment for volunteering and are to declare any offers and seek written approval from the Volunteer Coordinator before accepting any non-token offer
- Volunteers are not to give advice regarding medical, health related or financial matters.



Confidentiality and privacy

Dhelkaya Health is committed to upholding its obligations under the Privacy Act 1988. Volunteers may have access to confidential information about patients, residents and clients. Every patient, resident and client has a legal right to confidentiality regarding their treatment. Confidential information must not be discussed or any records improperly disclosed within, or more importantly, outside Dhelkaya Health.

5.1 Confidentiality and privacy

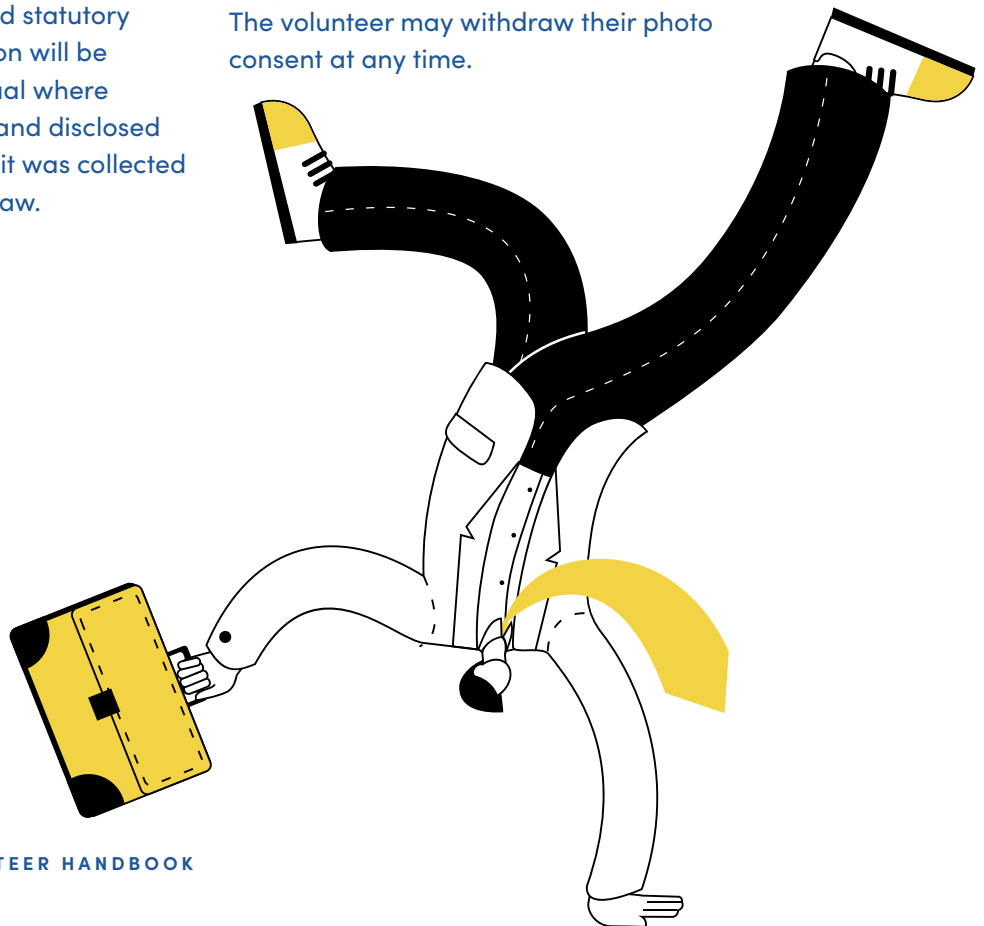
If the release of any information to an unauthorised person is substantiated, the Health Service's formal disciplinary procedure will be utilised where applicable or contract/placement/services may be ceased.

Volunteers are bound by Dhelkaya Health confidentiality and privacy records policy and are legally and ethically responsible for protecting the confidentiality of patient, residents and clients at all times.

With regards to volunteer information, Dhelkaya Health only collects personal information necessary to fulfil our functions and statutory reporting requirements. Information will be collected directly from the individual where possible. Information is only used and disclosed for the primary purpose for which it was collected or for a purpose permitted under law.

By providing us with this personal information you also consent to our use or disclosure of this personal information for purposes related to the services we provide. Unless permitted or required by law, we will not use this information for any other purpose without your consent.

Volunteers will be asked to give consent to Dhelkaya Health to make, use and /or retain a photograph of them. The volunteer understands by giving consent, Dhelkaya Health can use the photo/s to promote the Volunteer Program. The photo/s may be reproduced in any form, in whole or in part, and be used in publicity flyers, the press, social media or other multimedia. The volunteer may withdraw their photo consent at any time.



Code of conduct and behaviour

6.1 Code of Conduct

Dhelkaya Health's Code of Conduct (the Code) reflects the operational aspects of our Purpose, Values, Promise and delivery.

This Code is a public statement of how we at Dhelkaya Health conduct our business and how we treat the public, our consumers and colleagues in delivering services to our community.

Dhelkaya Health volunteers are required to observe the Code of Conduct by:

- Providing high quality services to the community
- Identifying and promoting best practice
- Working with integrity
- Being honest, open and transparent in your dealings
- Using powers responsibly
- Reporting improper conduct
- Avoiding any real or apparent conflicts of interest
- Striving to earn and sustain public trust of a high level
- Accepting responsibility for your decisions and actions
- Seeking to achieve best use of resources
- Ensuring freedom from discrimination, harassment and bullying

6.2 Personal behaviour

As a volunteer, our personal behaviour is in alignment with Dhelkaya Health values, it is expected that you will:

- Be empathetic, compassionate, kind and caring
- Be inclusive, welcoming, trustworthy and warm
- Be professional, dependable and ethical
- Be transformative, curious, progressive and creative

Dress and appearance

As a volunteer, please ensure your appearance is neat, clean and appropriate for your area of work.

Attendance and punctuality

Please be punctual. If you can't attend your agreed time, please notify the program lead as soon as possible – preferably before your shift. If you need to adjust your volunteering schedule, please talk to your program lead.

Alcohol, smoking and non-medical prescribed drugs

You cannot consume alcohol or other substances while volunteering, or during any breaks.

Smoking and vaping are not permitted while representing Dhelkaya Health, in buildings, near entrances, or in vehicles.



6.3 Children and young people guidelines

Dhelkaya Health is committed to the safety and wellbeing of children who come into contact with all services and to ensure an environment that promotes the voice of the child and their safety and wellbeing.

Legislative requirements

All volunteers engaged in child/young people related work must have a Working With Children Check prior to commencing in your role. You must maintain this check for the duration of your volunteering.

Reporting obligations

Organisations are required to protect children when risk is identified. You as a volunteer must take immediate and appropriate action to remove or reduce the risk to a child/young people. Contact the program lead or the volunteer coordinator immediately if you have concerns about the safety or wellbeing of a child or young person.

6.4 Communications

As a volunteer you will come into contact with many people in your role. Effective communication is an important part of building trust and relationships with others.

Here are some communication tips.

- Be clear and concise
- Practice active listening
- Watch your tone
- Be mindful of nonverbal communication
- Be respectful

6.6 Use of technology

If your role uses technology this handbook gives a summary of the ICT Acceptable Use Policy. Please ensure you use Dhelkaya Health computers, phone, emails etc. in an appropriate way and only for the purposes of the role, not for personal use. Inappropriate use may open yourself and Dhelkaya Health to unwanted computer viruses, mal-ware cyberattacks and legal issues.

When volunteering, your actions should always align with the Dhelkaya Health mission, vision and values. Please do not use the brand for personal use or make public comments on behalf of Dhelkaya Health.



Diversity and safety

7.1 Work health and safety

Dhelkaya Health is committed to providing a healthy and safe environment for all personnel, participants and visitors. It is everyone's responsibility to help create and maintain a safe workplace.

As a volunteer, you're responsible for:

- Complying with Work Health and Safety policies, requirements and instructions
- Where necessary control risks and hazards by changing your approach or ceasing until advice has been sought
- Taking reasonable care to work safely and do no harm through your actions or omissions
- Reporting all incidents, accidents, injuries and hazards to management

7.2 Emergency and evacuation procedures

Make sure you're familiar with:

- Emergency exits, assembly areas and procedures
- Emergency telephone numbers
- Infection control
- What to do in a crisis or threatening situation

If you hear the emergency warning tones sounding.

ALERT ALARM "BEEP BEEP BEEP". All persons must meet at designated meeting place in Unit/ Department, and standby for further instruction.

EVACUATION ALARM "WHOOOP WHOOOP WHOOOP". All persons must leave the building under direction of the Wardens and proceed to designated Assembly Area.

Please take note of the different emergency codes found on the back of your name badge.



7.3 Incident and accident reporting

Dhelkaya Health uses an online reporting system called VHIMS (Victorian Health Incident Management System).

In the event of an incident, injury or hazard at your site, please report it to your program lead.

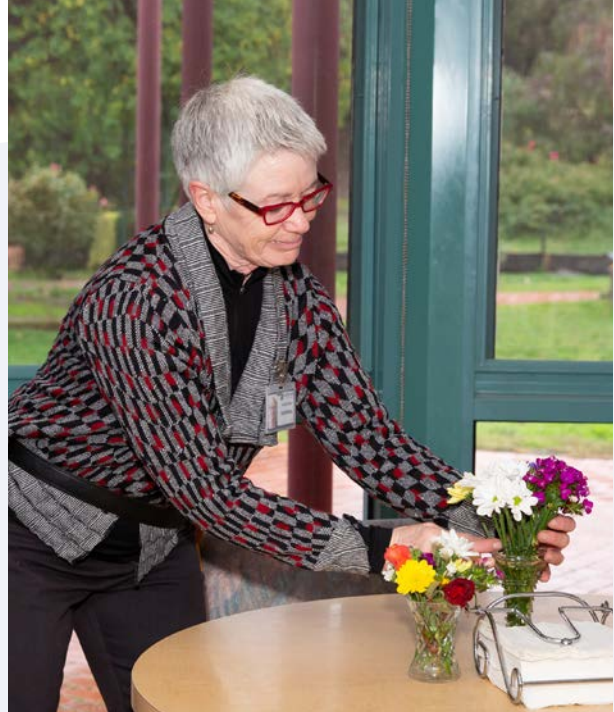
7.4 Bullying, harassment and sexual harassment

Bullying, harassment and sexual harassment are not acceptable at Dhelkaya Health. Harassment can be a one-off incident and is a form of discrimination and constitutes:

- Any unwelcome conduct that a reasonable person would expect to feel offended, humiliated or intimidated by.
- Any unwelcome, embarrassing, unsolicited, offensive, abusive, belittling or threatening behaviour directed at an individual or group because of a real or perceived attribute such as a person's sexual preference, gender identify, race, spiritual beliefs or lawful industrial activity in circumstances which a reasonable person would have anticipated that the person harassed would be offended, humiliated or intimidated.

Workplace bullying is characterised by persistent and repeated negative behaviour directed at a person that creates a risk to health and safety:

- Unreasonable behaviour is a behaviour that a reasonable person, having regard to all the circumstances, would expect to victimise, humiliate, undermine or threaten.
- Bullying often results from one person or a group needing to dominate or show superiority over another person.



Sexual Harassment is defined as unwelcome conduct of a sexual nature, which makes a person feel offended, humiliated or intimidated. Conduct can amount to sexual harassment even if the person did not intend to offend, humiliate or intimidate the other person. Sexual harassment does not have to be directed at a particular individual to be unlawful.

Sexual harassment may be represented in the workplace by the following behaviours or actions including, but not limited to:

- sexually offensive staring, leering or gesturing
- sexually orientated verbal suggestions
- comments about physical appearance which may be embarrassing
- sexually based jokes or innuendoes directed at an individual
- physical contact of a sexual nature such as patting, pinching, putting arms around or brushing up against a person unnecessarily
- unwelcome and uncalled for remarks or insinuations about a person's sex or private life
- sexual assault
- displays or visual materials of a sexual nature such as posters, photographs, calendars or magazine articles

Insurance

8.1 Voluntary Workers Insurance

Volunteers are covered by Dhelkaya Health's Personal Accident insurance policy and combined Public Liability which covers personal injury and accidental injury, disability or death arising whilst volunteering.

Completing the Dhelkaya Health volunteer registration and signing the volunteer agreement will ensure you can access this insurance. If you have not signed the agreement please contact the volunteer coordinator immediately.

If you are injured while volunteering, you must alert your program lead or the volunteer coordinator as soon as practicable. They will then complete a report on VHIMS and will support you during this time.

8.2 Motor Vehicle use

If your role involves driving, in most instances you will have access to the Dhelkaya Health fleet vehicles which are covered by Dhelkaya Health's Motor Vehicle Insurance Policy.

If for any reason you need to use your own personal vehicle, we strongly suggest having comprehensive insurance as your vehicle will not be covered by Dhelkaya Health's Motor Vehicle Insurance Policy.



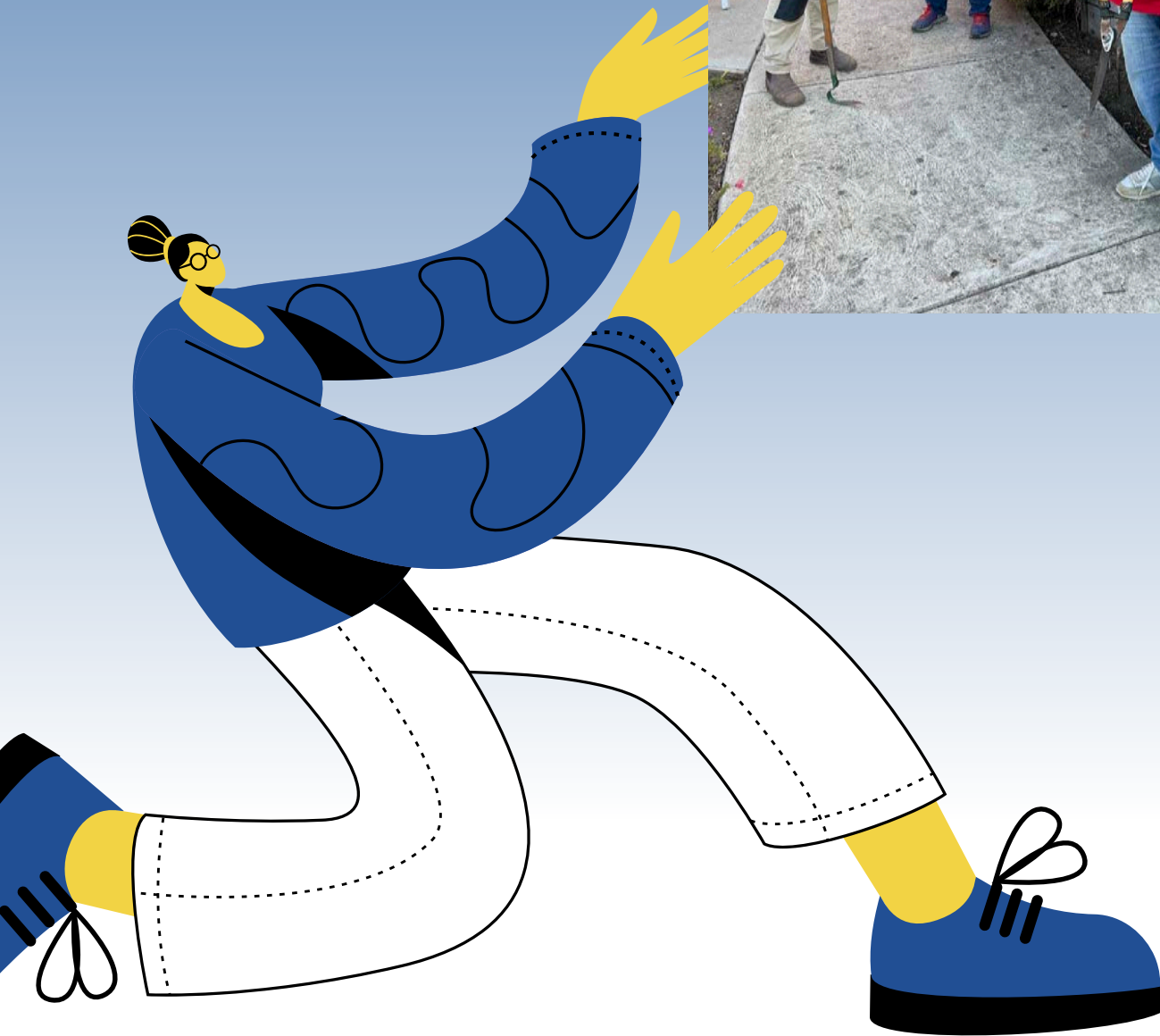
Neroli and Lou Citroen

Expenses and reimbursements

9.1 Expenses and reimbursements

Please know we are grateful for your generous contributions of your time, but we cannot make payments, in cash or kind that relate to your volunteering.

Reimbursements and out-of-pocket expenses may be made in some circumstances but must be pre-approved and follow the Dhelkaya Health reimbursement procedure.



Dealing with issues

10.1 Grievances

A grievance is a problem or concern you have about our service. People have a right to express a grievance in an open manner without fear of reprisal.

It's usually best to discuss any concern with your program lead or the volunteer coordinator in the first instance. The aim of the discussion is to clear up any misunderstanding or confusion and solve the concern to everyone's satisfaction.

10.2 Resolving issues

If the issue is still not resolved it may be necessary to speak to someone at the next level of management about it.

You have the right to take a grievance to any level within Dhelkaya Health. All complaints and feedback will be handled per Dhelkaya Health policies and procedures.



Leaving Dhelkaya Health

11.1 Extended leave

We all need a break. You may be going on a holiday, become unwell or just need to step back from volunteering for a time.

If you would like to take extended leave but plan to return to volunteering at a later date, please let the program lead and the volunteer coordinator know. This will enable the program lead to fill your position in your absence.



11.2 Leaving your role

You may leave your volunteer role at any time and for any reason. Please let your program lead and the volunteer coordinator know your intention to leave as soon as possible. It is preferred that you provide two weeks written notice.

We thank you for your service to Dhelkaya Health and hope you enjoy volunteering with us.







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Healthier Together