

Volunteering Frequently Asked Questions



What type of roles do volunteers perform with Northern NSW LHD?

Our volunteers perform many different roles including; providing companionship to patients, greeting visitors on arrival at hospitals and supporting staff on the wards.

For details about current volunteer vacancies please see our website.

How can I become a volunteer?

All new volunteers will need to complete an application form. The best time to come on board with us as a new volunteer is during an official recruitment campaign which normally occur a couple of times each year. We are also happy to receive enquiries from the public at any time via email nnswlhd-volunteer@health.nsw.gov.au

Current volunteer vacancies are listed on our website

What happens after I submit my application?

We will be in touch to have a brief discussion about current opportunities and ensure you meet the eligibility criteria for volunteering with us. From there, we will arrange a time for a more detailed conversation to determine the most suitable role for you.

Before you start volunteering, we will ask you to complete a National Police Check, ensure you are up to date with required vaccinations, ask you to complete a health questionnaire, as well as book a time for you to complete our mandatory volunteer training program.

This recruitment process normally takes at least 8 weeks. The exact timeframe depends on how long the compliance checks take and availability of mandatory training. This may seem like a long wait, however it is important we take the time to ensure we maintain a healthy, safe and enjoyable environment for everyone.

What documentation is required to complete my application?

When you first apply, all we need is your completed application form.

Before you commence volunteering, we will need a bit more information, including;

- Completed National Criminal Records Check from
- To sight 100 points of identification (listed in the National Criminal Records Check from)
- Completed Occupational Screening and Vaccination Form
- Completed Volunteer Health Assessment Questionnaire
- Signed NSW Health Code of Conduct

Do I have to undergo any training?

Yes. NNSWLHD has designed a training program specifically for our volunteers. This training is mandatory and will be completed prior to commencing work as a volunteer. The program normally runs for one full-day and includes lunch and presentations from senior management. Depending on your role, you may also need to complete additional specific to your duties. The exact details of your training program will be discussed with you during the application process.

In addition to training, all volunteers will be required to attend in in-person orientation in the area they will be working. This is where you will meet your supervisor and colleagues.

What compliance checks do volunteers need to undergo?

Before we can offer you a volunteer position, we are required to conduct a National Criminal Records Check for you. You may also need to undergo an Aged Care or Working with Children Check depending on the role you have applied for. We will also ask you to complete a Health Assessment Questionnaire. This is a short form that asks you to disclose any medical history relevant to us keeping you safe in the workplace.

None of these compliance checks will cost you any money.

Finally, once you have confirmed you would like to volunteer with us, we will contact at least one of the two references you have nominated.

What level of commitment do I need to make?

To ensure consistency in the workplace and the most rewarding experience for our volunteers, we ask that you commit to at least one shift (usually 3 hours) per week for a minimum of three months.

What shifts are available?

During your application process, we will ask you about your availability. We endeavour to create shifts that complement the existing commitments of volunteers as well as the operational demands of our health services.

Can I choose where I work and what I do?

Every volunteer will be supported by a position description which outlines their roles and responsibilities, as well as place of work. We will ensure you have the appropriate training and compliance to perform this role. Should you decide the role you've been assigned is unsuitable for any reason, we encourage you to have an open conversation with your direct workplace supervisor or local volunteer coordinator. We welcome feedback from volunteers regarding the enjoyment and effectiveness of their role. There may also be opportunities to try new roles over time.

What do I wear while working as a volunteer?

Volunteers will be provided with a uniform featuring NSW Health branding. This makes it easy for staff, patients and visitors to identify our volunteers.

The uniform will be either a polo t-shirt or apron, both designed to be worn with the volunteer's own plain clothes. In addition to the uniform garment, we ask that volunteers wear plain clothes without obvious branding or offensive designs including;

- Long trousers or knee-length skirt
- Either short sleeve or long sleeve shirt (sleeveless shirts not permitted)
- Non-slip, flat heeled shoes

Jewellery should be kept to a minimum and volunteers are asked to refrain from wearing any jewellery that can get caught on bedding and clothing or scratch the skin of others.

Personal hygiene and grooming (especially of fingernails) should be considered by volunteers. Volunteers are also asked to refrain from wearing heavily scented fragrances as these can sometimes overwhelm patients.

Appropriate hand hygiene must be practiced at all times.

Am I covered by insurance when volunteering?

Yes. Volunteers who are undertaking specified approved activities on behalf of NSW Health are covered for death or bodily injury in relation to the duties being undertaken under a Treasury Managed Fund (TMF), Statement of Cover – icare self-insurance.

Transport to/from the activity/event/venue is not covered by TMF in accordance with current workers compensation legislation.

Is volunteering recognised by the Work for the Dole program?

Every person's circumstance is different. To determine if volunteering with us will qualify as an approved activity, please contact your Jobactive Provider for specific advice.

What if I find a situation difficult to manage in the workplace?

As a volunteer, you will be assigned a workplace supervisor. This person is available to help you navigate situations in the workplace. In addition, you will have access to our Employee Assistance Program, (EAP) which offers free and confidential counselling.

The Volunteers Grievance Procedure available on your volunteer portal offers further advice and guidance on how to manage workplace grievances.

Will volunteering lead to paid employment?

Volunteering roles are different from positions held by paid employees. As a volunteer you will gain valuable experience in the workplace and undergo training to ensure you are safe and capable in your role. These skills and experiences may be valuable to your resume, however there is no official pathway or guarantee of paid employment resulting from your role as a volunteer with NNSWLHD.

Are there social opportunities with volunteering?

When you become a volunteer with Northern NSW LHD, you become part of our community. We endeavour to create regular opportunities for volunteers and staff to connect in a social environment and this information will be shared with you through our regular communication.

How do I find more information about volunteering?

In addition to the information found on our website and contained in this document, if you require further assistance please email nswlhd-volunteer@health.nsw.gov.au