



VOLUNTEER POLICY

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Authorisation Date:	14/10/2020
Authorised By:	Eileen Ferguson
Next Review Date:	2023

1. RATIONALE

1.1. The South Australian Croquet Association Inc. trading as “Croquet SA” values the contributions of volunteers and recognises the benefits and positive impacts of volunteering. Volunteering provides people with strong social and community networks, building the capacity and resilience of Croquet SA.

2. POLICY STATEMENT

2.1. The aim of this policy is to outline the responsibilities of members relating to the recruitment, supervision, and development of volunteer roles and also the rights and responsibilities of volunteers.

3. OBJECTIVES

- 3.1. Croquet SA recognises that volunteer involvement promotes participation and encourages people to be active, to contribute and make a difference to Croquet SA and to help shape the future of the sport. Volunteering provides opportunities for personal development through service to the game of croquet and their community. Croquet SA’s volunteers are to complement, not replace, the roles of paid staff.
- 3.2. Croquet SA recognises
- Volunteering benefits Croquet SA and the volunteer
 - Volunteer work is unpaid
 - Volunteering is always a matter of choice
 - Volunteering is an activity performed in the not for profit sector only
 - Volunteering is not a substitute for paid work.

4. POLICY SCOPE AND IMPLEMENTATION

4.1. This policy is relevant to all volunteers, employees, and officers, especially those who supervise and/or work with volunteers and works towards guidelines and outcomes as set by Croquet SA.

5. DEFINITIONS

Volunteer:

An individual who offers their ‘time willingly given for the common good and without financial gain’.

Manager:

In the context of this document, Manager refers to all Manager/Supervisor positions within Croquet SA irrespective of their actual title (e.g. Manager, President, Director, Board member etc).



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6. ROLES AND RESPONSIBILITIES

6.1 Croquet SA is entitled to:

- Negotiate and expect a commitment from a volunteer
- Require a volunteer to conduct themselves in a manner that is consistent with the image of Croquet SA
- Be informed in advance if a volunteer is unable to undertake duties
- Withdraw a volunteer from particular tasks
- Instruct volunteers not to accept unauthorised moneys or gifts from service providers, organisations (or their families) for services provided
- Request the return all property of Croquet SA when leaving their volunteer role. This may include name badges, resources, uniforms, access keys or any other items provided by Croquet SA specific to the volunteer role.

6.2 Croquet SA has a responsibility to:

- Ensure all volunteers in 'Prescribed Positions' have a satisfactory DCSI clearance prior to beginning placement
- Ensure volunteers who do not have current DCSI clearance are removed from volunteer duties until their clearances have been received
- Provide volunteers with a task description, orientation, training, and information as required
- Ensure volunteers have adequate skills to carry out the tasks required of them
- Provide ongoing support and supervision for volunteers
- Ensure volunteers are adequately insured
- Adhere to the principles of the Work Health and Safety Act 2012
- Maintain confidentiality relating to volunteers and information given to Croquet SA by volunteers
- Ensure all volunteer programs have sufficient resources and supervision to achieve their /tasks goals set
- Ensure volunteers are not asked to take responsibility for duties normally carried out by paid staff
- Ensure volunteers are recognised and celebrated annually.

6.3 Volunteers are entitled to:

- Receive appropriate orientation and training
- Have access to designated Managers with queries or support relating to their volunteer role



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- Be given work that is matched with the volunteer's skills, abilities, interests, and availability
- Have access to the right tools for the job
- Be consulted, valued, and welcomed, regarding ideas and suggestions for improvements
- Be covered by appropriate insurance whilst engaged in any voluntary work directly connected with or on behalf of Croquet SA
- A safe working environment
- Have complaints or grievances heard by an appropriate Manager and to be aware of the grievance procedures
- Receive recognition for their extraordinary contribution to Croquet SA
- Receive reimbursement for approved out of pocket expenses
- Be treated with respect and fairly as a valued volunteer.

6.4 Volunteers have a responsibility to:

- Promote a positive image, in line with Croquet SA's values
- Be punctual and reliable
- Let their Supervisor know if unable to work
- Maintain confidentiality
- Support other volunteers
- Know their limitations (time, money, physical needs, family & friendship responsibilities).
- Return all property of Croquet SA when leaving their volunteer role. This may include name badges, resources, uniforms, access keys or any other items provided by Croquet SA specific to the volunteer role.

6.5 Managers of Volunteers have a responsibility for:

- The general management and support of their volunteers
- Implementation of policy and procedures relevant to their volunteers and are responsible for addressing any gaps, concerns, complaints, and grievances.

7. REFERENCES

Croquet SA

- Strategic Plan 2018 - 2021
- Equity, Access, and Social Inclusion Policy 2020
- Member Protection Policy 2016
- Risk Management Policy 2012
- Work Health and Safety Policy 2015



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8. OTHER USEFUL RESOURCES

- National Volunteer Standards
- South Australian Volunteer Protection Act 2001

9. NEXT REVIEW DATE

2023