

# WERRIBEE BOWLS CLUB



## VOLUNTEER MANAGEMENT POLICY

Werribee Bowls Club was established in March 1922 and from the beginning, a working bee of members undertook the task of assisting the appointed green-keeper to prepare the greens and maintain its beautiful surroundings. Today, the club is still heavily reliant on its many volunteers who work (unpaid) to ensure the viability of the club as a community minded sporting facility.

The Werribee Bowls Club Inc (hereafter WBC), is a club which has as its primary objective a social, rather than an economic purpose, which reinvests any financial surplus into the services and facilities it offers to its members.

### 1. Introduction

This Volunteer Policy is intended to demonstrate to our many volunteers that the club has spent time and care in planning how volunteers will be welcomed, appreciated, and recognised at WBC. It also outlines that all volunteers will have work that is safe, significant and fulfilling. This policy is to help our volunteers understand what support is available to them should they need it, and what they can expect from the club.

Volunteering is a great way to share your enthusiasm skills and ideas whilst you having fun working alongside like-minded people. By volunteering for WBC you will be making a much appreciated positive contribution to a community orientated club, and future recognition and awareness of the Club facilities in the diverse community of the City of Wyndham.

Volunteers are vital to our existence.

### 2. Our Vision in relation to Our Volunteers

The WBC will be a fair and equitable organisation that is a financially sound body, dedicated to the provision of the best possible facilities and environment for its volunteers to contribute, at the same establishing a harmonious atmosphere for bowling and social interaction.

The WBC is committed to embracing equality, diversity, and inclusion of our volunteers, members, and the wider Wyndham Community and will strive to provide a supportive friendly social environment to engage in.

We will seek to fund further improvements of the Club's playing surfaces and premises through a combination of volunteer assistance, grants, sponsorship, and increases in member numbers, whilst at the same time maximising non-member income.

### 3. Club Responsibilities

It is the responsibility of the Werribee Bowls Club (WBC) Board to appoint a Volunteer Co-ordinator.

The Volunteer Co-ordinator is then responsible for organising engagement of volunteers, and provision of training where required, as well as appropriate supervision in the exercise of their functions.



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The Volunteer Co-ordinator will:

- Report regularly and directly to the WBC Board on the progress of the volunteer program.
- Recognise the different roles, rights and responsibilities of all volunteers, and provide access to grievance and complaints procedures.
- Consider Volunteer wishes and abilities when allocating roles
- Take a pro-active and planned approach towards all volunteer tasks and carry out regular reviews of the Volunteer Management System.
- Ensure that equipment, facilities and materials to be used by the Volunteers are suitable for their intended use, and practical instruction is delivered.
- Provide a comprehensive Induction to WBC.
- Ensure any Volunteer who offers their services to assist with activities where children are involved to ensure the Volunteer provides proof of a Police Check and a Working with Children Certificate.

### 4. Volunteer Responsibilities

- Should a Volunteer wish to discontinue their role they should inform the Volunteer Co-ordinator or the Club President.
- Promptly report any injuries or workplace hazards noticed to the Volunteer Co-ordinator.
- Deal with complaints or suggestions in an agreed manner with the Volunteer Co-ordinator.
- A Volunteer who intends to engage in activities where children are involved has the responsibility to produce a Police Check and a valid Working with Children Certificate before becoming involved with children activities.
- Ask for support where and when needed.

### 5. Engagement of Volunteers

WBC Volunteers are engaged and are not introduced to replace a paid staff position.

All prospective Volunteers will be interviewed to establish what they would like to do, their existing technical or non-technical skill levels, attributes they may have, and how best their potential might be utilised for maximum betterment of the club.

### 6. Induction

As a new Volunteer you will be guided through an Induction process to familiarise you with the processes, policies and procedures that will make your time volunteering at the WBC safe and rewarding.

All Volunteers will be offered appropriate training for their respective functions. The successful completion of training shall be a condition to carrying out allocated tasks safely.

### 7. Support

The Club Volunteer Co-ordinator will offer support to you. He/she will remain your key contact person throughout your volunteering experience with us. The Volunteer Co-ordinator will discuss with you how you are settling in, and deal with any issues/grievances arising. This will ensure that WBC is doing all we can to make your volunteering experience an enjoyable and meaningful one.



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### 8. Recognition

The Club could not do the work without our many Volunteers and to acknowledge this we will always say thank you and show our appreciation for a job well done. There will always be a listening ear or shoulder to lean on. References of the services will be made in the WBC Annual Report recognising the volunteer's service.

### 9. Insurance, Health and Safety, Accidents or Risk.

The WBC has an obligation under the Occupational Health and Safety Act 2004, to ensure the health and safety of its Volunteers "so far as reasonably practicable".

The WBC has a valid Insurance Policy to ensure that Volunteers are covered by Public Liability Insurance. It covers all volunteering activities you will be asked to perform.

We will keep reminding you of our Health and Safety Policy and give you simple instructions on how to perform each task safely. We have clear procedures to be followed in the case of accidents and emergencies as all activities contain an element of risk.

### 10. Resolving Problems

We hope your role as a Volunteer will be an enjoyable experience with us. However, if a task does not meet your expectations or you become unhappy with the commitment we have made with you we want you to feel comfortable about letting us know. First of all, talk to your Volunteer Coordinator so that he/she has the opportunity to sort it out with you before it becomes a problem. If you do not feel this will resolve things then please speak with the Club President at the earliest convenience.

### 11. Equality, Diversity and Inclusion

WBC is committed to embracing Diversity, promoting Equality and Inclusion amongst its Volunteers.

Equality does not mean that everyone has to be treated the same. Volunteers like all people have different needs, situations and ambitions and inclusion is the process of ensuring equality of opportunity for all volunteers whatever their disabilities or disadvantages.

The club recognises that Volunteers have lots in common however they are also different in many ways. Diversity is about valuing, recognising and respecting these differences.

When volunteering, inclusion means respecting and accepting people regardless of their age, sex, ethnicity, socio-economic background, educational level, or disability.

Volunteers representing WBC are expected to support our commitment to promoting Equality, Diversity and Inclusion in a positive manner.

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This Policy and Procedures are to be reviewed in October, annually.

Date of Review: 25<sup>th</sup> October, 2020

Signed: -----

Position in the Club: President

Date: 25<sup>th</sup> October, 2019.

### References:

*Volunteering Australia National Standards – Not – For - Profit Organisation 2001*

*Volunteering Australia 2008 – Ways to Recognise Volunteers*

*Volunteering Victoria 2011 – Recruiting and Orientteering of Volunteers*

*Heritage Keepers – Volunteering Training Program*

*Australian Institute of Company Directors – Good Governance Principles and Guidance for Not – For - Profit Organisations 2013*

*Institute of Community Directors Australia – Policy Bank*

*Volunteer Victoria - Managing Volunteers for Retention*