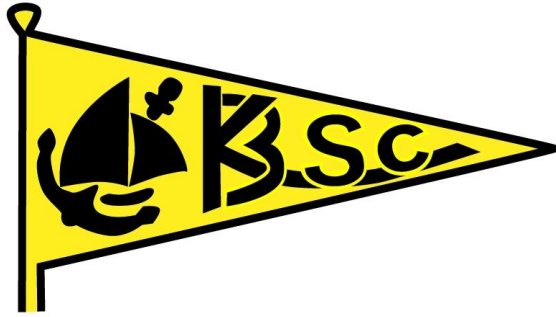


Keppel Bay Sailing Club Ltd



VOLUNTEERS

POLICY AND PROCEDURES

Updated
November
2017

KBSC POLICY AND PROCEDURES

FOR VOLUNTEERS

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1. ABOUT KBSC

OUR VISION

Our vision is to be the leading sailing club in regional Queensland, significantly contributing to the sporting, social, economic and cultural fabric of the Capricorn Coast.

OUR MISSION

Our mission is to grow and promote the sport of sailing.

HOW WE AIM TO ACHIEVE OUR MISSION

OUR HERITAGE

We value the contribution of all those who have gone before us and understand we carry a precious legacy forward.

OUR PEOPLE

We value ourselves and each other. We acknowledge that we are all different and our relationships are based on a mutual respect for individuality, a trust that we will all do the right thing and that we are open, honest, considerate and tolerant in our communications with each other.

OUR CUSTOMERS

We value our customers. We pride ourselves on excellent service and care, inviting our customers to enjoy their experience with us. We treat our customers with courtesy and respect and have similar expectations of them.

OUR SUCCESS

We value our contribution and know that we can make a difference, and that our collective efforts are the key to our success. We take responsibility for our actions and are accountable to each other for our contribution to that success. The creation of wealth is the great enabler which allows us to fulfil our mission in pursuit of our vision.

2. INTRODUCTION TO VOLUNTEERING

BACKGROUND

Volunteers have been involved in almost every area of activity since the inception of Keppel Bay Sailing Club Inc (the Club) in 1957. Without the past commitment and contribution of volunteers, the Club would not have achieved its present level of success. Similarly, without ongoing contributions by effective volunteers it is unlikely that the Club can continue to achieve its sailing, social and community goals and enjoy the level of success it currently does.

The Club's volunteer program brings substantial benefit to:

- *Our members, by providing them with an opportunity for direct involvement in the day to day running of the sport of sailing.*
- *Our organisation, by bringing specialist advice and skills into the organisation and through the provision of additional human resources to particular programs.*
- *The wider community, by providing an avenue for community participation in specific sailing activities or events or the organisation as a whole.*

The contribution of volunteers remains vital to the Club's operations. The Club recognises and values the reciprocal nature of the relationship between the Club and individuals and is committed to providing a volunteer program which both:

- *Supports the Club's vision and mission; and*
- *Meets the expectations and needs of individual volunteers.*

DEFINITION

The Club's definition of volunteering is as follows:

Volunteering is an activity, which takes place through the Club to enable the progression of the Club's vision or the operation of specific activities or projects, and is:

- *Of benefit to the community and the volunteer;*
- *Undertaken of the volunteer's own free will and without coercion;*
- *For no financial payment;*
- *In a position not designated as paid; and*
- *Underpinned by the guidelines within Volunteering Australia.*

GENERAL PRINCIPLES

The Club embraces the following principles of volunteering:

- *Volunteering benefits the community and the volunteer.*
- *Volunteering is always a matter of choice.*
- *Volunteering is an activity that is unpaid and not undertaken for the receipt of salary, pension, government allowance or honorarium.*
- *Volunteering is a legitimate way in which citizens can participate in the activities of their community.*
- *Volunteers should not replace paid employees nor constitute a threat to the job security of paid employees.*
- *Volunteering respects the rights, dignity and culture of others.*
- *Volunteering promotes and encourages equality.*

PHILOSOPHY

The Club values the contribution made by volunteers and seeks to recognize that by:

- *Acknowledging that the relationship between volunteers and the Club is a reciprocal one;*
- *Acknowledging that volunteers exercise free choice in committing to the Club;*
- *Acknowledging that volunteers are of equal status and deserve the same treatment and respect as paid employees, and that the Club can expect the same standards of its volunteers as it expects of its paid employees;*
- *Ensuring volunteers only carry out work that they have agreed to;*
- *Stating and acknowledging the contribution of volunteers in the Club documentation and recording hours contributed;*
- *Providing an opportunity for the development of skills and experience;*
- *Providing support in the form of clear policy guidelines, training, recognition and support, and the provision of references if required.*

PURPOSE

The purpose of our volunteer program is to:

- *Recruit and maintain a committed group of volunteers who assist with activities at the Club;*
- *Attempt to provide volunteers with the level of responsibilities and involvement that meet their expectations.*

3. RECRUITMENT

RECRUITMENT POLICY

The Club's recruitment policy is intended to fulfil the needs of our club and the expectations of our volunteers.

- *The club applies the principles of equal opportunity to its volunteer recruitment processes.*
- *Prospective volunteers are to be matched to existing positions based on their suitability and experience. Suitability for each position depends upon the particular skills needed to fulfil the duties of that position.*
- *Commitment to the goals, values, policies and procedures of the Club will be required as will be the ability to work as part of a team and the acceptance of the relevant roles and responsibilities.*

INDUCTION

All volunteers are to be offered induction within 3 months of commencement. The purpose of the induction is to;

- *Discuss any particular expectations regarding volunteering.*
- *Get to know volunteers ie: their background, what they are doing now, their applicable skills.*
- *Determine their availability and their intended level of commitment.*
- *Discuss the areas in which volunteers can commit to.*
- *Ask about any special needs or limitations the Club should be aware of.*
- *Be provided with a Volunteer's Handbook.*
- *Be introduced to relevant members of staff. Staff to be informed as to the volunteer's duties and who they will be working with.*
- *Be shown staff facilities and amenities.*
- *Receive safety training.*

REFERENCE CHECKS

If the Sailing Committee deems it appropriate, the volunteer may be asked for work or character references before further placement at the Club. Volunteers should be made aware that they may be required to obtain a Blue Card (working with children check).

TRAINING

Supervisors are expected to provide adequate training to enable their volunteers to carry out their duties. Supervisors are responsible for their volunteers while they are learning to use club equipment and must make themselves available to help when needed.

Volunteers are to be encouraged to develop and expand their personal skills to maintain and enhance the Club's effectiveness. Specific training for volunteers will be provided where required and wherever possible at a portion of the cost or no cost to volunteers. Examples might include but are not limited to: powerboat and rescue boat certification, radio operators, first aid certification, food handling, race results inputs and race management training.

4. RIGHTS AND RESPONSIBILITIES OF VOLUNTEERS

RIGHTS OF VOLUNTEERS

Volunteers have a right to:

- *Receive adequate information and a clear role description of what is expected and to understand why they are doing a task and how it fits into the broader program;*
- *Be assigned a suitable project, task or role and to say no to tasks they are unable to do, or would rather not do and to ask for a new role;*
- *Have on the job supervision provided by a designated staff member;*
- *Receive respect and support from their colleagues as well as recognition and feedback from their supervisor for their work;*
- *Be reimbursed for out of pocket expenses, providing appropriate approval is obtained;*
- *Request a reference from the Club when applying for a job, providing the volunteer has assisted at the Club over a minimum period of six months;*
- *Provide feedback, suggestions and recommendations regarding their job or the wider program;*
- *Have access to dispute resolution procedures and support through such a process;*
- *Have their personal details kept in a confidential manner;*
- *Volunteer in a safe and healthy environment and be covered by insurance.*

RESPONSIBILITIES OF VOLUNTEERS

The Club asks that our volunteers agree to:

- *Be reliable and commit, where possible, in advance to day/s and time of work so tasks can be planned accordingly;*

- *Be responsible to, and consult with their supervisor, and to ask for support when needed;*
- *Undertake any training necessary to carry out duties agreed to in their Role Description;*
- *Abide by any the Club's policies regarding their role;*
- *Appreciate and respect the confidential nature of information that may be acquired during course of duties;*
- *Discuss any grievances or problems with their supervisor. If they remain unresolved speak to the responsible club officer;*
- *Perform their role in a health and safety conscious manner and not to compromise the health and safety of others;*
- *Inform the Club of any pre-existing medical conditions or any special needs that the Club should be aware of that might affect the volunteer's ability to undertake certain tasks; and*
- *Report any injury immediately to their supervisor.*

5. THE CLUB'S COMMITMENT TO VOLUNTEERS

The club recognises that volunteers contribute a vast wealth of skills, knowledge and support towards the running of the Club. All Club staff and members will support volunteers and treat them with respect.

6. POLICY REVIEW

The Club's Volunteer Policy and Procedures and relevant documents will be reviewed regularly, at least every three years. This review will be conducted by the Sailing Committee.

The Club is committed to constantly improving the Club's Volunteer Policy and all feedback regarding the volunteer's experience at the club will assist in this regard.

Volunteer's Policy and Procedures	Approved by: Board of Directors
Version: V1 – November 2017	Review Date: November 2020