



Volunteers Policy

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Responsible Person: Badminton Western Australia (BWA)

Board Authority This Policy is made under authority of the BWA Constitution. It is binding on all Members of BWA and is to be interpreted in accordance with the BWA Constitution.

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1. Introduction

In order for Badminton WA to succeed in achieving its vision and objectives it relies profoundly on the skills, knowledge and commitment of its volunteer workforce. Volunteers are vital in supporting participants, clubs, club members, and coaches as well as aspiring young players. Without such dedicated and enthusiastic people growth and success across the sport will not be possible.

Badminton WA is committed to providing an environment which develops a skilled and effectively supported volunteer workforce, who are valued, feel rewarded and encouraged to continue their volunteer experience, working towards clearly stated goals for the benefit of the sport.

The aim of this policy is to set out standards about how the Badminton WA works with volunteers that are directly involved with the organisation at the state level. It is also the aspiration of this policy to encourage good practice for the support and supervision of volunteers who work within the wider Badminton community and Badminton WA's affiliated clubs. The intention is for it to provide clarity and consistency for volunteers working in all areas within Badminton WA and establish a basis for the involvement of volunteers across the sport. It will also help to ensure that Badminton WA employees understand the role of our volunteers and the importance they have within our organisation.

All Badminton WA employees who work with volunteers within their roles and all Badminton WA volunteers who work with Badminton WA need to read and adhere to this policy.

2. Purpose & Scope

Badminton WA is committed to supporting volunteers and recognises the value adding benefit volunteers bring to the organisation.

The purpose of this policy is to ensure volunteers are guided by fair and consistent principles and sound administration that ensures a positive experience and outcome for both the volunteer and Badminton WA.

This policy applies to all staff and volunteers at the Association. The policy encompasses but is not limited to:

- Legal and regulatory responsibilities;
- Recruitment and selection of volunteers;
- Supervision and management of volunteers; and
- Termination and resignation of volunteers.

The scope of this Volunteer Policy is to provide guidance for the management of volunteers within the Association. This encompasses volunteer participation in day-to-day operations, promotions, tournaments & events, travel, coaching programs, etc.

This policy does not provide detailed guidance on:

- Human Resources Management;
- Workplace environment;
- Privacy and Confidentiality;
- Grievance and dispute settling; and
- Complaints handling.

Other documents and accepted practices in use by the Association address those aspects.

3. Principles

Volunteering is a legitimate way in which community members and affiliated members can contribute to and promote the sport.

Volunteer work at Badminton WA is unpaid and can significantly benefit and contribute to the development of both the organisation and the volunteer.

Volunteering is always a matter of choice and is not compulsorily undertaken to receive pensions or government allowances.

Volunteer work is not used as a substitute for paid work at the organisation. Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers.

4. Outcomes

Volunteers add value to the work of Badminton WA.

Member's participation in the sport are enriched and improved through the work of volunteers.

Employees welcome and support the use of volunteers to contribute to the organisation's work.

Volunteer time and expertise are valued, applied effectively, and appreciated.

5. Responsibilities

The table below outlines the functions and responsibilities of various roles within Badminton WA in relation to the Volunteer Policy.

Role	Responsibility
Board of Management	<p>Endorse Volunteer Policy.</p> <p>Ensure compliance with relevant legislation.</p>
Management	<p>Compliance with Volunteer Policy and relevant legislation.</p> <p>Executive Officer or BOM nominated role: Human resources responsibilities for volunteer.</p> <p>Endorse volunteer placements.</p>
Staff and Nominated Volunteers	<p>Compliance with Volunteer Policy and relevant legislation.</p> <p>Identify possible volunteer opportunities and liaise with the volunteer coordinator with regards to these opportunities.</p> <p>Supervise volunteers where applicable.</p> <p>Support the supervision of volunteers when required.</p>
Volunteer	<p>Compliance with Volunteer Policy and relevant legislation.</p> <p>Agree to and sign a Volunteer Agreement.</p> <p>Sign and adhere to Code of Conduct.</p> <p>Understand and comply with policy and procedures specific to relevant educational institution.</p> <p>Participate in continuous quality improvement initiatives to review this policy and supporting documents.</p>

6. Risk Management

Relevant screening checks, such as criminal records, working with children checks will be completed prior to commencement of volunteer work.

Volunteers undertake activities which align with their expertise, knowledge, experience and interests.

Volunteers are intended to be adequately supervised by an experienced supervisor.

Badminton WA is committed to providing an environment for volunteers that values the contribution of the volunteer and is in line with current strategic objectives and organisational priorities.

To avoid wasting resources, expectations from both the volunteer and Badminton WA regarding the volunteer activities will be made clear at the outset, as should the process by which a volunteer may withdraw from the organisation.

A well-considered recruitment and selection processes is aimed at minimising the need to terminate volunteers due to inappropriate appointments.

7. Policy Implementation

This policy is developed in consultation with all employees and approved by the Board of Management. All employees and volunteers are responsible for understanding and adhering to this policy. Implementation issues may be raised when required with employees or BOM members or at any scheduled BOM meeting.

8. Policy Detail

8.1. Recruitment and Selection of Volunteers

The need for volunteers may be advertised, requested by direct contact or using social media channels. All potential applicants will be provided with information about the activities/roles of volunteers, details about the application process, and information about the organisation.

All applications for volunteering are considered on an individual basis, based on personal competencies, relevant experience which demonstrates the ability to achieve agreed outcomes, and capacity to attend at agreed times. Depending on the needs of the role, an interview with the nominated Badminton WA representative may be arranged.

All appointed volunteers will need to complete the following formalities prior to commencing a volunteer position at the organisation:

- Relevant screening checks, such as criminal record and working with children checks.
- Sign a Volunteer Agreement and the Code of Conduct.

8.2. Legal Responsibilities

Badminton WA requires all staff and volunteers to contribute to a safe work environment, free from discrimination. All staff and volunteers must comply with relevant legislation including:

- Anti-Discrimination Acts relevant to Western Australia
- Occupational Health and Safety Act relevant to Western Australia
- Racial Discrimination Act of the Commonwealth
- Sex Discrimination Act of the Commonwealth
- Human Rights and Equal Opportunity Commission Act of the Commonwealth
- Disability Discrimination Act of the Commonwealth

Where incidents of discrimination are suspected or identified, the Grievance and Dispute Settling Policy or the Feedback and Complaints Management Policy and related procedures will be followed.

8.3. Remuneration

There is no remuneration or reimbursements of personal expenses for volunteers unless through duties undertaken at the request of the organisation and then only after prior approval has been obtained. Travel expenses between a work location and home are not reimbursable.

8.4. Insurance

Volunteers will be covered by the Public Liability Insurance held by the organisation. Volunteers would not normally be covered by Workers Compensation Cover.

8.5. Supporting Volunteers

Staff responsible for supporting volunteers should ensure that volunteers are:

- Aware of relevant organisational policy and procedures
- Complete an orientation and induction to the organisation
- Provided with suitable resources and equipment on commencement
- Environmental adjustments are implemented as required
- Provided with regular supervision and support
- Training needs of volunteers are identified and addressed where practicable

8.6. Orientation and Induction

The nominated Badminton WA volunteer supervisor will refer to the Volunteer Induction and Orientation Checklist and ensure it is followed and completed by both the supervisor and volunteer where necessary.

8.7. Resolving Difficulties

If there are problems arising from a volunteer's performance or behaviour, these should be discussed as per the Grievance and Dispute Settling Policy.

8.8. Resignation and Termination of Volunteers

Volunteers may end their volunteering activities at any time by providing notice in writing to the Executive Officer of Badminton WA.

Volunteers may be asked to complete an Evaluation and may be offered an interview with a nominated Badminton WA representative to provide feedback on their experience as a volunteer in the organisation. Upon request, volunteers may be given an appropriate reference detailing their contribution to the organisation, such as length of hours, range of activities and achievements.

Volunteers who fail to attend volunteer activities for excessive periods without notifying the nominated Badminton WA supervisor in advance will be considered to have resigned from the position.

Termination of volunteers may be necessary when the focus of the services provided by the organisation changes, and/or a volunteer:

- Fails to adhere to the Code of Conduct
- Lacks the necessary skills for the activity/role
- Breaches safety or confidentiality guidelines
- Breaks the law.

9. Appendix A: Induction Checklist

This checklist supports new Volunteer Induction / Orientation to be thorough and consistent regardless of who conducts it. Volunteers will have different learning needs so the induction may need to be conducted across a number of initial visits.

9.1. Once a Volunteer Role has Been Established

The nominated representative supervising the volunteer should use this checklist as a guide and record of what the induction has incorporated

Volunteer Name: _____

Induction Commenced: ___/___/___ Induction Complete: ___/___/___

Induction Conducted By: _____ Signed: _____

Checklist	Yes	N/A
The volunteer has had the role, purpose and values of the association explained and has been provided with relevant fixtures, newsletter, details of website	<input type="checkbox"/>	<input type="checkbox"/>
The new volunteer has been shown around the facility	<input type="checkbox"/>	<input type="checkbox"/>
Introduced to committee members and relevant individuals	<input type="checkbox"/>	<input type="checkbox"/>
The new volunteer is shown around the facility	<input type="checkbox"/>	<input type="checkbox"/>
The amenities	<input type="checkbox"/>	<input type="checkbox"/>
Where to secure valuables	<input type="checkbox"/>	<input type="checkbox"/>
The tea room (how to access water, tea and coffee)	<input type="checkbox"/>	<input type="checkbox"/>
Where equipment and supplies are kept	<input type="checkbox"/>	<input type="checkbox"/>
Shown how to access keys	<input type="checkbox"/>	<input type="checkbox"/>
Shown where the telephone is located	<input type="checkbox"/>	<input type="checkbox"/>
Shown where first aid equipment, ice, etc. are located	<input type="checkbox"/>	<input type="checkbox"/>
Specific work space, areas e.g. if working in the canteen	<input type="checkbox"/>	<input type="checkbox"/>
Provided with parking information	<input type="checkbox"/>	<input type="checkbox"/>
Where the OH&S information is located	<input type="checkbox"/>	<input type="checkbox"/>
Information on Confidentiality, how volunteer privacy is maintained	<input type="checkbox"/>	<input type="checkbox"/>
Grievance procedures	<input type="checkbox"/>	<input type="checkbox"/>
Evacuation procedures	<input type="checkbox"/>	<input type="checkbox"/>
Given a run-down of association contacts and what various people do	<input type="checkbox"/>	<input type="checkbox"/>
The new volunteer has had the association's expectations explained and what they should be able to expect from others in the club	<input type="checkbox"/>	<input type="checkbox"/>
Gone through Code of Conduct	<input type="checkbox"/>	<input type="checkbox"/>
Taken through the Volunteer Policy	<input type="checkbox"/>	<input type="checkbox"/>
Another member or volunteer is assigned as a Mentor or Buddy to show the new volunteer the specific tasks outlined in the Role Description	<input type="checkbox"/>	<input type="checkbox"/>
The new Volunteer has filled in a Registration Form and provided emergency contact details	<input type="checkbox"/>	<input type="checkbox"/>
A date has been set for a catch-up to see how everything is going	<input type="checkbox"/>	<input type="checkbox"/>
The new volunteer is set to go!	<input type="checkbox"/>	<input type="checkbox"/>