



GARVILLE VOLUNTEER MANAGEMENT PROGRAM

Garville Netball Australia recognises the critical role volunteers play within the netball community.

Attracting and retaining dedicated volunteers is vital to the continued success of Garville Netball Club

Volunteers are the lifeblood of our Club competitions, fundraising, programs and events

We offer our volunteers with a challenging and rewarding experience.

The Garville Volunteer Management Plan has been developed to provide comprehensive and transparent policies and procedures in relation to the recruitment, retention, recognition and resourcing of volunteers within netball.

"Volunteers are not paid not because they are worthless, but because they are priceless

ORGANISATION OVERVIEW

Garville is a not for profit incorporated body and all funds are used for the development of netball players, coaches and officials

Garville Netball Club is one the Premier netball clubs in S.A. and their teams compete in the Netball SA Premier League competition

The club also has approximately 34 teams competing in the AMND competition and our ages range from 7 years - 50+ year

The Club is managed by a committee of between 8 - 12 volunteers, all of whom are responsible for various roles within the club.

At this time, we have one contracted part time administrative assistant

Garville is affiliated with Netball SA

We act in an ethically responsible manner, We are honest and treat people with respect.

VOLUNTEER MANAGEMENT SYSTEM

Garville Netball club ensures that any appointed volunteers are managed within a defined system by capable personnel either as members or appointed by members of the Management committee.

The volunteer management system is designed to develop and maintain volunteer operational volunteers to assist in the running of the club and furthering the club's aims to provide ongoing development for all members



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VOLUNTEER PLAN

- Recruit, appoint and induct new volunteers.
- Monitor the work and workplace of volunteers.
- Train, develop and recognise volunteers.
- Develop and maintain volunteer documents and records.
- Encourage Volunteers to undertake work as outlined in position description.
- Ensure that volunteers contribute to evaluation of relevant event/program
- Acknowledge Volunteers.

RECRUITMENT & SELECTION

- Garville Netball Australia will assess opportunities to involve volunteers in all areas of the club by:
 - Personal invitation
 - Website/Facebook
 - Club Emails
 - Providing adequate position descriptions
 - Assess suitability that the most suitable volunteer is recruited for the most appropriate role.
 - Ensure that the position clearly articulates the responsibilities, the particular role and the range of skills, knowledge, personal qualities and time commitment required by a volunteer to successfully undertake the role.
- Clarifying the parameters which the volunteer is expected to work within and defining paid and unpaid volunteer positions

Benefits for the volunteer

Understanding their responsibilities, the time commitment and the skills that are required will assist with self



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Provide formal documentation and selection where appropriate i.e. coaches, contractors

Assist in helping the volunteer understand the parameters in which they operate and lowers risk to the volunteer by clarifying the scope of their work and helping to protect them from litigation.

Outlining the benefits a volunteer may receive from the role may be a motivating force.

Assists the volunteer (especially those who are also seeking paid employment) to utilise the skills they may learn as a volunteer in employment terms.

Selection of Volunteers

Volunteers are normally recruited by Club committee members and their information tabled at monthly meetings:

The Committee members/ Head Coach/ Officials shall be responsible for the recruitment of the appointed members and recommend them to the Committee

The appointed members must have relevant qualifications, experience and/or enthusiasm in non technical roles to carry out Volunteer appointments

Committee members should declare any point of conflict with prospective volunteers

Interviews

Interviews are a valuable tool in the volunteer selection process.

Whilst interviews of potential volunteers are mainly informal discussions, the interview provides potential information of the volunteer about their background, talents, skills, interests and availability, which can also lead to other positions in the club

this also explores any doubts Garville may have about the potential Volunteer suitability of the candidate

Interview questions should encourage responses that allow you to assess

- relevant work
- related experiences;
- relevant formal and informal education;
- eagerness to work;
- ability to work with others;
- integrity;



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- supervision
- Particular skills
- Communication skills

Reference Checks

Being a club involved with youth, it is essential that our volunteers are prepared to provide a Police Check

A reference check if possible is an effective way of screening a potential volunteer and their suitability to work within a sporting group

Screening

Garville Netball Club Inc is both ethically and legally responsible to prevent discrimination and harassment and abuse from occurring in the Club

Garville is committed to serving and protecting it's members and participants

Garville has an inclusions policy in it's policies and procedures which applies to all club members including Volunteers

Recruitment & Selection Process

The following procedure will be used for the appointment of Garville volunteers.

The Program Manager is responsible for managing the recruitment process and will utilise

1. Identify need for volunteer position
2. Develop position description or terms of reference document
3. Advertise positions on the Garville and Netball SA (if applicable) website or facebook
4. Approach suitably qualified candidates via direct communication (ie email)
5. Approach potential volunteers personally
6. Applications received (if appropriate) by due date specified to the Secretary
7. Club Secretary to receive and acknowledge all receipt of application via email.
8. Club Secretary to table/or email for discussion by Committee members



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9. Suitable applicants may be interviewed to determine a preferred candidate or the decision may be made solely on written documentation or personal presentation.

VOLUNTEER MANAGEMENT PLAN

- Interviews may be face to face or via telephone.
- All applicants must be asked the same standard questions. No questions about age, race, national origin, gender, sexual preference, marital status, dependents or religion should be asked.
- Questions should be based on ability of applicant to fulfil key responsibilities and fit with the organisational culture.
- Appropriate reference checks and screening must be undertaken before position is offered to preferred candidate.
- All applicants should be notified of the outcome of their application in writing.
- The successful applicant should be provided with an induction pack regarding their position and the organisation

INDUCTION & TRAINING

Induction

An induction process is an important part of the volunteer management process.

It familiarises volunteers with Garville Netball club by providing information on the policies and procedures that outline their roles and responsibilities.

A well designed induction process reduces stress on new volunteers, makes them feel welcome and will assist with the retention of volunteers.

Training

Garville will provide relevant and timely training for all appointed volunteers.

By providing opportunities for volunteers to gain new knowledge and add to existing skills, Garville can build a pool of skilled volunteers and support them to perform their roles effectively.

Volunteers are to be encouraged to develop and expand their personal and professional skills, identifying training opportunities where possible. Specific training for volunteers will be provided where appropriate and financially feasible.

Supervision & Evaluation

Garville will provide effective supervision and feedback for volunteers that will contribute positively to their personal and professional development.

- Each volunteer who is accepted to a position with Garville must have clearly identified
- supervisors who are responsible for direct management of that volunteer. This supervisors shall be



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- responsible for day to day management and guidance of the work of the volunteer, and shall be
- available to the volunteer for consultation and assistance.
- Volunteers shall receive periodic evaluations to review their work
- The evaluation session is utilized to review the performance of the volunteer, to suggest any changes in work style, to seek suggestions from the volunteer on means of enhancing the volunteer's relationship with Garville
- Garville will convey appreciation to the volunteer, and to ascertain the continued interest of the
- volunteer.
- Evaluations should include both an examination of the volunteer's performance of position
- responsibilities and a discussion of any suggestions that the volunteer may have concerning the position or project with which the volunteer is connected.
- All supervision and evaluation processes should use the position description as a reference point.

The following should be included in an evaluation session:

1. Discuss each component of the position description
2. Seek the volunteer's comments on how they think they are doing in each area, and how they enjoy their role
3. Provide feedback on their performance in each area
4. Keep comments positive but clearly state any concerns
5. document the evaluation and file the document.
6. An evaluation session is an opportunity for both the volunteer and the club to examine and
7. improve their relations

Volunteer Misconduct

Misconduct includes very serious breaches of Garville's policies and procedures that warrant instant dismissal of a volunteer.

Examples of misconduct include:

- Theft of property or funds from Netball Australia
- Wilful damage of property
- Intoxication through alcohol or other substances during working hours
- The disclosure of confidential information regarding the organisation to any other party
- without prior permission.
- Falsification of any of Garville's records for personal gain or on behalf of another person.



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Volunteer Performance Dispute Procedure

The following procedure relates to dealing with a volunteer performance dispute

- The volunteer will be told as soon as possible of any complaint concerning the performance of his/her work and will be provided with an opportunity to discuss the situation.
- The relevant Committee person will outline how the volunteer must improve his/her performance. Any assistance needed by the volunteer to improve his/her performance will be identified and provided where possible.
- A date to review the volunteer's performance will be set if required.
- If at the scheduled review the volunteer's performance has not improved, there will be further discussion with the volunteer.
- If the problem/s still persists the relevant Committee may terminate the volunteer appointment.

Volunteer Grievance Procedure

The following relates to procedures volunteers can follow if they have a grievance about their employment conditions, their supervisor or the club.

- The volunteer may approach a Committee Member, or President discussion and advice on the issue.
- This discussion is strictly confidential to the Committee.
- If the problem is not resolved, the volunteer may put the issue in writing to the Committee.
- Garville shall as soon as practicable, but within 7 days discuss the issue and try to resolve the dispute.
- If they are unable to resolve the dispute they may appoint two committee members to meet with the parties.
- If the parties are still unable to resolve the dispute the committee should make a ruling that both parties must abide by.

Volunteer Recognition

Volunteer, recognition is the crucial process of rewarding and motivating the people who have contributed positively to Garville Netball Club

Garville Netball Club will recognise our volunteers using the following principles:

- Present the recognition in a public forum, normally Presentation Day, preferably among the peer group of the volunteer or community member.



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- Timing the recognition so that it remains relevant to the volunteer
- Tailoring recognition to the individual. Attempt to determine what type of recognition would be most meaningful to the particular individual.
- Make sure that recognition is given sincerely
- Ensure that recognition is fair

ADMINISTRATION

Honorariums

The Australian Taxation Office (ATO) guidelines on 'True honorariums' are as follows: 'True honorariums' are not subject to PAYG withholding or instalment. The following factors indicate a 'true honorarium'

- The payment is received for personal reasons
- The payment has no connection to the recipient's income
- producing activities or services rendered
- The payment is not received as remuneration or as a consequence of employment
- The payment is not relied upon or expected by the recipient for day to day living
- The payment is not legally required or expected
- There is no obligation on the part of the payer to make the payment, and
- The payment is a token amount compared to the services provided or expenses incurred by the recipient
- Any honorarium must be approved by the Garville Committee and included in the yearly budget.

Reimbursements

Garville Netball Club will make all reasonable efforts to ensure that volunteers do not incur 'out of pocket expenses' whilst undertaking their volunteer role by the provision of:

In the case of 'out of pocket' expense being incurred, volunteers are required to apply for reimbursement to a Committee member providing them with receipts.



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Insurance

Garville Netball club is covered by The Netball Australia Risk Protection Program provides Public Liability (\$20,000,000) and Professional Indemnity (\$20,000,000) insurance for all Netball Australia appointed volunteers.

Volunteers wishing to claim under the policy should advise a committee member and seek instructions

Accident/Incident Report Form - Volunteers must report any injury or risk immediately to their Committee member and complete a Netball Australia Accident Incident Report Form located on the website of Netball SA. This process enables immediate action to be taken, including any corrective measures to prevent a reoccurrence of the incident

Confidentiality

All volunteers have a right to have their confidential and personal information dealt with in accordance with the principles of the national Privacy Act 1988 and Privacy Regulations 2001.

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer