

VOLUNTEER MANAGEMENT POLICY

1 PURPOSE

WA Squash acknowledges that volunteers are valued and vital contributors to the successful function of WA Squash, as well as the sport at Club level.

2 SCOPE

This policy applies to all WA Squash staff and members, including players, coaches, referees and markers, and professional and volunteer support staff.

3 RESPONSIBILITIES

This document allocates responsibilities for WA Squash staff and members.

4 POLICY STATEMENT

WA Squash is committed to providing a supportive and rewarding experience for volunteers.

For purposes of this plan, a volunteer will be defined as a person or persons who are performing a role defined by WA Squash or a squash Club. This definition is aligned with Volunteering Australia's definition of volunteering which is *'time willingly given for the common good and without financial gain'*.

The roles performed may include one-off and ongoing activities.

This document is to be taken into consideration alongside all other WA Squash policies.

5 POLICY

This document outlines how WA Squash and individual Clubs should manage volunteers.

5.1 Recruitment and Screening

Volunteers will be recruited based on suitability for the position, and in line with the WA Squash's/the Club's recruitment and appointment procedures.

Where applicable, prospective volunteers will apply for the role they are interested in. Applicants will be assessed based on experience, skills, and training relevant to the role.

Depending on the role, applicants may also be required to obtain a Police Clearance Certificate and/or Working with Children's Check. The cost of these checks will be covered by the volunteer however a Club may choose to cover this expense at their discretion.

Volunteers should be provided with a copy of all organisation policies and procedures and given clear, written instructions on how to perform their role. Upon reading the policies and procedures, the volunteer should also sign a form stating that they have read the policies and procedures, agree to adhere to them and understand what is expected of them.

5.2 Orientation/Induction

The orientation process allows volunteers to become familiar with WA Squash/the Club and the key information involved in being a part of it. This process also ensures that WA Squash/the Club is able to outline clear expectations of volunteers, including behaviour and attitudes. Induction for volunteers will vary based on the position.

The WA Squash/Club representative will meet with the volunteer formally and ensure that all appropriate paperwork is completed (eg. Working With Children Check, Criminal History Check). For one-off event volunteering, the contact person for volunteers may vary based on the event. An induction will take place on the day of the event or arranged prior with a designated volunteer manager for that event. During this session the emergency procedures will be explained and the volunteer taken on a guided tour showing them the layout of the premises areas including the kitchen, toilets, first aid kit, defibrillator (if applicable) and fire extinguisher locations.

5.3 Recognition and Evaluation

The contribution of all volunteers to the organisation is highly valued. Given that a key to volunteer retention is appropriate recognition, every effort will be made to thank volunteers and recognise their contribution.

Volunteers may on occasion receive presentations and gifts in recognition of services, provided by WA Squash/their Club.

Appreciation may be shown to volunteers using one or more of the following strategies:

- Provide training they may need
- Continued communication and support
- Acknowledgement – by placing names in Newsletters and or other reports
- Letter of thanks
- Consult them for ideas good or bad and feed back in general
- Presentations and gifts

In providing recognition for volunteers' contribution, we will adhere to the following guidelines on providing feedback on volunteer performance. WA Squash/Clubs will be:

- Immediate
- Prepared
- Specific
- An active listener
- On task
- Objective
- Consistent
- Positive
- Sincere

5.4 Training and Development

Volunteers will be offered training and development opportunities, as available. These opportunities will be presented as a means of assisting volunteers in better performing their roles and developing their skills. If there is a different volunteer role within WA Squash/the Club that a volunteer is interested in, reasonable effort will be made to up-skill or train the volunteer for that role. WA Squash/the Club may not be aware at all times of all available training opportunities and as such,

volunteers are both encouraged and supported to independently seek out training, educational, and development opportunities for themselves.

5.5 Attendance and Leave

WA Squash/the Club offers a flexible working environment for volunteers, and endeavours to accommodate individual requirements.

Volunteers should not work for longer than five hours without a break; lunch breaks should be at least 30 minutes.

If for any reason a volunteer is running late or unable to come in for an agreed shift, they are to inform their volunteer manager at the earliest possible opportunity. This will enable them to make suitable arrangements to cover the workload on that particular day.

WA Squash observes all gazetted Western Australian public holidays. Unless otherwise agreed, volunteers are expected to take public holidays as they occur. Volunteers are entitled to take leave on request and should notify their volunteer manager accordingly.

5.6 Reimbursement

WA Squash/Clubs recognise that there will be out of pocket expenses incurred by volunteers from time to time. Any purchases made on behalf of WA Squash/the Club need to be approved by the volunteer manager prior to the purchase being made. This includes reimbursements for costs related to travel and/or transport.

The volunteer must provide a valid tax receipt to their volunteer manager which includes the supplier's name and ABN, date of issue, description of goods or services sold, and total price of sale (including GST or GST listed separately). WA Squash/the Club are entitled to deny reimbursement where a valid tax receipt has not been provided. This will be at the discretion of WA Squash/the Club.

5.7 Termination of Service

Should a volunteer wish to resign from their role they are asked to give WA Squash/the Club reasonable notice. The volunteer will be paid any outstanding reimbursements due, and property of the organisation must be returned prior to leaving.

When a volunteer terminates their engagement with the organisation, it is preferred that an exit interview is conducted if the reason for the termination is unclear. A record of the interview will be retained.

The purpose of the exit interview is to:

- Establish the reasons for leaving.
- Analyse any trends in the reason for leaving.
- Gain constructive feedback on the volunteer's position and their time at WA Squash/the Club.

WA Squash/the Club reserves the right to terminate volunteer services in the event that the volunteer is no longer required for reasons such as:

- The volunteer is considered not suitable for the position offered
- The workload changes such that the volunteer is no longer required

- The workload changes such that the volunteer does not have suitable skills for the work available.

WA Squash/a Club may terminate a volunteer in the event of misconduct. Misconduct includes breaches of any policy which warrants instant dismissal and includes serious misconduct as defined in the Fair Work Act (2009).

Examples of misconduct include:

- Theft of property or funds from the organisation
- Wilful damage to the organisation property
- Intoxication through alcohol or other prohibited substance whilst volunteering
- Verbal or physical harassment of any other employee, volunteer, board member or any other person particularly in respect of race, sex or religion
- Disclosure of confidential information regarding the organisation to any other party without prior permission from a position title
- Falsification of any of the organisation’s records for personal gain or on behalf of any other employee/volunteer
- Unwillingness or inability to support and further the mission of the organisation and/or the objectives of the programme.

Immediate dismissal would only take place in the most serious of circumstances, and in these instances:

- The volunteer’s manager would jointly advise the volunteer.
- The volunteer may wish to include the presence of a support person of their choosing.
- A written report is to be supplied to the volunteer.
- A copy of the report is kept on the volunteer’s file securely.
- All property of the organisation must be returned.

6 ACCOUNTABILITIES

WA Squash is responsible for ensuring that all volunteers, staff, and Members have read and understand the requirements of this policy.

WA Squash volunteers, staff, and Members are responsible for abiding by this policy at all times.

7 RELATED DOCUMENTS

- Fair Work Act (2009)
- Working with Children and Criminal Record Checking Act (2004)

Version	Date	Amendments approved by the Board	Approved Date	Review Date
01	Feb 2022	Document reviewed	Feb 2022	Feb 2025