



from beginner to Olympian

VOLUNTEER MANAGEMENT POLICY



South Australian Judo Academy

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Volunteer Management Policy

A) DEFINITION OF A VOLUNTEER

The South Australian Judo Academy volunteers contribute their time, skills and experience, for no payment, to benefit the organisation. Volunteers may, but not limited to, perform the following roles for The South Australian Judo Academy:

- Coach
- Referee
- Administrators
- Director Strategy & Marketing
- Club Committee Members
- Sponsorship Coordinator

B) VOLUNTEER MISSION STATEMENT

The South Australian Judo Academy accepts and encourages the involvement of volunteers at all levels and within all appropriate programs and activities. Volunteer contributions are vital to the future of The South Australian Judo Academy and as such we are committed to providing a culture that is supportive and appreciative of volunteers.

C) OBJECTIVES

- To develop a sustainable Volunteer Management Program that will achieve our mission (as above)
- To assist our club to plan for, attract, recruit, train, mentor, support, acknowledge and reward volunteers.
- To create an educated and committed volunteer workforce.
- Make volunteers feel welcome and confident in their roles
- To create a culture supportive of volunteering

D) VOLUNTEER POLICY

Reimbursement

Volunteers who incur expenses related to their volunteering role will not be reimbursed unless stipulated in their position description. In order to be reimbursed for approved expenses, the volunteer must:

Keep the original receipt for the purchase

Complete an Application for Reimbursement form (Appendix A)

Return this form, with the original receipt to head office

If all in order, volunteers will be reimbursed within 14 working days, by cash or direct deposit into their bank account



Volunteer Management Policy

D) VOLUNTEER POLICY continued

Code of Conduct

Volunteers are required to sign off on the [The South Australian Judo Academy](#) Code of Conduct (Appendix B), before commencing in a volunteer role. If volunteers are found to be in breach of this Code of Conduct, then disciplinary action will take place, in accordance with the Member Protection Policy (copy available from office or on website).

Disciplinary Procedure

When volunteers are found to be under-performing or displaying poor performance in their voluntary role, the volunteer will be given the opportunity to improve their performance in accordance with the Volunteer Performance Dispute Procedure (Appendix C).

Grievance procedure

Volunteers who have a grievance about any aspect of their voluntary role can raise their grievance in accordance with the Volunteer Grievance Procedure (Appendix D).

Insurance

All volunteers are covered by insurance, if acting within the scope of their role as detailed in the position description for that role.

Workplace Health and Safety

All volunteers can expect to perform their voluntary roles in a safe and healthy environment, and in accordance with relevant legislation.

Privacy and confidentiality

All information kept by [The South Australian Judo Academy](#) will be private and confidential in accordance with the Privacy Policy (Appendix E).

E) RIGHTS AND RESPONSIBILITIES

Unlike paid staff, volunteers are not covered by an award conditions or work place agreement. In place of this, Appendix F details the rights and responsibilities of both the volunteer and [The South Australian Judo Academy](#).

F) MANAGEMENT SYSTEM

i. DATABASE

[The South Australian Judo Academy](#) has a commitment to the ongoing development of an effective volunteer computer database that provides:

- Volunteer Contact details
- Volunteer emergency contact and next of kin details
- Formal records of volunteer contributions
- Specific volunteer skills and qualifications

- Other relevant information

This database is regularly maintained and in accordance with our Privacy Policy (Appendix E).



Volunteer Management Policy

F) MANAGEMENT SYSTEM

ii. COMMUNICATION

The South Australian Judo Academy believes that effective communication is a critical factor in successful volunteer management. We have a number of systems to ensure that the lines of communication are open between staff and volunteers:

OPEN DOOR POLICY – volunteers can approach any staff member at any time to provide feedback, ask questions or seek advice.

MEMBER PROTECTION OFFICER – where there is a Member Protection Officer who deals with grievances of members and volunteers within our organisation. (For more information see the Member Protection Policy).

WEBSITE – our website is regularly updated and contains all our policies and procedures for members and volunteers to view.

iii. ADMINISTRATION

The South Australian Judo Academy will look to appoint a Volunteer Coordinator within the next two years with specific responsibility for administering the Volunteer Management Program and looking after our volunteers.

G) VOLUNTEER MANAGEMENT

i. RECRUITMENT

The South Australian Judo Academy is dedicated to recruiting volunteers into positions that benefit both the organisation and the volunteer. Anyone over the age of 12 years can become a volunteer for The South Australian Judo Academy.

1. Potential volunteers are required to complete a Volunteer Application Form (Appendix G) to register their interest in a position.
2. Members with leadership qualities, passion for the sport or specific skills and experience are specifically invited to become a volunteer.
3. Practicum students utilised through Universities are formally invited to continue with the organisation in a voluntary capacity.
4. Available volunteer positions are advertised on the website, email distribution lists and by word of mouth.
5. The South Australian Judo Academy recognises that the best method of recruiting is through happy and committed volunteers.

ii. SELECTION AND SCREENING

The South Australian Judo Academy is dedicated to providing a safe environment for our members and volunteers. As such, all volunteers will be required to go through a selection and screening process before commencing in their volunteer roles.

Selection and screening of volunteers will take place in accordance with Equal Opportunity legislation and our Member Protection Policy. Selection and screening of volunteers is specific to each voluntary role, as detailed in the position descriptions.

Volunteer Management Policy

G) VOLUNTEER MANAGEMENT continued

iii. ORIENTATION

All new volunteers, or existing volunteers that move into a different voluntary position, will be provided with an orientation. The orientation will consist of:

- Explanation of our overall missions and goals, and those related to volunteer management
 - Tour of our venues and facilities
 - Introduction to paid staff and other volunteers
 - Specific instructions related to their voluntary role
- Volunteers will be given a written orientation kit, which includes:
- Contact details
 - Volunteer Management Program, and related policies and procedures
 - Member Protection Policy
 - Code of Conduct
 - Position Description
 - Organisation structure
 - List of other volunteer roles available and how to apply for those roles

The Orientation Checklist (Appendix H) should be completed on the first day of duties and returned to the Head Coach or Director, Strategy and Marketing.

iv. TRAINING AND EDUCATION

All volunteers will be given access to training and education to adequately fulfil their volunteer role. This training may take place in the form of:

- Mentoring with paid staff / other volunteers
- Information / education sessions
- Accredited training courses

Where training courses attract a fee, it will be covered by [The South Australian Judo Academy](#), if it meets the following criteria:

- Will directly improve the quality of work performed by the volunteer
- It is a prerequisite for the position (i.e. First Aid qualification for sports trainers)
- It appears in the position description for the voluntary role
- Prior approval has been granted by the President or Vice President

Upon completion of a training course, the volunteer will be required to send a photocopy of the certificate / qualification / proof of attendance to [The South Australian Judo Academy](#).

v. RECOGNITION

Reward and recognition of volunteers is a priority for [The South Australian Judo Academy](#) and includes:

- Contributions made by volunteers will be recognised in the Annual Report and other formal circulars
- Contributions made by volunteers will be recognised during National Volunteer Week and International Volunteer Day.
- Board / committee members will be responsible for acknowledging volunteer contribution and effort through praise, encouragement, extra support and additional training.

G) VOLUNTEER MANAGEMENT continued

vi. RECOGNITION

- Volunteers will be formally recognised with a certificate of appreciation (or equivalent) at least once per year.
- Volunteer staff will have birthday and other significant events acknowledged e.g. birthday card.
- Volunteers will be recognised as valued team members with opportunity to have input into decision-making processes.

vii. RETENTION / REPLACEMENT

All volunteers have the right to resign from their voluntary roles. When a volunteer leaves the organisation, the following will take place:

- Certificate of Appreciation issued, if appropriate
- Head Coach will personally call volunteer to thank them for their efforts
- Farewell card
- Feedback –the departing volunteer will be asked to complete a Volunteer Feedback Form, (Appendix I) or give any verbal feedback on how we can improve our Volunteer Management Program. The departing volunteer will be asked to complete a hand-over with the new volunteer (where possible)

Dismissal of Volunteers

If the grievance procedure has been unsuccessful in resolving an issue, or in the instance of serious misconduct, a volunteer may be dismissed from duties, only by the Head Coach. The Head Coach must complete a Volunteer Dismissal Form (Appendix J).

APPENDICES

- A – Application for Reimbursement form
- B – The South Australian Judo Academy Code of Conduct
- C – Volunteer Performance Dispute Procedure
- D – Volunteer Grievance Procedure
- E – Privacy Policy
- F – Volunteer Rights and Responsibilities
- G – Volunteer Application Form
- H – Orientation Checklist
- I – Volunteer Feedback Form
- J – Volunteer Dismissal Form

POLICY APPROVAL

This policy will be reviewed bi - annually by The South Australian Judo Academy to ensure the actions remain appropriate and effective.

DATED 30th June 2018

Accepted on behalf of the South Australian Judo Academy



signed

Steve Brown, Head Coach



witnessed

Sandy McCulloch, Director Strategy & Marketing

Further Information



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