

1. Purpose of this Document

The purpose of this document is to set out The Women and Infants Research Foundation's rationale for involving volunteers in its activities and to outline the intent of the Volunteer Management Processes.

2. Background

The purpose of The Women and Infants Research Foundation (WIRF) is to conduct, enable and promote quality research that will improve the health of women and babies in Western Australia and beyond.

The Women and Infants Research Foundation was formed in 1976. The Foundation has worked in collaboration with volunteers for many years and values their ongoing dedication, contributions and commitment.

3. Aim of the Volunteer Program

The purpose of the Volunteer Program is to support the Foundation's purpose and its objective to develop a sustainable funding strategy. The involvement of volunteers in a range of activities, in particular the Café and Gift Shop, makes a significant contribution towards the achievement of this objective.

The Volunteer Program is a link between the Foundation and the community and the volunteers are drawn from all sections of the community. They share a desire to contribute to making a real difference to people's lives.

4. Principles of the Volunteer Program

- Volunteering is a matter of choice for both parties
- Volunteering is beneficial for the organisation and the volunteer
- Volunteers are unpaid
- Volunteers are not used to replace paid staff
- Volunteers only carry out activities agreed by both parties
- WIRF will support volunteers by providing orientation, training, recognition and relevant resources e.g. position descriptions.

5. Responsibilities of Volunteer Program Manager and Volunteer Coordinators

5.1 Volunteer Program Manager

The Volunteer Program Manager must ensure Volunteer Policy and Management Processes are developed, implemented and adhered to.

5.2 Volunteer Coordinators

The Coordinators are responsible for ensuring adherence to Volunteer Policies and Processes in their area of control. In particular, ensuring training and orientation is received, OH&S requirements are met and that any risks are dealt with promptly.

The Coordinators are responsible for ensuring on the job training is provided and they may identify further training in consultation with the volunteer and the Program Manager.

6. Recruitment policy

Volunteers come with many different experiences, expectations and skills. It is important to recognise these factors and the differing expectations of volunteers in assessing how they may contribute to the Foundation.

All applicants are to be interviewed by the Volunteer Coordinator or Volunteer Program Manager prior to placement and are expected to commit a minimum of 4 hours per week for a period of 12 months.

All volunteers must complete the Expression of Interest Form and forms relating to police and medical checks.

Volunteers will be provided with position descriptions once recruited.

7. Mandatory Checks

7.1 Medical

Volunteers are required to undergo blood tests to ascertain immunization status. If required, the volunteer must be immunized as directed by the Department of Health. Immunisation is provided free of charge.

7.2 Police

Volunteers are required to undergo a Police Check at no cost to the Volunteer. A Criminal Screening Consent Form must be completed by the Volunteer prior to commencement of volunteering activities.

8. Equal Opportunity & Harassment

In accordance with the relevant legislation, WIRF is committed to equal opportunity and opposed to discrimination. Harassment of any kind will not be tolerated.

Claims relating to EO and Harassment should be reported to the Volunteer Coordinator as soon as possible. All claims will be treated in confidence. A Grievance Procedure is in place.

9. Occupational Health and Safety

The Foundation is responsible for providing a safe and healthy working environment and training and supervision to support safe work practices.

The OH&S policies of King Edward Memorial Hospital can be made available if requested.

10. Insurance

Volunteers are covered by The Foundation's volunteer insurance policy while undertaking approved volunteer work for The Foundation. All volunteers are required to sign in/out of attendance book to record times and dates of duty.

11. Orientation

All Volunteers on engagement are to be provided with an Orientation Handbook. This includes an overview of the Foundation and its volunteering policies and procedures.

12. Confidentiality

Some specific volunteer roles are required to sign a confidentiality agreement prior to commencement of volunteering activities. Hospital and Patient confidentiality must be maintained at all times.

Personal volunteer records are kept in locked cabinets and the Privacy Act legislation is adhered to.

13. Dispute Resolution Procedures

If a dispute arises, the parties involved should attempt to resolve it in the first instance. If this is not successful, the matter should be referred to the Volunteer Coordinator for mediation.

14. Unsatisfactory Work Performance

If the volunteer is unable to fulfill the allocated tasks, the Volunteer Coordinator is to identify more suitable activities with the mutual agreement of the individual or refer the volunteer to Volunteering WA to find a more suitable position.

15. Volunteer Behaviour

All volunteers are expected to act in an appropriate and lawful manner at all times.

If the volunteer displays inappropriate behaviour, the volunteer will be counseled verbally in the first instance. A written report of the conversation is to be made and filed. If the problem continues, the Volunteer Coordinator will provide a written warning. In the event that the matter is not resolved, the Volunteer will be issued with a final written warning by the Volunteer Coordinator.

In the event of dangerous or unlawful conduct, the Volunteer can be dismissed immediately.

16. Evaluation & Continuous Improvement

The Volunteer Program and its related documentation will be reviewed on an ongoing basis to ensure quality improvements are identified and implemented.