

SCHEDULE 3

Current policies, procedures, committee terms of reference, work practices, protocols and templates in relation to supervision and management of volunteers at RCHM

No	Title of document	Document type	Summary	Application - RCH Volunteers, Visiting Volunteers Program (VVP) or both	Ringtail
Human Resources Policy					
1.	Professional Boundaries	Procedure	Two page document which contains the following: <ul style="list-style-type: none"> • Applies specifically to volunteers (as well as employees). • All RCHM staff are expected to work within professional boundaries in their professional relationships with patients, families and colleagues, in particular: <ul style="list-style-type: none"> - it is unacceptable to have social contact with patients and families via electronic communication or social media; - home visits are only to be made for work reasons; - pre-existing social relationships are to be declared to managers. • Where a complaint against an RCHM employee regarding professional boundaries is made, the manager will first discuss the complaint with the employee. If the behaviour continues, the matter will be managed in accordance with the RCHM Misconduct Procedure and RCHM Underperformance Management Procedure. 	Both	RMH.0001.007.0363 Tab447
2.	Safe Workplace Behaviours Procedure	Procedure	Seven page document providing information on safe workplace behaviours at RCHM including information on what constitutes.	Both	RMH.1000.004.0018
3.	Pornography	Procedure	Two page document providing information on pornography.	Both	RMH.1000.004.0014
4.	Code of Conduct	Policy	Four page document which contains the following: <ul style="list-style-type: none"> • Applies specifically to volunteers (as well as employees). 	Both	RMH.0004.001.0351 Tab 452

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			<ul style="list-style-type: none"> • Core values of RCHM are Unity, Respect, Integrity and Excellence. • Policy noted as integral to the RCHM achieving its vision of being a <i>"Great children's hospital, leading the way."</i> • Lists of values described under the headings of Unity, Respect, Integrity, Excellence, Conflict of Interest, Intellectual Property. • In particular, the following values are emphasised: <ul style="list-style-type: none"> - commitment to diversity, fairness and equal employment opportunities; - respect of cultures and beliefs, freedom of choice and expression; - no tolerance for bullying, harassment, violence of intimidation and do not initiate or perpetuate rumours; - strive to be honest, ethical and open in dealings with each other, patients and families; - always consider the impact of decisions on patients, families, colleagues and the community; and - awareness of actual, potential or conceived conflicts of interest in all dealings with internal and external parties. • All RCHM employees and volunteers have a responsibility to abide by the code and its principles. Any breaches of the code should be reported. Breaches of the code may result in disciplinary action. • Any uncertainty as to whether an action is a breach of legislation, the Code of Conduct or RCHM Policy or Procedure should be raised with a manager or a People and Culture representative. 		
Communications and Marketing Policy					
5.	Social Media	Procedure	Four page document on social media usage including interaction with	Both	RMH.1000.004.0025

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			patients and/or family members.		
6.	Information Technology	Policy	Four page document which contains information on appropriate use of technology	Both	RMH.1000.004.0005
Culturally responsive care policy					
7.	Pastoral and Spiritual Care	Procedure	<p>Four page policy which contains the following:</p> <ul style="list-style-type: none"> • RCHM staff chaplains and Co-ordinator have a responsibility to individually and collectively: <ul style="list-style-type: none"> - ensure all patients, families and staff have access to spiritual care (respecting each person's religious and non-religious cultural traditions); - maintain and staff a 24 hour roster; - demonstrate commitment to ongoing professional development and training; and - provide a resource to staff on religious, spiritual and ethical issues and promote the work within the wider community. • Visiting chaplains only have a responsibility to visit patients and families who indicate they are members of a specific religion and request a visit. • All personnel are required to have a Working with Children Card and National Police Check, wear an RCHM ID badge whenever on RCH premises, abide by all current RCHM policies, guidelines and procedures and maintain membership of a relevant Professional Association. 	Both	RMH.1000.004.0010
Department specific (local) documents – Family Services (this department manages the volunteer program)					
8.	Volunteer Commencement	Template	Blank template document. Checklist to be used during volunteer's first day	RCHM Volunteer	RMH.1000.004.0035

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	Checklist		orientation. To be signed by volunteer's allocated buddy when completed.		
9.	Guidelines for Individual Visiting Volunteers	Guideline	<p>Brief one page document providing overview of the guidelines for Visiting Volunteers.</p> <p>In summary, provides that VVs should:</p> <ul style="list-style-type: none"> • remain mindful of RCHM values; • wear RCH photo ID on lanyard at all times; • familiarise themselves with starter pack, including "Your Guide" booklet; • appear neat and tidy. Minimal jewellery, long hair tied back and no strong perfume; • inform RCH staff if a child/family advising of something worrying them. Complaints to always be passed on to RCH; • never discuss treatment options, offer advice or purchase medicine for patients or families; • never give or accept gifts to or from patients or families; • never bring unauthorised visitors with them; • direct any media enquiries to VVP coordinator. If not dealt with satisfactorily, Visiting Volunteers should contact the organisational coordinator at external volunteer group; • keep immunisations up-to-date; • stay away if they feel unwell or have a rash, including seemingly minor ailments. 	VVP	RMH.1000.004.0001