

## Australian Mercy Project Volunteer Application Guidelines.

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As a project of Australian Mercy there are certain obligations that you have, one of them is the proper processing of volunteers who work on your project.

The attached documents are tools that you can use in entirety or part, you may modify them for your purposes, you may add your project logo and details (leave the Ausmercy Logo visible somewhere as a minimum), or simply use them “out of the box”. You will want to use your own mailing address for the return of documents. If you would like the files in another format for editing purposes please request them

There is no need for the Australian Mercy head office to have copies of the application forms, but you, as a project will need to file them securely for reference and in case of a future audit.

Australian Mercy Projects do have certain non-negotiable obligations such as attendance to issues related to child protection (even if you are not a “child focused” project there is a strong likelihood your volunteers will be in contact with children). So be careful not to “simplify” the volunteer application process to the detriment of not gathering required information.

**The purpose and process for the use of each of the accompanying documents is listed here.**

**AMV – Registration:** This is the first document that you will give to your potential volunteer. It will collect information such as name, age, address, skill set etc but importantly it also provides a moral and legal framework for your volunteer's future involvement and relationship with you and your project. The document leads the volunteer through a series of commitments and undertakings that we have thought carefully about and think should be included in your processes. As mentioned previously you are free to adapt this document but be mindful of leaving whole sections out, perhaps consider your editing process as more one of modifying for cultural suitability than culling whole sections.

You should keep your volunteer application process close to this registration form particularly in relation to child protection and police clearance.

### **AMV - Registration of Medical Volunteers and Staff**

The Australian Health Practitioner Regulation Agency, (AHPRA) is the key government agency that has responsibility to make sure that state and federal agreements on these matters are enforced.

As part of this process AHPRA have set up a series of specialist Boards that oversee the regulation and practice of each main area of health practice; also certain titles have now become protected by law so that a person cannot claim to be a practitioner of a protected title unless they are first registered with and authorized by AHPRA. Penalties apply for people who falsely use these protected titles.

Australian Mercy requires medical workers to declare their AHPRA status and registration number as part of their volunteer / staff recruitment process. Once AHPRA status has been confirmed the person is free to practice in an Australian Mercy context.

Volunteers or staff who may have trained in the past but whose registration with AHPRA has expired may be referred to as Medical Assistants and must be oversighted by an AHPRA registered worker in that area of expertise.

Overseas medical workers will also need to declare the status of their professional registration in the country in which they registered.

The forms are for distribution to medical volunteers and staff applicants who are seeking to practice their vocational skills within the context of an Australian Mercy setting.

**AMV - Go but read this first:** This document is designed for you to lead your volunteers in discussion and further explain your priorities as a project of relationship, service etc. In an ideal world a project or team leader would give this document to your new recruits and spend time with other new volunteers discussing the content prior to actually being on the field. As a minimum it is important that this document is given to the new volunteer before they commence actual service, if they are coming from another location perhaps email it then arrange a skype hookup with them to go through the document. It is designed as a tool that will assist you in caring for your volunteers and preventing any misunderstandings.

**AMV - Child Protection Statement** and the **AMV - Images and Messages Statement:** These two documents reiterate what the Australian Mercy Policy is on the subjects. Your volunteers will have signed off on them in the application form but it is considered of such importance that highlighting them again to the volunteer is good practice.

**AMV – Complaint Procedures:** This document is a copy of the Australian Mercy Complaint Procedures and it is important that your volunteer understands that they do have a process wherein they can appeal things that they don't understand, are hurt by or fail to gain a sense of understanding in.

**AMV - Code of Conduct:** This document is a summary document designed to be used once you have finished your new volunteer briefing. It relates fairly directly back to the "Go but read this first" document. Use it as a celebration document that your volunteer is "on board" with you.