

# Volunteer Management Policy

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## Volunteer philosophy

The achievement of the goals of GGLAC is best served by the active participation of the members of the community. To this end, the centre accepts and encourages the involvement of volunteers at all levels of the centre and within all appropriate programs and activities. GGLAC volunteers contribute their time, skills and experience, for no payment, to benefit the organisation. Volunteer contributions are vital to the future of GGLAC and as such we are committed to providing a culture that is supportive and appreciative of volunteers.

## Objectives

- To develop a sustainable Volunteer Management Program that supports our philosophy
- To assist our centres to plan for, attract, recruit, train, mentor, support, acknowledge and reward volunteers
- To create an educated and committed volunteer workforce
- To make volunteers feel welcome and confident in their roles
- To create a culture supportive of volunteering

## Code of Behaviour

Volunteers are required to sign off on the GGLAC and SALAA Code of Behaviour, before commencing in a volunteer role. If volunteers are found to be in breach of this Code of Behaviour, then disciplinary action will take place, in accordance with the Member Protection Policy (copy available from office or on SALAA website).

## Volunteer rights and responsibilities

Volunteers are viewed as a valuable resource to the centre and its members. Volunteers shall be extended the right to be given meaningful assignments, the right to effective supervision and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals of the centre.

## Induction

Inductions help volunteers:

- feel welcomed and valued

- understand the centre
- understand their role and what is expected of them

Inductions help centres:

- reduce risk
- demonstrate professionalism in their approach to volunteering
- provide a safe environment for volunteers
- support volunteers.

All new volunteers, or existing volunteers that move into a different voluntary position, will be provided with an induction. The induction includes:

- Explanation of our overall missions and goals, and those related to volunteer management
- Introduction to other volunteers
- Specific instructions related to the voluntary role
- An induction pack which includes:
  - A welcome letter
  - Information on the centre and little athletics in general
  - Contact details
  - Related policies and procedures
  - Information on relevant policies
  - Code of Conduct
  - Position Description
  - Letter of appointment
  - Information on child protection including police check application

### **Buddy System**

It can be overwhelming for volunteers to join or take on a new position within a centre, especially if they do not know any of the current members. Asking for help can also be difficult. Assigning a buddy to new volunteers can help them through these early stages. A buddy is a person who is partnered with the volunteer in an informal way to help them learn about the centre and their role.

### **The 'Buddy' role description includes:**

- Exchanging contact details with the volunteer
- Contacting the new volunteer regularly
- answering any questions
- supporting the new volunteer in getting to know the centre
- helping break down barriers that may exist
- introducing the new volunteer to members
- informally educating the volunteer about the centre's structure and culture

### **Characteristics of a good buddy:**

- approachable
- positive
- willing to take on the role
- good role model for the centre
- good communicator
- knowledgeable about the centre and role

### **Communication**

Communication is a two-way process and is crucial when working as part of a team. Only through effective communication can expectations be understood and needs be met by both parties.

To maintain good communication GGLAC will ensure that all volunteers:

- understand what their role entails, are welcomed and appreciated
- are paired with a support person and know who else in the centre can help them
- are kept up-to-date with news and changes that affect them
- receive information and messages that are brief, clear and concise
- feedback is welcomed
- have their concerns/complaints handled professionally and quickly
- receive communication through a variety of methods

The following information is shared with volunteers:

- initial information regarding their role
- ongoing information affecting their role
- changes in policies/procedures that affect them
- up-and-coming events they may be asked to help with
- changes to personnel that affects them – committee, volunteer coordinator, participants, other volunteers
- concerns/issues that affect them or those they work with at the centre
- extra equipment/assistance available

Information to be gained from volunteers includes:

- feedback on their area of responsibility/their role
- whether they have too much / too little to do
- ideas they may have to improve a procedure
- equipment/facility issues
- conflict issues
- assistance they may require
- good news stories

## **Recognition of volunteers**

Volunteers need to feel valued. At GGLAC we acknowledge that recognising and rewarding our volunteer's efforts will be appreciated and is important when encouraging volunteers to continue in their roles. We aim to ensure that recognition is

- personalised
- timely
- sincere
- specific
- consistent
- often

Some of the ways that we acknowledge our volunteers include,

- Providing a letter of reference
- Acknowledge the efforts of volunteers during committee meetings and morning member meetings
- Nominating volunteers for association, local, state and national awards
- Providing recognition certificates
- Providing water and refreshments for volunteers while on duty.
- Reimbursing volunteer expenses.
- Producing merchandise to give to volunteers with the club's logo

## **Insurance**

All volunteers are covered by insurance, if acting within the scope of their role as detailed in the position description for that role.

## **Occupational health and safety**

All volunteers can expect to perform their voluntary roles in a safe and healthy environment, and in accordance with relevant legislation.

## **Approved expenses**

Volunteers are eligible for reimbursement of reasonable expenses incurred while undertaking business for the centre. The original receipt for the purchase must be produced for reimbursement. Prior approval must be sought for any major expense.

## **Record keeping**

A system of records will be maintained on each volunteer. Volunteers shall be responsible for submitting all appropriate information to the Secretary in a timely and accurate fashion. Volunteer personnel records shall be treated with confidentiality and personal information dealt with in accordance with the principles of the Privacy Act 1988.

Records kept may include;

- contact details
- emergency contacts
- current role
- past roles
- availability
- criminal history check/screening record
- training (type, date, who paid, etc.)
- recognition given
- length of service
- achievements
- their recommendations
- their exit interview notes

### **Education and training**

Additional training and educational opportunities may be made available to volunteers while at the centre. This may be either provided by the centre or by financially assisting the volunteer to participate in educational programs provided by other groups.

Volunteers are encouraged to attend conferences and meetings that are relevant to their role. Prior approval from the committee should be obtained before attending any conference that may require reimbursement of expenses.

### **Conflict of interest**

No person who has conflict of interest with any activity or program of the centre, whether personal, philosophical or financial shall serve as a volunteer with the centre. When a potential conflict of interest does arise, volunteers must declare their interest.

### **Retention / replacement**

All volunteers have the right to resign from their voluntary roles. When a volunteer leaves GGALC the following will take place:

- Certificate of Appreciation issued, if appropriate
- Feedback –the departing volunteer will be asked to provide feedback on their experience, including any feedback on how GGALC can improve Volunteer Management
- The departing volunteer will be asked to complete a hand-over with the new volunteer (where possible)

### **Grievance**

Volunteers who have a grievance about any aspect of their voluntary role can raise their grievance in accordance with the complaints and grievance policy available on the GGLAC website.

### **Dismissing volunteers**

When volunteers are found to be under-performing or displaying poor performance in their voluntary role, the volunteer will be given the opportunity to improve their performance.

Volunteers who do not adhere to the rules and procedures of the centre or who fail to satisfactorily perform their role are subject to dismissal. No volunteer will be dismissed until the volunteer has had an opportunity to discuss the reasons for possible dismissal with the president, vice president and secretary. Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct, being under the influence of alcohol or drugs, theft of property, abuse or mistreatment of members, failure to abide by centre policies and procedures and failure to satisfactorily perform assigned duties.

### **Review**

This policy will be reviewed annually by the committee.

Policy developed: Mar 2018

Policy last reviewed without change: Jul 2019

Date for next review: Jul 2020