



NETBALL SA

Volunteer Management Plan

Contents

Glossary.....	4
Introduction	6
Organisation overview	7
Our Purpose	7
How we will operate	7
Strategic Intentions	7
Principles of volunteering.....	8
Definition of formal volunteering	8
Benefits of Volunteering	8
Code of Practice for Volunteer Organisations	8
Code of Ethics for Managers /Coordinators of Volunteers	9
Rights and Responsibilities	10
Purpose of these guidelines	12
Developing a Volunteer Management Program.....	13
1. Planning and Structure.....	14
Volunteer Management Audit and Action Plan	14
Position Descriptions	16
Volunteer Application Form	17
Risk Assessment	17
Record of Volunteer Information	18
Record of History Assessments	18
Record of Exit Interview	18
2. Recruitment	19
Recruitment of Volunteers	19
Recruitment Preparation	21
Interviewing and Selection of Volunteers	22
Induction of Volunteers	24
3. Retention and Recognition.....	26
Retention of Volunteers	26
Training Volunteers	27
Recognition of Volunteers	28
Honarium	29
Reimbursement	29
Volunteers and Insurance	29
4.Review and Evaluation	30
Resignation and Dismissal of volunteers	30
Review and Evaluation of Volunteer Program	31
Summary	33
Useful websites	33

Sample Templates	34
Template V1 – Volunteer Management Action Plan	35
Template V2 – Volunteer Policy	36
Template V3 - Position Description - President	37
Template V4 - Position Description – Vice President	39
Template V5 - Position Description – Secretary	40
Template V6 - Position Description – Treasurer	42
Template V7 - Position Description – General Member	43
Template V8 - Position Description – Canteen Convenor	44
Template V9 - Position Description – Child Safe Officer	45
Template V10 - Position Description – Complaint Handling Officer	47
Template V11 - Position Description – Volunteer Coordinator	48
Template V12 - Position Description – Umpire Coordinator	50
Template V13 - Position Description – Coach Coordinator	51
Template V14 - Position Description – Club Coach	52
Template V15 - Position Description – Team manager	53
Template V16 - Position Description – Records Administrator	54
Template V17 – Volunteer Agreement	55
Template V18 - Confidentiality Agreement	56
Template V19 – Private Policy Statement	57
Template V20 – Volunteer Consent Form	58
Template V21 – Volunteer Application Form	59
Template V22 – Volunteer Information Record Form	62
Template V23 – Advertising flyer	63
Template V24 – Advertising flyer	64
Template V25 – Interview Questions	65
Template V26 – Reference Check Questions	66
Template V27 – Induction Checklist	67
Template V28 – Volunteer Exit Interview	68
Template V29 – Volunteer Statement of Attendance with Offer of a Reference	69
Example V30 – Volunteer Risk Assessment	70
Template V31 – Volunteer Feedback Survey	71
Template V32 – Volunteer Incident Report	73
Template V33– Reimbursement Guideline to Policy	74
Template V34– Approval form for out-of-pocket expenses	75
Template V35– Volunteer out-of-pocket travel expenses (distance claim)	76
Template V36 – History Assessment Procedures	77
Template V37 – National Police Check Data	79
Template V38 – Department for Communities and Social Inclusion (DCSI) data	80

Glossary

Association

An organisation with a purpose and structure involving netball and is an affiliated member of Netball SA.

Club

An organisation with a common purpose and structure involving netball and is a member of an affiliated Association with Netball SA.

Confidentiality

A set of rules that limits access or places restrictions on the disclosure of certain types of information.

Expense Reimbursement

Where a recipient is compensated exactly, whether wholly or partly, for expenses already incurred.

History Assessment

All employees or volunteer persons holding a prescribed position in a recreation or sporting organisation are required to undertake a history assessment before they are engaged or appointed to a position. This can either be done by the organisation, which must include a National Police Check (NPC), or can be done through the Department of Communities and Social Inclusion (DCSI).

Honoriam

Financial payments intended as honorary rewards for voluntary services.

Induction

A process of orientation for volunteers.

Member Protection Policy

A policy outlining Netball Australia and Netball SA's position on ethical issues in netball, including child protection, harassment, gender identity, pregnancy, sexual relationships and codes of behaviour.

Member Protection Information Officer

An appointed person within a State Sporting Organisation or Association who provides information and support to a person who is considering lodging a formal complaint in relation to bullying, harassment, discrimination or abuse.

National Police Check and Department Of Communities and Social Inclusion Check (DCSI)

Forms part of a history assessment conducted as a pre-engagement background assessment on a person.

National Standards for Volunteer Involvement

These standards are what Volunteering Australia regards as best practice in the management of volunteers.

Netball SA

State body for netball in South Australia, an affiliated member of the National body, Netball Australia.

Position Description

A document outlining key duties, responsibilities, qualifications and essential functions of the volunteer role.

Recruitment

The process of seeking and attracting a pool of qualified applicants for volunteer vacancies.

Reference Checks

Contacting previous employers of an applicant to determine his or her job or volunteering history. Reference checks may also include schools and colleges attended by the applicant, coaching and umpiring accreditation levels, to determine qualifications.

Supervision

Overseeing the process and productivity of the volunteer.

Volunteer

A person who gives their time willingly for the common good without financial gain.

Volunteers can be sourced from:

- internally within a netball association or club, for example, players and parents to take up the roles of umpires and coaches.
- externally from sectors such as education, marketing, business or government to provide specialised skills. For example creating a fundraising event with specific marketing or sponsorship aspects

Volunteer Coordinator

A person who is responsible for the overall management of volunteer program including recruitment, interviewing and managing a volunteer staff.

Volunteering

Volunteering is time willingly given for the common good without financial gain.

Volunteering can take the form of:

- Traditional – where a person commits to volunteer on a regular basis.
- Spontaneous/event- where a person commits to volunteer for a specific event or project with a definite end date.

Introduction

Netball SA recognises the critical role volunteers play within the netball community. Attracting and retaining dedicated volunteers is vital to the continued growth and success of our sport.

Our volunteers are the lifeblood of the sport, both in local and state competitions and in programs and events. Our Associations and Clubs are committed to providing volunteers with rewarding experiences as they help us fulfill our purpose and achieve our goals.

Volunteers enrich South Australian communities and support sport, fitness and outdoor recreation on a daily basis. Volunteers help to build strong, healthy and inclusive communities across South Australia.

Please know that by looking after the needs of volunteers you are taking care of our sport!

Organisation overview

Netball is a key element in Australia's sporting heritage and lifestyle and is the leading female participation team sport.

Netball SA is the governing body for the sport on a state level. Netball SA has 40 affiliated netball associations, over 370 affiliated clubs throughout South Australia more than 30,000 registered members. Affiliation with Netball SA provides our Associations and Clubs access to a wide range of development opportunities, programs, events and insurance cover under the Netball Australia Risk Protection Program.

Netball SA is located at Priceline Stadium, 155 Railway Terrace, Mile End South, Adelaide and is affiliated with the national peak body, Netball Australia.

Our Purpose

As guardians of the sport we will enrich the community through netball.

How we will operate

We will be bold, relevant, inclusive, accountable and enduring.

Strategic Intentions

By 2020 we will:

- Double our membership to 60,000
- Expand and diversify our community engagement with current and new participation groups
- Increase our revenue to \$10 million
- Exceed all high performance benchmarks in everything we do

Principles of volunteering

Definition of formal volunteering

Formal volunteering is an activity or project which takes place in a not for profit organisation and is undertaken:

- To be of benefit to the community and the volunteer.
- Of the volunteers own free will and without coercion.
- For no financial payment.
- In designated volunteer positions only.

Benefits of Volunteering

- Volunteering benefits the community and the volunteer.
- Volunteering is always a matter of choice.
- Volunteering is not compulsorily undertaken to receive pensions or government allowances.
- Volunteering is a legitimate way in which citizens can participate in the activities of their community.
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs.
- Volunteering is an activity performed in the not for profit sector only.
- Volunteering respects the rights, dignity and culture of others.
- Volunteering promotes human rights and equality.

Code of Practice for Volunteer Organisations

The following points identify policy considerations for volunteering involving Association/Club and can be addressed as part of the process to implement the national standards.

The Association/Club will:

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

Code of Ethics for Managers /Coordinators of Volunteers

A Manager/Coordinator of Volunteers will:

- Agree to the definition of volunteering.
- Uphold and work to the Principles of Volunteering.
- Promote best practice in volunteer management in their organization.
- Ensure that their Association/Club has a written policy on volunteer involvement.
- Ensure the volunteer policy is implemented and adhered to.
- Ensure the rights of volunteers are protected.
- Value the worth and work of volunteers in a positive way.
- Promote the broader volunteer movement.
- Not replace paid staff with volunteers.
- Work in a manner that demonstrates that all staff are valued equally.
- Observe duty of care.
- Value and respect the role of manager/coordinator of volunteers.
- Work to enhance and develop the role of manager/coordinator of volunteers.
- Work to ensure that volunteer services are adequately resourced.
- Practice and observe high standards of confidentiality.

Rights and Responsibilities

Both volunteers and the Association/Clubs they volunteer for have rights and responsibilities. Volunteers are engaged to perform a specific job and the Association/Club agrees to provide the volunteer with a worthwhile and rewarding experience. In return each has the right to some basic expectations of the other.

Volunteers have the right:

- To receive information about the Association/Club for which you are involved with.
- To be provided with a clearly written position description and working hours and that the role is clear and precise.
- To be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation.
- To receive induction and orientation and be provided with copies of the volunteer policy and any other policies that affects the volunteer's work.
- To be trained, supervised and supported in the role.
- Know to whom they are accountable.
- Be made aware of grievance procedures.
- Not fill in a position previously held by a paid worker.
- To be adequately covered by insurance.
- To work in a safe and healthy work environment.
- To have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988.
- To be recognised as a valuable team member and advise them of opportunities to participate in Association/Club decisions.
- Say no if they feel they are being exploited.
- Be reimbursed for approved out of pocket expenses.
- Be informed and consulted on matters and policies and procedures which directly or indirectly affect them and their work.

An Association/Club has the right:

- To interview and select the best volunteer for the role. This might include referencing, history assessments including a Police Check and / or DCSI check.
- To expect volunteers to adhere to their position descriptions/outlines and to be prompt and reliable in the designated role.
- To expect all volunteers to show respect and courtesy towards other volunteers, committee, officials, players, parents and members of the Association/Club.
- To renew volunteer performances according to its policies and procedures.
- To release a volunteer who is not appropriate for the volunteer work.

A Volunteer is responsible for:

- Ensuring to make the time to take on the role and its responsibilities.
- Being committed to the Association/Club and or clubs aims and objectives.
- Undertaking training and orientation as required.
- Behaving in a professional and ethical manner.
- Awareness of Work Health and Safety policies and practices.
- Being a team player.
- Ensuring the purpose of the Association/Club matches their own values and beliefs.
- Ensuring the volunteer role undertaken is clear and precise.
- Adhering to policies and procedures.
- Notify the Association/Club as soon as possible of their absences.

An Association/Club is responsible for:

- Providing a clear outline of duties, in some cases providing written documentation when required.
- Providing orientation and training.
- Setting clear lines of communication about complaints and conflict and resolution procedures.
- Engaging volunteers in accordance with anti-discrimination and equal opportunity legislation.
- Providing a safe and healthy working environment.
- Providing appropriate and adequate insurance coverage for volunteers.
- Providing volunteers with support and supervision.
- Providing emergency procedure guidelines.
- Reimbursing volunteers for out of pocket expenses incurred on behalf of the Association/Club.
- Ensuring volunteers are treated as a valuable team member.
- Acknowledging the contribution of volunteers.

Purpose of these guidelines

The purpose of these guidelines is to assist our affiliated Associations and Clubs to:

- Provide information and tools for the development and management of volunteer programs.
- Provide generic information for the development of policies and processes that are compliant to the National Standards for Volunteer Involvement.
- Provide guidance that can be easily amended and adapted to suit individual needs of Association clubs.

The policies, processes and forms included in these guidelines meet with the National Standards for Volunteer Involvement and are best practice in the management of volunteers.

Please don't be overwhelmed! It is not expected that you implement everything in this plan, we suggest you choose and adapt the suggestions and resources that best meet your needs.

Developing a Volunteer Management Program

A Volunteer Management program integrates and coordinates core policies, processes and activities the Association/Club has in place for working with volunteers. The first step in developing the program is to conduct a volunteer management audit and establish an action plan to assist with the setting of both short and longer term goals for improving the experience for volunteers in your organization.

The development of a volunteer program can be looked at in four stages:

1. Planning and Structure

- Conduct a Volunteer Management Audit and establish an Action Plan
- Ensure supporting documentation and policies are in place

2. Recruitment

- Recruitment of Volunteers
- Interviewing and Selection of Volunteers
- Induction, Orientation of Volunteers

3. Retention and Recognition

- Retention of Volunteers
- Training Volunteers
- Recognition of Volunteers

4. Review and Evaluation

- Resignation and Dismissal of Volunteers
- Review and Evaluation of the Volunteer Program

1. Planning and Structure

Volunteer Management Audit and Action Plan

Before beginning the process of developing a volunteer program you must determine and evaluate the needs of your Association/Club. In other words, what functions do you need volunteers to perform in the near and distant future?

Involve your Executive Committee in completing a Volunteer Management Audit to help you understand your Association or Club's strengths and weaknesses and to assist in planning for recruiting, retaining, recognizing and reviewing volunteer involvement.

Statistics show that a well organised program recruits and retains volunteers more effectively than one that lacks structure. Use the table below to assist in clarifying why and how your Association/Club can involve volunteers and to assist you in planning your volunteer program.

Think about	What information should be considered
Will management and staff support the program?	<ul style="list-style-type: none">• Meeting Agenda: volunteer program• Open, transparent discussion
What time and what budget will be allocated for management of volunteers?	<ul style="list-style-type: none">• Planned regular meetings with the committee. Agenda items may include money for coordinator /training/recognition/administration, uniforms, compulsory checks.
How many volunteers are required?	<ul style="list-style-type: none">• Consult with current paid staff, other volunteers and other Associations/Clubs
What sort of roles does the Association/Club need?	<ul style="list-style-type: none">• Permanent, ongoing roles• Teams or projects• Virtual roles• Consultant roles
Are the tasks suitable for volunteers?	<ul style="list-style-type: none">• Check against rights and responsibilities of volunteers
Are there appropriate volunteers in the local area?	<ul style="list-style-type: none">• Make a list of possible volunteer sources, both internally and externally. Look to schools, colleges, local businesses, senior citizen centres, local councils, retirement homes
Can the Association/Club use short term as well as long-term volunteers?	<ul style="list-style-type: none">• Some volunteers are only available for one off events or parts of the season
Can the Association/Club accommodate volunteers with disabilities?	<ul style="list-style-type: none">• Accessibility• Consider the person with a disability to act as a volunteer assistant
Who will provide training?	<ul style="list-style-type: none">• Qualified Staff or experienced volunteers within the Association/Club• Local volunteer centre
What are the requirements of your Association/Club and State regarding Police checks and/or DCSI checks?	<ul style="list-style-type: none">• A secure storage system• Privacy Policy• Refer to relevant sources in your State or Territory
Does your Association/Club have the appropriate insurance?	<ul style="list-style-type: none">• Insurance relates to National Standards• Types of insurance that may be required:• Personal Accident/public liability• Director and Officers Liability• Refer to Netball Australia and affiliated members insurance provider www.willisnetball.com

The Volunteer Action Plan is the last step in the Volunteer Management Audit. It is a useful tool for setting both short and longer-term goals for improving the experience for volunteers in your Association/Club.

See the Action Plan **Template V1** in the Template section of these guidelines to assist you.

Setting up systems and documentation will take time, however it is necessary to complete all documentation and processes before commencing recruitment.

Develop Documentation and Procedures

Once you have your internal systems in place you can develop your documentation and procedures. This may include a Volunteer Policy, Position Descriptions, Volunteer Application Forms, Interview and Exit Interview questions.

The National Member Protection Policy, including Codes of Behaviour, is to be adopted by all Associations and Clubs and is to be included in any manuals, inductions, etc for volunteers along with Association /Club policies and procedures. A copy can be viewed and downloaded at www.netball.com.au/member-protection-dispute-resolution

Volunteer Policy

Depending on the size of your Association/Club, you may wish to develop or adopt a Volunteer Policy. Having a Policy provides a useful framework for outlining what volunteers can expect from your Association/Club and what you can expect from them. You can create your own Policy or simply adopt the Netball SA Volunteer Policy located in the template section of these guidelines see **Template V2**.

You may also like to publicise your commitment to volunteers. The purpose of doing this is to let your current and potential volunteers they are important and to communicate your commitment to them. The table below is to assist you in creating a volunteer policy.

Think about	What information should be considered
What must be included in a policy?	<ul style="list-style-type: none">• See Netball SA Volunteer Policy sample Template V2
Opening Statement and Commitment to Volunteers	<ul style="list-style-type: none">• State the purpose of the policy• State recognition of the value of volunteers• May include Vision and Mission statement
Definition of volunteering	<ul style="list-style-type: none">• Refer Volunteering SA & NT website www.volunteering.sa.org.au
Objectives and scope	<ul style="list-style-type: none">• Purpose of policy and to whom the policy is relevant
Relevant Legislation	<ul style="list-style-type: none">• Work Health and Safety Act 2012 (South Australia)• Anti-discrimination Act 1977• Privacy Act 1988• Child Protection Act 1993
Related Policies	<ul style="list-style-type: none">• Refer to Netball SA website for Association/Club policy templates www.sa.netball.com.au• Insurance coverage
Related Procedures	<ul style="list-style-type: none">• Volunteer Welcome Handbook• Reimbursement for out of pocket expenses See Templates V33, V34, V35• Incident report See Template V32• Police checks, DCSI & reference checks• Confidentiality of volunteers information
Volunteer rights and responsibilities	<ul style="list-style-type: none">• Rights and Responsibilities listed in this booklet
Procedures for management of volunteers	<ul style="list-style-type: none">• Planning, recruitment/ Orientation/Retention• Interview/Selection/Resignation/Evaluation

Position Descriptions

A position description is a powerful and necessary tool. The position description should clearly reflect the responsibilities and tasks of the role and the range of key qualifications, qualities and knowledge required by the volunteer.

Use the table below to assist in outlining the parameters of the roles.

Think about	What information should be considered
What is the title of the role?	<ul style="list-style-type: none"> • A specific title adds value to the role
Reporting/Supervision: To whom is the volunteer responsible?	<ul style="list-style-type: none"> • Canteen Convenor • President / Executive • Other Volunteers
Have you consulted paid staff or other volunteers about the position description?	<ul style="list-style-type: none"> • Ensuring boundaries are explained and maintained
Details and duties of the role: What tasks are involved in the role?	<ul style="list-style-type: none"> • Ensuring boundaries are explained and maintained
Selection Criteria: What skills and attributes are required of the volunteer?	<ul style="list-style-type: none"> • Eg: excellent communication and the ability to take direction; administration experience
When will you require the volunteer?	<ul style="list-style-type: none"> • Days, hours, game days • Level of flexibility, by negotiation • Roster, long/short term
How will induction/orientation be provided?	<ul style="list-style-type: none"> • Specific orientation to the facility • Subsequent on the job
Will a Police Check /DCSI check be required?	<ul style="list-style-type: none"> • Consider how this will delay commencement and how to maintain contact with the volunteer in the interim
Is there a dress code for the role?	<ul style="list-style-type: none"> • Specific clothing – may need to be provided by the association/club e.g. team polo shirt or jacket
What is the association/club's policy for reimbursement of costs?	<ul style="list-style-type: none"> • Eg: travel, materials used during events, activities and tasks
Can you describe the working environment?	<ul style="list-style-type: none"> • Fast paced/relaxed • Following direction/working independently • Physical demands • Indoors/outdoors
Will there be a trial period for the role?	<ul style="list-style-type: none"> • Explain the policy & feedback at the end of the trial period
What benefits might the volunteer gain?	<ul style="list-style-type: none"> • Learn new skills, develop friendships

For sample Position Description templates please see [Templates V3 - V16](#).

Volunteer Application Form

A volunteer application form is necessary for two reasons:

- To assist in your interview and screening process; and
- To document basic information about the volunteer

The form should clearly outline the information the volunteer is required to supply in order for the application to be considered.

Use the table below to assist in preparing an application form

Think about	What information should be considered
What can be included on an application form?	<ul style="list-style-type: none">• Personal details• Ethnicity identification e.g.: Indigenous, Torres Strait Islander and CALD background• Skills and areas of interest• Previous work and volunteer experience• Days/times available• Method of transport• Languages spoken• Request for consent to undergo police checks• Impairment or conditions that may be aggravated by tasks listed in role• Assistance required• Willingness to undergo training• Motivation to volunteer• Referees (optional)• Volunteer Agreement see Template V18• Confidentiality Agreement see Template V19• Consent Form (photos, video, audio recordings) see Template V20• Sample Volunteer Application Form see Template V21

Other Forms which may be required:

- Risk Assessment
- Record of Volunteer information
- Record of history assessments eg Police Checks and/or DCSI Checks
- Record of Exit Interview

Use the tables below to assist in preparing the above forms.

Risk Assessment

Think about	What information should be considered
What is required in a risk assessment	<ul style="list-style-type: none">• Ensure that the Association/Club's Risk Management Plan will include volunteers and volunteer activities, see Example V30

Record of Volunteer Information

Think about	What information should be considered
What volunteer information should be recorded and why?	<ul style="list-style-type: none"> • Useful for maintaining records of events, training and mailing lists, see Template V22 • Information stored e.g.: <ul style="list-style-type: none"> - Name - Address - Phone and email contact - Date of birth - Emergency contact - Police Check/DCSI Check - Date of commencement - Days/Times available

Record of History Assessments

Think about	What information should be considered
How should SA Police Checks and/or checks through the Department of Communities and Social Inclusion be recorded and stored?	<ul style="list-style-type: none"> • Refer to NSA History Assessment process see Template V36 • Have volunteer complete form(s) • Store completed forms as legal documents • Maintain after volunteer ceases role as required by legislation see Templates V36, V37, V38

Record of Exit Interview

Think about	What information should be considered
What questions should be asked? Where will exit interview be held? Who will conduct the interview? Do you have a checklist for the return of resources?	<ul style="list-style-type: none"> • See Template V28 • Ensure privacy is respected • Manager/Coordinator • Third party if applicable (refer to Association Grievance Policy) • E.g.: sporting equipment, polo shirt

2. Recruitment

Recruitment of Volunteers

The critical step in getting your program started is getting the right volunteer to fill the role at your Association or Club. Traditionally people who volunteer in sport and recreation have a direct connection to the sport either through themselves as players, their children or other family members and friends.

As an Association/Club you need to understand the biggest challenge for sports is providing volunteering opportunities and engaging with individuals that matches their life stage- from being a teen, to a young adult starting university or work, to starting a family right through their retirement years. Talking with individuals on sign on day, for example can reveal a person's interest and work background and hopefully assist you in identifying what volunteer roles can be utilised at your Association/Club. There may be skills a person has that would be beneficial to your Association/Club that you have not thought of.

Recruitment can be either general or selective based.

- General recruitment is used when there is a need for individuals to fill jobs that require commonly based skills, for example coach convenor, MPIO or canteen convenor.
- Selective recruitment is used when you are looking for volunteers with qualified skills to do specific roles, for example creating a fundraising event or website. In the case of the selective recruitment, an appeal is usually made to targeted groups through specialised media. Each Association/Club will have different advertising sources according to their local area.

There is an increasing trend for volunteers to prefer short term, project based activities. Removing or limiting the barriers that may discourage volunteers should lead to a greater number becoming involved.

Appoint a Volunteer Coordinator

Depending on the size of your Association/Club and the number of volunteers within your organisation you may want to consider recruiting a Volunteer Coordinator. Volunteer Coordinators recruit volunteers to help with your business goals, and they ensure all events that need volunteers are covered.

The Volunteer Coordinator role can include creating position descriptions for required roles, the recruitment of new volunteers through local media and community meetings and the organisation and management of the volunteer processes. A Volunteer Coordinator can be part-time and can be volunteers themselves.

A Volunteer Coordinator will usually perform or oversee the following duties:

- Recruitment- one of the largest roles of the Volunteer Coordinator is that of a recruiter. Coordinators use a variety of recruiting techniques such as networking and advertising to recruit volunteers.
- Screening – this might include interviewing candidates conducting background checks and verifying references.
- Training – coordinators can also be responsible for coordinating orientations and training sessions. Coordinators should be responsible to ensure adequate training and supervision is provided to the volunteer. This may include a 'buddy' system whereby the new volunteer will shadow an existing volunteer in their role ensuring the Volunteer Coordinator does not need to be an expert in all roles of the Association/Club.

Advertising

When recruiting volunteers, remember to think outside the box and encourage and welcome diverse groups into your organisation.

Reflect on the resources required to effectively coordinate, support, motivate and recognise your volunteers.

Think about	What information should be considered
What is the role you are advertising?	<ul style="list-style-type: none">• Keep the message simple• See Templates V23, V24
What are the potential recruiting sources in your area?	<ul style="list-style-type: none">• Family friends of current volunteers• Education facilities: schools TAFE Universities, trade Association/Clubs• Corporate Volunteers• Multicultural /community organisations• Places of worship• Volunteer centres in your local region• Free volunteer websites
What advertising methods are best suited to your Association/Club, target group and local area?	<ul style="list-style-type: none">• Consider the advertising appropriate to the age group: e.g. email for younger persons. Sometimes a combination of the below is best.• Letters to parents of junior players• Word of mouth• Sign on days• Media eg: Local free press• Newsletters - schools, TAFE, Universities• Website• Community notices boards e.g. libraries, community centre's, universities, schools, shops• Flyers/Posters into local businesses• Events, Competitions• Stall at community events• Seek and or Go Volunteer websites• Appoint brand ambassadors from within your membership to push through content on their personal social media sites e.g. Facebook

There are many sources developed specifically for organisations to register events and volunteering opportunities and to link with people wanting to participate in volunteering.

Below are suggestions of websites that offer free or low cost options to advertise for volunteers, targeting a larger audience than people associated with your association or club. These organisations are designed to make volunteering and recruiting volunteers easier.

- Seek Volunteer- www.volunteer.com.au
- Go Volunteer- www.govolunteer.com.au
- Volunteering SA & NT - www.volunteeringsant.org.au

It is also good to note the above centres also offer a service whereby an Association/Club can advertise their event to attract volunteers rather than an individual role. This would be under the category of Event Volunteering.

Recruitment Preparation

The recruitment process involves a range of tasks and activities that take place during a recruitment campaign. A little bit of planning and preparation helps ensure that the necessary procedures and documentation are in place to support everyone involved.

Before you start recruitment it is important to spend some time planning. This will ensure you are clear about what kinds of volunteers you plan to recruit.

Except when an election process exists, the following should be considered when recruiting volunteers.

(Note: Some volunteer roles cannot always be filled from outside the Association/Club. Roles such as coaches and umpires are best recruited from within, for example training junior members to umpire from as young as 12 years and developing the skills required eg Netball SA Green Shirt umpire development program. Sharing umpires from within the various clubs within your Association/Club may also relieve the shortfall of umpires.)

Think about	What information should be considered
Initial enquiries	<ul style="list-style-type: none">• Sometimes persons will contact you by phone re volunteering. Use this opportunity to conduct an initial conversation to see if you want to take the discussion further.
Have you forwarded an application form after the initial inquiry?	<ul style="list-style-type: none">• The form can be both completed and brought to the interview by the volunteer or be completed during. (see template)
Have you arranged an appointment time?	<ul style="list-style-type: none">• Getting to know the applicant on a more personal level can sometimes give you a clearer indication if the person is the right fit for your Association/Club. A set time frame also gives you an opportunity to ask and answer relevant questions.
Do you know what skills and attributes the volunteer will need prior to the interview?	<ul style="list-style-type: none">• What are the specific skills set the volunteer will require relevant to the role? If the volunteer lacks a specific skill detriment to the role do not be afraid to refuse application or redirect them to a more suitable role.
What is the Association/Club's policy regarding National Police Checks and / or DCSI Checks?	<ul style="list-style-type: none">• Have these forms on hand during the interview. Having the volunteer complete forms during the interview will allay wasted time especially if the checks need to be completed before commencement of volunteer work.

Interviewing and Selection of Volunteers

Interviewing

Interviewing is important, as it is the opportunity for the Association/Club to market the netball community as well as determine whether the volunteer applicant is a good fit for the role and the Association/Club. Therefore, the volunteer coordinator/supervisor should be equipped with some basic tools to conduct an effective interview.

Use the table below for guidelines in preparing you to interview a potential volunteer.

Think about	What information should be considered
Do you have the questions ready and documented?	<ul style="list-style-type: none"> • Develop a set of questions that will give the information you require to make a well informed decision about the suitability of the volunteer in the role, see Template V25 • It is important to be aware there are a number of questions that legally may NOT be asked during an interview. This includes questions about: <ul style="list-style-type: none"> • Race, nationality or birthplace • Religious affiliation • Health. The exception is a specific question whether the applicant is able to perform a specific physical task required.
Do you have a clear vision of the skills and attributes for the particular role?	<p>Consider:</p> <ul style="list-style-type: none"> • Communication skills • Personal presentation • Motivation of volunteer • Attitude towards the role • Attitude towards the Association/Club • Physical suitability for the role
Do you know the expectations of the role so you can explain them to the volunteer?	<ul style="list-style-type: none"> • Position description will detail role • Make clear any challenging aspects of role to the volunteer
Have you informed the volunteer that their references could be contacted?	<ul style="list-style-type: none"> • Explain the types of questions that will be asked • List of reference check questions • See Template V26
Have you informed the volunteer that a successful History Assessment, including a Police Check, or DCSI is compulsory?	<p>Explain the process and length of wait time</p> <p>Explain the attention to privacy issues</p>
Have you explained about the reimbursement policy?	<p>Explain and provide copies of your policy</p> <p>See Template V33</p>
Are you prepared to answer any questions asked	<p>Refer to the job description</p> <p>Information sheet describing Association/Club</p>

Selection and Decision Making

As an Association/Club you have the right to refuse engagement of a volunteer if they are considered unsuitable for the role. When unsure about the volunteer, reserve decision making. Thank the volunteer and inform them you will contact them. Check references and other information before making the final decision. Once you have made the decision make sure you **DO** inform the volunteer.

Use the table below to assist in making a decision that best suits the Association/Club

Think about	What information should be considered
Did the volunteer demonstrate attributes that will allow them to fulfill the role and enhance the Association/Club?	<ul style="list-style-type: none"> Attributes that may be relevant include: <ul style="list-style-type: none"> - Appropriate skills knowledge and interest - Good listening skills - Ability to work with others - Willingness to undergo relevant legal checks - Agreeable to times and conditions - Initiative and self-motivation - Reliability and dependability - Flexibility of hours - Willingness to learn and undergo training eg umpire/coaching courses. Refer to Netball SA website for more details - Enthusiasm for the role, sport and Association/Club
Is the volunteer capable of working within the guidelines of the volunteer program and the boundaries of the position?	<ul style="list-style-type: none"> Yes/No
Do referees recommend the volunteer for the position?	<ul style="list-style-type: none"> See Template V26 for referee questions
Does the volunteer match the selection criteria for the role?	<ul style="list-style-type: none"> Yes/No
If the volunteer does not match the selection criteria, would they be better suited to another role?	<ul style="list-style-type: none"> Yes/No If the volunteer is referred by a volunteer resource centre or educational program, notify of unsuitability for the Association/Club /club
How will you inform the volunteer that they have been successful?	<ul style="list-style-type: none"> Make contact as soon as possible after the decision is made May advise during interview or at a follow up call /email Unsuccessful- honest explanation for unsuitability
How do you inform the volunteer that there could be a processing time, particularly if there is a prolonged waiting period for police checks and DSCI checks?	<ul style="list-style-type: none"> Begin the paperwork during the interview Advised of time delay during interview and the options to keep engaged whilst waiting for the volunteer role to commence.
How will you maintain contact with volunteers waiting to commence, particularly if the season has not commenced?	<ul style="list-style-type: none"> Phone call /letter/email/newsletter. Ensure the volunteer feels they have not been forgotten. Keeping the volunteer updated will ensure they do not pursue other volunteer opportunities because they have not heard from the Association/Club
Can you begin training volunteers during the waiting period?	<ul style="list-style-type: none"> Prior to commencing volunteer role/season Arrange for induction and set commencement date

Induction of Volunteers

Volunteer induction and orientation are essential ingredients for making new volunteers feel welcome, to support volunteers to understand their roles, and to familiarise volunteers to both the physical environment and the Association/Club's operations. It's about welcoming new volunteers to the Association/Club and will make the new volunteer feel comfortable and confident to ask for assistance if needed.

Volunteers can only fulfill the role to expectations if they are provided with the necessary information, skills and knowledge to do so. It is the responsibility and duty of care of the volunteer manager/coordinator/supervisor to the volunteer to ensure the volunteers are well informed.

Orientation provides information relevant to all those working within your Association/Club. This process should be adopted by your Association/Club to ensure all parties are aware of the culture, expectations and policies which help assist a smooth transition into your organisation.

Orientation can be undertaken in many forms such as independently (one on one) or as part of an integrated site orientation. It is important to decide which format suits your Association/Club.

Use the table below for different types of orientation formats.

Think about	What information should be considered
In-House Inductions – using own facilities	<ul style="list-style-type: none">• Use the skills and resources from within your association/club.• Allows the new volunteer to become familiar with the club house and facilities.
External Inductions – use when own facilities not available	<ul style="list-style-type: none">• Does the Association/Club have a relationship with the local RSL or Community hall• Remember External venues may incur a cost. Refer to your treasurer for approval before committing funds.
Group Inductions	<ul style="list-style-type: none">• Inducting a larger group of volunteers who will work as a team or in similar roles. This can help build team spirit and gives an opportunity for volunteers to meet.• This can give the coordinator an opportunity to identify future leaders.

If you decide a group orientation is more suited you may also like to consider an 'Ice Breaker'. This is an activity introduced at the beginning of the meeting and can assist in 'breaking the ice' and providing an opportunity for volunteers to learn about each other.

Once the volunteer has been orientated to your Association/Club will want to induct each volunteer into their role.

Induction can take many forms. It can be undertaken as:

- **A hand-over period** where the outgoing volunteer supports and trains the incoming
- **A buddy system** - where new volunteers are assigned to someone already in the role to work alongside them and to learn 'on the job'
- **Mentoring** - to nominate mentors around the club to support new volunteer in an ongoing manner
- **Training Session** - to conduct a session where new volunteers are offered training / information about their role and the requirements

Use the tables on the following pages to assist in making a decision that best suits the Association/Club when inducting volunteers.

Think about	What information should be considered
Have you developed a check list for induction that volunteers can sign once induction is complete?	<ul style="list-style-type: none"> • See Template V27
Have you set aside the time to induct one or a group of volunteers? A group induction may suit at the beginning of each season rather than individually.	<ul style="list-style-type: none"> • Allow reasonable time for initial induction.eg: 30 min to an hour. • Consider an induction process that adopts a broad approach for all volunteers at the beginning of the session then separate similar persons in similar roles to specialise the induction; For example coaches and umpires in one group, administration and general duties in another group

Commencing Volunteer Role

Think about	What information should be considered
Have you provided sufficient training for the volunteer to feel confident to commence working in the position?	<p>Possible strategies:</p> <ul style="list-style-type: none"> • Complete specific training if relevant • Work with a buddy system • A supported role in a team environment • One-one discussion with volunteer
Do volunteers have sufficient training to know when to recognise and report an incident? Is the volunteer aware of the Member Protection Information Officer and their role?	<p>Make sure the induction covers:</p> <ul style="list-style-type: none"> • How to deal with various incidents • How to report incidents • Who will assist the volunteer with incident report? See Template V9
Do volunteers have resources to commence?	E.g. keys, computer equipment, manuals, clothing

3. Retention and Recognition

Retention of Volunteers

We all know how it is much less effort to keep the volunteers we already have than to go out and attract and recruit new volunteers. Three reasons that would encourage volunteers to stay are: improved communication, further training and support, and better management of those who currently fulfill more than one role.

This section offers suggestions and resources to assist in addressing these issues and to retain those volunteers who are currently in your organization.

Survey volunteers

Unless we ask we don't always know what our volunteers are thinking. Design a survey to provide your Association/Club with information on reasons why people volunteer, how they feel about their volunteer experience, what training and development they would like and how their volunteering experience could be improved.

Ensure good volunteer relationships

Not always easy to do but ensuring good relationships between the volunteers at your Association/Club will be important in the retention of volunteers. This is especially important between long-term and new volunteers.

Designated support person for volunteer

In each position description for volunteers in your Association/Club there is a person that each of the roles is responsible to. This will usually be the person to whom a volunteer can go to for advice and assistance. You may want to ensure this is explained in the position descriptions and in the Welcome Pack for new volunteers.

Volunteer workloads are monitored

Volunteers should be supervised and supported to ensure workloads are reasonable and manageable and adjustments made as needed.

Volunteers receive feedback on their work

Everyone likes to know their work is recognised, including volunteers. Providing feedback to volunteers about the value of their work and how they are performing is vital to retaining them. [See Template V](#)

Volunteers report regularly on their activities

It is important that volunteers have an opportunity to report regularly on their activities. This may happen in regular meetings or in specific volunteer groups such as coaches, committee meetings, etc. This will provide your organization with valuable information to highlight the contribution volunteers make to your Association/Club and their impact.

There is a process to handle grievances

From time to time issues will arise with volunteers that need resolving. Volunteers should be provided an opportunity to raise a grievance about any matter related to their volunteering. The welfare of volunteers is important and needs to be dealt with in a fair and transparent manner.

Up to date volunteer records are maintained

Maintaining records on volunteers doesn't need to be complicated but maintaining information on your volunteers will help you plan, report and manage your volunteers more effectively. Use the MyNetball database to assist you in this process.

Training Volunteers

While there are core skills that volunteers need to be more effective in their roles, the training of volunteers will depend on things such as:

- Principles and goals of your Association/Club
- Different things volunteers do in your Association/Club
- Who your volunteers work with (e.g. other volunteers, paid staff, sponsors, members)
- Background, skills and experience of your volunteers

Depending on the size of your association/club you may need to create a training program which will depend on your association/club goals, what skills are required and what your volunteers are like.

Designing a program involves:

- Deciding on who will design the training e.g. someone from within your association/club or an external source
- Developing the content of the training
- Decide how to present the training e.g. role play, lecture, informal discussion
- Selecting materials to support training content e.g. handouts, video, guest speaker
- Decide on the best setting for training e.g. in the field, on the job, in a classroom setting
- Deciding on the different needs of your volunteers e.g. is it suitable for younger people, older people or people with different cultural backgrounds. Do you need to provide different types of training for different demographics?

Always evaluate your training to determine its success. There is no point in continuing a particular training session if it is not valued or required by its audience. You can provide evaluation forms to collect feedback at each session e.g. who attended, how much they learned, was the training was suitable, what techniques worked best and what information was missing.

Recognition of Volunteers

Recognition is a critical component of rewarding and motivating because it is one of the keys to maintaining volunteer interest and therefore volunteer retention within the netball community.

The number one way to retain volunteers to is to make sure they know they are appreciated. Recognition can be as informal as saying 'thank you' or as formal as a plaque presented at banquet at an end of year dinner. Expressions of appreciation and recognition go a long way in keeping volunteers motivated and enthusiastic.

Make it a priority of your organisation

Recognising the work of volunteers is crucial to any Association/Club wanting to attract and retain volunteers.

Recognise informally and formally

Vary your recognition of volunteers to include the informal thank you to more formal events, such as awards nights and dinners.

Make it authentic and personal

Make the recognition meaningful and personal and use the opportunity to reflect on the volunteer's value to your Association/Club.

Be consistent

Make sure that the standards for recognition that have been established can be consistently maintained by your Association/Club in the future. Holding a volunteer recognition event once a year sets up expectations for future volunteers.

Be timely

Recognition should be made soon after the achievement has been achieved as delaying until weeks or months afterwards diminishes the value of your gratitude.

Make it unique

Getting to know each of your volunteers and delivering recognition in a way that the volunteer would like to receive it is important - for some this will be public recognition and for others it will be more private.

Inclusive of all volunteers

Ensure that your volunteer recognition is transparent and inclusive of all volunteers. Keep a record of your volunteer contributions, achievements and acknowledgements by creating a database and ensuring this is updated on a regular basis. This will assist you in ensuring all volunteers are rewarded on a consistent basis.

Use the table below for ideas on how to recognise your volunteers.

Informal Recognition	Formal Recognition
<ul style="list-style-type: none">• Address volunteer by name• Say 'thank you'• Write a thank you note• Treat a volunteer to a coffee• Take volunteer to lunch• Ask for input• Include volunteers in meetings	<ul style="list-style-type: none">• Recognise volunteers at Association/Club presentation dinners, competitions, and for awards. For example, nominate your volunteer for the Sport SA Volunteer Award in August each year• Create a regular volunteer feature on the Association/Club websites and social sites• Organise with a local newspaper for a regular story to highlight the work of volunteers in your Association/Club• Present volunteers with certificates, letters of reference, plaques etc.• Give more opportunity to train or supervise other volunteers

Honorarium

An honorarium is a payment that is not assessable to a volunteer, in other words is considered as a pastime or hobby and not income producing, and will have many of the following characteristics.

- Payment is to meet incurred or anticipated expenses
- Payment has no connection to the recipients income producing activities or services
- Payment is not relied upon or expected by the recipient for day to day living
- Payment is not legally required or expected
- There is no obligation on the part of the payer (Association/Club) to make the payment.
- Payment is token amount compared to the services provided or expenses incurred.

Refer to the Australian Taxation office website: <https://www.ato.gov.au/Non-profit/Employees,-volunteers-and-other-workers/In-detail/Employees,-volunteers---other-workers/>

Netball SA suggests you contact your Association/Club accountant for clear guidelines regarding honorarium payments to volunteers before undertaking any financial contributions.

Reimbursement

A reimbursement is a payment for tax purposes where it is a precise compensation, in part or full, for an expense already incurred, even if the expense has not yet been paid. Association/Clubs should make all reasonable efforts to ensure volunteers do not incur out of pocket expenses' whilst undertaking their volunteer role. Ensure you have outlined your reimbursement policy or guidelines at the time of interviewing the volunteer so there is no misunderstanding in the future. Refer to **Templates V33, V34, V35**.

Volunteers and Insurance

Volunteer insurance is one way in which a netball Association/Club protects itself, its volunteers, paid staff, committee, players and officials against risk.

The work health and safety legislation does not require volunteers to take out their own personal accident or public liability insurance. It is the responsibility of the netball Association or Club to obtain or retain insurance for volunteers.

The Netball Australia Risk Protection Program provides insurance cover specifically designed for netball participants and volunteers registered with an affiliated Netball SA Association/Club. It is imperative all volunteers are registered into the MyNetball platform to cover a claim in the event of an injury, property damage or disability while the volunteer is engaged with the Association/Club.

The insurance provider for Netball Australia and its affiliates, including Netball SA affiliated Associations and Clubs, is Willis Insurance and you can visit their website here www.willisnetball.com

4. Review and Evaluation

Resignation and Dismissal of volunteers

Resignation and Exit Interview

Volunteers resign for various reasons and do not always provide the Association/Club of their intent to leave. It is crucial you have a resignation procedure that can be explained to the volunteer during their induction/orientation. This will ensure both parties are clear on what is expected.

When a volunteer resigns from the Association/Club it is best practice to give recognition for the work achieved during their time. Where appropriate, mark the occasion with a morning tea or small gift, remembering their final treatment may be the deciding factor in recommending your Association/Club for other volunteers to engage.

Use the table below to determine your exit procedure.

Think about	What information should be considered
Does your orientation handbook provide guidelines on notice regarding resignation by volunteers?	<ul style="list-style-type: none">• See Induction Template V27• Volunteers resign for different reasons and do not think they are required to give notice of intention to leave. Ensure they understand your policy before they undertake the role at your Association/Club
Why is your volunteer leaving and can the volunteer be referred to another Association/Club that could utilise their skills?	<ul style="list-style-type: none">• Obtain information that can be used as feedback to improve the program. Do not assume all reasons are the same
How will you recognise the volunteer's contribution?	<ul style="list-style-type: none">• Provide Statement of attendance with reference, see Template V29
What resources should be returned by the volunteer	<ul style="list-style-type: none">• ID badges, uniforms, IT equipment, manuals
What passwords /keys did the volunteer have to access important information	<ul style="list-style-type: none">• Does the volunteer have password access to databases and keys to buildings or gates

Dealing with difficult volunteers

Dealing with volunteers who are underperforming or exhibit inappropriate behaviour can be an awkward issue for many of us. This is mainly due to the nature of voluntary work and the need to retain as many volunteers as possible.

However, there may be occasions where the work performance or other aspects of a volunteer's behaviour is clearly unacceptable and must be addressed and resolved.

Disciplinary Action and Dismissal

Just like any place of business it may be necessary to work through a dismissal or disciplinary process if the volunteer is found not to be suitable to your Association/Club. To consider dismissing a volunteer, you need to identify where the volunteer has breached an Association/Club policy, code of conduct or been unable or unwilling to fulfill the requirements of their position. This would occur after all other honest and fair attempts to rectify the situation have failed and no resolution or agreement can be reached.

It is imperative that processes and documentation be in place that clearly states guidelines outlined in the Association/Club policies. Where a volunteer fails to act within the scopes of these conditions, termination of their position or disciplinary action may occur. Training, counselling and support should be offered and undertaken before dismissal is carried out.

Sometimes involving an independent party may ensure that fairness and natural justice prevail. All disciplinary and dismissal action must be handled confidentially, according to the Privacy Act legislation and the Association's/Club's policies and procedures.

A sample Volunteer Disciplinary Policy and procedure can be found under the Templates section of these guidelines.

Use the table below to assist in the procedure for dismissal

Think about	What information should be considered
Does your policy allow for a trial period?	<ul style="list-style-type: none"> Refer to your Association/Club's policies and procedures for induction and orientation
Were expectations and guidelines explained to the volunteer prior to commencement of the role?	<ul style="list-style-type: none"> Ensure the volunteer signs off on all expectations, codes and roles and responsibilities. This will ensure that discipline and dismissal processes are fair and equitable.
Was the volunteer matched to an appropriate role and can the volunteer be assisted by further training or a different role?	<ul style="list-style-type: none"> What other roles within the Association/Club can the volunteer assist with?
In the case of a complaint has the volunteer been informed of the details and been given time to correct the behaviour?	<ul style="list-style-type: none"> Refer to complaint policy and grievance procedure Have you considered the use of a hearings officer or mediator?

Review and Evaluation of Volunteer Program

The final stage of volunteer management is the review process. This involves strategies for the Association/Club to re-assess specific volunteer recruitment and management practices.

In order to grow your volunteer base, it is important to continually review your practices to ensure that what you are offering is meeting the needs of both your Association/Club and your volunteers. As part of the review process, it is necessary to annually review your overall approach to engaging volunteers in order to monitor the successes and challenges of the program.

Volunteers will see the value in completing evaluations if their suggestions are being listened to and utilised. Do not ignore responding to an issue even if it cannot be changed. An evaluation process is only of value if it brings improvement.

Consider the following steps in your review and evaluation:

- Regular reporting against the Volunteer Action Plan
- Regular review of volunteer involvement strategies, policies and procedures
- Compliance with volunteer policies and procedures are regularly monitored and improved
- Implementing a process for communicating changes to volunteer policies and procedures
- Conduct Exit Interviews
- Plan for succession for key roles
- Collect quantitative and qualitative data relating to volunteer involvement
- Use feedback from volunteers and other key stakeholders to improve volunteer contribution, impact and performance

Use the table below to assist in the procedure for reviewing your program

Think about	What information should be considered
Do you have timelines in place for reviews	Make sure these timelines are realistic. Unrealistic goals will add pressure to your work load
Committee responsible	Is the initial structure used to set up the original program still appropriate or sufficient to review
Re-assessment	Look at resources, skills, knowledge and personnel allocated and whether this is still sufficient
Re-define	Redefine strategies. Was your program too ambitious given requirements?

Summary

Volunteers are the backbone of our community and are an important aspect of our sport. Without them netball would not survive in its current form and the potential for us to grow the sport would not exist.

It is essential that Associations/Clubs who wish to engage volunteers be prepared in their management of volunteers and endeavour to review their volunteer program each year.

It is important to not feel overwhelmed when creating your volunteer program or managing your volunteers. If you have any questions or need support please do not hesitate to contact the Member Services team at Netball SA.

Useful websites

These websites provide valuable resources and tips for volunteer management/recruitment.

Volunteers

- Volunteering Australia: www.volunteeringaustralia.org
- Volunteering SA & NT: www.volunteeringsa.org.au
- More Volunteers: www.morevolunteers.com
- ORS V-Star: www.ors.sa.gov.au

Advertising

There is free internet advertising for not for profit organisations looking to recruit volunteers.

- Go Volunteer: www.govolunteer.com.au
- SEEK Volunteer: www.seekvolunteer.com.au
- Volunteering SA & NT: www.volunteeringsa.org.au

History Assessments

To access information on police checks and DCSI checks visit:

- SA Police: www.police.sa.gov.au
- DCSI: www.screening.dcsi.sa.gov.au

Acknowledgments

- Volunteering Australia
- Volunteering SA & NT
- Netball Australia
- Netball Queensland
- Netball New Zealand
- Australian Sports Commission

Sample Templates

The following templates are intended as examples only.

Associations and Clubs are able to customise the content to suit the individual needs of each organisation.

For word document versions visit the Netball SA website:

www.sa.netball.com.au

Template V1 - Volunteer Management Action Plan
(insert Association/Club name)

Your logo here

	What	When	Who
Recruitment	Develop position descriptions for each of the volunteer roles	Before commencement of season	Volunteer Coordinator in consultation with Committee members
Selection	Develop policies and procedures for selecting all volunteers	Prior to commencement of season	Volunteer Coordinator and Association/Club President
Orientation/Induction	Develop orientation and induction sessions and resources for all volunteers	By the conclusion of season	Volunteer Coordinator
Training/Development	Ensure all coaches have Foundation coaching qualification and umpires have met minimal requirements	Prior to each coach and umpire commencing their role. Other volunteers can be trained during their role when required	Volunteer Coordinator/Coach and Umpire Convenor/ Treasurer (to administer Budget)
Recognition	Send thank you letters to all volunteers	At the conclusion of the season	Volunteer Coordinator (Secretary to maintain database)
Replacement/Succession	Conduct exit interviews with all departing volunteers	Ongoing	Volunteer Coordinator or president

Template V2 - Volunteer Policy

(insert Association/Club name)

Your logo here

1. POLICY OBJECTIVE/INTENT

Netball SA recognises the critical role volunteers play within the netball community.

Attracting and retaining dedicated volunteers is vital to the continued success of Netball SA and our many competitions, programs and events. Volunteers are the lifeblood of our sport at local, state and national level and we are committed to providing volunteers with a challenging and rewarding experience in every instance.

2. DEFINITION

A Volunteer is an individual who provides service to Netball SA on a voluntary basis. They are not an employee or a contractor but may receive an honoraria or be reimbursed for out of pocket expense.

3. KEY POLICY PRINCIPLES

Volunteers are an integral part of our organisation and Netball SA will:

- a) interview and engage volunteers in accordance with anti-discrimination and equal opportunity legislation.
- b) provide volunteers with orientation and training and a healthy and safe workplace.
- c) provide appropriate and adequate insurance coverage for volunteers.
- d) not place volunteers in roles that were previously held by staff or have been identified as paid jobs.
- e) differentiate between paid and unpaid roles.
- f) define volunteer roles and develop clear job descriptions.
- g) provide appropriate levels of support and management for volunteers.
- h) provide volunteers with a copy of policies pertaining to volunteers.
- i) ensure volunteers are not required to take up additional work during industrial disputes or staff shortage
- j) provide all volunteers and staff with information on grievance and disciplinary policies and procedures.
- k) acknowledge the rights of volunteers.
- l) ensure that the work of volunteers complements but does not undermine the work of staff.
- m) reimburse volunteers for approved out of pocket expenses incurred on behalf of the organization.
- n) treat volunteers as valuable team members, and advise them of the opportunities to participate in organisational planning.
- o) acknowledge the contributions of volunteers.

Template V3 - Position Description - President

(insert Association/Club name)

Your logo here

Job title	President	Job category	Volunteer
Reports to	Executive and General Committee members		
Time commitment	Click here to enter text.		

Job description	
Objective	<ul style="list-style-type: none"> • Lead by strong efficient and effective leadership for the association • Ensure the association promotes the participation and achievement of netball at the highest level and that all junior members are given the highest level of coaching and competition to promote their development to senior ranks within the club • Ensure the association is run efficiently administratively, financially and socially to support all activities • To provide support to the Executive and Committee members to ensure efficient operation of the association • Seek ratification from the appropriate Committee member prior to committing the association to any financial expenditure or action • Provide a safe and enjoyable recreational environment for all association members and ensure all netball activities are played in a competitive and fair spirit • Act as a Primary spokesperson on all governance and member representation
Responsibilities	<ul style="list-style-type: none"> • Ensure sub committees and committee members fulfil their responsibilities to the association • Manage/Chair monthly committee meetings and the club's Annual General Meetings. • Report on overall activities to the membership at the Annual General Meetings and General Meetings. • Ensure all sub committees are accountable and responsible. • Ensure that the planning and budgeting for future is carried out in accordance with the wishes of members. • Uphold Constitution, By-Laws, rules, policies and procedures of the Association
Knowledge/Skills	<ul style="list-style-type: none"> • Confident in leading strategic direction, maintaining a focus on the 'big picture' • Well informed of all Association activities • Aware of future direction and plans of Association meetings • Able to chair committee or executive meetings • A good understanding of sporting requirements at local, regional and higher levels. • Possess a good understanding in the association constitution, rules and the duties its office holders and sub-committees • Be unbiased and impartial on all issues and able to avoid deviation for the matter under discussion during varying types of meetings. • Receptive to change • Communications and negotiating skills • Be approachable • Dedicated Association person

Personal attributes	<ul style="list-style-type: none"> • Ability to reconcile opposing views • Strength and clarity of purpose • Ability to lead by example • Ability to engage, encourage and lift the level of service • Power to influence 		
Other	<ul style="list-style-type: none"> • National Police Check / DCSI required • Must be a registered member of Netball SA 		
Notes	Click here to enter text.		
Reviewed by	Click here to enter text.	Date	Click here to enter text.
Approved by	Click here to enter text.	Date	Click here to enter text.
Last updated	Click here to enter text.	Date/time	Click here to enter text.

Template V4 - Position Description - Vice President

(insert Association/Club name)

Job title	Vice President	Job category	Volunteer
Reports to	Executive and General Committee members		
Time commitment	Click here to enter text.		
Job description			
Objective	<ul style="list-style-type: none"> • Oversee all netball related matters across the Association • Provide leadership to all coaches, players, support staff and volunteers. • Provide support to the President of the Association • Provide support to the Committee members to ensure the efficient operation of the Association 		
Responsibilities	<ul style="list-style-type: none"> • Perform Presidents duties when President is unable • Facilitate planning • Provide guidance and leadership • Chair and manage meetings • Manage and control Annual General Meeting • Monitor budgeting • Represent the Association to the public • Uphold Constitution, By-Laws, rules, policies and procedures of the Association 		
Knowledge/Skills	<ul style="list-style-type: none"> • Good working knowledge of constitution, by laws • Good communication skills • Understanding of association operations • Ability to delegate • Experience in leadership role (preferred) • Well-developed decision machining skills • Ability to negotiate successfully between members • Experience with planning operations • Ability to manage people and lead meetings 		
Personal attributes	<ul style="list-style-type: none"> • Ability to reconcile opposing views • Strength and clarity of purpose • Ability to lead by example • Ability to engage, encourage and lift the level of service • Power to influence • Dedicated association person 		
Other	<ul style="list-style-type: none"> • National Police Check / DCSI required • Must be a registered member of Netball SA 		
Notes	<p>For further information regarding this position please contact</p> <p>(insert Association contact name and email/phone details)</p>		
Reviewed by	Click here to enter text.	Date	Click here to enter text.
Approved by	Click here to enter text.	Date	Click here to enter text.
Last updated	Click here to enter text.	Date/time	Click here to enter text.

Template V5 - Position Description - Secretary

(insert Association/Club name)

Your logo here

Job title	Secretary	Job category	Volunteer
Reports to	Executive and General Committee members		
Time commitment	Click here to enter text.		

Job description	
Objective	<ul style="list-style-type: none"> • Ensure that appropriate administrative support is provided to the President and the General Committee and sub committees. • Manage business considered by the Association Committee. • Provide support to the Executive Committee to ensure the efficient operation of the Association
Responsibilities	<ul style="list-style-type: none"> • Establish a meeting schedule for the Executive and sub Committees for the year. • Provide secretarial support to the committee, including preparing agendas in consultation with the President. • Collect and collate all reports from office bearers • Prepare minutes of all committee and General meetings of the Association, distribute and file in accordance with the Rules of the association • Maintain a complete copy of the Constitution and By-Laws • Maintain a complete record of all activities of the Association • Prepare comprehensive reports of all activities of the Association for presentation to the membership at the Annual General Meeting • Disseminate by email, website, notice and or newsletter, any information within and from externally of the association, pertinent to all members. • Coordinate team reports for club newsletter, email • Maintain club administration records- correspondence, financial records, competition details etc. • Assist other committee members in their duties as required • Provide a report on any aspect of portfolio operations to the monthly committee meeting • Seek ratification from the appropriate Committee member prior to committing the Association to any financial expenditure or action. • Uphold Constitution, By-Laws, rules, policies and procedures of the Association
Knowledge/Skills	<ul style="list-style-type: none"> • Effective communicator • Ability to organise and delegate tasks • Well organised • Able to maintain confidentiality on relevant matters • Good listening skills • Effective communicator • Ability to organise and delegate tasks • Well organised • Able to maintain confidentiality on relevant matters • Good listening skills
Personal attributes	<ul style="list-style-type: none"> • Strength and clarity of purpose • Ability to lead by example • Ability to engage, encourage and lift the level of service • Dedicated association person

Other	<ul style="list-style-type: none"> • <i>National Police Check / DCSI required</i> • <i>Must be a registered member of Netball SA</i> 		
Notes	For further information regarding this position please contact (insert Association contact name and email/phone details)		
Reviewed by	Click here to enter text.	Date	Click here to enter text.
Approved by	Click here to enter text.	Date	Click here to enter text.
Last updated	Click here to enter text.	Date/time	Click here to enter text.

Template V6 - Position Description - Treasurer

(insert Association/Club name)

Your logo here

Job title	Treasurer	Job category	Volunteer
Reports to	Executive and General Committee members		
Time commitment	Click here to enter text.		
Job description			
Objective	<ul style="list-style-type: none"> Provides management of the Association/Club and its financial dealings. 		
Responsibilities	<ul style="list-style-type: none"> Prepare and monitor annual Budget Be fully aware of the financial position of the association at all times and notify the Committee of all financial trends and any areas of concern. Ensure financial and treasurer reports are available and understood at all committee meetings. Provide evidence that money received is banked and documentation provided for all money paid out. Ensure that information for an audit is prepared each year and to arrange the audit with appropriate financial institutions Ensure Association and Club members do not handle, deposit, pay out or otherwise deal with funds without your knowledge. Invest surplus funds and manage Association investment program if applicable Ensure the Annual business returns and Business Activity Statements (including GST) are filed as required by State and/or Federal legislation. On behalf of Committee, negotiate with financial institutions for overdrafts, loans. Mortgages and other facilities as required. Acquit funds received from Government and /or local Council grants and submit necessary financial statements. Determine annual registration fees for players and non-playing members. Uphold Constitution, By-Laws, rules, policies and procedures of the Association. 		
Knowledge/Skills	<ul style="list-style-type: none"> Accounting and finance experience Ability to allocate time maintain records and books. Aware of information which is needed to be kept for annual audit. Able to keep good records and manage financial records electronically. Relevant tertiary qualifications in accounting/finance Experience in financial risk management 		
Personal attributes	<ul style="list-style-type: none"> Well organised and able to work in a logical orderly manner. Ethical, honest and trustworthy and dedicated to the association. 		
Other	<ul style="list-style-type: none"> National Police Check / DCSI required Must be a registered member of Netball SA 		
Notes	For further information regarding this position please contact (insert Association contact name and email/phone details)		
Reviewed by	Click here to enter text.	Date	Click here to enter text.
Approved by	Click here to enter text.	Date	Click here to enter text.
Last updated	Click here to enter text.	Date/time	Click here to enter text.

Template V7 - Position Description - General Member

(insert Association/Club name)

Your logo here

Job title	General Committee Member	Job category	Volunteer
Reports to	Executive and General Committee members		
Time commitment	Click here to enter text.		
Job description			
Objective	<ul style="list-style-type: none"> Provide support to the President, Secretary and other General committee members to ensure the efficient operation of the Association/Club 		
Responsibilities	<ul style="list-style-type: none"> Attend the meetings of the Committee held monthly Attend the Annual General Meeting and General Meeting. Participate in discussion and decision making of the committee Uphold the decisions of the Committee Undertake tasks at the request of the President or Executive Committee 		
Knowledge/Skills	<ul style="list-style-type: none"> Sound financial awareness and the ability to read and interpret financial statements Ability to communicate complex ideas and articulate sound arguments Experience in strategic planning Maintain confidentiality in relevant matters 		
Personal attributes	<ul style="list-style-type: none"> Well organised and able to work in a logical orderly manner. Ethical, honest and trustworthy and dedicated to the Association Confident in leading strategic direction, maintaining a focus on the 'big picture' 		
Other	<ul style="list-style-type: none"> National Police Check / DCSI required Must be a registered member of Netball SA 		
Notes	<p>For further information regarding this position please contact</p> <p>(insert Association contact name and email/phone details)</p>		
Reviewed by	Click here to enter text.	Date	Click here to enter text.
Approved by	Click here to enter text.	Date	Click here to enter text.
Last updated	Click here to enter text.	Date/time	Click here to enter text.

Template V8 - Position Description - Canteen Convenor

(insert Association/Club name)

Job title	Canteen Convenor	Job category	Volunteer
Reports to	Executive and General Committee members		
Time commitment	The estimated time commitment required as the Canteen Convenor is approximately 5 hours per week during the season, except for clinics, meetings and other organised events arranged by the committee.		
Job description			
Objective	<ul style="list-style-type: none"> • Provide an appropriate canteen service at all games and other times as agreed. • Provide support to the Executive and Committee in relation to canteen operations 		
Responsibilities	<ul style="list-style-type: none"> • Prepare a budget and monitor it carefully, accounting for all purchases and receipts. • Keep the canteen accounts up to date and funds reconciled with sales • Keep proper record of all payments and monies received • Ensure that an adequate food safety plan is in place and meets all health and safety requirements required by local council. • Establish a menu of goods for sale that provides variety that will attract all members and visitors to purchase from the canteen • Ensure the canteen is stocked according to estimated demand • Ensure that the canteen is open for business from the commencement of the first game • Liaise with the committee with regards to upcoming activities/events that may require alterations to the normal stock purchase • Create and manage a roster for all persons volunteering or working in the canteen • Ensure refrigerators and dispensing equipment is properly maintained and serviced • Provide a monthly report on canteen operations to the committee. • Seek ratification from the appropriate committee member prior to committing the Association to any financial expenditure or action 		
Knowledge/Skills	<ul style="list-style-type: none"> • Well organised, friendly and hospitable • Able to delegate and supervise staff • Able to keep and maintain records and manage financial records • Ability to organise and maintain product and fully serviced canteen 		
Personal attributes	<ul style="list-style-type: none"> • Well organised and able to work in a logical orderly manner. • Ethical, honest and trustworthy and dedicated to the association. • Dedicated Association/Club person 		
Other	<ul style="list-style-type: none"> • National Police Check / DCSI required • Current First Aid certificate 		
Notes	For further information regarding this position please contact (insert Association contact name and email/phone details)		
Reviewed by	Click here to enter text.	Date	Click here to enter text.
Approved by	Click here to enter text.	Date	Click here to enter text.
Last updated	Click here to enter text.	Date/time	Click here to enter text.

Template V9 - Position Description - Child Safe Officer

(insert Association/Club name)

Your logo here

Job title	Child Safe Officer	Job category	Volunteer
Reports to	President		
Time commitment	Click here to enter text.		

Job description	
Objective	<ul style="list-style-type: none"> To deliver advice and awareness within the Club around developing a child safe environment
Responsibilities	<ul style="list-style-type: none"> The Child Safe Officer may work with the Club to develop procedures specific to that club to assist with minimising risk to children, provide education to coaches, administrators and club members, promote the policies and procedures and provide advice if required Understand the importance in adopting appropriate screening processes for members working with children and the requirement for criminal history assessments Understand how and why child protection needs to be included in an organisation's /group's Member Protection Policy (MPP), or for a separate Child Protection Policy to be implemented if they do not have a MPP Understand the definitions and indicators of child abuse and neglect Acquire knowledge and understanding of the requirement under the Children's Protection Act 1993 of the legal responsibilities of staff and volunteers working with children Have knowledge of the Child Abuse Report Line processes and procedures
Responsibilities of the club	<ul style="list-style-type: none"> Develop a risk management plan addressing the safety of children with respect to other people within the organisation Have a child safe policy or a member protection policy which addresses the child safe obligations Have guidelines and procedures that support the policy Have codes of conduct with respect to children Understand their relevant history assessment obligations Consider clear recruitment procedures for staff and volunteers eg. Referee checks, qualification checks if applicable Provide staff and volunteers with information or training around child safe environments, and provide support in their roles Encourage the participation of children in decision making (let them have a say or provide feedback) Ensure that all staff and volunteers are aware of their mandated notification obligations
Knowledge/skills	<ul style="list-style-type: none"> Good interpersonal and communication skills Able to understand and disseminate the information to the members about association policies Able to keep and maintain accurate records Able to work in a logical and orderly manner
Personal attributes	<ul style="list-style-type: none"> Well organised and able to work in a logical orderly manner. Ethical, honest and trustworthy Dedicated association person

Other	<ul style="list-style-type: none"> • Sympathetic and empathetic 		
	<ul style="list-style-type: none"> • National Police Check / DCSI required • Must be a registered member of Netball SA 		
Notes	For further information regarding this position please contact (insert Association contact name and email/phone details)		
Reviewed by	Click here to enter text.	Date	Click here to enter text.
Approved by	Click here to enter text.	Date	Click here to enter text.
Last updated	Click here to enter text.	Date/time	Click here to enter text.

Template V10 - Position Description - Complaint Handling Officer

(insert Association/Club name)

Your logo here

Job title	Complaint Handling Officer	Job category	Volunteer
Reports to	President		
Time commitment	Click here to enter text.		
Job description			
Objective	<ul style="list-style-type: none"> • Ensure prompt resolution of both written and oral complaints 		
Responsibilities	<ul style="list-style-type: none"> • Ensure that information about how and where to complain is kept up to date and made available and that the information is in line with the Complaints Handling Policy of the Association/Club • Acknowledge complaints in a timely manner, address complaints promptly and keep the complainant informed throughout the process • Clarify the key issues if the complaint with the complainant • Declare any actual or potential conflicts of interest • Act without bias, reach conclusions and form views on the facts of the case, taking into account matters that are relevant and not those irrelevant • Consult with people within the Association/Club who have experience relevant to the issue • Where possible or required consider the use of alternative dispute resolution methods to resolve complaints • Give reasons for any decisions made, any changes that have resulted from the complainant and details of any remedy • Keeping all information relating to the issue/parties involved confidential • Ensure all responses and outcomes are recorded, filed and reported to the committee to assist with best practice and continuous improvement on complaint handling procedures 		
Knowledge/skills	<ul style="list-style-type: none"> • Good interpersonal and communication skills • Able to understand and disseminate the information to the members about association policies • Able to keep and maintain accurate records • Able to work in a logical and orderly manner 		
Personal attributes	<ul style="list-style-type: none"> • Well organised and able to work in a logical orderly manner. • Ethical, honest and trustworthy • Sympathetic and empathetic • Dedicated association/club person 		
Other	<ul style="list-style-type: none"> • National Police Check / DCSI required • Must be a registered member of Netball SA 		
Notes	For further information regarding this position please contact (insert Association contact name and email/phone details)		
Reviewed by	Click here to enter text.	Date	Click here to enter text.
Approved by	Click here to enter text.	Date	Click here to enter text.
Last updated	Click here to enter text.	Date/time	Click here to enter text.

Template V11 - Position Description - Volunteer Coordinator

(insert Association/Club name)

Your logo here

Job title	Volunteer Coordinator	Job category	Volunteer
Reports to	Executive and General Committee members		
Time commitment	Click here to enter text.		
Job description			
Objective	<ul style="list-style-type: none"> • Assess volunteer needs, including but not limited to coaching and umpiring, needed for general competition and special events. • Develop, promote and drive volunteer management program • Identify the needs and roles for each program/service • Develop position descriptions for each volunteer role • Coordinate the recruitment of volunteers through suitable avenues • Recruit and recommend the appointment of volunteers to suitable roles • Provide induction and orientation for new volunteers • Prepare and monitor for volunteer retention/rosters • Work with the treasurer to ensure all out of pocket expenses are reimbursed to the volunteers • Communicate regularly with volunteers • Collect and manage feedback from all parties involved in volunteer activities, including but not limited to exit interviews • Develop ways to recognise and reward volunteers 		
Responsibilities	<ul style="list-style-type: none"> • Experience in recruiting, managing and supporting groups of people • Experience in leadership role preferred • Ability to build relationships and work with volunteers and committee members • Strong oral and written communication skills • Ability to give presentations to larger groups with regards to induction and orientation • Ability to work with persons from diverse backgrounds • Ability to work independently and as a team • Ability to adhere to information and maintain best practice according to the National Standards for Volunteer Involvement 		
Knowledge/skills	<ul style="list-style-type: none"> • Good interpersonal and communication skills • Experience in recruiting, managing and supporting groups of people • Availability, dependability and willingness to be flexible • Ability to work days and hours as arranged with Executive Committee • Enthusiastic and positive attitude 		
Personal attributes	<ul style="list-style-type: none"> • Well organised and able to work in a logical orderly manner. • Ethical, honest and trustworthy • Sympathetic and empathetic • Dedicated Association/Club person 		
Other	<ul style="list-style-type: none"> • National Police Check / DCSI required • Must be a registered member of Netball SA 		
Notes	For further information regarding this position please contact (insert Association contact name and email/phone details)		

Reviewed by	Click here to enter text.	Date	Click here to enter text.
Approved by	Click here to enter text.	Date	Click here to enter text.
Last updated	Click here to enter text.	Date/time	Click here to enter text.

Template V12 - Position Description - Umpire Coordinator

(insert Association/Club name)

Your logo here

Job title	Umpire Coordinator	Job category	Volunteer
Reports to	Executive and General Committee members		
Time commitment	Click here to enter text.		
Job description			
Objective	<ul style="list-style-type: none"> Coordinate training, development and management of umpires. 		
Responsibilities	<ul style="list-style-type: none"> Conduct regular meetings with all club umpires and report to the Committees the outcome of all meetings Organise umpire rosters and maintain records Disseminate information to umpires regarding courses and seminars and provide umpire coaching where possible Foster the growth and raise the standards of umpires Liaise with Netball SA regarding umpire courses/clinics/accreditation Encourage beginner umpires including players and parents to undertake formal umpire education and or become accredited umpires Work with the Secretary to maintain records of umpiring services and accreditation Ensure all umpires are rewarded Liaise with Treasurer in formulating a Budget anticipating cost of umpire accreditations/game payments 		
Knowledge/skills	<ul style="list-style-type: none"> Communicate effectively and has good interpersonal skills Positive and enthusiastic Well organised Maintain confidentiality on relevant matters Good working knowledge of the Constitution, By-laws, Rules and Policies of the organisation IT competency familiar with basic operating systems Appropriate MyNetball training National badge (Minimum C Badge required) 		
Personal attributes	<ul style="list-style-type: none"> Well organised and able to work in an orderly manner. Able to relate to a diverse group of individuals Ethical, honest and trustworthy Dedicated association person 		
Other	<ul style="list-style-type: none"> National Police Check / DCSI required Must be a registered member of Netball SA 		
Notes	<p>For further information regarding this position please contact</p> <p>(insert Association contact name and email/phone details)</p>		
Reviewed by	Click here to enter text.	Date	Click here to enter text.
Approved by	Click here to enter text.	Date	Click here to enter text.
Last updated	Click here to enter text.	Date/time	Click here to enter text.

Template V13 - Position Description - Coach Coordinator

(insert Association/Club name)

Your logo here

Job title	Coach Coordinator	Job category	Volunteer
Reports to	Executive and General Committee members		
Time commitment	Click here to enter text.		
Job description			
Objective	<ul style="list-style-type: none"> Responsible for the training, development and management of coaches 		
Responsibilities	<ul style="list-style-type: none"> Conduct regular meetings with the coaches and report to the committee the outcome of the meetings Disseminate information to coaches regarding courses and seminars and provide coaching advice and support where possible Liaise with Netball SA on coaching courses/clinics and accreditation Foster the growth and raise the standards of the coaches Encourage beginner coaches including players and parents to undertake formal coach education and or become accredited coaches Liaise with the Secretary to maintain records of coaching service and accreditation Liaise with the Treasurer in formulating a budget anticipating cost of coaching Ensure all coaches are recognised for their efforts per the associations volunteer guidelines Be the first point of contact for conflict resolution for players and coaches. 		
Knowledge/skills	<ul style="list-style-type: none"> Can communicate effectively and has good interpersonal skills Positive and enthusiastic Well organised Can maintain confidentiality on relevant matters Has a good working knowledge of the Constitution, By-laws, Rules and Policies of the organisation IT Competency- familiar with basic operation systems Appropriate MyNetball Training Minimum Foundation coaching qualification 		
Personal attributes	<ul style="list-style-type: none"> Well organised and able to work in an orderly manner Be able to relate to a diverse group of individuals Ethical, honest and trustworthy Dedicated association person 		
Other	<ul style="list-style-type: none"> National Police Check / DCSI required Must be a registered member of Netball SA 		
Notes	<p>For further information regarding this position please contact</p> <p>(insert Association contact name and email/phone details)</p>		
Reviewed by	Click here to enter text.	Date	Click here to enter text.
Approved by	Click here to enter text.	Date	Click here to enter text.
Last updated	Click here to enter text.	Date/time	Click here to enter text.

Template V14 - Position Description - Club Coach

(insert Association/Club name)

Your logo here

Job title	Club Coach	Job category	Volunteer
Reports to	Coach Coordinator, Executive and General Committee members		
Time commitment	Click here to enter text.		
Job description			
Objective	<ul style="list-style-type: none"> Lead the netball team, in a coaching capacity, in pursuit of its competitive and development objectives. 		
Responsibilities	<ul style="list-style-type: none"> Ensure that players are provided with direct learning at a practical level through individual, specialist and team coaching instruction Introduce players to varied approaches to learning Supervise, support and mentor the assistant coach in both training and competition environment Determine in consultation with the Coach Coordinator coaching requirements for the team Develop, implement and adapt match play strategies Provide coaching instruction to players in the areas of technique, positional skills and team skills Evaluate and assess individual and team performance, ensuring individuals are appropriately challenged and provided with constructive feedback Take appropriate action to ensure underperformance is effectively dealt with Abide by Association/Club Policies and Procedures Abide by signing the Coaches Code of Conduct 		
Knowledge/skills	<ul style="list-style-type: none"> Qualifications; minimum Level 1 Foundation Coaching Accreditation Course Sound knowledge of Netball Understanding of training match day responsibilities Excellent communication and interpersonal skills Excellent leadership skills Positive and enthusiastic Well organised Can maintain confidentiality on relevant matters 		
Personal attributes	<ul style="list-style-type: none"> Well organised and able to work in an orderly manner. Be able to relate to a diverse group of individuals Ethical, honest and trustworthy Dedicated Club person Abide by Association/Club Coach Code of Conduct 		
Other	<ul style="list-style-type: none"> National Police Check / DCSI required Must be a registered member of Netball SA 		
Notes	For further information regarding this position please contact (insert Association contact name and email/phone details)		
Reviewed by	Click here to enter text.	Date	Click here to enter text.
Approved by	Click here to enter text.	Date	Click here to enter text.
Last updated	Click here to enter text.	Date/time	Click here to enter text.

Template V15 - Position Description - Team manager

(insert Association/Club name)

Your logo here

Job title	Team Manager	Job category	Volunteer
Reports to	Coach Coordinator, Executive and General Committee members		
Time commitment	Click here to enter text.		
Job description			
Objective	<ul style="list-style-type: none"> • Ensure the successful management of the team and welfare of the players in their care, whilst making sure all on field matters are dealt with efficiently and timely • Provide support to the Coach and Assistant Coach 		
Responsibilities	<ul style="list-style-type: none"> • Liaise with all team members, parents, coaches and officials to ensure all are informed of training, competition and club functions. • Attend to administration matters as directed by the Club Secretary • Document any problems that arise between team members, parents, coaches and supports and present these to the Secretary or General Committee • Coordinate the return of equipment to appropriate storage areas after training and competition games • Coordinate submission of team sheets to Umpires prior to game and to Club Secretary after each game • Ensure all players pay their membership fees and other required payments on time 		
Knowledge/skills	<ul style="list-style-type: none"> • Good organisations skills • Great communicator • Able to prioritise tasks • Understanding of the rules and regulations of the competition 		
Personal attributes	<ul style="list-style-type: none"> • Well organised and able to work in an orderly manner. • Be able to relate to a diverse group of individuals • Ethical, honest and trustworthy • Dedicated association person 		
Other	<ul style="list-style-type: none"> • National Police Check / DCSI required • Must be a registered member of Netball SA 		
Notes	For further information regarding this position please contact (insert Association contact name and email/phone details)		
Reviewed by	Click here to enter text.	Date	Click here to enter text.
Approved by	Click here to enter text.	Date	Click here to enter text.
Last updated	Click here to enter text.	Date/time	Click here to enter text.

Template V16 - Position Description - Records Administrator

(insert Association/Club name)

Your logo here

Job title	Records Administrator	Job category	Volunteer
Reports to	Executive and General Committee members		
Time commitment	Click here to enter text.		
Job description			
Objective	<ul style="list-style-type: none"> Effectively manage and administer the Association's and their respective clubs membership. This may include close liaison with Netball SA through MyNetball database system. 		
Responsibilities	<ul style="list-style-type: none"> Develop and maintain strategies for the ongoing expansion of the membership base Develop proposal for membership fees and arrangements for the upcoming season for consideration by the General Committee Liaise with team coaches and team managers to ensure all membership fees are collected in a timely and efficient manner Provide the committee with recommendations for improvements to membership practices for consideration prior to the Annual Meeting Provide membership packages to all members including Life Members Provide all members details to the Secretary to maintain in the relevant database systems Implement Privacy Act regarding all membership information Check email address on a daily basis for updated registration information Process registrations as required by all members Maintain member details as required by My Netball database system 		
Knowledge/skills	<ul style="list-style-type: none"> Computer literate Good communication skills Well organised and able to work under pressure, especially at the beginning of each season Report writing skills for General Committee reports Knowledge of the club membership packages and external requirements (e.g.: Netball SA member fees etc.) Ability to learn MyNetball system 		
Personal attributes	<ul style="list-style-type: none"> Well organised and able to work in an orderly manner. Able to relate to a diverse group of individuals Ethical, honest and trustworthy Dedicated Association or Club person 		
Other	<ul style="list-style-type: none"> National Police Check / DCSI required Must be a registered member of Netball SA 		
Notes	For further information regarding this position please contact (insert Association contact name and email/phone details)		
Reviewed by	Click here to enter text.	Date	Click here to enter text.
Approved by	Click here to enter text.	Date	Click here to enter text.
Last updated	Click here to enter text.	Date/time	Click here to enter text.

Template V17 - Volunteer Agreement

(insert Association/Club name)

Your logo here

(Select and delete agreement statements as relevant)

I, _____
(print name)

- verify that I have received all documents in the volunteer handbook/orientation pack.
- agree to (insert Association/Club name) provide current National Police Check/ DCSI Check
- give permission for (insert Association/Club name) to maintain on file, my personal information, relevant to my voluntary duties, which may be accessed by relevant staff members or other volunteers of (insert Association/Club name) in the case of an emergency. I understand this information will not be given to any other person or agency unless I give separate permission.
- agree that I have been shown and I am aware of my rights and responsibilities as a volunteer with (insert Association/Club name) and I agree to abide by them.
- understand that photographs and audio recordings may be taken by and of people participating in activities with (insert Association/Club name). I understand that it is my responsibility to remove myself if I do not wish to appear in photographs, videos or audio recordings.
- agree to abide by the philosophy of (insert Association/Club name) and to represent the Association/Club in a positive way
- will not take illegal drugs or consume alcohol whilst engaged in volunteer activities or be under the influence of the same whilst engaged in volunteer activities
- agree to work in a manner that is safe to myself, other volunteers, paid staff and members of the public (Duty of Care)
- agree to follow grievance procedures as set out by (insert Association/Club name)
- agree to support a discriminatory and harassment free work environment
- agree to treat members, volunteer and paid staff, players parents and officials with respect and courtesy
- agree to accept guidance and direction from the person to whom I am responsible and to undertake any training as arranged by (insert Association/Club name)
- agree to work as part of a team
- agree to inform the coordinator /supervisor if I am unable to attend a roster session
- agree to inform the coordinator/supervisor if I am unable to continue as a volunteer
- agree to a probationary review (time to be stipulated by coordinator/supervisor)

Volunteer's Signature

Date

Coordinator/Supervisor Signature

Date

Template V18 - Confidentiality Agreement

(insert Association/Club name)

Your logo here

Whilst working as a volunteer with (insert Association/Club name) you may be required to collect personal information or to have access to personal information on (staff/volunteers/officials/players and their families). This information must be kept confidential at all times.

It is the responsibility of all (insert Association/Club name) volunteers to maintain the confidentiality and privacy of all staff, volunteer, officials, players Association/Club and clubs to which they have access. This includes ensuring the security of (documents, files, computer data, photographs, technical data and other information) which is the property of (insert Association/Club name)

If you have any questions regarding confidential information please seek prior advice from (insert name to whom the volunteer can approach for further information).

I, _____
(print name)

Agree that I will maintain at all times the confidentiality of all privileged or proprietary information to which I am exposed whilst working as a volunteer with (insert Association/Club name), whether this information involves a client, paid staff, volunteer staff, or other person or agency involved in (insert Association/Club name) business.

I agree that should I be uncertain about the appropriate use of confidential information, I am to discuss this with my supervisor.

Volunteer's Signature

Date

Coordinator/Supervisor Signature

Date

Template V19 - Private Policy Statement

(insert Association/Club name)

Your logo here

(Insert Association/Club name) respects the privacy of the individuals of whom (insert Association / Club name) collects, uses, discloses and holds personal information. (Insert Association / Club name) adopts the Netball Australia Privacy Policy that is based on the National Privacy Policy Principles in the Privacy Act 1988 (Cth).

(Insert Association/Club name) uses the information it collects to administer the sport of netball, to provide netball activities and netball related services, to register, select and insure participants and volunteers.

We take this responsibility seriously and we are committed to safeguarding your information and using it for the purposes for which you have entrusted it to us.

If you have any questions regarding the Privacy Policy Statement please seek advice from:

(insert name to whom the volunteer can approach for further information)

(Insert role of volunteer in Association/Club)

(insert contact phone number)

(insert contact email address)

To view a full copy of the Netball Australia Privacy Policy please visit the [Netball Australia website](#).

Template V20 - Volunteer Consent Form

(insert Association/Club name)

Your logo here

** It is the responsibility of volunteers to remove themselves if they do not wish to appear in photographs, videos or audio recordings. **

(Insert Association/Club name) reproduces photographic or video images of individuals and groups in its publications, promotional material and in its website. These images are used to promote (insert Association/Club name) or feature its activities.

To be completed by volunteers who are participating in any (insert Association/Club name) event involving photographic, video or audio recording.

Volunteer Details

Full name of volunteer	
Date of Birth	
Home Address	
Telephone	
Email	
Full name of parent or guardian of volunteer under 18 years of age	

Photographic/video/audio/communication release

I authorise (insert Association/Club name) to take and use photographs, videos or sound recordings of me and any other reproductions of my likeness (the material) either in full or in part, in conjunction with any wordings or drawings, in any publication, production or presentation.

I acknowledge that I have no rights in or to the material, nor in any production, publication or presentation that includes the material.

Signature of volunteer

Date

Signature of parent/guardian for volunteers under the age of 18 years

Date

Template V21 - Volunteer Application Form

(insert Association/Club name)

Your logo here

Insert volunteer position

Name

Phone

Mobile

Email

Date of Birth

(required for MyNetball registration)

Gender

(please circle)

Male / Female

Emergency contact

Phone

Skills

Areas of interest

Previous work/volunteers experience

First aid certificates / qualifications

Availability to volunteer			
Day	Times		
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

Children's Protection Act 1993	
The Children's Protection Act 1993 requires all organisations providing sporting or recreational services to children and young people, the aged and people with a disability to conduct history assessments on employees and volunteers. Do you consent to undergo a history assessment, including a National Police Check and / or DCSI check?	Yes/No
Are you willing to undertake training if required?	Yes/No

Volunteer areas
<p>Please identify the areas in which you would like to assist:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Administration <input type="checkbox"/> IT /Website Management <input type="checkbox"/> Coaching/Umpiring/Bench Official <input type="checkbox"/> Event/Fundraising Volunteer <input type="checkbox"/> Sport Development <input type="checkbox"/> Other (please specify) <p>_____</p>

Medical	
Are there any health issues/disabilities/courses of treatment or restrictions that may prevent you from performing particular types of activities or that we need to be aware of to provide appropriate support and assistance if required?	Yes/No
If yes, please specify:	

Referees

Please provide the names and contact details of two referees.			
Name:		Name:	
Phone:		Phone:	
Relationship to you:		Relationship to you:	
Further information			
How did you hear about our Association/Club?			
What would you like to gain from volunteering?			

I declare that the information provided in this application is true and accurate and I understand that I am required to abide by the organizational policies and procedures and undergo a criminal history assessment prior to my appointment.

Signature of applicant

Date

Office use only

Signed/approved by

Date

Template V22 - Volunteer Information Record Form

(insert Association/Club name)

Your logo here

General information			
Name		Phone	
Mobile		Email	
Date of Birth (required for MyNetball registration)		Gender (please circle)	Male / Female
Date of commencement		Police check completed (date)	
		DCIS completed (date)	
Availability to volunteer			
Day	Times		
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			
Emergency contact			
Name:		Phone:	
Volunteer roles held			
Record of training			

Would you like to

(insert catchy phrase to draw the public's attention)



Rewarding and challenging volunteer positions are
available now or people interested in
(Insert volunteer position name)

Interested? We'd love to hear from you!

Get in touch with (contact name) for more information.

Email:

Phone:

(insert website information)

Your logo here

WANT TO SHARE YOUR SKILLS?

Do you have skills in (umpiring/coaching/sports nutrition)



WE'RE LOOKING FOR PEOPLE LIKE YOU!

We're looking for volunteers to share their skills

What's involved?

Two hours per week for 8 weeks

Share your skills with young people at the...

For more information get in touch with (contact name):

Email:

Phone:

(insert website details)

Your logo here

Template V25 - Interview Questions

(insert Association/Club name)

Your logo here

Interview			
Name		Date	
Interviewer		Position applying for	
Questions		Comments	
Tell me about yourself?			
Why are you interested in volunteer/intern work?			
What skills and knowledge can you bring to the Association/Club: in particular relating to relevant position?			
Do you prefer to work in a team environment or individually?			
Do you have a preference for the type of volunteer work you could undertake?			
Are there areas of volunteer work you would not be comfortable?			
How would you feel having your work supervised?			
Are you aware of the time commitment involved in this role?			
Are you prepared to attend training/induction where possible?			
What do you want to know about the role and or the Association/Club?			

Template V26 - Reference Check Questions

(insert Association/Club name)

Your logo here

Reference check questions (NB Explain the purpose of phone call and thank the referee in advance for their time)			
Date	Date		
Volunteer position		Volunteer name	
Referee name		Phone	
Questions		Comments	
In what capacity do you know (insert applicant's name)?			
How long have you known (insert applicant's name) and what is your relationship?			
What skills and knowledge can you bring to the Association/Club: in particular relating to relevant position?			
From your knowledge of (insert applicant's name) how do you feel they will (insert relevant skills/abilities e.g.): work as part of a team/take direction/work without supervision/relate with people with disabilities etc.)			
What do you consider (insert applicant's name) strengths to be?			
Cash handling experience (if relevant to role)?			
Are there any other comments you would like to make?			

Name of person conducting reference check

Signature

Date

Template V27 - Induction Checklist

(insert Association/Club name)

Your logo here

1. Pre-Employment welcome and information

☐ Criminal History Assessment completed, including checks, and logged

Welcoming Letter:

☐ Confirm terms and conditions of volunteer appointment

☐ Confirm starting date and time

☐ Advise first day arrangements- e.g.: parking, clothing, and schedule

2. Preparations for new Volunteer

☐ Advise staff and other volunteers of start date and role of the volunteer

☐ Ensure workstation is ready and fully equipped

☐ Appoint 'buddy 'or mentor

3. First Day

☐ Welcome & introduce volunteer to staff, other volunteers and Buddy mentor

☐ Tour work area/facilities/environment

4. Work Health and Safety

☐ Emergency procedures and exits

☐ Safety policies and procedures

☐ First Aid equipment and procedures

☐ Injury Management

☐ Post-incident debriefing and support

5. Employment

☐ Timekeeping conditions

☐ Expected Codes of Behaviour

☐ Disciplinary Procedures

☐ Policies explained e.g. Complaints, MPP and Grievance policy and procedures

6. Organisation Information and Orientation

☐ Organisation overview/chart

☐ Values, Mission and goals of organisation

☐ Services and programs

☐ Role of volunteer workers

☐ Communication

☐ Performance standards

☐ Performance planning and review

☐ Training and development

Employee signature

Date

Manager's signature

Date

Template V28 - Volunteer Exit Interview

(insert Association/Club name)

Your logo here

Please answer the questions below to assist (insert Association/Club name) in improving our volunteer program. Your honest feedback will ensure our continuing best practice. This feedback form can remain anonymous.

1. Why are you leaving your volunteer program (e.g.: family commitments, relocation)

2. Did you feel you were a valuable part of the team? YES / NO

3. Did you receive enough support in your role? YES/ NO

4. Were you fully informed at all times? (e.g.: changes to routine/tasks) YES / NO

5. Was the role as rewarding as you expected? YES / NO

6. Were you shown your volunteer rights and responsibilities? YES / NO

7. Did you have access to a grievance procedure? Yes / NO

8. Do you have any other comments or suggestions to improve our volunteer program?

Interviewer name

Signature

Date

Volunteer's signature (by choice)

Date

Template V29 - Volunteer Statement of Attendance
with Offer of a Reference
(insert Association/Club name)

Your logo here

This is to certify that _____
(insert name)

Has held a volunteer role(s) within this organisation from

_____ until _____
(date) (date)

This role/these roles have included *(insert name/s of volunteer roles)*

_____ was involved in a volunteer role for approximately _____ hrs/week _____ hrs/month
(insert name)

Please phone for further information.

Contact Details:

Name	
Position held	
Email	
Mobile	
Email	

Example V30 – Volunteer Risk Assessment

Some ideas to consider

Managing risk in your Association/Club is not just about making sure you have the right insurance to cover you if things go wrong. Nor is it about avoiding any possible activity that might have a negative outcome.

Before you think about how you might manage risks in your organisation it's important to take a step back to identify the things that may have a negative financial, personal or reputational impact your Association/Club and its management, board, staff and volunteers.

Planning for Risk

Training

Ensure volunteers are trained to use equipment and to be familiar with systems

Emergency Procedures

Evacuation plan and drills

Food

Food preparation areas must meet regulations and handlers have relevant training and storage facilities are appropriate

Machines

Operators trained in use and appropriate maintenance is completed

Physical Safety

Paths, stairs, ramps, courts are adequately maintained and signed and adequate lighting

Take Note

There are some risks that you have a legal obligation to address. You cannot choose to wait for things to go wrong then deal with the outcome.

Make sure you know your obligations regarding:

- Financial management
- Governance
- Working with children
- Work, Health & Safety
- History assessments
- Police checks/DCSI checks

Further information

- Volunteering Australia's National Standards for Volunteer Involvement
www.volunteeringaustralia.org
- Risk management checklist for not for profit organisations
www.ourcommunity.com.au/riskchecklists

Template V31 - Volunteer Feedback Survey

(insert Association/Club name)

Your logo here

(Insert Association/Club name) is committed to continued improvement of our volunteer program and we would like your feedback which will help in decision making by management to ensure ongoing satisfaction and commitment in addition to the effective delivery of services to our members.

1. How long have been a volunteer with (insert Association/Club name)?

2. Do you feel part of the insert (Association/Club team)? Please tick
 - ☐ I feel accepted as a contributor to the team
 - ☐ I feel accepted by some members of the team
 - ☐ I do not feel part of the team at all
 - ☐ I am still learning but feel accepted
3. How involved do you feel in decisions which are made and which affect your work? Please tick
 - ☐ Well involved
 - ☐ Sometimes involved
 - ☐ Not involved
 - ☐ Not interested
4. Do you feel comfortable with the roles and responsibilities you are given? Please tick
 - ☐ Yes
 - ☐ No
 - ☐ Don't know
5. Do you feel that sufficient orientation was provided to you before you commenced your role? Please tick
 - ☐ Yes
 - ☐ No
 - ☐ Don't know
6. Do you feel that training and support is adequate for you to carry out your role? Please tick
 - ☐ Yes
 - ☐ No
 - ☐ Don't know
7. Does your volunteer work match the position description you were given initially? Please tick
 - ☐ Yes
 - ☐ No
 - ☐ Don't know
 - ☐ Not given a position description
8. Do you feel that your volunteer work is challenging, interesting and rewarding? Please tick
 - ☐ Yes
 - ☐ Somewhat
 - ☐ No
 - ☐ Don't know

- ☐ Yes
- ☐ No
- ☐ Don't know

Template V32 - Volunteer Incident Report

(insert Association/Club name)

Your logo here

Details of volunteer making report			
Name			
Address			
Email		Phone	
Details of the incident			
Date of incident			
Time of incident			
Location of incident			
Description of incident as observed by volunteer			
Was First Aid treatment provided?	YES / NO		
Was medical treatment required	YES / NO		
If yes, please provide details			

Signature

Date

Witness information			
Were there any witnesses?	YES / NO		
If yes, please provide their details below			
Name			
Email		Phone	

Authorised person	
Name	
Position	

Signature

Date

Template V33- Reimbursement Guideline to Policy (insert Association/Club name)

Your logo here

- Volunteers are eligible for reimbursement of approved out of pocket expenses incurred whilst undertaking activities for (Insert Association/Club name)
- Prior approval must be sought from the (title of person to whom approval is sought) for any expenditure
- Approval can be gained by (insert method chosen by your Association/Club).
- *Methods to gain approval may vary according to the costs involved e.g.: under \$20 may need verbal approval only*
 - Volunteer discusses request with (insert name of person to whom approval is sought) for costs below \$ (insert amount)
 - Use the out of Pocket Expenses Approval Form for all costs above \$ (insert amount)
- All volunteers will be given a copy of the reimbursement policy at the initial interview. The policy and any relevant forms will be explained at induction
- At the discretion of the (position of person to whom approval is sought) volunteers may be reimbursed for: *(Add/subtract items relevant to the particular organisation)*
 - Travel made on behalf of the Association/Club. The rate of reimbursement is (insert rate/rates annually)
 - Travel made between the volunteer's home and place of volunteering is not generally considered an out of pocket expense *(but may be considered in some cases)*
 - Parking whilst on activities for the Association/Club *(conditions of reimbursement to be stated)*
 - Meals when away on activities for the Association/Club
 - Phone calls made on behalf of (insert Association/Club name) from the volunteers own home/mobile
 - Mailing and stationery costs
 - Cost of uniforms
 - Training undergone for the volunteer role
 - Equipment used by the volunteer in their role
 - Cost of attending conferences/meetings on behalf of the Association/Club
 - Other items e.g.: admission/entrance fees

Office use only

Approved by:

(Print name)

(Signature)

(Date)

Template V34- Approval form for out-of-pocket expenses (insert Association/Club name)

Your logo here

Volunteers are eligible for reimbursement of approved out of pocket expenses incurred whilst undertaking activities for (insert Association/Club name)

Approval must be sought from (insert name of person from whom approval must be sought) for any expenditure.

To seek approval, complete the form below and submit it to (insert name of person to whom form is to be submitted) at least (insert time required) before the purchase is to be made.

Name:	
Volunteer Role:	
Date:	
Item/s to be purchased	
Reason for purchase	
Estimated cost	

Office use only	
Approved by:	
<hr/>	
(print name)	
<hr/>	<hr/>
(signature)	Date

Template V35- Volunteer out-of-pocket travel expenses (distance claim)

(insert Association/Club name)

Your logo here

Name	Date
------	------

Date of travel	Trip (e.g. Clare to Jamestown return)	Reason for trip (e.g. Take client to medical appointment)	Type of car (engine size as listed below)	Kilometres	Total claim \$

Engine capacity (as taken from ato website 2016)		Cents per kilometer (insert association/club rate)
Ordinary car	Rotary engine car	
1600cc (1.6 litre) or less	800cc (0.8 litre) or less	
1601cc-2600cc (1.601 litre-2.6 litre)	801cc-1300cc (0.801 litre-1.3 litre)	
2601cc (2.601 litre) and over	1301cc (1.301 litre) and over	

Template V36 - History Assessment Procedures

(insert Association/Club name)

Your logo here

Legislation

All employees or volunteer persons holding a '*prescribed position*' in a recreation or sporting organisation are required to undertake a 'history assessment' before they are engaged or appointed, unless an exemption applies. This can be done either by the organisation, which must include a National Police Check, or through the Department of Communities and Social Inclusion.

A '*prescribed position*' includes all people who:

- Have regular contact with children or regularly work in close proximity to children and are not directly supervised at all times;
- Manage or supervise such personnel; or
- Have access to records relating to children that are prescribed by regulation (in relation to child protection services, education services, health services, disability services and court orders).

Obtaining a National Police Check

The Government meets the costs of National Police Checks through SA Police for volunteers who work with 'vulnerable groups', such as children and people with a disability. Netball SA has been issued with a Volunteer Authorisation Number (VOAN), which have only been issued to state bodies considered eligible as working with 'vulnerable groups', and the fee is waived for these volunteers.

The Netball SA VOAN is available for use by all affiliated Clubs and Associations to obtain free police checks on their volunteers.

National Police Check application forms can be downloaded from the SA Police website www.police.sa.gov.au/services-and-events/apply-for-a-police-record-check

Information on obtaining Police Checks for Volunteers in Clubs and Associations and the Screening Process to be followed can be viewed and downloaded from the Netball SA website.

Obtaining a Department of Communities and Social Inclusion (DCSI) Check

The DCSI Screening Unit is authorised to conduct relevant history assessments (child related employment screening). The Screening Unit will conduct an assessment of a person's relevant history information and issue a child related employment screening certificate or letter to the applicant. There is a fee for this service which is payable by the individual ie employee or volunteer.

A relevant history assessment conducted by the DCSI Screening Unit incorporates a broader range of information than an assessment conducted by an organisation alone.

Visit the DCSI website www.dcsi.sa.gov.au/services/screening for information on the screening process and to apply on-line.

How long are checks valid for?

Netball SA recommends the minimum requirement for volunteers or other personnel is to be screened on appointment or every three years.

Are there exemptions?

Organisations are able to make their own determination whether they will grant an exemption. Possible exemptions are listed below.

Exemptions

- A person volunteering in their own children's activities;
- A person who volunteers who is less than 18 years of age;
- A person working or volunteering for a short-term event or activity of less than 10 days duration or for no more than one (1) day in any month;
- A person occupying a position in which all work involving children is undertaken in the presence of the child's parents or guardians and in which there is ordinarily no physical contact with the children;
- A person who undertakes, or a position that only involves, work that is not for the exclusive benefit of children and is not provided to any child on an individual basis;
- A person who has regular contact with a child as part of an employment relationship (for example, a person working alongside a child or supervising an employee who is a child); or
- A person who is a police officer or a registered teacher.

Mandatory Notification

The Act makes it a legal requirement to report a reasonable suspicion or incidences of abuse or neglect. This obligation is known as mandatory notification. A reasonable suspicion must be based on facts, for example:

- A disclosure of abuse by a child;
- Professional judgment, based on the notifier's experience and observations; and
- Disclosure by a child or an adult that a child is being abused or is at risk.

Staff and volunteers of recreation and sporting bodies who work with children have a legal obligation ie are mandated to report any suspected child abuse and/or neglect.

Visit the Department for Child Protection website for further information www.childprotection.sa.gov.au

Template V37 – National Police Check Data
(insert Association/Club name)

Your logo here

Procedure	Date	Completed by	Signature
Ensure personal details are complete & accurate on form			
Send completed National Police Check application to appropriate body eg: SA Police, Netball SA			
Date when application sent			
Record Police Check number when returned			
Inform appropriate parties of Police Check information			
Record date of issue of Police Check			
Record Police Check file number			

Template V38 - Department for Communities and
Social Inclusion (DCSI) data
(insert Association/Club name)

Your logo here

Volunteer name	Expiry Date	New application sent	Application approved date	Sighted by authorised Assoc/Club member