



Volunteer Policy

1. Purpose

This policy applies to all persons engaged in paid and unpaid work in the WA Country Health Service (WACHS).

This policy is to be read in conjunction with the WACHS [HR Volunteer Screening SharePoint page](#), which provides additional information on the process for volunteers and criminal record re-screening.

2. Policy

WACHS recognises the long-established and valuable contribution that volunteers make to the delivery of quality health services.

A volunteer is an individual who chooses of their own free will to engage in specified, unpaid activities within the WA Country Health Service. This includes advisory group members who may receive payment for out of pocket expenses (refer to WACHS [Engaging Consumer and Carer Representatives Policy](#)).

The use of volunteers to support health service delivery and client experiences of health care is encouraged. The work of volunteers must not replace the areas of work traditionally undertaken by paid employees.

While acknowledging the value and seeking to encourage the involvement of volunteers, WACHS will ensure that selection and screening processes are applied when recruiting volunteers including:

- the supply of relevant references and background information
- WA Health Criminal Record Screening, and if required, the Working with Children Check, National Disability Insurance Scheme (NDIS) Worker Screening Check and Aged Care Criminal Record Screening, to meet the requirements of relevant policies and legislation.

Where recruitment of volunteers is managed on behalf of WACHS by an external organisation, information is to be sought from those organisations on a regular basis to ensure that selection and screening processes comply with the requirements of WACHS.

3. Roles and Responsibilities

Site managers are responsible for:

- directing volunteers to the volunteer coordinator or nominated staff member to provide a clear point of contact between volunteers and the site for onboarding processes
- ensuring that required documentation and clearances have been received to allow volunteers entry to the HR, Rostering and Payroll solution
- ensuring that relevant selection and screening processes are applied and documented [resource documents are attached - refer to Appendix A: [Application Form – Providing a Volunteer Service](#) and Appendix B: [Volunteer Agreement \(including Confidentiality Agreement\)](#)]

- ensuring external organisations engaging volunteers on behalf of WACHS comply with the screening requirements of this policy
- ensuring that volunteers receive appropriate induction, site orientation and support
- ensuring that volunteers have clearly defined roles and rosters
- ensuring volunteers undertake the required mandatory training
- ensuring that volunteers have a safe working environment
- providing volunteers with the WA Health MP 0124/19 [Code of Conduct](#) and other relevant policies and procedures
- meeting the cost of volunteers undergoing the WA Health Criminal Record Check and, if required, the Working with Children Check, NDIS Worker Screening Check, Aged Care Criminal Record Screening and medical testing (if required)
- reimbursing approved out of pocket expenses.

The **Volunteer Coordinator** (or nominated staff member) is responsible for:

- ensuring volunteers complete the applicable application, agreement, and screening processes (refer to [Appendix A](#) and [Appendix B](#))
- maintaining the volunteer data base
- volunteer record management.

To be read in conjunction with the WACHS [HR Volunteer Screening Intranet page](#).

Volunteers are responsible for:

- completion of the Application, Confidentiality and Agreement Forms (refer to [Appendix A](#) and [Appendix B](#))
- participating:
- in clearly established tasks in the delivery of services to satisfy various needs of the site
- without financial reward (not including reimbursement of approved out of pocket expenses).
- endeavouring to:
- perform tasks assigned to the best of their ability
- meet allocated commitments on time
- agreeing to:
- undergo a WA Health Criminal Record Check
- undergo an Aged Care Criminal Screening Check (if required)
- undergo a NDIS Worker Screening Check (if required)
- undergo a Working with Children Check (if required)
- comply with applicable confidentiality obligations (refer to [Appendix B](#))
- disclose any conflicts of interest in accordance with MP 0138/20 [Managing Conflicts of Interest Policy](#)
- participating in/complying with health service requirements related to induction and workplace health and safety
- refraining from offering counselling, spiritual help or medical advice to patients, clients, residents or their family friends and or representative unless specifically authorised to do so
- abiding by MP 0124/19 [Code of Conduct](#) and all relevant laws, policies and procedures.
- only undertaking tasks they have received training for and are deemed competent in. This includes use of equipment that has the potential to cause harm.

- not undertaking high risk tasks such as working at height or working near mobile plant unless the appropriate safety procedures have been completed.
- reporting hazards and incidents immediately to my manager
- taking reasonable care for their own health and safety.
- taking reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.

All staff are required to comply with the directions in WACHS policies and procedures as per their roles and responsibilities. Guidelines are the recommended course of action for WACHS and staff are expected to use this information to guide practice. If staff are unsure which policies procedures and guidelines apply to their role or scope of practice, and/or are unsure of the application of directions they should consult their manager in the first instance.

4. Monitoring and Evaluation

Monitoring of this policy is to be carried out by the Regional Manager Human Resources or delegate on an annual basis utilising the following means and methods:

- exporting of reports (ACCR screening, CRS, NDIS Worker Screening, Motor Vehicle Driver’s License) and spreadsheet distribution on a quarterly basis to determine volunteers are active/inactive, on leave, current and applicable licenses and screening compliance.

5. References

WA Government. Department of Communities. [Guidelines for Successful Partnerships between Public Sector Agencies and Volunteers](#) [Internet]. August 2021 [cited 04 Nov 2022].

[WA Government. Working with Children Check Website](#) Western Australia.

6. Definitions

Term	Definition
Pre-Employment Health Assessment	The Pre-Employment Health Assessment (PEHA) is a document used to advise management of an applicant/ employee immunisation status and any pre existing health issues.
Site Manager	The line manager responsible for the volunteer in the workplace
Volunteer	A volunteer is an individual who freely undertakes tasks and/or responsibilities for the organisation without reward.
Volunteer Agreement	The volunteer agreement is a document to identify the responsibilities and tasks to be undertaken by the volunteer and the site.
Volunteer Coordinator	The Volunteer Coordinator is the employee engaged to undertake the coordination of onboarding and record management of volunteers.

7. Document Summary

Coverage	WACHS
Audience	All Staff and Volunteers
Records Management	Non Clinical: Corporate Recordkeeping Compliance Policy
Related Legislation	Aged Care Act 1997 (Cth) NDIS (Practice Standards – Worker Screening) Rules 2018 (Cth) National Disability Insurance Scheme (Worker Screening) Act 2020 (WA) National Disability Insurance Scheme (Worker Screening) Regulations 2021 (WA) Work Health and Safety Act 2020 (WA) Public Interest Disclosure Act 2003 (WA) Working with Children (Criminal Records Checking) Act 2004 (WA)
Related Mandatory Policies / Frameworks	<ul style="list-style-type: none"> • MP 0124/19 Code of Conduct Policy • Criminal Record Screening Policy and Guidelines • MP 0176/22 Working with Children Check Policy • Employment Framework • Integrity Framework
Related WACHS Policy Documents	<ul style="list-style-type: none"> • Aged Care Criminal Record Screening Policy • Engaging Consumer and Carer Representatives Policy • New Staff Induction Policy • Mandatory and Role Essential Training Policy • National Disability Insurance Scheme screening Policy
Other Related Documents	<ul style="list-style-type: none"> • Aged Care Quality and Safety Commission (Code of Conduct and Banning Orders) Rules 2022 • NDIS Code of Conduct • DoH Working with Children Check Procedure Employees • DoH Working with Children Check Procedure Students • DoH Working with Children Check Procedure Volunteers • WACHS Patient Confidentiality SharePoint Page
Related Forms	<ul style="list-style-type: none"> • HSS form N10 Pre Employment Health Assessment
Related Training	Site Specific
Aboriginal Health Impact Statement Declaration (ISD)	ISD Record ID: 2150
National Safety and Quality Health Service (NSQHS) Standards	1.19 (b)

<u>Aged Care Quality Standards</u>	7.3 (a), 7.3 (d),7.3 (e)
<u>Chief Psychiatrist’s Standards for Clinical Care</u>	Nil
Other Standards	<u>NDIS Practice Standards:</u> Module 2 Provider Governance & Operational Management

8. Document Control

Version	Published date	Current from	Summary of changes
2.00	6 September 2024	6 September 2024	<ul style="list-style-type: none"> • addition of reference to the new NDIS Worker Screening Requirements • links and references updated • separate versions of the appendices removed from HealthPoint.

9. Approval

Policy Owner	Executive Director People and Culture
Co-approver	Nil
Contact	Director Human Resources
Business Unit	Human Resources
EDRMS #	ED-CO-17-57560
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This document can be made available in alternative formats on request.

Appendix A: Application Form – Providing a Volunteer Service

Volunteer Group (if applicable):

Date of Application:

First name:

Surname:

Address:

Suburb: State:..... Postcode:

Phone: Mobile:

Date of Birth: / /

Gender:

Email:

Contact Persons

Please provide the names and contact phone numbers of persons we should contact in the event of an emergency.

Contact 1

Name:

Phone: Mobile:

Relationship to you:

Contact 2

Name:

Phone: Mobile:

Relationship to you:

Referees

Please provide the names and contact phone numbers of persons who would be able to act as referees for you.

Referee 1

Name:

Phone: Mobile:

Relationship to you:

Referee 2

Name:

Phone: Mobile:

Relationship to you:

Background Information

Why are you volunteering?

.....

What are your work preferences?

.....

Do you have any work experience? If yes, please describe it?

.....

Available Hours

Please tick the days you are available to volunteer:

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
AM (time)							
PM (time)							

Hours preferred:

.....

Period available from: date: until:

Further information and comments:

Please inform us if there is any information we should know that is relevant to your involvement in this organisation (e.g. health, visa limitations etc.).

.....

SIGNATURE:

DATE:/...../.....

CONFIDENTIAL

Record of Volunteer Interview

Interview Date:	
Interviewer(s):	
Interviewer(s) Position:	
Contact No:	
Volunteer Name:	

Other Questions Relevant to Placement

1. Why are you interested in working for this organisation?
2. Why have you chosen to volunteer?
3. Please tell us what it is you enjoy about working in a hospital setting:
4. Please tell us what types of tasks you enjoy, and do you like to work in a group or alone?
5. Would you be interested in becoming a volunteer driver?
Current Drivers Licence sighted: Yes / No

Appendix B: Volunteer Agreement (including Confidentiality Agreement)

We hope that you enjoy volunteering with us and feel a part of our team.

This agreement tells you what you can expect from us and how we hope you will be able to contribute to the WA Country Health Service (WACHS).

We wish to assure you of our appreciation of your volunteering with us and will do the best we can to make your experience as a volunteer enjoyable and rewarding.

Part 1: The Organisation

Your role as a volunteer starts on:

The nature and components of the work are:

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.....

This work is designed to:

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.....

The WACHS commits to:

1. Induction and Training

- providing you with a comprehensive induction on the work of the organisation, its staff and your volunteering role
- providing an opportunity for you to attend training programs to meet the responsibilities of this role and other mandatory training.

2. Supervision, Support and Flexibility

- explaining the standards we expect for our services and encourage and support you to achieve and maintain them
- providing a named person who will meet with you regularly to discuss your volunteering and any successes and problems you may have
- doing our best to help you develop your volunteering role with us
- providing you with an opportunity to participate in performance development
- consulting with you about your volunteering experience and the work environment
- keeping you informed of matters that affect you as a volunteer.

3. Expenses

- paying the costs of the WA Health Criminal Record Check and if required, the Working With Children Check, NDIS Worker Screening Check and the national Police Certificate for Aged Care Providers and medical testing (if required)
- reimbursing you for the costs of approved out of pocket expenses
- other details (as required)

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4. Health and Safety

- providing a safe work environment
- providing adequate training and feedback in support of our health and safety policy.

5. Insurance

- providing Personal Accident Cover for you while you are undertaking voluntary work approved and authorised by us.

6. Issue Resolution

- trying to resolve fairly and promptly any problems, grievances and difficulties you may have while you volunteer with us in accordance with the principles of natural justice.

Part 2: The Volunteer

I confirm that:

- I am not aware of any criminal charges or offences that would disqualify me from working as a volunteer with the WACHS.
- I have disclosed all potential conflicts of interest.
- I have provided the names of referees who may be contacted regarding my suitability to work as a volunteer.
- I am available to start work on:
- I will be available to work at the following days and times:

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
AM (time)							
PM (time)							

I understand that in working as a volunteer with WACHS:

- I must abide by the WA Health Code of Conduct and comply with all relevant laws, policies and guidelines.
- I may be deemed a ‘public officer’ as that term is defined in the Criminal Code, and subject to the misconduct provisions of the *Corruption and Crime Commission Act 2003*.

I agree to:

- perform my volunteering role to the best of my ability
- meet my agreed commitments regarding time and standards and give as much notice as possible should I not be able to meet those commitments
- not use, work on or operate equipment for which I have not received training or which I do not have permission or qualifications to operate
- maintain all information I receive in the course of my volunteer work in the strictest confidence
- disclose any conflicts of interest that may arise after my commencement as a volunteer
- attend mandatory training related to occupational health and safety issues
- report hazards and incidents immediately to my manager
- take reasonable care for my own health and safety.
- take reasonable care for my acts or omissions to not adversely affect the health and safety of others persons
- obtain a WA Health (national) Criminal Record Check
- obtain a Working With Children Check if required
- obtain a national Police Certificate for Aged Care Providers if required
- obtain a NDIS Worker Screening Check if required
- advise my manager/supervisor/coordinator of any change in my criminal record
- undergo medical testing according to relevant policies
- advise my manager/supervisor/coordinator of any change to my circumstances that may affect my capacity to work as a volunteer or which may be relevant to WACHS.

I understand that my continued involvement in voluntary work role at WACHS is subject to my obtaining a satisfactory WA Health (national) criminal record check, national Police Certificate for Aged Care Providers (if required), NDIS Worker Screening Check (if required) and Working With Children Check (if required).

It is not intended for this agreement to establish a relationship of employment now or at any time in the future and may be cancelled at any time at the discretion of either party.

I understand in the course of my duties with WACHS, the confidentiality of information relating to WACHS, patients and staff is essential. I agree to not use or divulge to any other person any information to which I have access while volunteering with WACHS other than in the course of my volunteer duties or if required by law.

Volunteer Signature	Print Name	Date
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Site Manager Signature	Print Name
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Position Title	Date
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