

1. INTRODUCTION

Archery Western Australia relies heavily on the unpaid work of volunteers and values their contribution highly. We understand the importance of effectively managing volunteers and are committed to providing the best possible environment for volunteers while they fulfil their duties.

Volunteers have been involved with our organisation since it began and have contributed greatly to the success of archery in Western Australia.

Volunteering is a challenging and rewarding element of being involved with Archery Western Australia.

Becoming a volunteer gives people the opportunity to make friends, to learn new skills and to be involved in the planning and management of Archery Western Australia

2. PURPOSE

This policy is intended to provide guidelines and methods for the effective management of volunteers working for Archery Western Australia and ensures that volunteers have work that is safe, significant, fulfilling, and appreciated.

3. POLICY

All volunteers must complete a Archery Western Australia Registration Form prior to commencing any voluntary duties. By applying for registration volunteers agree to comply with all Archery Western Australia rules, regulations, code of conduct, policies, procedures and its Constitution.

The [Volunteer Protection Act 2001](#) provides volunteers protection from liability whilst carrying out volunteer duties for Archery Western Australia.

All volunteers working for Archery Western Australia shall be treated with respect and gratitude for their contribution.

Volunteers shall be employed at the discretion of the Archery Western Australia.

Volunteers shall carry out duties assigned by the Archery Western Australia.

All volunteers working for Archery Western Australia shall, to the extent that can reasonably be controlled in various circumstances,

- Be protected from harm.
- Be relieved of liability for acts performed in the discharge of their volunteer functions.

Volunteers are encouraged to discuss any ideas or concerns they have with the Archery Western Australia.

4. PRINCIPLES OF VOLUNTEERING

1. Volunteering benefits the community and the volunteer

2. Volunteer work is unpaid

3. Volunteering is always a matter of choice 4.

Volunteering is not compulsorily undertaken to receive pensions or government allowances

5. Volunteering is a legitimate way in which citizens can participate in the activities of their community

6. Volunteering is a vehicle for individuals or groups to address human, environmental and social needs

7. Volunteering is an activity performed in the not-for-profit sector only

8. Volunteering is not a substitute for paid work
 9. Volunteering respects the rights, dignity and culture of others
 10. Volunteering promotes human rights and equality
- Source acknowledgment: VOLUNTEERING AUSTRALIA.

5. STRUCTURE

This Volunteer Management Policy analyses the volunteer management practices of Archery Western Australia to determine volunteering issues currently facing the organisation.

The policy presents strategies for recruiting volunteers, appropriately selecting and screening volunteers for particular jobs and providing training, orientation and induction for volunteers.

Strategies for rewarding and recognising the contributions of volunteers within the club are identified.

A section of the plan is devoted specifically to events, to assist in managing volunteers who contribute their time and assistance for only a short period of time.

6. IMPLEMENTATION

The implementation of this policy is reviewed annually and conducted in line with the reviews of the **Archery Western Australia Strategic Plan**. Volunteer Management Policy strategies are tabled regularly at Archery Western Australia meetings to ensure that they are implemented throughout the season.

7. RESPONSIBILITIES

It is the responsibility of Archery Western Australia to appoint a Volunteer Coordinator.

The Volunteer Coordinator shall be responsible for organising the recruitment, training, and supervision of volunteers as required.

The Volunteer Coordinator shall report to Archery Western Australia. The Volunteer Coordinator shall assign supervisors to volunteers and shall monitor the work of the supervisor.

The appointed supervisor shall ensure that each volunteer is trained and capable of fulfilling his or her duties adequately. The Volunteer Coordinator shall report to Archery Western Australia Board regularly on the Archery Western Australia volunteer program.

7. VOLUNTEER ANALYSIS

Involves identifying the needs within Archery Western Australia Strategic Plan, and the volunteer roles required to meet the needs (consider what jobs need to get done and the skill sets required to get the job done).

Identify the commitment level required for volunteers for each role and how this can be used to assist Archery Western Australia.

Volunteering occurs in three levels of commitments:

Set-term volunteering – these are roles with pre-determined terms and become automatically vacant when the term expires. These roles are usually elected or there is a formal understanding as to the length of the service by volunteers

(Example: club presidents, committee member, team managers, etc.)

On-going volunteers – the role and work is ongoing. With these positions the volunteer may remain in the position for an undetermined term, on the condition that the role is being performed to satisfactory level.

(Example: Medals/trophy officer, fundraising etc)

Once - off volunteering – the role is casual requires once-off commitment for event or an activity.

(Example: BBQ cooking, selling raffle tickets, event set up or pack down etc.)

CODE OF PRACTICE FOR ORGANISATIONS INVOLVING VOLUNTEERS

Volunteering Australia's Model Code of Practice for Organisations Involving Volunteers, below, forms the basis of the way in which Archery Western Australia engages and supports its volunteers.

- Interview and employ volunteer staff in accordance with anti-discrimination and equal opportunity legislation
- Provide volunteer staff with orientation and training
- Provide volunteer staff with a healthy and safe workplace
- Provide appropriate and adequate insurance coverage for volunteer staff
- Not place volunteer staff in roles that were previously held by paid staff or have been identified as paid jobs.
- Differentiate between paid and unpaid roles
- Define volunteer roles and develop clear job descriptions
- Provide appropriate levels of support and management for volunteer staff
- Provide volunteers with a copy of policies pertaining to volunteer staff
- Ensure volunteers are not required to take up additional work during industrial disputes or paid staff shortage
- Provide all staff with information on grievance and disciplinary policies and procedures
- Acknowledge the rights of volunteer staff
- Ensure that the work of volunteer staff complements but does not undermine the work of paid staff
- Offer volunteer staff the opportunity for professional development
- Reimburse volunteer staff for out-of-pocket expenses incurred on behalf of the organisation
- Treat volunteer staff as valuable team members, and advise them of the opportunities to participate in club decisions
- Acknowledge the contributions of volunteer staff.

VOLUNTEER RIGHTS & RESPONSIBILITIES

Volunteering Australia's National Standards for Involving Volunteers in Not-For-Profit Organisations, below, provides examples of the manner in which volunteers should expect to be treated while working for Archery Western Australia and details their rights.

Unlike paid staff, volunteers are not covered by award conditions or work place agreements. Volunteers, however, do have rights, some of which are enshrined in legislation

and some of which are the moral obligations of an organisation involving volunteers. The following list is the basis of your rights as a volunteer.

As a volunteer, you have the right to:

- Work in a healthy and safe environment (refer to individual state Occupational Health and Safety Act[s])
 - Be interviewed and employed in accordance with equal opportunity and anti-discrimination legislation
 - Be adequately covered by insurance [examples of insurance the club should consider include; Public Liability Insurance, Building and Contents Insurance, Directors and Officers Liability Insurance and Athlete's Insurance]
 - Be given accurate and truthful information about the organisation for which you are working
 - Be reimbursed for out-of-pocket expenses incurred on behalf of the organisation for which you are working
 - Be given a copy of the organisation's volunteer policy and any other policy that affects your work
 - Not fill a position previously held by a paid worker
 - Not do the work of paid staff during industrial disputes
- VOLUNTEER MANAGEMENT
POLICY
- Have a job description and agreed working hours
 - Have access to a grievance procedure
 - Be provided with orientation to the organisation
 - Have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988
 - Be provided with sufficient training for you to do your job.

VOLUNTEER MANAGEMENT

Volunteer management involves bringing volunteers into the Archery Western Australia organisation, looking after them while they fulfill their duties and then planning for when they leave.

Archery Western Australia Volunteer Management Action Plan Template will be used to effectively manage the volunteers within the club (refer to appendix 1.)

The process of volunteer management involves six stages:

1. Recruitment
2. Selection & Screening
3. Orientation & Induction
4. Training & Development
5. Recognition
6. Retention & Replacement

Although these stages are numbered (1 to 6), volunteer management does not have a start and end point. It is a cyclical and ongoing process.

1. VOLUNTEER RECRUITMENT

Recruitment is the process of attracting new volunteers in to the Archery Western Australia organisation from a variety of sources. They may be members themselves, past members, parents of members, devotees and people from the local community, friends or relatives.

Methods for finding volunteers:

- Internal advertising - Advertise volunteer positions to be filled in the club newsletter and diving display cabinet
- Personal contact – Ask potential volunteers for assistance, face-to-face
- External advertising – Use the local community newspaper (classified advertisements, letters to the editor or feature articles)
- Organise community notices on the radio
- Check past and present membership lists for potential volunteers
- Ask members for their occupation on the membership form to identify skills that may be suitable to a volunteer position (e.g. if a member has indicated that his/her occupation is a registrar, you may be able to approach them as a potential secretary or treasurer)
- Provide new members with information about ways they can get involved with the club as a volunteer (include in membership information)
- Produce posters, pamphlets or flyers that promote Archery Western Australia and the types of things volunteers can do – distribute where potential volunteers may visit.

2. VOLUNTEER SELECTION & SCREENING

Archery Western Australia believes that volunteer staff should be appointed on suitability, taking into account factors such as qualifications and experience appropriate to the volunteer position; the skills, knowledge, availability and abilities of the applicant; their potential; and their overall suitability for the position in the organisation.

Archery Western Australia will not permit discrimination against applicants or employees on the basis of age, race, gender, sexual orientation, religion, disability, socio-economic background or ethnicity.

The screening process should begin with consideration of what duties volunteers will be asked to perform, and the level of trust required to perform them satisfactorily. The degree of risk and the trust required of volunteers will determine what level of screening should be used to adequately assess the suitability for the role.

Depending on the level of risk, Archery Western Australia might consider implementing some or all of the following steps:

- Create a comprehensive job description form (JDF) for individual volunteer positions (refer appendix 2)
- Decide on what the steps the recruitment process will be, including screening measures

- Determine in advance what the screening process might reveal that would make an applicant unsuitable for a volunteer role
- Have a process in place to notify unsuitable applicants
- When advertising for volunteers it should be made clear that applicants will need to undergo a screening process and that they will not be automatically accepted
- Use application forms including requests for character references
- Conduct interviews with the applicants, in person
- If required, conduct police checks, request declaration or code of conduct forms.

3.VOLUNTEER ORIENTATION & INDUCTION

Archery Western Australia understands the importance of providing an orientation and induction program for each of its new volunteers. The orientation and induction program aims to help new volunteers to settle in faster and feel well informed and valued.

All volunteers must complete a Registration Form prior to commencing any work for Archery Western Australia.

Depending on the volunteer position, Archery Western Australia may provide some or all of the following information during the Orientation and Induction of new volunteers:

- Comprehensive position descriptions for the volunteer role (JDF)
- Hand over with the previous volunteer
- Provide policies and procedures
- Identify any rules
- Identify Work, Health & Safety issues
- Facilities (e.g. show the new volunteer around the organisation)
- Introduce them to other volunteers and Management Committee
- Provide contact names and numbers (e.g. Volunteer Coordinator)

4. **VOLUNTEER TRAINING & DEVELOPMENT** Archery Western Australia believes that training and development is a vital part of good volunteer management and recognises that volunteers who are offered some form of training are more confident, comfortable and efficient in their role. It also provides volunteers with the opportunity to develop new skills and ongoing improvement.

The Archery Western Australia Training & Development Procedure aims:

- To identify the training requirements of each volunteer;
- Deliver training in ways which make volunteers feel valued and appreciated;
- Provide training appropriate to the volunteer position;
- Keep up to date with the training that is available for various volunteer positions in the club; and
- Include an allocation for volunteer training in Archery Western Australia's budget.

Training & Development of volunteers may be delivered in the following ways:

- Pre placement training (i.e. training that covers skills needed prior to commencing volunteer duties)
- Formal training (i.e. training required for accreditation or certification, such as a first aid certificate)
- Informal training (i.e. non structured education that is focused on conveying information that will assist volunteers to carry out their duties)
- Courses and seminars

5. RECOGNITION OF VOLUNTEERS

Archery Western Australia understands the importance of recognising the time, effort and contribution of all volunteers and has an ongoing commitment to delivering consistent positive messages of appreciation to it's volunteers.

Recognising and rewarding a volunteer benefits the individual, may result in continuous improvement and increases the chances of the volunteer remaining helpful within the organisation.

Volunteer reward and recognition initiatives identified by Archery Western Australia include:

- Smile, say hello and thank volunteers regularly
- Include volunteers in organisational charts • Write a letter of thanks or certificate of appreciation
- Provide identification shirts and badges
- Acknowledge and profile volunteers in newsletters or on the DSA website
- Present volunteers at annual general meetings or awards ceremonies
- Use the public address system to acknowledge the various volunteers at a venue
- Ask the members to thank the volunteers personally, encourage juniors to thank their parents
- List active members on the club notice board in a public show of thanks
- Develop a service list of volunteers to display on the DSA website • Send get well, birthday and Christmas cards
- Acknowledge the efforts of volunteers during committee meetings • Gift or voucher • Nominate for an award
- Fund or part fund training for volunteers
- Write letters of reference and detail service
- Reimburse volunteers for out of pocket expenses

6.VOLUNTEER RETENTION & REPLACEMENT

Archery Western Australia understands the importance of maintaining a stable group of long-term volunteers. A stable volunteer base:

- reduces recruitment time and cost;
- reduces training and education time and costs; and
- provides an important sense of continuity within the organisation.

Archery Western Australia understands that volunteers can and will leave for various reasons and actively seeks to identify individuals, seek their interest and invite their involvement in Archery Western Australia.

Archery Western Australia manages the volunteer replacement process by:

- improving how existing volunteers are managed;
- improving the Archery Western Australia Volunteer Management Program;
- making the transition of volunteers have as little impact on the running of the club; and
- make the departing volunteer feel that they can come back to the club in a voluntary position if their current situation changes.

7.VOLUNTEER SUPPORT

Archery Western Australia is committed to supporting it's volunteers by:

- Ensuring information is disseminated regularly, effectively, and meaningfully by email, newsletters, meetings and social media or in person.
- Provide volunteers with a central point of contact i.e. Volunteer Coordinator
- Provide volunteers with the opportunity to ask questions, discuss problems, raise issues and put forward complaints.
- Make sure volunteers are not out of pocket; where possible cover expenses.
- Ensure roles and responsibilities are clearly defined and communicated.
- Keep volunteers regularly informed about what is happening in the organisation. • Ensure that recognition of volunteers is on going.

8.EVENT VOLUNTEERS

There is a range of factors affecting the complexity of the volunteer management task during events. These include giving consideration to the following points: • Is the event a one-off or more frequent event?

- Will the event go for single or multiple days?
- Will the event use single or multiple venues?
- Will the event involve a range of age groups and ability levels and/or participants with different needs?

Summary

Archery Western Australia recognises the importance of clearly defining exactly which event volunteers will be required to provide support and what they will be required to

achieve. To assist in preparing for and running successful events a document detailing a list of jobs to be undertaken will be prepared by the Event Management Committee. **This document should be maintained and updated following each event based on any changes required. This document will be made available to volunteers who provide assistance in the preparation for and running of events.**

APPENDIX 1- VOLUNTEER MANAGEMENT ACTION PLAN TEMPLATE

	Goals	What	When	Who
Recruitment				
Selection & Screening				
Orientation & Induction				
Training & Development				
Recognition				
Retention/ Replacement				

APPENDIX 2 - JOB DESCRIPTION FORMS

A job description form (JDF) allows volunteers and potential volunteers to understand the duties that are involved with a particular volunteer role.

A JDF should include:

- A list of duties to be performed;
- Time commitment;
- Skills, abilities and experience required to complete the duties to a satisfactory level;
- Licences, qualifications and accreditations required for the positions;
- An organisation chart so that there is an understanding of: other roles that will report to that position; . who the role reports to;
- Other duties that may be required; and
- Policy on expenses incurred as part of the role.

It is usually the role of the Volunteer Coordinator to develop, maintain and promote the JDF's