



VOLUNTEER MANAGEMENT POLICY

INTRODUCTION

Frankston District Netball Association Inc (FDNA) relies heavily on the unpaid work of volunteers and values their contribution highly.

PURPOSE

This policy is intended to ensure that volunteers working at FDNA have work that is safe, significant, fulfilling, and appreciated.

POLICY

All volunteers shall be treated with respect and gratitude for their contribution.

Volunteers shall carry out duties assigned by the management of FDNA.

AUTHORISATION

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Frankston District Netball Association Inc.

April 2020

Policies can be established or altered only by the Board: **Procedures** may be altered by the Operations Manager.

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VOLUNTEER MANAGEMENT PROCEDURES

RESPONSIBILITIES

It is the responsibility of the Operations Manager of FDNA to appoint or act as a Volunteer Coordinator.

The Volunteer Coordinator shall be responsible for organising the recruitment, training, and supervision of volunteers. The Volunteer Coordinator shall report to the Operations Manager(Board of Management in the event that she/he is the Volunteer Coordinator).

The Volunteer Coordinator shall assign supervisors to volunteers and shall monitor the supervisor.

The appointed supervisor shall ensure that each volunteer is trained and capable of fulfilling their functions adequately.

The Operations Manager shall report to the Board regularly on the FDNA volunteer roles/program.

PROCEDURES

Recruitment

All volunteers are subject to the screening procedures set out in the appropriate section of FDNA's Recruitment Policy.

Recruitment of volunteers shall also take into account FDNA's commitment to diversity under its Diversion and Inclusion Policy.

Induction

All volunteers shall be offered appropriate information and training to complete their roles.

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Supervision

All volunteers shall receive appropriate supervision in the exercise of their functions.

Reimbursement

All volunteers shall be reimbursed for all pre-approved expenditure incurred in the exercise of their functions.

Workplace Health and Safety

All volunteers are provided access to and expected to read and comply with all FDNA Workplace policies.

RELATED DOCUMENTS

- [Staff Recruitment Policy](#)
- Inclusion and Diversity Policy
- Workplace Health and Safety policies

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April 2020

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APPENDIX A

VOLUNTEER SATISFACTION SURVEY

Surveying volunteers is a practical and common-sense way of gaining feedback from those who have taken part in a volunteer-based partnership activity.

Feedback from surveys like these can be used not only to gauge reaction to certain aspects of the activity undertaken, but also to cater better for volunteers' needs and wants the next time an activity is planned.

The following is a sample survey. It can, of course, be varied to suit more specific volunteering tasks, but it provides a general guide to the sort of questions and comments you could ask of volunteers.

Remember to:

- Encourage the prompt return of the surveys.
- Stress to volunteers their responses to the survey will remain confidential and that they don't have to put a name to the survey if they do not wish.
- Encourage volunteers to answer as many questions as they want, but say they don't have to answer them all.

SAMPLE SURVEY

Following the recent volunteer activity you helped with, we would like you to take a few minutes to fill in as many questions contained in this survey as you can.

Your responses will remain confidential. We will study your responses, as well as those of other volunteers, to see if there are any ways in which we can improve the next volunteer activity we organise as part of our partnership.

Thank you for your time.

- Name (optional): _____
- How many times have you volunteered? _____
- Are you planning to volunteer again in the future? _____
- Why did you volunteer? _____

TRAINING

- Was there any training needed for your volunteer role?

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- If so, what sort of training was needed, and how many hours of training did you receive?

- Was this on-the-job training or a special training session?

- Was the training you received (Please circle one):
Excellent/Good/Fair/Poor/Received none
- Did your training prepare you for your volunteer role? (Please circle one):
Very well/Somewhat/Didn't relate/Received none
- If you have comments you'd like to share, please include them below.

SUPERVISION

- Were you provided with a clear outline of what was expect from you?
YES/NO
- Did your direct supervisor provide adequate support?
YES/NO
- Did he/she make you feel like a valuable member of the team?
YES/NO
- Did you feel that FDNA, as a whole, supports volunteers?
YES/NO
- Did you feel that FDNA got as much from your service as it could have?
YES/NO
- If you have comments you'd like to share, please include them below.

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RECOGNITION

- Did you feel that your efforts were being/have been recognized and appreciated?
YES/NO

- Did you receive recognition for your service? If so, what was it?

- Was the recognition you received sufficient?
YES/NO

- Were the efforts of volunteers recognised publicly, or in the media? If so, how?

FEEDBACK

- Were your views on the FDNA program you contributed to sought out?

YES/NO

- Were your views listened to?

YES/NO

OVERALL SATISFACTION

- How would you rate your overall volunteer experience? (Please circle one):
Excellent/Good/Fair/Poor

- Were you treated properly and with respect?

YES/NO

- Did you enjoy working with other volunteers on the day?

YES/NO

- What was the highlight of your volunteering stint?

- Please use the space below to make any further comments about your experience that could help us improve the volunteer experience for yourself and others?

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- Thank you for taking the time to complete and return this survey. Your answers are important to us and will be kept confidential. If you would like further information about this survey, please provide your contact information below.

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