

# Volunteer Services Policy

## 1 Applies to

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This Policy applies to:

- All Calvary Services that engage Volunteers
- All Calvary employees who supervise, manage or work with Volunteers
- All Calvary Volunteers.

## 2 Purpose

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Consistent with our values of hospitality, healing, stewardship and respect, Calvary is committed to providing opportunities for people to contribute to their community through Volunteering.

Calvary recognises that our Volunteers are one of our greatest gifts and we aim to provide opportunities which demonstrate that Volunteers play an integral part in fulfilling our mission and help us achieve strategic goals. This recognition goes hand-in-hand with our commitment to provide opportunities for Volunteers to be involved in activities that reflect their interests and allow them to utilise their skills and talents in a meaningful way; so that each Volunteer is able to make a contribution to Calvary's mission of *being for others*, and their contribution has meaning for them also..

This Policy outlines Calvary's commitment to Volunteering and articulates the standards under which local Calvary services operate Volunteer Services. These standards are reflective of the *National Standards for Volunteer Involvement (Volunteering Australia 2015)*.

Federal and State legislation, regulatory bodies and professional guidelines may require further articulation of this Policy at a local level through a series of Guidelines and/or Work Instructions. This will be the responsibility of each local Volunteer Service to review and address as required.

## 3 Responsibilities

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### Calvary Executive, Heads of Department and Area Leaders

- Appreciate that a volunteer is a person who enters into a service of their own free will, or who offers to perform a service or undertaking for no material gain.
- Uphold safe working practices for Volunteers within Calvary workplaces.
- Have knowledge of, and work within, the Calvary Volunteer Services Policy Framework.
- Ensure all workers have an awareness of the Calvary Volunteer Services Policy Framework.
- Recognise that a volunteer is under no obligation to attend the workplace or perform work.
- Provide appropriate levels of support to Volunteers as required.
- Recognise the contributions and value Volunteers bring to Calvary and each local site.

### Calvary Volunteer Services Manager/Coordinator

- Have knowledge of, and understand, the Calvary Volunteer Services Policy Framework.
- Ensure all Volunteers understand and adhere to the Calvary Volunteer Services Policy Framework.
- Uphold safe working practices for Volunteers.
- Manage, coordinate, monitor, recognise and promote the activities of the local Volunteer service.
- Advocate for and contribute to discussions around Volunteers at both local and national level.

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## Employees

- Uphold safe working practices for Volunteers.
- Have awareness of, and work within, the Calvary Volunteer Services Policy Framework.
- Provide appropriate levels of support to Volunteers where required.
- Recognise the contributions and value Volunteers bring to Calvary and your local site.
- Do not ask or encourage a Volunteer to perform duties outside the scope of their role.

## Volunteers

- Adhere to the Calvary Volunteer Services Policy Framework and any associated guidelines and procedures
- Uphold safe working practices.
- Comply with any reasonable instruction given by a Calvary employee authorised to direct people within the team or section where the Volunteer is working.
- Ensure their duties do not extend beyond the defined scope of their role description.
- Do not perform tasks outside the scope of their role description before discussion with their supervisor and Volunteer Services Manager/Coordinator.

## 4 Policy

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The following eight Standards outline Calvary's commitment to and our baseline expectations regarding Volunteering at our sites. These standards are reflective of the *National Standards for Volunteer Involvement (Volunteering Australia 2015)*.

### 4.1. Leadership, Governance and Management

Calvary's governing bodies and its senior executives lead and promote a positive culture that embraces Volunteering. This includes:

- Systematic and formal recognition of the significant contributions Volunteers make to our services;
- The development and communication of relevant policies and procedures; and
- The development and proper maintenance of a national system to manage Volunteer records that is applied consistently across all Calvary sites.

### 4.2. Commitment to Volunteer Involvement

Calvary reflects its commitment to Volunteering in planning and allocation of resources that support and encourage Volunteers to contribute to living the mission.

- Volunteer involvement is planned and designed so as to contribute directly to the fulfilment of Calvary's mission and strategic goals;
- There are adequate resources in place at the local level to properly manage and support Volunteers; and
- Calvary Volunteers are covered by appropriate levels of insurance.

### 4.3. Volunteer Roles

Volunteers are engaged in meaningful roles that contribute to Calvary's mission. Volunteers strengthen the experience of the people Calvary serves.

#### 4.3.1. Creating and approving roles for Volunteers

- Volunteer roles are defined, documented, communicated and reviewed in consultation with all relevant stakeholders.
- Tasks associated with a particular volunteer role would normally be set out within or accompany the appropriate Volunteer role description.

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- A WHS risk assessment is carried out to ensure the role can be performed within appropriate safety guidelines.
- Volunteer roles assessed as being of “low” WHS risk are approved by the local Volunteer Services Manager (however named) and the Area Leader or Department Head where the role will be performed.
- Any proposed volunteer role with a WHS risk assessment score above “low” must be approved and signed off by the relevant General Manager before commencement.
- If the WHS risk assessment score of a proposed volunteer role is ranked “high” the request to approve the role must be accompanied by a brief which demonstrates how the role aligns with this Policy and the steps which will be taken to ensure the safety of the Volunteer, those whom the Volunteer serves and other staff (see [4.3.3. below](#)).
- Volunteers do not fill positions previously undertaken by an employee or perform business critical tasks which may replace or reduce the need for employees.
- Volunteers do not cover leave or meal breaks.
- Volunteer roles are reviewed regularly with input from Volunteers and staff members who have direct experience of the tasks the Volunteer is undertaking.

#### **4.3.2. Appropriate Volunteer roles**

Volunteers provide valuable assistance consistent with their role description.

Examples of Volunteer roles that are both appropriate and highly valued include the following:

- Patient, resident, client and visitor assistance (e.g. social support, activity support, offering refreshments, reading, wayfinding);
- Site assistance (e.g. restocking supplies, tidying, minor wiping of equipment between/after use);
- Administrative assistance (e.g. binding, photocopying, data entry, filing, laminating, compiling information packs, scanning, taking messages for staff, mail delivery); and
- Filling specifically created volunteer roles (e.g. library service, flower service, archives, Extraordinary Ministers of Holy Communion).

#### **4.3.3. Roles which are not generally appropriate for Volunteers to fill**

Volunteers would not ordinarily be involved in roles which are allocated high WHS risk assessment scores, inclusive of the following roles:

- Performing tasks outside the scope of their agreed role description;
- Clinical care including:
  - Showering, toileting or attending to hygiene needs of patients
  - Lifting or assisting patients with mobility requirements
  - Feeding
  - Ordering, collection or transportation of specimens, blood products or pharmacy items
  - Stripping beds and handling used linen;
- Counselling or advising patients, residents, clients or their families;
- Kitchen or cleaning duties replicating the duties of employees; or
- Giving directions in an emergency situation.

Before an exception is made for any of the above roles to be performed by a Volunteer, a WHS Assessment must be completed and signed off by the General Manager as an approved Volunteer Role *at that site only*.

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#### 4.4. Recruitment, Selection and Ongoing Management

Calvary has processes to address the recruitment, selection and ongoing management of Volunteers to ensure the needs of both the organisation and each Volunteer are met. The principles that underpin these processes are as follows:

- Recruitment and selection processes are compliant with Equal Opportunity principles and practices and reflect relevant Calvary policies regarding recruitment and selection, including Calvary's Safeguarding Policy;
- Volunteers are selected on the basis of their knowledge, skills and attributes relevant to the role;
- Volunteers are fit to perform the tasks identified for them;
- Calvary ensures that the service has the capacity to utilise the services of the Volunteer;
- Personal details regarding each Volunteer are stored in Calvary core business systems for the purposes of managing the Volunteer relationship, in accordance with the Privacy Act;
- Each Volunteer will receive a copy of relevant policies and procedures, the Volunteer Handbook, a Volunteer Agreement and Role Description; and
- In agreeing to volunteer at Calvary, the Volunteer is accepting to volunteer in accordance with Calvary's Code of Conduct and relevant policies and procedures.

Through the application process for Volunteers, Calvary will:

- Collect data required to create a volunteer profile in Calvary's people management systems, along with emergency contact information to allow Calvary to meet its duty of care;
- Inform the Volunteer of the credentialing and vaccination requirements of the individual site/facility, in line with local policy and legislation;
- Comply with the requirements of the Privacy Act and Calvary's privacy policies; and
- Utilise an application form that acts also as the screening and data collection tools for on-boarding new volunteers.

Calvary may have cause to cease engagement with a Volunteer in the following circumstances:

- If the Volunteer becomes unfit to perform the role safely and there is no other role available that they can safely undertake;
- If there are changes to business requirements, resulting in the cessation of the program(s) that the Volunteer is engaged in;
- A breach of the Calvary Code of Conduct; or
- As a result of a significant complaint where, following formal investigation, the complaint is upheld.

In the abovementioned cases, Calvary will confirm its intention to end the relationship with the Volunteer in writing.

#### 4.5. Support and Development

Calvary has in place mechanisms to ensure Volunteers receive the required support and development to successfully fulfil the role they for which they have been recruited.

- All Volunteers complete the Calvary National Induction Program for Volunteers so they fully understand their roles, and Calvary will ensure that they have access to the training and support so they are able to safely carry out their duties;
- A local orientation/induction program is provided for each new Volunteer, relevant to their role and responsibility;
- When appropriate, ongoing training and development plans are offered to support Calvary Volunteers in their roles;
- Each site has an appropriately qualified person whose role is to support and manage the Volunteers and to coordinate the volunteer services; and

- Volunteers and Calvary commit to maintaining contact and advising of changes in circumstances that may impact the ongoing volunteering relationship.

#### 4.6. Workplace Safety and Wellbeing

Calvary is committed to ensuring that the health, safety and wellbeing of Volunteers is protected in the workplace.

- Volunteers are defined in workplace health and safety legislation as a “worker” and as such all workplace health and safety procedures that apply to employees also apply to Volunteers;
- All Volunteers are required to complete annual Hand Hygiene training and observe Infection control precautions and protocols in their areas;
- Calvary regularly consults with its Volunteers regarding issues impacting on their health, safety and wellbeing;
- Volunteers have access to Calvary internal complaint and grievance procedures;
- Volunteers have access to Calvary Employee Assistance Program (EAP) services; and
- Volunteers have an obligation to report incidents and hazards in their workplace in accordance with Calvary procedures.

#### 4.7. Volunteer Recognition

The contribution of Volunteers, their value and impact on Calvary’s mission is understood, appreciated and acknowledged by all.

- Calvary management and employees understand and appreciate the contribution Volunteers make to the organisation, the community Calvary serves and to the fulfilment of our mission and values;
- Information is published regularly regarding Volunteer contributions to the organisation; and
- The contribution of Volunteers is formally recognised and acknowledged as appropriate opportunities arise, e.g. National Volunteer Week, Venerable Mary Potter Birthday celebrations, etc.

#### 4.8. Quality Management and Continuous Improvement

Calvary understands that effective Volunteer involvement is a result of systems of good practice, ongoing review and continuous improvement.

- Policies and procedures are in place, at both a national and local level and these guide all aspects of volunteer involvement;
- Volunteer involvement is regularly reviewed as an aspect of our quality management frameworks;
- Key Performance indicators related to volunteer involvement are developed and reported on regularly; and
- Calvary seeks feedback from its Volunteers on a regular basis, using a variety of methods.

## 5 Related Calvary Documents

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- [Volunteer Safety Procedure](#)
- [Calvary Code of Conduct](#)
- [Mandatory COVID-19 Vaccination Policy](#)
- [Responding to Requests for Access to Voluntary Assisted Dying](#)
- [Safeguarding Policy](#)
- Volunteer Agreement Template

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## 6 Definitions

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- **Calvary** refers to the Little Company of Mary Health Care and all of its employing entities, facilities and services.
- **Calvary Volunteer Services Manager/Coordinator** means the Calvary employee at each site who has responsibility to manage the local Volunteer Service. This person may also have other responsibilities, unrelated to the management of Volunteers.
- **Workers and Employees** for the purposes of this policy refers to:
  - Calvary employees
  - Contractors, sub-contractors, consultants and any of their employees whilst engaged on work for Calvary
  - Visiting Medical Officers
  - Students on placement
  - Researchers
  - Business Partners and Visiting Representatives (e.g. Local Health District employees)
  - Agents who are acting on behalf of Calvary.
- **Volunteer** refers to an individual or group who donate their time for the benefit of the organisation of their own free will and without coercion, with no expectation of, or right to, payment except for reasonable reimbursement of out-of-pocket expenses.
- **Volunteering Australia Definition of Volunteering:** Time willingly given for the common good and without financial gain.

## 7 References

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- [The National Standards for Volunteer Involvement](#) – Volunteering Australia 2015
- Justice Connect: [Not for Profit Law 2016](#).
- Federal, State and Territory [WHS legislation](#)
- [The Privacy Act 1988](#)