



POLICY – Human Resources

Policy Number 03-010 – Volunteer Management

Document Control

Authority

Netball Queensland Constitution Section 2 Clause 2.17

Version Control

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09/11/2012	1	Draft – TMS Consulting	Corbin
28/12/2012	2	Livingstones mark ups included	Johnston
25/08/2014	3	Review & Update	Membership Services Manager- Liana Roccon

Approval

Delegation required for approval: *Chief Executive Officer*

Approving officer:

Name: Anna Carroll Position: Chief Executive Officer

A handwritten signature in black ink that reads "A Carroll".

Signature: _____ Date: 25 August 2014

Purpose and Background

This Volunteer Policy aims to clarify a range of issues surrounding volunteers and their roles within Netball Queensland.

Good practice surrounding volunteers is an integral part of our sport, and it is important that they are managed in ways which make them feel part of the organisation and valued. Netball Queensland will initiate documents relevant to volunteers that are designed to assist the Netball Queensland community in developing a positive and supportive volunteer culture.

Policy Statement

Netball Queensland recognises the critical role volunteers play as a significant and valuable resource within the netball community.

Attraction and retention of volunteers is vital to the continued success of Netball Queensland, and its many programs and services. Volunteers are our lifeblood and we are committed to providing them with a rewarding and safe experience in every instance.

Applicability

The Chief Executive Officer and Membership Services Manager are immediately responsible for implementation of this Policy.

This policy applies to all Netball Queensland employees and relates to Netball Queensland volunteers.

Volunteers can expect:

- An adequate induction to the organisation
- To be assigned volunteering that suits their skills, experience and qualifications
- A suitable place to carry out volunteering tasks
- To know their supervisor or co-ordinator and how to contact them
- To be provided with adequate guidance
- Protection, safety and insurance when carrying out their assigned tasks
- To have their personal information held confidentially
- To have reasonable out of pocket expenses reimbursed wherever possible
- To be involved in decisions that affect their areas of responsibility
- To have their complaints and concerns heard
- To be respected by co – volunteers, members and Netball Queensland employees
- To be given feedback
- To be recognised for contributing their time, experience, ideas, and skills
- Not to be coerced into doing tasks against their wishes or that they don't feel qualified to do

Volunteers have a responsibility to:

- Ensure they have the time and inclination necessary to take on a volunteer position
- Work within the rules and policies and procedures of the organisation
- Respect the privacy of Netball Queensland employees, customers, members and other volunteers
- Be reliable and dependable
- Complete agreed hours and tasks
- Inform the organisation when they will not be available to volunteer
- Be loyal to the organisation
- Speak up about important issues and concerns
- Attend orientation and training sessions where required
- Follow directions given by supervisors or the Volunteer Co-ordinator
- Be a team player and support Netball Queensland employees and other volunteers
- Be considerate of and about the views of Netball Queensland employees , customers, members, and other volunteers
- Identify their limitations and expectations, and
- Be accountable and accept constructive criticism

Netball Queensland expects volunteers to show:

- Conscientious effort and service
- Commitment and loyalty when volunteering to the development of netball in Queensland
- Enthusiasm for their volunteer work
- Clear and open communication with Netball Queensland

Netball Queensland has a responsibility to:

- Create environments in which volunteers have meaningful tasks within the scope of their skills
- Define the criteria for volunteer participation
- Provide appropriate protection against risks (e.g. insurance cover)

- Ensure volunteers are given necessary support to perform tasks
- Keep volunteers informed about issues of concern
- Ensure access for all by removing physical, economic, social, and cultural barriers to volunteer participation

Employees can expect:

- Each volunteer to be punctual, reliable and perform given tasks to the best of their ability
- To be required to critique the performance of volunteers in order to increase their skills
- Volunteers to participate in any training and development offered that would enhance their performance in a voluntary role
- Clear and open communication between volunteers and employees

Employees have the responsibility to:

- Define volunteers roles and provide clear guidelines for volunteers
- Provide an appropriate structure for the management of volunteers
- Oversee the supervision and support of volunteers
- Provide volunteers with appropriate training, regular evaluation and recognition
- Reimburse volunteers for approved reasonable out of pocket expenses
- Ensure volunteers are given necessary support to perform tasks
- Keep volunteers informed about issues of concern
- Recognise volunteers as valuable team members and advise them of opportunities to participate in program decisions
- Ensure that Netball Queensland Policies including Code of Conduct are adhered to
- Establish meaningful recognition of Netball Queensland volunteers
- Maintain a comprehensive database of all volunteer details
- Ensure the rights of the volunteers are upheld

Matters relating to the recruitment, training and retention of volunteers for a particular program will be co-ordinated by the relevant department employee (Source ASC Volunteer Management Program)

Definitions

Definitions that pertain to this policy:

- Volunteering – Formal volunteering is an activity which takes place in not for profit organisations or projects and is undertaken to:
 - Be of benefit to the community
 - Of the volunteers own free will , without coercion;
 - For no financial payment; and
 - In designated volunteer positions only

Legislative Requirements

Federal Privacy Act 1988 (Cth)
 Work Health and Safety Regulations 2009
 Work Health and Safety Act 2011

Procedure

Netball Queensland will follow the procedures that are outlined within its policies and procedures to ensure all volunteers participate appropriately in a safe, positive and equitable environment.

Recruitment

Recruitment of volunteers will be conducted in accordance with the Recruitment Policy 03-001.

Induction/Orientation

Induction is part of the recruitment process. Induction welcomes new volunteers to Netball Queensland and provides them with information about duties they are required to fulfil and the manner in which they are to fulfil them. Refer to Netball Queensland Induction Policy 03-003.

This process introduces the volunteer to the people they will be working with and provides them with the opportunity to ask questions about Netball Queensland generally.

To this end, the induction program must meet the following key objectives – the volunteer must gain a clear understanding of:

- The role and history of Netball Queensland
- The program they are volunteering for
- Their rights and responsibilities
- Their duties, including health and safety and any training requirements
- Whom they are responsible to
- Relevant Netball Queensland Policies, including Code of Conduct and Risk Management

Meeting these objectives can be achieved during a formal induction program conducted by Netball Queensland and / or in a Netball Queensland Welcome Handbook provided to the volunteer.

Retention – Replacement

It is important to recognise how an individual may prefer to volunteer. There is an increasing preference among volunteers for short term, project – based activities. Removing or limiting the barriers that may discourage volunteers should lead to a greater number becoming involved.

Netball Queensland will need to review its volunteer requirements annually. Like any organisation, structures evolve and this is true of volunteer support requirements and the tasks that volunteers are required to do.

Feedback given to Volunteers has many benefits:

- The volunteer can consider whether their needs are being satisfied through their current tasks
- The volunteer can resolve any problems and may re-assess their future commitment to Netball Queensland
- Netball Queensland can gather feedback to help with the development of induction and training programs
- Volunteer records can be updated and the information used to recognise and reward volunteers
- Netball Queensland is made aware of how it might better support its volunteers

Netball Queensland will develop a Volunteer feedback pro forma which a volunteer may complete.

Related Documents / Reference Instruments

Policy 03-003 Induction Policy

Policy 03-007 Workplace Health and Safety Policy

Policy 03-001 Recruitment Policy

Australian Sports Commission Volunteer Management Policy