WA Health
Volunteer Policy

No Longer Applicable
Withdrawn Sept 2017
Title: WA Health Volunteer Policy

1. Scope

This policy applies to all persons engaged in paid and unpaid work in WA Health, which for the purposes of this policy incorporates the following entities:

- Department of Health
- Metropolitan Health Services
- Peel Health Service
- WA Country Health Service

2. Policy statement

WA Health 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 WA Health. This includes advisory group members who may receive payment for out of pocket expenses including the Health Consumers Council Participation Fee.

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 health service staff.

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

- the supply of relevant references and background information
- criminal record screening and working with children check (where required) to meet the requirements of WA Health policy and relevant legislation.

Where recruitment of volunteers is managed on behalf of WA Health by an external organisation, information will be sought from those organisations on a regular basis to ensure that selection processes comply with the requirement of WA Health.
3. Responsibilities

3.1 Health Service Responsibilities

Health Services are responsible for:

- appointing local volunteer coordinators or nominated officer to provide a clear point of contact between volunteers/volunteer organisations and the health service
- ensuring that relevant selection and screening processes are applied and documented (resource documents are attached - refer to section 6)
- ensuring external organisations engaging volunteers on behalf of WA health comply with the screen requirements of this policy
- ensuring that volunteers receive appropriate induction and orientation and support
- ensuring that volunteers have clearly defined roles
- ensuring that volunteers have a safe working environment
- providing volunteers with the WA Health Code of Conduct and other relevant policies and procedures
- ensuring adequate insurance cover for volunteers in respect of their activities for WA Health
- meeting the cost of volunteers undergoing the WA Health Criminal Record Check and, if required, the Working with Children Check, and the national Police Certificate for Aged Care Providers (refer to WA Health Policies under section 6) and medical testing (if required)
- reimbursing approved out of pocket expenses.

3.2 Volunteer Co-ordinator or nominated Officer Responsibilities

3.2.1 Application Form

Ensure new volunteers complete an Application Form (refer to section 6 for resources)

3.2.2 Volunteer Agreement (including Confidentiality Agreement)

Ensure new volunteers sign a volunteer agreement (refer to section 6 for resources) at the health service. The volunteer agreement will identify the responsibilities and tasks to be undertaken by the volunteer and the health service.

There may be specific conditions applicable to particular health services and sites, but the general conditions of involvement as a volunteer include:
• participating:
  o in clearly established tasks in the delivery of services to satisfy various needs of the health service
  o without financial reward (not including reimbursement of approved out of pocket expenses).

• endeavouring to:
  o perform tasks assigned to the best of their ability
  o meet allocated commitments on time.

• agreeing to:
  o undergo a WA Health Criminal Record Check
  o undergo an Aged Care Criminal Screening Check (if required)
  o undergo a Working with Children Check (if required)
  o comply with applicable confidentiality obligations (Refer to section 6 for resources)
  o disclose any conflicts of interest
  o participate in/comply with health service requirement related to induction and workplace health and safety.

• refraining from offering counselling, spiritual help or medical advice to patients, clients or their family and friends unless specifically authorised to do so

• abiding by the WA Health Code of Conduct and all relevant laws, policies and procedures.

3.2.3 Induction and orientation

Upon receipt of the signed volunteer agreement, the volunteer coordinator will arrange for the volunteer to:

• attend the volunteer induction program
• commence their voluntary duties
• be orientated to the specific volunteer service they have joined
• attend any mandatory training sessions
• participate in performance development activities (if required).

4. Queries and advice

For queries and advice, contact the local Health Service volunteer coordinator.
5. Relevant legislation

Aged Care Act 1997

Occupational Health, Safety and Welfare Act 1984

Public Interest Disclosure Act 2003

Working with Children (Criminal Records Checking) Act 2004

For relevant legislation, go to:

6. Resources and websites

Application Form - Providing A Volunteer Service - Appendix 1

Volunteer Agreement (including confidentiality agreement) - Appendix 2

Personal Accident Cover, go to:

6.1 Local Health Service documents

CAHS Volunteer Policy

NMHS Recognition of Volunteer Services Policy

SMHS Induction and Orientation Policy and Procedures

SMHS Volunteer Services Policy and Procedures

WACHS Aged Care Criminal Record Screening Policy

WACHS Volunteer Procedure

6.2 WA Health Policies

WA Health Code of Conduct

WA Health Criminal Record Screening Policy and Guidelines

WA Health Working with Children Check Policy and Procedure

6.3 External documents and websites

Public Sector Commissioner’s Circular: 2009-16 Guidelines for Successful Partnerships between Public Sector Agencies and Volunteers

7. Authority

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<th>WA Health Volunteer Policy</th>
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<td>Local Health Service Volunteer Coordinator</td>
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