

1. Purpose

- 1.1 The purpose of this document is to outline the CareFlight policy on all activities in regards to volunteers within CareFlight.

2. Scope

- 2.1 The scope of this document applies to all CareFlight volunteers, all CareFlight employees working in a volunteer capacity for CareFlight and all CareFlight employees working with volunteers.

3. Definitions

3.1 Definition of Formal Volunteering

- 3.1.1 Formal volunteering is an activity which takes place in not for profit organisations or projects and is undertaken:

- to be of benefit to the community and the volunteer;
- of the volunteer's own free will and without coercion;
- for no financial payment; and
- in designated volunteer positions only.

3.2 CareFlight Volunteer

A person who without coercion performs tasks for CareFlight with no personal reward or payment.

3.3 CareFlight Volunteer Coordinator

The staff member in CareFlight responsible for developing Volunteer policies and procedures and is responsible for recruiting volunteers.

3.4 CareFlight Volunteer Manager

The staff members in CareFlight who require and manage volunteers. There may be many of these.

3.5 CareFlight Volunteers Aged Under 18

- All CareFlight volunteers are required to be over 16 years of age.

4. Responsibilities

- 4.1 Each manager and volunteer manager has responsibility and authority to ensure this policy is followed and may delegate tasks to qualified personnel as needed.
- 4.2 The CareFlight Volunteer Coordinator is responsible for the maintenance of this policy.
- 4.3 Any participants under the age of 18 must disclose this information to their CareFlight Volunteer coordinator prior to any CareFlight volunteering activity.
- 4.4 All volunteers under 18 years of age must have parent/guardian consent prior to the commencement of any CareFlight volunteering activity.
- 4.5 All volunteers under 18 years of age must be supervised on a 1:1 ratio by either a CareFlight staff member or a parent/guardian for the entirety of the volunteering activity. This will be allocated and logged with the CareFlight appointed coordinator prior to commencement of the activity.

5. Principles of Volunteering

- 5.1 Volunteering benefits the community and the volunteer.
- 5.2 Volunteer work is unpaid.
- 5.3 Volunteering is always a matter of choice.
- 5.4 Volunteering is not compulsorily undertaken to receive pensions or government allowances.
- 5.5 Volunteering is a legitimate way in which citizens can participate in the activities of their community.
- 5.6 Volunteering is a vehicle for individuals or groups to address human, environmental and social needs.
- 5.7 Volunteering is an activity performed in the not for profit sector only.
- 5.8 Volunteering is not a substitute for paid work.
- 5.9 Volunteering respects the rights, dignity and culture of others.
- 5.10 Volunteering promotes human rights and equality.

6. Volunteer Rights

Unlike paid staff, volunteers are not covered by award conditions or work place agreements. Volunteers, however, do have rights, some of which are enshrined in legislation and some of which are the moral obligations of an organisation involving volunteers. The following list is the basis of the rights as a volunteer.

- 6.1 A CareFlight volunteer has the right
 - 6.1.1 to work in a healthy and safe environment (refer to individual state Workplace Health Safety Act[s]);
 - 6.1.2 to be interviewed and employed in accordance with equal opportunity and anti discrimination legislation;
 - 6.1.3 to be adequately covered by insurance;
 - 6.1.4 to be given accurate and truthful information about the organisation for which they are working;
 - 6.1.5 to be reimbursed for out-of-pocket expenses incurred on behalf of the organisation for which they are working;
 - 6.1.6 have access to the organisation's volunteer policy and any other policy that affects their work;
 - 6.1.7 not to fill a position previously held by a paid worker;
 - 6.1.8 not to do the work of paid staff during industrial disputes;
 - 6.1.9 to have a job description and agreed working hours;
 - 6.1.10 to have access to a grievance procedure;
 - 6.1.11 to be provided with orientation to the organisation;
 - 6.1.12 to have their confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988; and
 - 6.1.13 to be provided with sufficient training to do the job.

7. Code of Practice for Involving Volunteers

In order to enhance the volunteers' experience and comply with legislation and duty of care CareFlight will:

- 7.1 interview and employ volunteer staff in accordance with anti discrimination and equal opportunity legislation;
- 7.2 provide volunteer staff with orientation and training;
- 7.3 provide volunteer staff with a healthy and safe workplace;
- 7.4 provide appropriate and adequate insurance coverage for volunteer staff;
- 7.5 not place volunteer staff in roles that were previously held by paid staff or have been identified as paid jobs;
- 7.6 differentiate between paid and unpaid roles;
- 7.7 define volunteer roles and develop clear job descriptions;
- 7.8 provide appropriate levels of support and management for volunteer staff;
- 7.9 make available to volunteers a copy of policies pertaining to volunteer staff;
- 7.10 ensure volunteers are not required to take up additional work during industrial dispute or paid staff shortage;
- 7.11 provide all staff with information on grievance and disciplinary policies and procedures;
- 7.12 acknowledge the rights of volunteer staff;
- 7.13 ensure that the work of volunteer staff complements but does not undermine the work of paid staff;
- 7.14 offer volunteer staff the opportunity for professional development;
- 7.15 reimburse volunteer staff for out of pocket expenses incurred on behalf of the organisation;
- 7.16 treat volunteer staff as valuable team members, and advise them of the opportunities to participate in agency decisions;
- 7.17 acknowledge the contributions of volunteer staff and;
- 7.18 ensure volunteer staff working in areas with children are always supervised by a CareFlight staff member who has passed an appropriate Working With Children Check.

8. Related and Supporting Documents

- CareFlight WHS Policy
- CareFlight Volunteers Recruitment Procedures.
- National Standard for involving volunteers in Not For Profit Organisations
http://www.volunteeringaustralia.org/files/LUKFGLQZZO/VA_National_Standards_June_2012.pdf
- Child Protection (Working with Children) Act 2012 No 51- NSW
- Child Protection (Working With Children) Regulation 2013. NSW
- CARE AND PROTECTION OF CHILDREN ACT - NT

9. Document Change History

Version	Date	Summary of Changes
01	08/08/2012	Initial publication of document
02	09/10/2013	Added Code of Practice 7.18 and minor updates to incorporate new NSW regulations.
03	20/04/2020	3.5 CareFlight Volunteers Aged Under 18, added to Volunteer Definitions Update to Section 4.0 - Responsibilities 4.3 to 4.5 CareFlight Volunteers Aged Under 18, added to include guiding actions

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