

Table Tennis New South Wales Incorporated

VOLUNTEER POLICY

VERSION 1



Approved by the Board 28th March 2015

Compiled without prejudice

Volunteer Policy

Date of endorsement : 28th March 2015

Date last reviewed : 28th March 2015

Signature Position held : Secretary Table Tennis NSW -

INTRODUCTION

Table Tennis New South Wales involves volunteer participation at all levels of its operation. It encourages an environment of mutual respect, where committee of management and volunteers work towards the aims and objectives as outlined in the Table Tennis New South Wales Business Plan - mission statement and forward plan.

Table Tennis New South Wales accepts its obligations as outlined in this policy.

A volunteer in Table Tennis New South Wales is an individual who performs an agreed task for no fee.

Recruitment:

1. The recruitment of a volunteer is at the discretion of the board of management.
2. Before the commencement of voluntary work the volunteer must complete a registration form, which includes contact information, age and any relevant personal information.
3. Agrees to a police & criminal check & working with children check

RESPONSIBILITIES OF THE VOLUNTEER

The volunteer:

1. Agrees to be punctual and will notify the "office" if they are unable to attend
2. Will undertake the tasks as agreed with the committee of management/ volunteer coordinator.
3. Will conduct him/herself in accordance with the organisation's policies and procedures.
4. Will undertake training and evaluation as required.
5. Follow the organisation's guidelines for risk management.
6. Give the organisation two weeks' notice should they consider resigning.
7. Must obtain a working with children licence with for either paid or non-paid work

THE ORGANISATION'S RESPONSIBILITIES

Table Tennis New South Wales recognises its responsibilities to volunteers and undertakes to:

1. Provide volunteer tasks that are appropriate to the volunteers' skills, abilities and interests.
2. Provide volunteers with information, supervision and training in order to perform their task.
3. Provide volunteers with a safe workplace.
4. Provide volunteers with appropriate insurance cover.
5. Reimburse volunteer expenses, other than travel expenses, by prior arrangement with the committee of management.

INDUCTION AND TRAINING

Every volunteer is entitled to an induction session. The session will outline the work of the organisation, a tour of the organisation and introductions to other volunteers. The volunteer will be made familiar with their specific task and the training required.

COMPLAINTS PROCEDURE

Volunteers who have a complaint or grievance should raise the issue with the volunteer coordinator. If the issue is not resolved they should contact a member of the board of management who will follow the organisation's grievance procedure.

CONFIDENTIALITY

The organisation will respect the privacy and confidentiality of information regarding personal information supplied by volunteers.

OCCUPATIONAL HEALTH AND SAFETY

All reasonable steps will be undertaken to provide volunteers with a workplace compliant with OH&S standards. All registered volunteers are covered for Public Liability Insurance and members Personal Accident Insurance.

STATEMENT OF PRINCIPLES FOR THE RECOGNITION OF VOLUNTEERS

- This organisation demonstrates a commitment to best practice in volunteer management and all our people respect and support this commitment.
- Our volunteers are involved in the life of the organisation and are included in decisions that affect them.
- This organisation provides volunteers with clarity about their roles and is clear about expectations and policies that impact on their roles.
- Our volunteers respect the roles of everyone in the organisation.
- This organisation recognises and celebrates the contribution of volunteers.
- Our volunteers are provided with training and professional development for their roles.
- This organisation provides all our people with the opportunity to resolve disputes with respect and dignity

Volunteer management best practice promotes the expectation of Table Tennis New South Wales to :

- receive as much effort and service from a volunteer worker as a paid worker
- to select the best volunteer for the job by interviewing and screening all applicants, with the understanding that the volunteer gives their express permission for all forms of screening and reference checking to occur
- expect volunteers to adhere to their job descriptions/outlines and the organisation's codes of conduct outlined in the Member Protection policy
- expect volunteers to undertake training provided for them and observe work health and safety rules
- make the decision regarding the best placement of a volunteer
- provide constructive feedback on volunteer effort and in appropriate settings
- expect loyalty to the organisation
- accept clear and open communication from the volunteer
- negotiate tasks and work assignments
- release volunteers.

Volunteer management best practice promotes the expectation of volunteers to :

- consent to any job-related reference, police or other checks are conducted
- know the purpose and policies/rules of the organisation
- an adequate orientation to the organisation
- be trained to do their job
- a clearly written job statement
- a safe place to work and suitable tools
- a worthwhile, satisfying task or job
- a job that suits their personal preferences, motivation, skills, experience and qualifications
- know their supervisor or coordinator and know how to contact them
- be provided with adequate guidance and feedback about their performance
- protection, safety and insurance when carrying out their assigned tasks
- be kept informed of organisational changes and the reasons
- reimbursement of agreed expenses
- to make suggestions and be heard
- have complaints and concerns taken seriously
- expect organisations to have in place clearly written and easily accessible grievance and complaints handling procedures
- have personal information held confidentially
- be involved in decisions that affect their areas of responsibility
- be respected by co-workers, club members and staff
- be recognised for contributing their time, experience, ideas and skills
- say 'no' —volunteers must not be coerced into undertaking tasks against their wishes or that they do not feel qualified to do
- take time off for a holiday or personal reasons
- a verbal reference or statement of service, if appropriate
- end their involvement with an organisation.

Volunteer management best practice promotes the obligation of volunteers to :

- ensure they have the time necessary to take on a volunteer position
- work within the policies and rules of the organisation
- respect the privacy of staff, clients, 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 volunteer coordinators
- follow instructions relating to work health safety
- be a team player and support staff and other volunteers
- be considerate about the views of staff, clients or members and other volunteers
- identify personal limitations and expectations
- be accountable and to accept constructive criticism.