

**Policy: VOLUNTEER Policy and Procedure**

Title	Volunteer General Policy	Number: v1.28022010
Approved by	GORRC Executive Committee	Issue Date: 08/04/2010
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Associated GORRC policies		

***RATIONALE***

The value of volunteers to organisations such as Gascoyne Offroad Racing Club Inc (GORRC) has long been recognized, without our volunteers we could not conduct a motorsport event, could not fundraise and could not add value to our community. Volunteers provide one way of building bridges between GORRC and the community.

*Volunteers are people who undertake work within GORRC without payment, of their own free choice and for the benefit of the community. Volunteers do not replace paid staff, nor constitute a threat to the job security of paid workers*

Whilst contributing their time and skills in completing projects and tasks, volunteers will gain knowledge, experience and satisfaction from their involvement with GORRC to the greater good of the community it serves.

***Policy***

1. The GORRC recognizes that volunteers are an integral part of the Organisation and people are its most valuable assets.
2. The purpose of this policy
  - a. Establish basic values and attitudes towards volunteering
  - b. State GORRC philosophy on volunteering, and
  - c. State GORRC methodology of involving volunteers as partners in achieving its vision

## ***Scope***

This policy applies to all volunteers.

## ***Aims***

The volunteer participation program is intended to:

1. enhance and/or expand the club activities of GORRC;
2. enhance links with and add value to local communities;
3. provide opportunities for members of the local community, our region, our state and nationally to be actively involved in GORRC;
4. empower volunteers and enable them to make informed choices about voluntary activities;
5. enable volunteers to meet their own needs for enrichment and work satisfaction, whilst meeting human and social needs of the community;
6. create and foster interest in volunteering.

## ***Objectives***

The objectives of the volunteer program are to:

1. recruit appropriate volunteers with the necessary interests, attitudes and skills to contribute to the work of GORRC, recognising that not every volunteer may be suitable for placement at GORRC;
2. implement a selection process whereby volunteers are enabled to make an informed decision about the placement offered, based on knowledge of particular roles and service expectations;
3. provide appropriate training for the tasks to be performed;
4. provide appropriate supervision of each volunteer by a GORRC staff member who will offer on-going professional support, guidance and training;
5. integrate volunteers into GORRC through appropriate orientation and familiarisation programs;

6. provide a performance management process for formal and informal feedback to volunteers regarding their contribution to GORRC;
7. facilitate participation of volunteers in the decision making process regarding their work.

## **RIGHTS AND RESPONSIBILITIES**

### ***Rights of Volunteers***

Volunteers have the right to:

1. Undertake satisfying and worthwhile tasks at GORRC;
2. Be treated with respect as a co-worker by other GORRC staff;
3. Be provided with an appropriate job description setting out tasks, responsibilities, expectations, and the name of the supervising GORRC staff member;
4. Relevant orientation on GORRC policies and procedures, staff and services;
5. Undertake tasks in a safe working conditions;
6. Be covered by insurance whilst working for GORRC;
7. Be reimbursed for out-of-pocket expenses;
8. Make suggestions for improvement and be consulted on matters which affect their work;
9. Refuse unacceptable tasks and access the GORRC grievance process for volunteers in cases of conflict.

### ***Responsibilities of Volunteers***

1. Volunteers have the responsibility to:
2. Adhere to GORRC policies procedures and guidelines and to promote the interests of GORRC;
3. Treat clients and staff with respect;
4. Treat all personal information as confidential, and sign an undertaking to this effect;
5. Only undertake those tasks which can be performed effectively and reliably;
6. Be accountable for quality of work and accept evaluation by GORRC staff of work done;

7. Commit to working as a reliable member of a service team and give reasonable notice of non-attendance because of illness or other emergency;
8. Treat all equipment, tools and vehicles with respect and report any damage immediately to supervisor
9. Treat apparel provided by GORRC with respect and not alter it in anyway
10. Be prepared to learn, attend training and ask for support when needed;
11. Sign a commitment contract and abide by its undertakings;
12. Acknowledge the responsibility of GORRC to make thorough pre-placement checks, as part of the selection process for volunteers.

### ***Rights of GORRC***

GORRC has the right to:

1. Select volunteers and terminate volunteer employment at its absolute discretion;
  2. Expect respect for clients and absolute confidentiality from volunteers;
  3. Expect cooperation between volunteers and staff;
  4. Expect tasks to be undertaken as set out in the job description;
- Be given agreed notice periods in respect of non-attendance because of illness or other emergency, or to cease volunteer work.

### ***Responsibilities of GORRC***

GORRC has the responsibility to:

1. Provide equal opportunity in selection for persons wishing to volunteer;
2. Undertake pre-placement checks on all volunteers;
3. Organise a trial reflection period prior to confirmation of commitment;
4. Assign a staff member to orient, organise training and to supervise each volunteer;

5. Provide a clear, written job description, setting out purpose, tasks, responsibilities, accountability and supervisor for each volunteer;
6. Ensure volunteers are aware of relevant GORRC policies and procedures.
7. Ensure that supervisors provide clear direction and feedback to each volunteer;
8. Ensure that volunteers are treated with respect as co-workers by GORRC staff;
9. Ensure that volunteers and GORRC are covered adequately by appropriate insurance policies;
10. Ensure that, in general, volunteer access to confidential information is restricted;
11. Ensure that clients of the service are aware of the identity and role of volunteers and have access to a complaints procedure;
12. Authorise a written reference to be provided if requested by volunteers who have completed a minimum period of work with GORRC.
13. GORRC is committed to establishing and maintaining a quality system for managing volunteers
14. GORRC Executive Committee will empower senior management with the necessary authority to manage and implement a quality management system.
15. GORRC is committed to observance of National Standards for Involving Volunteers in Not-For-Profit Organisations. GORRC will also ensure that policies of Confederation of Australian Motorsport (CAMS) and Motorcycling Australia (MA) are observed.

### ***Selection***

The process of selection begins with the prospective volunteer completing the Expression of Interest Form, and this should be forwarded to the Volunteer Program Manager.

### ***Pre-Placement Checks***

GORRC has a responsibility to its clients to ensure that volunteers and tasks are well matched and that volunteers are suitable for the requirements of the work at GORRC.

GORRC may obtain from each volunteer the names of two persons as confidential referees and will contact these two referees to discuss the role of GORRC and the work to be performed by the volunteer.

Previous employers will be contacted where GORRC considers this would be helpful in making an assessment of the volunteer's suitability.

For certain volunteer positions or tasks, a police check on the volunteer will need to be organised by GORRC. The volunteer will be asked to provide consent prior to such a check being made.

## **ADMINISTRATION**

### ***Insurance***

GORRC will provide appropriate insurance to protect the organisation and its volunteers, namely:

- *Public Liability or Public Risk Insurance* which covers GORRC where premises are being used by a volunteer or other person who suffers an injury or who causes property damage;
- *Volunteer Personal Accident Insurance*, which covers volunteers for accidents whilst engaged in GORRC business irrespective of cause or fault.

### ***Use of Private Vehicles by Volunteers***

It is an expectation of GORRC that volunteers who use their own vehicles on GORRC business will NOT be reimbursed for travel costs; the actual travel is seen as a part of the overall experience provided by GORRC Events.

Volunteers should note that damage or accident to their vehicle whilst it is being used on GORRC business will not be covered by GORRC insurance policies.

### ***Referral to Other Agencies***

If there is no appropriate placement available within GORRC, volunteers may be offered the option of:

- Placement upon the GORRC Volunteer Register for a future opportunity; and/or
- Referral to Volunteering WA, which maintains a data base of organisations seeking volunteers and assists potential volunteers

to access information, clarify areas of interest and discuss volunteer opportunities.

Volunteering WA  
City West Lotteries House  
2 Delhi Street  
West Perth WA 6005  
Australia

t: (08) 9482 4333

f: (08) 9482 4334

### ***References for Volunteers***

GORRC will provide on request a written reference for volunteers who have completed at least (6) months of their placement contract with GORRC, although by agreement between the supervisor and the Volunteer Program Manager a written reference may be provided earlier. A copy will be placed upon the Volunteer's Confidential personal record.

### ***POLICY AND PROCEDURE REVIEW***

Policy and procedures will be reviewed annually after each major event to ensure principles of continuous improvement are maintained.