## Australian Mercy Project Volunteer Application Guidelines

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. Australian Mercy strongly discourages the use of “drop in” volunteers as this creates a safeguarding risk that is not worth taking.

The attached documents are tools that you can use in entirety or part, you may modify them for your purposes, You should at least swap the mailing address to your own for your return documents and add your project logo and other details (leave the AusMercy Logo visible somewhere).

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 the required information.

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

**AMV – Registration**: This is the first document you will give 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.

**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 regarding relationship, service, commitment 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 before arriving at the project. 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 and then arrange an online appointment with them to go through the document. It is designed as a tool that will assist you in caring for your volunteers and preventing misunderstandings.

**AMV - Safeguarding Policy** and the **AMV - Images and Messages Policy:** These two documents are copies of the Australian Mercy Policy on these subjects. Your volunteers will have signed off on them in the application form but these two subjects are 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. It is important that your volunteer understands that they 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.

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

Australian Law requires medical workers to declare their AHPRA status and registration number as part of their volunteer/staff recruitment process.

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

The form is for distribution to medical volunteers and staff applicants seeking to practice their medical skills within an Australian Mercy setting.

Please also review this video for an overview of Health Care Professionals as Volunteers https://youtu.be/j2bI55ws2MI