

The Royal Children’s Hospital Volunteer Program Framework

Table of Contents

About RCH	5
Vision.....	5
Mission.....	5
Values.....	5
Strategic Goals	5
History	6
Difference between Volunteers and Paid Staff	6
RCH Volunteer Service	6
1. The Royal Children’s Hospital (RCH) Volunteer Program	6
2. The Visiting Volunteer Program.....	7
The Royal Children’s Hospital Volunteer Program	7
Type of Volunteers.....	7
Day Volunteers.....	7
After Hours Volunteers	7
Department Volunteers	8
Volunteer Recruitment	8
Selection Criteria for Volunteers	8
Information Sessions.....	9
Latecomers to Information Sessions.....	9
Applications.....	9
Application Assessment	10
Unsuccessful Applicants (Application Form).....	10
Interviews.....	10
Interview Assessment	11
Unsuccessful Applicants (Interview)	11
Checks Required to Be Completed/Obtained for Successful Applicants	11
Victorian Working With Children Check (WWCC).....	11
Police Checks.....	12
Reference Checks.....	13

Volunteer Training 13

 Invitation to Training..... 13

 Induction Training – Day Program 13

 Planning..... 13

 Duration 13

 Content 13

 Training for Department Volunteers 14

 Induction Training – After Hours Program..... 14

 Planning..... 14

 Duration 14

 Content 14

 Evaluation and Review 15

 Emergency Procedures Training 15

 First Aid Training 15

Volunteer Commencement 15

 Forms to be completed..... 15

 The Privacy, Confidentiality & Security Agreement..... 15

 Position Description 15

 Volunteer Commencement Checklist 16

 File Checklist..... 16

 Identity Card and Lanyard..... 16

 Buddy Shift – Day Program 16

 Buddy Shift – After Hours Program..... 16

 Volunteer Roster 16

Volunteer Management 17

 Volunteer Absences 17

 Short Term Absences 17

 Leave of Absence 17

 Pregnancy..... 17

 Injury/Illness..... 17

 Bereavements 17

 Resignations 18

Volunteer Records 18

 Database Records 18

 Timesheet 18

 Hard Copy Files 18

Record Keeping and Archiving	18
Volunteer Performance Assessment and Management	19
Surveys	19
Complaints about Volunteers and Dismissals.....	19
Complaints	19
Dismissals	19
Recognition Day and Volunteer Awards.....	20
Hours of Service Awards	20
Awards	20
Years of Service Awards	20
Gifts for Years of Service Awards	21
Invitees.....	21
Volunteer Advisory Committee	21
Volunteer Program Administration.....	21
Volunteer Paperwork and Forms.....	21
Management of Tasks.....	21
Tasks Requested by other RCH Departments	21
Data Entry	21
Staff Attendance at Volunteer Christmas Functions	22
Recording of Statistics.....	22
Fundraising from Stalls and Donation Management.....	22
Enquiries from the Public	23

Version Control

Version	Date	Author	Change Description
Draft	2014	K Ryan	Creation
1.0	April 2015	K Ryan	Published
2.0	April 2015	C. Betts	Reviewed
3.0	April 2015	K Ryan	Reviewed
4.0	April 2015	C. Betts	Reviewed

The Royal Children's Hospital Volunteer Program Framework

The Royal Children's Hospital (RCH) Volunteer Program Framework has been compiled for staff to follow, providing consistent and rigorous processes to maintain an environment that is safe for all patients, families, staff and Volunteers.

This document brings together the expertise, experience and knowledge of Family Services and Volunteers staff who have built the Volunteer Program over many years.

About RCH

Vision

The Royal Children's Hospital, a GREAT children's hospital, leading the way.

Mission

The Royal Children's Hospital improves the health and wellbeing of children and adolescents through leadership in healthcare, research and education

Values

Unity - We work as a team and in partnership with our communities

Respect - We respect the rights of all and treat people the way we would like them to treat us

Integrity - We believe that how we work is as important as the work we do

Excellence - We are committed to achieving our goals and improving outcomes

Strategic Goals

Our core business is to deliver Great Care. We are committed to continuous improvement and working innovatively and collaboratively to ensure an exciting and sustainable future.



History

Since 1961 Volunteers have played a supportive, hands on role in a variety of departments, clinics and wards at The Royal Children's Hospital (RCH) and have made an enormous difference to the lives of patients and their families.

Difference between Volunteers and Paid Staff

Volunteers can take on any role offered to them in a non-paid capacity and without the contractual obligations of paid staff if:

- They are requested to do so by staff and it is within their Position Description
- The Volunteer feels competent and capable to undertake the task and has the necessary skills; or is provided with adequate training to complete the task satisfactorily
- The Volunteer feels comfortable and confident with the allocated task
- The Volunteer is aware of and works in accordance with Hospital policies and procedures, including Occupational Health and Safety, Equal Employment Opportunity, Confidentiality, and Consumer and Community Participation.

The difference between Volunteers and paid staff is that Volunteers:

- Are not paid but give their time willingly as a Volunteer
- Provide valuable support to staff and families allowing the staff to focus on their core work; and provide families with support and respite
- Do not have to provide the contractual obligations or performance expectations within an agreed timeframe as a paid staff member; although Volunteers do provide an enormously valuable contribution to The Royal Children's Hospital
- May take leave for any reason without the need to accrue annual leave or provide a certificate for sick leave
- Do not have any involvement in counselling, medical procedures or medical advice.

RCH Volunteer Service

There are two distinctly different Volunteer Programs managed by The Royal Children's Hospital Volunteer Service staff:

1. The Royal Children's Hospital (RCH) Volunteer Program

Our team of more than 550 Volunteers provide invaluable support and assistance to families, patients and staff at The Royal Children's Hospital (RCH).

From helping families find their way around the hospital, to visiting bored, bed-bound patients, assisting staff with play therapy activities, providing respite for parents and administrative tasks the input of our Volunteers is vital to the day-to-day functioning of the hospital.

These RCH Volunteers wear the pink "RCH Volunteer" lanyard and navy blue polo with hospital logo. They are issued an RCH Volunteer photo Identity Card. RCH Volunteers are recruited, trained, rostered, managed and supported by the RCH Volunteer Program staff. The Volunteer Coordinator is responsible for the RCH Volunteer Program and reports to the Manager, Family Services & Volunteers.

Details of each RCH Volunteer are entered on the Volunteer Database and hard copy files are kept for each individual Volunteer.

2. The Visiting Volunteer Program

These Volunteers wear white “Visiting Volunteer” lanyards. They are issued with an RCH Visiting Volunteer photo Identity Card. A barcode is attached to the Volunteer Photo Identity Card for attendance recording. The Visiting Volunteer Coordinator is responsible for the Visiting Volunteer Program and reports to the Manager, Family Services & Volunteers. Details of each RCH Visiting Volunteer are entered on the Volunteer Database and hard copy files are kept for each individual Volunteer.

Visiting Volunteers represent approximately 19 external charitable and/or community organisations. There are currently 250 registered Visiting Volunteers on the Volunteer Database.

In valuing their contribution to patient and family centred care, the Visiting Volunteer Program (VVP) provides a formalised screening and approval process for Volunteer Groups and their associated staff and Volunteers. This Program forms part of the hospital’s broader risk management strategy.

These individuals are recruited, trained, assessed and rostered by the external Volunteer organisation they represent.

The external Volunteer organisations are patient-focused or family-focused support groups (e.g., Heartkids, Very Special Kids). Their representatives achieve their aims by visiting RCH patients in an unescorted capacity, and thus they are both ‘visitors’ and ‘Volunteers’. There is a contractual agreement between RCH and each external organisation.

These individuals identify first and foremost with their external Volunteer organisation. They do not have contact with the RCH Volunteer Program and do not receive car park passes; rather, they receive primary support from the external Volunteer organisation they represent.

RCH procedure: [Volunteers – Visiting Volunteer Program](#)

http://ww2.rch.org.au/policy_rch/index.cfm?doc_id=15905

The Royal Children’s Hospital Volunteer Program

The role of the Volunteer Program staff is to recruit, train, roster and support RCH Volunteers in their roles assisting families and patients during their stay.

Type of Volunteers

Day Volunteers

Day Volunteers support The Royal Children's Hospital staff and families weekdays **8am - 4.30pm** in clinical and non-clinical areas as required.

After Hours Volunteers

On the wards/speciality clinics and day of surgery/recovery, After Hours Volunteers support The Royal Children's Hospital staff and families weekdays from 4:30pm-7:30pm and weekends 9am-6pm.

In the Emergency Department After Hours Volunteers support The Royal Children's Hospital staff and families weekdays from 3pm-midnight and weekends 9am-midnight.

Department Volunteers

Volunteers who are recruited by RCH departments (eg. Education Institute Volunteer teachers) must follow the same processes as all RCH Program Volunteers.

The processes and documentation in the attached checklists adhere to the relevant sections of the RCH Policies and Procedures Manual and are accreditation requirements for all Volunteers engaged by RCH to comply with ACHS National Guideline Standard 13.

Once the [checklist](#) has been completed and signed, a copy is to be forwarded to the Volunteer Coordinator. The details will be added to the Volunteer Database and given a barcode to attach to their Identity Card for attendance recording.

All Volunteers are covered by the Victorian Managed Insurance Authority.

Orientation is to be conducted by the Volunteer Program staff. Volunteers are to attend orientation training or in special circumstances can complete a desktop [Induction Program](#) and [Emergency Procedures](#) training in the Volunteer Program office with the support of a Volunteer Program staff member.

Volunteer Recruitment

This is the RCH Procedure for recruitment that may be referred to:

Re pre-employment safety screening:

http://www.rch.org.au/policy/policies/Pre-Employment_Safety_Screening/

Re ID badges:

http://www.rch.org.au/policy/policies/Identification_Badges/

Re ID badges and management of access cards

[http://www.rch.org.au/policy/policies/Security - The Royal Children s Hospital/](http://www.rch.org.au/policy/policies/Security_-_The_Royal_Children_s_Hospital/)

Selection Criteria for Volunteers

The Royal Children's Hospital Melbourne is an equal opportunity employer and all Volunteer applications will be treated equally. We will assess applicants based on their ability to complete the inherent requirements of a specific position.

Volunteers must possess the ability to gain an understanding of, and adhere to their Position Description and to model the RCH values of Unity, Respect, Integrity and Excellence.

Applicants MUST:

- Be at least 18 years of age
- Be able to commit to 3.5 hours weekly (3 hours fortnightly for After Hours Program)
- Be able to Volunteer for a minimum of 12 months from commencement
- Have no criminal history of violence, drug offences, sex offences or crimes against children
- Have the ability to interact as a team

- Possess the ability to communicate clearly and confidently with people of all ages, races and religions
- Have the ability to interact positively with children, staff and families
- Have the ability to use initiative, take direction and work under supervision
- Have the ability to maintain professional boundaries
- Have the ability to understand and respect confidentiality
- Be punctual, reliable and adaptable to a constantly changing environment
- Present themselves in a professional manner, with warmth, kindness and a welcoming approach
- Have a willingness to acquire a Victorian Police Check clear of any convictions
- Have a willingness to acquire a current WWCC

Information Sessions

Prospective applicants MUST attend an Information session in person.

Applications are only provided at Information sessions.

During a normal recruitment period (when the rosters continue to have vacancies) Information Sessions should be held every 3-4 months.

The Volunteer Coordinator and the After Hours Recruitment and Training Advisor present Day Information sessions, along with one or two appropriate Volunteers to talk about their roles.

The After Hours Recruitment and Training Advisor presents at After Hours Information sessions, along with one or two appropriate Volunteers to talk about their roles (preferably one from the Wards and one from the Emergency Department).

Information Sessions will generally run for 45-60 minutes (including time allowed for questions).

Latecomers to Information Sessions

At all Information sessions a staff member of the Family Services and Volunteers Department is required to stand at the door after commencement to meet any latecomers.

It is advertised that no latecomers are to attend the session after it has commenced. There needs to be some discretion with this and it will be at the discretion of the staff member on the door. If a latecomer is allowed to enter the session it is best for them to enter the auditorium through the rear top door from Level 1.

If latecomers are not allowed entry, we are to take their details and personally let them know as soon as another Information session is scheduled.

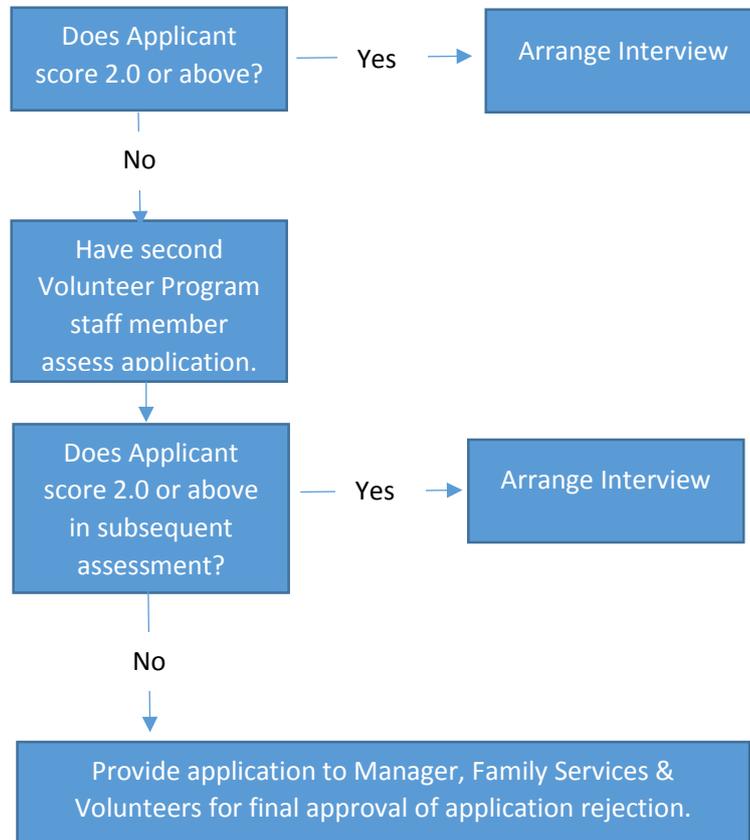
Applications

Applications must be completed in full in order to be considered.

Applications must be date stamped with their date of receipt in the Volunteer Program office.

Application Assessment

Applications must be assessed according to the [Volunteer Application and Interview Assessment Form](#). Form to be completed by ONE staff member.



Unsuccessful Applicants (Application Form)

Applicants that are not assessed as suitable must be notified via mail and their application form to be filed (for 6 months prior to being deleted) and recorded on the [Volunteer Archive](#) spreadsheet.

Interviews

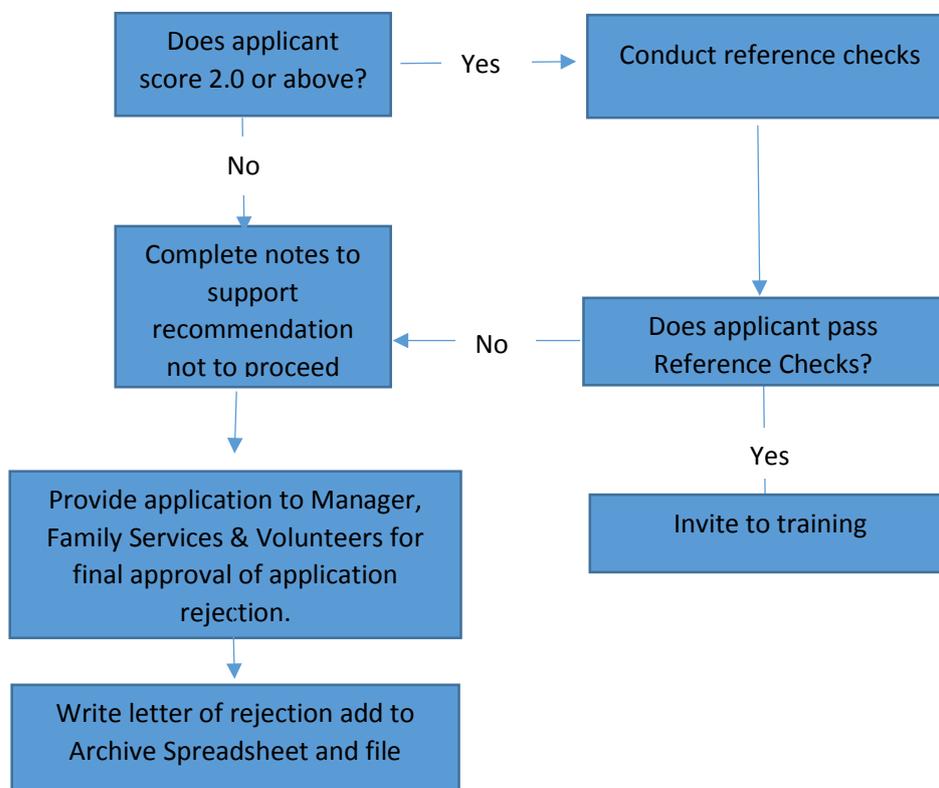
To assist with growth of the program and to cope with Volunteer turnover, an average of 4 interviews to be conducted per week for Day and After Hours Volunteers.

Interviews should be conducted with a Volunteer Program staff member (lead) and a suitable staff member or Volunteer to support.

Applicants will not be offered a position in the Volunteer Program at the time of interview.

Applicants should be asked the current version of [interview questions](#). The checklist on the last page of the interview questions is to be followed while closing the interview to make sure all paperwork has been provided.

Interview Assessment



Unsuccessful Applicants (Interview)

If an applicant is unsuccessful, they must be notified promptly via mail and their complete paperwork (including interview notes and application form) to be filed and kept for 6 months. Names are to be added to the [Volunteer Archive](#) spreadsheet and hard copy to be filed.

The Volunteer Program is not obliged to re-consider the applicant again unless it is clearly demonstrated that the circumstances for rejection have significantly changed.

Checks Required to Be Completed/Obtained for Successful Applicants

Victorian Working With Children Check (WWCC)

The Victorian WWCC is **free** for Volunteers (excluding cost of photos). The process must be commenced online by following this link: <https://online.justice.vic.gov.au/wwccu/onlineapplication.doj> (scroll to bottom of page and click Start Application).

For those entering paediatric wards, use **code 58**; for those on overnight camps (mostly VVP Volunteers) use **code 10**.

Completion of this process is mandatory for all Volunteers before commencement at RCH, however they may attend Induction Training as long as the application has been lodged and a receipt sighted.

Unless already in possession of a current Victorian WWCC, applicants must obtain one as soon as they have been accepted into the Volunteer Induction Training.

If an applicant already holds a Victorian WWCC they must advise the Department of Justice to have RCH added as an interested party on their record. Once this is completed RCH is notified via mail from the Department of Justice that the Volunteer record has been updated. These individual applications are filed in the Volunteer hard copy file.

All Volunteers including teachers must demonstrate that this process has been completed; their details must be recorded on the file checklist. The original card must be sighted and a photocopy of the card with visible number and expiry date are to be kept on file and recorded in the Volunteer Database to ensure ongoing currency.

Australian Police Officers are exempt from obtaining a Victorian WWCC – all that is required is confirmation of their employment (letter from employer) and a photocopy of their Victoria Police Identity Card to be kept in their file.

The WWCC is unique because it is monitored on an ongoing basis. This means that the holder of a WWCC will continue to be checked for any new relevant offences or findings from professional disciplinary bodies. New charges, convictions or findings relevant to your WWCC will instigate a re-assessment of your WWCC eligibility. Therefore teachers with VIT Registration are not exempt from obtaining a WWCC.

At commencement Volunteer Program staff check the current status of Victorian WWCC via the Department of Justice [website](#). Ongoing currency of all WWCC is recorded and tracked via the Volunteer Database.

Nb. Those who are 18 years and under are unable to apply for a WWCC card and so cannot apply for a Volunteer position.

Police Checks

All applicants must obtain a “Volunteer – Contact With Children” Police Check. If they already have one of these checks it must have been obtained within 3 months of Volunteer commencement at RCH.

All members of the community must obtain Police Checks as part of their application process, including Police Officers and Teachers.

Check website for current cost of Police Checks for Volunteering. This cost is to be covered by the Volunteers themselves.

Volunteers cannot commence until they have obtained their Police Check free of previous convictions, however they can attend induction training if the application has been lodged.

The original Police Check certificate is to be viewed and a photocopy kept in the file and recorded on the Volunteer Database (record reference number and date of issue). Check the original Police Check has the Eagle watermark when held up to the light.

Reference Checks

Applicants must provide 2 referees as part of their application. Applications are not to be processed if two referees have not been provided.

Referees must have known the applicant for a minimum of 6 months at time of application and must not be a relative/partner. Inappropriate referees would also include those listed as friends, family GP and teachers/tutors.

We ask applicants to consider their referees carefully – at Information sessions we outline that relevant referees should have witnessed the applicant in a role of responsibility for a minimum period of 6 months (Volunteer or paid) and preferably interacting with children and/or other members of the community.

Completed Reference Check Forms are to be kept on file with the Application Form and Application and Interview Assessment

Volunteer Training

New Volunteers cannot commence in their work areas until ALL Induction Training has been completed. Training is provided to Volunteers to ensure that they have a good understanding of their role, professional boundaries, RCH values and the environment in which they will be Volunteering.

Invitation to Training

Prospective Volunteers can be invited to training once assessment (application, interview and all reference checks) have been completed. It is preferred that Police Checks and WWCC have been lodged prior to training.

Induction Training – Day Program

Planning

Plan the following year training calendar in October-November.

5 training programs need to be conducted annually at approximately 8-10 week intervals. At least two Volunteer Program staff members need to be available during training. One to facilitate and one to provide support and back up.

Two weeks before the next training session, remind each speaker by email and attach schedule.

For each training session, email copies of handouts to Volunteers.

Duration

Day Program training takes place over 2.5 consecutive days.

Content

The RCH Human Resources Department provides information about the organisation as well as a session on RCH Policies and Procedures eg. Code of Conduct, Employee Assistance Program, Privacy, Confidentiality & Security of Personal Information, Equal Opportunity, Bullying & Harassment and other RCH Policies including Social Media and use of mobile devices.

Volunteer Induction Training also includes the following:

- Way finding activities
- Consumer feedback and the complaints process
- Customer service
- Special needs children from the parents perspective
- Communication with parents and meeting their needs (special needs families)
- Understanding epilepsy
- Supporting families during loss and grief and boundaries from an RCH Social Workers perspective
- Spiritual and Pastoral Care and boundaries from an RCH Pastoral Care Worker
- Family support
- Caring for CALD families
- Emergency Procedures training
- Infection Control
- Volunteer roles
- Applying for Volunteer roster vacancies

Training for Department Volunteers

Places are to be left available for the following:

- 2 RCH Education Institute Program Volunteers
- 2 Ward Grandparent Program Volunteers

The Volunteer Program must be notified 4 weeks prior to training and with checklist completed and signed off or places cannot be guaranteed.

Department Volunteers with specific roles and individual Position Descriptions require an Induction to RCH and Emergency Procedures Training which they can complete through the desktop training program in the Volunteer Program office, with the support of a Volunteer Program staff member.

Induction Training – After Hours Program

Planning

Planning for the After Hours Program is as and when there are roster vacancies and sufficient numbers to conduct training. Training rooms are more readily available in the evenings.

4-5 training programs need to be conducted annually at approximately 8-10 week intervals. Only one Volunteer Program staff member needs to be available during training, however another Volunteer Program staff member to be placed on “standby” just in case the primary facilitator is not able to attend.

Duration

After Hours Program training should take place over 2 consecutive evenings.

Content

The RCH Human Resources Department provides information about the organisation as well as a session on RCH Policies and Procedures eg. Code of Conduct, Employee Assistance Program, Privacy, Confidentiality & Security of Personal Information, Equal Opportunity, Bullying & Harassment and RCH Policies including Social Media and use of mobile devices.

After Hours Volunteer Induction Training is also to include the following:

- Way finding activities
- Consumer feedback and the complaints process
- Customer service
- Family support
- Caring for CALD families
- Emergency Procedures training
- Infection Control
- Volunteer roles and boundaries
- Applying for Volunteer roster vacancies

Evaluation and Review

All prospective Volunteers are asked to complete an evaluation form at the end of each Induction Training Program (not session).

Training is to be reviewed annually as part of the action plan following completion of the evaluation report.

Emergency Procedures Training

Emergency Procedures Training is provided to all new Volunteer recruits in session 1 of the Volunteer Induction Program. After Hours Volunteers complete Emergency Procedures Training online.

Annual completion of Emergency Procedures Training is mandatory for all Volunteers and is recorded and tracked via the Volunteer Database.

First Aid Training

After 12 months Volunteering (while meeting the minimum hour commitment of 100 hours per year (50 for AH Volunteer) Volunteers are eligible to complete Emergcare Paediatric First Aid Training, free of course fees.

Volunteer Commencement

Volunteers are not to commence until training has been completed for Day or After Hours Volunteers.

Forms to be completed

The Privacy, Confidentiality & Security Agreement

The Privacy, Confidentiality & Security Agreement form is accessible from the RCH Human Resources intranet site under Forms. Two signed forms are required, one for the Volunteer and one for file records.

Position Description

Each Volunteer position has a Position Description and Certification form, which must be signed prior to commencement. Position Descriptions include a 3 month probationary period.

Position Descriptions to be reviewed bi-annually.

Volunteer Commencement Checklist

Can be located [here](#) and must be completed prior to first shift.

File Checklist

Can be located [here](#) and must be completed prior to first shift.

Identity Card and Lanyard

Volunteers are only able to obtain their RCH Identity Card and Volunteer lanyard once the following is completed:

- Successful Interview
- 2 Reference Checks
- Sighting and copy obtained of additional photo identity
- Clear Police Check
- Clear WWCC
- Signed and filed Confidentiality Agreement
- Notification of any known medical conditions
- Completion of Induction Training

In order for Volunteers to obtain their Identity Card, an email must be sent to RCH Security to have the Volunteer details added to the RCH system. This is generally done at the commencement of training in bulk to include all training participants.

Identity Cards need to be worn at all times during a Volunteer shift.

Buddy Shift – Day Program

Volunteers must be given at least one buddy shift, especially those Volunteers working on the wards and in family support roles.

Volunteers must be introduced to key personnel and the person they should report to for each shift as well as the person they will be working alongside for each shift.

Buddy Shift – After Hours Program

Volunteers must be given at least one buddy shift, especially those Volunteers working on the wards and in family support roles.

Volunteers must be introduced to key personnel and the person they should report to.

Volunteer Roster

It is recommended that Volunteers do not commit to more than 3 days per week on a regular basis.

Volunteer Management

Volunteer Absences

Short Term Absences

Volunteers are expected to advise the Volunteer Program staff of any absences.

If an absence is planned, Volunteers are asked to complete details of length of absence on the form provided in the Volunteer Program office.

If an absence is unplanned, Volunteers are required to advise the Volunteer Program office as soon as possible.

Planned absences of up to 2 weeks are to be recorded as a note on the Volunteer roster. Volunteer Program staff are then required to contact the Volunteer area of work to advise of the absence (if the Volunteer has not already done this themselves).

Planned absences over 2 weeks are to be recorded as a note on the Volunteer roster, as well as the Volunteer Database. Volunteer Program staff are then required to contact the Volunteer area of work to advise of the absence (if the Volunteer has not already done this themselves).

Volunteer Program staff to follow up Volunteers who do not return after a short term absence.

Leave of Absence

Volunteers can request up to a 6 months leave of absence.

Leave of absence dates are to be entered onto the Volunteer Database.

Absences of one year or more need to have their details removed from the Volunteer Database. If the Volunteer returns, the hard copy file should be retrieved and the Volunteer interviewed and the situation reviewed to ascertain any changed circumstances and the need for orientation training.

Pregnancy

Pregnant Volunteers must seek advice from their treating physician (local doctor, and/or obstetrician/specialist) regarding the continuation of their Volunteer work for the period of their pregnancy.

Pregnant Volunteers should seek specific advice from the RCH Infection Control Department. Volunteer to make an informed decision based on the advice received.

Injury/Illness

As per RCH Procedures a MET or Code Blue is to be called if the situation is critical or if immediate medical attention is required.

Bereavements

In the event of a Volunteer passing away, consideration to be given re attendance of Volunteer Program staff at funerals. Attendance should occur if (any of the following):

- Volunteer has received Years of Service Awards
- Volunteer is current
- Volunteer has resigned in the past 12 months but has reached over 5 years of service prior to ceasing role

Resignations

When a Volunteer resigns they must return their Identity Card and lanyard immediately which will then be destroyed. Staff must complete the [Volunteer Termination Form](#).

The vacant role and position requires a review by the Volunteer Coordinator and Volunteer Manager (where applicable) before filling the position again.

Positions should not be 'automatically' replaced without speaking to the Volunteer Manager or the immediate shift supervisor working alongside the Volunteer and assessing any required changes to the previous Volunteer skill set and the Position Description; also review the retention rate and satisfaction level for the role; if the role has not been busy or adequately fulfilling then it should not be filled immediately without significant change.

For information on dismissing a Volunteer please see the [Dismissal](#) section of this document.

Volunteer Records

Database Records

All RCH Volunteers must have their details recorded on the Volunteer Database before commencement. The Volunteer Database is the master record for all Volunteer liability and insurance cover via the RCH Victorian Managed Insurance Authority managed by RCH.

All Visiting Volunteers (VVP) are covered by their own organisation's public liability and insurance policies. Current copies of these must be kept with the VVP Co-ordinator.

Timesheet

This program records the attendance of all Volunteers by using the barcode on the back of the Volunteer Identity Card. Volunteers are to swipe on and off for each shift at a card reader located in the Volunteer area or in the Emergency Department.

Manual entries need to be made to Timesheet when Volunteers forget their Identity Cards.

The Timesheet program is used to gather data on Volunteer attendance.

Software is provided by ASP. The annual service fee is \$500 which is payable each June.

Hard Copy Files

All Volunteers must have a hard copy file kept in a locked filing cabinet/cupboard.

Each hard copy file must contain a completed and signed [file checklist](#) and all paperwork as listed on the file checklist.

Record Keeping and Archiving

The Public Records Act requires individual Volunteer files to be kept for a minimum of 7 years. The Volunteer Program files are kept for 9 years. This time frame applies to resigned Volunteers. Unsuccessful Volunteer applicants and withdrawn applications need only be kept for 6 months.

Files are archived in locked cabinets in the Volunteer Office.

All Volunteer records must be destroyed in the RCH confidential bins provided after 9 years from date of resignation, with the exception of Volunteers that have been dismissed due to a complaint, which must be kept indefinitely.

All archived files must be recorded on the [Volunteer Archive Register](#) prior to being filed away.

Volunteer Performance Assessment and Management

As staff managing Volunteers, it is important to be able to assess demonstrated effectiveness of training and ongoing performance management. This is done by Volunteer Program staff through:

- Assessment at Information session
- Assessment of Volunteer application - staff members to review and score submitted Volunteer application
- Assessment at interview
- Assessment of referee feedback
- Assessment at training - Volunteer interest, participation, understanding of content, acceptance of boundaries and responsiveness during and following training
- Ongoing performance assessed by Volunteer Manager and Volunteer Program staff

Day Volunteers - Two staff members to assess and review the applicant after training.

After Hours Volunteers - The After Hours staff member to review the applicant after training.

Phone interviews are conducted after training to assess role preferences, role suitability and attributes before offering a place on the roster.

Surveys

A Volunteer Department Manager survey is conducted every second year to assess Volunteer skills, performance and further training needs. Survey results are collated, a full report written, an Action Plan developed and outcomes are to be completed within 6 months of survey.

A survey of Volunteers is conducted every second year to assess workplace relationships, confidence, role satisfaction, further training needs and capacity to fulfil the role. Survey results are collated, a full report written, an Action Plan developed and outcomes are to be completed within 6 months of survey.

Complaints about Volunteers and Dismissals

Complaints

Any issues, concerns or complaints regarding Volunteers must be referred to the Manager, Family Services & Volunteers, who will then report to the Executive Director, Communications.

Dismissals

The Volunteer Program staff are not required to follow RCH Grievance and Dispute Resolution Procedures.

If a Volunteer has committed a serious breach for example, confidentiality, professional boundaries or RCH Values, then details must be recorded on their file. A recommendation for dismissal is submitted to the Volunteer Coordinator and the Manager, Family Services & Volunteers.

Upon dismissal the Volunteer must immediately return their Identity Card and lanyard. The [Termination Checklist](#) is to be completed by the Volunteer Program staff member and their file is to be archived (for information on Archiving please see the [Record Keeping and Archive](#) Section. All files on dismissed Volunteers are to be kept indefinitely.

The Manager, Family Services & Volunteers is responsible for reporting all dismissals and complaints about Volunteers to the Executive Director, Communications.

Recognition Day and Volunteer Awards

Recognition Day is organised annually according to the [checklist](#).

Hours of Service Awards

Awards

A letter of congratulations is to be sent to each recipient who has achieved 200 hours of service. Letter to be sent AFTER the Recognition Day Celebration to ensure recipient does not believe that they will be publicly recognised during the ceremony. No badge/gift is given.

Hours of Service badges are given to Volunteers at Recognition Day for the following milestones:

- 500 Hours
- 1,000 Hours
- 1,500 Hours
- 2,000 Hours
- 3,000 Hours
- 4,000 Hours
- 5,000 Hours
- 6,000 Hours
- 10,000 Hours

Years of Service Awards

In order to be eligible for a Years of Service Award after 10 Years of Service the Volunteer must have met the minimum commitment of 100 hours per year (Day Volunteer) or 50 hours per year (After Hours Volunteer). If this has not occurred consideration may be given for Volunteers that have given over and above the minimum hours of commitment in MOST years prior to the award (by averaging out hours).

Years of service continue to accrue while on leave of absence (LOA) as long as contact and a review of commitment occurs every 6 months. If LOA extends to 12 months, Volunteer is removed from the Volunteer Database and is no longer accruing Years of Service. (See also [Leave of Absence](#) section)

Gifts for Years of Service Awards

10 Years	To be determined
20 Years	Pelican Brooch
25 Years	To be determined
30 Years	29cm Cascade Bowl
35 Years	30cm Cascade Vase
40 Years	30.5cm Lismore Vase
45 Years	35cm Selangor Pewter Tulip Plate

Gifts may change from time to time depending on availability.

Invitees

Volunteers who have been previously active and resigned within the previous month should be included in the list of invitees for Recognition Day.

Volunteer Advisory Committee

The Volunteer Advisory Committee has been established to enhance the partnership between Volunteers and staff, working together to promote excellence and a positive experience for patients and families.

Terms of Reference can be located at the following link [..\Volunteer Advisory Committee\Terms of Reference April 2013.doc](#)

Membership details can be located at the following link [..\Volunteer Advisory Committee\Membership details.xls](#)

Volunteer Program Administration

Volunteer Paperwork and Forms

All forms to be used within the Volunteer Program can be located [here](#)

Management of Tasks

Tasks Requested by other RCH Departments

These tasks are managed by Volunteer Program staff to ensure that they are appropriately prioritised and completed accurately by the agreed time lines.

RCH Department staff are to see a Volunteer Program staff member to complete the [task register](#) and to ensure that a sample is provided and a time line has been discussed.

Data Entry

The Volunteer work provided to RCH by Volunteers is primarily to support RCH staff in their roles so we can all make a positive difference to the hospital experience for patients and their families.

The majority of Volunteers come to RCH wanting to provide enhanced family support or to assist with play therapy roles; a small minority of Volunteers are skilled to assist with clerical work and are happy to do so as long as they are "giving back to RCH".

Volunteers who undertake data entry work, in particular for research projects should do so:

- In addition to their primary role they are engaged in at RCH
- Only if they undertake this task by choice
- For a maximum of 8 weeks before reviewing other priorities and similar requests pending and then moving on to these pending requests. If the request is longer than 8 weeks there is a staffing issue that should be addressed.
- For a maximum of 4 hours per shift per week
- In the knowledge that data entry for research projects should not be a priority as RCH clinical/family support areas with little access to funding should take precedence
- Data entry tasks should be responded to on a first in, first serve basis as per the email request or recorded phone message; these tasks should be logged on the task board and not as a rostered vacancy.

Staff Attendance at Volunteer Christmas Functions

Maximum of two Volunteer Program staff members to each luncheon, but would prefer only one staff member to attend when venue outside RCH. Volunteer Program staff members only expected to pay a maximum of \$10 towards the cost of their meal as they are representing RCH. Balance to be reimbursed.

Recording of Statistics

All Volunteer Program staff are to complete statistics forms daily to record activity.

Statistics are recorded manually – form located [here](#).

Statistics are submitted monthly to the relevant Family Services staff member for collation and reporting.

Fundraising from Stalls and Donation Management

The Volunteer Advisory Committee (VAC) agreed at their meeting held March 2015 (see Minutes) that:

The Volunteers hold two stalls per year.

Funds raised are to be allocated in the following way:

- 1/3 - RCH Volunteer Program miscellaneous expenses (such as cards, gifts and herbal tea)
- 1/3 – Uniform subsidy (as agreed by VAC and Volunteer, \$3.50 per polo top)
- 1/3 – Contributions and Donations to other RCH Departments as approved by both Volunteer staff and VAC.

Enquiries from the Public

Through the generic Volunteer.Service email address we receive many enquiries from the public about how they can assist RCH, or how they can access services. Below is a summary of some of the requests and the most appropriate person to refer the query to.

Enquiry	Refer To
Visitors to RCH including health professionals, clinicians, hospital managers	Executive assistant to Executive Director, Communications
Celebrities & sporting personalities with media involved	Corporate Communications
Celebrities & sporting personalities on general RCH visits no media involved	Corporate Communications with the support of Family Services staff to conduct visits
Celebrities & sporting personalities personally invited by an inpatient family may visit the particular family unescorted but are asked to notify Corporate Communications.	Corporate Communications
RCH general public tours: 2 tour opportunities annually in May/June and October.	Family Services Department – via online booking process
Open House Melbourne- held annually in July	Corporate Communications
RCH Creative Arts Program	Director of Creative Arts – ARCH arts@RCH
Main Street Events	Director of Creative Arts
Corporate Volunteering	We currently have no capacity for this within the RCH Volunteer Program. Refer to RCH Foundation.
Tertiary students for work placement and Year 10 Work Experience students	RCH Human Resources Department