



# SVHA Private Hospitals Charter for Volunteering

## Rationale for Engaging Volunteers

Volunteers make a valuable contribution to the Mission, Vision and Values of St Vincent's Health Australia (SVHA). Inspired by the Sisters of Charity, we invite members of our extended community to partner with us in a spirit of service. Our Volunteer Programs have been established to complement the services of St Vincent's Private Hospitals in order to extend the best care possible to our patients, their families and visitors.

## Definition of a St Vincent's Volunteer

An SVHA volunteer is one who supports the Mission, Vision and Values of SVHA by willingly giving their time and skills for the common good without financial gain. Volunteers work alongside our employees in complementary roles that enhance the care we provide for our patients.

## Volunteer Rights

### An SVHA Volunteer can expect to:

- o be respected and valued as a team member
- o work in a safe and healthy environment with appropriate insurance cover
- o be provided with orientation and training
- o be provided with specific role descriptions
- o be informed about relevant organisational policies and procedures
- o have their personal information dealt with in accordance with legislative requirements

## Volunteer Responsibilities

### A Volunteer is expected to:

- o act in a manner consistent with the Mission, Vision and Values and SVHA Code of Conduct
- o comply with all relevant SVHA policies and procedures
- o maintain confidentiality at all times
- o honour their commitment by being reliable and punctual
- o complete all required training

## SVHA Rights

### SVHA has the right to:

- o expect volunteers to uphold and abide by the Mission, Vision and Values, Code of Conduct and relevant policies of SVHA
- o engage volunteers based on the needs of the organisation and the skills, experience and attitudes of volunteers
- o determine the requirements of each role that volunteers are expected to perform
- o require volunteers to complete regular training
- o expect volunteers to comply with workplace health and safety policies and procedures

## SVHA Responsibilities

### SVHA will:

- o provide a safe work environment
- o involve volunteers in meaningful activities matched to their skill and capacity wherever possible
- o provide supervision by a suitably skilled Volunteer Co-ordinator or Manager
- o provide orientation and appropriate training to all volunteers
- o ensure policies and procedures that apply to volunteers are communicated to, understood and implemented by all relevant members of the SVHA workforce
- o recognise and value volunteers' contributions
- o provide opportunities for feedback

## References

National Safety and Quality Health Service Standards, Australian Commission for Safety and Quality in Healthcare 2017  
National Standards for Volunteer Involvement, Volunteering Australia, 2015  
Privacy Act, 1988 (Cth)