



New South Wales Lacrosse

Volunteer Management Policy

Overview

New South Wales Lacrosse Inc (NSWLI) relies heavily on the motivation, time and energy of volunteers. Each event, competition, program and process undertaken by NSWLI has unique requirements in terms of roles and responsibilities of volunteers.

This policy serves as a general guide for those persons appointed by the NSWLI Board for each event, competition, program and process to recruit, manage and motivate volunteers as required.

NSWLI Volunteer Management Policy Guidelines

- Orientation and training: attendance requirements and expectations should be clearly spelled out to all volunteers as part of the recruitment process;
- Uniforms: a clear statement on the provision, wearing and laundering of uniforms; acceptable variations; ownership of uniforms after an event (eg uniforms can be an effective incentive and reward for volunteer efforts) should be provided to all volunteers upon appointment;
- Attendance and volunteer rosters: volunteer communication should include all of the following information: methods of rostering volunteers; hours to be 'worked'; recording attendance (sign-in and sign-out) particularly in relation to liability for injuries or accidents; a statement about organising substitute volunteers should also be included;
- Out-of-pocket expenses: a statement about the reimbursement of expenses incurred during an event and the types of out-of-pocket expenses that are covered/not covered should be included in the initial communications;
- Car parking/transport: initial communications should outline whether such services are provided or not provided on-site or near-site; overview of policy on the use of private vehicles for official event business; if parking is not available, who provides/pays for alternative forms of transport for volunteers;
- Accreditation: requirement for volunteers who have first aid or other certification should be advised to have original copies cited and/or photocopied; volunteer coordinator should ensure that these copies are kept for record-keeping purposes at NSWLI's head office;
- Workplace health and safety: statements in relation to relevant legislation and guidelines for providing a safe working (volunteering) environment should be made to all volunteers as relevant;
- Liability and negligence: where it is not readily apparent, volunteers should be informed of NSWLI's position with respect to accidents, injuries and/or property damage in advance of commencing any volunteer task;
- Insurance: communication should include details of the extent to which event volunteers are covered in the case of injury, accident or death to the volunteer or caused by the volunteer;
- Food and drink: whether event volunteers are provided with food and drinks; locations where food and drink can be consumed should be included in communications;
- Rest breaks: for extended periods of duty, a statement about rest and toilet breaks should be provided;
- Complaints and grievances: a statement about the procedures volunteers should follow if they have a complaint or grievance about their workload or how they are being managed (eg being harassed or subjected to unreasonable demands) and the processes that will be put in place to handle such matters.