

## SCHEDULE 1

Current policies, procedures, committee terms of reference, work practices, protocols and templates at RCHM relating to recruitment, screening, health and mental wellbeing checks and working with children checks in relation of volunteers

No	Title of document	Document type	Summary	Application - RCHM Volunteers, Visiting Volunteers Program (VVP) or both	Ringtail
<b>Human Resources Policy</b>					
1.	Pre-Employment Safety Screening	Procedure	<p>Eleven page document which contains the following:</p> <ul style="list-style-type: none"> <li>• Applies specifically to volunteers (as well as employees).</li> <li>• All staff, students, volunteers, observers, contractors and honorary appointments must undergo a National Police Record Check and a Working With Children (<b>WWC</b>) Check. Each check must be applied for separately.</li> <li>• All employment with the RCH is subject to and conditional upon a satisfactory clearance of WWC Check and Police Check.</li> <li>• Only in exceptional circumstances for urgent operational requirements can the CEO consent in writing to an individual providing services or commencing employment at RCH before the result of a National Police Check is known. The CEO must record, in writing, the operational reasons which justify waiving the usual requirements.</li> <li>• The RCH volunteers office is responsible for obtaining the Consent to Check and Release National Police Record and WWV Check from all prospective RCH volunteers.</li> <li>• If any time during employment an employee is charged with a serious offence, the employee is obliged to immediately notify their line manager/supervisor of all relevant details.</li> <li>• Job advertisements are to advise that appointment is subject to a National Police Check. To be reiterated to candidate at interview.</li> </ul>	Both	RMH.0004.001.0361 Tab 455

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			<ul style="list-style-type: none"> <li>• Sets out criteria for assessment suitability of applicants whose WWC check returns a disclosable outcome (including obtaining written consent of the RCH CEO before hiring the candidate).</li> <li>• Sets out procedure when a staff member receives a Negative notice from a WWC Check. Where a Negative Interim Notice is issued, a risk assessment is conducted and a decision made as per the relevant guidelines. Where a Negative Notice is issued, an employee cannot apply for or engage in child related work.</li> <li>• Continues to remain responsibility of the employee to ensure that they always have a current WWC Check while working at RCH (checks are valid for a 5 year period).</li> <li>• All RCH managers and staff involved in the recruitment process have a responsibility to ensure a Police Check and WWC Check is completed as per the procedure.</li> <li>• The following intranet pages are relevant to the WWC Checks:               <ul style="list-style-type: none"> <li>- WWC Check – New employees – one page document outlining the procedure for new employees with and without a WCC card</li> <li>- Renewing WWC Check - one page document outlining the procedure for renewing a WWC.</li> <li>- WWC Check - One page document containing information on the WWC and the requirement of all staff and volunteers to have a WWC.</li> <li>- WWC Check - One page document outlining who needs a WWC Check and when a WWC Check needs to be applied for.</li> <li>- WWC Check - Three page document providing answers to frequently asked questions on WWC Checks.</li> </ul> </li> </ul>		<p>RMH.1000.002.0334</p> <p>RMH.1000.002.0166</p> <p>RMH.1000.002.0336</p> <p>RMH.1000.002.0335</p> <p>RMH.1000.002.0337</p>
2.	<b>Consumer Focused Care</b>	<b>Policy</b>	Three page document which contains the following:	Both	RMH.1000.005.0016

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			<ul style="list-style-type: none"> <li>• RCHM values consumers as people with rights and the ability to participate in treatment and service planning, development and evaluation.</li> <li>• RCHM offers children, families and communities to participate actively in planning and developing services including the right to express feedback.</li> </ul>		
3.	Volunteers - Visiting Volunteer Program	Procedure	<p>Four page document which contains the following:</p> <ul style="list-style-type: none"> <li>• Details procedures relevant to Volunteer Groups (defined as any charity, company or other entity that sends Visiting Volunteers to the RCHM on a regular or periodic basis to provide patients and families with support services on a volunteer basis under an arrangement with RCHM).</li> <li>• All Volunteer Groups must be approved by the RCH to be part of the Visiting Volunteers Program. Volunteer Groups will be approved to visit particular Patient Areas on particular days.</li> <li>• Sets out process for approval of new volunteer groups, as follows: <ul style="list-style-type: none"> <li>- RCHM staff member requesting approval of new group completes a New Volunteer Group form;</li> <li>- the completed form is referred to the Visiting Volunteer Program Coordinator;</li> <li>- application for approval considered by RCHM Executive Director; and</li> <li>- following approval, Volunteer Service Agreement must be signed and Visiting Volunteers registered before attending the hospital.</li> </ul> </li> <li>• Approval volunteer groups will be reviewed by RCHM Executive every two years at which time the group will sign a new service agreement.</li> <li>• No visiting volunteer is to attend the hospital unless they have completed the individual registration process to the satisfaction of the Visiting Volunteer Program Coordinator.</li> </ul>	VVP	RMH.1000.002.0170

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			<ul style="list-style-type: none"> <li>All visiting volunteers must wear RCHM identification at all times while attending the hospital. All identifications are not transferable and are to remain in the hospital and not to be taken home.</li> <li>All visiting volunteers will be responsible for their own costs including uniforms, meals and parking. They are to be mindful of RCH values and comply with all policies and procedures.</li> <li>All enquiries are to be directed to the Visiting Volunteer Program Coordinator in the first instance.</li> </ul>		
<b>Department specific (local) documents – Family Services (this department manages the volunteer program)</b>					
4.	Request for Volunteers	Template	Blank template document. Used by RCHM to request volunteer services.	RCHM Volunteer	RMH.1000.002.0167
5.	Application to Volunteer	Form	<p>Blank template document. To be completed by prospective volunteer applying for a position providing personal details, referee details, work experience and availability.</p> <p>Also provides list of conditions to become a volunteer at RCH and requires prospective volunteer to sign declaration that conditions have been read and understood.</p>	RCHM Volunteer	RMH.0004.001.0230 Tab 456
6.	RCHM Volunteer Application Assessment	Template	Blank template document. Used to score applicant during application and interview stage according to criteria.	RCHM Volunteer	RMH.0004.001.0234 Tab 460
7.	RCHM Volunteer Interview	Template	Blank template document (five pages). List of questions for interview of volunteers to be completed by interviewer. Also lists reminders for further checks to be conducted during recruitment process.	RCHM Volunteer	RMH.0004.001.0236
8.	Position Description -	Example	Example position description. Three page document providing details of the role purpose, accountabilities, necessary qualifications and experience and key selection criteria for the role. Volunteer to provide certification of understanding	RCHM Volunteer	RMH.1000.002.0136

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	Family Support Volunteer		of preparedness to undertake the duties and responsibilities stated in the position description.		
9.	RCHM Volunteer Recruitment File Checklist	Checklist	Blank template document. Provides all details of volunteer's recruitment process and commencement.	RCHM Volunteer	RMH.1000.002.0162
10.	Reference Check - Volunteer Applicant	Template	<p>Blank template document for providing reference checks.</p> <p>Asks standard referee questions including details of the relationship with the applicant, competence, personal skills, strengths, weakness, reliability, communication skills and whether they would recommend the applicant for the position.</p> <p>Also specifically asks referee about their observations of the applicant interacting with children.</p>	RCHM Volunteer	RMH.1000.002.0163
11.	Volunteer Handbook	Handbook	<p>Five page document which contains the following details:</p> <ul style="list-style-type: none"> <li>• Brief history of volunteer work at the RCHM beginning June 1961.</li> <li>• Provides contact details for the Volunteer Staff Service.</li> <li>• Details volunteers' rights including to: <ul style="list-style-type: none"> <li>- receive a position description;</li> <li>- experience job satisfaction and receive initial and on-going training;</li> <li>- feel safe, work in an environment free from harassment and feel free to consult the head of the service regarding complaints;</li> <li>- be informed of new developments; and</li> <li>- know to whom they are accountable and have clearly defined channels of communication.</li> </ul> </li> <li>• Volunteers' responsibilities including:</li> </ul>	RCHM volunteer	RMH.0004.001.0372 Tab 449

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			<ul style="list-style-type: none"> <li>- minimum commitment of 3 hrs p/w for 12 months (max 12 hrs p/w);</li> <li>- procedure to notify volunteer office of any absence;</li> <li>- importance of wearing ID badge at all times;</li> <li>- uniform requirements and importance of maintaining clean and neat appearance, minimal jewellery, hair tied back, avoid strong perfume;</li> <li>- any change of address details to be notified to volunteer office;</li> <li>- application for leave of absence should be made to department head for up to 6 month period, resignations to be notified in writing;</li> <li>- ensuring security of personal belongings by using lockers;</li> <li>- requirement to attend emergency procedure drill annually, be aware of evacuation procedures; and</li> <li>- any female of child bearing age should to ensure sufficient immunisation.</li> </ul> <ul style="list-style-type: none"> <li>• Code of ethics and patient confidentiality, including examples of breaches of ethics and confidentiality. Noting that all volunteers are obliged to sign a Confidentiality Agreement. Note importance for volunteers to discuss all concerns with the person to whom they are accountable and that hospital matters must not be discussed outside the hospital.</li> <li>• Awards - list various awards presented to volunteers.</li> <li>• Amenities - volunteers are offered restricted car parking facilities and tea and coffee is provided in the volunteer lunchroom.</li> </ul>		
12.	New Visiting Volunteer Group Expression of Interest Form	Form	Blank template form to be completed by RCH sponsor in consultation with representative from new Visiting Volunteer Program group.	VVP	RMH.0004.001.0377

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13.	Application for Approval as a Visiting Volunteer Group	Form	Three page blank template application form to be completed by the authorised representative of Visiting Volunteer Group. Requests details of the group, activities proposed at RCH and details of background checks and compliance with laws.	VVP	RMH.0004.001.0378
14.	Pro-forma Volunteer Service Agreement	Template	<p>Eight page document (<b>VSA</b>) which contains the following:</p> <ul style="list-style-type: none"> <li>• Details agreement between RCHM and VVP group service</li> <li>• The volunteer service must notify RCHM of anything it becomes aware of which may impact on the appropriateness of a particular visiting volunteer</li> <li>• Keep RCHM regularly informed of all matters of which hit becomes aware which may impact on the RCHM or present a risk to the RCHM and/or its patients and families;</li> <li>• VVP group to ensure that all visiting volunteers comply with the VVP procedure</li> <li>• All VVP volunteers must have complied with all registration requirements to the VVP coordinator's satisfaction</li> <li>• RCHM to provide orientation and management of VVP volunteers</li> </ul>	VVP	RMH.0004.001.0381 Tab 461
15.	Checklist for registration of RCHM Visiting Volunteers	Template	Blank template two page document. To be completed by the individual responsible for the recruitment of the Visiting Volunteer Group for each volunteer registered for the group. Covers reference checks, Police Checks, Working with Children Checks, training, immunisation, Confidentiality & Security Agreement, emergency contact details and known medical conditions.	VVP	RMH.1000.002.0003
16.	Registration of RCHM Visiting Volunteers	Work practice/ protocol	Two page summary document to assist with the completion of the Visiting Volunteer Program Checklist. Document emphasises that the checklist must be completed for each individual seeking to register as an approved Visiting Volunteer and provides further brief detail regarding the sections of the Checklist.	VVP	RMH.0001.001.0714

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17.	VVP Volunteer First Day Orientation Checklist	Work practice/ protocol	One page checklist <ul style="list-style-type: none"> <li>• Checklist to ensure that various steps of the orientation process for VVP volunteers have been complied with</li> <li>• Ensures that ID badge is correct</li> <li>• Processes have been followed</li> </ul>	VVP	RMH.1000.005.0367
18.	Administrative steps for registering Visiting Volunteers	Work practice/ protocol	One page document <ul style="list-style-type: none"> <li>• Checklist from support group/organisation's coordinator</li> <li>• Confirms that checklist is complete, including: reference checks, police check, WWC check, RCHM privacy agreement is signed, RCHM emergency procedures training undertaken and VVP starter pack distributed</li> </ul>	VVP	RMH.1000.002.0001
19.	Information for visiting volunteer group applicants	Information brochure	One page information sheet which contains the following: <ul style="list-style-type: none"> <li>• Criteria for Visiting Volunteer Groups:               <ul style="list-style-type: none"> <li>- activity or support programs not to duplicate existing RCH staff services or those provided by existing volunteer groups;</li> <li>- areas and times visited must complement existing volunteer group schedule; and</li> <li>- new group must demonstrate RCH values.</li> </ul> </li> <li>• Provides a summary of process for new visiting volunteer group including expression of interest to be completed and considered by Visiting Volunteer Program Co-ordinator and arranging for completion of all paperwork including signing of Services Agreement.</li> </ul>	VVP	RMH.1000.002.0086
20.	Visiting Volunteers Program	Work practice/ protocol	Three page document detailing Visiting Volunteers Program, as follows: <ul style="list-style-type: none"> <li>• Provides background to volunteer program at RCHM and emphasises key beliefs of partnerships between individuals and RCHM, balancing the</li> </ul>	VVP	RMH.1000.002.0174



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			<p>benefits of community participation with the risks presented by such presentation, cultivating goodwill through relationships, acknowledgement that RCHM will benefit from a formalised coordinated approach to the assessment of volunteers.</p> <ul style="list-style-type: none"> <li>• Guidelines for organisations: <ul style="list-style-type: none"> <li>- organisations must have a clearly defined purpose and mission;</li> <li>- they should not give medical advice, treatment advice or financial advice;</li> <li>- they should not seek to promote therapies of doubtful or unproven value; and</li> <li>- they should have a high level of professional behaviour and integrity, organisational structure and accountability in form of a transparent financial position.</li> </ul> </li> <li>• Guidelines for individual volunteers: <ul style="list-style-type: none"> <li>- a Visiting Volunteer Program checklist must be completed for each individual prior to his commencement.</li> <li>- recruitment process detailed, which can take 8-10 weeks;</li> <li>- obligations as to manner, conduct and health are listed including neat and tidy presentation, confidentiality obligations, obligation to inform a manager if a patient or family member tells the volunteer that something is worrying them. Immunisations are to be kept up to date and volunteers are not to attend the RCHM if they feel unwell.</li> </ul> </li> </ul>		
21.	The RCHM Hospital Volunteer Program Framework	Work practice/ protocol	<p>23 page document which contains the following:</p> <ul style="list-style-type: none"> <li>• the RCHM;</li> <li>• the history of RCHM;</li> <li>• RCHM volunteer service;</li> </ul>	Both	RMH.1000.002.0139

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			<ul style="list-style-type: none"> <li>• RCHM volunteer program;</li> <li>• volunteer recruitment;</li> <li>• volunteer training;</li> <li>• volunteer commencement;</li> <li>• volunteer performance assessment and management;</li> <li>• recognition day and volunteer awards;</li> <li>• volunteer advisory committee;</li> <li>• volunteer program administration; and</li> <li>• enquiries from the public.</li> </ul>		
22.	Agenda - Day 1 Volunteer Induction Program 2015	Training content	Volunteer Induction Program for Day 1 am session on Tuesday 28 April 2015.	RCHM Volunteers	RMH.1000.002.0002
23.	Welcome to the Royal Children's Hospital	Training content	Presentation providing the following: <ul style="list-style-type: none"> <li>• background of RCH;</li> <li>• information on campus, patients and organisational structure;</li> <li>• values;</li> <li>• vision (5 year plan);</li> <li>• governing performance; and</li> <li>• how to be connected.</li> </ul>	RCHM Volunteers	RMH.1000.002.0321
24.	Volunteer Orientation 2014	Training content	Presentation by Andre Didenkowski, Human Resources providing information on the following:	RCHM Volunteers	RMH.0004.001.0241 Tab 446

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			<ul style="list-style-type: none"> <li>• volunteer service;</li> <li>• volunteers at RCHM;</li> <li>• volunteer program information;</li> <li>• volunteer responsibilities;</li> <li>• awards;</li> <li>• communication means;</li> <li>• volunteer advisory committee;</li> <li>• volunteer amenities;</li> <li>• code of conduct;</li> <li>• employee assistance program;</li> <li>• confidentiality and privacy;</li> <li>• professional boundaries;</li> <li>• IT and social media;</li> <li>• procedures of RCHM; and</li> <li>• discrimination, bullying, sexual harassment.</li> </ul>		
25.	Educational Play Therapy	Training content	Volunteer orientation presentation on educational play therapy at the RCHM.	RCHM Volunteers	RMH.1000.002.0015
26.	Infection Control for Volunteers	Training content	Volunteer orientation presentation on infection control for volunteers.	RCHM Volunteers	RMH.1000.002.0059
27.	Workplace Health and Safety	Training content	Volunteer orientation presentation on workplace, health and safety at RCHM.	RCHM Volunteers	RMH.1000.002.0340

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28.	Emergency Procedures Training	Training content	Volunteer orientation presentation on Emergency Procedures Training at RCHM.	RCHM Volunteers	RMH.1000.002.0023
29.	Volunteer Role Descriptions for Induction Training	Training content	Three page document outlining volunteer role descriptions for induction training	RCHM Volunteers	RMH.1000.002.0217
30.	Volunteering Availability	Form	Blank template of volunteering availability	RCHM Volunteers	RMH.1000.002.0320
31.	Scenarios - Fish philosophy	Training content	Blank template containing worksheet of 'fish philosophy'	RCHM Volunteers	RMH.1000.002.0169
32.	Moments of Truth	Training content	Four page volunteer induction document containing information on customer service	RCHM Volunteers	RMH.1000.002.0093
33.	Delivering Great Care: Positive Experience	Training content	Presentation by Jane Miller, Director, Strategy and Improvement on how to deliver 'Great Care' at the RCHM	RCHM Volunteers	RMH.1000.002.0005
34.	Activity 1,2 and 3	Training content	Three pages of activities containing the department/resource and the details/location/how to access the department/resource.	RCHM Volunteers	RMH.0004.001.0284
35.	Agenda - Day 2 Volunteer Induction Program	Training content	Agenda on Day 2 session pm - Supporting Families through Difficult Times on 29 April 2015 at CLS - 1.053-HELP-1st Floor West	RCHM Volunteers	RMH.0004.001.0287
36.	Agenda - Day 1 Volunteer Induction Program	Training content	Agenda on Day 1 session pm - Welcoming and Supporting Families on 28 April 2015 at SR - 1.053-HELP-1st Floor West	RCHM Volunteers	RMH.0004.001.0288

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37.	Agenda - Day 3 Session Volunteer Induction Program	Training content	Agenda on Day 3 session am - Welcoming and Supporting Families on 30 April 2015 at CLS - 1.053-HELP-1st Floor West	RCHM Volunteers	RMH.0004.001.0289
38.	Volunteer session - Supporting Families through loss and grief	Training content	Volunteer session presentation by Bonnie Travers, Senior Social Worker, Emergency Department on supporting families through loss and grief.	RCHM Volunteers	RMH.0004.001.0290
39.	Pastoral and Spiritual Care presentation	Training content	Three page document of a presentation on pastoral and spiritual care	RCHM Volunteers	RMH.0004.001.0309
40.	Family Support Volunteer Training	Training content	Presentation on Family Support Volunteer Training at the RCH as well as questions to be asked and activities to be conducted in relation to this training.	Both	RMH.0004.001.0312
41.	Caring for CALD Families	Training content	Presentation by Katrina Sangster, Immigration Health Research Nurse on January 2015 in regards to caring for families from culturally and linguistically diverse backgrounds.	Both	RMH.0004.001.0333
42.	VVP Orientation presentation	Training content	VVP volunteer orientation presentation dealing with RCHM policies including professional boundaries	VVP	RMH.1000.002.0097