

MANAGEMENT AND SUPPORT POLICY AND PROCEDURE

Policy Title:	Management and Support
Policy Type:	Volunteer Management

POLICY

This policy refers to the commitment of the organisation to provide ongoing support for volunteers, including but not limited to, the provision of 'counselling', meals, uniforms, rewards, reimbursement of telephone or travel costs, additional resources, future opportunities / pathways and any other support the organisation is able to provide to their volunteers to enhance their experiences while working to develop and promote the organisation.

The Organisation recognises the necessity for volunteers to know they will receive full support from the organisation, as organisational resources will allow and as determined by the board/committee.

PROCEDURE

COUNSELLING

Any volunteer may request the opportunity to discuss matters relating to their position with their direct supervisor and in turn with the Management Committee if required. This request may be made verbally or in writing and the supervisor must be available within two weeks of the request to undertake this discussion. A third party may be present at these discussions at the request of the volunteer or the supervisor.

All volunteers will receive honest, tactful and accurate feedback and information regarding their performance of the role, responsibilities and tasks of their position.

The Organisation encourages all supervisors to provide formal or informal counselling, as they deem necessary to support those volunteers for whom they are responsible.

All paid and volunteer staff will be encouraged to provide support for other paid and volunteer personnel within the organisation to establish a sense of belonging, build teamwork, increase motivation and commitment to each other and the organisation and in an effort to enhance the voluntary experience for all involved.

FUTURE OPPORTUNITIES/PATHWAYS

The Organisation is committed to providing future and alternative pathways for volunteers and encourages volunteers to undertake various opportunities within the organisation where their skills, knowledge and experience meet the requirements of the position or where the volunteer has the potential and is willing to undertake training to develop the skills and knowledge to be equipped for the position.

MEALS AND HOURS OF WORK

The organisation will provide snack or meal breaks as required where volunteers work for longer than four consecutive hours. **No volunteer will work longer than ten continuous hours (including breaks).**

UNIFORMS

Issue of uniforms will be at the discretion of the Management Committee and prioritised based on the resources of the organisation and the position of the volunteer.

To uphold the organisation's image in the community, volunteers are expected to wear the uniform of the organisation in a neat, clean and presentable fashion. In addition to those uniforms issued, volunteers are encouraged to purchase and wear uniforms / promotional clothing items to support and promote the organisation throughout the community.

REIMBURSEMENT OF TELEPHONE AND TRAVEL COSTS

Application for reimbursement of telephone and travel costs will be available for all volunteers. Payment of these costs will be *equitable* and based on the organisation's reimbursement priorities, resources of the organisation and the position of the volunteer. Those volunteers incurring substantially increased telephone and / or travel costs due to the position they hold will receive highest priority.

REWARD FOR CONTRIBUTION

Rewarding volunteers for their contribution to the organisation will be a high priority. Reward will be at the discretion of the management committee and prioritised based on the resources of the organisation and the services provided to the organisation.

To ensure that adequate resources are available **those members who are unable to or chose not to contribute or volunteer their services will pay more to be part of the club.** This cost will be determined by the Management Committee.