



Re-engaging Volunteers into Residential Aged Care Facilities (RACFs) Program - Fact Sheet

The Re-engaging Volunteers into Residential Aged Care Facilities (**RACFs**) Program (**the Program**) has been established to provide time-limited non-clinical support to older people residing in RACFs and re-engage volunteers with the aged care sector.

Arrangements under the Program are time-limited for up to six months and the emergency volunteer support provided is distinct from the regular assigned work that is undertaken by a paid employee.

This Fact Sheet sets out the roles of RACFs and volunteers under the Program.

More information about the Program can be found here: <https://www.health.gov.au/initiatives-and-programs/re-engaging-volunteers-into-residential-aged-care-facilities-program>.

Department of Health's Role

- ✓ The Department of Health (**the Department**) is responsible for receiving nominations from RACFs that would like to participate in the Program.
- ✓ The Department sets out its expectations in relation to the roles and responsibilities of volunteers and RACFs under the Program.
- ✓ The Department funds Volunteering Australia state and territory peak bodies and Altura Learning to provide volunteers onboarding, arrange police checks and training.
- x The Department will not be a party to, or involved in, the Volunteer Agreements between a RACF and each volunteer.

RACFs Responsibilities

- ✓ RACFs should access support in volunteer management with their relevant volunteering peak body.
- ✓ RACFs can seek reimbursement for out-of-pocket expenses using the [COVID-19 Aged Care Support Program Extension grant](#) for RACFs experiencing direct COVID-19 impacts, and can access other [government supports for aged care providers and workers](#) during COVID-19.
- ✓ Aged Care providers must also ensure volunteers are not in contact with anyone diagnosed with COVID-19.
- ✓ RACFs should read and adhere to the [Industry Code for Visiting Residential Aged Care Homes during COVID-19](#). The Industry Code ensures aged care residents are provided the opportunity to receive visitors including volunteers during the COVID-19 pandemic, while minimising the risk of its introduction to, or spread within, a residential care home.
- ✓ RACFs should ensure that they hold adequate and appropriate insurances that cover volunteers.
- ✓ RACFs will be responsible for ensuring that each volunteer has up to date COVID-19 and influenza vaccination status, and a current Police Check.
- ✓ RACFs are responsible for entering into the Volunteer Agreements with each volunteer.
- ✓ The Department recommends that RACFs ensure that the checklists at Attachment A and Attachment B are completed and filed in the RACF's records in relation to each Volunteer Agreement.

Volunteers Roles

Volunteers are not paid employees of the Department of Health or the RACF, and their work does not replace or replicate that of paid workers. They cannot be rostered on to fill shifts.

Volunteer roles can include:

- ✓ Companionship, social engagement and conversation
- ✓ Leisure activities e.g., reading, music
- ✓ Access to and supervision in outdoor spaces
- ✓ Physical activity and exercise
- ✓ Administration support (e.g., answering calls, internal message running, restocking PPE)

Volunteer roles cannot include:

- x Nursing care (including infection; medication and continence management)
- x Transferring residents
- x Direct care for infected or isolated residents
- x Documenting provision of care

- ✓ Volunteers will have access to [free counselling services](#) that are available to those living, working, and caring in the aged care sector through the Australian Centre for Grief and Bereavement.

Volunteer Agreements

- RACFs and volunteers will be required to enter into a signed Volunteer Agreement, which will set out clear timeframes, roles and responsibilities of the parties.
- The Volunteer Agreement will be between a RACF and a volunteer and will provide that it is not an employment contract but is for the purposes of the volunteering role.
- The Department will not be a party to the Volunteer Agreement and will not be involved in these agreements.

Attachment A - Aged Care Providers section

Checklist to be completed by a representative of the aged care provider

I have sighted and confirmed the volunteer's up to date COVID-19 vaccination certification	<input type="checkbox"/>
I have sighted and confirmed the volunteer's up to date influenza vaccination certification (if required)	<input type="checkbox"/>
I have confirmed that the volunteer has a current Police Check	<input type="checkbox"/>
I have confirmed that the volunteer has completed the online training modules required prior to commencement	<input type="checkbox"/>
I have organised a primary point of contact for communication and supervision of the volunteer and communicated this to the volunteer	<input type="checkbox"/>
I confirm that we have adequate and appropriate insurance policies that cover volunteers	<input type="checkbox"/>
I understand that we are required to comply with the National Standards for Volunteer Involvement	<input type="checkbox"/>
I understand that we are required to comply with relevant Work, Health, and Safety legislation	<input type="checkbox"/>
I understand that we are required to provide orientation (including induction and onboarding) upon the volunteer's commencement of the facility	<input type="checkbox"/>
I understand that we are required to provide correctly fitted Personal Protective Equipment (PPE) and Rapid Antigen Tests to the volunteer at no cost to the volunteer	<input type="checkbox"/>
If additional facility-specific training is appropriate for the volunteer, I understand that we are required to provide that training at no cost to the volunteer	<input type="checkbox"/>
I am aware that counselling is available to volunteers through the grief and trauma package if they require it and have communicated this to the volunteer	<input type="checkbox"/>

Organisation:	
Name:	Position:
<p>..... Date: / / 2022</p> <p>Signature of authorised representative of the residential aged care facility</p>	

Attachment B - Volunteers Section

Checklist to be completed by the volunteer and given to the aged care provider

At this moment, I am comfortable fulfilling the following activities in my role as a volunteer: (Please only tick the roles you are comfortable fulfilling. These roles can be changed at any time after discussions with your supervisor.)	
Companionship, social engagement, and conversation	<input type="checkbox"/>
Leisure activities e.g., reading, music	<input type="checkbox"/>
Access to and supervision in outdoor spaces	<input type="checkbox"/>
Physical activity and exercise	<input type="checkbox"/>
Administration support (e.g., answering calls, internal message running, restocking PPE)	<input type="checkbox"/>

I understand that my volunteer roles <u>cannot</u> include nursing care (including infection, medication and continence management), transferring residents, direct care for infected and isolated residents, and documenting provision of care.	<input type="checkbox"/>
I know my primary point of contact for communication and supervision	<input type="checkbox"/>
I have been provided orientation (including induction and onboarding) upon commencement of the facility	<input type="checkbox"/>
I have been provided with correctly fitting PPE and Rapid Antigen Tests at no cost.	<input type="checkbox"/>
I am aware that counselling is available to me through the grief and trauma package, should I require it	<input type="checkbox"/>

The days and hours I will be available to volunteer are: (e.g., Mondays 3-6pm, Sundays 9-11am)
The time period I am willing to commit to is (3 - 6 months): Start date:/...../2022 End date:/...../2022 <i>Please note: the end date for the volunteer period must be on or before 31st August 2022. This is in line with the program end date.</i>
Additional comments:

Name:
..... Signature of volunteer
Date: / / 2022