

# *Bundaberg Netball Association*



## **POLICY – Bundaberg Netball Association Volunteers Policy**

### **Document Control**

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### **Purpose and Background**

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

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. Bundaberg Netball Association will initiate documents relevant to volunteers that are designed to assist the Bundaberg Netball Association community in developing a positive and supportive volunteer culture.

### **Policy Statement**

Bundaberg Netball Association 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 Bundaberg Netball Association, 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 Management Committee of the Bundaberg Netball Association is immediately responsible for implementation of this Policy.

This policy applies to Bundaberg Netball Association volunteers.

Volunteers can expect:

- An adequate induction to the association
- 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 of Bundaberg Netball Association
- 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 Bundaberg Netball Association , 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 Bundaberg Netball Association and other volunteers
- Be considerate of and about the views of Bundaberg Netball Association members and other volunteers
- Identify their limitations and expectations, and
- Be accountable and accept constructive criticism

Bundaberg Netball Association expects volunteers to show:

- Conscientious effort and service
- Commitment and loyalty when volunteering to the development of netball in Bundaberg
- Enthusiasm for their volunteer work
- Clear and open communication with Bundaberg Netball Association
- To be over the age of 14 years to work in the canteen (supervised by an adult from their own club)

Bundaberg Netball Association 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

Bundaberg Netball Association Management Committee 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 committee members

Bundaberg Netball Association Management Committee 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 Bundaberg Netball Association Policies including NQ Codes of Conduct are adhered to
- Establish meaningful recognition of Bundaberg Netball Association volunteers
- Maintain a comprehensive database of all volunteer details
- Ensure the rights of the volunteers are upheld

### **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

Work Health and Safety Regulations 2009 Work Health and Safety Act 2011

Procedure

Bundaberg Netball Association 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.

Induction/Orientation

Induction welcomes new volunteers to Bundaberg Netball Association and provides them with information about duties they are required to fulfil and the manner in which they are to fulfil them.

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

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

- 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 Bundaberg Netball Association and Netball Queensland Policies, including Code of Conduct and Risk Management