

Expectations of our VOLUNTEERS to the organisation and members.

VOLUNTEER CODE OF CONDUCT

- Confidentiality, Conduct – Dress Code
- Gifts and Favours
- Use of Authority
- Media and Client Service

KEY POINTS

1. Volunteers are required to conduct themselves in a manner that supports the image and expectations of the organisation and all its members.
2. All members are to receive the highest standard of customer service irrespective of age, gender, race, marital status, disability, sexual preference or religion.
3. Volunteers are required to ensure that they do not use their position for personal gain or use their authority inappropriately.

CHILDREN & YOUNG PEOPLE

- Conduct of Adults and/or Improper conduct of a Sexual Nature.
- Adult Rights/Responsibilities and Screening.
- Children's Rights.
- Technical Personnel Child Protection Procedures.

KEY POINTS

1. Children must be protected from all forms of harm, bullying harassment and intimidation.
2. Any person that is or would be expected to be in a position of authority must not in any circumstances, engage in sexual conduct of any nature with any child or young person. It is irrelevant whether the sexual conduct is consensual, non- consensual or condoned by parents.
3. Adults rights are to receive education and information in all aspects of child protection, support when reporting signs of &/or abuse, and protection from abuse by child members and adults including parents.
4. Adults responsibilities are not to abuse children or young people physically, emotionally or sexually. Avoid unaccompanied and unobserved activities with children for your own protection and ensure the rights and responsibilities of the children in your care are enforced. Listen and act on child members' statements concerning alleged abuse and report any allegations immediately.
5. Volunteers who provide services or conduct activities that mainly involve children need a Blue Card or an Exemption Card (Police Officers and Registered Teachers). This is regulated by the Working with Children (Risk Management and Screening) Act 2000
6. In order to protect children, coaches, team management and officials must be aware of the organisations child specific protection procedures and implement them in the required way always.

RISK MANAGEMENT

- Duty of Care
- Substance Abuse

KEY POINTS

1. That volunteers recognise that risk management is an essential function that is the responsibility of ALL and that volunteers accept the duty of care required when taking on a task, position or membership within the organisation.

Substance Abuse (Drug/Alcohol)

2. For the safety and enjoyment of all "Participants" all volunteers shall have a Zero blood alcohol level whilst representing the organisation.
3. The Management Committee or their representative reserves the right to deny participation of any volunteer suspected of any blood alcohol content prior to or during participation. Any volunteer suspected of blood alcohol content will need to prove their blood alcohol level as nil before participation can occur for the safety of the volunteer, other participants and members.
4. It is the responsibility of all volunteers to immediately report any suspected illegal or inappropriate alcohol or drug use immediately.
5. For the safety and enjoyment of all "participants", it is the responsibility of all volunteers to immediately stop the participation of any individual suspected of illegal or inappropriate alcohol or drug use. Breaches must be reported immediately.

VOLUNTEER Commitment to the organisation and it's members

1. All volunteers must be capable of working the hours specified for their position.
2. Volunteers will be expected to be committed to the club, its members, standards, and have a willingness to participate, be available, meet suitability and agree to implement the codes of conduct and regulations of the club and its activities.
3. Volunteers may be required to sign that they know and understand their task & duties.

NON COMPLIANCY

The Management Committee will determine the severity of the final penalty if a breach occurs. Penalties may be an official warning, disciplinary action, suspension, dismissal and/or police or legal action.

TO OUR VOLUNTEERS ORGANISATIONS commitment to support our 'Volunteers'

VOLUNTEER RECRUITMENT SELECTION

Recruiting Process, Working Hours, Selection Process

KEY POINTS

1. To better match the expectation of the volunteer and the organisation, this may require an application process.
2. Time out and meal breaks will be provided based on hours worked.
3. The club will clarify in detail the expectations of all positions prior to selection.

VOLUNTEER PLACEMENT

Placement and redeployment

KEY POINTS

1. Volunteers where possible will be placed into roles based on existing experience and skills &/or the potential to develop the skills required.
2. No volunteer will be placed knowingly in a position beyond his or her known capabilities unless adequate support is provided.
3. Redeployment (change tasks/jobs) is available to all volunteers if requested.

VOLUNTEER TRAINING

Induction Training - Job Training- Facility Training

KEY POINTS

1. We are committed to providing Job specific training which includes the specific tasks and risk associated with the position, job and environment.
2. Volunteers will receive induction training that includes the history, values, mission & present expectations of the club.
3. The purpose of facility training is to ensure individuals are aware of the physical structures and operational needs.

VOLUNTEER RECOGNITION & REWARD

Reward, Resources

KEY POINTS

The purpose of this policy is to:- Provide guidance for the equitable and appropriate recognition and rewards for the volunteers who contribute to the organisation.

VOLUNTEER SUPPORT

Uniforms, Meals, Pathways, Reimbursement & Reward

KEY POINTS

1. The club will ensure resources are available to adequately support the volunteers to do their tasks and to reimburse them for all approved out of pocket expenses and to recognise and reward them for their contribution.
2. This support will vary based on contribution and the club's financial capacity.

VOLUNTEER MANAGEMENT

Harassment, Physical and Sexual Abuse, Grievance Procedures and Discipline and Dismissal

KEY POINTS

Harassment, Physical & Sexual Abuse

1. The club is committed to providing an environment free from harassment, intimidation, physical and sexual assault.
2. Those who feel offended may advise the person that they are offended or report the behaviour to the committee.

Grievance

1. A grievance procedure is a means for the volunteer to resolve any complaints that may arise while performing duties. The complaint will be dealt with under strict confidentiality in accordance with the privacy act.
2. A grievance procedure applies to matters concerning the volunteers' role responsibilities, workload or the behaviour of others: volunteers need to be aware of the procedures when lodging a formal complaint.

Discipline and Dismissal

1. Volunteer performance/conduct is governed by the clubs polices, procedures, codes, volunteer agreements - failure to act within these guidelines, may result in dismissal or disciplinary action.
2. A volunteer may be reprimanded. The reason for the reprimand, the future expectations and suggestions for improvement will be provided. If improvement does not occur dismissal action may need to be taken.
3. If a volunteer has been dismissed, it will result in membership privileges being revoked, and the return of equipment, keys and all property owned by the club.

THANKYOU FOR YOUR CONTRIBUTION

