



VoliVillage

Program of Palliative Care SA



VoliVillage Handbook

palliativecaresa.org.au



**You matter because you are you,
and you matter to the end of your
life. We will do all we can not only
to help you die peacefully, but also
to live until you die.**

Cicely Saunders, Founder of the Modern Hospice Movement

Acknowledgements

Palliative Care South Australia (PCSA) acknowledges the Traditional Custodians of the lands and seas on which we live and work, and pay our respects to Elders past, present and emerging.

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About Palliative Care South Australia

Palliative Care South Australia (PCSA) is the peak body for palliative care in South Australia. PCSA has been operating since 1985 and has over 300 members and is a founding member of Palliative Care Australia.

PCSA members include health professionals across all sectors of health, specialist and generalist palliative care services, aged care, disability care, peak bodies, as well as consumers and interested members of the South Australian community. Collectively, the PCSA membership body holds tremendous knowledge and works collaboratively to support all South Australia to live, die and grieve well.

PCSA believes that the way we care for our dying is a significant indicator of the kind of society we are.

PCSA's organisational priorities are that all South Australians

- Are able to live every day until their last
- Are able to have a dignified death, regardless of their illness, age, culture or location
- Should have access to a supportive social network at the end phase of life and have the choice of quality palliative care

About PCSA's VoliVillage

VoliVillage has been developed from our South Australian Compassionate Communities (SACC) stream, which aims to build networks of support around South Australian experiencing a serious illness, dying, death, caregiving and grief.

PCSA considers that the VoliVillage as the compassionate community that surrounds PCSA.

Our Volunteers within our VoliVillage are of all ages, cultures, skills, and experiences. Some volunteer for a long time, while others only a short time.

PCSA believe that just as it takes a village to raise a child, it also takes a village to care for the dying.

The two C's of our VoliVillage

A community of Compassionate Volunteers who support the various and growing area of Palliative Care South Australia who Connect and Celebrate the Visions of Palliative Care.



Our Villages **connect** Palliative Care South Australia to the broader community, as well as enhancing relationship with our stakeholders, and members.

"We recognise that our VoliVillage is more than an act of giving. Our Volunteer Village is a community and part of a bigger societal change to promote death literacy, nurture compassionate communities and to recognise that palliative care is everybody's business."

Adjunct Associate Professor, Shyla Mills, CEO Palliative Care South Australia



Our Volunteers allow us to **celebrate** all that Palliative Care South Australia is – compassionate, holistic and inclusive. We acknowledge our Villagers for what they bring to us.

Types of volunteering opportunities available through the VoliVillage

Opportunities to volunteer within the VoliVillage change and adapt based on PCSA's operational activities at the time. Volunteering opportunities all have role descriptions to ensure tasks are clearly defined and skills sets are matched.

Examples of Volunteering opportunities include:

- PCSA Admin and Events Support Volunteer (includes support for administration and engagement)
- Wish Planning Volunteer (Ambulance Wish South Australia Program)
- Wish Day Coordinator Volunteer (Ambulance Wish South Australia Program)
- Wish Memory Making Volunteer (Ambulance Wish South Australia Program)

PCSA's Commitment to our Villagers

At PCSA, we are committed to our volunteers and hope that our volunteers enjoy their time with us. We value our volunteers as we recognise that our volunteers enhance and support the work of PCSA and are integral to achieving our aim of ensuring that every South Australia experiencing loss, ageing, dying and grief has access to quality care and a support social network around them.

PCSA's Volunteer Expectations

As a Volunteer you are entering into an agreement with PCSA to adhere to PCSA's organisational policies and procedures and are expected to abide by all standards, policies and procedures applicable to PCSA's VoliVillage program, as outlined within this handbook and our volunteer role descriptions.

The Volunteer Coordinator is the main link for all Volunteers. Once a Volunteer is assigned a job or task, they will also be assigned a PCSA Task Supervisor.

Unless negotiated with your PCSA Task Supervisor and officially documented with the Volunteer Village Coordinator with the agreement of the CEO, PCSA volunteers are not permitted to provide:

- services that replace an employee's position
- services beyond those negotiated with their Task Supervisor and the Volunteer Coordinator
- personal, financial or any other types of counselling to customers, residents, their families or others
- services that are recognised as high risk to their safety or the safety of our customers and residents. This is inclusive of direct feeding, personal care, distribution of medication, manual handling or driving customers and providing medical opinions or advise.

Our Policies

PCSA's policies are important to us and will be provided by our Corporate Services Manager on

Examples include:

- Anti-Discrimination Policy
- Code of Conduct
- Privacy Policy

We recommend that you acquaint yourself with PCSA's Inclusivity Statement and Strategic plan

Security Checks

Owing to the nature of our community involvement and engagement it is mandatory that all Volunteers hold a current up to date National Police Clearance (current within last 12 months).

Many roles also require a Working With Children's Check (more than 6 months validity).

Please note these checks are free for volunteers.

Please contact volivillage@palliativecaresa.org.au if you require more information.

Role Description

As a Volunteer you will be provided with an agreed role description which outlines the duties and requirements of the role. From time to time, and in agreement with all parties, your volunteer role may include alternative areas of volunteer engagement to those that you originally volunteered for. Your records with us will be updated to include all volunteering activities.

Guidelines, Standards and Reporting

Absenteeism

If you are unable to attend for your agreed time, you should contact the Volunteer Coordinator immediately, who will inform your task supervisor.

Change of Details

You matter to us! If you change your name, address or emergency contact person during your time volunteering with us, please inform the Volunteer Coordinator.

Confidentiality

As a PCSA Volunteer, you are in a privileged position and it is your responsibility to protect the privacy of those you volunteer with.

Current and past volunteers and employees are required to maintain the confidentiality of any information related to:

- stakeholders, community partners, friends of PCSA
- members of our workforce including other volunteers
- your dealings with PCSA or other organisations you have been involved with while volunteering with us

This includes discussing information, situations or opinions offline and online with anyone outside your work team unless otherwise approved.

As a Volunteer for PCSA you may experience that some people may want to discuss with you their own personal circumstances and experiences that they cannot discuss with their own family and friends. If you feel that you need to discuss something you have seen or heard in the course of your volunteering role, you are able to debrief confidentially with your Task Supervisor or the Volunteer Coordinator. Your wellbeing matters!

Please also see the 'Mandatory Reporting' section in this handbook and refer to the relevant PCSA policies.

(Please refer to your Volunteer Agreement for further details)

Conflicts of Interest

A conflict of interest may be actual, potential or perceived and may be financial or non-financial. These situations present the risk that a person will make a decision based on, or affected by, these influences, rather than in the best interests of the charity. We are aware that many volunteers may have business or other activities in a similar field, therefore if you have any actual, potential or perceived conflicts of interest please discuss this directly with our Volunteer Coordinator.

Dress Code

It is expected that all Volunteers when representing PCSA wear clothing that is in good repair, respectful, role appropriate and safe. Villagers who wear clothing with the PCSA logo (or any associated logo) outside of work hours must conduct themselves in a professional manner and in accordance with our values.

All Villagers are asked to display their identification badge in a prominent position. If you do not have an identification badge, please advise the Volunteer Coordinator who will arrange one for you.

Acceptable dress:

- all clothing is to be clean and of neat appearance
- if wearing jeans, we request that they have no tears or fraying (tracksuit pants and active wear are not considered appropriate during your Volunteer shifts, unless previously approved by the Volunteer Coordinator)
- clothing needs to be comfortable and allow you to have movement freely and with safety
- as we belong to a diverse community all clothing needs to be modest
- shoes should support the foot and preferably have low or flat heels with non-slip heels and soles. Closed in shoes must be worn when volunteering onsite and offsite for PCSA.
- Some volunteering jobs may require particular uniforms or shoes etc. The Volunteer Coordinator will advise you of this if it is relevant.

Education, Learning and Development

At PCSA we know the passion and generosity of Volunteers adds to the heart of an organisation. In return for your generosity our investment into your experience with us is to provide a mandatory *VoliVillage Induction Program* that can be used in all aspects of your life as well as role specific training. PCSA also host regular training opportunities and information sessions for their Volunteers.

Email

As a Volunteer you will be contacted through the email you provide us with and through our Volunteering Software (Better Impact). So that you do not miss any emails from us, please change your email settings to accept all correspondence with Palliative Care South Australia and the Volunteer Coordinator.

Please ensure that we have your current email address and phone numbers during your time as a Volunteer.

Employment Opportunities for Volunteers

PCSA Volunteers are encouraged to apply for any suitable employment opportunities that may arise. To view all our current employment vacancies please visit the “Careers” page on the Palliative Care South Australia website.

PCSA employees are unable to be both a volunteer and an employee at the same time.

End of Volunteering Service

If you decide to end your time volunteering with PCSA, we ask that you give as much notice as possible to the Volunteer Coordinator.

On completion of your time with us you will be given the opportunity to provide feedback on your time volunteering for PCSA. Your feedback is always valuable to us.

Feedback

PCSA operates with a continuous improvement culture and encourages feedback at anytime, positive or negative. If you have any recommendations for improvement or feedback regarding the VoliVillage, your tasks, our trainings or anything related to PCSA we would love to hear it. Please speak directly with our Volunteer Coordinator.

Gifts (acceptance of)

There may be times that you are presented with gifts or tokens of appreciation from people with whom you come into contact. If this occurs, please inform the Volunteer Coordinator before accepting the gift. If the gift has already been spontaneously provided, please advise the Volunteer Coordinator at the earliest opportunity. If agreed that you can accept the gift, the Volunteer Coordinator will register this and inform the PCSA Finance Team. All gifts must be registered, regardless of their value.

PCSA Volunteers are not to accept any gifts of cash, cheques, scratchies or gift cards. If any clients wish to provide cash gifts, please inform them that they may donate directly to PCSA.

Grievances

All Volunteers have the right to raise grievances that are causing issues and concerns within their volunteer roles. Grievances can be any issue that causes you concern at work or where you feel you have been treated unfairly or unjustly.

Volunteers who feel they have a grievance should discuss the matter privately and professionally with the relevant person, with the intention of resolving the issue. If the grievance cannot be resolved at this level, it should be raised with your Task Supervisor or with Volunteer Coordinator.

All matters raised in a grievance will be treated with the highest standard of confidentiality. If you decide to submit a formal grievance, it will be taken seriously and either mediated (with agreement between the parties) or investigated in an impartial and prompt manner.

Hours

There will be times when Volunteers would like to assist with one off events. Those volunteers will fall under the requirements of the Task Supervisor for those events.

Volunteering activities as a PCSA Volunteer are only those authorised by PCSA.

The normal hours of work will be set out as per the roster prepared by the Volunteer Coordinator. If the volunteer is unable to work any of the rostered hours, they are requested (if possible) to provide one week's notice.

Immunisation

It is a mandatory requirement by South Australia Health that during the course of their duties all volunteers, where their roles include:

- face-to-face contact with patients occurs; or
- a normal work location is in a clinical area; or

- the prospective volunteer worker will frequently attend clinical areas

prior to engagement in any role that may require the above please provide documentary evidence of vaccination against specified infectious diseases as listed below:

- Covid-19
- Diphtheria, Tetanus, Pertussis (Whooping Cough);
- Hepatitis B;
- Measles, Mumps, Rubella;
- Varicella (Chicken Pox);

OR

- documentary evidence they are not susceptible to these diseases.

Incident Reporting

Your safety is paramount to us at PCSA and as an entity we adhere to all Workplace Health and Safety Legislation that are relevant to the work environment of both our paid workers and Volunteers. Please notify your Task Supervisor and Volunteer Coordinator as soon as possible if an incident occurs. Work Health and Safety incidents involve an accident, injury, work caused illness, near miss, aggressive or challenging behaviour, security issue, hazard, environmental issue, or any other dangerous event that is not directly involved with normal practices.

If you, or a fellow Volunteer, is involved in an incident, please fill out an Incident Report within 12 hours. They are available from the Volunteer Coordinator and are also in Better Impact. Complete and return to the Volunteer Coordinator who will investigate the incident and action it as required. You may be contacted if further investigation is needed.

Incident reporting is in place for the protection of all Volunteers and employees so that action can be taken to prevent incidents from reoccurring.

Infection Control

PCSA values the safety and ongoing health of all our Volunteers and request that all volunteers take the minimal actions taken to ensure an infection free environment include thorough hand hygiene and cough etiquette <https://www.hha.org.au/>.

From time to time, as a representative of PCSA, you will be required to use personal protection equipment e.g. gloves or you may be asked to assist with environmental cleaning to enhance infection control. It is important that you advise your Task Supervisor and Volunteer Coordinator of any allergies or conditions that you have that may compromise both your safety and the safety of those that you work with.

If you are feeling unwell, it is more important that you stay home and care for yourself. If you have been caring for a person who has had an infectious disease it is mandatory that you do not return to your volunteer role until the medically agreed period for incubation has been passed.

It is a mandatory requirement by South Australia Health that all volunteers are vaccinated against measles, mumps, rubella and chicken pox before they have "face to face" contact with patients; therefore, all PCSA Volunteers participating in Ambulance Wish are required to provide evidence that they are vaccinated against measles, mumps, rubella and chicken pox.

We recommend that all PCSA Villagers have their annual Flu vaccination and keep their flu immunisations up to date. There will be circumstances where a certificate for flu vaccination may be required for a Volunteer to be onsite, a letter from your GP advising of your immunisations will be kept on your file. If, for medical reasons, you are unable to have the flu vaccination, please advise the Volunteer Coordinator.

Insurance

All PCSA Volunteers, are covered by relevant insurance as per the terms and conditions set out in PCSA'S Policy Schedule.

As a Volunteer, you are insured during your agreed rostered volunteer hours and duties. An Incident Report is mandatory for the reporting of all injuries and accidental damage that may have occurred during your volunteering shift.

Some volunteer roles may also require Volunteers to have professional indemnity insurance. The Volunteer Coordinator will ensure the volunteer is aware as part of the role description if this is required.

(Please refer to your Volunteer Agreement for more detail)

Intellectual Property

All records, documents, and media provided by PCSA including those made by you during your volunteering time with us on behalf of our organisation always remains the property of PCSA.

(Please refer to your Volunteer Agreement for further details)

Mandatory Reporting

In the event that you have concerns that a person is at risk of harm or has been harmed (including suspected or actual allegations of verbal, physical or sexual abuse) you are required to immediately notify your Task Supervisor or the Volunteer Coordinator.

There are instances where mandatory reporting to Government Departments is required including harm to children, people living with disabilities, and our elders. Strict timeframes must be adhered to.

During your time with us if you have any questions about mandatory reporting or you are unsure about your responsibilities, please ask.

Mobile Phones and Cameras

We understand that during your time volunteering with us your family may need to be able to contact you for emergency purposes. You are welcome to have your phone with you on your volunteer shifts. We request that you keep it on silent and/or vibrate mode during your shift.

To ensure that everybody gets the most out of their volunteering experience we ask that social media accounts are not accessed during a shift and that only essential calls are taken and made.

We request that you do not take any photos at a PCSA organised event or activity - that includes photos of our clients.

(Please refer to your Volunteer Agreement for more detail).

Motor Vehicles

PCSA accepts no liability that may arise from the use of private vehicles.

From time to time volunteering tasks may require Volunteers to drive a PCSA vehicle or their private vehicle. This will be discussed and agreed with the Volunteer Coordinator. Volunteers must follow the relevant procedures when using a PCSA or their private vehicle for PCSA purposes.

Volunteers who are required and have approval from the Volunteer Coordinator to use their private vehicle in their role (i.e. not travelling to and from the role) may claim a motor vehicle allowance for each km travelled (Mileage form and use of vehicle document) and request reimbursement for the cost of parking. It is the responsibility of Volunteers to ensure they have read the relevant procedures prior to using their motor vehicle.

It is a requirement that all personal vehicles, used for PCSA business purposes, be maintained in a roadworthy condition, registered and be comprehensively insured for business use. It is the Volunteers responsibility to provide copies of current registration and insurance to the VoliVillage Coordinator.

Generally (unless agreed upon with the Volunteer Coordinator and officially documented) Volunteers who are approved to drive their own private vehicle while in their role are not permitted to transport Palliative Care South Australia Stakeholders or clients. If Volunteers choose to travel together it is a private agreement between the driver and all passengers in these vehicles.

National Volunteering Standards of Volunteering Involvement

PCSA follows the guidance of the National Standards of Volunteering Involvement and is a member of Volunteering SA. They provide good practice guidance and benchmarks to help PCSA attract, manage and retain volunteers, and help PCSA manage risk and safety in their work with Volunteers.

PCSA Membership

PCSA is a membership-based organisation. Volunteers are encouraged to become a PCSA individual member - we have a special discount rate for volunteers \$33/year (select Individual - Concessional). <https://palliativecaresa.org.au/membership/>

Privacy

Apart from where we are required by law, your private information will not be shared with anyone outside of PCSA without your permission.

We will need to share your information with a third party when processing your security checks, however this is something you agree to when you sign security check forms such as Working with Children Checks and Police Clearance. Please refer to the relevant PCSA policy.

Probationary Period

After successfully completing the VoliVillage induction and role specific training, all Volunteers will be placed on probation for a period of three months. This probation period allows you, your Task Supervisor and Volunteer Coordinator to ensure everyone is happy and satisfied with the arrangement. Adjustments to your placement are made wherever appropriate, including if necessary, the possibility of placement into a different volunteer role that better suits you.

If it is determined by either party during the probation period that your volunteer role is not appropriate, termination can be immediate and made without notice or reason provided by either party.

Professional and Emotional Boundary Guidelines

PCSA aims to enable our Volunteers to build positive, safe and empowering relationships with the people they interact and volunteer with. To achieve this, we encourage our Volunteers to maintain professional and emotional boundaries. These boundaries are important to prevent over involvement and burnout.

Some helpful ways to ensure you are staying within your professional and emotional boundaries include:

- always take reasonable direction from your Task Supervisor and Volunteer Coordinator
- always be prompt and reliable when volunteering, and notify your volunteer supervisor if you are unable to attend your shift or will be late
- always perform your role with the highest standard of safety without causing risk to yourself or others
- be aware that your beliefs and values may differ from the people that you support or volunteer with. By not imposing your beliefs on the other person you are demonstrating your respect for them
- do not disclose your own personal information or give professional or clinical advice. Report all incidents that involve your personal and physical safety
- report incidents that involve the safety of those who you volunteer with
- always wear your name badge while volunteering

Please always let us know how you are feeling about your volunteer work, as the best solutions are those that are made together.

Even if you are qualified to do so, do not provide services outside your agreed role.

Record of Service

At the conclusion of your volunteering time with us you can request from the Volunteer Coordinator a written statement of your service, indicating dates, duration and the type of service performed.

Reimbursements and Payments

You can claim pre-approved expenses that have occurred on behalf of PCSA while volunteering. **Prior approval of all expenditure is required.** To be able to claim these expenses, you must:

- ensure expenses have been agreed to by your Volunteer Coordinator prior to incurring the expense
- provide a tax compliant receipt as proof of all purchases made for each expense incurred
- provide in writing to the Volunteer Coordinator all details necessary for financial reimbursement.

Please email volivillage@palliativecaresa.org.au to understand the process of this in more details before incurring any expense.

Representing PCSA

There may be times that your networks and associations invite you to publicly present on your involvement with Palliative Care South Australia or invite you to provide content about your volunteering experience with PCSA. To ensure that Palliative Care South Australia meets all of its requirements to our funding partners, we require that the Volunteer Coordinator be notified in advance of the event and that you complete a PCSA External Engagement Form and provide this form to the Volunteer Coordinator.

If you distribute information about PCSA or any of its projects, including on social media, the information must be approved PCSA literature and collateral. All visual presentations promoting PCSA or using any PCSA images or logos must meet the style guide of PCSA and be approved by PCSA.

Self-care and Self-compassion

PCSA values and encourages wellness activities for all employees and volunteers. Self-care and self-compassion activities are particularly valued.

Situations may occur during volunteering time that may cause you distress. If possible, remove yourself from your immediate environment and inform your Task Supervisor or Volunteer Coordinator as soon as possible. At PCSA we value that some of your experiences are the passion that you bring into your volunteer role.

To ensure your longevity as a Volunteer, all our Volunteers must be at least 12 months into their grief journey if they have experienced the death of a significant family member and or friend.

Many members of our PCSA Team are professionally and personally skilled to listen to you if you would like to debrief or if you need a chat. We have access to counsellors if you would like to arrange an appointment to speak with them.

When you volunteer with us, please take all your breaks and we encourage moments that allow you to enjoy your surroundings. Our goal is to ensure that you always have access to water and sunscreen. We will let you know if you need to bring your own water with you.

We will keep your environment safe; we ask that you help us keep it safe for all PCSA representatives and stakeholders. If you are aware that performing a duty asked of you will create injury inform your Task Supervisor or the Volunteer Village Coordinator prior to commencing your roster.

Self-care Tools and Resources

Some useful information and tools can be found on the Palliative Care Australia website:
<https://palliativecare.org.au/resources/self-care-matters>



Smoking and other Drugs

Smoking is not permitted in PCSA buildings or vehicles. Smoking by volunteers and employees must be confined to authorised breaks from duties, and in designated areas only. It is important to us that all PCSA Representatives do not smoke whilst wearing Palliative Care South Australia badges, shirts or items that contain the PCSA logo and any other logo associated with PCSA.

All Volunteers have a duty to take reasonable care for their own health and safety and ensure they do not adversely affect that of others. This means they must be fit and well enough to do their role and not be under the influence of alcohol or other drugs, particularly substances that may impair cognitive and physical ability. The use of alcohol and other drugs is prohibited whilst volunteering.

Please be aware some volunteer roles may require the volunteer to be non-smoking, particularly those that involved direct client contact.

Social Interaction

PCSA encourages volunteers to be friendly and caring for each other. At times, our VoliVillage holds activities for our Volunteers to thank them and build our relationships. Any social interaction outside of these formalised activities are not considered part of PCSA and PCSA is not liable for any incidents that occur during these informal gatherings.

Social Media

PCSA monitors all volunteers, employee's, consultant's, and contractor's activity on PCSA computers, networks and internet services. When interacting with social media on either PCSA or private resources (during work time and private time) volunteers, employees, consultants and contractors must:

- comply with the PCSA code of conduct and values
- read and comply with the website terms of reference
- comply with copyright/plagiarism laws
- comply with discrimination, harassment, Workplace Health & Safety and privacy laws
- protect your personal privacy and that of others by not including personal information of either yourself or others or any information that could lead to the identification of individuals
- be aware that you are personally responsible for the content of your posts online and if you break the law you are personally liable
- not make any official comment on any PCSA Volunteer, employees, stakeholders, contractors, consultants or on any other business-related issue unless authorised to do so. If you have authorisation to comment you must disclose your position within PCSA.
- not damage PCSA's reputation or commercial interest or bring PCSA into disrepute
- must include a disclaimer that states that these are your private opinions and that they do not represent the views of PCSA if you mention or discuss PCSA in an unofficial capacity
- not use the PCSA name and brand to create unauthorised fan pages, websites etc.
- not use or publish information gained in the course of volunteering with PCSA (e.g. email addresses, stakeholder, volunteers or employees' information etc.)
- not make defamatory or libellous comments

- not post insulting, threatening, harassing, provocative, obscene, offensive, or hateful content.

Termination

If a volunteer is unable to volunteer within PCSA's policies, guidelines, procedures and standards. Depending on the seriousness of an individual's actions, they may be provided with a warning, or their services may be terminated. Volunteers will be provided with the opportunity to discuss any decision before it is taken.

(Please refer to your Volunteer Agreement for more details).

Theft

Any theft of property should be reported immediately to the Volunteer Coordinator. An incident form must be completed. All theft will be reported to the Police. Theft is considered serious misconduct, and any substantiated incident will result in termination of your contract with us.

Workplace Harassment and Bullying

PCSA has a zero-tolerance for workplace harassment and bullying. Harassment and bullying are defined as any repeated, unreasonable behaviour directed towards a volunteer, worker, or a group of workers and volunteers that creates a risk to health and safety.

Workplace Harassment or Bullying is NOT:

- lawful direction
- reasonable management action
- constructive feedback.

If you feel you are being harassed or bullied or you witness this happening, you are asked to report this to your Task Supervisor and Volunteer Coordinator as soon as possible.

Workplace Health and Safety

Workplace Health and Safety exists to ensure the health and wellbeing of all PCSA Villagers. Safety whilst volunteering is both an individual and a shared responsibility.

Everyone volunteering for PCSA must ensure that their role is performed at the highest standard of safety without causing risk to themselves or others.

We request that all our Volunteers familiarise themselves when volunteering offsite with the location's Emergency Evacuation Procedures exits and procedures and that Villagers adhere to the directions of the site's Visitors requirements and procedures.

When volunteering offsite please notify the Volunteer Coordinator your time of entrance and exit from the location and or update this information on Better Impact personally.

When onsite with PCSA we require that Volunteers sign the Volunteer Attendance Register when you commence your shift and at completion of your shift.

If you witness any dangerous or unusual activity remove yourself from the risk and report to your Task Supervisor. If you feel the need, contact Emergency Services by calling 000 prior to informing your Task Supervisor.

Always follow the alarm and emergency address systems of all areas that you volunteer in. If you are advised to go to an emergency assembly area go directly to the area. Report to the designated warden

when you have entered the assembly area and follow the directions of the designated warden. You may leave the area once the warden or emergency departments have provided the “all clear”.

Your Image

At all PCSA Events we take photos that can be used on all our Social Media Pages and in our publications. If you do not wish to have your photo taken and/or published, please advise the Volunteer Coordinator at the commencement of the event.
(Please refer to your Volunteer Agreement for more detail)

Thank you for your interest in the Palliative Care South Australia VoliVillage



The best way to
find yourself is to
lose yourself in the
service of others.

Mahatma Gandhi



Further contact details

volivillage@palliativecaresa.org.au