

National Standards for Volunteer Involvement

Case study: How SCHF were the first NSW organisation
to implement the standards

Presentation 6 of 8

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Standard 6

Workplace Safety and Wellbeing

The health, safety and wellbeing of volunteers is protected in the workplace.

Workplace safety and wellbeing ensures that the organisation includes volunteers in its health and safety procedures, and recognises its duty of care to volunteers.

Meeting this standard assists the organisation to meet its obligations for the health and safety of volunteers, manage risk and provide a supportive and responsive workplace for volunteers.



STANDARD 6: WORKPLACE SAFETY AND WELLBEING

The health, safety and wellbeing of volunteers is protected in the workplace.

6.1 Effective working relationships with employees, and between volunteers, are facilitated by the organisation.

6.2 Processes are in place to protect the health and safety of volunteers in their capacity as volunteers.

6.3 Volunteers have access to complaints and grievance procedures.



6.1 Effective working relationships with employees, and between volunteers, are facilitated by the organisation.

- Structured processes are in place for relevant staff to communicate and/or meet with volunteers.
- Where requested, volunteers are provided with opportunities and resources to meet collectively regarding their work with the organisation.

SCHF Evidence

SCHF Orientation and Induction Policy

SCHF Grievance Policy

SCHF Volunteer Policy

SCHF WHS Mgmt System Policy

SCHF WHS communication Policy

SCHF Volunteer Insurance Policy

Rising to the standards

- **Volunteers are part of the team!**

Volunteers are celebrated annually at a volunteer thank you event where staff attend to network with volunteers.

- Volunteers inside the office are supported to meet with relevant staff and interview them and learn about their roles and their experiences at SCHF.
- Volunteers are always briefed and before each event or in the office to be advised about why they are volunteering, how their work will impact SCHF and SCHN and who they will be working with.
- Staff are briefed prior to each event with volunteers which includes how to support volunteers and how to interact with them
- Admin and virtual volunteers will meet collectively to discuss their work and how their experiences at SCHF



6.2 Processes are in place to protect the health and safety of volunteers in their capacity as volunteers.

- Health and safety management policies and procedures include volunteers.
- Volunteers are insured for personal injury and liability.
- Volunteers have access to the same post-incident debriefing and support provided to employees.
- Expectations and limits of volunteer roles, including time commitments and any designated hours are agreed with volunteers, and individual workloads of volunteers are monitored and managed.

SCHF Evidence

SCHF Orientation and Induction Policy

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Rising to the standards

Volunteers matter

- All SCHF WHS policies include volunteers
- SCHF has volunteer insurance
- Volunteers and their families are included in SCHF EAP (Employee Assistance Program). Volunteers are always asked for feedback post event to ensure their needs are being met and they understand the impact of their work.
- All volunteer roles are recorded on SCHF CRM and SCHF follows all Safe Work practices and ensures volunteers' work does not replace a paid role or is not more than 16 hours per week.
- SCHF understands under WHS laws volunteers are treated the same as staff.



6.3 Volunteers have access to complaints and grievance procedures.

- Volunteers are given information about how to make a complaint or raise a concern within the organisation and to relevant external bodies.
- Grievances from volunteers are managed consistently, transparently, equitably and in line with principles of natural justice.

SCHF Evidence

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Rising to the standards

Volunteers are supported

- Currently creating an easy-to-read and understand document for all volunteers that is called SCHF Volunteer Promise. It is an amalgamation of the staff code of conduct, bullying and harassment and grievance policies with the SCHF values and real examples of how volunteers align with the examples. This will be a promise for all volunteers and SCHF staff working alongside volunteers.



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**Let's keep the conversation going in the NSW Volunteer Managers
Forum and share ideas and ask questions**

<https://volunteering.freshdesk.com/support/discussions>

schf.org.au