

Welcome to the Heart Foundation!

Thank you for joining us. Your decision to volunteer with the National Heart Foundation of Australia is one that matters, not just to our organisation, but to the millions of people in Australia living with, or at risk, of heart disease.

Volunteers have been central to our organisation for more than 60 years. They have driven our community programs, shaped our thinking, contributed their expertise, insight and brought their lived experience to help shape a national movement for better heart health. That legacy is one we are proud to carry forward and one you are a part of.

We have set ourselves a bold vision that heart health will be achievable by everyone in Australia by 2050. This is not something we can achieve alone. It takes collective effort, shared commitment, and people willing to step forward and be part of the change. By volunteering with us, you are choosing to take action and that is no small thing.

Enclosed is your Volunteer Agreement, outlining the mutual commitments. It is designed to support a safe, respectful and genuinely rewarding experience.

Australia's heart health future is being shaped right now by researchers, clinicians, advocates and volunteers like you. Thank you for being part of the Heart Foundation community.

Warm regards,



Virginie Lafougere  
Acting Chief Executive Officer  
National Heart Foundation of Australia

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## Volunteer Agreement

### About this agreement

This agreement explains what you can expect from the Heart Foundation and what we ask of you as a volunteer.

By agreeing to this Volunteer Agreement, you confirm that you understand your role and agree to volunteer in line with Heart Foundation policies and your Position Description (**PD**).

This agreement applies to most Heart Foundation volunteers, including office volunteers, community volunteers, committee and advisory members, and other volunteer roles. However, it does not apply to Walk Organisers, who are engaged through a separate process.

This agreement does not create an employment relationship. You volunteer freely and can stop volunteering at any time.

### Who you are volunteering with

You are volunteering with the **National Heart Foundation of Australia** (ABN 98 008 419 761), referred to in this agreement as the **Heart Foundation, we, or us**.

### What we offer you

The Heart Foundation truly values its volunteers. We will provide you with:

- A Position Description that explains your role, tasks and expected time commitment
- An induction and any training needed for your role
- A safe and respectful environment in which to volunteer
- Respect for your privacy and personal information
- A nominated Heart Foundation contact who is your main point of contact and can support you in your role
- Reimbursement of approved, reasonable out-of-pocket expenses (see below)
- Insurance cover while you are volunteering in your approved role carrying out authorised duties

### What we ask of you

As a volunteer, we ask that you:

- Support the Heart Foundation's mission and values
- Follow the duties, tasks and boundaries set out in your Position Description
- Follow directions given by your Heart Foundation contact
- Attend induction and any required training
- Comply with Heart Foundation policies and procedures provided to you, including the Code of Conduct. You can access these on our [Heart Foundation Policies, Procedures and Resources Hub for Volunteers](#).
- Act honestly, respectfully and safely
- Let us know if you would like to change your volunteering arrangements (for example, your role, availability or hours)
- Tell us if you become aware of any personal, professional or financial interest that could affect your volunteer role.

### As a volunteer, you must:

- Be aged 18 years or over
- Be legally permitted to volunteer in Australia

- Follow all relevant laws and behave in a way that is safe, respectful and lawful.

In addition, you are not authorised to speak for, represent, or make commitments on behalf of the Heart Foundation unless we have clearly authorised you to do so.

### **Your Heart Foundation Contact**

You will have a nominated Heart Foundation contact for your role. This person is usually listed in your Position Description and is your main day-to-day contact.

If you are unsure who your contact is, or if you need help, you can email:

[volunteer@heartfoundation.org.au](mailto:volunteer@heartfoundation.org.au)

### **Your Position Description (PD)**

You will be given a Position Description (PD) for your volunteer role.

Your PD explains:

- What duties you are expected to complete
- Any training or checks required for your role
- Your time commitment
- Who your Heart Foundation contact is

You must only complete the duties that are listed in your PD.

If you are unsure about a task, or if something does not feel right, talk to your Heart Foundation contact before continuing.

If you have more than one volunteer role with us, you may have more than one PD. This agreement applies to all of them.

### **Health, Safety and Wellbeing**

Your health and safety are important to us.

You must:

- Act safely while volunteering
- Follow health and safety instructions and policies
- Report hazards, incidents or near misses as soon as possible

If you have a health or safety concern, contact your Heart Foundation contact or another Heart Foundation team member straight away. They will submit an incident report through our internal systems on your behalf. They will also help you manage the concern.

### **Checks and information we may require**

Some volunteer roles require screening or background checks, such as identity, police or reference checks. Your Position Description will tell you if any checks are required for your role.

Any checks will:

- Only be done if relevant to your role
- Be handled in line with our policies and the law
- Only collect information needed for volunteer engagement and compliance

### **Expenses and Reimbursements**

You may be reimbursed for reasonable, approved out-of-pocket expenses that you incur while volunteering.

You must:

- Get approval from your Heart Foundation contact before spending money you want reimbursed
- Follow Heart Foundation processes for claiming expenses

Travel to and from your home is generally not reimbursed.

### **Insurance**

The Heart Foundation provides insurance cover for volunteers while they are carrying out approved volunteer duties. This cover applies when you:

- Are volunteering in your approved role
- Are doing duties listed in your Position Description

Our insurance cover may not apply if you do activities outside your agreed role or without authorisation.

You must report incidents as soon as possible to your Heart Foundation contact, as noted above under Health, Safety and Wellbeing.

### **Confidentiality**

While volunteering, you may learn information that is private or sensitive.

You must:

- Keep Heart Foundation confidential information private
- Only use it for your approved volunteer role
- Not share it unless you are authorised or legally required to do so

This obligation of confidentiality continues even after you stop volunteering.

### **Intellectual property (work you create)**

If you create materials, content or other work while volunteering as part of your role, this work belongs to the Heart Foundation.

You keep ownership of any work you created before volunteering. However, if that work is included in materials you create for us, you give the Heart Foundation permission to use it as needed.

You agree not to provide work that infringes someone else's rights.

### **Moral Rights**

You consent to the Heart Foundation using, adapting and publishing materials you create as part of your volunteer role, with or without naming you as the author, as part of our normal activities and business.

### **Privacy**

You must comply with Australian privacy laws and with the [Heart Foundation's privacy policy and procedures](#).

### **Ending your volunteering**

You can stop volunteering with us at any time.

We ask that you let us know in writing (for example, by email) so we can update our records and manage a safe handover.

The Heart Foundation may also end a volunteer role, for example if a role changes or if there are safety or conduct concerns. We will do this in line with our policies and procedures.