

VOLUNTEER MANAGEMENT POLICY

The achievement of the objectives of Deaf Sports and Recreation Queensland (DSRQ) is best served by the active participation of members of the community. To this end, DSRQ accepts and encourages the involvement of volunteers at all levels of the association and within all appropriate programs and activities. All staff are encouraged to assist in the creation of meaningful and productive roles in which volunteers might serve, and to assist in recruitment of volunteers from the community.

SECTION 1 DEFINITION

A volunteer is a person who chooses to contribute time, skills and experience for no payment (except where out of pocket expenses is incurred) to benefit the organisation.

SECTION 2 LIMITATIONS

- (1) For insurance purpose, person eligible for volunteers must be member of Deaf Sports and Recreation Queensland as per constitution.
- (2) Paid staff can volunteer at any event proving the event is unrelated to task required by the staff.

SECTION 3 OBJECTIVES

3. The objectives of the Volunteer Management Project (VMP) are to:
 - 3.1. manage a pool of registered volunteers as determined by the projects/events under the Deaf Sports and Recreation Queensland.
 - 3.2. prepare a registry of volunteers.
 - 3.3. provide training for volunteers in management, leadership and other relevant skills.
 - 3.4. review every six months;
 - the policy and procedures of VMP and;
 - the development of volunteers and;
 - the training needs of volunteers.

SECTION 4 MANAGEMENT

- 4.1. The Project Director shall work in co-operation with State Administrator for the efficient management of volunteers.
- 4.2. The Project Director shall be responsible for recruiting volunteers from time to time and shall maintain a registry of volunteers in line with to Section 6.
- 4.3. The Project Director shall ensure that all legal requirements are met and that duty of care be enforced to prevent any unforeseeable mishaps.
 - 4.3.1. This includes criminal screening of the applicant through the Children Commission where children are involved.
 - 4.3.2. The Project Director have a duty of care to ensure safe working

conditions for each volunteer and shall, within his/her power, prevent volunteers from working at an event deemed unsafe.

- 4.4. State Administrator and Project Director shall be responsible for preparing job descriptions for different volunteering tasks and shall register include them in database.

SECTION 5 RIGHTS and RESPONSIBILITIES

In all events conducted by DSRQ, all volunteers shall have the rights to;

- i) conduct task meaningfully.
- ii) be treated equally in the course of volunteering.
- iii) be involved and participate in the event fully.
- iv) be recognised for volunteers service.
- v) perform to the best of ability.
- vi) be loyal to objectives of DSRQ.

Each volunteer's own daily schedule shall be respected and taken into account when organising any events requiring volunteers.

SECTION 6 VOLUNTEERS DATABASE

6. A registry in an approved format shall be developed and maintained regularly. It shall be stored and kept at Deaf Sports and Recreation Queensland Office.
- 6.1. The registry shall record the following information;
 - 6.1.1. Personal details.
 - 6.1.2. Available skills.
 - 6.1.3. Time available for volunteering.
 - 6.1.4. Other particulars affecting the volunteer.
- 6.2. All details shall be kept strictly confidential at all times. No person shall access the registry without the approval of the Management Board Executive and VMP project director.
- 6.3. In addition, the registry shall maintain different types of voluntary tasks and duty statement for:
 - 6.3.1. Sport Events.
 - 6.3.2. Functions.
 - 6.3.3. Interpreting Tasks.
 - 6.3.4. Junior Program.
 - 6.3.5. Administration.
 - 6.3.6. Trying Out Events.
- 6.4. An appropriate application form shall be designed to recruit interesting persons for volunteers and is open to, for insurance purpose, members of Deaf Sports and Recreation Queensland only.
- 6.5. An application form shall include personal details, contact details, category of volunteer works, experience, skills, other qualifications, time available, and preferred mode of communication.
- 6.6. All Volunteers shall be required to sign a confidential disclosure agreement and shall be subject to agreement review annually.
- 6.7. The office shall maintain a record of time spent on volunteering and register data on database. He/she shall distribute time sheets to every volunteer at every event and shall collect them at the conclusion of each event.

SECTION 7 TRAINING

7. The volunteers from time to time, shall be encouraged to develop and implement skills through
 1. Workshop organised by DSRQ.
 2. External workshop negotiated by DSRQ.
 3. Education opportunity and training shall be made available where possible.

SECTION 8 REIMBURSEMENT

8. Out of pocket incurred in the course of volunteering can be reimbursed providing that:
 1. the State Administrator grants an approval prior to any event.
 2. Expenses incurred is proximity to event and reasonable.
 3. Project Director shall distribute information to all volunteers regarding specific reimbursable items.

SECTION 9 RECOGNITION OF VOLUNTARY SERVICE

9. In recognition of efforts of the volunteers, the Deaf Sports and Recreation Queensland shall, where possible, promote and publish the voluntarily efforts of the volunteer's name in
 - The DeafNews Queensland.
 - Austext.
 - Annual General Meeting (noted in minutes).
 - Event Programme/book.
 - Certificate.
 - Volunteer Award at the Deaf Sports Award event.
 - WebPages.

SECTION 10 ABSENCE

- 10.1.1 As critical part of volunteer performance is reliability, volunteers are expected to perform duties on a regular scheduled and timely basis. As in all paid task, volunteers should inform Project Directors as far in an advance as possible of their inability to volunteer.
- 10.2.1. Habitual absenteeism might results in termination of volunteer's task or term of service. Volunteers are encouraged to find a substitute for any upcoming events. The substitute shall only be a volunteers registered with Deaf Sports and Recreation Queensland and, person suitable and qualified for the task.

SECTION 11 TERMINATION

Volunteers who do not adhere to the policies/rules of DSRQ or who fails to satisfactorily perform their volunteer task are subject to termination.

An opportunity shall be granted to the dismissing volunteers to discuss the reasons for termination with Project Director.

Possible ground of termination might include, but not limited to the following

1. gross misconduct.
2. being under influence of alcohol/drug.
3. theft of property or misuse of equipment.
4. mistreat of patron/client/members/volunteers.
5. fail to abide by rules/policies.
6. fail to satisfactory performs tasks.
7. sex harassment.

SECTION 12 CONFLICT OF INTEREST

12. No person who has any monetary interest with any activity or program of the DSRQ shall be accepted for service as a volunteer with Deaf Sports and Recreation Queensland. Where potential conflict of interest does arise, volunteers shall declare their interests to Project Director.

Depends on type and size of any event, either an identification tag or shirt shall be prepared and distributed to each volunteer. The tag or shirt shall displace symbol, logo or wordings that clearly identify the person as a recognised volunteer.

SECTION 13 PROFESSIONAL INDEMNITY

Deaf Sports and Recreation Queensland have legal responsibilities regarding insurance and workplace safety. Volunteers are therefore required to work within the guidelines as set out by the organisation. Performance that disregards these guidelines will result in disciplinary action by Deaf Sports and Recreation Queensland as per section 11.

Volunteers are protected by the Public Liability while travelling to and from work and while performing work as a registered volunteer of the Volunteer Project. This cover is for accident or injury and does not include illness. Volunteers are not covered by the insurance in the vehicles for volunteer work. If volunteers do choose to provide transport they should ensure their own vehicle is covered appropriately by their comprehensive insurance policy.