



VOLUNTEER MANAGEMENT POLICY

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Person Responsible for Review:	General Manager

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

Miranda Castles

General

Frankston District Netball Association Inc.

June 2024

Responsibilities

The General Manager of FDNA may 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.

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 General 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 Diversity and Inclusion Policy.

Introduction

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

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 & Safety

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

Child Safety Commitment Statement

All volunteers are provided access to and expected to read and comply with all Child Safety policies and procedures.

www.frankstonnetball.com.au/child-safety/

Related Documents

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

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

Online volunteer satisfaction survey can be found here:

<https://forms.office.com/r/Fz4WLKX45>