



Volunteers Policy

Oakdale Netball Club is a “not for profit” sporting organisation that relies on the support of volunteers to achieve its purpose. Volunteers are the lifeblood of our club and include administrators, coaches, umpires, bench officials, team managers, fund-raisers etc.

Volunteers are unpaid but choose to give their time, energy, skills and experience to assist others and support the activities of the club. Volunteering is a matter of choice. Volunteers bring with them passion, expertise, life skills and knowledge that support the club in implementation of its programs. The club is indebted to the generosity of its volunteer community.

While many people want to volunteer, there are changing expectations of the volunteering experience. The club recognises that people give different levels of commitment, require and expect differing levels of management and support systems to be available to them in return. The club continuously reviews effectiveness of its recruitment, management, training and retention practices.

Recruitment:

Volunteers may come from within the clubs’ existing membership base, sought through advertisement, TID or referral. Volunteers, particularly if new to the club may be asked to:

- Participate in an interview
- Provide contact details of referees
- Consent to a Criminal History Check (compulsory for all volunteers over 18 years who are in contact with children).

An induction program supports volunteers new to the club to appreciate its history, culture and mission. Induction ensures that appropriate information and levels of support are provided to enable the volunteer to undertake their role successfully.

Management: Operational guidelines

The club commits to supporting its volunteers through:

- Clearly defined job/role descriptions including skill requirements;
- Planned induction programs appropriate to the role;
- Ensuring relevant, appropriate and necessary training and support to give volunteers the skills and knowledge required to do what is asked of them (this includes making sure legal requirements are well understood);
- Providing volunteers with a copy of the club’s volunteer policy and any other documentation or policy that affects the activity being undertaken;
- Maintaining confidentiality of all information pertaining to the volunteer, dealing with information in accordance with the principles of the Privacy Act 1988;
- Ensuring adequate insurance coverage for all volunteers;
- Ensuring volunteers are engaged in accordance with equal opportunity and anti-discrimination legislation;
- Reimbursing volunteers for out of pocket expenses, ensuring prompt and adequate reimbursement of expenses incurred in the course of all volunteer work;
- Ensuring access to a grievance procedure as required;

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Volunteers have a responsibility to:

- Attend training appropriate to their role in the club;
- Ensure they have the time and commitment to undertake a volunteer position;
- Provide information as requested to ensure the clubs' commitment to facilitating Criminal History Check as required by law.
- Show loyalty, be a team player and support club officials and other volunteers;
- Work within the clubs' policies and guidelines with respect to the role they undertake;
- Maintain confidentiality of information that is accessible to them including proprietary information concerning the business of the club, which is not generally available to the public;
- Advise the club when they are not able to undertake their agreed role;

Training:

The club recognises that people will approach their role more confidently through planned training initiatives that include

- Induction
- Mentorship
- Networks
- Courses – face to face or online
- TID pathways
- Succession planning

Records of training and certification levels are maintained in the clubs' data-base by the Records Officer and/or Secretary.

Retention:

The wellbeing of volunteers is enhanced through

- Acknowledgment in Newsletters; website; certificates of appreciation; AGM;
- Awards – Raechel May; Life Membership; Annual presentation club awards; nominations for public awards e.g. Pride of Australia Medal (i.e. Young Leader, Community Spirit)
- Data Base where records kept in perpetuity are used e.g. extending invitations to club events to past volunteers; references provided on request
- Support structures that provide guidance e.g. buddies, Lead Coaches
- Management of tasks to "share the load" and avoid burn-out
- Provision of different models for volunteering e.g. short-term projects; one-off projects.

This policy is reviewed annually by the Committee of the Oakdale Netball Club.