| POLICY |
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| **Volunteer Management** |

| **Scope:** | Volunteers, Coordinator Volunteer Services |
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| **Scope (Area):** | CAHS (PCH, Community Health, Mental Health) |

**This policy does NOT apply to Non-Government Organisation (NGO) Volunteers**

**Please refer to individual NGO Agreements**

## Aim

To outline the principles of volunteer management within the Child and Adolescent Health Service (CAHS).

## Background

CAHS recognises the long established and valuable contribution that volunteers make to support health service delivery and client experiences of health care.

CAHS is committed to being a Child Safe Organisation and consciously and systematically:

- o creates conditions that reduce the likelihood of harm to children;
- o creates conditions that increase the likelihood of identifying and reporting harm; and
- o responds appropriately to disclosures, allegations and suspicion of harm.

CAHS will ensure that children participate in decisions affecting them, families and carers are informed and involved and people working and volunteering with children are suitable and supported.

## Definitions

**Volunteer:** an individual who chooses of their own free will to engage in specified, unpaid activities within CAHS. This includes advisory group members who may receive payment for out of pocket expenses.

**Fit for Work:** when a person is able to undertake their duties, tasks and responsibilities of their role to the normal level of functioning and without any physical or mental health conditions that diminish their level of functioning below the level at which volunteer tasks are normally performed.

## Principles

- Volunteer activities must not replace work traditionally undertaken by paid health service staff.

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

  o the supply of relevant references and background information; and

  o Criminal Record Screening (CRS) and Working with Children (WWC) Check and health screening (as required) in adherence with the following:

    - CAHS Health Screening and Immunisations policy; and

    - WA Health Working with Children Check Policy OD0454/13.[3]

- CAHS will ensure a coordinator or nominated officer is appointed to provide a point of contact between volunteers and the health service.

- To support volunteers, CAHS will:

  o ensure volunteers receive appropriate induction and orientation, training and support including relevant area specific orientation and refreshers;

  o ensure volunteers have clearly defined roles;

  o ensure volunteers have a safe working environment;

  o provide volunteers with the WA Health Code of Conduct[1] and other relevant policies and procedures;

  o ensure adequate voluntary workers insurance cover;

  o facilitate a criminal record screening;

  o reimburse the cost for undergoing a Working With Children (WWC) check;

  o provide required health screening, immunisations and boosters at CAHS staff clinics;

  o provide an onsite parking permit; and

  o reimburse other pre-approved out of pocket expenses.

## Roles and Responsibilities

### *Volunteers*

- Volunteers will participate in a volunteering arrangement:

  o of their own free will;

  o within clearly established tasks to satisfy the needs of the health service;

  o without financial reward (not including reimbursement of pre-approved out of pocket expenses); and

  o attend relevant education and training sessions as required.

- Volunteers will agree to:

  o undergo a criminal record screening in accordance with WA Health Criminal Record Screening Policy and Guidelines OD0275/10;[2]

- o undergo screening for vaccine preventable diseases and receive any required vaccinations *prior* to commencement;

    - Refer to the CAHS Health Screening and Immunisations policy.

- o undergo a WWC Check;

- o refrain from offering counselling, spiritual help or medical advice to patients, clients or their family and friends unless specifically authorised to do so;

- o complete mandatory training sessions;

- o abide by WA Health Code of Conduct[1], and

- o adhere to any other policies and procedures relevant to their role as a volunteer.

## *Area receiving volunteer personnel services*

- Areas receiving volunteers are responsible for delivering a local area orientation for volunteers and ensure that they are kept up to date with any changes in local area procedures or relevant policy documents.

- Volunteers must **not** undertake or be asked to undertake any activity or duty that requires clinical decision making, skill or risk assessment and hence needs to be carried out by a staff member.

    - o Activities that are **outside** the scope of a volunteer include:

        - bathing a patient;

        - feeding a patient;

        - turning or repositioning a patient;

        - transferring a patient between clinical areas; and

        - clinical holding.

            - Refer to PCH Clinical Holding guideline.

    - o Activities that are **within** the scope of a volunteer include:

        - distraction activities;

        - general play;

        - comforting; and

        - holding that is not related to medical procedures (following assessment by the nursing staff and the confirmed support of the parents and family).

    - o The patient's consent (where possible due to age) must be sought to be held or comforted.

        - A child may not want a stranger to comfort them, even if they are upset.

## *Coordinator of Volunteer Services*

- The Coordinator of Volunteer Services will;

o establish and maintain procedures to ensure the appropriate management of all volunteers from commencing to exiting the volunteer arrangement;

o ensure all required documentation and clearances have been received prior to the commencement of each volunteer agreement; and

o educate all volunteers on applicable CAHS policies and procedures relevant to their role and monitor compliance.

### *Fitness for Volunteer Work*

- CAHS volunteers must be fit for work (volunteer activities) at all times in the workplace.

  o Refer to the CAHS Fitness for Work policy.

- Upon presentation for volunteer work and at all times in the workplace, a volunteer is to ensure they are fit to perform all tasks required of them to the standard specified.

  o For volunteers with identified and recognised disabilities, this means to the standard normally expected on a regular and ongoing basis.

- Any volunteer who is identified as not fit for work by either the Coordinator of Volunteer Services or relevant area manager will be asked to leave the hospital and only return when they are fit for work.

## Education and Training

- The Statewide Protection of Children Coordination (SPOCC) is able to provide training to volunteers on a range of issues including the concepts of being a child safe organisation and child protection, including from the perspective of keeping themselves safe as volunteers and acknowledging the vulnerability of the children that attend PCH.

## Records Management

- Records produced as a result of this policy will be maintained in accordance with:

  o CAHS Recordkeeping Plan 2015027; and

  o General Disposal Authority for State Government Information (Section 67 Occupational Safety and Health, Section 97 Training and Development and section 101 Volunteering).[4]

## Compliance Monitoring

- The Coordinator of Volunteer Services will:

  o ensure there are adequate systems in place to track the placement of volunteers and be able to provide this data to Infection Prevention and Control (IP&C) for Outbreak Management; and

  o maintain volunteer records and inform relevant CAHS departments when volunteers have left service.

| **Related internal policies, procedures and guidelines** |
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| [Occupational Safety and Health](#) (CAHS Policy Manual) |
| [Confidentiality of Medical Records and Patient Information](#) (CAHS Policy Manual) |
| [Uniform, Dress and Grooming](#) (CAHS Policy Manual) |
| [Incident and Hazard Reporting](#) (CAHS Policy Manual) |
| [Aggressive, Offensive and Inappropriate Behaviour Management](#) (CAHS Policy Manual) |
| [Disability Access and Inclusion](#) (CAHS Policy Manual) |
| [Fitness for Work](#) (CAHS Policy Manual) |
| [Health Screening and Immunisations](#) (CAHS Infection Prevention and Control Manual) |
| [Outbreak Management](#) (CAHS Infection Prevention and Control Manual) |
| [Clinical Holding](#) (PCH Clinical Practice Manual) |

| **References and external policies and legislation** |
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| 1. [Code of Conduct MP0031/16](#) (WA Health Policy) |
| 2. [Criminal Record Screening Policy and Guidelines OD0275/10](#) (WA Health Policy) |
| 3. [Working with Children Check Policy OD0454/13](#) (WA Health Policy) |
| 4. [General Disposal Authority for State Government Information](#) (Section 67.1 Occupational Safety and Health) |
| [Guidelines for Successful Partnerships between Public Sector Agencies and Volunteers](#) (WA Public Sector Commission) |
| [Working with Children (Criminal Records Checking) Act 2004](#) (Western Australian Legislation) |
| [Patient Confidentiality Policy MP0010/16](#) (WA Health Policy) |

| **Useful resources (including related forms)** |
|---|
| [Perth Children's Hospital Volunteering - Application Form](#) |
| [Volunteers Information Hub PCH HealthPoint](#) |
| [CAHS Recordkeeping Plan 2015027](#) |
| [Guidelines for Successful Partnerships between Public Sector Agencies and Volunteers](#) |
| [Go Volunteer - Volunteering Australia Website](#) |

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