

Volunteers - Engaging, Supporting and Managing Volunteers

Document Number PD2011_033

Publication date 03-Jun-2011

Functional Sub group Corporate Administration - Governance
Corporate Administration - Information and data
Clinical/ Patient Services - Governance and Service Delivery

Summary NSW Health Framework for Engaging, Supporting and Managing Volunteers policy directive has been produced to strengthen the longstanding relationship NSW Health has with its volunteers, guide volunteer management and optimise the experience and value of volunteering within the NSW Health system. The framework is a response to the NSW Government State Plan 2010 for promoting and increasing volunteering by 10% by 2016 and refers to the National Standards for Volunteering for Not-For-Profit Organisations, developed by Volunteering Australia.

Author Branch Integrated Care

Branch contact Integrated Care 9391 9353

Applies to Local Health Networks, Board Governed Statutory Health Corporations, Chief Executive Governed Statutory Health Corporations, Specialty Network Governed Statutory Health Corporations, Affiliated Health Organisations, Public Health System Support Division, Community Health Centres, Dental Schools and Clinics, NSW Ambulance Service, Public Hospitals

Audience NSW Health services, volunteers, health service employees and health related non-government orgs

Distributed to Public Health System, NSW Ambulance Service, Ministry of Health, Private Hospitals and Day Procedure Centres

Review date 03-Jun-2016

Policy Manual Not applicable

File No. 08/8181

Status Active

Director-General

This Policy Directive may be varied, withdrawn or replaced at any time. Compliance with this directive is **mandatory** for NSW Health and is a condition of subsidy for public health organisations.

NSW HEALTH FRAMEWORK FOR ENGAGING, SUPPORTING AND MANAGING VOLUNTEERS

PURPOSE

NSW Health Framework for Engaging, Supporting and Managing Volunteers Policy Directive has been produced to strengthen the longstanding relationship NSW Health has with its volunteers, guide volunteer management, and optimise the experience and value of volunteering within the NSW Health system.

The Framework is a response to the NSW Government State Plan for promoting and increasing volunteering in NSW and refers to the *National Standards for Volunteering for Not-For-Profit Organisations*, developed by Volunteering Australia.

MANDATORY REQUIREMENTS

Chief Executives are accountable for ensuring the requirements contained within this Framework are adhered to and communicated to all staff with direct or indirect responsibilities for engaging, supporting volunteers and volunteer services in NSW Health services.

IMPLEMENTATION

Chief Executives or delegated officers must ensure the Policy Directive is circulated to all health service volunteer services, health program directors, health employees and relevant non-government organisations concerned with engaging, supporting and managing volunteers located in NSW health facilities.

REVISION HISTORY

| Version | Approved by | Amendment notes |
|---------------------------|---|---|
| June 2011 (PD2011_033) | Deputy Director-General, Strategic Development | New policy outlining responsibilities for health services and NSW Department of Health in relation to volunteering. |

ATTACHMENTS

1. NSW Health Framework for Engaging, Supporting and Managing Volunteers

Framework for Engaging, Supporting and Managing Volunteers



Health

NSW DEPARTMENT OF HEALTH

73 Miller Street

NORTH SYDNEY NSW 2060

Tel. (02) 9391 9000

Fax. (02) 9391 9101

TTY. (02) 9391 9900

www.health.nsw.gov.au

This work is copyright. It may be reproduced in whole or in part for study training purposes subject to the inclusion of an acknowledgement of the source. It may not be reproduced for commercial usage or sale. Reproduction for purposes other than those indicated above requires written permission from the NSW Department of Health.

© NSW Department of Health 2011

PD2011_033 (Release Date: Friday 3 June 2011)

SHPN (PHCP) 110084

For further copies of this document please contact:

Better Health Centre – Publications Warehouse

PO Box 672

North Ryde BC, NSW 2113

Tel. (02) 9887 5450

Fax. (02) 9887 5452

Further copies of this document can be downloaded from the
NSW Health website www.health.nsw.gov.au

June 2011

Content

| | |
|--|-----------|
| Introduction | 2 |
| 1.1 Volunteering In Australia: Profile And Impacts | 2 |
| 1.2 Contribution Of Volunteers To NSW Health Services..... | 3 |
| 1.3 Defining NSW Health Volunteers | 3 |
| 1.4 Volunteering: Current Policy Context..... | 4 |
| NSW Health Principles For Volunteering | 5 |
| 2.1 Vision..... | 5 |
| 2.2 Principles..... | 5 |
| 2.3 Commitment To Volunteer Rights..... | 5 |
| 2.4 Priorities..... | 6 |
| Priorities..... | 7 |
| 3.1. To Ensure Volunteer’s Work And Workplaces Are Effectively Supported And Managed | 7 |
| 3.1.1 What Will We Do? | 7 |
| 3.2 To Recognise The Value Of Volunteers Working With The NSW Health System | 9 |
| 3.2.1 What Will We Do? | 9 |
| 3.3 To Enhance The Diversity And Number Of NSW Health Volunteers | 9 |
| 3.3.1 What Will We Do? | 10 |
| Summary Table Of Priorities | 11 |
| Related Policies..... | 12 |
| 4.1 NSW Health Policy Directives & Guidelines Impacting On Volunteering | 12 |
| References..... | 16 |
| Endnotes..... | 18 |

Introduction

The NSW Health Framework for Engaging, Supporting and Managing Volunteers intends to:

- Engender a culture of respect and dignity that is inclusive of volunteers and that recognises the generous efforts of volunteers on an ongoing basis
- Strengthen and guide volunteer management by building on NSW Health's long history of working with volunteers
- Ensure that people who want to volunteer in NSW health services can easily access information on volunteering opportunities
- Optimise the experience of volunteering for NSW Health volunteers, and optimise the value of volunteering within the NSW Health system
- Ensure that NSW Health's approach to volunteering aligns with State and Commonwealth priorities for inclusive social communities.

Volunteering is a fundamental building block of civil society. It brings to life the noblest aspirations of humankind in the pursuit of peace, freedom, opportunity, safety and justice for all people"

Universal Declaration on Volunteering 2001

This Framework includes the following sections:

- Introduction, comprising NSW Health's vision for volunteering, principles for volunteering, scope of the policy and, roles and responsibilities of those involved
- NSW Health priorities for engaging, supporting and managing volunteers and what we will do to support the priorities.

The Framework outlines the responsibilities of NSW Health services and the NSW Department of Health in supporting volunteering within health services. Also outlined are the rights and responsibilities of volunteers working within the health service.

1.1 Volunteering in Australia: Profile and Impacts

Volunteering is defined as 'activities taking place for the benefit of communities, and the volunteer, and is conducted of the volunteer's own free will for no financial payment in designated volunteer positions'.¹

Volunteers make a significant contribution to the Australian economy and its diverse community by building social and welfare networks that strengthen community life.² The benefits and contributions made by individuals and groups within the community go beyond the individual satisfaction of volunteers and those they assist. Volunteering provides significant economic and social benefits to individuals, governments, business/organisations and communities.³ There is evidence to suggest that volunteering improves mental and physical health.⁴

The Australian Bureau of Statistics, in their most recent report on volunteering found that "...in 2006, 5.2 million people, 34% of the Australian population aged 18 years and over, participated in voluntary work. They contributed 713 million hours to the community doing many different activities and in organisations and groups with a diverse range of interests".⁵ The economic value of volunteering nationally is estimated at \$42 billion of unpaid labour hours annually.⁶ The New South Wales Government notes that "...around 1.67 million people in New South Wales are involved in formal volunteering⁷ and contribute an estimated 241 million volunteer hours participating in sporting, cultural and artistic, environmental, health, home and community care, emergency services, community education and many other types of activities and events."⁸

1.2 Contribution of Volunteers to NSW Health Services

Some of the first volunteering organisations in Australia were established to assist the sick and aged.⁹ By 2006, 476, 000 people volunteered 47.7 million hours¹⁰ of their time to health organisations.¹¹ Volunteers make significant contributions to the New South Wales public health sector's economic and service capacity from which the whole community benefits.

NSW Health's relationship with volunteers is characterised by the generosity of local communities who fundraise to support local hospitals. Volunteering has united communities and increased capacity to improve health outcomes through the procurement of medical equipment and delivery of patient services. Hospitals and the community benefit from the goodwill, kindness, time, skill, and experience contributed by volunteers to patients, clients, and health employees.

The versatility and diversity of volunteering in NSW health services has contributed to the building of social capital, connectivity, and community engagement and facilitates better outcomes for individuals, health services, and the community.

1.3 Defining NSW Health Volunteers

Volunteers are involved with NSW Health services in many ways. A NSW Health volunteer is someone who volunteers to provide support or services to patients/clients or the service itself, in the context of a NSW health facility or service. Volunteers can work directly with health services, as part of auxiliary or philanthropic groups.

Volunteers perform a variety of activities that contribute to hospitals and other health services in NSW. These activities may include:

- Operating services such as cafes, kiosks, florists or gift shops, to support patient care and raise funds for charitable purposes for the NSW health system¹²
- Assisting with transport and escorting patients to treatment
- Gardening and outdoor maintenance
- Making arts and crafts, providing music and performing
- Undertaking historical research and preservation
- Fundraising endeavours such as for Hospital Auxiliaries
- Meeting and greeting volunteers at health facilities, emergency department volunteers, ward grandparents, and meal assistants¹³
- Running or participating in specific programs, including Pets As Therapy¹⁴; wig libraries; libraries allowing children and families to access books; Physical Activity Leader Network, assisting to continue low-cost, fall-safe physical activities for older people in rural communities¹⁵, falls prevention training to English speaking and multicultural groups in the community¹⁶

- Participating in community events, health promotion projects, cultural arts and community development programs
- Assisting particular groups of patients, such as aged or palliative care patients.

Volunteering roles and locations of work are diverse. Health Services have the responsibility to ensure that the principles set out in this Framework are implemented appropriately and reflect the needs and roles of the volunteering groups working with the health service. Health services should ensure that volunteers are supported in ways that reflect their role within the health service.

This policy excludes:

- Members of NSW Health consumer and clinician engagement councils and committees
- Volunteers involved with independent charities, including non-government organisations outside of NSW Health Services
- Chaplains engaged to provide patients pastoral services
- Students undertaking a formal work experience program

1.4 Volunteering: Current Policy Context

The contribution of volunteers to our sense of community is recognised across New South Wales and is one of the NSW Government's priorities. The NSW Government has the goal of increasing the level of volunteering.

In developing this Framework, NSW Health has sought, where possible, to align the Framework with NSW State, Commonwealth and other relevant initiatives relating to volunteering. Currently the Commonwealth and NSW State Government are developing volunteering strategies.

The *National Standards For Involving Volunteers In Not-For Profit Organisations* (The Standards) were developed by Volunteering Australia in 2001 to advance volunteering in the Australian community. As the national peak body, Volunteering Australia represents the diverse views and needs of the volunteering sector while promoting the activity of volunteering as one of enduring social, cultural and economic value.¹⁷ The Standards have been incorporated into this Framework where practicable.

The *Model Code of Practice for Organisations Involving Volunteers* is also a useful guide to developing policies and procedures for best practice in volunteer support and management.¹⁸



SECTION 2

NSW Health Principles For Volunteering

2.1 Vision

Volunteering within NSW Health maximises the health care experiences for patients and clients, and is rewarding for volunteers and the service involving the volunteer.

Knowing what the volunteer role is, and the expectations of that role, allows both volunteers and paid staff managing the volunteer program to monitor how well the program is progressing. For example, the roles and expectations of volunteers assisting in feeding patients who are unable to feed themselves are quite different to volunteers conducting fundraising activities. These two groups of volunteers have different training and support needs.

2.2 Principles

The following principles¹⁹ developed by Volunteering Australia are supported by NSW Health:

- Volunteering benefits the community and the volunteer
- Volunteer work is unpaid
- Volunteering is always a matter of choice
- Volunteering is a legitimate way in which citizens can participate in the activities of their community
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs
- Volunteering is not a substitute for paid work
- Volunteers do not replace paid workers nor do they constitute a threat to the job security of paid workers
- Volunteering respects the rights, dignity and culture of others
- Volunteering promotes human rights and equality
- Volunteering builds the capacity of individuals and organisations
- Volunteering can be a pathway to further education and/or paid employment.

2.3 Commitment to Volunteer Rights

NSW Health will ensure NSW Health Volunteer's rights are upheld. Specifically, NSW Health will ensure that volunteers working within health services:

- Are able to work in a healthy and safe environment
- Are engaged in accordance with equal opportunity and anti-discrimination legislation
- Are adequately covered by insurance
- Are appropriately reimbursed for out-of-pocket expenses incurred on behalf of the NSW Health service for which the volunteer is working
- Do not fill positions previously held by a paid worker
- Do not do the work of paid staff during industrial disputes
- Know what the volunteer role is, how it will be delivered and what result is expected
- Are provided with an appropriate orientation to the organisation and are provided with sufficient training to do the volunteer role
- Are given the same respect and dignity as paid workers.

2.4 Priorities

The three priorities for NSW Health are:

- To ensure volunteer's work and workplaces are effectively supported and managed
- To recognise the value of volunteers and volunteering within the NSW Health system
- To enhance the diversity and number of NSW Health volunteers.

In Section Three: Priorities, the responsibilities of NSW Health services and the NSW Department of Health in supporting the volunteering within health services are outlined. Also outlined are the rights and responsibilities of volunteers working within NSW Health services.



Priorities

3.1 To ensure volunteer's work and workplaces are effectively supported and managed

Volunteer Programs, especially on the scale that exists within NSW Health services, require clear management systems. "If management gives practical effect to the vision and direction set out in policy, all the other standards will fall into place".²⁰

NSW Health recognises the need for a statewide overarching policy on volunteering in NSW Health facilities.

NSW Health has a range of policies and guidelines that apply to volunteers as well as paid staff in statutory health corporations. Managing volunteers within the health system requires compliance with a wide range of law and policy. A selection of relevant policy is outlined in section 4.1. The following are issues relevant to volunteering in health services:

- Privacy and confidentiality of health information
- Occupational health and safety concerns
- Risk assessment and minimisation for the many potentially adverse situations that may be encountered during home visits and respite care.²¹

The United Hospital Auxiliary (UHA), a peak organisation for member Hospital Auxiliaries, also supports member auxiliaries and provides constructive feedback to the Department, Minister and NSW Health services on improving the NSW system, including volunteer management.

Health services have day-to-day responsibilities for managing volunteers engaged by NSW Health facilities. A number of health services have volunteer managers responsible for engaging, managing and supporting volunteers.

Appropriate training is an important element to supporting volunteers working within health services. Providing training ensures that volunteers obtain the knowledge and skills needed to effectively carry out their responsibilities²² and complies with the National Standards. Training is also a motivator, improves confidence and individual satisfaction. Ongoing training may be required at various stages of volunteering, and depends on the volunteer's role within the organisation.

NSW Health services currently provide various forms of training to volunteers, including:

- Volunteer orientation
- Occupational Health and Safety training

3.1.1 What will we do?

NSW Department of Health will:

- Be responsible for the direction and development of policy on volunteering in NSW Health services. NSW Health will review this policy regularly, to ensure it effectively supports NSW Health services in engaging, managing, and supporting volunteers
- Continue to receive advice from, and work, with the United Hospitals Auxiliary, and other peak volunteer organisations
- Develop *Volunteer Program Guidelines for NSW Health services*, based on the National Standards for Involving Volunteers in Not-For-Profit Organisations. The Guidelines will include the following:
 - Outline responsibilities regarding the work and workplace of volunteers, including ensuring volunteers work in a healthy and safe workplace
 - Outline model procedures for health services regarding recruiting, selecting, and engaging volunteers

- Outline responsibilities regarding the training of volunteers
 - Outline responsibilities regarding the use of and access to confidential personal information
 - Outline responsibilities regarding motor vehicle, insurance, and out-of-pocket expenses incurred on behalf of the NSW Health service
 - Outline responsibilities relating to maintaining documents and record-keeping, including records relating to volunteering
 - Ensure volunteer orientation is in line with Standards, as appropriate to volunteer roles, and includes the following:
 - Outline the role, functions and responsibilities of volunteers in that NSW Health Service
 - Outline the health service's commitment to its volunteer program, including volunteers' rights
 - Outline the relevant policy and procedure documents
 - Provide a guided tour of the Health service, including familiarising volunteers with other volunteers and staff, amenities, basic equipment and volunteer entitlements²³
 - Provide volunteers with initial and ongoing training on the following issues, as appropriate to their role:
 - Occupational Health and Safety
 - Hazardous substances
 - Fire Safety
 - Security
 - Manual Handling
 - Infection Control
 - Back Care
 - Child Protection
 - In relation to recruitment and retention, guidance on the following issues will be outlined:
 - The nature of work/ programs for which volunteers will be recruited
 - Compliance issues relating to the range of legislation and policy relevant to NSW Health, including anti-discrimination and equal opportunity legislation
 - Pre-engagement reference and/or criminal record checks
 - Model applications forms
 - Document management
- NSW Health services will:
- Manage volunteers according to the *Volunteer Program Guidelines*, complying with this policy, relevant legislation and other relevant NSW Health policies
 - Implement the *Volunteer Program Guidelines* and ensure that these are understood, implemented and maintained at all levels of the organisation where volunteers are involved. This includes nominating a staff member/s with the authority and resources to effectively drive the implementation of the Volunteer Program Guidelines within the health service
 - Nominate a staff member who has the overall management responsibility for service-wide management of the involvement of volunteers
 - Ensure that volunteers, volunteer programs and volunteer managers and others are well supported and managed in accordance with this and other policies and legislative frameworks governing volunteer related activities
 - Support health employees by providing training on working with volunteers, including on addressing volunteer expectations and providing mentoring where appropriate

3.2 To recognise the value of volunteers working with the NSW Health system

The outstanding and untiring work of volunteers must be applauded. Recognition of the work of volunteers is one of the national standards for organisations involving volunteers.²⁴ Not only does this highlight the individual contributions made by NSW Health volunteers, but also raises awareness of volunteering and its benefits. Recognition of volunteers encourages retention of skilled and experienced volunteers.²⁵

The United Nations Assembly in 1985 established the 5th of December as an annual day to celebrate the contribution of volunteers and encourage others to volunteer their services.²⁶

For many years NSW Health has recognised and thanked its volunteers on the annual Volunteer Appreciation Day and by the NSW Minister for Health at hospitals or relevant conferences. Many health services hold events annually to recognise and show their appreciation to volunteers. NSW Health also publically recognises volunteer contributions and value to the health service in its annual report.

3.2.1 What will we do?

NSW Health Department will:

- Continue the tradition of Ministerial recognition of volunteers through the *NSW Health Volunteer Appreciation Days*.
- Continue to advise the Minister for Health and Department Senior Executives on NSW Government and community volunteer related initiatives

NSW Health services will:

- Acknowledge volunteers' contribution and achievements by hosting a function for volunteers annually
- Organise an annual meeting between the Health Manager and volunteers, to discuss any training needs, achievements, concerns or suggestions about their role or the health facility

3.3 To enhance the diversity and number of NSW Health volunteers

The New South Wales Government has the goal to increase level of volunteering in NSW.²⁷ Volunteer programs should reflect:

- the local community
- the nature of people's work and leisure
- what influences individual's capacity and commitment to volunteering (either full-time or part-time) and
- strategies to accommodate high and low volunteer turnover.

Volunteers bring a rich pool of potential skills and experience to match against the functions required by the health service, including cultural, gender, generational and employment status.

The NSW Health Department has a volunteering website that provides information to the public on ways to volunteer in NSW Health services. More information can be found at <http://www.health.nsw.gov.au/aboutus/business/volunteering> .

Some examples of volunteer appreciation activities

- A "Bandaged Bear Cup" was held to recognise staff and volunteers of the Children's Hospital at Westmead. A feature on the NRL schedule and initiative of the ANZ Stadium, the Cup was contested by the Canterbury Bulldogs and the Parramatta Eels. (23 August 2008)
- Christmas Cake and Carols for hospital supporters and volunteers (Northern Sydney Central Coast Annual Report 2007/08).

3.3.1 What will we do?

NSW Health Department will:

- Support health services to promote and support volunteering generally as well as cultural and generational diversity in volunteering through maintaining the NSW Health volunteer internet website
- Consult with health services to develop a Minimum Data Set (MDS) to collect information on Volunteering within NSW Health services
- Compile the annual return by health services on the numbers of volunteers, and the proportion of young and/or Aboriginal and/or volunteers from culturally and linguistically diverse backgrounds

NSW Health services will:

- Promote and support cultural and generational diversity in volunteering by;
 - Encouraging younger people to become volunteers in health services
 - Establishing communications with local community leaders to promote and develop cultural and generally diverse volunteer programs
 - Reporting annually on the numbers of volunteers, and whether there has been an increase in the proportion of young and/or Aboriginal people and/or volunteers from culturally and linguistically diverse backgrounds



Summary table of NSW Health Priorities for Engaging, Supporting and Managing Volunteers

| | | | |
|---|--|--|--|
| Vision | Volunteering with NSW Health maximises the health care experiences for patients/clients and is rewarding for volunteers and the service involving the volunteer. | | |
| Aims | <ul style="list-style-type: none"> ■ Engender a culture of respect and dignity that is inclusive of volunteers and that recognises the generous efforts of volunteers on an ongoing basis ■ Strengthen and guide volunteer management by building on NSW Health's long history of working with volunteers ■ Ensure that people who want to volunteer in NSW health services can easily access information on volunteering opportunities ■ Optimise the experience of volunteering for NSW Health volunteers, and optimise the value of volunteering within the NSW Health system ■ Ensure that NSW Health's approach to volunteering aligns with State and Commonwealth priorities for inclusive social communities | | |
| Priorities | To ensure volunteer's work and workplaces are effectively supported and managed | To recognise the value of volunteers working within the NSW Health system | To enhance the diversity and number of NSW Health volunteers |
| Actions for NSW Department of Health | Be responsible for the direction and development of policy on volunteering in NSW Health services. NSW Health will review this policy regularly to ensure it effectively supports NSW Health services in engaging, managing, and supporting volunteers. | Continue the tradition of Ministerial recognition of volunteers through the <i>NSW Health Volunteer Appreciation Days</i> . | Support health services to promote and support volunteering generally as well as cultural and generational diversity in volunteering through maintaining the NSW Health volunteer website. |
| | Continue to receive advice from, and work with, the United Hospitals Auxiliaries and other peak volunteer organisations. | Continue to advise the Minister for Health and Department Senior Executives on New South Wales Government and volunteer related initiatives. | Consult with health services to develop a minimum data set to collect information on volunteering in NSW Health services. |
| | Develop <i>Volunteer Program Guidelines</i> for NSW Health services based on the National Standards for Involving Volunteers in Not-For-Profit Organisations. | | Compile the annual return by health services on the numbers of volunteers, and the proportion of volunteers who are young, Aboriginal and/or from culturally and linguistically diverse backgrounds. |

| Priorities | To ensure volunteer's work and workplaces are effectively supported and managed | To recognise the value of volunteers working within the NSW Health system | To enhance the diversity and number of NSW Health volunteers |
|--|--|---|---|
| Actions for NSW Health Services | Manage volunteers according to the <i>Volunteer Program Guidelines</i> , complying with this policy, relevant legislation and other relevant NSW Health policies. | Acknowledge volunteers' contribution and achievements by hosting a function for volunteers annually. | Promote and support cultural and generational diversity in volunteering. |
| | Implement the <i>Volunteer Program Guidelines</i> and ensure that these are understood and implemented at all levels of the organisations where volunteers are involved. This includes nominating a staff member/s with the authority and resource to effectively drive the implementation of the <i>Volunteer Program Guidelines</i> within the health service. | Organise an annual meeting between the Health Manager and volunteers, to discuss any training needs, achievements, concerns or suggestions about their role or the health facility. | Encourage younger people to become volunteers in health services. |
| | Nominate a staff member who has the overall management responsibility for service-wide management of the involvement of volunteers. | | Continue to work with local community leaders to promote and develop cultural and generally diverse volunteer programs. |
| | Ensure that volunteers, volunteer programs and volunteer managers and others are well supported and managed in accordance with this and other policies and legislative frameworks governing volunteer related activities. | | Report annually on the numbers of volunteers, and whether there has been an increase in the proportion of young and/or Aboriginal and/or volunteers from culturally and linguistically diverse backgrounds. |
| | Support health employees by providing training on working with volunteers, including on addressing volunteer expectations and providing mentoring where appropriate. | | |

SECTION 4

Related Policies

4.1 NSW Health policy directives & guidelines impacting on volunteering

| Policy Directive/ Guideline Reference | Description |
|--|--|
| GL2005_045 | <i>Mobile Phones & Wireless Communication Devices – Interference with Medical Equipment</i> – Use of. |
| GL2010_006 | <i>Influenza – Minimising Transmission of Influenza in Healthcare Facilities: 2010 Influenza Season</i> These guidelines provide direction to NSW public health organisations (PHOs), being area health services, statutory health corporations & affiliated health organisations & their facilities, regarding strategies for minimising the unknowing introduction of influenza into, & transmission within, healthcare facilities (HCFs). |
| PD2005_234 | <i>Incident – Effective Incident Response Framework for Prevention & Management in the Health Workplace:</i> Policy to assist health care facilities to minimise the potential for incidents to occur & to develop a planned response to such incidents. |
| PD2005_315 | <i>Zero Tolerance Response to Violence in the NSW Health Workplace:</i> Purpose of policy is to ensure that in all violent incidents, appropriate action is consistently taken to protect health service staff, patients & visitors & health service property from the effects of violent behaviour. |
| PD2005_360 | <i>Occupational Health & Safety Policy & Workers Compensation & Injury Management Policy:</i> Legislative framework & responsibilities relating to occupational health & safety & how it is managed in Central Administration of the Department of Health. NSW Health provides indemnity for its volunteers actively engaged in volunteering under of the Treasury Managed Fund, ²⁸ for death or bodily injury in accordance with & equivalent to the benefits payable under the New South Wales Workers Compensation Act No. 70, & Workplace Injury Management & Workers Compensation Act 1998. |
| PD2005_409 | <i>Workplace Health & Safety: Policy & Better Practice Guide – NSW Health:</i> Purpose of document is to ensure that public health organisations have an occupational health & safety policy & comprehensive management system, consistent with OHS legislation, which identifies, assesses, eliminates or controls workplace risks to health & safety. |

| | |
|------------|--|
| PD2005_568 | <p><i>Employee Assistance Programs (EAP): NSW Health Policy & Best Practice:</i></p> <p>EAP is a work-based early intervention strategy, which provides appropriate, timely, professional & confidential counselling & referral services for health service employees & their families. Volunteers & their families are eligible to use EAP if required</p> |
| PD2005_608 | <p><i>Patient Safety & Clinical Quality Program:</i></p> <p>The Patient Safety & Clinical Quality Program provides a framework for significant improvements to clinical quality in our public health system.</p> |
| PD2005_626 | <p><i>Code of Conduct. The NSW Health Code of Conduct incorporates principles in respect of the following activities:</i></p> <ul style="list-style-type: none"> ■ Conflict of interest (an overview of the issues outlined in this policy) ■ Personal & professional behaviour ■ Acceptance of gifts or benefits ■ Outside employment ■ Political participation ■ Public comment ■ Use of official resources ■ Use of official information ■ Fairness & equity ■ Procedural fairness ■ Discrimination & Harassment <p>All of the above activities in one way or another may involve a conflict of interest where, if real, may be a breach of or involve the undermentioned policies/legislation:</p> <ul style="list-style-type: none"> ■ PD2005_201 – Management of Employment, Promotion & Transfer Employees who have a Close Personal Relationship ■ PD2005_086 – Recommendation of Service Providers to Patients by Staff of Health Organisations ■ PD2006_059 – Recruitment & Selection & Business Processes ■ Premier’s Circular 2004/07 – Conflicts of Interest ■ Anti-Discrimination Act 1977 ■ Equal Employment Opportunity ■ Independent Commission Against Corruption Act 1988 (Corrupt Conduct) |
| PD2011_005 | <p><i>Occupational Assessment, Screening & Vaccination Against Specified Infectious Diseases:</i></p> <p>This Policy Directive describes the requirements for employers, staff & other clinical personnel in relation to occupational assessment, screening & vaccination against specified infectious diseases & aims to:</p> <ul style="list-style-type: none"> ■ Assist employers to meet their occupational health & safety (OHS) obligations & their duty of care to staff, clients & other users of health service premises; & ■ Advise staff of their rights & responsibilities in relation to these OHS & duty of care requirements. |

| | |
|------------|---|
| PD2007_036 | <p><i>Infection Control Policy: NSW Health is committed to ensuring the health & safety of all patients & visitors in health care settings:</i></p> |
| | <p>This document outlines the broad principles of infection control & is intended as a framework within which Area Health Services & health care facilities can develop comprehensive operational infection control policies & procedures appropriate to their own organisation.</p> |
| PD2007_040 | <p><i>Open Disclosure:</i></p> <p>To establish a standard approach for communication with patients & support person after an incident; ensure communication with & support for affected patients occurs in an empathetic manner; & ensure that Health Services have consistent processes for open disclosure.</p> |
| PD2007_061 | <p><i>Incident Management: Advice to staff on the effective response to all corporate & clinical incidents that occur in the health system:</i></p> <p>Contains important information on the legal aspects of health care incident management, the requirements for a privileged Root Cause Analysis (RCA) & information on privilege & Reportable Incident Briefs (RIB)</p> |
| PD2008_029 | <p><i>NSW Health Employment Screening:</i></p> <p>This Policy Directive sets out the changes that apply to the mandatory requirements & procedures for the undertaking of Employment Screening of preferred applicants seeking employment for paid & unpaid positions, which includes the Working With Children Check, the Aged Care Check & the National Criminal Record Check. There are directions on when employment screening is to be conducted, which procedure to follow depending on the type of position, the roles & responsibilities for the lodgement of the request, assessing an adverse outcome & maintaining confidential records. This policy will be effective from 1 July 2008.</p> |
| PD2009_067 | <p><i>Fundraising Policy:</i></p> <p>The policy aims to:</p> <ul style="list-style-type: none"> ■ Maximise benefit from fundraising opportunities & donations ■ Support NSW Health's obligation to ensure probity in its fundraising activities ■ Ensure accountability & transparency of all financial transactions ■ Ensure donors receive appropriate support & recognition & fulfil all their contractual obligations |
| PD2010_024 | <p><i>Fire Safety in Health Care Facilities:</i></p> <p>This policy outlines the legal requirements to be met by public health facilities in relation to fire safety in hospitals & other related care facilities to ensure compliance with State fire safety requirements</p> |

References

- Australian Bureau of Statistics, 2008, *Voluntary Work, Australia*, Commonwealth of Australia
- Community Relations Commission & Principles of Multiculturalism Act 2000
- Department of Families, Housing, Community Services & Indigenous Affairs, 2008, *Volunteering In Australia: Changing Patterns In Voluntary Work 1995-2006*, Commonwealth of Australia
- Department of Premier & Cabinet, April 2010, *Volunteering, A Guide to Managing Volunteers in Non-Profit Organisations* http://www.volunteering.nsw.gov.au/__data/assets/pdf_file/0009/45693/Guide_to_Volunteering_April_2010.pdf accessed 16-6-10
- Frew, Tony, Stafford, M & Morgan, C; 2010, *The Supply & Demand of Volunteers in the Not-for-Profit sector of New South Wales*, Centre for Volunteering, Sydney <http://www.fahcsia.gov.au/sa/volunteers/overview/Pages/default.aspx> accessed 22-6-10
- International Board of Directors, the International Association for Volunteer Effort, 2003, *Universal Declaration on Volunteering*, Volunteering Australia, Melbourne <http://www.volunteeringaustralia.org/files/W15B4NDLFF/Universal%20Declaration%20on%20Volunteering.pdf> accessed 15-7-10
- Ironmonger, D, 2008, *The economic value of volunteering in Queensland report*, Department of Communities, QLD, <http://www.communityservices.qld.gov.au/volunteering/documents/economic-value-of-volunteering.pdf> accessed 12-7-10
- National Health & Medical Research Council & Volunteering Australia, April 2003, *Working with Volunteers & Managing Volunteer Programs in Health Care Settings*, Commonwealth of Australia & Volunteering Australia <http://www.nhmrc.gov.au/publications/synopses/nh48syn.htm> accessed 12-4-10
- New South Wales Government, *New South Wales State Plan 2010*, http://www.nsw.gov.au/sites/default/files/pdfs/chapters/6.%20Stronger%20Communities_WEB.pdf accessed 15 June 2010
- New South Wales Government Volunteering Portal – <http://www.volunteering.nsw.gov.au/> accessed 16-6-10
- New South Wales Government, 2010, *New South Wales Guide to Volunteering – A Guide to Managing Volunteers in Non-Profit Organisations DRAFT UPDATE APRIL 2010* http://www.volunteering.nsw.gov.au/__data/assets/pdf_file/0009/45693/Guide_to_Volunteering_April_2010.pdf accessed 18-7-10
- Northern Sydney Central Coast *Annual Report 2007/08*
Northern Sydney Central Coast Area Health Service Executive Office, Annual Report 2007/2008, Northern Sydney Central Coast Area Health Service Gosford
- NSW Health, 2005, *Employee Assistance Programs: NSW Health Policy & Best Practice PD2005_568*, NSW Health, North Sydney
- NSW Health, 2005, *NSW Health Privacy Manual Version 2*, New South Wales Department of Health

NSW Health, 2006, PD2006_075 Annual Report Directions 2005/06 for AHSs, Statutory Health Corporations & Ambulance Service of NSW, NSW Health, North Sydney

NSW Health, 2008, *Employment Screening Policy PD2008_029*

Treasury Managed Fund, Treasury Managed Fund Scheme Structure incorporating the TMF Contract of Coverage http://www.treasury.nsw.gov.au/___data/assets/pdf_file/0007/1240/cont_coverage.pdf accessed 9-7-10

Volunteering Australia, 2001, *National Standards For Involving Volunteers In Not-For Profit Organisations*, Volunteering Australia, Melbourne

Volunteering Australia, 2001, *National Standards Implementation Guide For Involving Volunteers In Not-For Profit Organisations*, Volunteering Australia, Melbourne

Volunteering Australia, 2003, *Recognising Volunteers Information Sheet*, Volunteering Australia <http://www.volunteeringaustralia.org/files/FEPM6HXZ9Y/Recognising%20Volunteers.pdf> accessed 15-6-10

Volunteering Australia, 2005, *Model Code of Practice for Organisations Involving Volunteers : Information Sheet*, http://www.volunteeringaustralia.org/html/s02_article/article_view.asp?id=261&nav_cat_id=164&nav_top_id=61 accessed 25-6-10

Volunteering Australia, June 2005, *Definitions & Principles of Volunteering – Information Sheet* http://www.volunteeringaustralia.org/html/s01_home/home.asp accessed 8-7-10

Volunteering Australia, June 2005, *Submission In Response To The Department For Victorian Communities Discussion Paper: Patterns Of Volunteering In Emerging Communities* <http://www.volunteeringaustralia.org/files/YQ2CCT9U2E/DVCEmergingCommunitiessubmission.pdf> accessed 12-7-10

Endnotes

- 1 Volunteering Australia, June 2005, Definitions and Principles of Volunteering – Information Sheet http://www.volunteeringaustralia.org/html/s01_home/home.asp accessed 8-7-10
- 2 National Health and Medical Research Council and Volunteering Australia, April 2003, Working with Volunteers and Managing Volunteer Programs in Health Care Settings, Commonwealth of Australia and Volunteering Australia <http://www.nhmrc.gov.au/publications/synopses/nh48syn.htm> accessed 12-4-10
- 3 'Ironmonger, D, 2000, Submission in response to the Department for Victorian Communities Discussion Paper: 'Patterns Of Volunteering In Emerging Communities' June 2005
- 4 Australian Bureau of Statistics, 2008, Article: Voluntary Work, Australia, Commonwealth of Australia p2
- 5 Australian Bureau of Statistics, 2006, Voluntary Work, Australia, Commonwealth of Australia p3
- 6 Ironmonger D, in Volunteering Australia, 2005, Submission in response to the Department for Victorian Communities Discussion Paper: Patterns Of Volunteering In Emerging Communities', <http://www.volunteeringaustralia.org/files/YQ2CCT9U2E/DVCEmergingCommunitiessubmission.pdf> accessed 12-7-10 p4
- 7 NSW Government Volunteering Portal – <http://www.volunteering.nsw.gov.au/> accessed 16-6-10
- 9 NSW Government, 2010, NSW Guide to Volunteering – A Guide to Managing Volunteers in Non-Profit Organisations DRAFT UPDATES APRIL 2010 p http://www.volunteering.nsw.gov.au/__data/assets/pdf_file/0009/45693/Guide_to_Volunteering_April_2010.pdf accessed 16-6-10 p7
- 10 National Health and Medical Research Council and Volunteering Australia, 2003 Working with Volunteers and Managing Volunteer Programs in Health Care Settings, Commonwealth of Australia and Volunteering Australia p5
- 11 Australian Bureau of Statistics, 2006, Voluntary Work, Australia, Commonwealth of Australia p40.
- 12 Health organisations engaged in health related activities providing health care, both general and specialist services, medical research foundations and emergency health services, administration of health care services and health support services. Examples include specific health conditions support groups, hospitals a nursing home, regional health services, Alcoholics Anonymous, eating disorder groups, Family Planning Associations, Royal Flying Doctor Services.
- 13 Northern Sydney Central Coast Area Health Service Executive Office, Annual Report 2007/2008, Northern Sydney Central Coast Area Health Service Gosford
- 14 Northern Sydney Central Coast Area Health Service Executive Office, Annual Report 2007/2008, Northern Sydney Central Coast Area Health Service Gosford <http://www.petsastherapy.org/>
- 15 NSW Department of Health, 2009, Annual Report, NSW Department of Health, North Sydney p297

- 16 South East Sydney Illawarra Area Health Service Annual Report 07/08 p6
- 17 Volunteering Australia, 2001, National Standards For Involving Volunteers In Not-For Profit Organisations, Volunteering Australia, Melbourne http://www.volunteeringaustralia.org/html/s02_article/article_view.asp?id=485&nav_cat_id=213&nav_top_id=52 accessed 13-7-10
- 18 Volunteering Australia, 2001, National Standards For Involving Volunteers In Not-For Profit Organisations, Volunteering Australia, Melbourne p64
- 19 Volunteering Australia, 2001, National Standards For Involving Volunteers In Not-For Profit Organisations, Volunteering Australia, Melbourne p62
- 20 Volunteering Australia, 2001, National Standards For Involving Volunteers In Not-For Profit Organisations, Volunteering Australia, Melbourne p22
- 21 National Health and Medical Research Council and Volunteering Australia, 2003 Working with Volunteers and Managing Volunteer Programs in Health Care Settings, Commonwealth of Australia and Volunteering Australia P2
- 22 Volunteering Australia, 2001, National Standards Implementation Guide For Involving Volunteers In Not-For Profit Organisations, Volunteering Australia, Melbourne p41
- 23 National Health and Medical Research Council and Volunteering Australia, April 2003, Working with Volunteers and Managing Volunteer Programs in Health Care Settings, Commonwealth of Australia and Volunteering Australia <http://www.nhmrc.gov.au/publications/synopses/nh48syn.htm> accessed 12-4-10 & Volunteering Australia, 2001, National Standards For Involving Volunteers In Not-For Profit Organisations, Volunteering Australia, Melbourne p31
- 24 Volunteering Australia, 2001, National Standards For Involving Volunteers In Not-For Profit Organisations, Volunteering Australia, Melbourne p63
- 25 Volunteering Australia, 2003, Recognising Volunteers Information Sheet, Volunteering Australia <http://www.volunteeringaustralia.org/files/FEPM6HXZ9Y/Recognising%20Volunteers.pdf> accessed 15-6-10
- 26 Department of Families, Housing, Community Services and Indigenous Affairs, 2008, Volunteering In Australia: Changing Patterns In Voluntary Work 1995-2006, Commonwealth of Australia P2
- 27 NSW State Plan 2010, NSW Government, Sydney, http://www.nsw.gov.au/sites/default/files/pdfs/chapters/6.%20Stronger%20Communities_WEB.pdf accessed 15 June 2010 p 45
- 28 Treasury Managed Fund and GIO Insurance, 2004, Treasury Managed Fund Scheme Structure incorporating the TMF Contract of Coverage http://www.treasury.nsw.gov.au/___data/assets/pdf_file/0007/1240/cont_coverage.pdf accessed 9-7-10



