

F.10 Volunteers

1.0 INTRODUCTION/BACKGROUND

Mercy Services recognises the valuable contribution to the service made by volunteers and actively encourages their participation because it:

- enables volunteers to contribute to their community;
- provides the opportunity for work experience and the development of new skills in volunteers;
- enhances the range of services available through Mercy Services;
- allows for wider community participation in the service.

2.0 SCOPE

This policy clarifies the role of volunteers at Mercy Services and provide guidance to Mercy Services on the best ways of supporting volunteers.

3.0 POLICY STATEMENT

Mercy Services values the presence and contribution of volunteers. Volunteers will be seen as partners in service delivery at Mercy Services.

Mercy Services will not replace paid workers with volunteers.

Mercy Services will endeavour to provide volunteers with adequate support, training and opportunities for development.

4.0 PROCEDURES

4.01 Volunteer Roles and Position Descriptions

The following roles are currently available for volunteers:

	Community transport	Elermore Vale	Newcastle Elderly Citizen's Centre	Residential Aged Care	Tighes Hill	Wallsend carers	West Wallsend
<i>Companionship</i>		✓	✓	✓	✓	✓	✓
<i>Hobby sharers</i>		✓		✓	✓	✓	✓
<i>Pet care</i>		✓			✓		✓
<i>Shopping assistant</i>		✓			✓	✓	✓
<i>Assisting clients on bus</i>	✓			✓		✓	✓
<i>Driver</i>	✓*	✓			✓	✓	✓
<i>Activity assistant</i>		✓	✓	✓	✓	✓	✓
<i>Kitchen assistant</i>		✓	✓		✓	✓	✓
<i>Meal deliveries</i>							✓
<i>Fundraising</i>					✓		✓

* Volunteer can only drive a car for Community Transport

The following are the Position Descriptions for the various volunteer roles:

- **Companionship** – Provide conversation with the aim of helping the client feel that their history/interests/hopes have been heard, affirmed and encouraged. This role may be fulfilled as a Foster Grandparent to Stockton Centre residents, assistant in our Day Centre/Elderly Citizen's Centre, or visiting people in their home/residential aged care. The focus of conversation should be to build up the client's confidence, self esteem and their understanding that they are a person others are interested in and that others enjoy their company.
- **Hobby sharer** – Sharing a common interest as frail older people or younger people with a disability e.g. bowling, fishing, chess, cards, watching sports. The aim is to build up the client's confidence and self esteem by encouraging their interest, developing their skill/knowledge and helping them see themselves as belonging to a group of people who share a common interest/hobby.
- **Pet carers** – Helping frail older people or younger people with a disability by walking their dog or by feeding or grooming their pet. The aim is to reinforce the client's primary role in the life of the pet. This is done by seeking the client's views on how they want the pet cared for and other discussions about the pet's role in the client's life.
- **Shopping assistant** – Accompanying frail older people or younger people with a disability on shopping trips. The aim is to encourage the client to as independently as possible: select the shop/items for purchase (or try on), make inquiries with shop staff and pay for the items. The focus of conversation should be to build up the client's confidence, self esteem and their understanding that they are a person others are interested in and that others enjoy their company.
- **Assisting clients on bus** - Assisting people who are travelling on community transport by accompanying them to/from the bus, guiding their use of steps/hoist, notifying the driver of any incident and keeping the client company on the trip. The focus of conversation should be to build up the client's confidence, self esteem and their understanding that they are a person others are interested in and that others enjoy their company.
- **Drivers** – Taking frail older people or younger people with a disability to medical and other appointments, social outings, or delivering frozen meals to their homes. Within Community Transport volunteers are only permitted to drive cars (not buses). Where the clients are transported this role involves accompanying them to/from the vehicle, guiding them into/out of the vehicle, notifying the Coordinator of any incident and keeping the client company on the trip. The focus of conversation should be to build up the client's confidence, self esteem and their understanding that they are a person others are interested in and that others enjoy their company.
- **Activity Assistant** – Helping with Day Centre and Group Activity staff with craft, games, activities, sing-a-longs and supporting small groups on community outings, exercise and social activities. The focus of conversation should be to build up the client's confidence, self esteem and their understanding that they are a person others are interested in and that others enjoy their company.

- **Kitchen assistants** – Helping with meal preparation at Day Centre/Centre based meals/Elderly Citizen's Centre. This role may involve: preparing foods, using food preparation equipment, cooking, and cleaning up afterwards. As these meals are intended for people whose health is at times compromise it is vital that kitchen assistants have and apply knowledge of safe food handling practices.
- **Meal deliveries** – Picking up frozen meals and safely delivering them to client's homes as per the provided runsheet. The focus of conversation should be to build up the client's confidence, self esteem and their understanding that they are a person others are interested in and that others enjoy their company.
- **Fundraisers** – Organising and conducting various fundraising activities as approved by Mercy Services management. This role may involve collecting, receipting and banking money.

Volunteers are never to collect client fees or donations from clients. Clients can do this through the range of payment options detailed on the invoice sent to them in the fortnight after a service.

4.02 Volunteer Recruitment Procedure

The process used for the recruitment of volunteers is as follows:

1. Requests for volunteers will be widely advertised in the region and amongst the cultural group/s of the clients as required.
2. Interested volunteers should complete an Application for a Volunteer Position. (Attached.)
3. The relevant Coordinator will arrange an interview with the volunteer which will cover the following areas:
 - name, address, telephone number
 - other languages
 - area/s of interest
 - health record (in case of emergency)
 - current driver's licence, insurance and vehicle registration if volunteer driver
 - size of vehicle and number of doors
 - times available
 - commitment
 - explain reimbursement for expenses
 - explain Employee/Volunteer Assistance Program
 - names of two referees
 - criminal record/working with children clearance.
4. The Coordinator should inform the volunteer of the outcome of their application as soon as possible.
5. If the volunteer's application is rejected they should be given the reasons why.
6. If the application is accepted the volunteer should be given a copy of the Volunteer Worker's Agreement, a copy of this Policy and an Orientation Kit.
7. Sufficient time should be allowed for the volunteer to read the information and ask questions before signing the Agreement.
8. The Coordinator will match the volunteer with appropriate client(s) where possible taking into account the client's wishes and their language spoken, culture and interests.

4.03 Volunteer Agreement

All volunteers must sign a Volunteer Agreement before commencing work (see Appendix 2).

Volunteers must sign that they agree to abide by the Mercy Services Code of Conduct. This Code is a set of rules outlining standards of acceptable behaviour at work. The Code aims to make clear to all people what is expected, and reduces confusion and possible conflict.

A copy of the Code of Conduct will be given to all volunteers on recruitment.

Failure to abide by the Code of Conduct may lead to dismissal from Mercy Services.

4.04 Volunteer Training

The training needs of volunteers should be discussed with their Coordinator on recruitment, and at supervision sessions.

The Coordinator is responsible for ensuring that the basic training needs of volunteers are met. This may be through:

- Mercy Services provided Orientation and Safety in the Workplace sessions;
- the provision of Induction and basic training;
- referral to an external training course;
- the provision of 'in-house' training sessions or on the job training.

Basic Induction and training for volunteers will ensure that they:

- have induction training by the Coordinator which includes: the volunteer orientation kit and the content and use of the Policy Manual;
- receive education/training on the safety risks the volunteer is likely to encounter and how they can avoid these or control their impact;
- receive education/training regarding the legal responsibilities associated with their work; and
- receive education/training related to the needs of the client group.

4.05 Supporting volunteer

Supervision/support are important to ensure that volunteers are supported in their work and that their work is carried out effectively. Additionally, supervision/support sessions provide an opportunity to follow through on the further development of volunteers' skills and knowledge.

All regular volunteers will be provided with regular supervision/support contact at least once per quarter. This contact may be via telephone.

Volunteers should contact their supervisor if issues arise which cause them to worry or which need to be dealt with urgently.

A Coordinator will be nominated as responsible for providing supervision/support to each volunteer.

Supervision/support sessions may cover the following points:

- review of work undertaken in the recent past;
- feedback on performance including identification of strengths and weaknesses;
- major activities planned for the immediate future;
- organisation issues; and/or
- identification of strategies for volunteer development, especially in addressing difficulties that have arisen in their voluntary work.

4.06 Youth volunteers

A person must be over the age of 16 years to be a volunteer. People under the age of 18 years must have parental/Guardian consent for the voluntary work.

The relevant Coordinator will complete a risk assessment on the planned voluntary work of the young person. The Mercy Services insurer (Catholic Church Insurances) must give prior approval for the young person's voluntary work.

4.07 Assistance with expenses

Volunteers will be reimbursed for out-of-pocket expenses incurred during the course of their duties. Receipts should be kept and provided to the Coordinator.

Meals. The amount of meal assistance depends on the duration of the shift:

- For a less than 4 hour voluntary shift - drink and snack (usually morning tea) will be provided by Mercy Services or reimbursed up to \$5.00.
- For more than 4 hours voluntary shift or if your shift involves accompanying a client at meal time – a meal will be provided by Mercy Services or reimbursed up to \$15.00.
- If you are with a client for more than a 4 hour voluntary shift which includes both morning tea and lunch - reimbursement is capped at \$20.00.

Clients are not allowed to pay for drink/snack for the Mercy Services volunteer.

Phone calls. Mercy Services will reimburse volunteers for their Mercy Services phone calls.

Counselling. Free counselling via the Mercy Services Employee Assistance Program (see Policy G.12 Stress Management).

Transport. Volunteers using their own vehicles to get to/from their voluntary work and/or during their voluntary work will be reimbursed at the rate of \$0.75 per kilometer. The volunteer must keep a log sheet (available from Mercy Services) where they show which kilometers relate to getting to/from their voluntary work and/or which relate to their actual voluntary work. Volunteers can claim a maximum of 30 kilometers per day reimbursement for volunteer transport expenses getting to/from their home and the site of their voluntary work. Volunteers must record the start and finish odometer reading in a log book which they must present when submitting their reimbursement claim. Foster Grandparent Program volunteers may choose the alternative option of a flat rate reimbursement of \$10.00 per day which does not require a log book.

There is no maximum on approved kilometers during actual voluntary work.

Vehicle insurance. Mercy Services as insurance cover to reimburse volunteers for the excess of any claim they make for damage to their comprehensively insured vehicle damaged during Mercy Services work. Volunteers need to check that their insurance policy includes the use of the vehicle for voluntary work.

Injury insurance. Mercy Services has personal accident (volunteer workers) insurance. This provides lump sum benefits for accidents and typically it covers death, permanent disablement and other listed events. Weekly benefits are also available, as are limited medical expenses for out of pocket expenses following Medicare claims.

4.08 Children and others accompanying volunteers

Occasionally a volunteer may seek to provide a service for Mercy Services with an accompanying child (e.g. when a child in the volunteers care is on school holidays). This service may be at a Mercy Services venue, the client's home or another venue. The Coordinator may see a socialisation benefit for a client from the services of a volunteer with an accompanying child and will assess:

- duty-of-care for the client;
- child protection issues, if there is any risk that, for any possible reason, a child might be left unattended at any time with the client; and/or
- possible risks to the child's safety from the physical layout of the client's home.

As Mercy Services insurance provides no coverage for a child accompanying a volunteer, the volunteer must take full responsibility for the safety of the child, and sign a document to that effect (see Appendix 3 of the G.06 Safe Home Visiting Policy). The Chief Executive Officer will also sign this form.

4.09 Volunteer Timesheets

Volunteers of the Social Support Service maintain a monthly Volunteer Timesheet (from the first to the last day of each month).

Completed Timesheets will provide the service with information to:

- (a) enable the collation of Statistical Data,
- (b) payment of volunteer reimbursements.

On reverse side of timesheet there is the form to be completed by volunteers attending shopping/bill paying on the client's behalf. Volunteers are at all times to have monies acknowledged by clients on the form attachment as directed. N.B. On Volunteers return, change will be counted in the presence of the client.

4.10 Appreciation of Volunteers

Coordinators will seek opportunities to give volunteers positive feedback about what they are doing well.

Coordinators will organise activities to thank all volunteers and demonstrate Mercy Services appreciation for their work e.g., thank you meal/party in Volunteer Week and pre-Christmas, cards, certificates

4.11 Volunteer Satisfaction Survey

Mercy Services will conduct a volunteer satisfaction survey every two years so volunteers can anonymously rate the support given to them by Mercy Services across a range of key issues and so they can offer suggestions for improvements.

The results of this survey and the response from Mercy Services management will be made known to volunteers at the earliest opportunity.

4.12 Compliance

Compliance with this policy is being measured by:

- a) Administration staff will ensure they have a current copy of the volunteer criminal record check and where relevant drivers licence, vehicle registration and comprehensive insurance.

4.13 Evaluation

The performance indicators for the evaluation of this policy are:

- a) Satisfaction as expressed in the Volunteer Satisfaction Survey is above 75%.

5.0 REFERENCES

1. Australian Standards	a) None identified
2. Legislation	a) Work Health & Safety Act 2011 (NSW)
3. Professional guidelines	a) None identified
4. Codes of Practice	a. None identified
5. Codes of Ethics	<ol style="list-style-type: none"> a) Australian Association of Social Workers Code of Ethics 2010 http://www.aasw.asn.au/document/item/1201 b) Australian Psychological Association Code of Ethics http://www.psychology.org.au/Assets/Files/APS-Code-of-Ethics.pdf c) Code of Ethics for Nurses in Australia 2008 http://www.nursingmidwiferyboard.gov.au/Codes-Guidelines-Statements/Codes-Guidelines.aspx#codesofethics d) Integrity in the Service of the Church https://www.catholic.org.au/media-centre/media-releases/cat_view/10-organisations/38-national-committee-for-professional-standards e) Mercy Services Code of Conduct
6. Evidence	<ol style="list-style-type: none"> a) Volunteering Australia. National Standards for Involving Volunteers in Not-For-Profit Organisations (2001) http://volunteeringaustralia.org/wp-content/uploads/VA-National-Standards-for-involving-volunteers-in-not-for-profit-organisations.pdf b) Australian Aged Care Quality Agency (2014) Results and Processes Guide http://www.aacqa.gov.au/assessors/copy_of_RPguideJan2015.pdf
7. Mercy Services Values	a) Justice, Respect, Care, Unity, Service

6.0 OTHER RELATED MERCY SERVICES POLICIES

- A.03 Code of Conduct – Staff/Volunteers
- B.2 Delegations
- C.1 Management Roles and responsibilities
- C.6 Risk Management
- E.15 Protection and Vulnerable Adults from Abuse and Neglect

- E.16 Protection of Children from Abuse and Neglect
- E.18. Privacy
- F.3 Recruitment
- G.04 WHS Training Policy
- G.05 Risk Management
- G.06 Safe Home Visiting
- G.07 Anti Aggression and Bullying
- G.12 Stress Management
- G.13 Post Traumatic Incident
- G.16 Emergency Response
- G.17 Incident Investigation

7.0 RELATIONSHIP WITH STANDARDS

Aged Care Accreditation Standards	Home Care Standards	NSW Disability Standards	EQulP Standards
1.1, 1.2, 1.3, 1.4, 1.6, 2.2, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 3.7, 3.8, 3.9, 4.1, 4.2, 4.3, 4.5	1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8, 2.2, 2.3, 2.4, 2.5, 3.1, 3.2, 3.3, 3.5	1.1, 1.2, 1.5, 2.3, 3.4, 6.1, 6.2, 6.3, 6.5, 6.6, 6.7	2.2.1, 2.2.3, 2.2.4, 2.2.5, 2.3.1, 2.3.2, 2.3.3, 3.1.1,

8.0 DOCUMENT CHANGES RECORD

Dates of change	Section altered	Natures of changes made
11/08/2009	All sections	Document created
09/08/2010	a) 4.9	a) Section added and other section (moving previous 4.9 to 4.10 etc)
22/03/2011	a) 7.0 Relationship to Standards b) Appendix1	a) Updated with new Community Care Common Standards and EQulP 5 Standards b) Updated to match \\Shared\Forms & Letterhead\Volunteers\Forms Volunteer to return\Application for Volunteer Position
22/07/2011	a) 4.1 b) 4.2 c) 4.12 d) 4.13	a) Added FGP/Community Companions b) Add explanation of EAP c) Renamed and expanded to cover evaluation d) New section
27/11/2012	All Sections	Organisation name updated
26/05/2014	a) 4.01 Roles b) Old 4.3 Position Description c) Old 4.5 Volunteer Training d) Old 4.6 supervision e) New 4.06 Youth volunteers f) Old 4.8 Code of Dress g) New 4.07 Assistance with expenses h) Old 4.10 Volunteer timesheets i) New 4.11 Volunteer Satisfaction Survey	a) Update table with current roles and programs. Include a paragraph Position Description for each role. Add that volunteers cannot collect client fees and donations. b) Incorporated in new 4.01 c) Minor changes in wording d) Reword as 'supervision/support'. Enable it to occur via phone. Require a Coordinator be nominated to support the volunteer. Other minor rewording. e) New section. Replaces section on Code of Conduct (which is now included in 4.03 Volunteer Agreement) f) Delete section on Dress (assumed to be covered by Code of Conduct. Replacement section deals with reimbursements. g) New section h) Minor rewording. Delete section on collecting monies (see 4.01 above). i) New section taken from previous 4.12

	<ul style="list-style-type: none"> j) 4.12 Compliance and 4.13 Evaluation k) 5.0 References l) 7.0 Standards m) Appendix 1 n) Appendix 3 	<ul style="list-style-type: none"> j) Swap order of section to make consistent with other policies and reword measures. k) Change WHS Act. Add Volunteering Australia reference l) Add Aged care Accreditation Standards and updated Disability Standards m) Update with list of roles and services n) Delete
22/09/2014	<ul style="list-style-type: none"> a) 4.07 Assistance with expenses 	<ul style="list-style-type: none"> a) Increase meal reimbursement and increase cap on daily travel reimbursement between home and voluntary work.
17/02/2015	<ul style="list-style-type: none"> a) 4.01 Roles and Appendix 1 Volunteer Agreement b) 5.0 References 	<ul style="list-style-type: none"> a) Update list of services/sites and roles b) Add AACQA Results and Processes Guide
05/06/2015	<ul style="list-style-type: none"> a) Appendix 1 	<ul style="list-style-type: none"> a) Update table of site/services and replace referee address with relationship to applicant
Review due 05/06/2018		



APPLICATION FOR VOLUNTEER POSITION

Name: _____ D.O.B. _____

Address: _____

Telephone (H): _____ (W): _____ Mobile: _____

Interests/Skills/Hobbies (including any other languages spoken): _____

Next of Kin: _____ Phone: _____

I give permission to contact next of kin in event of emergency

Do you own a car? Yes No

If yes, would you be prepared to use your vehicle to undertake volunteer duties? Yes No

If yes, Registration No. _____ No. of Doors _____

Colour of Car: _____ Make: _____

What vehicle insurance do you have?

Comprehensive Third Party Property None
(minimum of third party property insurance is required to transport clients)

Do you have a Driver License? Yes No

If yes, Driver License No: _____ Class of Licence: _____

Do you have a Mobility Parking Authority? Yes No

Have you had previous volunteer experience? Yes No

If yes, please give details:

cont'd overleaf....

APPLICATION FOR VOLUNTEER POSITION cont'd

Please indicate your preferred location and type of volunteer work with a tick (✓):

	Community transport	Elermore Vale	Newcastle Elderly Citizen's Centre	Residential Aged Care	Tighes Hill	Wallsend carers	West Wallsend	Other
<i>Companionship</i>								
<i>Hobby sharers</i>								
<i>Pet care</i>								
<i>Shopping assistant</i>								
<i>Assisting clients on bus</i>								
<i>Driver</i>					*			
<i>Activity assistant</i>								
<i>Kitchen assistant</i>								
<i>Meal deliveries</i>								
<i>Fundraising</i>								
<i>Other</i>								

* Volunteer can only drive a car for Community Transport

Day(s) you would be available for volunteering: _____

Preferred times: _____

Times/days you are unavailable (e.g. school holidays):

Where did you hear about us? _____

Please provide the names, telephone numbers and addresses of two referees:
(people you know in a professional or semi-professional capacity - e.g. not family members)

Name: _____ Relationship: _____ Telephone: _____ -	Name: _____ Relationship: _____ Telephone: _____ -
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All information provided to Mercy Services is confidential

Signature

Date



**MERCY SERVICES
VOLUNTEER AGREEMENT**

Thank you for agreeing to be a volunteer at Mercy Services. Volunteers have an important role in our service. This Volunteer Agreement has been developed to ensure that volunteers fully understand their role, rights and responsibilities and that clients are provided with the best possible services.

This agreement is made between:

Mercy Services

and
(Name of volunteer)

working in the position of

and is made subject to the following terms and conditions:

Length of the Agreement

Subject to the satisfactory completion of a three-month probationary period, this agreement is for an initial twelve (12) month period, commencing on (date).

This agreement may be terminated by either party. Mercy Services will usually give a minimum of fourteen (14) days notice of termination. The volunteer is requested to give a minimum of fourteen (14) days notice of termination.

If the agreement is not terminated on the date of expiry, it shall be assumed to extend for another period.

Duties

The volunteer shall carry out the duties as outlined in the role (described in F.10 Volunteer Policy):

.....

and/or with the following variations:

.....

A review of the volunteer’s performance will be conducted annually or as requested by the volunteer or relevant Coordinator.

Reimbursement

Volunteers will be reimbursed for out-of-pocket expenses incurred during the course of their duties. Receipts should be kept and provided to the Coordinator. For volunteers using their own vehicles for voluntary transport, vehicle expenses will be reimbursed at the rate set in Mercy Services Policy F.10 Volunteers.

Hours of Work

The normal hours of work will be as follows:

(Day of the week)	(Times)
.....
.....
.....
.....
.....

If the volunteer is unable to work the above hours he/she should provide one week’s notice to the Coordinator.

The volunteer is not normally expected to work public holidays.

Insurance

Mercy Services provides personal accident insurance cover and cover for the excess on damage to comprehensively insurance cars for volunteers.

The volunteer should check with their insurance company to ensure that their vehicle is insured during voluntary work.

Code of Conduct

Volunteers are expected to conform to the Mercy Services Code of Conduct.

Support and Training

The volunteer will be provided with instruction, direction, emotional support and monitoring of tasks by:

.....

Volunteers must approach the Coordinator if they feel they need more support/training than is being provided.

An orientation kit will be given to volunteers on recruitment.

Volunteers will receive the training and ongoing support needed to successfully undertake their work.

Grievance Procedure/Dispute Procedure

The staff grievance/dispute procedure detailed in Mercy Services Policy F.08 Staff Grievances applies equally to volunteer staff.

.....
Coordinator

.....
(Date)

.....
Volunteer

.....
(Date)