

Terms of Engagement

CALHN Volunteers

This Volunteer Terms of Engagement describes the arrangement between Central Adelaide Local Health Network (CALHN) and the permission granted to you to act as a Volunteer under the CALHN Volunteer Services Unit.

We appreciate your decision to volunteer with CALHN and we will do the best we can to make your volunteer experience enjoyable and rewarding.

Duties

Your duties and responsibilities as a Volunteer are outlined in the attached role description. The role description forms part of this agreement so please read this document carefully, sign and return it.

Commitment and Expectation

As a Volunteer you agree to commit regular hours each week to your assigned work area. Upon commencing with the Volunteer Services Unit, a 12-month commitment is required.

Your contribution helps to support many of our programs, services, and activities. When making a commitment to volunteer it is important to be punctual and reliable. As a courtesy to your volunteer team, staff, and patients, please let the Volunteer Services Unit know as soon as possible if you are running late or are unable to attend a particular shift.

Please be aware that failure to report absenteeism or ongoing leave without explanation may impact on your volunteer role and permission to act as a volunteer may be removed.

Probation Period

All volunteers will participate in a 3-month probationary period, during which time their performance and commitment will be evaluated to ensure a strong alignment with the program's goals and values. Throughout this period, volunteers will receive ongoing guidance and support to help them successfully acclimate to their roles and responsibilities. Volunteers will not be eligible for references during the first 6-months of their service. This period allows volunteers to demonstrate their commitment and reliability.

Training

As part of your volunteering with us, you will be required to complete all mandatory training identified by the hospital. You will be supported through this training and all costs are covered by the organisation. To complete the training, you agree to attend all training sessions, read all designated pre-reading materials prior to the training, and undertake competency-based assessments as required. You also agree to complete any ongoing training required by the organisation as part of your volunteering role.

Drivers Licence (if applicable to Volunteer role)

You are required to hold a current South Australian driver's licence with no restrictions on it. If there is a change in your licence status you are required to immediately notify the Team Leader Volunteer Services Unit as soon as possible.

Name of Document: Terms-Of-Engagement – CALHN Volunteers			Version 0.2	Page 1 of 4
Sign Initials:	Effective Date: September 2024	Next Review Date: September 2026	Approval Authority: Carlie Sangster-Team Leader	

Terms of Engagement

CALHN Volunteers

Volunteer Conduct Standard

It is a requirement that as part of your permission to act as a Volunteer, you will at all times whilst performing volunteering functions, conduct yourself in a manner consistent with the values and standards of professional conduct outlined in the Volunteer Conduct Standard provided to you.

Policies and procedures

As a Volunteer you agree to abide by all CALHN policies and procedures. These documents will be covered in your induction and orientation and will be readily available to you in the Volunteer Service Unit.

Criminal History Checks

To be granted permission to act as a Volunteer with Central Adelaide Local Health Network you must have a current and satisfactory Department Human Services (DHS) Child-Related screening check and/or Vulnerable Person screening check.

You must maintain a satisfactory criminal history check at all times. If you are charged or convicted of a criminal offence whilst volunteering for us, you must notify the Team Leader Volunteer Services Unit as soon as possible.

Uniforms and CALHN Property

You will be issued with a uniform to be worn while you are undertaking your duties. You agree to secure and maintain these uniform items whilst you are volunteering. You agree to wear the uniform in accordance with CALHN procedure and keep the uniform in a clean and presentable state at all times. On your resignation from volunteering with CALHN you must return all property issued to you including all uniform items.

Immunisations

As a Volunteer you must comply with the current immunisation guidelines for Health Care Workers in relation to the SA Health Immunisation policy guideline. You will be required to complete and return the immunisation screening questionnaire and Healthcare Worker (HCW) Influenza consent form. Please be aware that failure to complete the questionnaire and consent forms may impact on your volunteer role and permission to act as a volunteer may be removed.

Intellectual Property

All intellectual property created in the course of or in connection with your volunteer involvement shall remain the property of CALHN. CALHN reserves the right (with or without expressed agreement of any volunteer) to register or take reasonable steps to protect any invention, design, process, procedure, or trade name created in the on-going course of volunteering.

Name of Document: Terms-Of-Engagement – CALHN Volunteers			Version 0.2	Page 2 of 4
Sign Initials:	Effective Date: September 2024	Next Review Date: September 2026	Approval Authority: Carlie Sangster-Team Leader	

Terms of Engagement

CALHN Volunteers

Confidentiality

As a Volunteer you may be exposed to confidential information in the course of undertaking your duties. As part of the permission granted to you to act as a volunteer for the Central Adelaide Local Health Network, you are required to comply with requirements to ensure confidentiality of information that you may be exposed to during the course of your duties. Volunteers will be required to sign and agree to the Volunteer Confidentiality Agreement.

Respectful Behaviours

CALHN Volunteer Services are dedicated to creating a positive, inclusive, and safe environment for all volunteers, staff, and patients. Our volunteers play a crucial role in fostering a respectful and supportive atmosphere within the health network. We are committed to:

- Promoting respectful, positive, and safe behaviours in all volunteer interactions.
- Preventing harmful conduct such as bullying, harassment, sexual harassment, discrimination, victimisation, and other disrespectful behaviours.
- Ensuring that any inappropriate actions are addressed promptly and effectively.

As part of our volunteer team, you have a shared responsibility to contribute to a safe and welcoming environment for everyone. By doing so, you help to uphold the values of CALHN and ensure the wellbeing of all those in our care. In addition, all volunteers are expected to act in accordance with the principles outlined in the SA Public Sector Code of Ethics, which guides ethical and professional conduct.

Bullying, harassment, discrimination, sexual harassment, and victimisation can have serious physical and psychological effects on individuals and are not tolerated within our organisation. Volunteers are expected to comply with CALHN's Respectful Behaviour guidelines. Failure to adhere to these standards may lead to appropriate actions being taken, including termination of volunteer services.

Your commitment to maintaining a positive and respectful workplace is vital to ensuring that CALHN continues to be a safe and supportive place for everyone.

Insurance

CALHN hold Public Liability Insurance to cover you while working as a Volunteer. Any Volunteer injured at work and working within the constraints of their role description, will be compensated in accordance with the principles outlined in the Explanation of Insurance Arrangements for the Public Health Sector updated December 2016.

Name of Document: Terms-Of-Engagement – CALHN Volunteers			Version 0.2	Page 3 of 4
Sign Initials:	Effective Date: September 2024	Next Review Date: September 2026	Approval Authority: Carlie Sangster-Team Leader	



Government
of South Australia

Health

Central Adelaide
Local Health Network

Terms of Engagement

CALHN Volunteers

Declaration

I _____ understand and acknowledge all of the above conditions. I understand that breach of any of these conditions may result in CALHN reviewing or ceasing my services. I agree to CALHN keeping copies of my information in a secure personnel file if required.

Signed _____

Dated _____

For more information

RAH Volunteer Services Unit

Royal Adelaide Hospital

Level 3A, Main Concourse
Port Rd, ADELAIDE, SA 5000
T: (08) 7074 1240

Health.RAHVolunteers@sa.gov.au

HRC Volunteer Services Unit

Hampstead Rehabilitation Centre

207-235 Hampstead Road
Lightsview, SA 5085
T: (08) 8222 1716

Health.HRCVolunteers@sa.gov.au

RHP Volunteer Services Unit

Repat Health Precinct – Statewide Rehabilitation Services

Building 12, 216 Daws Road
Daw Park, SA 5041
T: 0468 535 599

Health.RHPcalhnstatewiderehabvolunteers@sa.gov.au

Name of Document: Terms-Of-Engagement – CALHN Volunteers		Version 0.2	Page 4 of 4
Sign Initials:	Effective Date: September 2024	Next Review Date: September 2026	Approval Authority: Carlie Sangster-Team Leader